



# 220-801<sup>Q&As</sup>

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### QUESTION 1

When sharing a local printer with network users, which of the following considerations **MUST** be taken into account to ensure users will be able to print?

- A. Network permissions
- B. Printer language
- C. Print spool priorities
- D. Network topology

Correct Answer: A

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### QUESTION 2

How many total IP addresses are represented by the 255.255.255.0 netmask?

- A. 128
- B. 256
- C. 512
- D. 1024

Correct Answer: B

Reference. <http://compnetworking.about.com/od/wirelessterms/g/255-255-255-0-subnet-mask.htm>

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### QUESTION 3

A technician is trying to install a full-size PCI card into a slim line desktop PC. Which of the following would **MOST** likely be required to facilitate installation?

- A. RAID card
- B. CNR card
- C. Riser card
- D. MCA card

Correct Answer: C

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### QUESTION 4

A technician servicing a user's computer notices the user has a lot of desktop icons linking to inappropriate websites.



Which of the following should the technician do NEXT?

- A. Report through proper channels
- B. Track the evidence
- C. Document all changes to the computer
- D. Preserve the data and device

Correct Answer: A

Notify your immediate supervisor and he can escalate the issue to higher authorities for proper investigation and mitigation.

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#### QUESTION 5

A technician has been asked by Joe, an end user, to select a new monitor for his desk. Due to desk size, Joe needs the thinnest monitor possible. Which of the following monitor types would BEST suit his needs?

- A. Plasma
- B. CRT
- C. DLP
- D. OLED
- E. LCD

Correct Answer: D

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#### QUESTION 6

Which of the following would be included when documenting the MOST recent policy on corporate behavior?

- A. Page numbers
- B. Author of the document
- C. A complete table of contents
- D. Last revision dates and version numbers

Correct Answer: D

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#### QUESTION 7

Which of the following standards would be used on a wireless router to support speeds up to 150 Mbps?



- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: D

Reference. <http://www.dslreports.com/forum/r24272206-802.11N-Uplink-only-up-to-150mbps>

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#### QUESTION 8

Ann, a technician, is inspecting a PC with an Intel Core 2 Quad processor and finds that the Task Manager is reporting the system as having 8 cores. She is convinced this system only has four cores. Which of the following technologies is causing the discrepancy?

- A. Hyperthreading
- B. Intel SSE3
- C. L2 Cache
- D. S.M.A.R.T.

Correct Answer: A

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#### QUESTION 9

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

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#### QUESTION 10

Which of the following protocols is used to translate fully qualified domain names into IP addresses?

- A. LDAP
- B. DNS
- C. DHCP



D. SMTP

Correct Answer: B

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#### QUESTION 11

When configuring a new hard drive for use in a hot swappable environment, which of the following connection types should be used?

- A. PATA
- B. eSATA
- C. IDE
- D. SATA

Correct Answer: B

eSATA, the e is for external - meaning that the cabling used is meant for being outside of the computer chassis.

Many external hard drive-casing kits will feature USB 2.0 connections along with eSATA connection.

The hot-swappable feature is only available if the motherboard supports the eSata hot- swappable functionality. Current motherboards do as do newer models. However, drives with older SATA connections will not support plug and play,

instead you'll need to shutdown the PC and swap the drive and power the PC back up. Another option if you'd still like to have the eSata functionality is to purchase a eSata controller card.

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#### QUESTION 12

A technician needs to run a cable for a new computer and the requirement is CAT6. Which of the following wiring connectors should the technician use when terminating the cable?

- A. BNC
- B. RJ-12
- C. RJ-45
- D. ST
- E. F-connector

Correct Answer: C

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#### QUESTION 13

A company wants to use a laptop as a public kiosk in the lobby. Which of the following should the technician MOST likely recommend in order to secure the laptop?



- A. Use a cable lock
- B. Enable data-at-rest software
- C. Enable a screensaver with password
- D. Install a retina scanner

Correct Answer: A

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#### QUESTION 14

Which of the following requires a MINIMUM of four hard drives?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Correct Answer: D

Reference. <http://www.pcworld.com/article/132877/RAID.html> (see RAID 1+0, 0+1, 10)

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#### QUESTION 15

A technician receives a report from a client that is having issues with colors on a monitor. The technician notices that the monitor does not appear to have any red hues. The technician sees that the monitor has two types of inputs, VGA is currently in use, and the HDMI cable is not. The technician powers down the system and switches from using the VGA cable to the HDMI cable and the issue is resolved. Which of the following was MOST likely the issue?

- A. One of the pins on the VGA cable was damaged.
- B. The monitor did not natively support VGA input.
- C. The PC was originally configured to output to HDMI.
- D. The video card drivers were out of date.

Correct Answer: A

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#### QUESTION 16

Which of the following hard drives has the BEST shock resistance?

- A. IDE
- B. NAS



C. SATA

D. SSD

Correct Answer: D

Reference. <http://www.overclock.net/t/435910/ssd-shock-resistance>

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#### QUESTION 17

Which of the following is MOST likely to be reset during a standard printer maintenance?

A. Print job cache

B. Paper and tray settings

C. Page count

D. Job queue

Correct Answer: C

It is important to reset page count during standard printer maintenance. This is to make sure you get the proper page count before and after the maintenance to check printer usage.

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#### QUESTION 18

A client has requested the use of an AMD CPU on a workstation computer. Which of the following motherboard sockets MUST be utilized for this customer's PC?

A. FM2

B. Socket H

C. ZIF

D. 2011

Correct Answer: A

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#### QUESTION 19

Which of the following RAM types is rated at PC2400?

A. DDR

B. DDR2

C. DDR3

D. SDRAM



Correct Answer: A

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#### QUESTION 20

Which of the following is the FIRST step a technician should take to replace a network printer?

- A. Unplug the network printer then notify users.
- B. Notify all users before unplugging the printer.
- C. Save all print jobs, replace the printer and print all saved files.
- D. Delete all print jobs before replacing the printer.

Correct Answer: B

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#### QUESTION 21

A printer is having constant paper jams at both input trays. The printer was operating normally this morning. Which of the following is the FIRST thing that should be performed to troubleshoot the problem?

- A. Clean all of the printer rollers with alcohol.
- B. Replace the rollers in the printer.
- C. Replace the paper with new stock.
- D. Remove and clean the print heads.

Correct Answer: C

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#### QUESTION 22

Which of the following connection types is MOST likely associated with an external DVD drive?

- A. Fiber
- B. Bluetooth
- C. SATA
- D. USB

Correct Answer: D

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#### QUESTION 23

Which of the following socket types is for an AMD CPU?





- A. 940
- B. 775
- C. 1155
- D. 1366

Correct Answer: A

Reference. [http://en.wikipedia.org/wiki/Socket\\_940](http://en.wikipedia.org/wiki/Socket_940)

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#### QUESTION 24

Which of the following wireless networking standards can operate at two different frequencies simultaneously?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: D

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#### QUESTION 25

A SOHO environment utilizes network hardware address filtering to minimize unauthorized use of its network infrastructure. A technician has been asked to install a shared network printer in the environment. Which of the following MUST the technician know in order to add the printer to the environment?

- A. IP address of the printer
- B. MAC address of the printer
- C. Subnet mask of the network
- D. Firmware version of the printer

Correct Answer: B

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#### QUESTION 26

Which of the following connection types is MOST commonly used to connect external hard drives to a PC? (Select TWO).

- A. SATA
- B. PATA



- C. IDE
- D. eSATA
- E. USB

Correct Answer: DE

eSATA connector and an USB is used to connect external hard drives to a PC because both connectors have high data transfer rate in an external domain.

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#### QUESTION 27

The Intel i3 processors have which of the following number of cores?

- A. 2
- B. 3
- C. 4
- D. 6

Correct Answer: A

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#### QUESTION 28

Which of the following slots would MOST likely be used to install and configure a modern RAID card?

- A. PCIe
- B. AGP
- C. CNR
- D. ISA

Correct Answer: A

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#### QUESTION 29

An ISP has provided a DSL Internet connection with a static IP address. A technician is setting up a small office home office (SOHO) wireless router and needs to provide Internet access to five PCs on the network. Which of the following should be enabled?

- A. NAT
- B. WPS
- C. MAC filtering



D. Port forwarding

Correct Answer: A

Reference. <http://www.howstuffworks.com/nat.htm>

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### QUESTION 30

Joe's company just moved into a new building, and the company's management is very concerned about proper equipment grounding. Which of the following risks are they attempting to mitigate by grounding equipment?

- A. Security breaches
- B. Electrical shock
- C. Chemical burns
- D. Equipment theft

Correct Answer: B

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### QUESTION 31

Which of the following wireless networking standards operates at the SHORTEST distance?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: A

Reference. <http://compnetworking.about.com/cs/wirelessproducts/f/wifirange.htm>

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### QUESTION 32

Which of the following speeds BEST represents the speed of the memory when installing DDR2 at 800 MHz and DDR2 at 600 MHz?

- A. 600 MHz
- B. 700 MHz
- C. 800 MHz
- D. 1400 MHz

Correct Answer: A

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Reference. [http://en.wikipedia.org/wiki/DDR2\\_SDRAM](http://en.wikipedia.org/wiki/DDR2_SDRAM)

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### QUESTION 33

A computer is running very slowly and there is a clicking sound coming from the tower. Which of the following is the BEST course of action?

- A. Format the drive and install the OS.
- B. Partition the drive. Format the drive and install the OS.
- C. Backup data. Format and install the OS.
- D. Backup data. Replace the drive and install the OS.

Correct Answer: D

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### QUESTION 34

Which of the following wireless standards provides the STRONGEST encryption?

- A. WPA2
- B. WPA
- C. WEP64
- D. WEP128

Correct Answer: A

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### QUESTION 35

Which of the following connectors provides the capability to pass both analog and digital signals?

- A. VGA
- B. BNC
- C. DVI-I
- D. USB 3.0

Correct Answer: C

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### QUESTION 36

Which of the following wireless standards only uses TKIP encryption?



- A. WPA2
- B. AES
- C. WPA
- D. WEP

Correct Answer: C

Reference. [http://en.wikipedia.org/wiki/Wi-Fi\\_Protected\\_Access](http://en.wikipedia.org/wiki/Wi-Fi_Protected_Access)

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### QUESTION 37

Which of the following display types is MOST likely to have problems with light and glare?

- A. Plasma
- B. LED
- C. OLED
- D. LCD

Correct Answer: A

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### QUESTION 38

A user has replaced the media in a direct thermal printer with a new type of label. The user reports that when the labels are fed through the printer, nothing is printed on the label. Which of the following is the MOST likely issue?

- A. Print jobs are formatted incorrectly for the new media
- B. The heating element needs to be cleaned or replaced
- C. The user did not reset the printer after installing the media
- D. An incorrect media type is being used in the printer

Correct Answer: D

Check the media type and confirm whether it is the correct one used for this printer.

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### QUESTION 39

A technician installs a biometric device using the manufacturer supplied driver. After confirming the device functions properly, the technician performs Windows and antivirus updates. Which of the following would BEST explain why the biometric device no longer functions?

- A. The recently updated antivirus scanning software is interfering with the proper operations of the biometric device.



- B. A virus that specifically targets retinal scanning software infected the PC because the user was late applying new definitions.
- C. The recently installed Windows updates overwrote the manufacturer's supplied biometric device driver.
- D. The biometric device needs to be recalibrated due to environmental conditions involved with the installation.

Correct Answer: C

Microsoft updates Windows oftenly. The update contains drivers as well. The possible reason of the problem is that Windows update manufacturer's device driver during the update process. Check the driver to confirm the issue. You can always install the original driver for the biometric device if this problem occurs.

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#### QUESTION 40

Which of the following features can be configured with keyboards to assist users with disabilities?

- A. Pointer trails
- B. Magnifier
- C. Sticky keys
- D. Character map

Correct Answer: C

Reference. <http://windows.microsoft.com/is-is/windows-xp/help/using-stickykeys>

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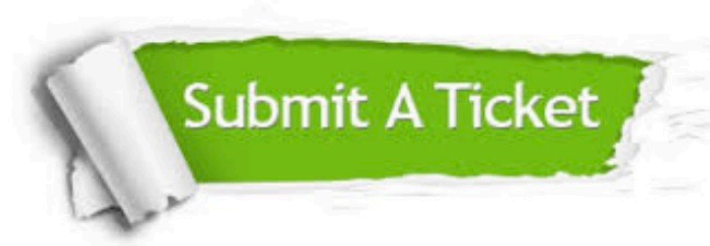
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