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Which of the following will resolve the issue? A. Lower refresh rate B. Lower the resolution C. Raise the resolution D. Increase refresh rate Answer: A Explanation: [http://en.wikipedia.org/wiki/Refresh\\_rate](http://en.wikipedia.org/wiki/Refresh_rate) QUESTION 53 A user recently installed a new video driver on a PC but now it will not boot. Which of the following is the BEST option to correct the issue? A. Automated system recovery B. Emergency repair disks C. FIXBOOT D. Safe mode Answer: D Explanation: <http://www.computerhope.com/issues/chsafe.htm> QUESTION 54 An unauthorized user observing system security procedures is known as: A. a worm B. shoulder surfing C. phishing D. spyware. Answer: B Explanation: <http://www.lifelock.com/education/id-theft-types/shoulder-surfing/> QUESTION 55 Privacy filters applied to users computer screens are used to combat which of the following security risks? A. Rootkits B. Spear phishing C. Shoulder surfing D. Social Engineering Answer: C Explanation: <http://blog.securityactive.co.uk/tag/stop-shoulder-surfing/> QUESTION 56 A critical server was replaced by the IT staff the previous night. The following morning, some users are reporting that they are unable to browse to the Internet upon booting their workstations. Users who did not shut down their workstations the previous day are able to connect to the Internet. A technician looks at the following report from a workstation with no Internet connectivity: IP Address: 192.168.1.101 Netmask: 255.255.255.0 DHCP Server: 192.168.1.1 DNS Server: 192.168.1.2 Default Gateway: 192.168.1.1 Given the above report, which of the following is the cause of why some workstations are unable to browse the Internet? A. The workstation has an APIPA address B. The DHCP server is unavailable C. The default gateway router is misconfigured D. The DHCP server is misconfigured. Answer: D Explanation: [http://knowurtech.net/firms.com/networking/how\\_dhcp\\_works.html](http://knowurtech.net/firms.com/networking/how_dhcp_works.html) QUESTION 57 Which of the following is solely designed to avoid detection by an antivirus program by using the underlying operating system to its advantage? A. Rootkit B. Virus C. Trojan D. Worm Answer: A Explanation: <http://www.webopedia.com/TERM/R/rootkit.html> QUESTION 58 Joe, a technician, receives an error message on his tower PC just after POST which reads: "WARNING! Your drive is about to fail. Please back up your data and run full drive diagnostics." Which of the following is generating this error message? A. CHKDSK B. S.M.A.R.T.C. eSATAD. QoS Answer: B Explanation: <http://www.howtogeek.com/134735/how-to-see-if-your-hard-drive-is-dying/> QUESTION 59 Ann, a technician, is trying to recover some files for a user from a damaged laptop. Since the Windows installation has been corrupted and does not boot, Ann plugs the drive into a bench system to attempt a recovery. After trying to access the drive on the bench computer, the following message is displayed: "Access Denied. Please Enter Encryption Password." Which of the following is the reason that this error is displayed? A. The hard drive is experiencing S.M.A.R.T. failure errors B. The TPM security chip inside the bench system is not enabled C. The BIOS of the bench system is out of date D. BitLocker is being used Answer: D Explanation: [http://technet.microsoft.com/en-us/library/ee449438\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/ee449438(v=ws.10).aspx) QUESTION 60 A technician is tasked with repairing a Windows 7 system including the removal of recently installed files and software. Which of the following system restoration methods would be the LEAST destructive way to achieve this? A. System Restore B. System Image Recovery C. CHKDSK D. Windows Memory Diagnostic Answer: A Explanation: <http://windows.microsoft.com/en-us/windows-vista/what-is-system-restore> QUESTION 61 A user, Ann, reports that her computer is able to connect to devices on her local network but not on the remote office network. Ann's computer shows the following ipconfig information: IP address: 192.168.10.45 Subnetmask: 255.255.255.0 Gateway: 192.168.11.1 DNS server 1: 192.168.10.2 DNS server 2: 8.8.8.8 Which of the following is the cause of the problem? A. DNS server 2 is set incorrectly B. DNS server 1 is set incorrectly C. IP address is set incorrectly D. Gateway is set incorrectly. Answer: D Explanation: <https://www.netsetman.com/support/viewtopic.php?id=255> QUESTION 62 Ann reports that printouts from the department laser printer have become faded. She has already replaced the toner cartridge. Which of the following is the MOST likely component causing the faded printing? A. Transfer roller B. Fusing assembly C. Registration assembly D. Duplexing assembly Answer: A Explanation:

[http://welcome.solutions.brother.com/BSC/public/us/us/en/faq/faq/000000/000100/000027/faq000127\\_000.html?reg=us&c=us&lang=en&prod=hl8050n\\_all](http://welcome.solutions.brother.com/BSC/public/us/us/en/faq/faq/000000/000100/000027/faq000127_000.html?reg=us&c=us&lang=en&prod=hl8050n_all) QUESTION 63A user, Ann, reports that her laptop will no longer connect to wireless. Joe, a technician, checks the device manager and does not see a wireless networking card or any unknown devices. Which of the following should Joe do FIRST? A. Check to make sure the wireless card was not turned off via the hardware switch or keyboard shortcut.B. Install a USB wireless card to ensure that Windows networking is working properly.C. Open the laptop and reseal the network card and both antennas.D. Download and install the latest wireless driver from the manufacturer's website. Answer: AExplanation:If the wireless networking card is functioning properly, check the wireless switch on the laptop and see if the wireless is enabled within the operating system. QUESTION 64Which of the following passwords is the MOST secure according to industry best practices? A. VeryStrongPasswordB. SimpleAnswer1234C. E@sy2RememberD. thisisthecorrectanswer1 Answer: CExplanation: [http://netforbeginners.about.com/od/antivirusantispyware/a/example\\_strong\\_passwords.htm](http://netforbeginners.about.com/od/antivirusantispyware/a/example_strong_passwords.htm) QUESTION 65A user, Joe, has just finished upgrading his computer with a wireless keyboard/mouse combination, additional memory, installed new speakers, and replaced his 15 inch flat screen with a 24 inch flat screen. When he boots the computer it immediately starts making a loud beeping noise and will go no further in the boot process. Which of Joe's system upgrades is the cause of the problem? A. The DVI cable is not properly seatedB. Speakers are not properly connectedC. Battery low on wireless mouseD. Memory is mismatched Answer: DExplanation:<http://www.techspot.com/community/topics/ram-question-mixing-memory-of-different-speeds.93687/> QUESTION 66A PC uses RAID 1. Ann, a technician, has read in the event log that the drive "SATA 1" is no longer in sync with drive "SATA 0". Which of the following steps should she try FIRST to repair this PC to optimal running conditions? A. Remove SATA 1 from the RAID group then try to re-add itB. Replace both drives then restore from a backupC. Remove both drives then switch the SATA channelsD. Replace SATA 1, rebuild the RAID and replace SATA 0 Answer: AExplanation:Try removing SATA 1 from the RAID group and re add it using standard RAID procedure. QUESTION 67A user, Ann, receives a call from Joe who states that he is brand new in the help desk. Joe states that he needs to update Ann's email client to prevent corruption. At Joe's request, Ann discloses her user name and password. She later discovers that Joe is not a member of the help desk. Which of the following has occurred? A. Social engineeringB. PhishingC. Spear phishingD. Hijacking Answer: AExplanation: <http://www.csoonline.com/article/663329/social-engineering-3-examples-of-human-hacking> QUESTION 68Ann recently upgraded a computer from Windows XP to Windows 7, but one of her applications does not work now. Which of the following should be done FIRST? A. Set the application to run in XP compatibility modeB. Reinstall Windows XPC. Configure a dual boot with XP and 7D. Install the application in XP mode Answer: AExplanation: <http://arstechnica.com/information-technology/2010/01/windows-xp-mode/> QUESTION 69Which of the following security best practices would prevent a program on a CD from immediately launching when inserted into a computer? A. MSConfig >Startup TabB. Disable the Guest accountC. Rename the Administrator accountD. Disable autorunE. Restrict user permissions Answer: DExplanation:<http://lifehacker.com/5858703/disable-autorun-to-stop-50-of-windows-malware-threats> QUESTION 70 Which of the following is one of the major differences between a new tablet and a new laptop computer? A. Tablet has no field serviceable parts.B. Laptop has less field functionality.C. Tablet has faster Ethernet capability.D. Laptops have slower responsiveness than tablets. Answer: AExplanation:Tablet PC has very delicate parts. Due to the nature of these parts, it cannot be serviced on field. You need special tools to pry open a tablet and working with the parts needs attention. QUESTION 71Ann, a home user, brings a Windows XP PC in for repair and reports that several disk read errors are occurring. She has run check disk and errors have been reported several times. Which of the following should a technician recommend? (Select TWO). A. Increase the amount of RAM to improve disk checksB. Backup all data on the driveC. Upgrade to a home serverD. Purchase a new hard driveE. Change the drive configuration to RAID 0F. Upgrade to Windows 7 Professional Answer: BDEExplanation:First backup all the data from the drive to prevent data loss. Get a new hard drive and restore the data on the new drive. QUESTION 72Which of the following data types can be synchronized to a mobile device by default? (Select TWO). A. Biometric informationB. Pictures C. ContactsD. CredentialsE. SMS Answer: BCEExplanation: <http://windows.microsoft.com/en-us/windows7/sync-music-pictures-contacts-and-calendars-with-a-mobile-device> QUESTION 73 Which of the following mobile device features disables cellular and wireless communication? A. Hotspot ModeB. Pairing Mode C. Settings ResetD. Airplane Mode Answer: DExplanation:[http://en.wikipedia.org/wiki/Airplane\\_mode](http://en.wikipedia.org/wiki/Airplane_mode) QUESTION 74Ann, a user, has brought her laptop in for service. She reports that her battery is at 100%, but whenever it is unplugged it immediately shuts down. Which of the following should the technician do? A. Replace the batteryB. Change power settings to balancedC. Replace the power adapterD. Enable APM in the BIOS Answer: AExplanation: <http://www.dummies.com/how-to/content/how-to-replace-your-laptop-battery.html> QUESTION 75A technician recently created an email account for a new user, Joe. On the second day, Joe reports his email account is full of spam even though he has not given out

his address. Which of the following should the technician do to resolve the issue? A. Turn on windows firewallB. Click the unsubscribe link in the spamC. Run an anti-spyware scanD. Install privacy filter Answer: CExplanation:

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