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QUESTION 1

A user has finished setting up a new computer. Now the operating system requires activation, but the user discovers the computer has no Internet connection.

Which of the following should the user do FIRST?

- A. Contact technical support.
- B. Reboot the computer.
- C. Check the Ethernet cable.
- D. Review manufacturer's website.

Correct Answer: C

QUESTION 2

Which of the following data connections would provide a user the BEST Internet availability while traveling?

- A. Workstation with only RJ-45 connectors
- B. Smartphone with cellular service
- C. Laptop with Bluetooth wireless connectivity
- D. Tablet connected to a SOHO wireless network

Correct Answer: B

QUESTION 3

Which of the following computer connector types was designed specifically for allowing high-speed external hard drive transfers?

- A. DVI
- B. USB
- C. eSATA
- D. HDMI

Correct Answer: C

QUESTION 4

Ann, a user, is browsing shopping websites on the Internet when she receives a pop-up message on her screen indicating a virus has been detected by the antivirus software.

Which of the following actions should be performed NEXT?

- A. Ignore the message because it is likely adware.
- B. Run a scan on the entire local drive.
- C. Clear temporary files and folders.
- D. Minimize the alert and continue browsing the Internet.

Correct Answer: B

QUESTION 5

An employee's new computer came with a free 30-day trial version of antivirus software. The employee's company provides enterprise antivirus software from a different vendor. Which of the following should the employee do in order to use a full version of antivirus software?

- A. Enter the company product key for the antivirus software, enabling the full version.
- B. Uninstall the current version antivirus software and install the company version.
- C. Verify Internet connectivity and run online virus scanning software.
- D. Update the trial antivirus software to the latest version.

Correct Answer: B

QUESTION 6

You are responsible for tech support at your company. You have been instructed to make certain that all desktops support file and folder encryption. Which file system should you use when installing

Windows XP?

- A. FAT
- B. EXT4
- C. FAT32
- D. NTFS

Correct Answer: D

NTFS is the file system first introduced with Windows 2000 and it inherently supports file encryption as well as other

exciting features such as file compression.

What is NTFS?

NTFS is an advanced file system designed for use specifically in Windows NT, Windows 2000/2003, and Windows XP operating systems. It supports file system recovery, large storage media, long file names, and other features. NTFS offers

features such as disk quotas, distributed link tracking, compression, and mounted drives.

NTFS also offers security features, such as encryption and file and folder permissions.

These features are not available on FAT volumes.

Answer options A and C are both incorrect. FAT is an old file system used with DOS and Windows

3.1. FAT32 was simply a 32 bit version of FAT and was used with Windows 95 and Windows 98.

Neither FAT nor FAT32 support file or folder encryption. Answer option B is incorrect. EXT is a file system used with Linux and does not work with any version of Windows.

Reference:

http://www.microsoft.com/windows/windows2000/en/advanced/help/encrypt_overview.htm

QUESTION 7

Which of the following software types allows for the creation of a single file composed of multiple subfiles, while at the same time reducing the overall size of the combined elements?

- A. Database
- B. Document sharing
- C. Compression
- D. Maintenance

Correct Answer: C

QUESTION 8

Which of the following data connectivity options is the BEST to use when both high availability and reliability are required?

- A. WiFi
- B. Bluetooth
- C. Cellular
- D. Wired

Correct Answer: D

QUESTION 9

Which of the following describes the difference between open source and commercial operating systems?

- A. Open source operating systems only run on desktop computers, whereas commercial operating systems run on servers.
- B. Open source operating systems run on standard and non-standard hardware, whereas commercial operating systems only run on specific hardware.
- C. Open source operating systems can be downloaded and used by everyone, whereas commercial operating systems can only be used by companies.
- D. Open source operating systems are usually provided free of charge, whereas most commercial operating systems are usually provided at some cost.

Correct Answer: D

QUESTION 10

A user is configuring a new wireless router. Which of the following should be done to ensure that unauthorized changes cannot be made?

- A. Change the SSID
- B. Change the router's address
- C. Change the administrator password
- D. Change the encryption key

Correct Answer: C

QUESTION 11

Which of the following is MOST likely required during installation in order to legally install software?

- A. Automatic updates
- B. Service level agreement
- C. License key
- D. Antivirus software

Correct Answer: C

QUESTION 12

Which of the following printers requires a special type of paper in order to print?

- A. Impact
- B. Thermal
- C. Inkjet
- D. Laser

Correct Answer: B

QUESTION 13

Which of the following types of batteries are considered as environmental hazards?

Each correct answer represents a complete solution. Choose three.

- A. Button cell
- B. Lead-acid
- C. NiMH
- D. NiCd

Correct Answer: ABD

The following types of batteries are considered as environmental hazards:

Nickel cadmium (NiCd)

Lead-acid

Button cell

Nickel cadmium (NiCd) batteries contain nickel and cadmium. Cadmium is highly toxic. Lead-acid batteries contain lead that is considered as environmental hazard. Button cell batteries contain mercury that is considered as environmental hazard. Answer option C is incorrect. Nickel metal hydride (NiMH) batteries are not considered as environmental hazards.

Reference: "[http://en.wikipedia.org/wiki/Battery_\(electricity\)](http://en.wikipedia.org/wiki/Battery_(electricity))"

QUESTION 14

Which of the following would be the MOST efficient way to transport a file from one location on a local hard drive to a different location on the same hard drive?

- A. Rename

- B. Cut
- C. Move
- D. Save

Correct Answer: C

QUESTION 15

Which of the following would BEST be described as password best practices? (Select THREE).

- A. Use of long passwords
- B. Sharing passwords with a trusted source
- C. Limiting password reuse
- D. Keeping default passwords
- E. Use of special characters
- F. Writing down difficult passwords

Correct Answer: ACE

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