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QUESTION 1

A technician wants to know if a PC has an embedded wireless card. Which of the following tools should be used?

- A. Device Manager
- B. Component Services
- C. Services
- D. System Configuration

Correct Answer: A

Reference: <http://pcsupport.about.com/od/termsd/p/devicemanager.htm>

QUESTION 2

A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

- A. The CMOS battery is bad.
- B. A memory module has become unseated.
- C. The heat sink retaining clip has broken loose.
- D. The hard drive cable has become unseated.

Correct Answer: C

Reference: <http://www.bleepingcomputer.com/forums/t/96260/broken-heatsink-on-mother-board/>

QUESTION 3

Over the years, a user has been accidentally creating copies of folders in a personal drive and, as a result, there are now hundreds of "copy of copy" folders dotted throughout the drive.

Which of the following Windows command line tools might a technician use to obtain a complete list of all the folders for use in a deletion script?

- A. dir
- B. ls
- C. rd
- D. del

Correct Answer: B



QUESTION 4

A user reports that their wireless connectivity is being spotty. The issue seems to interrupt their wireless signal connection when the laptop screen is tilted forward or backward during operation. When this happens, the entire wireless signal drops out until the screen is left in position for a good minute or so. Which of the following MOST likely explains what is happening?

- A. The hinges on the laptop screen are not strong enough to support the wireless signal cables.
- B. The wireless card is losing contact to its socket when the screen is opening/closing.
- C. The laptop is designed to work optimally with wireless when the screen is at a perfect 90 degree angle.
- D. The wireless signal cables are being crimped when the screen is opening/closing.

Correct Answer: D

Reference: <http://compnetworking.about.com/od/wirelessfaqs/f/wifilaptoprange.htm>

QUESTION 5

Which of the following security threats are MOST often delivered via email? (Select TWO).

- A. Rootkits
- B. Phishing
- C. Shoulder surfing
- D. Social engineering
- E. Spam

Correct Answer: BE

Reference: <http://www.securelist.com/en/threats/spam>

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