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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**

**Q: 23** Which of the following utilities can be used to troubleshoot a problem on a computer running Windows that cannot boot to normal or safe mode?

- A. System Restore
- B. Recovery Console
- C. BIOS
- D. Recovery CDs

**Answer: B**

**Q: 24 A network interface card (NIC) device driver was installed on a Windows workstation that prevents the operating system from loading successfully. Which of the following would be the BEST method to restore system operation?**

- A. Boot using the Last Known Good Configuration.
- B. Boot into Safe Mode.
- C. Boot into Safe Mode with Networking.
- D. Boot into Safe Mode with Command Prompt.

**Answer: A**

**Q: 25 After installing a device driver, a Windows XP operating system becomes unstable. The system is still unstable after the second reboot and choosing Last Known Good Configuration. This occurs because:**

- A. the system's registry should have been saved prior to the installation of a device driver by using the System Restore application.
- B. the Last Known Good Configuration only works for hardware devices and any software changes are not applicable.
- C. the system's registry is overwritten after every login and the settings on the initial install were overwritten after the first reboot and login.
- D. the Last Known Good Configuration could not find a valid Restore Point since the System Restore was not run prior to the installation of the Device Driver.

**Answer: C**

**Q: 26 A technician discovers that a computer running Windows XP does not have the TCP/IP network protocol installed. Which of the following options under 'Add or Remove Programs' would be used to facilitate this install?**

- A. Add/Remove Windows Components
- B. Set Program Access and Defaults
- C. Change or Remove programs
- D. Add New Programs

**Answer: A**

**Q: 27 Which of the following files are required for booting a Windows 2000 operating system? (Select THREE).**

- A. BOOT.INI
- B. NTLDR
- C. NTDETECT.COM
- D. AUTOEXEC.BAT
- E. CONFIG.SYS
- F. SYSTEM.INI

**Answer: A, B, C**

**Q: 28 Windows XP can be installed in unattended mode with which of the following media types? (Select TWO).**

- A. modem
- B. CD-ROM
- C. SD memory card
- D. network connection
- E. floppy disk drive

**Answer: B, D**

**Q: 29 A small office/home office (SOHO) is considering upgrading to Windows XP. Which of the following security features are included in Windows XP Professional and not included with Windows XP Home? (Select TWO).**

- A. Domain account support
- B. Encrypted File System
- C. Windows Defender
- D. Windows Firewall
- E. Allowing up to 5 users to access shared files

**Answer: A, B**

**Q: 30 A user has a computer running Windows XP and is experiencing software-related errors after installing an incompatible program. Which of the following actions should the technician take?**

- A. Use System Restore.
- B. Run a Diagnostic Program.
- C. Run the System File Checker.
- D. Use the Recovery Console.

**Answer: A**

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