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| **1.** | **What is part of creating a preventive maintenance plan?**  *Was ist ein Teil eines Erschaffenen Plans der vorbeugenden Wartung?* |
| ➀ | performing a forensic audit of security breaches |
| ➁ | documenting the details and frequency of each maintenance task |
| ➂ | discarding all replaced parts |
| ➃ | performing hardware upgrades |

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| **2.** | **After a technician tests a theory of probable causes, what two actions should the technician take if the testing did not identify an exact cause? (Choose two.)**  *Nachdem ein Techniker eine Theorie von wahrscheinlichen Ursachen hat, prüft er. Welche zwei Handlungen sollte der Techniker machen, wenn die Prüfung keine genaue Ursache identifizierte kann ? (Wählen Sie zwei )* |
| ➀ | Randomly replace components one at a time until the problem is solved. |
| ➁ | Establish a new theory of probable causes. |
| ➂ | Test all remaining possible causes starting with the most complex. |
| ➃ | Use a top down approach to isolate the cause of the problem. |
| ➄ | Document each test tried that did not correct the problem. |

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| **3.** | **A web designer installed the latest video editing software and now notices that when the application loads, it responds slowly. Also the hard disk LED is constantly flashing when the application is in use. What is a solution to solve the performance problem?**  *Ein Web Entwerfer hat die letzte Videoredigieren-Software installiert und bemerkt jetzt, wenn die Anwendung lädt, es langsam läuft. Auch die Festplatte blinkt ständig, wenn die Anwendung im Gebrauch ist. Was ist eine Lösung, um das Leistungsproblem zu beheben?* |
| ➀ | |  | | --- | |  | |  | | adding more RAM | |  | |
| ➁ | replacing the hard disk with a faster model |
| ➂ | replacing the video card with a model that has a DVI output |
| ➃ | upgrading to a faster CPU |

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| **4.** | **What is a recommended procedure to follow when cleaning computer components?**  *Was ist eine empfohlene Vorgehensweise beim Reinigen von Computer-Komponenten?* |
| ➀ | |  | | --- | |  | |  | |  | | Blow compressed air on cooling fans so that they will spin when dust is being removed. | |
| ➁ | Use window cleaner on LCD screens. |
| ➂ | Hold cans of compressed air upright while spraying. |
| ➃ | Remove the CPU before cleaning. |

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| **5.** | **Which step of the six-step troubleshooting process is where a technician would ask the computer user to print a document on a newly installed printer?**  *Welcher Schritt des Sechs-Schritte-Fehlerbeseitigungsprozesses(-verfahrens) besteht darin, wo ein Techniker den Computernutzer bitten würde, ein Dokument auf einem kürzlich neu installierten Drucker zu drucken?* |
| ➀ | |  | | --- | |  | | Verify full system functionality and, if applicable, implement preventive measures. | |  | |  | |  | |  | |
| ➁ | Document findings, actions, and outcomes. |
| ➂ | Identify the problem. |
| ➃ | Establish a plan of action to resolve the problem and implement the solution. |
| ➄ | Establish a theory of probable cause. |
| ➅ | Test the theory to determine the cause. |

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| **6.** | **A customer reports that recently several files cannot be accessed. The service technician decides to check the hard disk status and the file system structure. The technician asks the customer if a backup has been performed on the disk and the customer replies that the backup was done a week ago to a different logical partition on the disk. What should the technician do before performing diagnostic procedures on the disk?**  *Ein Kunde berichtet, dass es auf mehrere Dateien nicht zugegriffen kann. Der Monteur entscheidet sich dafür, die Festplatte und den Dateisystemaufbau zu überprüfen. Der Techniker fragt den Kunden, ob eine Datensicherung durchgeführt worden ist und der Kunde antwortet, dass die Datensicherung vor einer Woche auf einen anderen Teil auf der Disk getan wurde. Was soll der Techniker vor der Durchführung diagnostischer Verfahren auf der Festplatte tun?* |
| ➀ | |  | | --- | | Install a new hard disk as the primary disk, then make the current disk a slave. | |  | |  | |  | |
| ➁ | Perform file restore from the existing backup copy at the logical partition. |
| ➂ | Run the CHKDSK utility. |
| ➃ | Back up the user data to a removable drive. |

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| **7.** | **A technician is performing hardware maintenance of PCs at a construction site. What task should the technician perform as part of a preventive maintenance plan?**  *Ein Techniker führt eine Hardware-Wartung von einem PCs an einer Baustelle durch. Welche Aufgabe sollte der Techniker als ein Teil eines Plans der vorbeugenden Wartung durchführen?* |
| ➀ | |  | | --- | |  | |  | |  | | Remove dust from intake fans. | |
| ➁ | Perform an audit of all software that is installed. |
| ➂ | Develop and install forensic tracking software. |
| ➃ | Back up the data, reformat the hard drive, and reinstall the data. |

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| **8.** | **An employee reports that the antivirus software cannot obtain updates. The support technician notices that the license for the software has expired. The technician adds a new license to the software and completes the update service. What should the technician do next?**  *Ein Angestellter berichtet, dass die Antivirus-Software Aktualisierungen nicht vornehmen kann. Der Unterstützungstechniker bemerkt, dass die* license abgelaufen ist. Der Techniker fügt eine neue Lizenz an der Software und schließt den Update-Service. Was soll der Techniker als nächstes tun? |
| ➀ | Run a full virus scan on the computer. |
| ➁ | |  | | --- | |  | |  | | Download advanced antivirus software from another vendor. | |  | |
| ➂ | Review the Event Viewer for the date and time that the last software update was performed. |
| ➃ | Record the new license number in the log. |

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| **9.** | **What is the preferred method to remove a disc from an optical drive that fails to eject the disc?**  *Was ist eine bevorzugte Methode, eine CD von einem optischen Laufwerk zu entfernen, wen das Laufwerk die CD nicht mehr auswerfen kann.* |
| ➀ | |  | | --- | | Use a small screwdriver and pry the drive door open. | |  | |
| ➁ | |  | | --- | | Send the drive to an authorized repair depot. | |  | |  | |  | |
| ➂ | |  | | --- | | Insert a pin into the small hole on the front of the drive. | |
| ➃ | |  | | --- | | Remove the top of the drive enclosure. | |

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| **10.** | **Which device is most likely to be affected by an incorrect setting saved in CMOS or an incorrect jumper setting?**  *Welches Gerät wird höchstwahrscheinlich durch eine falsche im CMOS oder eine falsche Springer-Einstellung Einstellung betroffen sein?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   hard drive |
| ➁ | printer |
| ➂ | monitor |
| ➃ | power supply |

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| **11.** | | **During the process of testing a theory of several probable causes to a problem, which should be tested first?**  *Während des Prozesses zum Testen einer Theorie der mehrere mögliche Ursachen für ein Problem hat, sollte zuerst geprüft werden?* |
| ➀ | | |  | | --- | |  | |  | |  | | the easiest and most obvious | |
| ➁ | | those chosen by random selection |
| ➂ | | the most complex and difficult to diagnose |
| ➃ | | those the customer believes to be the most important |
| **12.** | **After a new PCIe video card is added, the computer seems to boot successfully but it will not display any video. The computer was working properly before the new video card was installed. What is the most likely cause of the problem?**  *Nachdem eine neue PCIe Videokarte hinzugefügt wird, scheint der Computer, erfolgreich zu starten, aber er zeigt kein Video. Der Computer arbeitete richtig, bevor die neue Videokarte installiert wurde. Was ist die wahrscheinlichste Ursache des Problems?* | | |
| ➀ | |  | | --- | |  | | The PC does not have enough RAM to support the new video card. | |  | |  | | | |
| ➁ | The monitor cable is faulty. | | |
| ➂ | The new video card is not compatible with the CPU in the PC. | | |
| ➃ | The saved CMOS settings are set to use the built-in video adapter. | | |

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| **13.** | **A scientific expedition team is using laptops for their work. The temperatures where the scientists are working range from -13 degrees Fahrenheit (-25 degree Celsius) to 80 degrees Fahrenheit (27 degrees Celsius). The humidity level is around 40 percent. Noise levels are low, but the terrain is rough and winds can reach 45 miles per hour (72 kilometers per hour). When needed, the scientists stop walking and enter the data using the laptop. Which condition is most likely to adversely affect a laptop that is used in this environment?**  *Eine wissenschaftliche Entdeckungsreise-Mannschaftverwendet Laptop für ihre Arbeit. Die Temperaturen, wo die Wissenschaftler Arbeitsbereich sind von-13 Grad Fahrenhei (-25 Celsiusgrad) zu 80 Grad Fahrenhei (27 Grad Celsius). Das Feuchtigkeitsniveau ist ungefähr 40 Prozent. Geräuschniveaus sind niedrig, aber das Terrain ist rau, und Winde können 45 Meilen pro Stunde (72 Kilometer pro Stunde) erreichen. Bei Bedarf stoppen die Wissenschaftler zu Fuß und geben die Daten mit dem Laptop ein. Welche Bedingung ist am ehesten zu beeinträchtigen einen Laptop, der in dieser Umgebung verwendet wird?* |
| ➀ | |  | | --- | |  | |  | |  | |  | | the wind | |  | |  | |  | |
| ➁ | the humidity |
| ➂ | the rough terrain |
| ➃ | the temperature |

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| **14.** | **Which two types of data should be backed up before troubleshooting a computer for a customer?  (Choose two.)**  *Welche zwei Arten von Daten sollten vor der Beseitigung eines Computers für einen Kunden gesichert werden? (Wählen Sie zwei.)* |
| ➀ | |  | | --- | |  | |  | |  | | Internet Explorer favorites files | |  | |
| ➁ | BIOS system file |
| ➂ | Windows operating system files |
| ➃ | driver files for the hard disk |
| ➄ | |  | | --- | |  | | documents that are created by the customer | |

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| **15.** | **Which task should be part of a software maintenance routine?**  *Welche Aufgabe sollte ein Teil einer Softwarewartungsroutine sein?* |
| ➀ | Back up the data, reformat the hard drive, and reinstall the data. |
| ➁ | Check for and secure any loose cables. |
| ➂ | Remove dust from the power supply. |
| ➃ | |  | | --- | | Defragment the hard drive. | |  | |  | |  | |

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| **16.** | **A user has opened a ticket that indicates that the computer clock keeps losing the correct time. What is the most likely cause of the problem?**  *Ein Benutzer hat eine Karte geöffnet, welche besagt, dass der Computer die richtige Zeit verliert. Was ist die wahrscheinlichste Ursache des Problems?* |
| ➀ | The motherboard clocking crystal is damaged. |
| ➁ | The operating system needs to be patched. |
| ➂ | The CPU needs to be overclocked. |
| ➃ | |  | | --- | |  | |  | | The CMOS battery is loose or failing. | |  | |

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| **17.** | **What is the purpose of documenting the information that is obtained from the customer in the work order?**  *Was ist der Zweck der Dokumentation der Informationen, die von den Kunden in den Arbeitsauftrag erhält?* |
| ➀ | to use the information to aid in solving the problem |
| ➁ | to use the information for marketing purposes |
| ➂ | to create a centralized database of possible problems |
| ➃ | to keep track of parts that are ordered |

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| **18.** | **An employee reports that each time a workstation is started it locks up after about 5 minutes of use.  What is the most likely cause of the problem?**  *Ein Angestellter(Angestellte) berichtet, dass jedes Mal wen er den Arbeitsrechner startet , stürzt der PC nach ungefähr 5 Minuten ab. Was ist die wahrscheinlichste Ursache des Problems?* |
| ➀ | The CPU experiences overheating. |
| ➁ | |  | | --- | |  | | The power supply fails to provide adequate voltage and current. | |  | |  | |
| ➂ | The RAM is malfunctioning. |
| ➃ | The hard disk is failing. |

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| **19.** | **During the troubleshooting of a PC that will not boot, it is suspected that the problem is with the RAM modules. The RAM modules are removed and put into another PC, which successfully powers on. The RAM modules are then put back into the original PC and it now successfully powers on as well. What was the most likely cause of the problem?**  *Während der Fehlerbeseitigung eines PCs, der nicht starten, wird vermutet das , dass Problem mit den RAM-Modulen ist. Die RAM-Module werden entfernt und in einen anderen PC eingesteckt, der erfolgreichen startet. Die RAM-Module werden dann in den ursprünglichen PC und es jetzt startet erfolgreich der Computer. Was war die wahrscheinlichste Ursache des Problems?* |
| ➀ | |  | | --- | | The RAM modules were not seated firmly. | |  | |  | |  | |
| ➁ | The RAM modules did not match the PC specs. |
| ➂ | The RAM modules have bad blocks. |
| ➃ | The RAM modules were inserted backwards into the DIMM slots. |

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| **20.** | **Which two items could be used to help establish a plan of action when resolving a computer problem? (Choose two.)**  *Welche zwei Elemente werden verwendet, um zur Schaffung eines Aktionsplans bei der Auflösung ein Computer-Problem zu helfen (Wählen Sie zwei.)* |
| ➀ | a loopback plug |
| ➁ | BIOS diagnostics |
| ➂ | |  | | --- | | the computer manual | |
| ➃ | |  | | --- | |  | | the computer repair history log | |  | |  | |

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| **21.** | **Which two common computer problems could cause a motherboard to short-circuit? (Choose two.)**  *Welche zwei häufigen Computerprobleme auf einer Hauptplatine veranlassen einem Kurzschluss? (Wählen Sie zwei.)* |
| ➀ | |  | | --- | |  | |  | |  | |  | | loose case screws | |
| ➁ | bent drive cable pins |
| ➂ | |  | | --- | | a dusty CPU fan | |
| ➃ | |  | | --- | | a loose PATA cable | |  | |  | |  | |
| ➄ | unseated adapter cards |

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| **22.** | **Which component can be easily damaged by the direct spray of compressed air when cleaning the inside the computer case?**  *Welcher Bestandteil kann durch den direkten Spray von Druckluft leicht beschädigt werden, wenn man das Innere des Computers reinigt?* |
| ➀ | |  | | --- | | cable connectors | |  | |  | |  | |  | |
| ➁ | |  | | --- | |  | |  | | fan | |  | |  | |
| ➂ | power supply |
| ➃ | |  | | --- | | CPU | |  | |  | |
| ➄ | heat sink |