

1. A defective CD-ROM drive is replaced with a new CD-ROM drive. The new CD-ROM drive is able to read any CD that it accesses, but music CDs do not play music. What is the MOST likely cause of this problem?
 - A. The audio cable is not connected to the drive.
 - B. The ribbon cable is not connected.
 - C. The power cable is not connected.
 - D. The CD-ROM drivers are not installed.
2. What is the FIRST and most important step in system troubleshooting?
 - A. back up the system data
 - B. gather information about the problem
 - C. try rebooting the system to see if that fixes the problem
 - D. check the System Error Log or Event Log
3. Which of the following is NOT a phase of the troubleshooting process?
 - A. confirm the repair
 - B. define the problem
 - C. document the results
 - D. simplify the problem
4. An IT Certified Technician MUST do an install on a Windows XP system from the distribution CD. However, the system does not boot from this CD. What is the MOST likely cause of this problem?
 - A. The CD is defective.
 - B. The CD is not bootable.
 - C. The CD-ROM drive is defective.
 - D. The Boot Sequence is not set in the BIOS to boot first from the CD.
5. Which test checks the transmitter and receiver of a local modem?
 - A. data parity
 - B. analog loop back
 - C. local digital loop back
 - D. remote digital loop back
6. A user complains that a computer monitor is experiencing a jitter. Replacing the monitor and video card does not fix the problem. Which of the following could be causing the problem?
 - A. ESD (electrostatic discharge)
 - B. motherboard
 - C. RAMDAC
 - D. EMI (electromagnetic interference)
7. A user reports that while printing a large document, the local printer fails to print and the document cannot be deleted from the queue. What is the MOST likely cause of the problem?
 - A. The printer cable is not bi-directional.
 - B. The user does not have full printer administration rights.
 - C. The computer cannot spool and send the print job fast enough.
 - D. The print job is too big for the amount of available memory.
8. A Laser printer keeps getting a "Memory Overflow" error when printing a particular document. Which three of the following are possible fixes? (Select THREE)
 - A. reset the printer cable
 - B. replace the toner cartridge
 - C. decrease the print resolution
 - D. add more RAM to the printer
 - E. reduce the RET (Resolution Enhancement Technology)

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9. Which IP block is designated for private network use?

- A. 127.0.x.x
- B. 169.0.x.x
- C. 190.100.x.x
- D. 192.168.x.x

10. When replacing a power supply, what MUST the technician observe?

- A. voltage
- B. current
- C. wattage
- D. resistance

11. Which cleaning product should be used for the inside of a computer?

- A. glass cleaner
- B. a simple ammonia and water solution followed by an antistatic solution
- C. a bleach solution followed by water
- D. compressed air

12. What is the MOST significant difference between EDO RAM and fast page mode DRAM?

- A. EDO RAM is faster.
- B. EDO RAM is slower.
- C. EDO RAM is smaller.
- D. EDO RAM is cheaper.

13. What is the FIRST step in diagnosing a completely dead computer that was working fine the day before?

- A. remove all peripherals and reinstall them one at a time
- B. replace the CMOS battery
- C. check the AC power cord and verify the power source
- D. back up the entire hard drive

14. Which two types of network cabling are suitable for use in a high EMI(electromagnetic interference) area? (Select TWO)

- A. UTP CAT5
- B. STP CAT5
- C. RG-58 coaxial
- D. fiber optic

15. What MOST improves the performance of a computer running picture editing and graphic illustration software?

- A. installing a larger hard drive
- B. adding RAM
- C. upgrading the sound card
- D. removing the floppy drive

16. A new second hard drive is not recognized in the operating system after installation. Which two actions can be taken to correct the problem? (Select TWO)

- A. check the cabling, jumpers, and Master/Slave designation of the drives
- B. partition and format the new hard drive
- C. check the power supply for consistent 3.3v power delivery
- D. disassemble, clean, and reassemble the new hard drive

17. A system has two hard drives configured as Master and Slave. The Slave drive crashes, keeping the Master drive with the operating system from booting. Which technique would work BEST to keep this from happening again without degrading system performance?

- A. configure both drives as Slave
- B. configure both drives as Master so the remaining drive can boot
- C. configure both drives as Single drives so the remaining drive can boot
- D. swap the CD-ROM and Slave drives between the Primary and Secondary IDE channels

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18. A computer floppy drive light is on continuously. What is the MOST likely cause?
- A. The floppy cable is bad.
 - B. The controller card is bad.
 - C. The floppy cable is reversed.
 - D. The drive is bad.
19. Which of the following cable standards supports transmission speeds above 200 Mbps?
- A. CAT3
 - B. CAT4
 - C. CAT5
 - D. CAT6
20. Which type of cable does an Ethernet 100BaseT NIC (network interface card) with an RJ-45 socket use?
- A. Thinnnet
 - B. UTP CAT5
 - C. fiber optic
 - D. Thicknet
21. What does ADSL mean?
- A. at home digital signal length
 - B. asymmetric digital subscriber line
 - C. asynchronous digital submission line
 - D. It is not an abbreviation.
22. DIMMs come in which two pinout styles? (Select TWO)
- A. 168 pin
 - B. 172 pin
 - C. 180 pin
 - D. 184 pin
23. What are the two most common ways to reset a CMOS password? (Select TWO)
- A. remove the CMOS battery for 10 to 15 seconds
 - B. enable the CMOS clear jumper
 - C. insert a bootable floppy disk and run the CMOS Password Retrieval utility
 - D. unplug the system power for 10 to 15 seconds
24. A user cannot successfully print a job from a graphics application. What is the FIRST step that a technician should take to diagnose the problem source?
- A. reboot the user's computer and reprint the job
 - B. print a different file to see if the problem still exists
 - C. re-install the printer driver software
 - D. cycle the printer's power switch
25. When installing an AT power supply into a unit, the power connectors (P8/P9) should be connected to the motherboard with the:
- A. red wires together.
 - B. white wires on opposite ends.
 - C. black wires together.
 - D. white wires together.
26. A technician is asked to secure the data on a PC against hardware failure. The technician wants to do this through a RAID controller. The technician has three hard drives and if one fails, all the data MUST still be accessible. Which RAID should the technician set up that has the MOST MB available space?
- A. RAID 0
 - B. RAID 1
 - C. RAID 5
 - D. RAID 8

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27. Which type of cluster is located on a hard drive's platter?
- A. sector
 - B. cylinder
 - C. track
 - D. head
28. Which two of the following are approved ways for a technician to be grounded while working on a PC? (Select TWO)
- A. touching the system chassis while the power cord is unplugged
 - B. touching the system chassis while the power cord is plugged in
 - C. wearing a grounding strap that is properly connected to the system chassis
 - D. sticking a screwdriver into the power supply to discharge the static buildup
29. Which of the following devices should be removed from a UPS (uninterruptible power supply)?
- A. Laser printer
 - B. network hub
 - C. monitor
 - D. WAP
 - E. external modem
30. Which I/O interface supports up to 127 devices per channel and transfer speeds up to 480 Mbps?
- A. IEEE 1394a
 - B. Serial ATA
 - C. USB 1.1
 - D. USB 2.0
31. An IT Professional is asked to add a second ATA hard drive. The supervisor states that the hard drive must be on the same data cable to assure the same access speed. To what should the specialist set the jumper on the installed drive and on the added drive?
- A. Installed, Cable Select - added, Slave
 - B. Installed, Master - added, Cable Select
 - C. Installed, Master - added, Slave
 - D. Installed, Slave - added, Master
32. On which two levels of RAID can only two hard drives be used? (Select TWO)
- A. RAID Level 0
 - B. RAID Level 5
 - C. RAID Level 1
 - D. All RAID levels use only two hard drives.
33. Which hardware device on a motherboard can be updated through software?
- A. chipset
 - B. Data Bus
 - C. system BIOS
 - D. IDE controller
34. What causes chip creep?
- A. thermal expansion and contraction
 - B. overheating of chips due to electrical shorts
 - C. chips that do not communicate with other chips
 - D. chip memory that is incompatible with the motherboard
35. Which two devices are MOST susceptible to ESD (electrostatic discharge) damage? (Select TWO)
- A. CPUs
 - B. monitors
 - C. printers
 - D. memory chips

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36. Which two of the following should be disconnected when working inside a PC to prevent electrical shock? (Select TWO)
- A. power cord
 - B. telephone cord
 - C. mouse
 - D. keyboard
37. Which network technology allows a NIC (network interface card) to transmit and receive data at the same time?
- A. multi mode
 - B. half duplex
 - C. full duplex
 - D. peer-to-peer
38. Satellite-based Internet connectivity is classified as "dairly decent" to use for which tasks?
- A. Internet gaming
 - B. large downloads
 - C. teleconferencing
 - D. Internet Telephony
39. What is the purpose of MSDS (material safety data sheets)?
- A. to prevent bureaucratic oversight
 - B. to reduce employer's liability
 - C. to increase employee awareness
 - D. to provide substance specific storage, handling and safety information
40. Which method is used to safely clean LCD computer screens?
- A. use window cleaner sprayed on a soft cloth and then gently wipe the screen
 - B. use a little water sprayed on a soft cloth and then gently wipe the screen
 - C. use a special anti-static vacuum being careful not to touch the screen directly
 - D. use a blast of compressed air and avoid touching the screen directly