

Exam Report: 4.4.3 Practice Questions

Date: 3/13/2020 4:17:39 pm
Time Spent: 5:45

Candidate: Garsteck, Matthew
Login: mGarsteck

Overall Performance

Your Score: 75%



View results by: ☐ Objective Analysis ☒ Individual Responses

Individual Responses

▼ Question 1: Correct

You've just purchased 10 new notebook systems for your users. You are concerned that users will leave the systems on for long periods of time, which could result in display burn-in.

What should you do to prevent this from happening?

- ☐ Increase the hardware acceleration setting on each system.
- ☐ Configure each system to automatically power off after five minutes of inactivity.
- ➡ ☒ Configure a screen saver on each system.
- ☐ Install a software utility on each system that is designed to fix stuck pixels.

Explanation

Burn-in can happen when the same image is displayed on the screen for an extended period of time. The best way to prevent this from happening is to configure a screen saver on each system.

Configuring the systems to automatically power off after five minutes of inactivity will also prevent burn-in, but will also make them very inconvenient to use. Increasing hardware acceleration settings will not prevent burn-in from occurring. Installing a software utility on each system that is designed to fix stuck pixels is a solution for repairing a burnt-in display, but will not prevent burn-in from happening in the first place.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_BURN-IN]

▼ Question 2: Incorrect

After using your LCD monitor for about three months, you notice a small black dot in one area of the screen. Regardless of what is shown on the monitor, the dot remains the same color and in the same location.

Which of the following is the BEST method for removing the black dot from the monitor?

- ☒ ~~Purchas a new monitor.~~
- ➡ ☐ Play a video designed to fix dead pixels.
- ☐ Apply pointed pressure and rub the dead pixel.
- ☐ Apply a heated cloth enclosed in a bag to the dead pixel.

Explanation

When working with LCD monitors, a pixel that is stuck is in an on state and is shown on the monitor as a white dot. A black dot is a dead pixel that is stuck in an off state. If the dead pixel is not permanently damaged, it can usually be fixed using any of the options mentioned (except buying a new monitor; that won't fix the dead pixel). However, the best method is run a video designed to fix dead pixels. These

videos can be purchased, downloaded, or run from a web browser. Screen-fixing videos play a random combination of red, green, and blue hues at a rate of up to 60 flashes per second in an attempt to jar the stuck pixels and make them work, but will usually void the warranty and may cause additional dead spots. Buying a new monitor is a last resort, as it is the most expensive option.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_DEAD_PIXELS]

▼ Question 3: Incorrect

For several years, the monitor on your laptop has worked perfectly. However, shortly after turning on your laptop today, you noticed a definite dimness.

Which of the following is the MOST likely cause? (Select TWO).

- ➡ ☐ The power adapter was accidentally unplugged.
- ☒ ~~The monitor's resolution was automatically reset to the default settings.~~
- ➡ ☐ The monitor's inverter has gone bad.
- ☐ The monitor's hertz rate is set too high.
- ☒ ~~The brightness level was automatically reset to the default settings.~~

Explanation

A dim image on an LCD monitor is usually caused by a misconfigured brightness setting, an automatic power saving mode for laptops, or a malfunctioning backlight. If your laptop suddenly dims, first, check to verify that the power adapter hasn't been accidentally disconnected. Most laptops automatically dim the screen brightness when they run on battery to minimize power usage. Since you know you haven't changed the brightness settings, it is very unlikely that these settings would be changed automatically. Therefore, the dimness is most likely caused by a failed compact fluorescent light (CLF) or inverter. These two items provide the backlight required for LCD monitors. If you are tech-savvy, you may be able to replace the bad device. Otherwise, you will need to get a professional to fix the monitor or replace the monitor. You didn't make any changes to the monitor settings, but even if you had, changing the hertz rate would not affect the display's brightness.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_DIM_IMAGE]

▼ Question 4: Correct

Your monitor is displaying images in strange colors.

Which of the following is MOST likely the solution to this problem?

- ☐ Increase the resolution.
- ☐ Decrease the resolution.
- ☐ Increase the amount of memory on the video card.
- ➡ ☒ Increase the color depth.

Explanation

To solve color shift problems, you probably need to increase the color depth. The color depth controls the number of colors that can be displayed on the screen at a time. The actual colors that are used on the screen is determined by the color palette. The number of colors in the palette is determined by the color depth. If the color depth is low (such as 256 or 16,000), colors unavailable in the palette are shifted to the closest available color.

The screen resolution determines the size of the display area. Modern video adapters typically have more than enough memory to display the full color pallet.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_DISPLAY_01]

▼ Question 5: Correct

A customer complains that a recently purchased monitor no longer displays a picture. You verify that the monitor is powered on and that the video cable is securely fastened to the video port.

Which of the following actions is the BEST to take next?

- ☐ Open the computer and switch the video card to a different slot.
- ☐ Return the monitor to the manufacturer.
- ☐ Unload then reload the video card's software driver.
- ➡ ☒ Check the monitor's brightness and contrast settings using the controls on the monitor.

Explanation

It's not uncommon for a monitor's brightness or contrast controls to be accidentally turned down. Check the brightness and contrast on the monitor to see if it has any effect on the problem. When troubleshooting, be sure to check the obvious things first before taking more serious actions, such as returning the monitor to the manufacturer.

Moving the video card or reloading the video driver is unlikely to resolve the customer's problem in this scenario.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_DISPLAY_02]

▼ Question 6: Correct

You recently upgraded a client's older workstation from Windows 7 to Windows 10. The client has called to complain that the interface is very slow. For example, after clicking on the Start button, the Start Menu slowly appears on the screen.

Which of the following will MOST likely fix this problem without requiring a hardware upgrade?

- ☐ Increase the hardware acceleration settings.
- ➡ ☒ Set the visual effects for best performance.
- ☐ Increase the color depth of the display.
- ☐ Increase the resolution of the display.

Explanation

You need to adjust the visual effects for best performance. This will disable animation, shading, and fading effects used by Windows. Doing so reduces the load on the older hardware used in the client's systems and should increase the performance of the user interface. However, the best resolution to this problem would be to install a newer video adapter in the system.

Changing the resolution setting changes the size of text and windows in relation to the screen. Changing the color depth affects the number of colors that can be displayed at one time. Increasing the video acceleration settings increases the amount of processing done by the video card instead of the CPU.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_DISPLAY_04]

▼ Question 7: Correct

You have purchased an LED monitor and connected it to the HDMI port on your computer using an HDMI cable. You configure the screen resolution to 1280 x 1024 with 32-bit color. The geometry of the images displayed on the screen appear to be distorted.

What should you do to correct the problem?

- ☐ Change the screen resolution to 1400 X 1050.
- ☐ Increase the hardware acceleration setting on the video driver.
- ☐ Use a DVI cable to connect the monitor instead of an HDMI cable.
- ➔ ☒ Set the display resolution to the native resolution of the monitor.
- ☐ Update the video driver to the latest version.

Explanation

LED and LCD monitors have a native display resolution. You should set the resolution of the video board to the native resolution of the monitor (whatever it might be). While it might be possible to set the resolution other than the native resolution, the images on the display will be distorted or pixilated.

Changing connection types will not correct an incorrectly set display resolution, nor will increasing the hardware acceleration or installing an updated driver.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_DISTORTED_GEOMETRY]

▼ Question 8: Correct

You have purchased an LED monitor and connected it to the DVI-I port on your computer using a DVI-D cable. You configure the screen resolution to 1440 x 900 with 32-bit color. The display on the screen seems to be pixilated.

Which of the following solutions is MOST likely to fix this problem?

- ➔ ☒ Change the screen resolution to the native resolution of the monitor.
- ☐ Replace the DVI-D cable with a DVI-I cable.
- ☐ Decrease the color depth to 24-bit.
- ☐ Replace the DVI-I cable with a DVI-A cable.
- ☐ Change the screen resolution to 1600 X 1200.

Explanation

LED and LCD monitors have a native display resolution. You should set the resolution of the video board to the native resolution of the monitor (whatever it might be). While it might be possible to set the resolution other than the native resolution, the images on the display will be distorted or pixelated.

DVI-D and DVI-I cables are compatible; both carry digital output to the monitor. DVI-A cables are incompatible with DVI-D or DVI-I hardware because they use an analog signal. Changing the color depth increases the number of colors that the monitor displays.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_LED]

▼ Question 9: Correct

You have purchased a 1600 x 1200 LCD monitor and connected it to the DVI-I port on your computer using a DVI-D cable. You configure the screen resolution at 1280 x 1024 with 24-bit color. The display output seems to be fuzzy and stretched.

Which of the following BEST describes the action you should take to correct the problem?

- ☐ Replace the DVI-I cable with a DVI-A cable.
- ☐ Increase the color depth to 32-bit.
- ➔ ☒ Change the screen resolution to the native resolution of the monitor.
- ☐ Replace the DVI-D cable with a DVI-I cable.

Explanation

LCD monitors have a native display resolution. The native display of this monitor is 1600 x 1200. While it might be possible to set the resolution lower than the native display, you should use the native display setting for the clearest picture.

Using a DVI-D cable is the same as using a DVI-I cable; both will give you digital output. Using a DVI-A cable could result in lower quality images, as you will be using an analog signal. Increasing the color depth increases the number of colors that the monitor displays.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_NATIVE_RESOLUTION]

▼ Question 10: Correct

You have purchased an LED monitor and connected it to the HDMI port on your computer using an HDMI cable. You configure the screen resolution to 1280 x 768 with 32-bit color. The images displayed on the screen appear to be overly large.

What should you do to correct the problem?

- ☐ Change the screen resolution to 1280 X 720.
- ☐ Use a VGA cable to connect the monitor instead of an HDMI cable.
- ☐ Decrease the color depth of the video driver to 24-bit color.
- ➡ ☒ Set the display resolution to the native resolution of the monitor.
- ☐ Increase the hardware acceleration setting on the video driver.

Explanation

LED and LCD monitors have a native display resolution. You should set the resolution of the video board to the native resolution of the monitor (whatever it might be). In this scenario, the display resolution has been set to a resolution that is much smaller than the native resolution, causing the images on the display to appear over-sized.

Changing connection types will not correct an incorrectly set display resolution. Neither will increasing the hardware acceleration or installing an updated driver.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_OVERSIZED_IMAGES]

▼ Question 11: Incorrect

As you arrive on-site at a customer's place of business, you go to the front desk and ask for Mr. Magorium, the head of the IT department. Mr. Magorium meets you, introduces himself as Edward, and escorts you to the printer, which is jammed. After you fix the printer, the existing print job completes. As the paper comes out, you notice that one of them is marked confidential and has to do with an upcoming merger. You go to Mr. Magorium's and say, Hi Edward, your printer is fixed and working perfectly. Mr. Magorium then escorts you off the premises. When you get home that evening, you tell your spouse about the merger document you saw. The next day, you call Mr. Magorium to verify that the printer is still functioning properly.

Which of the following professionalism principles is the technician failing to follow?

- ➡ ☐ Deal with confidential materials appropriately.
- ☐ Follow up with the customer to verify satisfaction.
- ☒ ~~Use appropriate professional titles.~~
- ☐ Avoid being judgmental.

Explanation

Although the technician never posted anything on social media regarding his experiences at Mr. Magorium's company, he should have never discussed the confidential papers he viewed with his spouse.

Therefore, he did not deal with confidential materials appropriately. Calling Mr. Magorium by his first name is appropriate, since he introduced himself as Edward. It is safe to assume he would prefer to be called by the name he gave you.

There is nothing in the dialog to indicate that the technician was being judgmental. The technician also called the next day, which is a good follow-up practice.


References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_PROFESSIONALISM_2]

▼ Question 12: Correct

You've just installed a new video card in a user's Windows workstation. When the system is powered on, the screen is displayed in 16 colors at 640x480 resolution.

Which of the following will BEST resolve this problem?

- ☐ Upgrade the monitor to one that supports a higher sync rate.
-  ☒ Download and install the latest driver from the video card manufacturer's website.
- ☐ Reboot the system into Safe Mode.
- ☐ Verify that the system UEFI firmware is compatible with the video card.

Explanation

You should download the latest video driver from the manufacturer's Website. Because Windows didn't have the right driver, it used a generic VGA or SVGA driver instead.

References

TestOut PC Pro - 4.4 Video Troubleshooting
[e_vidtrb_pp6.exam.xml Q_TRB_VID_VIDEO_CARD]