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QUESTION 1

A user is unable to access websites and has reported connectivity issues with pop-ups on the screen. A technician removes malware, and then is able to ping the router and access the websites.

Which of the following NEXT steps should the technician perform in troubleshooting this issue? (Choose two.)

- A. Documents findings, actions, and outcomes.
- B. Reboot the device to verify the fix.
- C. Reconnect the device to the network.
- D. Verify the settings in IPConfig.
- E. Research the problem based on symptoms.
- F. Run a virus scan.

Correct Answer: AE

QUESTION 2

A technician receives several error alerts on a server after an unexpected reboot. A message states that one or more disks are in a degraded state. When the technician advances to the next error message, it indicates the OS is missing. Which of the following are the MOST likely causes of these errors? (Choose two.)

- A. Missing drives in the OS
- B. RAID failure
- C. Bootable device not found
- D. Data loss
- E. Controller failure
- F. CMOS corruption
- G. TPM malfunction

Correct Answer: BC

The message stating that one or more disks are in a degraded state is a clear indication of a RAID failure. RAID stands for Redundant Array of Independent Disks, and it is a technology used to provide fault tolerance and improve performance by combining multiple hard drives into a single logical unit. The message indicating that the OS is missing is most likely caused by a bootable device not found. This means that the server is unable to boot from the designated boot device, which could be the hard drive, a CD/DVD drive, or a USB flash drive. This could be caused by a faulty boot device, a loose cable, or a misconfiguration in the BIOS or UEFI settings.

QUESTION 3



A user is unable to perform contactless payments with a phone. Which of the following functions is MOST likely causing the issue?

- A. NFC
- B. Hotspot
- C. Bluetooth
- D. USB

Correct Answer: A

Near field communication (NFC) is a function that enables contactless payments with a phone by allowing it to communicate with compatible devices within close proximity. If NFC is not working properly, the user will not be able to perform contactless payments with the phone. Hotspot is a feature that allows a device to share its internet connection with other devices via Wi-Fi, Bluetooth, or USB. Bluetooth is a wireless technology that allows devices to connect and exchange data over short distances. USB is a standard interface that connects devices such as keyboards, mice, flash drives, etc

QUESTION 4

A user is experiencing email problems and explains to a technician that all emails with graphics or images do not display the graphics.

Which of the following configurations would correct this behavior?

- A. Change the email settings in antivirus.
- B. Change the security settings of the email client.
- C. Change the firewall security settings.
- D. Change the email proxy settings.
- E. Change the trusted sites in the browser settings.

Correct Answer: B

QUESTION 5

Which of the following types of devices MOST often uses a Thunderbolt cable?

- A. Linux PC
- B. Android mobile
- C. Apple laptop
- D. Chromebook

Correct Answer: C



Thunderbolt cables are commonly used to connect Apple laptops to external displays or other devices. While Thunderbolt is available on some Windows and Chromebook devices, it is most commonly associated with Apple products.

References:

<https://www.intel.com/content/www/us/en/products/docs/io/thunderbolt/thunderbolt-technology-general.html>

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