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QUESTION 1

You are a computer technician supporting a small 15-computer Internet lab. The computers are regularly used to browse the Internet and download files. Users have recently complained that they receive error messages saying the hard disk is full or out of space. You suspect this is a result of a large amount of temporary Internet files. Which of the following is a way to easily delete all the temporary Internet files?

- A. Disk cleanup
- B. fdisk command
- C. chkdsk command
- D. Disk defragmentation

Correct Answer: A

QUESTION 2

Which of the following is a security threat commonly associated with cloud-based services?

- A. Malware
- B. Phishing
- C. Hypervisor vulnerabilities
- D. Operating system vulnerabilities

Correct Answer: C

QUESTION 3

Which term describes a compact personal computer that relies on a touch screen for input, generally uses a solid-state drive instead of a traditional hard disk, and relies on wireless or mobile networks for connectivity?

- A. Tablet
- B. Laptop
- C. Netbook
- D. Portable media player

Correct Answer: A

QUESTION 4

Jose is experiencing performance problems with his notebook computer that he purchased a year ago. Upon discussing



this issue with him, you learn that he has never deleted any temporary files since owning the device. What can Jose do to fix this problem most efficiently?

- A. Reformat his hard drive.
- B. Use the Windows chkdsk utility.
- C. Use the Windows Disk Cleanup utility.
- D. Back up his computer and delete the active partition.

Correct Answer: C

QUESTION 5

What should be your first step when troubleshooting a network connection that uses a cable modem?

- A. Ping the proxy server.
- B. Ping the default gateway.
- C. Ping local devices using their DNS names.
- D. Ping local devices using their IP addresses.

Correct Answer: D

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