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QUESTION 1

A technician is having connectivity issues with a client's machine. The client's wall jack passed testing and the technician also uses a loopback to test the NIC on the PC and it also passed testing. Which of the following tools would a technician use to test between the wall jack and the PC?

- A. Toner probe
- B. Multimeter
- C. Wireless locator
- D. Cable tester

Correct Answer: D

QUESTION 2

A customer is concerned about a computer that repeatedly beeps when attempting to power on. Which of the following is MOST likely the cause?

- A. Network cable is unplugged
- B. USB 2.0 is plugged into USB 1.1 port
- C. RAM not seated properly
- D. Optical media was left in the drive

Correct Answer: C

Exam I

QUESTION 3

A user has a problem with the touchpad on their Windows XP notebook. The problem started after a new manufacturer hardware update was installed. Which of the following should a technician do FIRST to troubleshoot this problem?

- A. Edit the device properties in the Registry.
- B. Call the manufacturer support line.
- C. Use rollback driver in Device Manager.
- D. Update the OS to the latest service pack.

Correct Answer: C

QUESTION 4



Joe, a user, should be aware of his surroundings when Windows boots. Which of the following tools would BEST be used to disable some programs from automatically starting when the computer is booted?

- A. Performance Monitor
- B. Fixboot
- C. MSCONFIG
- D. FIXMBR

Correct Answer: C

QUESTION 5

A user's computer consistently shuts down several minutes after booting. When the technician reboots the computer, a message stating "CPU fan failure" appears. Which of the following is the MOST likely reason the computer shuts down?

- A. Overheating
- B. Power supply failure
- C. Faulty CPU
- D. High humidity

Correct Answer: A

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