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QUESTION 1

An inkjet printer used for printing marketing brochures is losing color stability (e.g. orange appears brown, red appears purple). Which of the following items should a technician do FIRST?

- A. Replace the failing print heads.
- B. Clean the print heads.
- C. Update the drivers.
- D. Recycle the printer.

Correct Answer: B

QUESTION 2

A user reports that the PC is not working. After questioning the user, the technician believes the problem is a bad memory module. Which of the following is the NEXT step the technician should take?

- A. Document findings, actions, and outcomes
- B. Test the theory by replacing the motherboard
- C. Test the theory by running memory diagnostic software
- D. Verify the system is working correctly

Correct Answer: C

QUESTION 3

Which of the following security threats is BEST mitigated through proper user training?

- A. A Worm
- B. Rootkits
- C. Social Engineering
- D. Browser Adware

Correct Answer: C

Reference: <http://www.veracode.com/blog/2013/03/hacking-the-mind-how-why-social-engineering-works/>

QUESTION 4

A technician in a call center is on a particularly frustrating repair call. Which of the following BEST represents what the

technician should do during the call?

- A. Insist the customer call back later
- B. Ensure the customer takes a satisfaction survey
- C. Document all relevant facts regarding the call
- D. Escalate the call to the next tier of support

Correct Answer: C

QUESTION 5

A technician is attempting to manually migrate a user's profile from one Windows PC to another. Files in the user's My Documents folder cannot be copied. Some files in question have green letters in the filenames. Which of the following file systems is causing this to occur?

- A. exFAT
- B. COMPRESSED
- C. EFS
- D. NTFS

Correct Answer: C

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