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Question: 1

A technician is working on a PC that utilizes a RAID array for operation. The user of the system has reported that random files are becoming corrupted on creation with no pattern to the activity. One drive in the array is likely failing and causing the read/write failures. Which of the following types of RAID is MOST likely in use?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Answer: A

Question: 2

A user is trying to access an application on their home machine from work. The user sets up port forwarding on their router but is still unable to connect to the application. Which of the following should be the user's NEXT step in resolving this issue?

- A. Configure Wake-on-LAN for the NIC on the Work PC
- B. Configure a firewall exception on the Home PC
- C. Switch the Work PC network from "Work" to "Home".
- D. Disable the Windows firewall on the Home PC

Answer: B

Question: 3

The customer reports their PC freezes up everyday around the same time. Which of the following

utilities would be BEST to check for any error codes?

- A. Windows Updates

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- B. Task Scheduler
- C. Event Viewer
- D. Performance Monitor

Answer: C

Question: 4

A user is looking for the Application Data directory in their profile but cannot see it. Which of the following Control Panel options would correct this?

- A. System
- B. Display
- C. User Accounts
- D. Folder Options

Answer: D

Question: 5

A user has downloaded and installed a browser add-on that causes the browser to hang. The PC has very slow system response when rebooted. Which of the following should a technician do to troubleshoot this problem?

- A. Run System Restore, update antivirus program, and run an antivirus scan.
- B. Remove all Internet temporary files, run an antivirus scan, and reboot using Last Known Good Configuration.
- C. Remove all temporary files, turn off System Restore, update and run an antivirus scan.
- D. Run an antivirus scan, Run Disk Cleanup, and reboot into Safe Mode.

Answer: C

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Question: 6

A large magnet is placed too close to a CRT monitor. Which of the following will MOST likely occur?

- A. Dead pixels
- B. Flickering image
- C. No image on screen
- D. Distorted image

Answer: D

Question: 7

After being relocated to an enclosed position under a desk, a computer experiences intermittent shutdowns. Which of the following conditions is MOST likely the cause?

- A. Powersurges
- B. Overheating
- C. APIPA addressing
- D. RF interference

Answer: B

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