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Question: 1
Which of the following directory paths is the default profile folder for User1 in Windows 2000?

A. C:\Users\User1
B. C:\User1
C. C:\Documents and Settings\Users\User1
D. C:\Documents and Settings\User1

Answer: D

Question: 2
Roughly how much time spent communicating should be devoted to listening?

A. 23 percent
B. 40 percent
C. 50 percent
D. 80 percent

Answer: C

Question: 3
Which of the following expansion buses uses serial communications and is capable of operating in USB and PCIe modes?

A. ExpressCard
B. CardBus
C. Mini PCI
D. FireWire

Answer: A

Question: 4
When installing additional memory in a notebook computer, the MOST important point to remember is:

A. the chip installed in the expansion slot has to have the same capacity as the chip already installed.
B. memory chips are not plug and play; special drivers will be required.
C. the chip has to be seated properly and locked down to be detected.
D. the chip in the primary slot has to be the same or bigger size than the chip in the expansion slot.

Answer: C

Question: 5
Which tab of the Display Properties dialog box in Windows XP has a button that launches Power Options Properties, allowing you to enable hibernation and set power schemes, among other things?

A. Settings
B. Desktop
C. Screen Saver
D. Themes

Answer: C

Question: 6
Which of the following BEST describes the general meaning of a warning in one of the Event Viewer logs?

A. An Informational message on successful or failed audit actions.
B. An issue that will not prevent the basic function of the computer.
C. An informational message from the Windows Firewall.
D. An urgent issue that warns the user through a screen pop-up.

Answer: B

Question: 7
PC Cards rely on which type of software in order to operate? (Choose two.)

A. Cardmember Services
B. Card Services
C. Modem Services
D. Socket Services

Answer: B, D

Question: 8
Which of the following Microsoft encryption software provides the HIGHEST level of security for PCs running Windows Vista Enterprise or Ultimate Vista?

A. NTFS
B. Windows Defender for Vista
C. BitLocker drive encryption
D. EFS

Answer: C

Question: 9
What component allows you to keep desktop devices, such as keyboard, monitor, and mouse, permanently connected so they can be used by an attached laptop?

A. Docking station
B. Keyboard, video, mouse (KVM) switch
C. Print server
D. USB hub

Answer: A

Question: 10
A user wants to upgrade their CPU. They currently have a processor from vendor A, but the user wants to purchase a different vendor??s CPU. Which of the following will MOST likely need to be upgraded in order to support a CPU from a different manufacturer? (Select TWO).

A. Surge protector
B. Computer case
C. Heatsink / cooling fan
D. Power supply
E. Motherboard

Answer: C, E

Question: 11
The process by which the processor slows down to conserve power is officially called _____.

A. Underclocking
B. Cooling
C. Disengaging
D. Throttling

Answer: D

Question: 12
A technician is setting up VoIP service for a SOHO customer. Which of the following should the technician enable on the customers home router?

A. QoS
B. SSID
C. PoE
D. WPA

Answer: A

Question: 13
A user reports they cannot access the Internet. The technician has verified the user??s browser settings. The user??s PC has a static IP configuration. Which of the following is the NEXT step the technician should take?

A. Check the DNS server addresses and verify they are current.
B. Make sure the Windows Firewall and ICS is disabled.
C. De-select QoS in the TCP/IP properties page.
D. Disable any active antivirus software and see if it resolves the problem.

Answer: A

Question: 14
When replacing your laptop??s AC adapter, which of the following purchase is acceptable to obtain the same or better results?

A. An AC adapter with a higher voltage rating than the original
B. An AC adapter with a higher wattage rating than the original
C. A DC adapter with the same voltage rating than the original
D. An AC adapter with a lower voltage and wattage rating than the original

Answer: B

Question: 15
A customer states they recently updated their system and now it will not bootproperly in normal mode. Which of the following could be used from Safe Mode to correct the issue?

A. Event Viewer
B. Disable DEP
C. System Information
D. System Restore

Answer: D

Question: 16
What should you do for a Li-Ion battery that appears to charge fully, but does not last as long as the battery??s meter indicates it will last?

A. Replace the battery.
B. Exercise the battery.
C. Calibrate the battery.
D. Short the terminals to discharge the battery.

Answer: C

Question: 17
A user wants to prevent certain individuals from using the Internetthroughout the day in Windows Vista. Which of the following tools can be used to perform this action?

A. Parental Controls
B. User Account Control
C. Windows Firewall
D. Windows Defender

Answer: A

Question: 18
How do laptop hard drives differ from desktop hard drives?

A. Laptop hard drives use completely different standards from those used by desktop hard drives for communication with the host.
B. Laptop hard drives are solid state; desktop hard drives have spinning platters.
C. Laptop hard drives require a separate power connection; desktop hard drives are powered through the drive interface.
D. The most common form factor of a laptop hard drive is about an inch smaller than that of a desktop hard drive.

Answer: D

Question: 19
Which of the following commands will resolve a host name to an IP address?

A. nslookup
B. netstat
C. arp
D. ipconfig

Answer: A

Question: 20
Which laptop input device is a flat surface that you can slide across with your finger to control the cursor?

A. Touchpad
B. Trackball
C. Point stick
D. Mouse

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