CompTIA IT Fundamentals Certification FC0-U51 Exam

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➢ **Vendor: CompTIA**

➢ **Exam Code: FC0-U51**

➢ **Exam Name: CompTIA IT Fundamentals**

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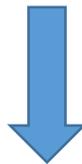
QUESTION 1
Which of the following software types allows for the creation of a single file composed of multiple subfiles, while at the same time reducing the overall size of the combined elements?

A. Database
B. Document sharing
C. Compression
D. Maintenance

Answer: C

QUESTION 2
A user has purchased some new software from a vendor and wants to install it on all of the Windows computers in the house. Which of the following will help the user accomplish the task and ensure compliance with the software vendor?

A. Copy and paste the program between computers.
B. Purchase a multi-user license.
C. Purchase a single-user license.
D. Use remote desktop to share the program between computers.

Answer: B

QUESTION 3
Which of the following connectors consists of three separate plugs for video?

A. Display port
B. S-video
C. Thunderbolt
D. Component

Answer: D

QUESTION 4
Which of the following allows for the FASTEST printer connections?

A. Bluetooth
B. USB
C. Parallel
D. Serial

Answer: B

QUESTION 5
Before purchasing a new video card for a PC, which of the following should be checked to ensure there will be enough electricity for the video card to function properly?

A. GPU
B. CPU
C. GUI
D. PSU

Answer: D

QUESTION 6
Which of the following has the lowest latency?

A. SSD
B. NAS
C. Blu-Ray
D. DVD

Answer: A

QUESTION 7
Which of the following is considered an optical storage medium?

A. SSD
B. Blu-Ray
C. Flash drive
D. Memory card

Answer: B

QUESTION 8
Which of the following are examples of keyboard connectors? (Select TWO.)

A. USB
B. RJ-11
C. Serial
D. FireWire
E. PS/2

Answer: AE

QUESTION 9
Which of the following is the function of a CPU?

A. Encrypts data for remote transmission
B. Performs data computation
C. Supplies electricity to components
D. Provides storage location for files

Answer: B

QUESTION 10
Several users want to share a common folder with high availability. Which of the following devices is BEST to use for this requirement?

A. Large USB flash drive connected to a PC
B. Medium capacity SATA hard drive
C. Network attached storage appliance
D. Firewall with security management

Answer: C

QUESTION 11
Which of the following is a 15-pin video connection?

A. DVI
B. S-video
C. Component
D. HDMI
E. VGA

Answer: E

QUESTION 12
Which of the following are considered input devices for a computer? (Select TWO.)

A. Mouse
B. Printer
C. Speakers
D. Microphone
E. Monitor

Answer: AD

QUESTION 13
A user is browsing the Internet when suddenly a threatening message appears on screen demanding a payment in order to avoid the system being disabled. Which of the following BEST describes this type of malware infection?

A. Ransomware
B. Adware
C. Spyware
D. Virus

Answer: A

QUESTION 14
Which of the following is an example of ransomware?

A. A user is asked to pay a fee for a password to unlock access to their files.
B. A user receives an email demanding payment for a trial application that has stopped working.
C. A user has opened an Internet browser and is taken to a site that is not the normal home page.
D. A user is asked to open an attachment that verifies the price of an item that was not ordered.

Answer: A

QUESTION 15
An employee, Joe, forgot his laptop at the airport. Joe is worried about unauthorized access. Which of the following BEST protects against data theft in this instance?

A. Security software

B. Full disk encryption
C. Cable lock
D. Username and password
E. Patching the OS and third party software

Answer: B

QUESTION 16
Multiple laptops that contain confidential data are stolen from a company. Which of the following is a likely policy change resulting from this incident?

A. Enabling full disk encryption
B. Requiring screensaver password
C. Disabling Bluetooth adapters
D. Adding multifactor authentication

Answer: A

QUESTION 17
A user receives an email formatted to appear as if the bank sent it. The email explains that the user must confirm the name, address, and social security number listed on the bank account. Which of the following BEST describes the security threat taking place?

A. Shoulder surfing
B. Social engineering
C. Spam
D. Phishing

Answer: D

QUESTION 18
A user, Ann, is concerned about theft of her laptop and does not want a thief to have easy access to all of her banking and email. Which of the following precautions could be taken to mitigate this issue?

A. Only browse the Internet on WiFi connections that use WPA2
B. Turn off the guest account in the operating system
C. Disable autofill functionality within the web browser
D. Remove any legacy browsers from the computer

Answer: C

QUESTION 19
A user is configuring a new wireless router. Which of the following should be done to ensure that unauthorized changes cannot be made?

A. Change the SSID
B. Change the router's address
C. Change the administrator password
D. Change the encryption key

Answer: C

QUESTION 20
Which of the following would BEST be described as password best practices? (Select THREE.)

A. Use of long passwords
B. Sharing passwords with a trusted source
C. Limiting password reuse
D. Keeping default passwords
E. Use of special characters
F. Writing down difficult passwords

Answer: ACE

QUESTION 21
A user, Ann, receives a call asking for her password to troubleshoot a problem. Which of the following describes this type of security threat?

A. Malware
B. Social engineering
C. Spam
D. Physical security

Answer: B

QUESTION 22
Malware that has an embedded keylogger to capture all of the keystrokes and steal logins is considered: ____.

A. adware
B. spyware
C. ransomware
D. phishing

Answer: B

QUESTION 23
Which of the following security threats occurs when a user receives an email from an illegitimate source asking for login information?

A. Hacking
B. Phishing
C. Spam
D. Cracking

Answer: B

QUESTION 24
Which of the following are best practices when it comes to using a computer in a public location? (Select TWO.)

A. Notify the administrator when finished.
B. Use strong passwords.

C. Turn off the computer when finished.
D. Disable the save password function on web pages.
E. Make sure to clean the keyboard when finished.
F. Make sure to log out of websites when done.

Answer: DF

QUESTION 25
Joe, a user, wishes to allow his roommate to access his personal computer for Internet browsing, but does not want his roommate to have the ability to make changes to the system. Which of the following BEST describes the type of account Joe should create for his roommate?

A. Standard
B. Guest
C. Administrator
D. Power user

Answer: B

QUESTION 26
A user is configuring a SOHO wireless router. The user should change the router's default administrator password for which of the following reasons?

A. To prevent improper data transmission encryption
B. To prevent unauthorized configuration changes
C. To prevent social engineering attacks
D. To increase wireless signal strength

Answer: B

QUESTION 27
Ann, a user, is doing her daily job on her company laptop at a coffee shop. She opens an Internet browser and tries to go to her home page. Instead, she is sent to an unfamiliar website. She clears all temporary files and deletes the history, but this continues to occur. Which of the following is the cause of the problem?

A. The company has configured a policy on her computer that forces her to stay on their website.
B. Her computer is infected with adware and is redirecting her browser to another site.
C. The memory of the browser is corrupt, and she needs to have the browser reinstalled.
D. She did not reboot her computer after clearing the temporary files.

Answer: B

QUESTION 28
An attacker cracks a user's password for all social media, email, and bank accounts. The user needs to change the passwords for all these accounts. Which of the following should the user do in the future to prevent this from happening?

A. Disable unused browser toolbars.
B. Clear the browser cache.
C. Avoid credential reuse.
D. Delete tracking cookies.

Answer: C

QUESTION 29
While browsing the Internet, a user receives a warning regarding the display of mixed content. The address bar includes https, and the lock symbol is showing. Which of the following does this warning indicate about the website?

A. It stores data in cache or cookies, but not both.
B. It requires login credentials for some sections.
C. It contains both secure and non-secure parts.
D. It is best viewed with a different browser.

Answer: C

QUESTION 30
A technician is typing the password to logon to a system. A user is standing in close proximity to the technician and is able to see the password being typed. Which of the following BEST describes this situation?

A. Dumpster diving
B. Shoulder surfing
C. Phishing
D. Social engineering

Answer: B

QUESTION 31
Joe, a user, has just installed his first home wireless router. Which of the following tasks should be considered to help secure the unit from any confirmed exploits?

A. Change the router administrator username.
B. Change the router's broadcasting channel.
C. Update the unit's firmware.
D. Use a complex administrator password.

Answer: C

QUESTION 32
Which of the following is the BEST security practice to use when configuring the management options of a wireless router?

A. Disable DHCP
B. Change the admin password
C. Enable SSID
D. Enable remote administration

Answer: B

QUESTION 33
When operating under optimal network conditions, which of the following has the HIGHEST reliability?

A. Bluetooth
B. Wired
C. Cellular
D. WiFi

Answer: B

QUESTION 34
A user needs to download tax documents from a financial website. Which of the following is the website MOST likely to use for transmission of the tax document to the user's browser?

A. HTTP
B. HTTPS
C. SFTP
D. FTP

Answer: B

QUESTION 35
Which of the following are secure network protocols? (Select TWO.)

A. IMAP
B. FTPS
C. SMTP
D. HTTPS
E. DNS

Answer: BD

QUESTION 36
Which of the following will allow the easiest and fastest way to share a single file between two modern smartphones without joining the same WiFi network?

A. Micro SD card
B. Bluetooth
C. USB connection
D. Infrared

Answer: B

QUESTION 37
Which of the following BEST describes the pros and cons of a home wired network?

A. Low throughput, low mobility, high availability, high latency, high security
B. High throughput, high mobility, low availability, low latency, high security
C. High throughput, low mobility, high availability, low latency, high security
D. Low throughput, high mobility, low availability, high latency, low security

Answer: C

QUESTION 38
A technician has just finished setting up a SOHO wireless router but the client does not want the PC on the wireless network for security reasons. The technician connects an RJ-45 cable to the computer and the router, but does not receive network connectivity. Which of the following is the NEXT step to diagnose the problem?

A. Change the IP address on the computer to match the router.
B. Reseat the power cable on the computer and reboot.
C. Check for link light activity on the computer and the router.
D. Change the hostname of the router to match the computer's network.

Answer: C

QUESTION 39
Which of the following is an advantage of using cloud-based collaborative applications and storage, rather than local applications and storage?

A. Decreased software licensing costs
B. Higher security encryption
C. Limited storage space for files
D. Increased accessibility to files

Answer: D

QUESTION 40
Which of the following data connections would provide a user the BEST Internet availability while traveling?

A. Workstation with only RJ-45 connectors
B. Smartphone with cellular service
C. Laptop with Bluetooth wireless connectivity
D. Tablet connected to a SOHO wireless network

Answer: B

QUESTION 41
Which of the following is the BEST reason to backup data?

A. To ensure data encryption
B. To ensure data stability
C. To ensure data security
D. To ensure data availability

Answer: D

QUESTION 42
Which of the following is a safety feature of cloud-based backups?

A. Incremental copy of data
B. Local copy of data
C. Offsite storage of data
D. Full backup of PC data

Answer: C

QUESTION 43
A technician is setting up a computer that was shipped. After everything is plugged in, the computer will not turn on. Which of the following should the technician do FIRST to identify the issue?

A. Check for physical damage on the computer.
B. Search for a solution on the Internet.
C. Reference the manufacturer's documentation.
D. Ensure the power supply is set at the correct voltage.

Answer: D

QUESTION 44
Ann, a user, wishes to free space in her documents folder. Which of the following is the BEST characteristic to sort by in order to ensure that the most space is freed by deleting the least amount of files?

A. Date modified
B. File path
C. Size
D. Extension

Answer: C

QUESTION 45
Where can a user find the latest updates, upgrades, or firmware for an electronic device that the vendor supports?

A. Internet search engine
B. Internet forum
C. Technical community groups
D. OEM website

Answer: D

QUESTION 46
When applying ergonomics to a workstation area, which of the following are the MOST important to consider? (Select TWO.)

A. Proper sitting position
B. Amount of time computer will be used
C. Clarity of the display
D. Proper keyboard and mouse height
E. Number of speakers in sound system
F. Brightness and contrast of the display

Answer: AD

QUESTION 47
An RoHS label on hardware indicates which of the following?

A. The hardware produces EMI when used.
B. The hardware is certified to be energy efficient.
C. The hardware provides battery backup for power outages.
D. The hardware needs to be properly disposed.

Answer: D

QUESTION 48
Ann, a user, reports that her computer was working this morning, but now the screen is blank. The power indicator for the monitor is on. Pressing the space bar or mouse does not fix the problem. Which of the following is the cause?

A. The monitor power cable is unplugged.
B. The video cable has become disconnected.
C. The video driver is not installed.
D. The operating system has encountered a stop error.
E. The screen saver has activated.

Answer: B

QUESTION 49
Which of the following will allow a user to move a file from one folder to another using the LEAST number of steps, while ensuring that the file is removed from its original location?

A. Open the file from its original location, save it to the new location, and delete it from the original location.
B. Cut the file from its original location and paste it to the new location.
C. Rename the file in its original location to a name that is not already taken in the new location.
D. Copy the file from its original location and paste it to the new location.

Answer: B

QUESTION 50
Which of the following permissions is required to run a .bat file?

A. Delete
B. Execute
C. Write
D. Modify

Answer: B

QUESTION 51
After initial OS and application installation on a laptop, an application warns that it will only work 24 more times. Which of the following should be done NEXT?

A. The application has to be registered to the user.
B. The application must be upgraded to a 64-bit version.
C. The application must be activated.
D. The application needs to be reinstalled.

Answer: C

QUESTION 52
An employee's new computer came with a free 30-day trial version of antivirus software. The employee's company provides enterprise antivirus software from a different vendor. Which of the following should the employee do in order to use a full version of antivirus software?

A. Enter the company product key for the antivirus software, enabling the full version.
B. Uninstall the current version antivirus software and install the company version.
C. Verify Internet connectivity and run online virus scanning software.
D. Update the trial antivirus software to the latest version.

Answer: B

QUESTION 53
A user has finished setting up a new computer. Now the operating system requires activation, but the user discovers the computer has no Internet connection. Which of the following should the user do FIRST?

A. Contact technical support.
B. Reboot the computer.
C. Check the Ethernet cable.
D. Review manufacturer's website.

Answer: C

QUESTION 54
Which of the following is a feature of a basic power strip?

A. Protects against lightning strikes
B. Provides multiple outlets for power
C. Generates power for devices
D. Provides battery backup for devices

Answer: B

QUESTION 55
Which of the following should be performed after a backup has been completed?

A. Delete the backup
B. Verify the backup
C. Save the backup
D. Schedule the backup

Answer: B

QUESTION 56
Which of the following is a file on a computer that links to another program or file somewhere else on the same computer?

A. Shortcut
B. URL

C. Attachment
D. FTP

Answer: A

QUESTION 57
Which of the following defines why backup verification is important?

A. To ensure that the backup runs as quickly as possible
B. To ensure that the backup can be stored indefinitely
C. To ensure that the backup can be saved to the cloud
D. To ensure that the backup contains usable data

Answer: D

QUESTION 58
A home computer that has been in operation for more than five years is now suffering from random shutdowns during the day. The PC is set up in an enclosed cubby built into the home office desk. Which of the following is MOST likely plaguing the PC?

A. The PC was switched over to 240v operation mode
B. Dust accumulation
C. The PC's BIOS is severely out-of-date, causing PSU issues
D. EMI

Answer: B

QUESTION 59
A user installed a new scanner on a desktop personal computer without any documentation. The scanner powers on, the lamp turns on, and then the unit stops with a failure light lit. Which of the following should the user do FIRST?

A. Go to the scanner manufacturer's website and download the current installation information.
B. Check the personal computer manufacturer's support website for information about scanner installation.
C. Find a scanner user group website and ask for help.
D. Update the scanner firmware and drivers, then reinstall the scanner.

Answer: A

QUESTION 60
Which of the following can a user configure on an operating system so that an audible sound is made when an error message is displayed?

A. Encryption
B. Hot keys
C. Accessibility options
D. Screen captures

Answer: C

QUESTION 61
A technician is trying to access a user's files and is unable to open any folder or file. Which of the

following BEST describes the situation?

A. The folders contain older versions of the files.
B. The files are corrupted.
C. The technician needs to change the file attributes.
D. The technician does not have permissions.

Answer: D

QUESTION 62
A user working on a laptop notices the mouse cursor frequently moves to random locations in a document while typing. Which of the following should the user do FIRST to help resolve this issue?

A. Ask tech support for help.
B. Reboot the laptop.
C. Turn off the touchpad.
D. Reconnect the mouse.

Answer: C

QUESTION 63
Which of the following settings will a user configure as part of the initial operating system setup wizard? (Select TWO.)

A. Backup schedule
B. Accessibility options
C. Multiple user accounts
D. Time zone
E. Computer name

Answer: DE

QUESTION 64
Ann, a user, reports that her computer was working this morning, but now the screen is blank. The power indicator for the monitor is on. Pressing the space bar or mouse does not fix the problem. Which of the following is the cause?

A. The monitor power cable is unplugged.
B. The video cable has become disconnected.
C. The video driver is not installed.
D. The operating system has encountered a stop error.
E. The screen saver has activated.

Answer: B

QUESTION 65
After initial OS and application installation on a laptop, an application warns that it will only work 24 more times. Which of the following should be done NEXT?

A. The application has to be registered to the user.
B. The application must be upgraded to a 64-bit version.

C. The application must be activated.
D. The application needs to be reinstalled.

Answer: C

QUESTION 66
After installing the OS on a workstation, a technician notices that everything is displayed in large windows and the viewing area is limited. Which of the following will the technician need to adjust to resolve this issue?

A. Color depth
B. Orientation
C. DPI settings
D. Resolution

Answer: D

QUESTION 67
An employee's new computer came with a free 30-day trial version of antivirus software. The employee's company provides enterprise antivirus software from a different vendor. Which of the following should the employee do in order to use a full version of antivirus software?

A. Enter the company product key for the antivirus software, enabling the full version.
B. Uninstall the current version antivirus software and install the company version.
C. Verify Internet connectivity and run online virus scanning software.
D. Update the trial antivirus software to the latest version.

Answer: B

QUESTION 68
A user has finished running the initial operating system setup wizard. Which of the following would be BEST for the user to do next?

A. Verify Internet connectivity
B. Install productivity software
C. Install security software
D. Add other user accounts

Answer: C

QUESTION 69
Which of the following technologies would allow a user to run multiple operating systems at the same time on a single computer?

A. Telepresence
B. Cloud-based software
C. Virtualization software
D. Productivity software

Answer: C

QUESTION 70

A user wants to update a driver for additional features. Where would the user find a current version of the driver from an official source?

A. Manufacturer's CD/DVD that came with the computer
B. Manufacturer's web site
C. Internet community support forums
D. Third-party support web sites

Answer: B

QUESTION 71
Which of the following should be done to reduce physical safety hazards around a newly installed computer?

A. Verify all connections are seated properly.
B. Avoid placing other computers nearby.
C. Bundle loose cables with zip ties or Velcro straps.
D. Attach all peripherals to the computer.

Answer: C

QUESTION 72
A user with an outdated operating system is consistently browsing sensitive websites such as banking, email, and corporate intranets. The Internet browser of choice is one that has already lost patch support and is not updated anymore. Which of the following actions will remedy this situation?

A. Uninstall all unused browser extensions and toolbars to help reduce risks.
B. Convert the user's account to an admin level account, to provide better overall security.
C. Move to an alternate browser that still has consistent security update support.
D. Install multiple anti-malware and firewall products to harden the computing experience.

Answer: C

QUESTION 73
Which of the following connectors is MOST often used to connect a computer to a network?

A. RJ-45
B. RJ-11
C. IDE
D. eSATA

Answer: A

QUESTION 74
A user is installing a new scanner on a computer. Which of the following MOST likely needs to be installed in order for this equipment to work?

A. License key
B. OS update
C. Firmware
D. Driver

Answer: D

QUESTION 75
Which of the following software is used to reduce the size of a file or folder?

A. Desktop publishing
B. Basic database
C. Compression
D. Anti-malware

Answer: C

QUESTION 76
Which of the following is used with a touch screen to increase accuracy?

A. Touchpad
B. Stylus pen
C. Joystick
D. Trackball

Answer: B

QUESTION 77
Which of the following internal components is used for temporary data storage in a workstation?

A. Power supply
B. CPU
C. RAM
D. Hard drive

Answer: C

QUESTION 78
Which of the following is used for temporary storage of program data that is cleared when the computer is turned off?

A. CPU
B. SSD
C. Hard drive
D. System memory

Answer: D

QUESTION 79
Which of the following connectors supports both high definition video and audio?

A. S-video
B. Component
C. HDMI
D. DVI

Answer: C

QUESTION 80
Which of the following BEST describes malicious software that demands the end-user pay a fee or face the destruction of their files?

A. Trojan
B. Virus
C. Spyware
D. Ransomware

Answer: D

QUESTION 81
Which of the following should be done to reduce the risk of having sensitive passwords compromised while browsing the Internet?

A. Enable software firewalls to block unknown ports
B. Disable autofill of forms and passwords
C. Enable screensavers and time-outs on the computer
D. Use ad-blocking software on the computer

Answer: B

QUESTION 82
Which of the following would be the MOST efficient way to transport a file from one location on a local hard drive to a different location on the same hard drive?

A. Rename
B. Cut
C. Move
D. Save

Answer: C

QUESTION 83
A student wishes to share contacts with another student's mobile device. Which of the following would be the easiest method to use?

A. Network attached storage
B. Bluetooth sharing
C. Local hard drive
D. Peer-to-Peer network

Answer: B

QUESTION 84
When setting up a new desktop, which of the following should be performed FIRST?

A. Configure user accounts
B. Plug in cables
C. Install security software
D. Configure wireless network settings

Answer: B

QUESTION 85
A user, Joe, wants to install an application on his computer. Which of the following factors should he be aware of before beginning?

A. The computer has the proper hard drive drivers installed.
B. The computer is connected to a secure wireless network.
C. Check for any updates for the application.
D. The computer meets the application's minimum requirements.

Answer: D

QUESTION 86
Which of the following applications would a user employ to write a business letter?

A. Spreadsheet software
B. Word processor
C. Desktop publishing
D. Presentation software

Answer: B

QUESTION 87
Which of the following devices transmits and receives printed images over a telephone line?

A. Monitor
B. Fax
C. Scanner
D. Webcam

Answer: B

QUESTION 88
Which of the following video connections provides the highest resolution?

A. USB
B. S-video
C. HDMI
D. VGA

Answer: C

QUESTION 89
A user receives an email containing a link. When they hover the mouse over the link, the actual URL does not match the text in the body of the email and appears to be a string of random characters. Which of the following is the BEST course of action?

A. Forward the email to a friend to ask for advice.
B. Reply to the sender asking for confirmation that it is safe to open.
C. Delete the email without clicking on the link.

D. Click the link because malware protection software is installed on the computer.

Answer: C

QUESTION 90
Which of the following is the BEST reason to change a wireless router's default SSID?

A. To make it easier to identify in a location with several routers.
B. To make the network feel more personal.
C. To make it more difficult to join.
D. To make the network secure.

Answer: A

QUESTION 91
A user, Joe, is concerned about the safety of his personal information on a website. Which of the following can Joe look for to ensure that his personal information is not at risk? (Select TWO.)

A. HTTP on the browser address bar
B. Suspicious ads in the browser
C. HTTPS on the browser address bar
D. A lock symbol on the browser address bar
E. The word secure in the browser address bar

Answer: CD

QUESTION 92
Which of the following data connection types provides the HIGHEST mobility?

A. WiFi
B. Cellular
C. Direct link
D. Wired

Answer: B

QUESTION 93
Which of the following items require ESD precautions?

A. Upgrading to a new touch screen monitor
B. Adding a micro SD card to a smartphone
C. Installing an compact flash card into a laptop
D. Replacing RAM in a personal computer

Answer: D

QUESTION 94
Which of the following are reasons to verify backups? (Select TWO.)

A. To create a system image for easy restore
B. To confirm all selected data was backed up

C. To diagnose any backup media hardware failure
D. To determine if backup software needs to be patched
E. To ensure files can be restored

Answer: BE

QUESTION 95
A user has just removed a new desktop PC from the box and has plugged in several new peripheral devices. During which of the following steps will the plug and play peripheral devices be installed on the new PC?

A. Installing security software
B. Powering on for the first time
C. Booting the operating system
D. Adding additional user accounts

Answer: C

QUESTION 96
Which of the following is the BEST method of sharing files within a department?

A. Email
B. Flash drive
C. Network drive
D. Instant messaging
E. NFC

Answer: C

QUESTION 97
When storing a document in the cloud, a user needs to be: _____.

A. On a shared drive.
B. Using a USB cable.
C. Connected to the Internet.
D. In airplane mode.

Answer: C

QUESTION 98
Which of the following device types is needed within a computer to read information on a CD- ROM?

A. Network card
B. Optical drive
C. Video card
D. Solid state drive

Answer: B

QUESTION 99
Which of the following is a common way to prevent physical theft of a laptop or workstation?

A. Shred any sensitive information to prior to disposal.
B. Avoid storing passwords near the computer.
C. Practice good awareness skills when entering passwords/PINs.
D. Cable and lock device securely attached to a solid object.

Answer: D

QUESTION 100
Ann, a user, is browsing shopping websites on the Internet when she receives a pop-up message on her screen indicating a virus has been detected by the antivirus software. Which of the following actions should be performed NEXT?

A. Ignore the message because it is likely adware.
B. Run a scan on the entire local drive.
C. Clear temporary files and folders.
D. Minimize the alert and continue browsing the Internet.

Answer: B

QUESTION 101
A technician needs to troubleshoot a user's computer. The user leaves personal credentials written on a piece of paper for the technician. Which of the following principles has the user violated?

A. Password confidentiality
B. Password complexity
C. Password reuse
D. Password expiration

Answer: A

QUESTION 102
Joe, a user, has many applications on his computer and is trying to use software management best practices. Which of the following should he consider?

A. Install a desktop cleanup application.
B. Uninstall unneeded applications.
C. Load each application one at a time.
D. Manage the use of internal memory.

Answer: B

QUESTION 103
A user's government identification number, birth date, and current address are considered which of the following?

A. IMAP
B. HTTP
C. PII
D. HTTPS

Answer: C

QUESTION 104
A user, Ann, calls the manufacturer of a software product she purchased, but is denied assistance because the product is no longer supported. Which of the following options is a BEST next choice?

A. P2P software sharing service
B. Original instruction manual
C. Online user forum
D. PC manufacturer's website

Answer: C

QUESTION 105
Which of the following software types BEST facilitates collaboration?

A. Personal information manager
B. Video editing software
C. Instant messaging software
D. CAD software

Answer: C

QUESTION 106
To increase security, which of the following is the BEST feature to disable on a mobile device when not in use?

A. Wireless
B. GPS
C. Network
D. NFC

Answer: D

QUESTION 107
Which of the following data connectivity options is the BEST to use when both high availability and reliability are required?

A. WiFi
B. Bluetooth
C. Cellular
D. Wired

Answer: D

QUESTION 108
A technician has added an external hard drive to a personal computer. The hard drive is powered on, but the computer does not see the new hard disk. Which of the following is the FIRST thing the technician should check?

A. The power cable
B. The OS version for compatibility
C. The hard drive firmware revision
D. The data cable

Answer: D

QUESTION 109
Which of the following is the MOST secure password?

A. Have-A-Nice-Day
B. HAVE-A-NICE-DAY
C. have-a-nice-day12
D. hav3-@-Nic3-D@Y14

Answer: D

QUESTION 110
A user is updating a website. Which of the following protocols will provide the MOST security when uploading the files?

A. FTPS
B. FTP
C. SMTP
D. HTTP
E. SNMP

Answer: A

QUESTION 111
A website locks a user's account after three unsuccessful login attempts. This precaution prevents which of the following?

A. Shoulder surfing
B. Phishing
C. Spam
D. Password cracking

Answer: D

QUESTION 112
Which of the following commands is used to view the contents of a file?

A. Save
B. Open
C. Copy
D. Move

Answer: B

QUESTION 113
Which of the following media has the highest possible availability?

A. Wired
B. WiFi
C. Cellular

D. Bluetooth

Answer: A

QUESTION 114
Which of the following extension types are associated with document files? (Select THREE.)

A. .txt
B. .odf
C. .msi
D. .rtf
E. .mp3
F. .tar
G. .jpg

Answer: ABD

QUESTION 115
A home user wants to share files between two different computers. The user wants the files to be available to either computer, regardless of whether either computer is turned on. Which of the following is the BEST storage method?

A. USB storage
B. Internal storage
C. Direct attached storage
D. Network attached storage

Answer: D

QUESTION 116
Which of the following is the component responsible for interconnectivity of internal system devices?

A. System case
B. Power supply
C. Motherboard
D. Expansion card

Answer: C

QUESTION 117
Which of the following storage methods provides the HIGHEST redundancy and availability?

A. Cloud-based Storage
B. Storage Area Network
C. Locally Attached Storage
D. Network Attached Storage

Answer: A

QUESTION 118
Which of the following is a benefit of setting up a computer to receive automatic updates from the OS vendor?

A. Arranges the hard drive files in order
B. Restores missing files that were lost or deleted
C. Keeps the software current and applies security patches
D. Provides the latest virus definitions to keep the computer safe

Answer: C

QUESTION 119
Which of the following application types is MOST often used for doing a mail merge?

A. PDF software
B. Word processor
C. Presentation software
D. Personal information manager

Answer: B

QUESTION 120
Which of the following security threats includes suspicious activity, such as reviewing someone's screen display without permission?

A. Malware
B. Shoulder surfing
C. Phishing
D. Password cracking

Answer: B

QUESTION 121
A user reports an inability to access the Internet on a new SOHO router. On further investigation, a technician notices that the wireless network is not visible. Which of the following is the MOST likely cause?

A. SSID broadcast is disabled
B. Wireless password has changed
C. Firmware update is required
D. WPA2 is enabled

Answer: A

QUESTION 122
Which of the following storage methods is MOST likely used in corporate settings to save large amounts of data in a secured manner?

A. HTTP
B. HTTPS
C. FTPS
D. FTP

Answer: C

QUESTION 123
Which of the following describes the difference between open source and commercial operating systems?

A. Open source operating systems only run on desktop computers, whereas commercial operating systems run on servers.
B. Open source operating systems run on standard and non-standard hardware, whereas commercial operating systems only run on specific hardware.
C. Open source operating systems can be downloaded and used by everyone, whereas commercial operating systems can only be used by companies.
D. Open source operating systems are usually provided free of charge, whereas most commercial operating systems are usually provided at some cost.

Answer: D

QUESTION 124
Which of the following is MOST important to ensure a computer temperature is maintained within normal limits?

A. Maintaining constant power output
B. Ensuring sufficient airflow
C. Keeping the case open
D. Turning the wireless off when not needed

Answer: B

QUESTION 125
An employee is using a desk phone that is connected only via a network cable. Which of the following technologies is the phone using?

A. LTE
B. GSM
C. VoIP
D. CDMA

Answer: C

QUESTION 126
Which of the following allows for hands-free operation of a wireless device?

A. Encryption
B. Wireless password
C. Bluetooth pairing
D. Internet connectivity

Answer: C

QUESTION 127
Joe, a user, is setting up a new computer and wants to minimize the risk of a malicious software infection over the network. Which of the following should be configured on the new computer? (Select THREE.)

A. Password policies
B. Multiple user accounts
C. Software firewall
D. Driver updates
E. Operating system updates
F. Anti-malware software

Answer: CEF

QUESTION 128
Which of the following is the primary goal in performing a backup verification?

A. Ensure backup data can be correctly restored
B. Prove the media has sufficient space for the data
C. Configure frequency of backups
D. Adhere to legal backup storage requirements

Answer: A

QUESTION 129
Which of the following file types is used to consolidate a group of files?

A. .rtf
B. .m3u
C. .avi
D. .rar

Answer: D

QUESTION 130
Which of the following keys should be pressed to enable access to various menus?

A. ALT
B. SHIFT
C. TAB
D. CTRL

Answer: A

QUESTION 131
Ann, a user, has an external monitor that will not turn on. Her laptop has activity lights and is plugged into the same power strip. Which of the following should be checked FIRST to begin troubleshooting this issue?

A. The power strip
B. The monitor video cable
C. The laptop power cable
D. The monitor power cable

Answer: D

QUESTION 132
Which of the following methods are MOST likely used to reduce the internal temperature of a computer?

A. Install a protective cover
B. Reduce display brightness
C. Air circulation
D. Electronic recycling
E. Liquid cooling

Answer: CE

QUESTION 133
A technician is setting up a router and would like to increase the security level. Which of the following actions will achieve this?

A. Installing anti-malware on the router
B. Changing the default admin password
C. Increasing transmission power
D. Configuring multifactor logon authentication

Answer: B

QUESTION 134
Which of the following data connections can span the FARTHEST distance?

A. WiFi
B. Dial-up
C. Satellite
D. Cable

Answer: C

QUESTION 135
Which of the following functions can transfer a file between folders and deletes it from the original folder?

A. Edit
B. Move
C. Copy
D. Paste

Answer: B

QUESTION 136
An end-user has 16GB of RAM installed on a computer system. Which of the following describes why the OS only uses a maximum of 4GB of RAM?

A. The operating system is 16-bit.
B. The computer has corrupted RAM.
C. The computer has a defective motherboard.

D. The operating system is 32-bit.
E. The computer has a virus.

Answer: D

QUESTION 137
A technician just installed a new computer. Which of the following is the BEST way to manage the cables?

A. Line the cables up neatly and wrap them together with cable ties.
B. Leave the cables loose to prevent interference between wires.
C. Nail the cables to the wall.
D. Tuck the cables neatly underneath the carpet.

Answer: A

QUESTION 138
A printer is migrated between offices. All the wires are connected properly, but the new workstation cannot find the printer. Which of the following should the technician install?

A. OS
B. Updates
C. Drivers
D. Application

Answer: C

QUESTION 139
A user wants to run a major update on a laptop. Which of the following should be considered before running any major updates?

A. Restore folders from back up
B. Change administrator account password
C. Back up important folders
D. Print all personal documents

Answer: C

QUESTION 140
Which of the following adds a basic security measure to a wireless device?

A. Hands-free headset
B. Screen lock feature
C. Airplane mode
D. Clip-on case

Answer: B

QUESTION 141
Which of the following system utilities allows a user to configure multiple monitors in the OS?

A. Color management

B. Device manager
C. GPU driver
D. Display

Answer: D

QUESTION 142
Joe, a user, reports that his neck and back are hurting after being at his desk for the whole day. Which of the following are the possible causes of the problem? (Select TWO.)

A. The keyboard is not ergonomic.
B. The monitor does not have a screen protector.
C. The monitor height is not adjusted to Joe's needs.
D. Joe is not using a wrist rest with the keyboard.
E. The chair is not properly adjusted to Joe's needs.

Answer: CE

QUESTION 143
Which of the following are core peripherals needed to use a desktop PC? (Select THREE.)

A. Monitor
B. Keyboard
C. Printer
D. Mouse
E. Speakers
F. Mouse pad
G. Webcam

Answer: ABD

QUESTION 144
A user purchases a new desktop computer and requires assistance setting it up. Which of the following describes the BEST resource the user should reference?

A. Technical community group
B. Local retail store technical support
C. Internet search engine
D. Manufacturer documentation

Answer: D

QUESTION 145
Which of the following is used for telepresence?

A. VoIP telephone
B. Webcam
C. Remote desktop
D. Touchscreen

Answer: B

QUESTION 146
Which of the following storage media provides the FASTEST speeds when backing up large data files?

A. Offsite storage
B. Network attached storage
C. Locally attached storage
D. Cloud-based storage

Answer: C

QUESTION 147
Which of the following security threats is classified as license theft?

A. Entering the neighbor's software key
B. Using software to reveal a password
C. Searching through the trash for passwords
D. Watching what a user types on screen

Answer: A

QUESTION 148
The manufacturer of a SOHO router has released a security fix for the router. Which of the following methods should be used to apply the fix?

A. Change the admin password.
B. Apply new WEP key.
C. Update the firmware.
D. Hold the reset button.

Answer: C

QUESTION 149
A user receives an email from the bank stating that the user needs to follow a link and re-enter login credentials due to recent security breaches. Based on best practices, which of the following actions should the user take? (Select TWO.)

A. Inform the ISP.
B. Follow the instructions.
C. Delete the message.
D. Reply to the email.
E. Contact the bank.

Answer: CE

QUESTION 150
A technician is creating a WiFi network to which anyone can connect without entering a key. With which of the following should the technician configure the wireless network?

A. Shared
B. Open

C. WPS
D. WPA

Answer: B

QUESTION 151
A user needs to establish an initial password for an email account. Which of the following is the BEST example of a complex password?

A. 01#iWant!2686612338
B. iWantobeaCosmonau#
C. 01c234n56789v9876x21
D. 012iWanttobe210

Answer: A

QUESTION 152
Which of the following extensions identifies a video file?

A. .msi
B. .tar
C. .img
D. .mp4

Answer: D

QUESTION 153
Which of the following file formats contain other files within them? (Select TWO.)

A. tiff
B. dmg
C. png
D. mp3
E. iso
F. flac

Answer: BE

QUESTION 154
Which of the following is performed during WiFi setup on a mobile device?

A. Configuring bluetooth pairing settings
B. Configuring email settings
C. Configuring screen lock settings
D. Configuring SSID settings

Answer: D

QUESTION 155
Which of the following is a reason that a user might upgrade a video card driver? (Select TWO.)

A. To decrease the screen resolution
B. To access monitor standby mode
C. To fix an error message
D. To use additional features
E. To adjust the brightness/contrast

Answer: CD

QUESTION 156
When trying to activate the operating system, a user receives a notice that the software is not genuine. Which of the following security threats has occurred?

A. Social engineering
B. Phishing
C. Virus attack
D. License theft

Answer: D

QUESTION 157
A user wants to purchase a CAD application that requires 8GB of RAM to operate. Which of the following operating system types is required?

A. 8-bit
B. 16-bit
C. 32-bit
D. 64-bit

Answer: D

QUESTION 158
Which of the following operating systems is MOST likely to be found on a desktop where its primary functions include professional video and audio editing?

A. Chrome OS
B. Windows 7 Home
C. Mac OS X
D. iOS

Answer: C

QUESTION 159
Which of the following is MOST likely required during installation in order to legally install software?

A. Automatic updates
B. Service level agreement
C. License key
D. Antivirus software

Answer: C

QUESTION 160
Which of the following alternative technologies allows a computer to run multiple operating systems without partitioning the hard drive?

A. Web applications
B. Dual boot
C. Telepresence
D. Virtualization

Answer: D

QUESTION 161
A user has downloaded an application file with the .dmg file extension. Which of the following operating systems can be used with this file by default?

A. iOS
B. Windows
C. Mac OS
D. Chrome OS

Answer: C

QUESTION 162
By default, which of the following types of operating systems can automatically detect a user's location while the user is traveling in a bus?

A. Server
B. Desktop workstation
C. Virtual server
D. Mobile

Answer: D

QUESTION 163
A user had to replace the hard drive in a computer. The user would like to install the games that came with the computer but were not installed as part of the initial OS setup wizard. The user can install the games by performing which of the following?

A. Schedule automatic updates.
B. Enable installed OS features.
C. Update hardware drivers.
D. Reinstall productivity applications.

Answer: B

QUESTION 164
Which of the following features of a smartphone controls the screen orientation?

A. Gyroscope
B. NFC
C. Accelerometer
D. GPS

Answer: A

QUESTION 165
A user's operating system is set to automatically update as updates are released. However, last week's updates failed to download. Which of the following should the user do FIRST to install the updates?

A. Reference the OS manufacturer's website.
B. Run a virus scan to remove viruses.
C. Reinstall the operating system.
D. Change the automatic update schedule.
E. Manually download the updates.

Answer: E

QUESTION 166
Which of the following printer types uses a powder based consumable with a lower cost per page compared to other printers?

A. Thermal
B. Laser
C. Dot matrix
D. Inkjet

Answer: B

QUESTION 167
A user installing a printer can connect it to which of the following ports? (Select FOUR.)

A. PS/2
B. VGA
C. DVI
D. USB
E. FireWire
F. Serial
G. RJ-11
H. Parallel

Answer: DEFH

QUESTION 168
When considering backup media, which of the following holds the MOST data?

A. BD-R
B. DVD-R
C. DVD-DL
D. CD-ROM

Answer: A

QUESTION 169

Which of the following printers requires a special type of paper in order to print?

A. Impact
B. Thermal
C. Inkjet
D. Laser

Answer: B

QUESTION 170
Which of the following components provides the FASTEST medium for hosting and storing an operating system?

A. Blu-Ray disc
B. 7200RPM HDD
C. SSD
D. DVD-RW

Answer: C

QUESTION 171
Which of the following could be described as both an input and output device?

A. Flat-screen monitor
B. Multi-function printer
C. Microphone
D. Scanner

Answer: B

QUESTION 172
Which of the following components are used to store data? (Select TWO.)

A. Motherboard
B. RAM
C. CPU
D. GPU
E. SSD

Answer: BE

QUESTION 173
Which of the following computer components are used to store data? (Select TWO.)

A. GPU
B. HDD
C. RAM
D. NIC
E. CPU

Answer: BC

QUESTION 174
Which of the following ports can be used to connect an external hard drive to a computer? (Select TWO.)

A.   MIDI
B.   PS/2
C.   eSATA
D.   RJ-45
E.   USB
F.   RJ-11

Answer: CE

QUESTION 175
Which of the following is considered an open-source operating system?

A.   Windows
B.   Chrome OS
C.   Mac OS X
D.   Linux

Answer: D

QUESTION 176
A technician wants to keep a router up to date. Which of the following MUST be updated regularly?

A.   SSID
B.   Administrator password
C.   Wireless encryption
D.   Firmware

Answer: D

QUESTION 177
The extension .rtf is an example of which of the following file types?

A.   Document
B.   Executable
C.   Audio
D.   Speadsheet

Answer: A

QUESTION 178
Which of the following are examples of video connectors? (Select TWO.)

A.   VGA
B.   Serial
C.   HDMI
D.   eSATA

E. PS/2

Answer: AC

QUESTION 179
When setting up a new computer, where does a user change the date and time?

A. Peripheral configuration
B. Localization settings
C. Screen resolution
D. eSATA settings

Answer: B

QUESTION 180
A user wants to have the latest security patches and bug fixes installed on a computer. Which of the following is the BEST method to achieve this?

A. Configure anti-malware updates
B. Manually update before each use
C. Update every six months
D. Schedule automatic updates

Answer: D

QUESTION 181
A user is accessing an online bank account for the first time via an Internet browser. Which of the following should the user check? (Select TWO.)

A. HTTPS before the URL
B. Exclamation point on the status bar
C. Lock symbol in the address bar
D. HTTP before the URL
E. Skull/crossbones symbol in the corner

Answer: AC

QUESTION 182
Which of the following CPU cooling types is BEST in a dusty environment?

A. Liquid cooling
B. Open case
C. Case fan
D. Heat sink fan

Answer: A

QUESTION 183
To reduce the risk of installing unapproved or possibly malicious apps on a smartphone, a user should: _____.

A. Download apps from a user-supported community

B. Use a search engine to identify safe apps
C. Update the firmware to the latest version
D. Utilize the vendor-provided app store

Answer: D

QUESTION 184
Which of the following computer connector types was designed specifically for allowing high-speed external hard drive transfers?

A. DVI
B. USB
C. eSATA
D. HDMI

Answer: C

QUESTION 185
Which of the following is required to have a multimedia conversation with someone across the Internet? (Select THREE.)

A. Network connection
B. Microphone
C. Modem
D. Firewall
E. Webcam
F. Cable connection
G. Wired NIC

Answer: ABE

QUESTION 186
Which of the following components is required to send faxes via POTS?

A. NIC
B. Power supply
C. Modem
D. Wireless adapter

Answer: C

QUESTION 187
A technician sets up a new computer system and connects the keyboard and mouse to the PS/2 ports. When the computer boots, the BIOS gives a keyboard and mouse error. Both devices are connected. Which of the following is the solution?

A. Swap the mouse and keyboard to the other PS/2 ports.
B. Remap the mouse and keyboard in the BIOS.
C. Update the BIOS to recognize the newer keyboard and mouse.
D. Configure the keyboard localization settings.

Answer: A

QUESTION 188
A user has a username and password to log onto a banking website. The user would like to keep access to the account as secure as possible. Which of the following security best practices should the user follow? (Select TWO.)

A. Use only public computers to access the website
B. Create a complex password
C. Change the default password
D. Write the password down
E. Use the original password

Answer: BC

QUESTION 189
A user, Ann, is experiencing slow browsing on a website she frequently visits that displays constant pop-up ads. Which of the following is the MOST likely cause?

A. The browser is incompatible with the website
B. The workstation has been infected with malware
C. The website is not secured by SSL
D. The certificate of the website has expired

Answer: B

QUESTION 190
A laptop owner, Ann, can no longer see web pages when she opens her browser, and she can only see her search bars and plug-ins. Which of the following is the MOST likely source of this issue?

A. The computer does not have current antivirus software installed
B. The computer needs to have its components upgraded
C. The downloaded toolbars are filling the browser screen
D. The owner was not using complex passwords

Answer: C

QUESTION 191
Which of the following is the MOST sensitive Personally Identifiable Information (PII) and should be shared cautiously and only with trusted resources?

A. Email address
B. Phone number
C. Mother's maiden name
D. Last name

Answer: C

QUESTION 192
A user will be traveling with a smartphone that contains confidential information. Which of the following should be disabled? (Select TWO.)

A. Keyboard
B. Speakers
C. Mouse
D. Bluetooth
E. NFC

Answer: DE

QUESTION 193
A technician wants to minimize the risk of having third parties track previously visited web pages. Which of the following should be performed in the Internet browser's settings? (Select TWO.)

A. Select form data
B. Disable location services
C. Remove cookies
D. Clear history
E. Change passwords

Answer: CD

QUESTION 194
When setting up a new device, there are multiple features available that will never be used. Which of the following should the user do to make the new device more secure?

A. Make all users administrators.
B. Remove or disable the unnecessary features.
C. Install a password manager on the device.
D. Make all users guests.

Answer: B

QUESTION 195
Joe, a user, saves a document to a flash drive on his computer in order to print the document from a public computer kiosk. After returning home and reinserting the flash drive in his computer, the security software identifies an infected file on the flash drive. Which of the following is the MOST likely cause of the infection?

A. The flash drive was infected by a war driving hacker on the way to the public kiosk.
B. The public workstation was infected by Joe's flash drive.
C. The public workstation was infected and passed the virus to the flash drive.
D. The flash drive was already infected by the user's computer.

Answer: C

QUESTION 196
A technician is configuring a wireless router for a small office and the business owner would like the wireless network to be secured using the strongest encryption possible. Which of the following should the technician choose?

A. WPA2
B. WAP

C. WPA
D. WEP

Answer: A

QUESTION 197
A user's laptop hard drive contains sensitive information. The user often plugs the laptop into the corporate network. A sensitive file from the laptop has been found on another user's laptop. How could the user have prevented this breach?

A. Disable file and print sharing on the laptop.
B. Delete unused drives from network.
C. Remove shared keys from the key ring.
D. Set the read-only attribute on the files.

Answer: A

QUESTION 198
Joe, a user, needs to store a large amount of data, but does not have enough space on his local computer. Which of the following are the BEST options for him to use? (Select TWO.)

A. Network attached storage
B. External hard drive
C. Optical drive
D. USB thumb drive
E. Another computer

Answer: AB

QUESTION 199
When connecting a printer to a network, which of the following is needed to complete the process? (Select TWO.)

A. IP address
B. User's password
C. Computer's name
D. Subnet mask
E. HTTP port
F. Fax number

Answer: AD

QUESTION 200
Which of the following protocols is used to secure communications between sender and receiver?

A. SIP
B. SNMP
C. SSL
D. SMTP

Answer: C

QUESTION 201
Which of the following connections provide data with the MOST secure protection from interception?

A. Wired
B. WiFi
C. IR
D. Cellular

Answer: A

QUESTION 202
A technician has been tasked with changing the settings for a used SOHO router, but does not have the administrator password because the previous owner changed it. Which of the following actions will resolve this issue?

A. Click "Forgot password."
B. Use a password cracker.
C. Hold the reset button.
D. Use the password: password.

Answer: C

QUESTION 203
A user is setting up an older wireless access point that has only WEP for encryption. Which of the following additional steps will help to secure the network? (Select TWO.)

A. Disable SSID broadcast.
B. Refresh the MAC address.
C. Filter the MAC address.
D. Refresh the IP address.
E. Use CAT6 cables.

Answer: AC

QUESTION 204
When setting up a new workstation, which of the following should be configured during the initial OS setup wizard?

A. Additional software
B. Date and time settings
C. Peripheral devices
D. Security software

Answer: B

QUESTION 205
A user is at the office and has a cellular phone that previously functioned properly. The phone is powered on with a fully charged battery. However, the phone does not have connectivity. Which of the following describes the problem?

A. Phone is disconnected from WiFi

B.   Provider is conducting system testing
C.   MAC address is bad
D.   Phone is in airplane mode

Answer: D

QUESTION 206
Which of the following operating systems is very lightweight and relies heavily on Internet applications?

A.   Chrome OS
B.   Windows
C.   Linux
D.   Blackberry OS

Answer: A

QUESTION 207
Which of the following is a common characteristic of open source software?

A.   Update cycles are dictated by the manufacturer
B.   Modifications to core functionalities are made by the manufacturer
C.   Can only run on certain manufacturer processors
D.   Can be fully modified by the user

Answer: D

QUESTION 208
Which of the following operating systems is available for free and can be modified by anyone?

A.   Windows
B.   Linux
C.   Mac OS
D.   Chrome OS

Answer: B

QUESTION 209
Which of the following software package types is designed to accept input from multiple users?

A.   Utility
B.   Operating system
C.   Specialized
D.   Collaborative

Answer: D

QUESTION 210
A user learns of an operating system vulnerability that would allow a hacker to access the computer. The user would like to keep the operating system up to date to prevent such vulnerabilities from occurring. Which of the following should the user configure?

A. Additional OS features
B. Automatic updates
C. Software firewall
D. Anti-malware software

Answer: B

QUESTION 211
Which of the following is the BEST example of productivity software?

A. Word processing software
B. Entertainment software
C. Image editing software
D. Anti-malware software

Answer: A

QUESTION 212
Which of the following technologies allows people to communicate all over the world inexpensively?

A. Virtualization
B. SSID
C. Kinetics
D. VoIP

Answer: D

QUESTION 213
Which of the following is a requirement to connect a smartphone to a wireless network?

A. SSID
B. SATA
C. SMTP
D. gzip

Answer: A

QUESTION 214
Which of the following Interfaces has the ability to support digital audio as well as video through a single cable?

A. VGA
B. HDMI
C. SVGA
D. DVI

Answer: B

QUESTION 215
Which of the following protocols transmits error messages and network statistics?

A. ICMP
B. DHCP
C. TCP
D. NNTP

Answer: A

QUESTION 216
Which of the following is an international standard for energy efficient consumer products?

A. Energy Star rating
B. Standby mode
C. Trusted Computer System Evaluation Criteria (TCSEC)
D. Advanced Configuration and Power Interface (ACPI)

Answer: A

QUESTION 217
Which of the following devices provides input by analyzing printed text, handwriting, or an object?

A. Webcam
B. Image scanner
C. Packet analyzer
D. BD-ROM Drive

Answer: B

QUESTION 218
What is the maximum resolution that the WUXGA video technology supports?

A. 2048 x 1536
B. 1920 x 1200
C. 3840 x 2400
D. 1600 x 1200

Answer: B

QUESTION 219
Which of the following statements about the G3 state of a computer are true? (Each correct answer represents a complete solution. Choose two.)

A. It is a normal working state of a computer.
B. A complete power loss occurs in this state such as power cord unplugged from a computer.
C. A computer can be disassembled in this state.
D. This state is also known as soft off.

Answer: BC

QUESTION 220
Which of the following statements about a riser card is true?

A. It is used to connect a computer in a network.
B. It is used to connect extra microprocessors.
C. It provides extra memory for expansion cards.
D. It is used to extend slots for expansion cards.

Answer: D

QUESTION 221
In which of the following conditions does BIOS need to be updated? (Each correct answer represents a complete solution. Choose two.)

A. If users have to use new hardware features or options that are supported by motherboard, but not supported by the computer BIOS.
B. If the operating system installed on the computer has bugs.
C. If the BIOS does not support new devices.
D. If the software application installed on the computer stops responding frequently.

Answer: AC

QUESTION 222
Which of the following are the types of parental control? (Each correct answer represents a complete solution. Choose all that apply.)

A. Content filter control
B. Usage control
C. Monitoring control
D. Usage management tool

Answer: ABCD

QUESTION 223
Which of the following power sources are used to power a laptop?

A. Solar panel
B. AC power
C. Battery
D. Docking station

Answer: BC

QUESTION 224
Which of the following ports on a computer are used to connect a keyboard? (Each correct answer represents a complete solution. Choose two.)

A. USB
B. DB-25
C. PS/2
D. DB-9

Answer: AC

QUESTION 225

Which of the following refers to the data rate supported by a network connection or interface?

A. Bandwidth
B. Preboot Execution Environment (PXE)
C. Branding
D. Spam

Answer: A

QUESTION 226
You are responsible for technical support at a company. One of the employees complains that his new laptop cannot connect to the company wireless network. You have verified that he is entering a valid password/passkey. What is the most likely problem?

A. His operating system is incompatible.
B. A firewall is blocking him.
C. His laptop is incompatible.
D. MAC filtering is blocking him.

Answer: D

QUESTION 227
Which of the following protocols handles the reliable delivery of data?

A. TCP
B. ARP
C. IPX
D. UDP

Answer: A

QUESTION 228
Which of the following statements are true about Universal Serial Bus (USB)? (Each correct Answer represents a complete solution. Choose two.)

A. USB supports hot plugging.
B. You can connect up to 127 peripheral devices to a single USB port.
C. You can connect up to 16 peripheral devices to a single USB port.
D. USB does not support Plug n Play installation.

Answer: AB

QUESTION 229
Andrew has a personal computer. One morning, he starts his computer and finds the following error message: "CMOS checksum failure." What are the most likely causes of this error? (Each correct Answer represents a complete solution. Choose two.)

A. BIOS has become outdated.
B. The CMOS battery has failed.
C. The CMOS chip has failed.
D. Software stored in the CMOS battery is infected by a virus.

Answer: BC

QUESTION 230
Which of the following statements about the DVI-I connector are true? (Each correct answer represents a complete solution. Choose two.)

A. It contains 4 more pins than the DVI-D connector.
B. It is used only for digital signal connection.
C. It is used for both digital and analog signal connections.
D. It contains 15 more pins than the DVI-D connector.

Answer: AC

QUESTION 231
Which of the following IPv6 address types is a single address that can be assigned to multiple interfaces?

A. Unicast
B. Multicast
C. Loopback
D. Anycast

Answer: D

QUESTION 232
Which of the following ports is also known as PS/2?

A. 6-pin Mini-DIN connector
B. 5-pin DIN connector
C. 4-pin Mini-DIN connector
D. USB connector

Answer: A

QUESTION 233
Which of the following buses has a maximum data transfer rate of 2400 Mbps?

A. FireWire 800
B. eSATA
C. USB 1.1
D. USB 2.0

Answer: B

QUESTION 234
Which of the following enables third-party developers to create capabilities to extend an application?

A. Plug-in
B. Virtual machine
C. Hotfix
D. JavaScript

Answer: A

QUESTION 235
Which of the following expansion slots can be used to plug a SCSI adapter? (Each correct answer represents a complete solution. Choose all that apply.)

A. VESA
B. Slot 2
C. PCI
D. Slot 1
E. EISA

Answer: ACE

QUESTION 236
Which of the following software displays advertisements, whether or not the user has consented?

A. Trojan horse
B. Honeypot
C. Spyware
D. Adware

Answer: D

QUESTION 237
Which of the following aims to restrict certain dangerous substances commonly used in electronics and electronic equipment?

A. RoHS directive
B. IEEE standards
C. IETF standards
D. W3C standards

Answer: A

QUESTION 238
Which of the following cryptographic algorithm uses public key and private key to encrypt or decrypt data?

A. Hashing
B. Symmetric
C. Asymmetric
D. Numeric

Answer: C

QUESTION 239
Which of the following is the most common laptop battery found today?

A. NiMH
B. Lithium-Ion
C. Energizer

D. NiCad

Answer: B

QUESTION 240
Which of the following is the clock speed of the Accelerated Graphics Port (AGP) 8X expansion slot?

A. 266 MHz
B. 133 MHz
C. 533 MHz
D. 633 MHz

Answer: C

QUESTION 241
Your office uses Windows Vista. This morning, a patch was applied automatically. Suddenly, the users who have scanners attached to their computers complain that they cannot access the scanners. When you check their Device Manager, you notice there is no exclamation point next to the scanner. What should you do now?

A. Reinstall Vista.
B. Find a Vista compatible scanner.
C. Manually uninstall and reinstall the device driver.
D. Roll back the patch.

Answer: C

QUESTION 242
Which of the following features are related to power management? (Each correct answer represents a complete solution. Choose two.)

A. Hot plugging
B. Hibernate mode
C. Standby mode
D. Safe mode

Answer: BC

QUESTION 243
Which of the following programs can collect various types of personal information, such as Internet surfing habits, and Web sites that the user has visited?

A. Malware
B. Spyware
C. Honeypot
D. Worm

Answer: B

QUESTION 244
At what voltage does a USB host supply power to the USB bus?

A. 15 volts
B. 5 volts
C. 50 volts
D. 3 volts

Answer: B

QUESTION 245
Which of the following types of attacks is often performed by looking surreptitiously at the keyboard or monitor of an employee's computer?

A. Man-in-the-middle attack
B. Denial-of-Service (DoS) attack
C. Buffer-overflow attack
D. Shoulder surfing attack

Answer: D

QUESTION 246
Which of the following are serial interfaces? (Each correct answer represents a complete solution. Choose all that apply.)

A. EPP
B. USB
C. FireWire
D. IEEE 1284

Answer: BC

QUESTION 247
Mark wants to connect a printer and mouse to his laptop. Which of the following is the best wireless technology to use?

A. Bluetooth
B. 802.11
C. 802.11b
D. Infrared

Answer: A

QUESTION 248
Which of the following sleep modes is also known as Hibernation in Windows operating systems?

A. S3
B. S2
C. S4
D. S1

Answer: C

QUESTION 249

Which of the following are types of LCD monitors? (Each correct answer represents a complete solution. Choose two.)

A. SVGA
B. Active Matrix
C. Passive Matrix
D. X-Matrix

Answer: BC

QUESTION 250
Which of the following terms refers to an anti-virus software file that is updated from time to time to protect a computer from new viruses?

A. Definition
B. Modules
C. Service pack
D. Hotfix

Answer: A

QUESTION 251
Which of the following substances are restricted under Restriction of Hazardous Substances (RoHS)? (Each correct answer represents a complete solution. Choose all that apply.)

A. Mercury (Hg)
B. Lead (Pb)
C. Iron (Fe)
D. Cadmium (Cd)

Answer: ABD

QUESTION 252
Which of the following can occur if the power cable runs along with the computer network cable?

A. EMI
B. ESD
C. Broadcast storm
D. Surge

Answer: A

QUESTION 253
Which of the following statements is true about a brownout?

A. It is the situation of voltage drop in power supply.
B. It supplies power to the devices in case of a power failure.
C. It is a brief decrease in voltage at the power source.
D. It is a device used to filter out the effects of voltage spikes and surges.

Answer: A

QUESTION 254
Which of the following switches of the XCOPY command copies file ownerships and NTFS permissions on files while copying the files?

A. /p
B. /s
C. /r
D. /o

Answer: D

QUESTION 255
Which of the following devices is used for accessing the data on Secure Digital (SD) card, MMC card, and CompactFlash (CF)?

A. E-book reader
B. Memory card reader
C. Smart card reader
D. Barcode reader

Answer: B

QUESTION 256
Which of the following terms refers to proprietary software that is provided to users without payment on a trial basis and is often limited by any combination of functionality, vailability or convenience?

A. Spyware
B. Shareware
C. Freeware
D. Adware

Answer: B

QUESTION 257
Which of the following can be used to accomplish authentication? (Each correct answer represents a complete solution. Choose all that apply.)

A. Biometrics
B. Encryption
C. Password
D. Token

Answer: ACD

QUESTION 258
Which of the following color code is used for a PS/2 keyboard connector on new motherboards?

A. Purple
B. Pink
C. Green
D. Blue

Answer: A

QUESTION 259
Which of the following refers to a location away from the computer center where document copies and backup media are kept?

A. Off-site storage
B. Network attached storage
C. Storage Area network
D. On-site storage

Answer: A

QUESTION 260
Which of the following are the basic options in Windows XP for putting your laptop to sleep when you are not actively using it, but do not want to completely shut it down? (Each correct answer represents a complete solution. Choose two.)

A. Low-power state
B. Sleeper state
C. Standby
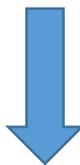D. Hibernate

Answer: CD

QUESTION 261
Which of the following is a technology that allows you to hear and watch video clips as soon as they start downloading from the Web site, instead of waiting for the download to complete?

A. Session Initiation Protocol
B. Streaming media
C. HTTP streaming
D. Slipstreaming

Answer: ......

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