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QUESTION 1

What is a possible symptom of a damaged video display?

- A. Disconnected punchdown
- B. Low RF signal
- C. Dead pixel
- D. Computer repeatedly boots to Safe Mode

Correct Answer: C

QUESTION 2

A technician is troubleshooting a PC that is not completing POST and merely provides an audible beep code. Which of the following should be the FIRST item checked?

- A. The type of IDE cable used for the hard drive
- B. The CMOS battery charge
- C. The amount of available power to the hard drive
- D. The memory configuration

Correct Answer: D

Reference: <http://arstechnica.com/civis/viewtopic.php?p=24576099>

QUESTION 3

A technician has configured the ability to connect to a small office server using remote desktop from a workstation within the office. The technician has reviewed logs that show constant brute force attacks to that server from outside the network. Which of the following would prevent this from occurring?

- A. Configure the server to use a static IP
- B. Logically move the server to the DMZ
- C. Reallocate the server to a different networking closet
- D. Disable the remote desktop port

Correct Answer: D

Reference: [http://technet.microsoft.com/en-us/library/cc759006\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/cc759006(v=ws.10).aspx)



QUESTION 4

Recently, a user built a new gaming PC and is testing it out by running graphic intensive games. After a short time playing a game, the computer reboots with an error "a thermal event has occurred". Which of the following is the MOST likely cause of this issue?

- A. Processor is under-clocked
- B. Insufficient power to the motherboard
- C. Hard drive is overheating
- D. Video card is overheating

Correct Answer: D

QUESTION 5

An unattended install is MOST likely used for which of the following scenarios?

- A. When a technician has a workstation with a defective optical media drive.
- B. When a technician is going to be on vacation, but wants to configure a system at a certain time while gone.
- C. When a technician wishes to update a user's system without the user's knowledge.
- D. When a technician has numerous network connected workstations to image.

Correct Answer: D

QUESTION 6

A user states that their computer sounds like a hair dryer after being on for 15-20 minutes. The user also states that if they turn the computer off for 5-10 minutes and then turn it back on, it will run just fine for another 15-20 minutes before starting the noise again. The technician finds no problems with any of the internal fans. Which of the following is the MOST likely issue?

- A. Defective RAM has been installed in one slot
- B. Heatsink is defective or needs to be reseated
- C. Incorrect voltage selection on power supply
- D. CPU is not compatible with the video card

Correct Answer: B

QUESTION 7

You want to configure a SOHO network that only allows up to two computers to connect to the network. What would be the EASIEST way to do this?



- A. MAC filtering
- B. Static IP address
- C. Pending
- D. Pending

Correct Answer: A

QUESTION 8

A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet. Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

- A. Assign static IP addresses
- B. Disable new VLANS
- C. Disable unused ports
- D. Disable PoE

Correct Answer: C

Reference: <http://www.orbit-computer-solutions.com/How-To-Configure-Switch- Security.php>

QUESTION 9

A technician is dispatched to a location that has multiple laser printers. One of the network printers is printing what appears to be a shadow image. The technician could solve this issue by:

- A. replacing the fuser
- B. running calibrate
- C. replacing the network cable
- D. replacing the drum

Correct Answer: D

Reference: http://sfsd.k12.pa.us/Teacher_Resources/UserGuides/Printing/Replacing %20Toner.htm

QUESTION 10

A wireless network is experiencing intermittent connectivity. Which of the following would BEST resolve this issue?

- A. Enable MAC filtering
- B. Change broadcast channel



- C. Enable wireless encryption
- D. Disable SSID broadcasting

Correct Answer: B

Reference: <http://lifehacker.com/5580636/change-your-wi+fi-routers-broadcast-channel-for-a-stronger-connection>

QUESTION 11

Which of the following command line tools will bring up a GUI interface to shut down a remote PC?

- A. shutdown -a
- B. shutdown -f
- C. shutdown -g
- D. shutdown -i

Correct Answer: D

QUESTION 12

A technician recently removed spyware from a computer and now the user is getting error messages about system files. Which of the following tools would a technician use to verify all system files are intact and in their original versions?

- A. Repair Disk
- B. SFC
- C. FIXMBR
- D. ASR

Correct Answer: B

Reference: <http://pcsupport.about.com/od/toolsofthetrade/ht/sfc-scannow.htm>

QUESTION 13

Ann, the network administrator, is notified that the server is responding very slowly. Upon entering the server room, she notices one of the drives in a RAID1 array has failed. Which of the following would BEST restore full functionality of the server while preserving redundancy?

- A. Use Disk Management to remove the RAID array and use the drive standalone.
- B. Use the RAID configuration tool to remove the RAID array and use the drive standalone.
- C. Remove the failed drive in device manager and continue operating.



D. Replace the drive with a new drive and repair the RAID.

Correct Answer: D

QUESTION 14

A technician is working on an issue and has identified the problem and worked out the cause. Which of the following would MOST likely be the NEXT step the technician should make?

- A. Document the cause and solution
- B. Inform the user
- C. Report to the supervisor
- D. Establish a plan of action

Correct Answer: D

Reference: <http://technet.microsoft.com/en-us/library/bb457121.aspx>

QUESTION 15

The technician is dispatched to look at a user's laptop. The user reports the system shuts down after 30 minutes of field use. The technician notices the battery is not fully charging. Which of the following should the technician perform to resolve this?

- A. Remove the battery and connect it to a commercial battery charger.
- B. Discharge the battery using a static mat.
- C. Change the power setting on the laptop to use less power.
- D. Replace the battery.

Correct Answer: D

Reference: <http://www.wikihow.com/Fix-a-Laptop-that-is-not-Charging>

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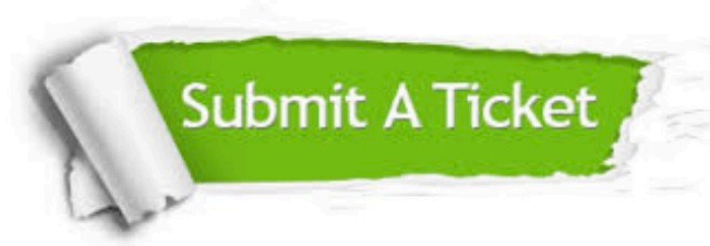
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