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QUESTION 1

Which of the following encryption types does WPA use?

- A. TKIP
- B. SSL
- C. AES
- D. IPSec

Correct Answer: A

QUESTION 2

A technician is upgrading the memory in a workstation. While the case is open the technician cleans out all the dust that has accumulated around the components. The technician installs the memory and then attempts to boot the system, but the system gets stuck while displaying the following message: Boot media not found.

Which of the following will MOST likely fix the issue and allow the system to boot properly?

- A. Remove the new memory modules
- B. Reseat the hard drive cables
- C. Replace the graphics card
- D. Reapply thermal paste to the CPU.

Correct Answer: B

QUESTION 3

Which of the following cloud computing concepts allows a seasonal website to add servers so it can handle the increased capacity?

- A. Shared resources
- B. Resource pooling
- C. Rapid elasticity
- D. Measured services

Correct Answer: C

Reference: <https://blog.turbonomic.com/blog/on-technology/cloud-elasticity-vs-cloud-scalability>

QUESTION 4

A user's laptop is shutting down unexpectedly. The technician discovers the shutdowns only happen when the laptop is moved from one room to another. The technician reseated the hard drive, memory, battery, and LCD cable, but the laptop continues to shut down. Which of the following is the MOST probable cause of the issue?

- A. Residual energy on the motherboard
- B. System overheating
- C. Distended capacitors
- D. Loose battery connection
- E. CMOS battery failure

Correct Answer: D

QUESTION 5

A user cannot connect a mobile device to the Internet via WiFi when at home, but WiFi on the mobile device works fine when the user is at the office. The user recently installed a new router at home and used the same SSID from the old router to set up the new router. Which of the following MOST likely describes the issue with the device?

- A. The device is in airplane mode when the user is at home.
- B. The device needs to have Bluetooth enabled to connect wirelessly to the router
- C. The old network must be forgotten, and the settings need to be reconfigured.
- D. The device has a hardware issue and cannot connect to the home network.

Correct Answer: C

QUESTION 6

A technician replaces a PCIe graphics card with a newer model. After installation, the technician connects a VGA cable to the video card and boots the computer into the OS. When the desktop finally loads, all the icons and menus are much larger than before. The technician attempts to change the resolution but cannot raise it any higher. Which of the following is the MOST likely reason for this behavior?

- A. The old video card needs to be removed from the Device Manager
- B. Drivers are not installed for the new graphics card.
- C. An HDMI cable is required for higher resolutions.
- D. The DPI settings in the OS are set improperly
- E. The monitor does not support higher resolutions

Correct Answer: B

QUESTION 7

A technician was called to check an unexpected clicking noise on a desktop that has become more frequent every time a video editing application is loaded. The system fans have been replaced, but the clicking noise remains. Diagnostics have been run on the video card.

Which of the following should me the technician do FIRST?

- A. Replace the hard drive.
- B. Replace the video card.
- C. Do a System Restore.
- D. Perform a full data backup.
- E. Scan the system for viruses.

Correct Answer: D

QUESTION 8

A potential customer of cloud sewers needs the ability to ramp up computing resources quickly during trafç spikes. Which of the following features is MOST pertinent to providing this business need?

- A. Rapid elasticity
- B. Resource pooling
- C. Measured service
- D. On demand

Correct Answer: D

QUESTION 9

Which of the following wireless networking protocols will broadcast at 5GHz frequencies?

- A. 802.11ac
- B. 802.11b
- C. 802.11g
- D. 802.11q
- E. 802.11x

Correct Answer: A

QUESTION 10

A technician is troubleshooting a PC that will not boot. The case fans run when the power is switched on, but the PC will not POST, and there is no signal to the monitor. The technician opens the case and notices several capacitors appear swollen. Which of the following is the MOST Likely reason why the PC will not boot?

- A. Defective power supply
- B. Defective RAM
- C. Defective CPU
- D. Defective motherboard

Correct Answer: A

QUESTION 11

Which of the following methods is configured on a router to convert an internal IP address to an external IP address?

- A. DMZ
- B. MAC filtering
- C. QoS
- D. NAT

Correct Answer: D

QUESTION 12

A customer wants to experiment with software development in a sandbox environment. The customer calls the help desk for advice on preparing the workstation to run a couple instances of Linux development machines with the current OS running on the host. Which of the following components should the help desk verify FIRST before the customer begins configuring the environment? (Select TWO).

- A. GPU
- B. NIC
- C. APU
- D. CPU
- E. RAM
- F. FDD

Correct Answer: BE

QUESTION 13

A customer's laptop display has suddenly become very dim. The image of the display can only be seen with a bright, external light, as adjusting the brightness/contracts controls does not cause much change.

Which of the following components MOST likely needs to be replaced?

- A. LCD panel
- B. Inverter
- C. Video card
- D. Digitizer

Correct Answer: B

QUESTION 14

A user brings a Windows laptop into the office and connects it to a wireless network. Upon connecting to the network, the user is prompted to select whether the network is a home, work, or public network. The user selects the work profile and is able to access the Internet but cannot access office network resources.

Which of the following is the MOST likely cause of the problem?

- A. The user's network card is malfunctioning.
- B. The user is connected to the wrong wireless network.
- C. The user's firewall is blocking access to the resources.
- D. The user put in the wrong credentials.

Correct Answer: B

QUESTION 15

A technician has recently replaced a dead bulb in a conference room projector. The following day, it is reported that the projector shows a message that the bulb needs to be replaced again. Which of the following should the technician do to BEST resolve the issue?

- A. Disable on-screen errors in the projector settings
- B. Power cycle the projector until the error message disappears
- C. Replace the bulb with one from the correct manufacturer
- D. Reset the bulb life duration in the projector settings

Correct Answer: D

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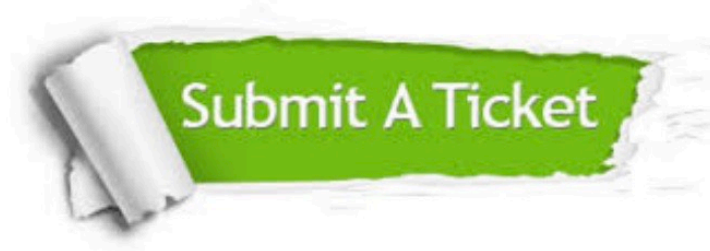
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