

It-essentials v5.0 Final Exam Answers

1

Which power criterion will affect the number of internal drives that are installed in a computer?

+5VDC output

+20VDC output

AC input

DC output

power supply voltage

power supply wattage

2

A customer needs additional storage space on an older computer. What will the technician look at in the computer to determine if an additional hard drive can be added?

adequate RAM

an open PCI/PCIe expansion slot

an available PATA/SATA connection

BIOS version

the heat that is generated and air flow requirements

3

Why do laptop computers use CPU throttling techniques?

to enhance the performance of the CPU

to reduce the heat that the CPU may generate

to ensure the CPU is running at its peak speed

to conserve the battery life by reducing the bus speed between the CPU and RAM

4

Which step is critical in selecting and installing multiple cooling fans for a PC case?

Make sure they are the same make and model.

Make sure they run at the same speed.

Make sure they provide the same amount of air flow.

Make sure they are mounted in correct air flow directions.*

5

Which statement is true about DDR2 and DDR3 RAM modules?

They operate at the same voltage.

They have a different number of contact pins.

They use different types of DIMM slots on the motherboard.

They require the same operating frequency on the front side bus.

6

To avoid electromagnetic interference, which type of equipment should a technician route copper network cables away from?

wireless network devices

cordless telephones

microwave ovens

electric motors

7

Which statement is true about the use of an antistatic wrist strap?

An antistatic wrist strap should not be used in conjunction with an antistatic mat.

For optimum grounding, the clip should be attached to a painted section of the computer case.

The metal part of the wrist strap should not make contact with your skin.

An antistatic wrist strap should not be worn when repairing a power supply.

8

Which are two potential risks to a mobile device that could result from rooting or jailbreaking the device? (Choose two.)

A custom OS enables user access to the root directory.

A custom OS may not properly create or maintain sandboxing features.

The user interface may be extensively customized.

The device performance may be improved.

Some features initially disabled by a carrier may be enabled.

9

A customer is upset and wants to speak to a specific technician to resolve a problem immediately. The requested technician is away from the office for the next hour. What is the best way to handle this call?

Refer the angry customer to a supervisor.

Advise the customer that the requested technician is out of the office and insist on trying to resolve the problem.

Make an offer to help the customer immediately, and advise the customer that otherwise the requested technician will call the customer back within two hours.

Ignore the request for the specific technician by walking through a step-by-step process with the customer in an attempt to refocus the customer and solve the problem.

10

A customer is angry and calls to complain that the service scheduled on the computer took longer than expected. The technician reviews the work order and notices that the service was performed by a new employee. How should the technician respond?

Verify that the computer is working properly now.

Listen to the complaint and then apologize for any inconvenience caused by the lengthy service on the computer.

Explain that the repair technician sent to perform the service is inexperienced.

Put the customer on hold until a supervisor is available.

11

What two actions are appropriate for a support desk technician to take when assisting customers? (Choose two.)

Interrupt customers if they start to solve their own problems.

Comfort a customer by minimizing the customer problem.

Let a customer finish talking before asking additional questions.

If you have to put the customer on hold, ask the customer for permission.

As soon as you detect customer anger, pass the angry customer to the next level.

12

In which circumstance should a level one technician initiate an escalated work order?

when a customer appears to be very knowledgeable

when a customer demands talking to a particular technician

when a problem requires expertise from another technician

when the technician cannot understand the problem as explained by the customer

13

Which two interface types make it possible to attach different external components to laptops and desktops without powering the computer off? (Choose two.)

PS/2

FireWire

PCI

PCIe

USB

14

Which motherboard feature controls the amount of data that a CPU transfers at one time?

pin grid array

front side bus

MMX instructions

read-only memory

15

What laptop component converts DC power to AC so that the display can illuminate?

inverter

backlight

CCFL

battery

motherboard

16

A technician needs to configure a Bluetooth headset for a laptop user. Which two steps should the technician take before installing the headset? (Choose two.)

Remove the battery.

Disconnect AC power.

Enable Bluetooth in BIOS Setup.

Ensure that the antistatic wrist strap is attached to a nonpainted portion of the laptop.

Ensure that the laptop Bluetooth switch is enabled.

17

Which statement correctly compares the characteristics of coaxial cable with twisted-pair cable?

The limited bandwidth of coaxial cable makes it better than twisted-pair cable for LAN installations.

Coaxial cable is less expensive than twisted-pair cable.

Coaxial cable is physically more difficult to install than UTP cable.

Because it contains a single copper conductor, coaxial cable is easier to troubleshoot than twisted-pair cable.

18

How is DSL able to carry telephone and data signals at the same time?

Each signal uses a different frequency.

Each connection is dialed separately.

DSL uses low frequency transmissions.

DSL uses digital signals to carry both the telephone and data traffic.

19

A computer technician performed a number of actions to correct a problem. Some actions did not solve the problem, but eventually a solution was found. What should be documented?

everything that was done to try to solve the problem

only the solution, because this solved the problem

only the failed attempts, so that future technicians will know what not to try

a description of the problem and solution

20

A user wants to upgrade components in a laptop to improve performance. Which two components can be replaced by the user? (Choose two.)

RAM

battery

motherboard

CPU

LCD display

21

What are two operating systems that are found on mobile devices? (Choose two.)

Android

iOS

Google

Apple

MobileOS

22

A technician is attempting to create virtual machines on a PC but wants to ensure that the physical system resources used by the virtual machines are directly managed by them and not by the host operating system. How can the technician accomplish this?

Set up the virtual machines using a native hypervisor.

Set up the virtual machines using a hosted hypervisor.

Set up the virtual machines as Windows Virtual PCs

Limit the amount of paged RAM.

Disable hyperthreading in the BIOS.

23

Which feature of a mobile device touchscreen will allow a user to zoom in displayed items such as maps and photographs?

long touch

double touch

pinch

slide

24

A user downloads a widget onto his Android phone but is puzzled to see that when the widget is touched an app is launched. What is a possible cause?

The user has downloaded a virus.

The widget is corrupt.

The security settings of the Android OS have been compromised.

The widget is associated with the app and this is the normal behavior.

25

A user updates a device driver and reboots the system. When the user successfully logs in after the reboot, the OS displays a blue screen and crashes. The user presses the F8 key on reboot and tries to log in using the Last Known Good Configuration but gets the same result. Why will the Last Known Good Configuration not work?

The Last Known Good Configuration is overwritten with the current one on successful login.

The boot.ini file is corrupt.

The user failed to run chkdsk prior to logging in.

The user failed to save the CMOS settings on reboot.

26

Which file is used to detect and build information about the hardware devices installed on a Windows XP laptop during the boot process?

NTDETECT.COM

NTLDR

NTOSKRNL.EXE

BOOT.INI

27

A technician uses the shrink volume feature of the disk management utility and splits the partition. What must the technician do next in order to make the partition useable?

Partition the unallocated space.

Format the existing partition.

Delete all partitions and reinitialize the disk.

Covert the unallocated space into a dynamic disk.

28

A technician is troubleshooting a 4-year-old computer that takes a long time to boot, and identifies that the BIOS rediscovers all the hardware at every boot. What action would fix this problem?

Replace the CMOS battery.

Launch Device Manager to discover new hardware.

Reset the BIOS using the CMOS jumper.

Start the computer with the last known good configuration.

29

A technician is troubleshooting a computer that fails to print. The technician suspects that the printer driver may be outdated, proceeds to download the latest driver, and installs it. The technician attempts to print, but the problem persists. What is the next action that the technician should take?

Develop a new theory.

Test the theory.

Establish a plan of action.

Identify the problem.

30

A user reports that some printing jobs are not being printed. The technician checks and notices that the jobs are stuck in the printing queue. What action should the technician take to solve the problem?

Cancel the job that displays the error that is preventing the other jobs from being printed.

Reinstall the printer driver.

Unplug the data cable from the printer and plug it in again.

Plug the printer to a voltage regulator.

31

A technician is troubleshooting a printer that fails to print because of constant paper jams. What should the technician try first?

Clean the printer.

Secure printer cables.

Configure the printer port.

Check for bent pins on the printer cable.

32

A technician is planning an operating system upgrade for a user system that is currently running Windows Vista. Because the BitLocker feature embedded in the Windows Vista OS is required, there is a request that this feature be available when the new operating system is installed. Which version or versions of Windows 7 would support this feature?

Windows 7 Ultimate

Windows 7 Ultimate and Professional

Windows 7 Ultimate and Professional and Home Premium
Windows 7 Ultimate and Professional and Home Premium and Starter

33

What does %USERPROFILE% represent in the pathC:Users%USERPROFILE%AppDataLocalTemp?

the location of the Documents folder of a particular user
an environment variable that is set by the operating system
a variable set by the administrator for each user of the system
a fixed value that represents the level of access of a user to system files

34

A company has a preventive maintenance policy that requires every computer have a new restore point created every six months. How can a technician create the restore point?

From the CLI enter the command restore /cn.
Choose Start > Control Panel > Accessories > System Tools > System Restore > Create a restore point.
Choose Start > All Programs > Accessories > System Tools > System Restore > Create a restore point.
Right-click My Computer and then choose Properties > Restore > Create Restore Point.

35

A technician is asked to set up one hard drive that will support two operating systems and will store data files in three separate drive locations. Which partition settings will support these requirements?

1 primary, 3 active, 1 extended, 2 logical
2 logical, 2 active, 3 extended
2 primary, 1 active, 1 extended, 3 logical
3 primary, 1 active, 2 extended

36

A user believes that a data file on a Windows XP computer has been corrupted. Which utility can provide the best information about the data file?

Defrag
Chkdsk

Msconfig
Regedit

37

Which two-factor identification method requires a user to use a small radio transmitting device and then enter a password in order for the authentication to be accepted?

smart key
biometric reader
electronic key card
key fob

38

The corporate security policy states that all remote connections use only secure tunnels for data communications. Which encryption technique secures data traveling across the public Internet as if it were traveling across the corporate LAN?

MD5
VPN
WEP
WPA

39

What type of security attack is being launched when a hacker calls a company to obtain computer login information and pretends to be an employee?

spyware
phishing
adware
Trojan
social engineering

40

What best describes the security threat of spoofing?

making data appear to come from a source that is not the actual source

sending abnormally large amounts of data to a remote server to prevent user access to the server services
intercepting traffic between two hosts or inserting false information into traffic between two

hosts

sending bulk email to individuals, lists, or domains with the intention to prevent users from accessing email

41

Which three attributes of NTFS make it a better file system than FAT32? (Choose three.)

file and folder permission options

file size per volume of 4.17 million

journaling

large cluster size

encryption at the file and folder level

maximum individual file size of 4 GB

42

Which open standards-based wireless security mode supports the highest level of security?

WEP

WPA2

WPA

LEAP

43

After logging into a computer, a user can view files but is unable to download the files. What action can the administrator take to allow the user to download the files while preventing deletion of the files?

Set the folder permissions to Read.

Set the file permissions to Modify.

Set the file permissions to Full Control

Set the file permissions to Read and Execute.

44

A technician is servicing a laser printer. Which two printer parts should the technician avoid touching because they retain large amounts of voltage even when disconnected from a power source?

conditioning roller

toner cartridge

corona wire

printer head

paper tray

45

A wireless LAN is being deployed inside the new one room office that is occupied by the park ranger. The office is located at the highest part of the national park. After network testing is complete, the technicians report that the wireless LAN signal is occasionally affected by some type of interference. What are two possible causes of the signal distortion? (Choose two.)

the microwave oven

the large number of trees that surround the office

the cellular phones that are used by the employees

the elevated location where the wireless LAN was installed

the number of wireless devices that are used in the wireless LAN

46

A technician is to document the current configurations of all network devices in a college, including those in off-site buildings. Which protocol would be best to use to securely access the network devices?

FTP

HTTP

SSH

Telnet

47

A computer can access devices on the same network but cannot access devices on other networks. What is the probable cause of this problem?

The cable is not connected properly to the NIC.

The computer has an invalid IP address.

The computer has an incorrect subnet mask.

The computer has an invalid default gateway address.

48

What is the reason for disabling SSID broadcasting and changing the default SSID on a wireless access point?

Anyone with the default SSID can gain access to the access point and change the configuration.

Disabling SSID broadcasting frees up radio frequency bandwidth and increases the data throughput of the access point.

The access point stops broadcasting its own MAC address, thus preventing unauthorized wireless clients from connecting to the network.

Wireless clients must then have the SSID manually configured to connect to the wireless network.

49

After confirming the removal of a virus from a computer, how should the technician ensure and verify the full functionality of the system?

Check for the latest OS patches and updates.

Document the problem and the procedures performed to solve it.

Talk with the user to determine the cause of the problem.

Gather information from a number of sources to clearly identify the problem.

50

Rogue antivirus warning windows have been reported as appearing on computers in a company. The computer systems administrator is drafting a notice to all employees explaining how to deal with this problem. In addition to a description of the problem and the reporting procedure, which two instructions should also be included in the notice? (Choose two.)

Do not click anywhere in the warning window.

If the window has to be closed, then press Alt + F4.

Close the window by clicking the cross in the top right corner.

Click the Cancel button in the window to close the window.

Update the antimalware software on the computer.

51

An audit reveals company files that are stored in the personal server space of a former employee have been modified after the employee left the company. What should be done to prevent further unauthorized access to these files, while still allowing the company to use them?

Disable the account of the former employee.

Delete the account of the former employee.

Delete the files from the server.

Change the account to a Guest account.

52

A technician is explaining the differences between inkjet printers and laser printers to a customer. Which two comparisons should the technician make? (Choose two.)

Inkjet printers are less expensive as an initial purchase than laser printers.

A laser printer is significantly slower than an inkjet printer.

Both laser and inkjet printers produce poor quality images.

The laser printer output is dry after printing, but an inkjet printer may still have wet ink on the paper after printing.

Inkjet printers use plain paper to make economical prints, but laser printers require more expensive thermal paper.

53

Which two procedures should be done before performing preventive maintenance on a laptop? (Choose two.)

Attach any devices that are normally used as part of daily operations.

Verify that all drivers are current.

Ensure the BIOS is the latest version.

Disconnect the AC adapter.

Remove the battery.

Ensure the latest operating system updates have been applied.

54

In what circumstance would plenum-rated twisted-pair computer network cabling be required?

when the required cable run is more than 330 feet in length

when the cable run must be installed inside a ceiling

when the cable run connects to the MDF

when the cabling is installed at a punchdown block in a wiring closet

55

Which three actions should be part of a regular computer preventive maintenance plan? (Choose three.)

removing dust from fan intakes, the power supply, and peripherals

installing appropriate security updates

removing unused or unwanted programs

changing browser settings

deleting old email

installing more RAM in the machine

56

Which feature is characteristic of the ntbackup command?

It can be executed from a batch file.

It can be used to restore files.

It is used to create a copy of the registry.

It is used to create restore points.

57

What are the four layers in the TCP/IP reference model?

HTTP, TCP, IP, Ethernet

TCP, IP, Ethernet, IEEE

application, transport, internet, network access

application, presentation, session, transport

physical, data link, network, transport

58

After the administrator manually configures the correct SSID on a new laptop, the computer is still unable to connect to the wireless LAN. Which additional action should the administrator take to resolve this problem?

Modify the group account of the user to include all file permissions.

Reboot the wireless access point.

Rename the laptop and reset the user password on the network.

Verify that the MAC address for the laptop is in the MAC address filter table.

59

The current IP configuration of a small company is done manually and is time-consuming. Because of increased network growth, a technician needs a simpler way for IP configuration of workstations. Which service would simplify the workstation IP configuration task?

APIPA

DHCP

DIPS

ICMP

60

What is a typical task performed by a level one technician in a call center?

gathering information when a customer calls for help

solving the problem that might require opening up the computer case

using remote access software to troubleshoot the customer computer

picking up an escalated work order and calling the customer for further information