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QUESTION 1

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

Correct Answer: C

QUESTION 2

You work as a computer technician. When you start your computer, you find that the computer's CMOS battery has failed. You replace the CMOS battery.

What will be your next step after replacing the CMOS battery?

- A. Run the DEFRAG utility.
- B. Create a partition on the hard disk drive.
- C. Run the SCANDISK utility.
- D. Reboot the computer and set the date and time.

Correct Answer: D

When a computer's CMOS battery is replaced, the system clock of the computer is reset. Therefore, your next step after replacing the CMOS battery will be to reboot the computer and to set the date and time.

What is a CMOS battery? Hide

A Complementary Metal Oxide Semiconductor (CMOS) battery is installed on the motherboard. It provides backup to CMOS to store computer hardware configuration, date, and time settings when a computer's main power is off. Note:

Incorrect date and time on the computer indicate failure of the CMOS battery. Answer option C is incorrect. SCANDISK is a Windows utility that detects and corrects corruption in the disk when a computer is not shut down properly. It also

checks and deletes the corrupt files that may be using up disk space. This helps in improving the performance of a computer.

Answer option A is incorrect. DEFRAG is a system utility used to consolidate the fragmented files stored on the hard disk of a computer. The fragmented files are those files that are saved or stored in different locations of the hard disk. The

tool arranges such files and stores them on the hard disk in contiguous blocks. The operating system can access these files at a faster rate than the fragmented ones. Answer option B is incorrect. Creating a partition on the hard disk drive

has nothing to do with the issue.

Reference: TechNet, Contents: "Chapter 21 - Troubleshooting Startup and Disk Problems"

QUESTION 3

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

Correct Answer: B

QUESTION 4

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

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

Correct Answer: E

QUESTION 5

You are responsible for the laptops used by travelling sales people in your company. These all laptops use Windows XP. You want the machines to go to a lower power state when they have been inactive for more than 10 minutes and are running on battery. The sales people complain that when their laptops go inactive they want them to return to active state very quickly.

Which low power state should you use?

- A. Low Power
- B. Sleep
- C. Standby

D. Hibernate

Correct Answer: C

Standby stores all the data, open programs, and settings in RAM, but then moves to a very low power state. While the laptop is still using power it is doing so at a much slower rate. The laptop can return to a fully active state very quickly. The standby mode is a power saving feature for computers. In this mode, a computer does not shut down completely. The computer goes to low power state and, as a result, it consumes less power. When the computer resumes from the standby mode, full power is restored to its devices. During the standby mode, if the power supply is disconnected or interrupted, data might be lost. The standby mode is available automatically on ACPI-enabled or APM-enabled computers. Users do not need to enable this mode manually. This mode is not available in non-ACPI and non-APM based computers. Answer option D is incorrect. It is a low power state but saves all data and open programs to the hard disk and the laptop shuts down. This takes significantly more time to return to an active state. What is hibernate mode? Hide Hibernate mode is a power saving feature for computers. In hibernate mode, the current state of a computer is saved to the hard disk, and the computer shuts down. A user will have to power on the computer to restore the previous settings. When a computer resumes from hibernate mode, it reads the saved settings from the disk and restores the system state as it was before it entered hibernate mode. By default, hibernate mode is disabled. If a computer is not ACPI-enabled or APM-enabled, users will have to enter hibernate mode manually. Users cannot set the computer to automatically hibernate after a certain time. With ACPI-enabled and APM-enabled computers, users are able to set hibernate mode automatically. Answer option A is incorrect. Low power is not an actual power mode. Answer option B is incorrect. Sleep only exists in Windows Vista. Reference:

http://www.timeatlas.com/mos/Term_to_Learn/General/Understanding_Differences_Between_Hibernate_and_Stand_By/

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