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QUESTION 1

Ann, a home user, brings a Windows XP PC in for repair and reports that several disk read errors are occurring. She has run check disk and errors have been reported several times. Which of the following should a technician recommend? (Select TWO).

- A. Increase the amount of RAM to improve disk checks
- B. Backup all data on the drive
- C. Upgrade to a home server
- D. Purchase a new hard drive
- E. Change the drive configuration to RAID 0
- F. Upgrade to Windows 7 Professional

Correct Answer: BD

First backup all the data from the drive to prevent data loss. Get a new hard drive and restore the data on the new drive.

QUESTION 2

A technician replaced a video card on a desktop PC. The technician powers on the PC to install the device drivers. The PC boots up and goes through the POST, but the screen goes black when trying to boot the operating system. Which of the following steps should the technician perform NEXT to troubleshoot this issue?

- A. Flash the BIOS
- B. Reseat the video card
- C. Boot the PC in safe mode
- D. Replace the video card with a new one

Correct Answer: C

QUESTION 3

Which of the following should a technician implement to prevent external contractors from physically plugging devices into the company's network jacks unless such jacks are designated for guest use?

- A. Disable DHCP and assign a static IP address to each network device physically connected to the network.
- B. Enable MAC address filtering across all network jacks and record the MAC address of guest devices.
- C. Disable all switch ports when they are not utilized and enable them on an as needed basis.
- D. Place guest network jacks in public areas and all other jacks in secure areas as needed.

Correct Answer: C

QUESTION 4

An employee recently departed under bad terms, and the client is concerned for their SOHO network security. Which of the following should the technician do FIRST?

- A. Physically secure the access point
- B. Change default password
- C. Lower the transmission power
- D. Assign static IP addresses

Correct Answer: B

QUESTION 5

The technician is dispatched to a multi-function device that users print and copy from all day. The technician is told pages that are copied all have a line on them on the left hand side of the page. The technician prints a printer test page and does not see the line on the page. The technician's NEXT step would be which of the following?

- A. Replace the toner cartridge to eliminate the lines.
- B. Print from another workstation to recreate the problem.
- C. Close the trouble ticket and document no trouble found.
- D. Copy a printed page to recreate the problem.

Correct Answer: D

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