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Certification Exam

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### QUESTION 1

A technician installs an additional hard drive controller. Which of the following processes will MOST likely prevent errors?

- A. 1) Apply System Updates  
2) Update the BIOS  
3) Install the card  
4) Install the driver  
5) Upgrade the Card Firmware
- B. 1) Install the card  
2) Update the BIOS  
3) Upgrade the Card Firmware  
4) Install the driver  
5) Apply System Updates
- C. 1) Apply System Updates  
2) Install the driver  
3) Install the card  
4) Upgrade the Card Firmware  
5) Update the BIOS
- D. 1) Update the BIOS  
2) Install the driver  
3) Install the card  
4) Upgrade the Card Firmware  
5) Apply System Updates

**Answer:** A

### QUESTION 2

What is the MINIMUM Windows Experience Index recommended for using Aero enhancements in Windows 7?

- A. 2.0
- B. 3.0
- C. 4.0
- D. 5.0

**Answer:** B

### QUESTION 3

On a Windows XP machine, which of the following settings should be configured to allow dragging of files without holding the mouse button?

- A. ScrollLock
- B. StickyKeys
- C. MouseKeys
- D. ClickLock

**Answer:** D

### QUESTION 4

Which of the following utilities would be used to configure energy saving measures when a laptop

switches to battery power?

- A. MSTSC
- B. ACPI
- C. GDI
- D. MSCONFIG

**Answer: B**

#### **QUESTION 5**

A user states that they unplugged their mouse to clean the roller ball, but after plugging it back in the mouse no longer functions. Which of the following is the MOST likely cause of this issue?

- A. The mouse has a PS/2 connector which is not hot-swappable.
- B. The mouse roller ball is now too smooth to gain traction.
- C. The mouse was broken before the user unplugged to clean it.
- D. The mouse has a USB connector that is not getting enough power.

**Answer: A**

#### **QUESTION 6**

Which of the following features are available in Windows 7 Professional beyond those available in Windows 7 Home Premium?

- A. HomeGroup
- B. Windows XP Mode
- C. Aero Desktop
- D. Internet Explorer 8

**Answer: B**

#### **QUESTION 7**

Traffic coming across port 443 is for which of the following protocols?

- A. SFTP
- B. FTP
- C. HTTP
- D. HTTPS

**Answer: D**

#### **QUESTION 8**

Which of the following security threats are MOST likely prevented through user training?

- A. Network Intrusion
- B. Adware Popups
- C. Social Engineering
- D. Spam Messages

**Answer: C**

**QUESTION 9**

A user states that whenever they try to launch a certain installed application, they hear unusual whirring/clicking sounds from their machine and the application never loads. Which of the following components would a technician MOST likely need to replace?

- A. Hard Disk Drive
- B. Optical Drive
- C. Power Supply Unit
- D. Case Fan

**Answer: A**

**QUESTION 10**

A user states that they are trying to project their laptop to a screen for a presentation. They have plugged the projector cable into their laptop, and turned the projector on, but no signal is found. Which of the following should the technician perform FIRST?

- A. Ensure the projector is receiving power
- B. Verify the laptop is not running on battery
- C. Toggle the function key for displays
- D. Replace the projector cable with another

**Answer: C**

**QUESTION 11**

Which of the following are supported bus widths for a PCIe bus slot? (Select TWO).

- A. 1x
- B. 3x
- C. 6x
- D. 16x
- E. 24x

**Answer: AD**

**QUESTION 12**

Which of the following BEST describes the function of hyperthreading support within a CPU?

- A. Allows the core to create a separate space to process threads
- B. Allows the processor to handle multiple threads per core
- C. Allows the core to shift to a higher clock speed based on thread count
- D. Allows the processor to reject certain threads to increase performance

**Answer: B**

**QUESTION 13**

Which of the following is the MOST likely default configuration for a serial port?

- A. 8 Data bits, Odd Parity, 1 stop bit
- B. 8 Data bits, Even Parity, 2 stop bits
- C. 8 Data bits, No Parity, 1.5 Stop bits
- D. 8 Data bits, No Parity, 1 Stop bit

**Answer: D**

**QUESTION 14**

Which of the following are impact printers? (Select TWO).

- A. Line printer
- B. Dot matrix printer
- C. Thermal transfer printer
- D. Inkjet printer
- E. Xerographic printer

**Answer: AB**

**QUESTION 15**

After creating backups of critical system and user data, which of the following is the BEST location to store the backups?

- A. In the supply closet so anyone can access them if needed
- B. Near the server for easy access to restore files
- C. Locked in a cabinet in the IT Manager's office
- D. At a secure off-site storage facility

**Answer: D**

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