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QUESTION 1

A user is reporting that they are getting pop-ups while they are not actively browsing the Internet. Which of the following would BEST resolve this issue?

- A. Antivirus
- B. Firewall
- C. Anti-spyware
- D. Pop-up blocker

Correct Answer: C

QUESTION 2

A floppy drive is replaced in a computer and now when the computer is turned on the floppy drive light is constantly lit. Which of the following is the MOST likely cause?

- A. The power supply has failed.
- B. The drive cable is connected backwards.
- C. The floppy drive has failed.
- D. The proper drivers have not been loaded.

Correct Answer: B

QUESTION 3

A technician is dispatched to a malware infected system. Upon arrival, the technician notices the malware's pop-up on the screen. Which of the following boot methods would the technician utilize?

- A. Reboot in Safe Mode
- B. Reboot in Recovery Console
- C. Reboot in Last Known Good Configuration
- D. Reboot in System Debug Mode

Correct Answer: A

QUESTION 4

A technician plugs a USB device into the front panel of a desktop computer and nothing happens. The technician knows that plug-n-play is enabled. Which of the following BEST describes a possible cause to this issue?



- A. The technician plugged a USB 2.0 device into a USB 1.1 port.
- B. The technician needs to reboot the computer for the device to work.
- C. The technician plugged a USB 1.1 device into a USB 2.0 port.
- D. The front panel connectors are not plugged into the motherboard.

Correct Answer: D

QUESTION 5

A technician is able to connect to the Internet but cannot connect to a remote machine through Remote Desktop in Windows XP. Each time the technician attempts to connect to a remote location, the software times out. Which of the following is the MOST likely problem?

- A. The Java applet is disabled in the web browser.
- B. Deny all has not been configured in the firewall.
- C. Wireless network drivers are corrupt.
- D. Port forwarding settings are not correct.

Correct Answer: D

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