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QUESTION 1

A PC has been randomly rebooting several times a day. The technician checks the case for overheating and finds the fans appear to be operating normally. Which of the following should the technician check NEXT?

- A. The motherboard for any sign of swollen capacitors
- B. The disk drive to determine if it is defragmented and operating properly
- C. The embedded NIC to ensure it has the latest firmware and drivers
- D. The RAM to confirm it is the correct type for the motherboard being used

Correct Answer: A

QUESTION 2

Ann is cleaning the printer pickup rollers and spills the cleaning fluid on her leg. In which of the following would she find the proper way to cleanup the spill?

- A. Inventory spreadsheet
- B. MSDS
- C. Project management plan
- D. EULA

Correct Answer: B

QUESTION 3

Which of the following resources is the MOST critical when using cloud file-storage synchronization applications?

- A. Disk speed
- B. I/O bandwidth
- C. Ram utilization
- D. CPU utilization

Correct Answer: B

QUESTION 4

A technician has received a call about an issue with a monitor. The technician notices certain spots on the display never change color. Additionally, there is a faint image present when the display is powered on, which fades after several minutes. Which of the following symptoms is this display experiencing? (Select two.)



- A. Color patterns incorrect
- B. Dead pixels
- C. Artifacts
- D. Distorted image
- E. Distorted geometry
- F. Burn-in

Correct Answer: BF

QUESTION 5

A user cannot print to any of the network printers. A technician confirms the user is connected to all printers, and other users on the network can print without issue. Which of the following should the technician perform to resolve the issue?

- A. upgrade the printer's firmware.
- B. Update the printer's firmware.
- C. Restart the printer spooler service.
- D. Check printer memory errors.
- E. Install a printer maintenance kit.

Correct Answer: B

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