

## IT Essentials (ITE v6.0) Final Exam Answers 100% Full Update 2016

1. What is the purpose of RAID adapters?
  - to allow older PCI technology expansion slots to be used
  - to provide enhanced audio and graphic capabilities
  - **to connect multiple storage devices for redundancy or speed**
  - to connect peripheral devices to a PC to improve performance
2. Which type of interface should a customer choose if connecting a single cable from a Microsoft Windows computer to output both audio and video to a high definition television?
  - DVI
  - **HDMI**
  - PS/2
  - DB-15
3. Which type of input device can identify users based on their voice?
  - digitizer
  - KVM
  - **switchbiometric identification device**
  - scanner
4. What type of external storage should be used by a technician to back up over 2 TB of music and video data files?
  - CompactFlash card
  - external flash drive
  - **external hard drive**
  - Secure Digital card
5. What type of device provides power to a computer and allows it to be safely shut down in the event of a power loss?
  - surge suppressor
  - **uninterruptible power supply**
  - standby power supply
  - power inverter
6. Which measure can help control RFI effects on wireless networks?

- Ensure the humidity and temperature levels are set as low as possible.
- Ensure the number of wireless NICs exceeds the number of wireless phones.
- **Ensure the wireless network is on a different frequency than the offending source.**
- Ensure each wireless NIC is configured to operate at different frequencies from all other wireless NICs.

**7. What is the purpose of a Safety Data Sheet?**

- **to specify procedures for dealing with potentially hazardous materials**
- to specify procedures in designing and building common computer systems
- to specify procedures for the operation of sensitive components and prevention of electrostatic discharge
- to specify procedures in the use of humidity control and prevention of moisture damage

**8. What can be tested with a digital multimeter?**

- wireless signal strength and access point positioning
- basic functionality of computer ports
- copper cable location
- **quality of electricity in computer components**

**9. When should a technician avoid wearing an antistatic wrist strap?**

- when installing RAM
- **when replacing a power supply unit**
- when installing a hard drive
- when opening a computer case

**10. Which solution should be used to clean a CPU and a heat sink?**

- soap and water
- rubbing alcohol
- a diluted ammonia solution
- **isopropyl alcohol**

**11. Which two types of expansion slots would be used by a wireless NIC in a computer today? (Choose two.)**

- **PCIe**
- AGP
- **PCI**
- DIMM
- ISA

12. When a PC is being assembled, what component is connected to the motherboard with a SATA cable?

- the optical drive
- the network interface card
- the video card
- the power supply

13. A technician is troubleshooting a computer that is experiencing hardware failure detected by the BIOS. What is one way this failure is indicated?

- The computer automatically boots into Safe Mode and displays a warning on the screen.
- The screen flashes with a red background and displays a warning message.
- The computer emits a pattern of beeps indicating the failing device.
- The computer returns an error message that indicates the I/O address of the failing device.

14. Which three features can be configured in the BIOS settings to secure a computer? (Choose three.)

- MAC filtering
- drive encryption
- TPM
- file encryption
- TKIP key
- Passwords

15. What is the most important reason for a company to ensure that computer preventive maintenance is done?

- Preventive maintenance provides an opportunity for junior technicians to obtain more experience in a non-threatening or problem environment.
- Preventive maintenance helps to protect the computer equipment against future problems.
- Preventive maintenance allows the IT department to regularly monitor the contents of user hard drives to ensure computer use policies are being followed.
- Preventive maintenance enables the IT manager to check on the location and state of the computer assets.

16. A technician opens up a PC to work on it, and finds that it is very dusty inside. What should the technician do?

- Ignore the dust, as it does not affect the computer.
- Use a lint-free cloth sprayed with a cleaning solution to remove excess dust.

- Use a can of compressed air to remove excess dust.
  - Use a moistened cotton swab to remove excess dust.
17. Which built-in tool is available on a Mac OS X machine to perform disk backups?
- Disk Utility
  - Deja Dup
  - Finder
  - Time Machine
18. A computer technician performed a number of actions to correct a problem. Some actions did not solve the problem, but eventually a solution was found. What should be documented?
- everything that was done to try to solve the problem
  - only the solution, because this solved the problem
  - only the failed attempts, so that future technicians will know what not to try
  - a description of the problem and solution
19. After a computer is powered on, Windows 7 fails to start. What initial procedure would a technician use to deal with this failure?
- Create a System Repair Disc and restore the image.
  - Press the F12 key during the boot process and start the computer in Safe Mode.
  - Boot from a Windows 7 installation media and access the System Restore utility.
  - Access the Control Panel and choose Restore Files from Backup from the System and Security menu.
20. What are two advantages of the NTFS file system compared with FAT32? (Choose two.)
- NTFS allows faster access to external peripherals such as a USB drive.
  - NTFS supports larger files.
  - NTFS provides more security features.
  - NTFS allows faster formatting of drives.
  - NTFS is easier to configure.
  - NTFS allows the automatic detection of bad sectors.
21. What type of hard drive contains flash memory for caching frequently used data but stores the most of the data on a magnetic hard disk drive?
- USB flash drive
  - solid-state drive
  - embedded multimedia card

- solid-state hybrid disk
22. What does %USERPROFILE% represent in the path C:\Users\%USERPROFILE%\AppData\Local\Temp?
- the location of the Documents folder of a particular user
  - **an environment variable that is set by the operating system**
  - a variable set by the administrator for each user of the system
  - a fixed value that represents the level of access of a user to system files
23. A technician notices that an application is not responding to commands and that the computer seems to respond slowly when applications are opened. What is the best administrative tool to force the release of system resources from the unresponsive application?
- **Task Manager**
  - Add or Remove Programs
  - Event Viewer
  - System Restore
24. A technician has installed a new sound card in a PC but it is not operating correctly. Where should the technician look to investigate driver problems?
- Computer Management
  - **Device Manager**
  - My Computer
  - System Tools
25. Which technology provides a solution for PC virtualization?
- **hypervisor**
  - server clustering
  - Terminal Services
  - RAID
26. What are two consequences of setting an incorrect boot order in the system BIOS? (Choose two.)
- The computer locks up without any error messages.
  - **The computer displays a "BOOTMGR is missing" error after POST.**
  - **The computer displays an "Invalid Boot Disk" error after POST.**
  - The computer continually restarts without displaying the desktop.
  - The computer displays an 'Inaccessible Boot Device' error after POST.

27. A network administrator has finished migrating from a peer-to-peer network to a new client-server network configuration. What are two advantages of the new configuration? (Choose two.)

- The total cost of the new solution is considerably lower.
- Data is more secure in the event of hardware failures.
- Individual users are in control of their own computers and network resources.
- Data resources and access are centrally controlled.
- Personnel costs are lower because a dedicated network administrator is no longer necessary.

28. Which layer of the OSI model is responsible for physical addressing and the procedures used to access media?

- application
- data link
- network
- transport

29. The current IP configuration of a medium size company with several subnets is done manually and is time-consuming. Because of increased network growth, a technician needs a simpler way for IP configuration of workstations. Which service or protocol would simplify the workstation IP configuration task?

- APIPA
- DHCP
- DNS
- ICMP

30. Several messages sent to the network administrator are reporting that access to a secure server using HTTPS is failing. After checking recent updates to the company firewall, the administrator learns that the firewall is blocking HTTPS. Which port should be opened to solve the problem?

- 22
- 53
- 80
- 143
- 443

31. Which two commands could be used to check if DNS name resolution is working properly on a Windows PC? (Choose two.)

- nslookup cisco.com

- net cisco.com
  - ping cisco.com
  - nbtstat cisco.com
  - ipconfig /flushdns
32. Which wireless security mode supports government grade security and offers both personal and enterprise authentication?
- WEP
  - WPA2
  - WPA
  - LEAP
33. Which Cloud computing service would be best for an organization that needs to collaboratively create applications and deliver them over the web?
- PaaS
  - IaaS
  - SaaS
  - ItaaS
34. A network administrator occasionally asks a technician to make sure that dust does not accumulate on devices in the network equipment closets. What is the purpose of having the technician do this job?
- Dust can cause network equipment to overheat and cause problems on the network.
  - Dust increases electromagnetic interference in nearby connected cables.
  - Dust can encourage insects and other pests to live in the equipment closets.
  - Dust is considered a fire hazard that poses danger to personnel and equipment.
  - Dust diminishes the range of wireless services.
35. A technician installed a network adapter in a computer and wants to test network connectivity. The ping command can receive responses from workstations on the same subnet but not from remote workstations. What could be causing the problem?
- The NIC driver is out of date.
  - The operating system is not compatible with the remote sites.
  - The TCP/IP protocol stack is not loaded.
  - The default gateway is incorrect.
36. What are three common input devices found on laptops? (Choose three.)
- touchpad

- fingerprint reader
  - web camera
  - external monitor
  - PS/2 keyboard
  - AC power connector
37. A user calls the help desk to report that a mobile device exhibits very slow performance. What could cause this problem?
- The touchscreen is not calibrated.
  - An app is not compatible with the device.
  - The operating system has encountered an error.
  - A power-intensive app is running at the background.
38. A computer technician has decided that a problem with a laptop can be solved by repairing a hardware component. What should be done first before attempting to repair a hardware component on a laptop?
- Consult the service manual for the laptop.
  - Ask a fellow technician for advice.
  - Backup the BIOS settings.
  - Remove the keyboard.
39. Which closed-ended question would be appropriate for a technician to use to narrow down the possible problems on a laptop that will not power on?
- Can the laptop operate using the AC adapter?
  - Have you changed your password recently?
  - What software has been installed recently?
  - What were you doing when the problem occurred?
40. A technician is troubleshooting the appearance of flashing lines on a laptop screen. What are two possible causes of this distortion? (Choose two.)
- Power to the pixels has been removed.
  - The display settings have been changed.
  - The GPU is not cooling correctly.
  - The LCD cutoff switch is damaged.
  - The display is not correctly installed.
41. What is an indication that the battery in a mobile device could become physically hazardous and should be immediately replaced?
- if the battery only supports the system for a reduced period of time



- if there are signs of swelling
- if the screen brightness begins to dim
- if the device feels warm to the touch

42. Refer to the exhibit. What is true of this mobile device screen?



ITE Final Exam v6 001

- Tapping and holding the arrow at the bottom left will display the Home screen.
- Text messages, news, photos and other content can be displayed in the different tiles.
- Icons and buttons are used to represent the different apps on the phone.
- Unpinning an app from this view will uninstall the app from the phone.
- Tile sizes depend on the size of the app.

43. What are two potential risks that could result from rooting or jailbreaking a mobile device? (Choose two.)

- enabling app access to the root directory
- not properly creating or maintaining sandboxing features
- allowing the user interface to be extensively customized
- improving device performance
- enabling features that are disabled by a cellular carrier

44. What two tasks should be done regularly to preserve the security and integrity of data and applications on mobile devices. (Choose two.)

- Execute a factory reset once a month to remove all unidentified malicious software.
- Back up user data on a regular basis.
- Password protect iTunes or Google Play accounts.
- Use airplane mode if you are accessing the Internet at an open Wi-Fi site.

- Ensure that the operating system software and applications contain the latest updates.
  - Unmount all unused disk partitions.
45. A tire store needs to use carbon copy paper to print customer invoices so that both the store and the customer have a copy. What is the best printer solution?
- piezoelectric printer
  - inkjet printer
  - thermal printer
  - **impact printer**
46. A user on a home network wants to share a printer from a Windows 7 computer. What must the user do in order for other Windows 7 computers in the house to obtain the proper driver?
- The user must browse the Internet, then download and install the proper driver.
  - The person doing the sharing must use the Additional Drivers button in order to designate how many device drivers are allowed to be downloaded.
  - **Nothing. Windows automatically provides the driver.**
  - The person doing the sharing must use the Additional Drivers button in order to designate the driver to be used by the other Windows 7 computers.
47. Which three components are typically found in laser printer maintenance kits? (Choose three.)
- **fuser assembly**
  - primary corona
  - **pickup rollers**
  - **transfer rollers**
  - secondary corona
  - paper trays
48. What characterizes a DDoS attack?
- **Many hosts participate in a coordinated attack.**
  - Infected computers are called daemons.
  - It is easy to identify the source of the attack.
  - All hosts must be in the same geographic area.
49. What guideline should be followed when establishing a password security policy?
- Passwords should be physically stored in a convenient location.
  - Passwords should contain mainly numbers for better encryption.
  - The system administrator should assign passwords to the users.

- Lockout policies should be avoided in order to increase user access.
- **An expiration period should be established so that passwords frequently change.**

50. What are three features provided by the TPM module? (Choose three.)

- hashed encryption of the hard drive volume
- **security for user authentication information**
- support for Windows backup
- **application license protection**
- **storage of digital certificates**
- support for Windows Firewall

51. What is the next troubleshooting step after a theory of probable cause has been established?

- **Test the theory to determine cause.**
- Identify the exact problem.
- Establish a plan of action.
- Document findings and outcomes.

52. Once a technician understands a customer complaint, it is common to ask closed-ended questions. Which question is a close-ended one?

- What happened before the error occurred?
- **Is this the first time the error occurred?**
- What happened after the error occurred?
- What error messages were displayed when the error occurred?

53. What is a characteristic of the open source license of an application software?

- It requires registration instead of purchasing.
- It cannot be used for campus-wide deployment.
- **It allows users to modify and share the source code.**
- It does not require purchase in order to use the software.
- It requires acknowledged completion of a professional training course prior to use.

54. Chad, a level one call center technician, receives a customer phone call. The customer has an issue that Chad does not have the knowledge to answer. The customer is irritated that Chad cannot provide immediate assistance. Which two things should Chad do next? (Choose two.)

- **Document the reason the customer called and create a support ticket.**
- Inform the customer of the need to call back later.
- **Escalate the customer to a level two technician.**

- Ask the customer further questions to diagnose and attempt to fix the problem.
  - Place the customer on hold until the customer has time to cool down.
55. **Users in an office complain that the network printer is printing vertical lines on all pages. What is a likely cause of this problem?**
- The printer does not have enough memory.
  - **The printer has an incorrect IP address.**
  - The printer toner is low.
  - The printer drum is damaged.
56. **A technician is troubleshooting a Windows 7 computer that displays an “Invalid Boot Disk” error message. What would be the most likely action the technician should perform to correct the issue?**
- **Use the System Recovery Options to select the correct active partition.**
  - Scan for and remove any virus found.
  - Run chkdsk /F /R to fix the hard drive file entries.
  - Replace the hard drive on the computer.
57. **When a user tries to run a program, a missing or corrupt DLL message is displayed. What are two possible solutions to this problem? (Choose two.)**
- Reinstall the correct drivers.
  - Use the msconfig command to adjust the startup settings for the program.
  - Run Windows Startup Repair.
  - **Run sfc/scannow in Safe Mode.**
  - **Reinstall the program that is associated with the corrupt DLL file.**
58. **What can help control the effect of RFI on a wireless LAN?**
- Ensure the humidity and temperature levels are set as low as possible.
  - Ensure the number of wireless NICs exceeds the number of wireless phones.
  - **Ensure the wireless network is on a different frequency than the offending source.**
  - Ensure each wireless NIC is configured to operate at different frequencies from all other wireless NICs.
59. **A technician wants to allow users to backup and restore all the files on their computers, but does not want the users to be able to make changes to the system. How should the technician give users this functionality?**
- Grant the users read permissions on all files.
  - Give the users administrator rights on their computers.
  - **Make the users members of a group called Backup Operators.**

- Check the Folder is Ready for Archiving box in the properties of each folder.

60. Match the facility access control devices to the correct descriptions. (Not all options are used.)

- Question

Match the facility access control devices to the correct descriptions. (Not all options are used.)

card keys	devices to display image of the user
biometric sensors	sensors to monitor location and access
identification badges with photographs	devices to store user information and level of access
cable locks	devices to identify physical characteristics of the user
RFID badges	

ITE Final Exam v6 Question 001

- Answer

identification badges with photographs
RFID badges
card keys
biometric sensors

ITE Final Exam v6 Answer 001

61. Why do laptop computers use CPU throttling techniques?

- to enhance the performance of the CPU
- to reduce the heat that the CPU may generate
- to ensure the CPU is running at its peak speed
- to conserve the battery life by reducing the bus speed between the CPU and RAM

62. What tool is included in the Mac OS X for backing up disks to image files and recovering disk images?

- Disk Utility
- Deja Dup

- Disk Error-Checking
  - System Restore
63. A new technician has joined the IT team and is about to service a heavy printer. Which two precautions should be taken to avoid any injury when transporting the heavy printer to the service area? (Choose two.)
- Avoid lifting the equipment using the strength in your back.
  - Lift the equipment using the strength in your legs and knees.
  - Avoid bending your knees when lifting the printer.
  - Bend your back to pick the printer up.
  - Avoid lifting the printer close to your body.
64. Refer to the exhibit. As part of the process of building a computer, what is the proper order of the first three steps in the installation of a power supply?

Steps	Description
1	Insert the power supply into the case.
2	Connect the power cord to the power supply.
3	Secure the power supply to the case using the proper screws.
4	Align the holes in the power supply with the holes in the case.

ITE Final Exam v6 002

- Steps 1, 2, 4
  - Steps 1, 3, 2
  - Steps 1, 4, 3
  - Steps 2, 3, 4
65. Which two operations can help prevent a mobile device from being tracked without permission? (Choose two.)
- Turn off the GPS when not in use.
  - Use a VPN connection whenever possible.
  - Set the device to not store credentials.
  - Set the device to connect only to known WiFi networks.
  - Disable or remove apps that allow connections to the GPS.
66. What is a characteristic of a computer power connector?
- A Molex power connector supplies power to a motherboard.

- A Molex connector and a SATA connector can be used on the same drive at the same time.
- A SATA power connector is used to connect to a hard disk drive or an optical drive.
- An ATX main power connector supplies power to a video adapter.

67. Which expansion card can assist in troubleshooting a computer problem when no video is available?

- BIOS card
- advanced graphics card
- USB expansion card
- POST card

68. Which two PC settings can be configured using the BIOS setup utility? (Choose two.)

- POST
- virtualization support
- allocation of memory to applications
- enabling device drivers
- boot sequence

69. What factor should be taken into consideration more with laptops than with desktops?

- environmental control
- loose cables
- short circuits
- unseated adapter cards

70. What are three benefits of computer preventive maintenance? (Choose three.)

- elimination of the need for repairs
- improvement in data protection
- extension of the life of components
- reduction in the number of equipment failures
- time savings for technicians making repairs
- improvement in RAM access time

71. Which step in the troubleshooting process is important to help avoid repeating repair processes that were performed previously?

- identification of the problem
- implementation of the solution

- documentation of the problem and its solution
  - preparation of a plan of action
72. A computer user complains of a computer that freezes up after about five minutes of use. The technician checks the computer BIOS to see if there might be a configuration problem that is causing the computer to behave consistently in this manner. While the technician is reviewing the information, the computer once again freezes. What is the probable cause of the computer problem?
- The BIOS is corrupt.
  - The hard drive is failing.
  - The CPU fan is not functioning.
  - The CMOS battery has failed.
73. Why is a full format more beneficial than a quick format when preparing for a clean OS installation?
- A full format is the only method of installing Windows 8.1 on a PC that has an operating system currently installed.
  - A full format will delete files from the disk while analyzing the disk drive for errors.
  - A full format will delete every partition on the hard drive.
  - A full format uses the faster FAT32 file system, whereas a quick format uses the slower NTFS file system.
74. What is the default file system used during a fresh installation of Windows 7?
- NTFS
  - HPFS
  - FAT16
  - FAT32
75. What is the first step an administrator should take when splitting a single partition into multiple partitions?
- Format the partition.
  - Assign a drive letter to the partition.
  - Extend the partition.
  - Shrink the partition.
76. A user notices that some of the programs that are installed before upgrading Windows to a new version no longer function properly after the upgrade. What can the user do to fix this problem?
- Use the System Restore utility.



- Update the driver for the graphics card.
  - **Run the programs in Compatibility Mode.**
  - Use the recovery partition to reinstall Windows.
77. After a Windows operating system has been installed, which program would a technician use to select the programs that will run at startup?
- Ntldr
  - Regedit
  - **Msconfig**
  - Task Manager
78. Which type of network spans a single building or campus and provides services and applications to people within a common organizational structure?
- PAN
  - WAN
  - **LAN**
  - MAN
79. What are the four layers in the TCP/IP reference model?
- application, presentation, internet, network access
  - application, transport, network, data link
  - **application, transport, internet, network access**
  - application, presentation, session, transport
  - physical, data link, network, transport
80. A user wants to map a network drive on a PC that is named "WORK2" and runs Windows 7. The name of the shared resource the user wishes to map to is called "installs" and is located on a workstation called "WORK1". What would be the correct path for mapping the network drive?
- \\ username\WORK2\installs
  - \\username\password\WORK1\installs
  - // WORK2/installs
  - **\\work1\installs**
  - \\username\Work2\installs
  - \WORK2\installs
81. A customer who travels frequently wants to know which technology is the most suitable for being connected to the corporate network at all times at low cost. Which network technology would a network administrator recommend?

- satellite
- ISDN
- cellular
- microwave

**82. What is the difference between cloud computing and a data center?**

- A data center provides access to shared computing resources, whereas a cloud is a private on-premise facility that stores and processes local data.
- **Cloud computing solutions are network resources and services provided to the clients through the use of services from data centers.**
- The data center makes use of more devices to process data.
- Data centers require cloud computing but cloud computing does not require data centers.

**83. A user complains about being unable to connect to the wireless network. Which two actions should be part of troubleshooting the wireless connection? (Choose two.)**

- Verify that the laptop is plugged into an electrical outlet.
- Reconfigure TCP/IP settings on the laptop.
- Reinsert the laptop battery.
- **Try moving the laptop to different places to see if a signal can be detected.**
- **Verify in the laptop software whether any wireless networks are detected.**

**84. A technician installed a network adapter in a computer and wants to test network connectivity. The ping command can only receive a response from local workstations. What could be causing the problem?**

- The NIC driver is out of date.
- The operating system is not compatible with the remote sites.
- The TCP/IP protocol stack is not loaded.
- **The default gateway is not set.**

**85. An ISP help desk technician receives a call from a customer who reports that no one at their business can reach any websites or get their e-mail. After testing the communication line and finding everything fine, the technician instructs the customer to run nslookup from the command prompt. What does the technician suspect is causing the customer's problem?**

- improper IP address configuration on the host
- hardware failure of the ISR used to connect the customer to the ISP
- bad cables or connections at the customer site
- **failure of DNS to resolve names to IP addresses**

86. A technician is asked to configure the time that the system must be idle before the hard disk spins down on all the Windows-based laptops in the company. The technician configured the power options in Windows but it appears to have no effect. Where should the technician look to enable power management?

- Administrative Tools
- BIOS
- Command Prompt
- Safe mode
- System Registry

87. A technician needs to configure a Bluetooth headset for a laptop user. Which two steps should the technician take before installing the headset? (Choose two.)

- Remove the battery.
- Disconnect AC power.
- Enable Bluetooth in BIOS Setup.
- Ensure that the antistatic wrist strap is attached to a nonpainted portion of the laptop.
- Ensure that the laptop Bluetooth switch is enabled.

88. What laptop component converts DC power to AC so that the display can illuminate?

- inverter
- backlight
- CCFL
- battery
- motherboard

89. A user downloads a widget onto his Android phone but is puzzled to see that when the widget is touched an app is launched. What is a possible cause?

- The user has downloaded a virus.
- The widget is corrupt.
- The security settings of the Android OS have been compromised.
- The widget is associated with the app and this is the normal behavior.

90. Which component uses the greatest amount of power on most mobile devices?

- LCD screen
- camera
- CPU
- media player

91. What is the purpose of using the MIME email protocol on mobile devices?

- to enable pictures and documents to be included in email messages
- to re-synchronize the email account with other devices
- to remotely lock the email account if the device is stolen
- to encrypt the email messages

92. What is an indication that the battery in a mobile device could become physically hazardous and should be immediately replaced?

- if the battery only supports the system for a reduced period of time
- if there are signs of swelling
- if the screen brightness begins to dim
- if the device feels warm to the touch

93. A technician is explaining the differences between inkjet printers and laser printers to a customer. Which two comparisons should the technician make? (Choose two.)

- Inkjet printers are less expensive as an initial purchase than laser printers.
- A laser printer is significantly slower than an inkjet printer.
- Both laser and inkjet printers produce poor quality images.
- The laser printer output is dry after printing, but an inkjet printer may still have wet ink on the paper after printing.
- Inkjet printers use plain paper to make economical prints, but laser printers require more expensive thermal paper.

94. For cleaning a laser printer, what should be used to pick up excess particles of toner?

- a HEPA-capable vacuum
- a lint-free cloth
- isopropyl alcohol
- a damp cloth

95. Which two password control policies should an organization implement to ensure strong passwords? (Choose two.)

- Passwords should be set to expire every 60 days.
- Passwords should contain no more than eight characters.
- Passwords must contain encrypted characters.
- Passwords should contain letters and numbers.
- Passwords should contain only capital letters.

96. A computer technician has been asked to secure all Windows 7 computers by encrypting all the data on each computer. Which Windows feature should be used to provide this level of encryption?
- BitLocker
  - EFS
  - TPM
  - Windows Update
97. The activity of a previously unknown program triggers an alert by Windows firewall. What three options will the user have for dealing with this event? (Choose three.)
- Keep blocking
  - Unblock
  - Ask me later
  - Deny all
  - Turn off
  - Turn on
98. A technician suspects that a security issue is causing problems with a computer. What two actions could be performed to test theories of probable cause when troubleshooting the PC? (Choose two.)
- Log in as a different user.
  - Disconnect the computer from the network.
  - Search helpdesk repair logs for more information.
  - Discuss solutions with the customer.
  - Ask the customer open-ended questions about the problem
99. A call center technician answers a call from a frequent customer who is known to be impatient and lacks experience with computers. The customer has an issue with an application that the call center supports. The customer informs the technician that the problem had been reported before but the original technician was rude, did not listen, and did not fix the problem. If the technician is confident that the problem can be resolved by increasing the amount of memory in the computer, what should the technician do?
- Tell the customer to install 2 GB of DDR3 PC3-10600 RAM.
  - Explain that the original technician is no good and the supervisor will be told.
  - Suggest that the customer purchase a new computer.
  - Confirm the issues and give detailed instructions to solve the problem.

100. What expectation is defined in the service level agreement between an organization and service vendor?
- o **guaranteed service response time**
  - o maximum number of service calls per day
  - o chain of custody procedures
  - o communication etiquette rules
101. In which circumstance should a level one technician initiate an escalated work order?
- o when a customer appears to be very knowledgeable
  - o when a customer demands talking to a particular technician
  - o **when a problem requires expertise from another technician**
  - o when the technician cannot understand the problem as explained by the customer
102. An application appears frozen and is not responding to a mouse or the keyboard. What Windows OS tool can be used to stop the application?
- o Event Viewer
  - o **Task Manager**
  - o Device Manager
  - o Disk Management
103. Which two issues are likely to cause BSOD errors? (Choose two.)
- o out-of-date browser
  - o **RAM failing**
  - o **device driver errors**
  - o lack of antivirus software
  - o power supply failure
104. A user has installed a new FTP client on a computer, but is unsuccessful in connecting to an FTP server. Which two key pieces of information should the user ensure are configured correctly on the FTP client? (Choose two.)
- o username
  - o password
  - o FTP client IP address
  - o **FTP server IP address**
  - o FTP client port number
  - o **FTP server port number**

105. A technician who is working on an employee's laptop finds that a number of files that were encrypted on a network server drive are present on the laptop drive in unencrypted form. What could cause this problem?

- Encrypted files cannot be transferred across a network.
- **The new computer doesn't have an NTFS partition.**
- The network proxy decrypted the data to scan it for malware.
- The sensitive data was transferred with the FTP protocol.