ExamLabs

CompTIA IT Fundamentals

Study Guige

Exam FC0-U51

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CompTIA.

IT Fundamentals.

Becoming a CompTIA Certified IT Professional is Easy

It's also the best way to reach greater professional opportunities and rewards.

Why Get CompTIA Certified?

Growing Demand

Labor estimates predict some technology fields will experience growth of over 20% by the year 2020.* CompTIA certification qualifies the skills required to join this workforce.

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Learn

Learn more about what the exam covers by reviewing the following:

- Exam objectives for key study points.
- Sample questions for a general overview of what to expect on the exam and examples of question format.
- Visit online forums, like LinkedIn, to see what other IT professionals say about CompTIA exams.

Certify

Purchase a voucher at a Pearson VUE testing center or at CompTIAstore.com.

- Register for your exam at a Pearson VUE testing center.
- Visit pearsonvue.com/CompTIA to find the closest testing center to you.
- Schedule the exam online. You will be required to enter your voucher number or provide payment information at registration.
- Take your certification exam.

Work

Congratulations on your CompTIA certification!

- Make sure to add your certification to your resume.
- Check out the CompTIA Certification Roadmap to plan your next career move.

Learn more: Certification.CompTIA.org/ITfundamentals

* Source: CompTIA 9th Annual Information Security Trends study: 500 U.S. IT and Business Executives Responsible for Security
** Source: CompTIA Employer Perceptions of IT Training and Certification
*** Source: 2013 IT Skills and Salary Report by CompTIA Authorized Partner

Introduction

If you're picking up this book, it means that it's likely that either you're thinking about getting into the IT industry or you are relatively new to it. Either way, you are probably getting advice from nearly everyone you meet. One of the common refrains you probably hear is “Get certified!” With so many certifications out there, you might wonder where to start—CompTIA IT Fundamentals is that place.

Certification is one of the best things you can do for your career if you are working in, or want to break into, the IT profession because it proves that you know what you're talking about regarding the subjects in which you're certified. It also powerfully endorses you as a professional in a way that's very similar to a physician being board certified in a certain area of expertise. It can add to your resume and make you more attractive to potential employers and more valuable as an employee. In these challenging economic times, keeping ahead of the competition—even standing out among your present colleagues—could make a big difference in whether you gain a promotion or possibly keep your job instead of being the one who gets laid off!

In this book, you'll find out what the IT Fundamentals exam is all about because each chapter covers a part of the exam. I've included some great review questions at the end of each chapter to help crystallize the information you learned and solidly prepare you to ace the exam.

A really cool thing about working in IT is that it's constantly evolving, so there are always new things to learn and fresh challenges to master. Once you obtain your IT Fundamentals certification and discover that you're interested in taking it further by getting into more complex topics (and making more money), the CompTIA A+ certification is definitely your next step.

What Is the CompTIA IT Fundamentals Certification?

IT Fundamentals is a certification developed by the Computing Technology Industry Association (CompTIA) that exists to provide

resources and education for the computer and technology community. This is the same body that developed the A+ exam for PC technicians, Network+ for networking experts, and Security+ for security practitioners.

Way back in 1995, members of the organization got together to develop a new certification that tests skills for IT. To ensure industry-wide support, it was sponsored by many past and present IT industry leaders like these:

- Compaq Computers
- Digital Equipment Corporation (a part of Compaq)
- IBM
- Lotus
- Microsoft
- Novell
- TSS
- U.S. Robotics
- US West
- Wave Technologies

The IT Fundamentals exam was designed to test the skills of those with little to no experience in the field, but who want to show that they have a broad general understanding of core IT topics. It tests areas such as computer hardware, operating systems and applications, basic networking, security, and setting up and maintaining a computer.

Why Become IT Fundamentals Certified?

Because CompTIA is a well-respected developer of vendor-neutral industry certifications, becoming IT Fundamentals certified proves you have a base level of knowledge in the specific areas tested by the IT Fundamentals objectives.

Three major benefits are associated with becoming IT Fundamentals certified:

Proof of Professional Achievement Computer professionals are pretty competitive when it comes to collecting more certifications than their peers. And because the IT Fundamentals certification broadly covers the entire field of computers, it's a great stepping-stone to prove that you have what it takes to succeed in this industry. Because it's rare to gain something that's worth a lot with little effort, I'll be honest—preparing for the IT Fundamentals exam isn't exactly a lazy day at the beach. But passing the test is worth it because it will get the attention of potential employers.

Opportunity for Advancement We all like to get ahead in our careers—advancement results in more responsibility and prestige, and it usually means a fatter paycheck, greater opportunities, and added options. In the IT sector, a great way to make sure all that good stuff happens is by earning a lot of technology certifications, including IT Fundamentals.

Fulfillment of Training Requirements IT Fundamentals, because of its wide-reaching industry support, is recognized as a baseline of computer knowledge. This can potentially fulfill IT-related training requirements set forth by your company.

Customer Confidence As companies discover the CompTIA advantage, they will undoubtedly require qualified staff to achieve these certifications. Many companies outsource their work to consulting firms with experience working with security. Firms that have certified staff have a definite advantage over firms that don't.

How to Become IT Fundamentals Certified

As this book goes to press, Pearson VUE is the sole IT Fundamentals exam provider. The following are the necessary contact information and exam-specific details for registering. Exam pricing might vary by country or by CompTIA membership.

Vendor	Website	Phone Number
Pearson VUE	www.pearsonvue.com/comptia	U.S. and Canada: 877-551-PLUS (7587)

When you schedule the exam, you'll receive instructions regarding appointment and cancellation procedures, ID requirements, and information about the testing center location. In addition, you'll receive a registration and payment confirmation letter. Exams can be scheduled up to six weeks out or as late as the next day (or, in some cases, even the same day).

Exam prices and codes may vary based on the country in which the exam is administered. For detailed pricing and exam registration procedures, refer to CompTIA's website at www.comptia.org.

After you've successfully passed your IT Fundamentals exam, CompTIA will award you a certification. Within four to six weeks of passing the exam, you'll receive your official CompTIA IT Fundamentals certificate and ID card. (If you don't receive these within eight weeks of taking the test, contact CompTIA directly using the information found in your registration packet.)

Tips for Taking the IT Fundamentals Exam

Here are some general tips for taking your exam successfully:

- Bring two forms of ID with you. One must be a photo ID, such as a driver's license. The other can be a major credit card or a passport. Both forms must include a signature.
- Arrive early at the exam center so you can relax and review your study materials, particularly tables and lists of exam-related information. Once you are ready to enter the testing room, you will need to leave everything outside; you won't be able to bring any materials into the testing area.
- Read the questions carefully. Don't be tempted to jump to an early conclusion. Make sure you know exactly what each question is asking.
- Don't leave any unanswered questions. Unanswered questions are

scored against you. There will be questions with multiple correct responses. When there is more than one correct answer, a message at the bottom of the screen will prompt you to either “choose two” or “choose all that apply.” Be sure to read the messages displayed to know how many correct answers you must choose.

- When answering multiple-choice questions you're not sure about, use a process of elimination to get rid of the obviously incorrect answers first. Doing so will improve your odds if you need to make an educated guess.
- On form-based tests (nonadaptive), because the hard questions will take the most time, save them for last. You can move forward and backward through the exam.
- For the latest pricing on the exams and updates to the registration procedures, visit CompTIA's website at www.comptia.org.

Who Should Read This Book?

You—if want to pass the IT Fundamentals exam and pass it confidently! This book is chock full of the exact information you need and directly maps to IT Fundamentals exam objectives (listed later in this introduction), so if you use it to study for the exam, your odds of passing shoot way up.

And in addition to including every bit of knowledge you need to learn to pass the exam, I've included some really great tips and solid wisdom to equip you even further to successfully work in the real IT world.

What Does This Book Cover?

This book covers everything you need to know to pass the CompTIA IT Fundamentals exam. But in addition to studying the book, it's a good idea to practice on actual computers if you can.

Here's a list of the 12 chapters in this book:

Chapter 1, “Core Hardware Components” This chapter introduces you to the core insides of a computer, specifically motherboards, processors, memory, storage, expansion slots, power, and cooling systems.

Chapter 2, "Peripherals and Connectors" While core hardware is important, users can truly customize their computer experience by adding peripheral hardware. To connect all of those toys to your system, you need to know which connectors to use, and this chapter teaches you all of that.

Chapter 3, "Operating Systems" Without an operating system, computer hardware makes a pretty good doorstop. The operating system is the most critical piece of software on a computer, because it coordinates the efforts of the hardware and provides an interface for the user to interact with the machine.

Chapter 4, "Software Applications" This chapter covers a variety of common application types that reside on computers, such as productivity software, collaboration software, antimalware utilities, and specialized software like games. It also teaches you the proper ways to install, uninstall, and manage applications.

Chapter 5, "Networking Technologies and Wireless Routers" Who doesn't want to get on the Internet? Wireless routers are popular today as a method to get Internet connectivity. You'll learn about basic networking technologies and how to configure a wireless router in this chapter.

Chapter 6, "Network Sharing and Storage" Building on the basic networking technologies in Chapter 5, this chapter shows you how to share resources on a network for other users to access, such as files and printers. It also introduces cloud computing and virtualization.

Chapter 7, "Mobile Devices" It seems like mobile devices are everywhere, doesn't it? In this chapter, you will learn how to set up and configure mobile devices to participate on a network, as well as how to use devices from different platforms.

Chapter 8, "Security Threats" The downside to computers is that it seems like hackers are everywhere. This chapter will introduce you to common threats posed by would-be attackers, so you know how to avoid them.

Chapter 9, "Security Best Practices" This chapter builds on

Chapter 8 by showing you how to set up your system to protect it against attacks. You will learn about concepts such as access control, device hardening, and safe web browsing and email use.

Chapter 10, "Buying and Configuring a Workstation" Buying a new computer can be thrilling! Getting it home and having a tangled mess of wires can be a bit of a downer. In this chapter, you will understand what to look for in your ideal computer, as well as what to do when you get home to set it up so that it runs just as you want it to.

Chapter 11, "Computer Support and Backups" Inevitably, computers will run into problems—it's the nature of electronic components. This chapter will show you how to troubleshoot any issues that pop up. Warning: after reading this chapter all of your family members will call on you for technical support (if they don't already)! This chapter also shows you how to back up your data so you don't have a catastrophic loss.

Chapter 12, "Environmental and Safety Concepts" Working with computers isn't particularly dangerous, but there are some safety concepts to be aware of to protect yourself as well as your hardware from damage. And when you're ready to upgrade your gear, you should know how to safely dispose of old equipment.

What's Included in the Book

I've included several study learning tools throughout the book:

Assessment Test At the end of this introduction is an Assessment Test that you can use to check your readiness for the exam. Take this test before you start reading the book; it will help you determine the areas you might need to brush up on. The answers to the Assessment Test questions appear on a separate page after the last question of the test. Each answer includes an explanation and a note telling you the chapter in which the material appears.

Objective Map and Opening List of Objectives Just before the Assessment Test you'll find a detailed exam objective map, showing you where each of the exam objectives is covered in this book. In addition, each chapter opens with a list of the exam objectives it covers. Use these to see exactly where each of the exam topics is

covered.

Exam Essentials Each chapter, just after the summary, includes a number of exam essentials. These are the key topics you should take from the chapter in terms of areas to focus on when preparing for the exam.

Lab Exercises Each chapter includes a hands-on lab to give you more experience. These exercises map to the exam objectives. Some ask specific questions, and the answers to these can be found in Appendix B.

Chapter Review Questions To test your knowledge as you progress through the book, there are 20 review questions at the end of each chapter. As you finish each chapter, answer the review questions and then check your answers—the correct answers and explanations are in Appendix A. You can go back to reread the section that deals with each question you got wrong to ensure that you answer correctly the next time you're tested on the material.

Interactive Online Learning Environment and Test Bank

The interactive online learning environment that accompanies *CompTIA IT Fundamentals Study Guide: Exam FC0-U51* provides a test bank with study tools to help you prepare for the certification exam—and increase your chances of passing it the first time! The test bank includes the following:

Sample Tests All of the questions in this book are provided, including the *Assessment Test*, which you'll find at the end of this introduction, and the *Chapter Tests*, which include the Review Questions at the end of each chapter. In addition, there are two *Practice Exams*. Use these questions to test your knowledge of the study guide material. The online test bank runs on multiple devices.

Flashcards Questions are provided in digital flashcard format (a question followed by a single correct answer). You can use the flashcards to reinforce your learning and provide last-minute test prep before the exam.

Other Study Tools A glossary of key terms from this book and their

definitions is available as a fully searchable PDF.

Exam Objectives

Speaking of objectives, you're probably pretty curious about those, right? CompTIA asked groups of IT professionals to fill out a survey rating the skills they felt were important in their jobs, and the results were grouped into objectives for the exam and divided into five domains.

This table gives you the extent by percentage that each domain is represented with on the actual examination.

Domain	% of Examination
1.0 Software	21%
2.0 Hardware	18%
3.0 Security	21%
4.0 Networking	16%
5.0 Basic IT literacy	24%
Total	100%

Exam objectives are subject to change at any time without prior notice and at CompTIA's sole discretion. Please visit CompTIA's website (www.comptia.org) for the most current listing of exam objectives.

CompTIA IT Fundamentals Study Guide

FC0-U51 Exam Objectives

Objective	Chapter
1.0 Software	
1.1 Compare and contrast common Operating Systems and their functions and features	3
1.2 Identify common programs, applications and their purpose	4
1.3 Given a scenario, use software management best practices	4
1.4 Identify the following alternative technologies and their purpose	4, 6, 7
1.5 Explain the basic software features and functions of wireless devices	7
2.0 Hardware	
2.1 Identify basic wired and wireless peripherals and their purpose	2
2.2 Compare and contrast common computer connector types	1, 2
2.3 Identify the purpose of internal computer components	1
3.0 Security	
3.1 Define basic security threats	8
3.2 Given a scenario, use security best practices	5, 9
3.3 Given a scenario, use web-browsing best practices	9
4.0 Networking	
4.1 Given a scenario, set up and configure a basic SOHO router (wired / wireless)	5

4.2 Compare and contrast cellular, wireless and wired data connections	5
4.3 Compare and contrast different methods of sharing and storage	6
5.0 Basic IT literacy	
5.1 Perform appropriate steps to set up a basic workstation	10
5.2 Explain the basic methods of navigating an operating system	3
5.3 Given a scenario, implement basic support concepts	11
5.4 Explain basic backup concepts	11
5.5 Describe the importance and impact of various environmental and safety concepts	12

Exam specifications and content are subject to change at any time without prior notice and at CompTIA's sole discretion. Please visit CompTIA's website (www.comptia.org) for the most current information on the exam content.

Assessment Test

1. Which of the following optical discs will store the most data?
   A. CD-ROM
   B. DVD-ROM DL
   C. DVD-ROM DS
   D. RS-ROM
2. Which of the following devices are used to permanently store user data in a computer? Choose two.
   A. HDD
   B. RAM
   C. ROM
   D. SSD
3. Which of the following on your computer is considered firmware?
   A. RAM
   B. SSD
   C. CMOS
   D. BIOS
4. What was the first widely adopted video connector standard?
   A. CGA
   B. VGA
   C. XGA
   D. DVI
5. What type of removable storage is often used in digital cameras?
   A. Flash drive
   B. NAS

C. Memory card

D. Mobile media card

6. Which of the following devices is considered an input-only device?

A. Scanner

B. Printer

C. Touchscreen

D. Flash drive

7. Which operating system named its versions after large cats?

A. iOS

B. OS X

C. Android

D. Chrome OS

8. Your computer has a 64-bit CPU. Which statement is true regarding which operating systems you can install on it?

A. 64-bit operating systems only.

B. 64-bit or 32-bit operating systems.

C. 32-bit operating systems only.

D. It depends on how much RAM your system has.

9. What happens to a file when you move it from one directory to another in Windows on the same hard drive?

A. It gets erased from the original location and re-created in the new location.

B. It is maintained in the original location and re-created in the new location.

C. Nothing happens to the file; the metadata gets changed pointing to the new directory.

D. Nothing happens to the file.

0. A `.flac` file is an example of what type of file?

A. Image

B. Video

C. Audio

D. Compressed

11. You are configuring some Windows computers for an office, and the manager tells you that employees should not be able to play the games. What should you do?

A. Uninstall the games from within Control Panel.

B. Uninstall the games from within Windows Update.

C. In the Start menu, right-click the `Games` folder and select Delete.

D. Delete and reinstall Windows, and deselect the games upon reinstallation.

12. A common compression format file extension seen on UNIX and Linux computers is what?

A. `.rar`

B. `.dmg`

C. `.iso`

D. `.gz`

13. What type of software is used to create 3-D drawings for construction projects?

A. CAD

B. Graphic design

C. PDF

D. Specialized

14. You open your web browser and type in www.google.com, but your computer can't find the website. Your neighbor's computer finds it just fine. What is most likely the cause?

A. Incorrect DNS configuration.

B. Incorrect DHCP configuration.

C. Incorrect WPA2 configuration.

D. The website is down.

15. Your friend Marcos asks you which of the following is the most secure. What do you tell him?

A. 802.11n

B. Infrared

C. Fiber-optic

D. UTP

16. Your need to set up a wireless router for a friend. He wants to be sure that his network is secure. Which wireless security method should you implement?

A. WPA2

B. WPA

C. NAT

D. WEP

17. Which of the following types of networks features decentralized security and resource administration?

A. LAN

B. WAN

C. Peer-to-peer

D. Client-server

18. You need to install a local storage solution that multiple users can easily access and has its own file-management software. Which option should you choose?

A. NAS

B. DAS

C. Network drive

D. Cloud

19. Which of the following is an advantage of using a workgroup instead of a homegroup?

A. It's more secure because it requires a password.

B. It has guaranteed compatibility because all computers must be running Windows 7 or newer.

C. It's more secure because all clients must be on the same local network.

D. It's more flexible because multiple operating systems can join it.

20. Angela has an iPhone with a biometric scanner enabled. She powered the device off, and just turned it back on. What methods can she use to unlock her phone?

A. Fingerprint only

B. Passcode only

C. Fingerprint or passcode

D. Fingerprint, passcode, or iris scan

21. You are setting up a new Wi-Fi connection on your iPad. What is the first step in the process?

A. Enter the wireless password.

B. Verify the Internet connection.

C. Verify wireless capabilities.

D. Locate SSID.

E. Turn on Wi-Fi.

22. What type of security is involved when pairing two Bluetooth devices together?

A. SSL certificates are exchanged.

B. A PIN is provided by the Bluetooth device.

C. The Bluetooth security layer negotiates the security mechanism.

D. There is no security involved.

23. Which of the following are considered physical security risks? (Choose two.)

A. Dumpster diving

B. Phishing

C. Software theft

D. Password cracking

24. What is the primary difference between a computer virus and a worm?

A. A virus can replicate itself to infect another computer.

B. A worm can replicate itself to infect another computer.

C. Viruses only damage operating systems while worms damage software applications.

D. Viruses can't cause total system crashes whereas worms can.

25. You are online and you see a link to a free virus-scanning program appear. You click it, and after a few minutes your computer starts behaving erratically. What happened?

A. The virus scanner found a virus and is deleting it.

B. The link is attempting to crack your password.

C. The link was a phishing attempt.

D. The link was a Trojan horse.

26. Which of the following are considered device hardening techniques? (Choose two.)

A. Disabling Bluetooth

B. Requiring complex passwords

C. Enabling single sign-on

D. Installing antispyware software

27. For security purposes, which of the following user accounts are

disabled by default?

A. Guest

B. Users

C. Power Users

D. Administrator

28. You are browsing the Internet to purchase a gift for a friend. What two things should you look for to ensure it's safe to enter your credit card information? (Choose two.)

A. Security seal of approval

B. RSA Secure Access symbol

C. A lock symbol

D. `HTTPS://`

29. You are helping a friend choose the right laptop for their needs. Which of the following are criteria that should be important for choosing the laptop? (Choose two.)

A. Display size

B. Weight

C. CPU speed

D. Memory

30. Your office recently purchased five new workstations, and you are responsible for setting them up properly. After unpacking them, what is the next step you should perform?

A. Configure the Internet connection.

B. Configure localization settings.

C. Power on the computer.

D. Plug in the cables.

31. You are setting up a workstation for your neighbor. After following the operating system setup wizard, what is the next step to take in

the setup process?

A. Configure peripherals.

B. Create user accounts.

C. Install security software.

D. Uninstall unneeded software.

32. You just installed a new HP printer on your Dell computer, and it's not printing. What is the first source to check for information on the problem?

A. Dell's website

B. HP's website

C. Google search

D. Internet technical community groups

33. When configuring a backup solution for your computer, you decide that speed is the most important factor. Which storage option should you choose?

A. Locally attached storage

B. Network attached storage

C. Cloud storage

D. Offline storage

34. You have just completed a backup of your PC onto an optical disc. What is the next step you need to take?

A. Store the backup in a secure location.

B. Burn the disc to ensure the data is saved.

C. Test the backup to verify it works.

D. Copy the backup data to a cloud.

35. You are conducting an ergonomic assessment of your working environment. What should be true of the monitor placement?

A. The bottom of the monitor should be level with your eyes.

B. The top of the monitor should be level with your eyes.

C. The center of the monitor should be level with your eyes.

D. Monitor position does not matter in ergonomic assessments.

36. At home, you are walking across a carpeted floor and touch a door handle. The handle shocks you and it stings a little. What caused this shock?

A. RoHS

B. EMI

C. ESD

D. UPS

37. You need to purchase a device for your desktop computer so that if you lose power in your house, the computer can still operate until you shut it down safely. What do you need?

A. Surge suppressor

B. Power replicator

C. Power strip

D. UPS

Answers to the Assessment Test

1. C. A double-sided DVD-ROM can store more data than a dual-layer DVD-ROM, and both can store much more than a CD-ROM. There is no RS-ROM. See Chapter 1 for more information.
2. A, D. Hard disk drives (HDD) are used to permanently store user data. Solid state drives (SSD) are one type of hard drive. See Chapter 1 for more information.
3. D. The Basic Input/Output System (BIOS) is firmware. It's stored on a flash memory chip (sometimes referred to as CMOS). See Chapter 1 for more information.
4. B. VGA was the first widely used video connector standard, and it was released in 1987. See Chapter 2 for more information.
5. C. Digital cameras use memory cards. The most popular form of memory card in the market today is the SD card. MMC (Multi Media Card) is a variant of SD cards but there is no such thing as a “Mobile Media Card.” See Chapter 2 for more information.
6. A. Scanners are input devices. Printers produce output. Touchscreens and flash drives are both input and output devices. See Chapter 2 for more information.
7. B. Apple's OS X was named for large cats. Now versions are named after locations in California. See Chapter 3 for more information.
8. B. A 64-bit processor can handle 32-bit or 64-bit OSs. It is a waste of power to use a 32-bit OS on it, but it will work. See Chapter 3 for more information.
9. C. Moving a file is analogous to a cut and paste. It takes the file from one folder and places it in another within Windows. However, on the hard drive the only thing that happens is the file gets associated with a new folder. It does not physically move. See Chapter 3 for more information.
0. C. The `.flac` extension is for audio files. See Chapter 4 for more information.

11. A. Games and other software components can be added and removed from within Control Panel. See Chapter 4 for more information.
12. D. The `.gz` extension is used by gzip, which is a UNIX- and Linux-compatible compression utility. See Chapter 4 for more information.
13. A. Computer Aided Design (CAD) software is designed to create 2-D and 3-D drawings for construction projects. CAD is a type of specialized software. See Chapter 4 for more information.
14. A. DNS servers resolve host names to IP addresses. It's possible that your computer has the wrong address for the DNS server. DHCP automatically configures TCP/IP clients, and WPA2 is a security protocol. If the website was down, your neighbor would not be able to access it either. See Chapter 5 for more information.
15. C. Wired connections are more secure than wireless ones. Fiber-optic cable is also immune to wiretaps, which makes it more secure than UTP. See Chapter 5 for more information.
16. A. WPA2 is the most secure wireless security protocol in use today. See Chapter 5 for more information.
17. C. A peer-to-peer network is one where all computers are equals. Each one is responsible for setting its own security and resource sharing. See Chapter 6 for more information.
18. A. Network attached storage (NAS) is an external hard drive (or multiple hard drives) complete with its own file management and sharing software. See Chapter 6 for more information.
19. D. Homegroups require their clients to be running Windows 7 or newer, and they are more secure than workgroups because a password is needed to join. An advantage of a workgroup is that multiple client OSs can participate, such as OS X. See Chapter 6 for more information.
20. B. With biometrics enabled, you can use either the passcode or your fingerprint to access a locked device. However, if it was just powered off, the only option is to enter the passcode. See Chapter 7

for more information.

21. C. The proper steps in order are to verify wireless capabilities, turn on Wi-Fi, locate SSID, enter the wireless password, and verify the Internet connection. See Chapter 7 for more information.

22. B. When pairing two Bluetooth devices, you need to enter the PIN into your mobile device that allows it to connect to the Bluetooth device. See Chapter 7 for more information.

23. A, C. Examples of physical security risks include hardware damage and theft, software and license theft, shoulder surfing, and dumpster diving. See Chapter 8 for more information.

24. B. Viruses and worms are similar in the damage they do. The major difference is that while a virus needs a host to replicate and spread, a worm can replicate itself and spread without user intervention. See Chapter 8 for more information.

25. D. The link was most likely a Trojan horse, which pretends to be a beneficial program but then does damage to your computer. It most likely installed malware on your system. See Chapter 8 for more information.

26. A, D. Device hardening makes it harder for attackers to gain access to your system by reducing the potential areas of attack. Two examples of device hardening are disabling unused or unneeded services and installing antimalware. See Chapter 9 for more information.

27. A. The Guest account is disabled by default and should remain disabled if it is not being used. See Chapter 9 for more information.

28. C, D. Secure websites will start with `HTTPS://` instead of `HTTP://`. In addition, there will be a lock symbol near the address in the address bar. See Chapter 9 for more information.

29. A, B. Processor speed and memory are important for all computers. The display size and weight are considerations that are more specifically related to laptops than desktop computers. See Chapter 10 for more information.

30. D. The first step in setting up a workstation is to plug in the cables.

See Chapter 10 for more information.

31. C. After performing the initial setup of the operating system, the next step is to install security software. The security software is the second most important piece of software on the computer, so it should be taken care of immediately after the OS setup. See Chapter 10 for more information.

32. B. Always check the manufacturer's website first. Since it's an HP printer, check their site and not Dell's. See Chapter 11 for more information.

33. A. When choosing a backup solution, know that locally attached storage devices will always be faster than network storage or cloud-based solutions. See Chapter 11 for more information.

34. C. After completing a backup, you should verify that the backup is working properly. See Chapter 11 for more information.

35. B. When placing a computer monitor, the top of the monitor should be at or slightly below eye level for the user. See Chapter 12 for more information.

36. C. The shock is caused by static electricity, which is also known as electrostatic discharge (ESD). See Chapter 12 for more information.

37. D. An uninterruptable power supply contains batteries that allow your computer to operate even if there is no power coming to it. See Chapter 12 for more information.