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QUESTION 1

An integrated webcam on a user's laptop broke, so a technician installed a temporary, external webcam. Since the external webcam installation, other users can only see part of the user's face during videoconferences. Which of the following BEST describes the reason for this issue?

- A. The webcam is not on a level surface.
- B. The webcam driver should be updated.
- C. The webcam is plugged into the wrong USB port.
- D. The webcam is not compatible with the OS.

Correct Answer: A

The most likely reason for the issue is that the webcam is not on a level surface, which causes the camera angle to be distorted. The user should adjust the position of the webcam so that it is aligned with the laptop screen and captures the user's face fully. The other options are not relevant to this issue, as they would not affect the camera angle or visibility of the user's face. Verified References: How to Position Your Webcam Correctly.

QUESTION 2

A technician is building a new computer for a customer. The computer must use an ITX-sized motherboard and have a RAID 5 array with all drives using the same interface. Which of the following drive types will the technician MOST likely utilize?

- A. SCSI
- B. PCIe
- C. NVMe
- D. SATA

Correct Answer: D

QUESTION 3

A user on a SOHO network is unable to watch online videos, even at 240 pixels. The technician runs ipconfig from the user's computer and records the following:

```
Connection-specific DNS Suffix .: lan
Link-local IPv6 Address . . . . .: fe80::1585:7fb2:b05f:7102%12
IPv4 Address. . . . .: 192.168.1.131
Subnet Mask . . . . .: 255.255.255.0
Default Gateway . . . . .: 192.168.1.1
```

The technician then connects a test laptop to the router via the user's Cat 5 cable and records the following



information:

```
Download: 85 mbps
Upload: 22 mbps
Ping: 28 ms
```

Which of the following is MOST likely causing the user's issue?

- A. Incorrect IP address
- B. Faulty NIC
- C. Misconfigured default gateway
- D. Bad network cable

Correct Answer: B

Based on the information recorded by the technician, the network connection appears to be functioning normally. The user's computer is properly configured with an IPv4 address, subnet mask, and default gateway, which should allow the user to access the internet and online videos. The high download and upload speeds and low ping time recorded from the test laptop also indicate that the network is working well. However, the user's inability to watch online videos suggests that there might be an issue with the network card (NIC) on the user's computer. The NIC might be faulty or malfunctioning, which is preventing the computer from receiving and processing the video data. The technician should try replacing the NIC to resolve the issue.

QUESTION 4

Some keys on a user's laptop keyboard are sticking. Which of the following should the user use to clean the laptop keyboard?

- A. Antistatic cloth
- B. Compressed air
- C. Cleaning wipe
- D. Soap and water

Correct Answer: C

QUESTION 5

A company has very strict rules regarding proprietary information leaving the premises. All computers host proprietary information. A technician is called to repair a computer on-site at the company's corporate office. The technician identifies the troubleshooting steps to create a plan of action. The technician determines the computer needs to be taken off-site for repair.

Which of the following should the technician do NEXT?

- A. Check corporate policies for guidance.



- B. Get authorization from the manager.
- C. Delete proprietary data before leaving the building.
- D. Remove the HDD and send the device for repair.

Correct Answer: A

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