

QUESTION 1

A bearing in the power supply fan goes out. What should you replace?

- A. Fan
- B. Case
- C. Bearing
- D. Power Supply

Answer: D

Explanation:

The whole power supplier should be replaced. PC technicians should not try to repair power supplies.

QUESTION 2

You get an error during POST on a PC. What could this mean? (Choose two)

- A. BIOS needs to be reset.
- B. There is a hardware failure.
- C. HIMEM.SYS is missing or incorrect.
- D. The drivers for the device are incorrect.
- E. The Windows file system is generating an error.

Answer: A, B

Explanation:

A: POST errors could disappear after a reset of the BIOS.

B: Errors during POST are hardware-related.

Incorrect Answers

C: Missing files or incorrect files would not generate POST errors.

D: Drivers are software-related. BIOS handles hardware.

E: POST errors are not affected by the operating systems.

QUESTION 3

What are the correct combinations of COM ports and IRQ? (Choose Two)

- A. COM1 and COM2, IRQ5
- B. COM3 and COM4, IRQ2
- C. COM1 and COM3, IRQ4
- D. COM1 and COM3, IRQ3
- E. COM2 and COM4, IRQ3

Answer: C, E

Explanation:

COM1 and COM3 use IRQ4. COM2 and COM4 use IRQ3.

QUESTION 4

When you configure the hard disk or COM ports in the BIOS, where do the BIOS save this information?

- A. CPU

- B. CMOS
- C. Memory
- D. Hard Drive

Answer: B

Explanation:

The BIOS settings are stored in the CMOS memory.

QUESTION 5

To which connector on an IDE cable, should you connect the bootable drive?

- A. The first connector from primary IDE controller.
- B. The second connector from the primary IDE controller.
- C. The third connector from the primary IDE controller.
- D. Either the first or the second connector from the primary IDE controller.

Answer: D

Explanation:

The bootable device is not decided by the location on the IDE connector. The active partition will be the bootable drive. The active partition is configurable from within the OS.

QUESTION 6

How do you differentiate an ATA/33 cable from an ATA/66 cable?

- A. Cable color
- B. Cable pin out
- C. Twists in the cable
- D. Number of wires

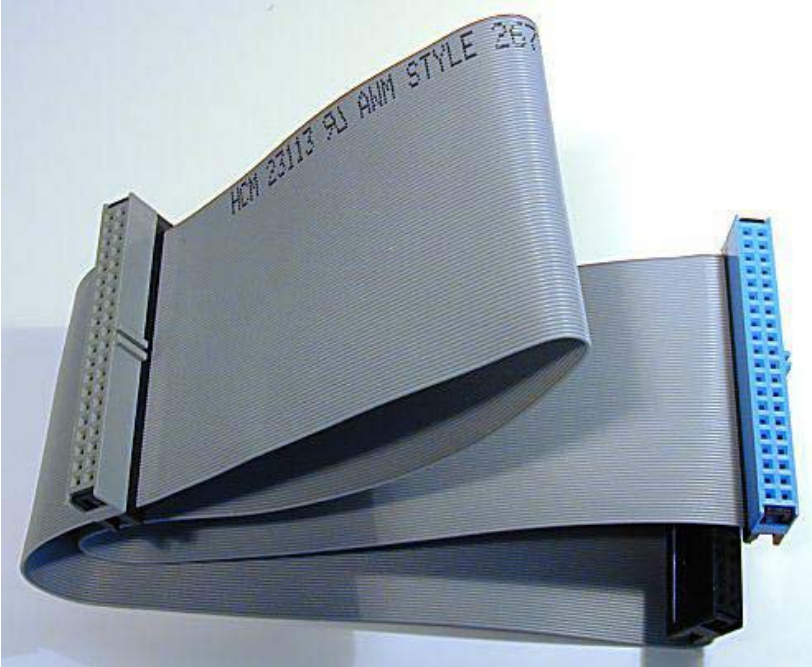
Answer: D

Explanation:

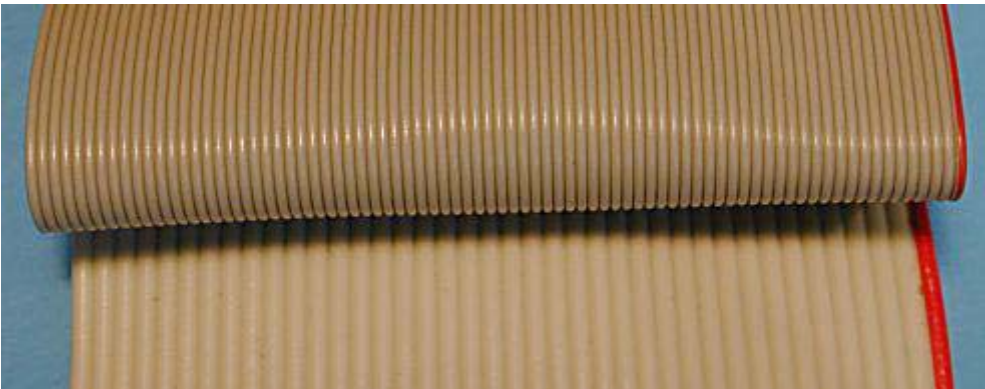
The ATA/33 cable has 40 wires, while the ATA/66 cable has 80 wires. The best way to distinguish between the cables is simply to count the wires

Note:

Ultra ATA/66 removes bottlenecks associated with data transfers, especially during sequential operations. Ultra ATA/66 requires a special 40-pin, 80-conductor cable that reduces noise bleed-over and improves signal integrity by providing 40 additional ground lines between each of the standard 40-pin ATA signal lines and ground lines. ATA/66 cable with 80 wires.



ATA/33 cable with 40 wires.



Incorrect Answers

A: There is no standard for coloring the cables..

B: Both the ATA/33 cable and the ATA/66 cable use 40-pins. This enables ATA/33 and ATA/66 devices can coexist on the same cable. However, since both cables have the same number of pins they cannot easily be distinguished by pins.

C: There are no twists in the cable.

QUESTION 7

Which computer port would a digital video camera typically use?

A. USB

B. RS-232

C. IEEE 1284

D. IEEE 1394

Answer: D

Explanation:

Digital video cameras typically use the firewire port, also known as the IEEE 1394 standard. IEEE 1394 is a faster interface than the USB, RS-232 (serial), and IEEE 1284 (parallel) interfaces.

QUESTION 8

What is the system board BIOS designed to manage?

- A. NIC (Network Interface Card)
- B. Printers
- C. Modems
- D. ATA (IDE)

Answer: D

Explanation:

IDE ATA settings are included BIOS.

Incorrect Answers

Network adapters, printers, and modems are not configured in BIOS.

QUESTION 9

Which type of motherboard standard accepts the 5 pin DIN keyboard connector? (Choose two)

- A. AT
- B. XT
- C. LT
- D. ATX

Answer: A, B

Explanation:

AT and XT can supply the new 5-pin DIN keyboard connector.

QUESTION 10

On a diskette driver data cable, what is the drive letter assigned to the drive after the twist?

- A. A
- B. B
- C. C
- D. D

Answer: A

Explanation:

The floppy drive connected after the twist will be assigned the letter A.

Incorrect Answers

B: The floppy drive connected before the twist will be assigned the letter B.

C, D: The letters C and D cannot be assigned to diskette drive. They are used for mass storage devices such as hard drives and CD-ROMs.

QUESTION 11

Which hardware device on a motherboard drive can be updated through software?

- A. chip set
- B. data bus
- C. system BIOS
- D. IDE controller

Answer: C

Explanation:

The System BIOS can be updated with a Flash BIOS upgrade program usually resident on a diskette.

QUESTION 12

What is unique about each device on a SCSI chain?

- A. I/O
- B. LUN
- C. Identification
- D. Master or Slave

Answer: C

Explanation:

The identification of each device on the SCSI chain must be unique. A simple SCSI chain works like a network, and, like a network, each device requires its own unique address. A SCSI device can have any ID number in a range recognized by the host adapter, as long as no other device on the same chain has been set to the same number.

Incorrect Answers

A: Unique I/O addresses are not required by SCSI devices.

B: It is possible to have a single SCSI ID support more than one device. Logical unit numbers (LUNs) can be used to provide a unique identifier for up to seven subunits per ID number. This is not the best answer however.

D: Master and slave settings are used by IDE devices, not by SCSI devices.

QUESTION 13

Where is the firewall typically stored?

- A. RAM
- B. CPU
- C. Hard disk
- D. ROM BIOS

Answer: C

Explanation:

Typically a Firewall could be implemented as:

1) A program on a general purpose computer. This could be ISA Server 2000 in a Windows 2000 server for example. In this case the firewall is stored on the hard drive and is run in RAM.

2) Implemented on a network device such as a Cisco Router. In this case the Cisco IOS contains the code that runs the firewall. The small version of the IOS OS is store in ROM and a larger running version is stored in

flash memory. Other implementations could store the whole firewall code in ROM. The most common running firewalls are from category 1) and C) is therefore the best answer.

QUESTION 14

What are the usable DMA channels? (Choose three)

- A. 0
- B. 1
- C. 7
- D. 8
- E. 9

Answer: A, B, C

Explanation:

Computers have eight DMA channels numbered from 0 to 7.

QUESTION 15

What are the most common SCSI implementations? (Choose two)

- A. 32-bit SCSI-2
- B. 32-bit SCSI-3
- C. 16-bit Fast/Wide
- D. 8-bit Standard SCSI

Answer: A, B

Explanation:

Today the most common SCSI interfaces are 32-bit SCSI-2 and 32-bit SCSI-3.

Incorrect Answers

16-bit Fast/Wide and 8-bit Standard SCSI are older SCSI standards which are rarely used today.

QUESTION 16

The maximum distance for a 10BaseT segment is?

- A. 100 meters
- B. 185 meters
- C. 330 meters
- D. 1000 meters

Answer: A

Explanation:

The maximum distance in a 10BaseT segment is 100 meters.

Incorrect Answers

B: 10Base2 has a maximum distance of 185 meters.

C: No common network cabling has a maximum distance of 330 meters.

D: Fiber cabling can support distances of 1000 meters.

QUESTION 17

10BaseT Ethernet uses which type of physical topology?

- A. Bus
- B. Star
- C. Ring
- D. Tree

Answer: B

Explanation:

10BaseT use hub or hubs to implement a physical star topology.

QUESTION 18

Which equipment of the following means that the NIC and network equipment are set up so that they cannot send and receive at the same time?

- A. Half Duplex
- B. Single Duplex
- C. Paused Duplex
- D. Switched Duplex

Answer: A

Explanation:

In half duplex we have bi-directional communication, but not in both directions simultaneously.

Note:

Full Duplex allows simultaneous traffic in both directions.

QUESTION 19

Which device is used to extend the 10Base2 network beyond the maximum distance?

- A. Extender
- B. Repeater
- C. Converter
- D. Expander

Answer: B

Explanation:

Repeaters are used to extend the signal distance of the cable by regenerating the signal.

QUESTION 20

How many bits wide is 72-pin non-parity SIMM memory?

- A. 16
- B. 32
- C. 36

D. 64

Answer: B

Explanation:

72-pin SIMMs are 32 bits wide.

QUESTION 21

What is the advantage of using ECC (Error Checking and Correction) memory?

A. Costs less money.

B. Corrects Cache errors.

C. Corrects memory error

D. Has no dense packaging

Answer: C

Explanation:

ECC has the ability to correct memory errors.

Incorrect Answers

A: ECC memory is more expensive.

B: ECC does not correct cache memory errors.

D: ECC memories fit standard memory slots.

QUESTION 22

What is the Data Bus width for an ISA slot?

A. 12

B. 16

C. 32

D. 64

Answer: B

Explanation:

ISA uses a 16-bit data bus width.

Incorrect Answers

A: 12 bits are not used by ISA:

C, D: Later technologies such as PCI and AGP implements 32 and 64 bit data buses.

QUESTION 23

What is the most significant difference between EDO RAM and Fast Page Mode DRAM?

EDO RAM is_____

A. faster

B. slower

C. smaller

D. cheaper

Answer: A

Explanation:

EDO RAM is a more recent, faster technology compared to Fast Page mode DRAM.

QUESTION 24

What are the major hard drive settings in the CMOS? (Choose three.)

- A. Heads.
- B. Tracks.
- C. Volume.
- D. Sector.
- E. Cylinder.

Answer: A, D, E

Explanation:

The major CMOS hard drive settings are Cylinders, Heads, and Sectors.

Incorrect Answers

B, C: Tracks and volumes are not configured in CMOS.

QUESTION 25

ISA card should work in which bus slots? (Choose two)

- A. PCI
- B. ISA
- C. AGP
- D. MCA
- E. EISA

Answer: B, E

Explanation:

ISA cards work in ISA and Extended ISA (EISA) slots.

Incorrect Answers

A: The PCI bus is a newer and faster compared to ISA. ISA cards cannot be used in PCI slots.

C: The AGP (Accelerated Graphics Port) can only be used for video adapters.

D: MCA is an even older technology than ISA. MCA and ISA are not compatible.

QUESTION 26

Your customer calls and reports that her computer shuts down and reboots on its own. What is one possible cause?

- A. The BIOS is set to reboot automatically every day.
- B. Her external SCSI CD-RW is using too much power.
- C. The CMOS is configured to cycle power at a certain time.
- D. The power supply is not providing enough power to the system.

Answer: D

Explanation:

One likely cause of sporadic system reboots could be a malfunctioning power supply. Fluctuations in the voltage would cause reboots.

Incorrect Answers

A: There is no BIOS setting that reboots the system every day.

B: Most external devices use their own power supply. Furthermore, if an external device needs more power than the system can handle, the external device fails, not the computer.

C: There is no such CMOS configuration.

QUESTION 27

After replacing a keyboard with a known good one, it still is not recognized by the system. What could be the problem?

A. SETUP was not run.

B. The processor is overheating.

C. The BIOS needs to be flashed.

D. The keyboard controller is not working.

Answer: D

Explanation:

The keyboard controller could be malfunctioning.

Incorrect Answers

A: There is no need to run SETUP to install a keyboard.

B: Processor overheating is a very unlikely cause of this problem.

C: BIOS upgrades are not required to support new keyboards.

QUESTION 28

Your client has reported a problem with a slow connection to the internet using a 56Kbps Modem. What are the most likely causes? (Choose two)

A. IRQ conflict

B. Insufficient RAM

C. Out dated modem driver

D. Noise on the telephone line

E. Modem on wrong serial port

Answer: C, D

Explanation:

C: The modem driver could be outdated and the modem could be working at a lower speed.

D: A noisy phone line would also cause slower transfer speeds due to errors which would force retransmissions.

Incorrect Answers

A: An IRQ conflict would prevent all communication; it would not just slow down the traffic.

B: RAM could slow the computer down in general, but it is not the main cause of a slow internet connection.

E: A wrong serial port would prevent any internet connection, not just slow it down.

QUESTION 29

A customer's Windows desktop on her monitor appears to be distorted. What should you do to try to isolate the problem? (Choose two)

- A. Try another monitor.
- B. Try another program.
- C. Replace the power supply.
- D. Install additional video memory.
- E. Boot the computer to a command prompt.

Answer: A, E

Explanation:

A: The monitor could be malfunctioning. One solution is to simply replace it.

E: We might be required to restart the computer in another video mode, like a command prompt, to be able to troubleshoot the monitor.

Incorrect Answers

B: As the distorted monitor appears in the OS, no specific program could be the cause of the problem.

C: It seems unlikely that a faulty power supply would cause this problem. Furthermore, a computer technician should not replace the power supplies of monitors.

D: Video RAM affects resolution only. Video RAM does not affect distortion.

QUESTION 30

A service technician is trying to master-slave two known good IDE hard drives, C and D. Drive D was installed as a slave to drive C, but couldn't be made to work. The same problem occurred when drive C was installed as a slave to drive D. Assuming that the technician used correct jumpering in both instances, what should you do next?

- A. Replace drive D, because it is now defective.
- B. Conclude that drives C and D are non-standard.
- C. Conclude that drives C and D are not compatible.
- D. Replace drives C and D, because both are now defective.

Answer: C

Explanation:

We have tried both possible master/slave configurations. The conclusion is that the hard drives are incompatible.

Incorrect Answers

The drives are not to be good so they are not defective or non-standard and there is no need to replace them.