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QUESTION 1

When the computer is turned on it emits a series of beeps and does not POST. This can be caused by a bad:

A. CMOS battery.

B. video card.

C. IDE cable.

D. floppy cable.

Correct Answer: B

QUESTION 2

Which of the following security threats do shredders help prevent?

A. Dumpster diving

B. Malware

C. Phishing

D. Worms

Correct Answer: A

Reference: http://en.wikipedia.org/wiki/Garbage_picking

QUESTION 3

Ann, a home user, brings a PC in for repair and reports that performance has become extremely slow when working on documents and viewing pictures. Which of the following suggestions should a technician make?

A. Upgrade to a solid state drive

B. Increase the clock speed on the CPU

C. Run the file system check tool

D. Upgrade to a high performance video card

Correct Answer: A

QUESTION 4

Which of the following would be the BEST means of maintaining data security for a mobile device that has been lost or stolen?

A. Login attempt restrictions

B. Locator service

C. Remote wipe

D. Passcode lock

Correct Answer: C

Reference: http://support.google.com/a/bin/answer.py?hl=enandanswer=173390

QUESTION 5

A technician has been tasked with remotely imaging a computer tab. The imaging process is failing because there is no response from the computers over the network. Which of the following should the technician perform to resolve the issue? (Choose two.)

A. Configure remote desktop connection

B. Configure BIOS to enable Wake-on-LAN

C. Configure BIOS to enable SSH

D. Configure automatic updates

E. Configure startup applications

F. Configure BIOS to enable PXE boot

Correct Answer: AB