Version: 9.0

Question: 1

A technician is working on a PC that utilizes a RAID array for operation. The user of the system has reported that random files are becoming corrupted on creation with no pattern to the activity. One drive in the array is likely failing and causing the read/write failures. Which of the following types of RAID is MOST likely in use?

A. RAID 0
B. RAID 1
C. RAID 5
D. RAID 10

Answer: A

Question: 2

A user is trying to access an application on their home machine from work. The user sets up port forwarding on their router but is still unable to connect to the application. Which of the following should be the user's NEXT step in resolving this issue?

A. Configure Wake-on-LAN for the NIC on the Work PC
B. Configure a firewall exception on the Home PC
C. Switch the Work PC network from "Work" to "Home".
D. Disable the Windows firewall on the Home PC

Answer: B

Question: 3

The customer reports their PC freezes up everyday around the same time. Which of the following utilities would be BEST to check for any error codes?

A. Windows Updates
B. Task Scheduler
C. Event Viewer
D. Performance Monitor

Answer: C

Question: 4

A user is looking for the Application Data directory in their profile but cannot see it. Which of the following Control Panel options would correct this?

A. System
B. Display
C. User Accounts
D. Folder Options

Answer: D

Question: 5

A user has downloaded and installed a browser add-on that causes the browser to hang. The PC has very slow system response when rebooted. Which of the following should a technician do to troubleshoot this problem?

A. Run System Restore, update antivirus program, and run an antivirus scan.
B. Remove all Internet temporary files, run an antivirus scan, and reboot using Last Known Good Configuration.
C. Remove all temporary files, turn off System Restore, update and run an antivirus scan.
D. Run an antivirus scan, Run Disk Cleanup, and reboot into Safe Mode.

Answer: C

Question: 6

A large magnet is placed too close to a CRT monitor. Which of the following will MOST likely occur?

A. Dead pixels
B. Flickering image
C. No image on screen
D. Distorted image

Answer: D

Question: 7

After being relocated to an enclosed position under a desk, a computer experiences intermittent shutdowns. Which of the following conditions is MOST likely the cause?

A. Power surges
B. Overheating
C. APIPA addressing
D. RF interference

Answer: B

Question: 8

A technician is fixing a very slow computer. Antivirus and Malware programs have been run, and some

detections have been removed. After running Disk Cleanup, the system still seems to be slow, especially with multiple programs running. Which of the following should the technician do NEXT?

A. Run CHKDSK
B. Manually erase all cookies
C. Go back to the latest restore point
D. Run defrag

Answer: D

Question: 9

Which of the following is the command line entry to start an archive or restore a process on a Windows XP computer?

A. RECOVER
B. REPLACE
C. NTBACKUP
D. COPY

Answer: C

Question: 10

A technician receives a report that the pages coming out of a laser printer are smearing when touched. Which of the following components should the technician check FIRST to resolve this issue?

A. Drum
B. Fuser
C. Pickup roller
D. Corona wire

Answer: B

Question: 11

A technician is working on a user's PC. After testing the theory of the cause, which of the following could the technician perform NEXT? (Select TWO).

A. Resolve issue
B. Inform user
C. New theory or escalate
D. Document issue
E. Verify system functionality

Answer: A, C

Question: 12

A technician responds to a hardware issue with a server. The technician discovers that one of the hard drives in the server has failed. The server is set up in a RAID 1 configuration. Which of the following steps would the technician perform NEXT?

A. Remove the hard drive and back up the data
B. Run CONVERT on the hard drive
C. Reboot the server
D. Swap hard drive and rebuild array

Answer: D

Question: 13

When removing the top case from a laptop, which of the following, besides hand tools, should a technician have on hand to assure correct disassembly and reassembly? (Select TWO).

A. A multimeter and a toner probe.
B. A large cloth to spread the screws and disassembled parts on.
C. A writing pad for documentation and a marker to label cables.
D. A manufacturer's technical manual for the model of the laptop.
E. A container with separated areas to store different size screws.

Answer: D, E

Question: 14

A user states that when they logon to their computer sometimes they get an IP conflict error. The user computer is configured with a static IP. Which of the following is the problem?

A. Duplicate IP exist on the network
B. DHCP server needs to be rebooted
C. Network adapter driver needs to be updated
D. Bad network adapter

Answer: A

Question: 15

A user has recently installed Windows 7 on a computer. They ran Windows updates, updated the firmware and installed a printer. The user accessed a P2P application and now they are getting a large amount of browser pop-ups. Which of the following is MOST likely the cause of the pop-ups?

A. Phishing
B. Malware
C. Proxy redirect

D. Firmware

Answer: B