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QUESTION 1

A user hears a clicking noise coming from a computer after it was restarted for the first time in a few days. The computer also seems to be running slow. Which of the following should a technician check FIRST to troubleshoot the issue?

- A. Case fan
- B. Operating system
- C. Power supply
- D. internal speaker
- E. Hard drive

Correct Answer: A

QUESTION 2

Which of the following is considered a connectionless protocol?

- A. UDP
- B. TCP
- C. Telnet
- D. DNS

Correct Answer: A

QUESTION 3

A customer wants to upgrade a computer with two additional hard drives, a more powerful GPU, a Blu-ray drive, and additional case fans to keep the system cool. Which of the following is MOST important to consider when adding these components to the system?

- A. The total number of pins on the 12V connector
- B. That the power supply has a single rail
- C. The total wattage capacity of the power supply
- D. That the power supply is compatible with microATX

Correct Answer: C

QUESTION 4

A small business owner purchased an MFP and would like customers to be able to print from their mobile devices. However, customers should not be granted access to the wireless network. Which of the following should the business owner enable? (Select TWO).

- A. AirPrint
- B. Parallel
- C. NFC
- D. Serial
- E. USB
- F. Bluetooth

Correct Answer: BE

QUESTION 5

A technician is replacing the monitor on a PC. The new monitor has the same screen resolution as the previous one, but it is a different model. When the new monitor is turned on, the icons are displayed very largely. Which of the following should the technician do FIRST to troubleshoot issue.?

- A. Restart the desktop.
- B. Replace the VGA cable
- C. Replace the video card.
- D. Update the video drivers

Correct Answer: D

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