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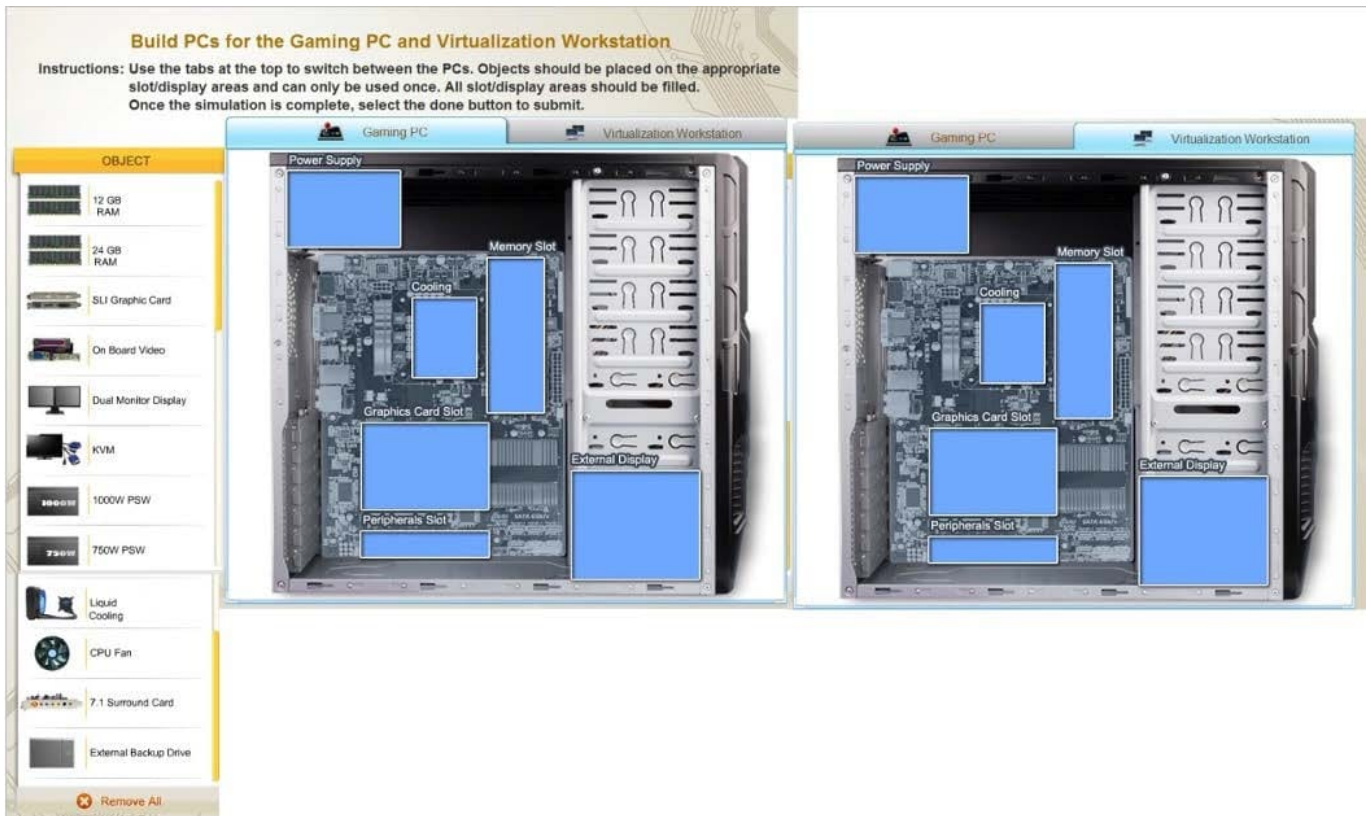




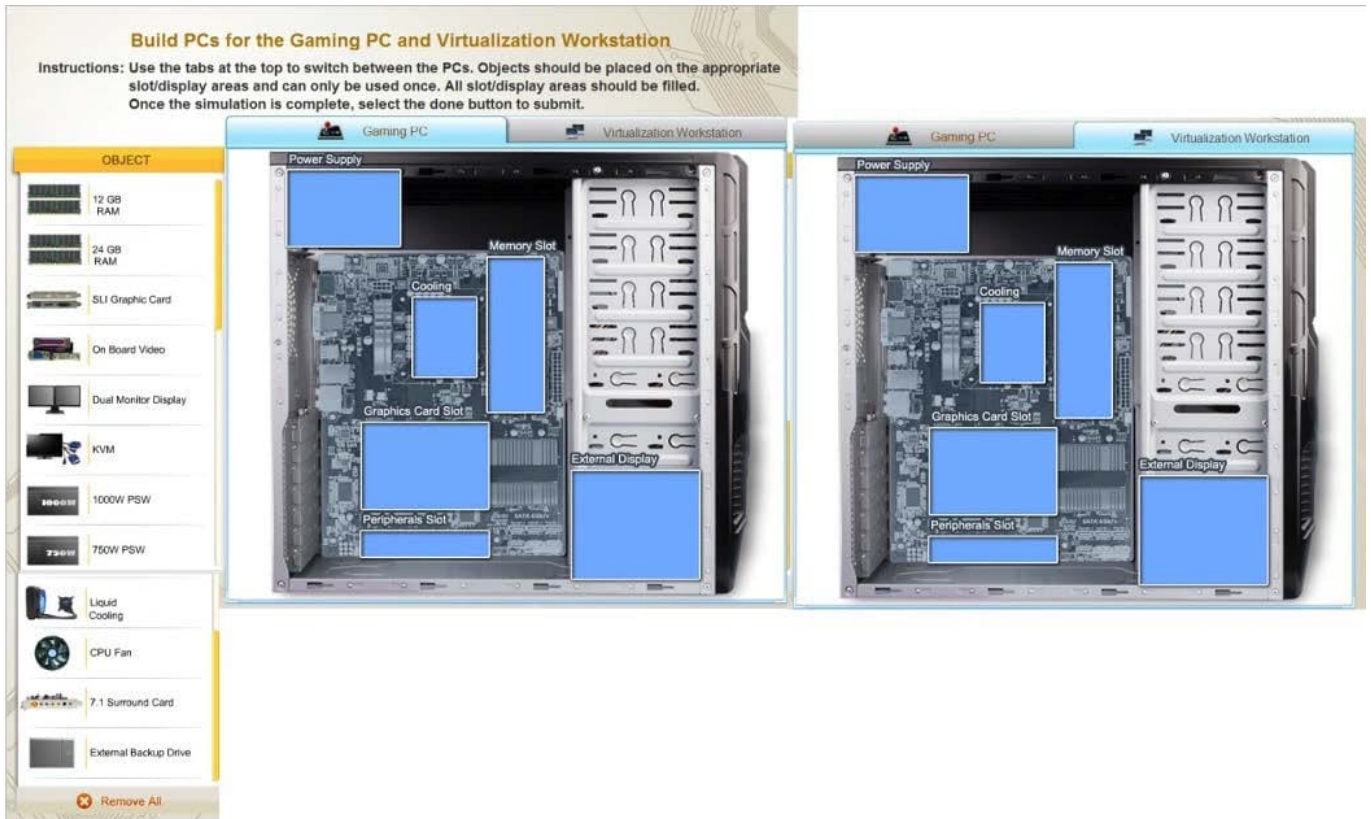
QUESTION 1

DRAG DROP A customer, Ann, has requested two custom PCs. one to be used for gaming and the other to be used as a virtualization workstation for her business. The gaming PC should support the latest games and gaming peripherals. The virtualization workstation should be able to host several production virtual machines as part of Ann's home business. Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete, select the done button to submit.

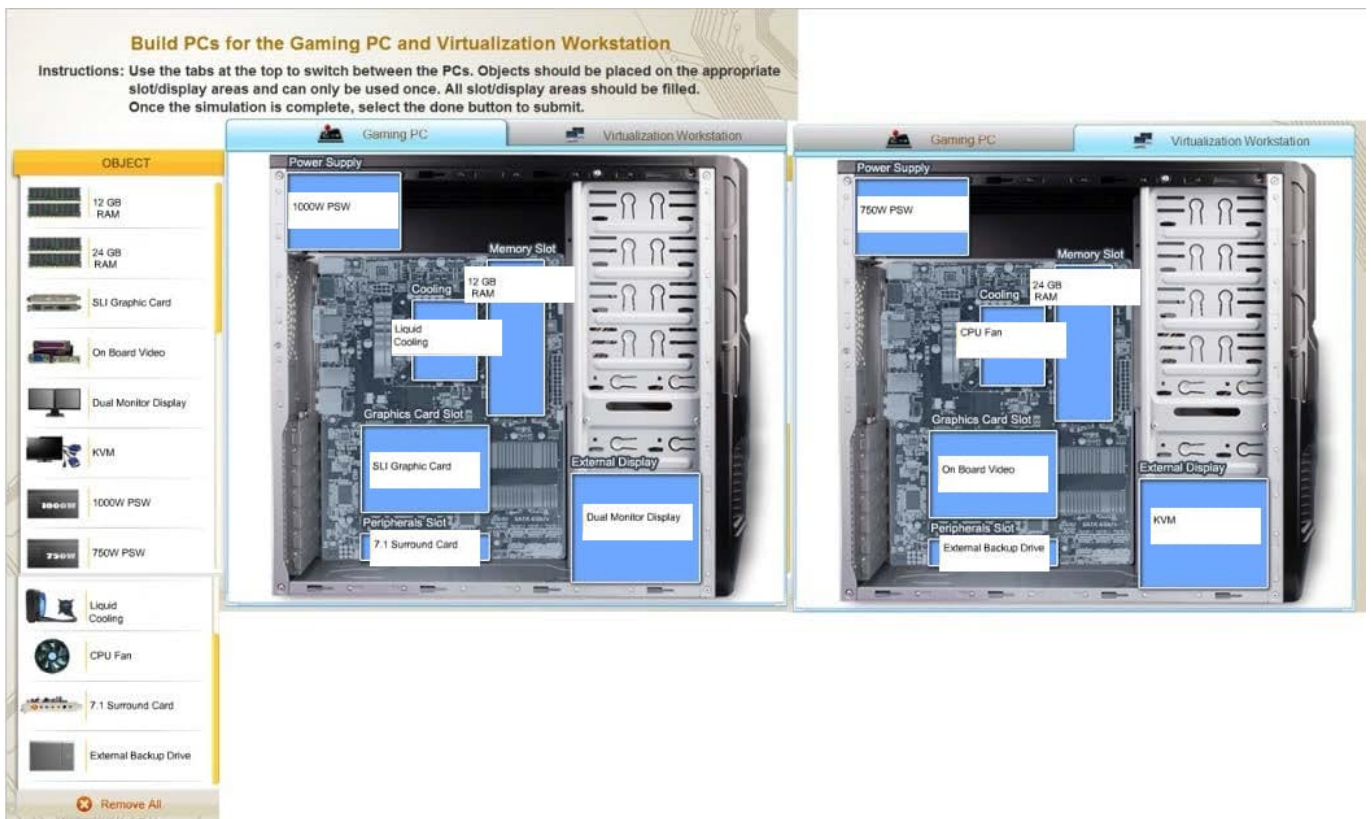
Select and Place:



Select and Place:



Correct Answer:





QUESTION 2

When installing a wide SCSI controller in a computer, which ID number should be configured on the controller to give it the highest priority in the chain?

- A. 0
- B. 7
- C. 8
- D. 15

Correct Answer: B

Reference. <http://www.scsifaq.org/scsifaq.html>

QUESTION 3

Upon entering a computer room, a technician is shocked by a static electricity discharge when touching one of the computers. Which of the following environmental controls should be adjusted so that technicians will not be shocked in the future?

- A. The temperature must be increased.
- B. The humidity level must be decreased.
- C. The temperature must be decreased.
- D. The humidity level must be increased.

Correct Answer: D

QUESTION 4

A user calls the helpdesk because a solution that was previously suggested by another technician did not solve the user's issue. Which of the following is the MOST appropriate response?

- A. "Please hold while I transfer you to the previous technician, so a proper solution can be met."
- B. "Please explain the issue and I will work to resolve it."
- C. "My supervisor is the appropriate person to speak with about your issue."
- D. "Let me help you to resolve this issue, since that technician does not know how to fix it."

Correct Answer: B

Be polite to a customer is a necessary part of customer service. You can say, "Please explain the issue and I will work to resolve it."



QUESTION 5

Which of the following describes a Class A IP address?

- A. The last octet is between 1 and 128 with a subnet mask of 255.0.0.0
- B. The first octet is between 1 and 128 with a subnet mask of 255.255.255.0
- C. The first octet is between 1 and 128 with a subnet mask of 255.0.0.0
- D. The last octet is between 1 and 128 with a subnet mask of 255.255.255.0

Correct Answer: C

QUESTION 6

Which of the following would be an example of prohibited content?

- A. Third party proxy sites
- B. Malicious cookie
- C. Detected virus
- D. Unwanted pop-up

Correct Answer: D

QUESTION 7

A technician is installing new hard drives into a server and needs to set IDs to numbers ranging from 0-15. Which of the following types of drives is the technician installing?

- A. SATA
- B. SCSI
- C. USB
- D. EIDE

Correct Answer: B

Reference. <http://en.wikipedia.org/wiki/SCSI>

QUESTION 8

Which of the following is the benefit of a modern tablet as compared to an e-Reader?



- A. A tablet has a longer battery life
- B. A tablet has the ability to host web services
- C. A tablet has better backlighting for reading in the dark
- D. A tablet has the ability to run graphically intense applications

Correct Answer: D

QUESTION 9

Which of the following connector types uses a single RCA style connector?

- A. DVI
- B. VGA
- C. RGB
- D. Composite video

Correct Answer: D

Reference: http://www.crutchfield.com/SzwZUK3RXHNR/learn/learningcenter/home/connections_glossary.html (see composite video jack)

QUESTION 10

Which of the following devices requires 3.3V of power from the motherboard?

- A. SLI Video Card
- B. DVD-ROM Drive
- C. USB Port
- D. Serial Port Card

Correct Answer: D

QUESTION 11

A user is requesting assistance in building a custom made PC for home theater use to connect to their existing large LCD screen. Which of the following components should MOST likely be recommended? (Select TWO).

- A. Large IDE hard drive
- B. HDMI output
- C. Dual monitors



D. RAID array

E. TV tuner

Correct Answer: BE

A Home theater PC is also a TV. So you need to have a TV tuner card that will show cable on the home theater PC. You would also need an HDMI output to connect the PC to a large LCD screen for optimal viewing.

QUESTION 12

Which of the following RAM types are compatible with PC2700 and maintain the same performance?

A. PC 2400

B. PC 3200

C. PC2 4200

D. PC2 5300

Correct Answer: B

Reference. <http://www.tomshardware.com/forum/266969-30-compatiblity-pc3200-pc2700>

QUESTION 13

When installing multiple SCSI drives in a system, which of the following is correct?

A. All drives must have the same SCSI ID.

B. Drives will be automatically assigned an ID by the controller.

C. Drives in the same RAID array must have the same SCSI ID.

D. Each drive must have a different SCSI ID.

Correct Answer: D

Reference. <http://www.textfiles.com/computers/scsi.txt>

QUESTION 14

A technician is about to open a desktop workstation to replace a card. The technician shuts the computer down, opens it, grounds himself to the frame, and begins the task. Which of the following did the technician fail to do?

A. Power down the UPS.

B. Ground the card to the frame.

C. Turn the power switch off.



D. Disconnect the power cable.

Correct Answer: D

QUESTION 15

Which of the following cable types has a MAXIMUM transfer speed greater than 1 Gbps?

- A. CAT6
- B. CAT5
- C. CAT5e
- D. STP

Correct Answer: A

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