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QUESTION 1
You are working as a technician at Certkiller .com. A user ask you which of the following types of batteries provides the longest running time for portable devices. What will you answer the user?

A. alkaline
B. nickel-cadmium (NiCd)
C. lithium ion (Li-ion)
D. nickel metal-hydride (NiMH)

Answer: C

QUESTION 2
You work as a senior technician at Certkiller .com. A trainee needs assistance with updating the device driver for a network interface card (NIC). Which of the following alternatives would you ask him to follow?

A. Control Panel > Network Interface Cards > Highlight the listing for the NIC > Update Driver
B. Control Panel > Hardware > Select the listing for the NIC > Driver Tab > Update Driver
C. Control Panel > System-Device Manager > Driver Tab > Update Driver
D. Control Panel > System > Hardware > Device Manager > Select the listing for the NIC > Driver Tab > Update Driver

Answer: D

QUESTION 3
You are working as a technician at Certkiller .com. You have just received a new AGP video card that needs to be installed in a user's computer. Which of the following suggestions is the correct procedure to follow when installing the video card?

A. install the card into a free PCI port inside the computer and install drivers for the new video card.
B. install the card into the AGP port inside the computer and install drivers for the new video card.
C. connect the new video card to the AGP port using IEEE 1394/Firewire and install drivers for the new video card.
D. attach the new video card to a USB port using the included USB cable and install drivers for the new video card.

Answer: B

QUESTION 4
You are working as a technician at Certkiller .com. A colleague of yours asks you what the technique that is used to produce the best LCD image on a laptops is called. What will you answer him?

A. Active matrix
B. Active scanning
C. Dual scan
D. Passive matrix

Answer: A

QUESTION 5
One of Certkiller .com's users asks you what the maximum data capacity of a dual-layer DVD-R is. What will you answer him?

A. 9.4GB.
B. 700MB.
C. 2.1GB.
D. 4.7GB.

Answer: A

QUESTION 6
What would be the correct definition of a computer that is hosting dual PCI-Express video cards?

A. MLI ready.
B. SLI compatible.
C. NVEX ready.
D. NLI compatible.

Answer: B

QUESTION 7
You are working as a technician at Certkiller .com. You have been asked to replace a mouse on a workstation in the HR department as it is broken. You only have a new USB mouse in store but the computer does not support USB technology. Which of the following will still allow you to accomplish the task?

A. Add a 9-pin serial port connector.
B. Use the Hardware Wizard to add the new hardware.
C. Install the correct drivers.
D. Add a mini-DIN (PS/2) adapter.

Answer: D

QUESTION 8
You are working as a technician at Certkiller .com. An employee and good friend of yours calls you during your lunch break. Your friend is building his own computer and has come to the installation of the IDE hard drive. He wants to know what to attach the new hard drive with to the motherboard. What will you answer him?

A. a 34 pin ribbon cable.
B. an 80 pin ribbon cable.
C. a 6 pin round cable.
D. a 40 pin ribbon cable.

Answer: D

QUESTION 9
You are working as a technician at Certkiller .com. You have been asked to respond to a call made from Certkiller 's reception. The receptionist serving at the moment feels that the content on her screen is viewable to almost anyone in the reception and wonders if there is a way to hide information on the screen so only the user can view the screen. Which of the following would be the BEST response for you to make?

A. The monitor can be tilted and color phased to block out viewers.
B. That the issue will need to be referred to the technicians supervisor.
C. Privacy Screens may be ordered to serve this need.
D. It is impossible for the monitor to only show the user the information.

Answer: C

QUESTION 10
As a technician at Certkiller .com you receive a call from a customer with a computer that refused to boot. The customer states that during a memory upgrade, the customer felt a static shock. Which of the following information should you give the customer?

A. tell the customer that there is nothing that can be done and explain the hazards and dangers of ESD.
B. inform the customer where a grounding strap can be purchased prior to performing upgrades in the future.
C. listen to the customer, attempt to diagnose the extent of the damage and educate the customer about the dangers of electrostatic discharge (ESD).
D. advise the customer against performing their own upgrades and recommend that the customer contact a professional for future work.

Answer: C

QUESTION 11
You are working as a technician at Certkiller .com. You have been contacted by a user who needs assistance with the display settings on his laptop computer running Windows XP. There is a second monitor connected to the laptop but the second monitor will only mirror the laptop screen. Which of the following should you recommend in order to solve this problem?

A. Extend Windows desktop to the second monitor through the Display Settings.
B. Restart the computer so the second monitor will be recognized.
C. Update the operating system to Service Pack 2.
D. Configure the CMOS to accept the second monitor.

Answer: A

QUESTION 12
You are working as a Problem manager (according to ITIL) at Certkiller .com. You are teaching a couple of new technician trainees about troubleshooting. Which of the following would you tell them is the FIRST step in the problem-solving process?

A. Analyze the facts related to the problem.
B. Identify the problem.
C. Develop a solution.
D. Propose a solution.

Answer: B

QUESTION 13
You are working as a technician at Certkiller .com. You have been asked to troubleshoot a computer that is running slowly. Which of the following would be the FIRST thing to attempt in order to improve performance?

A. Run disk defragmenter.
B. Add a new hard drive space.
C. Run SFC.
D. Add more memory.

Answer: A

QUESTION 14
You are working as a technician at Technician at Certkiller .com. You have been asked to help a user that has reported that his PS/2 mouse is not working. What is the first thing you should check?

A. have the user check the mouse connection and reboot the computer.
B. ask the user to re-install the mouse drivers.
C. instruct the user to disassemble the mouse and clean the trackball.

D. request that the user swap out the mouse.

Answer: A

QUESTION 15
What is the elimination of a problem by implementation of a solution called?

A. a service request.
B. follow-up.
C. a result.
D. a resolution.

Answer: D

QUESTION 16
You are working as a technician at Certkiller .com. You have just finished replacing a faulty hard drive with a new primary hard drive in a computer. You have also created a primary partition and an extended partition with a logical drive on the new hard drive. The primary and the extended partitions on the hard drive is formatted with FAT32. When you try to boot the system to the new primary partition in order to install a operating system, there is an error message stating, no boot device found. Which of the following is MOST likely the problem?

A. The boot partition is not set as active.
B. The boot partition was not set in BIOS.
C. The boot partition was not formatted with the necessary boot files.
D. The boot partition was not formatted.

Answer: A

QUESTION 17
You are working as a technician at Certkiller .com. You are asked to troubleshoot a monitor with a wavy picture. Which of the following would be the FIRST thing you should attempt?

A. Replace the video driver.
B. Update the video driver.
C. Uninstall and reinstall the video driver.
D. Make sure there are no devices near the monitor causing interference.

Answer: D

QUESTION 18
You are working as a technician at Certkiller .com. You have just discovered that a server tape backup did not execute successfully on its schedule. You find nothing unusual when checking the server logs. Which of the following should you do FIRST

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