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QUESTION 1

A technician recently installed a memory upgrade for a laptop. Since then, the laptop has been experiencing random blue screen errors and unexpected shutdowns. Which of the following is MOST likely the cause?

- A. Memory module with integrity issues
- B. Incompatible memory type
- C. The BIOS has not been set explicitly for dual channel operation
- D. The BIOS is having an IRQ conflict with the newly installed memory

Correct Answer: A

QUESTION 2

A user is reporting their web browser is not going to the site they are attempting to access. Which of the following would BEST resolve this?

- A. Delete all Internet cookies.
- B. Ensure the user is not utilizing a proxy server.
- C. Remove all Internet shortcuts.
- D. Clear all Internet cache and saved passwords.

Correct Answer: B

One solution to this problem might be related to proxy server. If the web browser is not accessing a site, try to disable proxy server from the browser proxy settings.

QUESTION 3

A technician is trying to diagnose a laptop that is experiencing heavy artifact corruption and random loss of video during operation. Which of the following are MOST likely causes of this problem? (Select TWO).

- A. Integrated system video chip is failing and/or near death.
- B. Video drivers were not installed directly from Microsoft update.
- C. Incompatible or untested video drivers have been installed.
- D. The BIOS is not set for the proper operation temperature of the video chipset.
- E. The BIOS is underclocking the video card's operating speed.

Correct Answer: AC

QUESTION 4

A user has just purchased and installed a new LCD monitor on their home PC. The user notes a number of green dots on the display at all times. Which of the following is the MOST likely cause of the issue?

- A. Monitor
- B. Loose video cable
- C. Video card
- D. Old video card drivers

Correct Answer: A

QUESTION 5

Which of the following prevention methods is considered to be digital security?

- A. RFID badge
- B. Mantrap
- C. Biometrics
- D. Firewalls
- E. ID badge

Correct Answer: D

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