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**Version:** DEMO

**QUESTION 1**

Which of the following is the access level of a user that belongs to both the Administrators and Users groups?

- A. User
- B. Administrator
- C. Power User
- D. Remote Desktop User

**Answer: B**

**QUESTION 2**

Which of the following contains the user profile directory for Microsoft Windows 2000 and XP?

- A. Users
- B. My Documents
- C. Documents and Settings
- D. Application Data

**Answer: C**

**QUESTION 3**

Two users share the same Windows 7 computer. The first user creates a document intended to be used by both users, and then logs off. The second user logs on and types the name of the document in the Start menu, but the document is not found. Which of the following is the problem?

- A. The document is set to hidden.
- B. The document is locked.
- C. The document was saved as a system document.
- D. The document is owned by the first user.

**Answer: D**

**QUESTION 4**

Which of the following will MOST likely happen if a laser printer displays '15% fuser remaining'?

- A. The printer will print according to specification.
- B. The printer will stop printing immediately.
- C. The printer will take longer to print.
- D. The printer will print blank sheets of paper.

**Answer: A**

**QUESTION 5**

Which of the following should the technician do FIRST when removing a paper jam?

- A. Open all the doors in the printer.
- B. Clear the print queue.

- C. Turn the printer off.
- D. Take the printer offline.

**Answer: C**

#### **QUESTION 6**

Which of the following does an out-of-memory error indicate on a printer?

- A. A faulty memory module in the printer.
- B. A postscript print job has been sent to the printer.
- C. A large print job has been sent to the printer.
- D. The printer firmware needs to be updated.

**Answer: C**

#### **QUESTION 7**

A home user wants to setup a wireless network. Which of the following would be the MOST important consideration?

- A. Operating system type of the connected PCs
- B. Location of the wireless router
- C. Number of PCs that will access the network
- D. Number of available Ethernet ports on the router

**Answer: B**

#### **QUESTION 8**

A technician suspects the AC voltage into a PC power supply is bad. Which of the following tools would MOST likely be used to confirm the diagnosis?

- A. Multimeter
- B. Oscilloscope
- C. Cable tester
- D. Power supply tester

**Answer: A**

#### **QUESTION 9**

A technician needs to ping a client's machine that the technician is working on, to ensure that the network card is functioning correctly. Which of the following IP addresses should be used?

- A. 10.76.0.1
- B. 127.0.0.1
- C. 192.168.0.1
- D. 255.255.255.0

**Answer: B**

**QUESTION 10**

Which of the following are encrypted protocols? (Select TWO).

- A. TELNET
- B. SSH
- C. POP3
- D. FTP
- E. HTTPS

**Answer:** BE

**QUESTION 11**

Which of the following network modifications should be implemented to extend the wireless network range and allow out-of-range users to share the Internet connection?

- A. Create a new VLAN for the out-of-range users.
- B. Add a wireless access point for the out-of-range users.
- C. Upgrade the out-of-range users' SSID searching software.
- D. Enable network sharing on the users' computers that are within range.

**Answer:** B

**QUESTION 12**

A technician turns on a PC and before the computer boots up, the technician is prompted for a password. The technician does not know the password. Which of the following can the technician do to allow access to the PC? (Select TWO).

- A. Set the clear password jumper on the motherboard.
- B. Enter the BIOS setup and select the clear password setting.
- C. Remove the power cord from the power supply and then plug it back in.
- D. Power cycle the PC.
- E. Remove the CMOS battery for 15 minutes.

**Answer:** AE

**QUESTION 13**

A technician is renaming files on a PC from a command prompt and is currently in the root of drive C:. Which of the following commands should the technician use to move to a different directory?

- A. CD
- B. DIR
- C. MD
- D. RD

**Answer:** A

**QUESTION 14**

A technician is dispatched to a malware infected system. Upon arrival, the technician notices the

malware's pop-up on the screen. Which of the following boot methods would the technician utilize?

- A. Reboot in Safe Mode
- B. Reboot in Recovery Console
- C. Reboot in Last Known Good Configuration
- D. Reboot in System Debug Mode

**Answer:** A

**QUESTION 15**

A technician is dispatched to a system that will not go beyond the Windows XP splash screen. Which of the following, after restart, would allow the technician to load Windows XP?

- A. Press F6, select Last Known Good Configuration, login
- B. Press F8, select Debug mode, login
- C. Press F8, select Last Known Good Configuration, login
- D. Press F6, select Debug mode, login

**Answer:** C

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