

3 juni 2013



**"WE ARE ANONYMOUS, WE ARE LEGION, WE DO NOT FORGIVE, WE DO NOT FORGET. EXPECT US."**

**[KUNCI PRACTICE FINAL IT ESSENTIALS: PC HARDWARE AND SOFTWARE]**

Manfaatkan sebaik mungkin yeah kawan – kawan ku tercinta :) :D :\*

1. Which two elements should typically be included in a computer security policy?  
**an acceptable computer usage statement for the organization.**  
**requirements necessary for data to remain confidential on a network.**
2. Which type of power connector is used to connect devices such as optical drives and hard drives?  
**Molex**
3. A network administrator has been informed about a problem with the network printer. What is the most reliable way to prevent print jobs from being added to the queue while the printer is being repaired?  
**Stop the print spooler.**
4. A client has provided a 4 GB SODIMM module to a technician to perform a memory upgrade on a workstation, but the technician is having problems installing it. What is a probable cause for this?  
**The module is incompatible with the workstation.**
5. How should a hard drive be partitioned to support a Windows 7 installation over a network?  
A FAT32 partition of at least 5 GB must be created.
6. A new technician has joined the IT team and is about to service a heavy printer. What advice would you give this technician to avoid any injury when transporting the heavy printer to the service area?  
**Bend your knees to use the strength in your legs to lift the printer.**
7. A customer used the Convert utility to take advantage of NTFS security features. The customer later discovered that the applications on the computer can only read FAT32 files. After the hard drive was formatted back to FAT32, the customer noticed all of the data files were missing. What should the customer do next?  
**Restore the data files that were backed up in preparation for the conversion.**
8. A technician is trying to determine where a network cable terminates in the wiring closet. Which tool is best suited for this task?  
**toner probe**
9. Which component uses the greatest amount of power on most mobile devices?  
**LCD screen**
10. A technician is troubleshooting a printer that prints unknown characters instead of the correct document. What are two probable causes for this?  
**The computer has an incorrect driver installed.**
11. Which two memory types are installed using DIMM slots?  
**SDRAM**  
**DDR SDRAM**
12. Employees in the financial department have reported that an unknown technician has been asking questions about the network. Which type of attack might the employees be observing?  
**social engineering**

13. A customer reports that after booting a Windows Vista computer with a CD and running antivirus software to remove a boot sector virus, the computer still fails to boot from the hard disk. What should the technician do to try to solve this problem?  
**Boot the computer from the Vista installation media and select Repair your computer from the Install Windows screen.**
14. A technician needs to add a new wireless device to a small WLAN. The WLAN is a mixture of old and newer 802.11b and 802.11g devices. What choice for the new device would provide the most interoperability for present and future growth?  
**Add a new 802.11n device.**
15. A user notices that some of the programs that are installed before upgrading to Windows 7 no longer function properly. What can the user do to fix this problem?  
**Reinstall the programs in Compatibility Mode.**
16. A technician installed a network adapter in a computer and wants to test network connectivity. The **ping** command can only receive a response from local workstations. What could be causing the problem?  
**The default gateway is not set.**
17. A technician has repaired a failing laser printer that was not able to pull the paper from the input tray. After installing the replacement parts, the technician tested the printer with a test page and everything worked as expected. Which would be a possible next step to complete the troubleshooting process?  
**Document any components that were used in the repair.**
18. Which wireless security mode supports government grade security and offers both personal and enterprise authentication?  
**WPA2**
19. What are three benefits of computer preventive maintenance?  
**extension of the life of components**  
**improvement in data protection**  
**reduction in the number of equipment failures**
20. Which type of security threat can be transferred through email and is used to gain sensitive information by recording the keystrokes of the email recipient?  
**virus**
21. A technician is troubleshooting a network where it is suspected that a defective node in the network path is causing packets to be dropped. The technician only has the IP address of the end point device and does not have any details of the intermediate devices. What command can the technician use to identify the faulty node?  
**tracert**

22. Hard drives in a grocery warehouse keep failing because of the adverse warehouse environment. What would be a possible solution for this high failure rate?  
**Install an SSD drive in each computer.**
23. A technician is asked to configure the time that the system must be idle before the hard disk spins down on all the Windows-based laptops in the company. The technician configured the power options in Windows but it appears to have no effect. Where should the technician look to enable power management?  
**BIOS**
24. What are three common input devices found on laptops?  
**touchpad  
fingerprint reader  
web camera**
25. On which two occasions is it most likely that a technician will have to perform a clean operating system installation if a backup has not been performed?  
**A new replacement hard drive is installed in a computer.  
The existing operating system is corrupted.**
26. A customer reports poor telephone communications when using a copper telephone line that also has a DSL service. What is the most likely cause of the problem?  
**The DSL filter is faulty or not connected.**
27. Which statement correctly describes the cancellation effect?  
**The signals in the wires in each twisted-pair circuit generate magnetic fields which cancel each other out.**
28. Which is a characteristic of the Android operating system?  
**It allows for the user to change the source code.**
29. A technician is asked to wire a network that supports CSMA/CD. Which architecture and physical topology should the technician use for supporting this access control method?  
**Ethernet and Star**
30. What is an accurate description of asymmetric encryption technology?  
**It is an encryption process that uses a public and private key pair to encrypt/decrypt data.**
31. Which software installation method is used when a customer runs Google play from a mobile device?  
**Pull**
32. When a Windows XP computer has completed the POST for each adapter card that has a BIOS, what is the next step during the boot sequence?  
**BIOS reads the MBR.**

33. A technician wants to allow users to backup and restore all the files on their computers, but does not want the users to be able to make changes to the system. How should the technician give users this functionality?

**Make the users members of a group called Backup Operators.**

34. A technician recently implemented security on a new computer used by a web-based program developer. Initially the computer was allowed to access a number of programs over the network, but now the developer has found that new programs cannot be accessed. Which firewall setting should the technician apply to allow new programs while also keeping the computer secure?

**Notify the user when Windows Firewall blocks a program.**

35. Which technology allows a user to securely access a company LAN across a public network?

**VPN**

36. A technician is troubleshooting a 4-year-old computer that takes a long time to boot, and identifies that the BIOS rediscovers all the hardware at every boot. The technician thinks that the CMOS battery is losing the charge. What would be the next step in the troubleshooting process?

**Test the theory to determine the cause.**

37. A computer technician has decided that a problem with a laptop can be solved by repairing a hardware component. What should be done first before attempting to repair a hardware component on a laptop?

**Consult the service manual for the laptop.**

38. A business is concerned that computers are susceptible to malware infection. Which two actions will help solve this problem?

**Enable real-time virus and spyware scanning.**

**Enable automatic antivirus and antispyware software updates.**

39. A support desk trainer is teaching a new support desk technician some basic rules about starting a conversation with a customer. Which statement describes the rules the trainer should be teaching?

**Learn the name of the customer and create a connection with the customer. Next ask questions that assess the knowledge level of the customer.**

40. Which three components are typically found in laser printer maintenance kits?

**fuser assembly**

**pickup rollers**

**transfer rollers**

41. A supervisor received a complaint that one of the technicians was rude and disrespectful. Which action by the technician most likely caused the customer to complain?

**The technician interrupted a number of times to ask questions.**

42. What precaution should a technician take when checking a thermal printer that suddenly stops functioning?

**Avoid the thermal head, which can become hot.**

43. A technician wishes to secure the network authentication for all remote users. Which security technology uses radio communication with a computer before accepting a username and password?  
**key fobs**
44. Which two actions must be performed before installing RAM into a laptop?  
**Disconnect AC power.**  
**Remove the battery.**
45. A call center technician is on a call with a customer when a colleague indicates that there is something to discuss. What should the technician do?  
**level two technicians**
46. What determines to which device the computer searches first to locate boot files?  
**BIOS boot sequence option.**
47. Which port is used only for input?  
**PS/2**
48. When a dual core CPU with Hyper-Threading features is installed on a motherboard, how many instructions can the CPU simultaneously process?  
**4**
49. Which two pieces of software are included with most new printers and are installed by the user?  
**configuration software**  
**printer driver**
50. Which measure can help control RFI effects on wireless networks?  
**Ensure the wireless network is on a different frequency than the offending source.**
51. What are two reasons why static IP addressing would be configured instead of DHCP when setting up a wireless network?  
**The network has relatively few wireless devices.**  
**Specific security policies can be applied to static IP addresses.**
52. At which TCP/IP model layer would a MAC address be found?  
**network access**
53. A technician is attempting to install an application that is not supported by the Windows XP operating system on the PC. How can the technician make this application run on the PC?  
**Create a virtual machine with an operating system that supports the application.**
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55. Which factor should be considered when selecting cooling fans for a PC case?  
**the number of installed adapter cards**
56. A technician is replacing a failing keyboard on a laptop computer. After the installation, the technician finds that none of the keys on the keyboard are working. What should the technician do next?  
**Check if the cable is properly connected.**
57. A network administrator has a user that is changing the rights to files in a folder for other users. What rights does the administrator need to remove from the user?  
**Full Control**
58. Which two wireless configuration features make it harder for a hacker to see and attach to a wireless network?  
**configuring MAC address filtering**  
**disabling SSID broadcasts**
59. A user installs a new sound card driver in a computer that is working properly. After the installation of the drivers for the new sound card, the computer fails to boot. Which quick fix can the user implement to return to the previous working state?  
**Boot to Last Known Good Configuration.**
60. A technician is tasked with connecting a printer directly to the network and making it accessible to all staff in the general vicinity. What type of network cable is most likely used to connect the printer?  
**twisted-pair**