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QUESTION 1

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.

Correct Answer: DE

Reference: <http://computertutorflorida.com/2012/09/laptop-best-practices/>

QUESTION 2

A user states they are hearing a clicking noise coming from the computer. There is a message on the screen saying no operating system found, and the computer then attempts to boot from PXE. Which of the following should the technician perform?

- A. Remove the floppy disk
- B. Replace the hard drive
- C. Replace the NIC
- D. Replace the DVD-Rom

Correct Answer: B

QUESTION 3

An attack that creates a website that looks like another website, with the purpose of learning someone's account information is called which of the following?

- A. Virus
- B. Shoulder surfing
- C. Trojan
- D. Phishing

Correct Answer: D

Reference: <http://www.consumer.ftc.gov/articles/0003-phishing>

**QUESTION 4**

Joe, a customer, called and stated that since a virus was removed from his PC, Windows is now displaying errors about damaged system files. Which of the following tools should be used to correct the issue?

- A. TASKKILL
- B. DISKPART
- C. CHKDSK
- D. SFC

Correct Answer: D

QUESTION 5

Which of the following security controls would be an example of the least privilege principle on a home PC?

- A. Install antispyware on the PC.
- B. Create a standard user account for kids.
- C. Store all financial data in a separate folder.
- D. Disable the firewall for online gaming.

Correct Answer: B

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

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