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QUESTION 1

Mike, a technician, is working on a computer and the air is dry. Which of the following choices is the BEST option for Mike to use?

A. Use a portable anti-static pad and wrist strap, ensuring all components remain on the mat, and the wrist strap is connected to the mat.

B. Leave the computer plugged in and running, to stabilize the power, and keep one hand on the case at all times while working on the unit.

C. Use a wrist strap, connecting it to the computer case. Leave the computer plugged into the outlet for grounding.

D. Advise the customer it is best if the computer is taken back to the shop for repair, so it will be in a controlled temperature environment.

Correct Answer: A

QUESTION 2

A user reports it takes a long time to load all applications and the hard drive LED is showing constant activity. Which of the following is MOST likely the issue?

A. The processor is faulty.

B. The file system is fragmented.

C. The modem drivers are corrupt.

D. The power supply is faulty.

Correct Answer: B

QUESTION 3

A technician discovers that RAM modules are overheating. Which of following is best practice in this situation?

A. Install heatsinks on the RAM modules.

B. Install additional CPU fans.

C. Replace the RAM slots.

D. Install a heatsink on the chipset driver.

Correct Answer: A

QUESTION 4

A technician is attempting to use a command line prompt to continuously ping a remote server to check availability and reliability of the connection. Which of the following provides the ping command needed to continuously ping the system?

A. ping -a

B. ping -f

C. ping -r

D. ping -t

Correct Answer: D

QUESTION 5

A user reports that they are unable to open any audio files. Yesterday, the user uninstalled third party music software. Which of the following is the MOST likely cause of the user\\'s error?

A. The file associations were not returned after the software was uninstalled.

B. The user is not opening the files correctly.

C. The uninstalled software has corrupted all the audio files on the computer.

D. The sound card is not properly configured.

Correct Answer: A

QUESTION 6

A technician is attempting to determine whether a CAT5 patch cord is a straight-through or a crossover. Which of the following is the BEST to use to determine the cord type?

A. Cable tester

B. Loopback cable

C. Multimeter

D. Extension magnet

Correct Answer: A

QUESTION 7

A second optical drive has been added to the computer and needs to be referenced as the R: drive by the Microsoft Windows operating system. Which of the following places in Microsoft Windows will BEST accomplish this task?

A. Administrative Tools

B. Disk Management

C. Device Manager

D. Event Viewer

Correct Answer: B

QUESTION 8

A technician wants to verify a remote printer that has been power cycled is back online. The technician would use which of the following commands and switch?

A. tracert -t

B. ipconfig /renew

C. ping t

D. nslookup -ttl

Correct Answer: C

QUESTION 9

A PC is powered on and begins POST. The PC takes a long time when scanning for drives. The BIOS reports no hard drive can be found but the CD-ROM is identified. The technician knows that there are two hard drives on the primary EIDE controller and a CD-ROM on the secondary EIDE controller. Which of the following is the MOST likely cause of the problem?

A. Both hard drives have the master jumper in place.

B. One hard drive is set as master and the other slave.

C. The hard drive data cable is reversed.

D. Both hard drives have the cable select jumper in place.

Correct Answer: A

QUESTION 10

Which of the following is the default location for temp files in Windows 7?

A. C:\Windows\Temp

B. C:\Windows\System Files\Temp Files\

C. C:\System Files\Temp

D. C:\System\Temp Files\

Correct Answer: A

QUESTION 11

While disassembling a laptop the FIRST thing that should be done is:

A. organize parts.

B. refer to manufacturer documentation.

C. document and label cable and screw locations.

D. gather appropriate tools.

Correct Answer: B

QUESTION 12

An uninstalled program is still attempting to load when Windows starts. Which of the following options can the technician suggest to stop this unwanted program from loading?

A. Services

B. Add or Remove Programs

C. System Configuration Utility

D. System File Checker

Correct Answer: C

QUESTION 13

Which of the following tools is BEST used to measure voltage and amperage from a power source?

A. Loopback Plug

B. Multimeter

C. Power Supply Tester

D. Extension Magnet

Correct Answer: B

QUESTION 14

Mike, a technician, is installing a wireless router for a client. Which of the following is MOST important when installing a wireless router?

A. Location

B. DCPA

C. SSID

D. Number of client machines

Correct Answer: A

QUESTION 15

A technician is troubleshooting a user\\'s problem; important Windows services are not starting. In which of the following locations should the technician check to investigate when these services started or stopped?

A. Com+.log

B. System Log

C. Security Log

D. Application Log

Correct Answer: B

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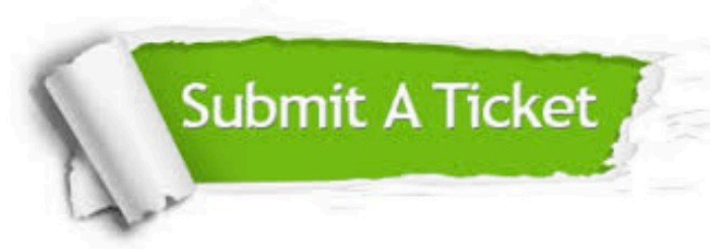
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