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Q: 1 Which of the following has to be installed on a laptop in order to use a compact flash storage device?

- A. a multi-media card reader
- B. USB 2.0 drivers
- C. USB 1.1 drivers
- D. an enhanced 1.44 floppy drive

Answer: A

Q: 2 When a user is typing on a laptop the cursor sometimes moves on its own. Which of the following is MOST likely the cause?

- A. The keyboard driver needs to be updated.
- B. There are conflicting serial ports.
- C. The mouse driver needs to be updated.
- D. The user is brushing the touch pad while typing.

Answer: D

Q: 3 Which of the following are considered plug and play technologies in a laptop?

- A. SATA
- B. RAID
- C. USB
- D. EIDE

Answer: C

Q: 4 Which of the following are primary differences between a laptop and a desktop CPU? (Select TWO).

- A. heat production
- B. L2 Cache
- C. clock speed

- D. front side bus
- E. power consumption

Answer: A, E

Q: 5 A client reports that the laptop is not performing a complete charge of the battery. Which of the following actions should be taken FIRST?

- A. Update the BIOS.
- B. Run the battery calibrator.
- C. Reinstall the ACPI drivers.
- D. Replace the power adapter.

Answer: B

Q: 6 After booting up a new computer, a technician observes that the USB ports are not working with any USB devices. Which of the following should be done FIRST?

- A. Check the computer to verify that the jumper settings for USB are correct.
- B. Connect the USB devices to a different computer to test the devices.
- C. Buy new USB wires and test USB functionality.
- D. Check the BIOS to verify that USB functionality is enabled.

Answer: D

Q: 7 If an external monitor is attached to a laptop and it does not work, which of the following actions should a technician take FIRST?

- A. Re-install the operating system.
- B. Open and close the cover.
- C. Use the function key to activate the monitor.
- D. Install new software for the keyboard.

Answer: C

Q: 8 Which of the following modes conserves the most battery power while allowing retrieval of the computing session at a later time?

- A. Hibernate
- B. Suspend
- C. Standby
- D. Shutdown

Answer: A

Q: 9 In a typical PDA, which of the following is the primary input tool?

- A. voice navigation
- B. stylus
- C. scroll wheel
- D. keyboard

Answer: B

Q: 10 Which of the following is a WiFi device?

- A. EVDO PCMCIA modem card
- B. floppy disk drive add-in card
- C. 802.11g PCMCIA card
- D. 56K v.34 PCMCIA modem card

Answer: C

Q: 11 The error 'invalid boot disk' means:

- A. the BIOS settings are incorrect.
- B. there is no floppy disk in the drive.
- C. the computer was unable to make temporary space for the boot process.
- D. the computer was unable to find the information needed to start the boot process.

Answer: D

Q: 12 The utility that checks the file system structure is:

- A. REGEDIT.
- B. SYSEDIT.

- C. MSCONFIG.
- D. CHKDSK.

Answer: D

Q: 13 Which of the following keys are used to access advanced Windows start up options while a computer is booting?

- A. F8
- B. F6
- C. F5
- D. F2

Answer: A

Q: 14 Which of the following steps in the troubleshooting and repair process is MOST effective to reduce redundant effort?

- A. Discuss the problem with the user and identify any recent changes.
- B. Identify the root cause of the failure.
- C. Verify the problem resolution.
- D. Document activities and outcomes of repair steps.

Answer: D

Q: 15 Which of the following is required to install Windows XP? (Select TWO).

- A. USB 1.0 or higher
- B. 100Mb or faster network interface
- C. 10GB or more free hard drive space
- D. SVGA or better video graphics
- E. 233Mhz or faster processor

Answer: D, E

Q: 16 Which of the following locations contains the System Restore option in Windows XP?

- A. Control Panel Administrative tools.
- B. Control Panel Security Center.
- C. System Properties, Start up and Recovery.
- D. Help and support from the Start menu.

Answer: D

Q: 17 Which of the following commands could be used to start the Management Console on a workstation running Windows 2000/XP?

- A. Start > Run > MCP
- B. Start > Run > MCE
- C. Start > Run > MCA
- D. Start > Run > MMC

Answer: D

Q: 18 Which of the following upgrade paths are supported? (Select TWO).

- A. Windows ME to Windows 2000
- B. Windows ME to Windows XP
- C. Windows 3.x to Windows XP
- D. Windows 98 to Windows 2000
- E. Windows 95 to Windows XP

Answer: B, D

Q: 19 Which of the following would be the BEST safety measure to take before installing a Windows service pack? (Select TWO).

- A. Back up all important documents.
- B. Set a System Restore point.
- C. Note the BIOS settings in case a reset is needed.
- D. Back up the drivers for the computer in case re-installation is needed.
- E. Uninstall the previous service pack.

Answer: A, B

Q: 20 A companys computers are running Windows XP Professional. Some of the desktop computers have the file ntbootdd.sys on the root but it is not seen on any laptops. The ntbootdd.sys file is required for:

- A. desktops with certain chipsets.
- B. compatibility with some Windows NT4 applications.
- C. computers with scanners.
- D. for SCSI devices.

Answer: D

Q: 21 To run a full defrag in Windows XP, a user must be logged in as:

- A. an Administrator.
- B. a Guest.
- C. a Power User.
- D. a User.

Answer: A

Q: 22 When installing the Windows XP operating system on a new system, which of the following is the default file system type installed?

- A. FAT16
- B. FAT32
- C. CDFS
- D. NTFS

Answer: D