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1. A customer receives a CD-RW disk from a computer vendor. The customer tries to read the disk in a computer with a 4X CD-ROM drive and is unable to read any information. The customer tries the CD-RW disk on a 32X CD-ROM drive and it reads correctly. What is the cause of this problem?
 - A. The 4X CD-ROM drive has dirty optics or laser and requires cleaning.
 - B. The 4X CD-ROM drive needs to be jumpered to support CD-RW disks.
 - C. The 4X CD-ROM drive does not support the multi-read specification.
 - D. The 4X CD-ROM is fine, but the CD-RW disk has a flaw in its format.
2. Which processor uses a Slot 1 configuration?
 - A. AMD Duron
 - B. AMD Thunderbird
 - C. Intel Pentium
 - D. Intel Pentium II
3. When replacing a power supply, what MUST the technician observe?
 - A. voltage
 - B. current
 - C. wattage
 - D. resistance
4. 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
5. 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
6. What is the 15 pin connector used in Ethernet networks?
 - A. BNC
 - B. STP
 - C. AUI
 - D. RG-58
7. Which type of cable does an Ethernet 100BaseT NIC (network interface card) with an RJ-45 socket use?
 - A. Thinnet
 - B. UTP CAT5
 - C. fiber optic
 - D. Thicknet
8. Which Wireless network architecture is a way of connecting a single hub site to many end user locations?
 - A. point to multipoint
 - B. point to point
 - C. cellular
 - D. mesh

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9. 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
10. Using theoretical limits, which of the following is the fastest connection?
- A. IR (Infrared)
 - B. full duplex Ethernet over CAT5e cable
 - C. single mode fiber
 - D. Wireless
11. A company has a LAN (local area network) with a transmission technology on which data can be transmitted in both directions on a signal carrier, but NOT at the same time. Which kind of data transmission has the company implemented?
- A. full duplex
 - B. half duplex
 - C. bi-directional
 - D. single directional
12. Which type of computer port accepts IEEE 1284 compliant cable?
- A. USB 2.0
 - B. FireWire
 - C. Serial
 - D. Parallel
13. 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.
14. 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
15. What is the result of slaving an ATAPI CD-ROM to an Ultra ATA hard drive?
- A. improved CD-ROM performance
 - B. decreased CD-ROM performance
 - C. improved hard drive performance
 - D. decreased hard drive performance
16. When an IT Professional adds an 802.11b Wireless network adapter to a system, what information is necessary to connect to a secured network?
- A. mode and transmission rate
 - B. mode and AP range
 - C. SSID and WEP
 - D. SSID and signal strength
17. 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

18. A laptop computer has two stacked PCMCIA slots. Given only this information, which three of the following card configurations are MOST likely supported? (Select THREE)
- A. two Type II PCMCIA cards
 - B. one Type III PCMCIA card
 - C. two Type III PCMCIA cards
 - D. one Type II and one Type III PCMCIA card
 - E. one Type I PCMCIA card and one Type II PCMCIA card
19. How many SCSI devices are allowed per channel on a SCSI-1 controller card?
- A. 1
 - B. 2
 - C. 15
 - D. 7
20. 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
21. 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.
22. 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
23. What are two typical speeds of Ethernet networks? (Select TWO)
- A. 4 Mbps
 - B. 10 Mbps
 - C. 16 Mbps
 - D. 100 Mbps
24. Which two devices are MOST susceptible to ESD (electrostatic discharge) damage? (Select TWO)
- A. CPUs
 - B. monitors
 - C. printers
 - D. memory chips
25. 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.
26. What is the FIRST and most important step in system troubleshooting?
- A. back up the system data
 - B. gather information about the problem

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- C. try rebooting the system to see if that fixes the problem
D. check the System Error Log or Event Log
27. 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
28. 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.
29. 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
30. 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)
31. 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)
32. 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
33. 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.
34. 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

35. 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
36. Which of the following cable standards supports transmission speeds above 200 Mbps?
- A. CAT3
 - B. CAT4
 - C. CAT5
 - D. CAT6
37. 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
38. DIMMs come in which two pinout styles? (Select TWO)
- A. 168 pin
 - B. 172 pin
 - C. 180 pin
 - D. 184 pin
39. 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
40. 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