

Exam Report: 3.4.5 Practice Questions

Date: 2/24/2020 9:55:38 pm
Time Spent: 2:37

Candidate: Garsteck, Matthew
Login: mGarsteck

Overall Performance

Your Score: 100%

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Individual Responses

▼ Question 1: Correct

A user calls to complain that her computer is behaving erratically. Some days it functions correctly, and other days, it crashes frequently. Sometimes, the system won't boot at all.

You open the system case and notice the following:

- Two of the mounting screws are missing from the system hard disk drive.
- The system uses memory modules from several different manufacturers with mismatched capacities.
- Several capacitors on the motherboard are bulging and have a brown liquid oozing from them.
- The chassis fan on the front of the case is oriented to blow air into the system.

What should you do?

- ➡ ☒ Replace the motherboard.
- ☐ Replace the existing memory modules with matching modules.
- ☐ Replace the leaky capacitors on the motherboard.
- ☐ Use additional screws to mount the hard disk drive to the system case.
- ☐ Reorient the chassis fan to draw air out of the system case.

Explanation

The motherboard in this scenario has distended capacitors. This is evidenced by their bulging shape and the brown fluid leaking from them. The best way to remediate this problem is to replace the entire motherboard. Replacing individual capacitors on the motherboard is extremely difficult and could further damage the motherboard.

The fan in this scenario is pushing air in the correct direction. Using additional mounting screws on the hard disk will not improve system stability. Installing matching memory modules may improve system performance, but will not remediate the system's instability problem.

References

TestOut PC Pro - 3.4 Motherboard Troubleshooting
[e_mbtrb_pp6.exam.xml Q_MB_TRB_01]

▼ Question 2: Correct

When you try to boot your computer, it hangs after POST. When you access the UEFI setup program, you see that the date is several years behind, and the time is set to 12:01 a.m.

Which of the following is the MOST likely cause of this behavior?

- ☐ The UEFI firmware is outdated.
- ☐ The UEFI firmware is corrupt.

- ➡ ☒ The motherboard battery has failed.
- ☐ A RAM module has become unseated from its socket.

Explanation

The system time and date are managed by the Real Time Clock (RTC) in the BIOS/UEFI firmware. If the motherboard battery goes dead, the RTC reverts back to a default date and time. In addition, the BIOS/UEFI may lose all of its configuration settings.

References

TestOut PC Pro - 3.4 Motherboard Troubleshooting
[e_mbtrb_pp6.exam.xml Q_MB_TRB_02]

▼ Question 3: Correct

After arriving at work, you turn on your computer to begin your day. Instantly, you see smoke and smell a strange odor coming from the computer.

Which of the following would be the MOST important action to take?

- ☐ Log in and check the Event Viewer.
- ☐ Open the computer case and look for dust buildup.
- ➡ ☒ Shut off the system immediately.
- ☐ Call the IT director.

Explanation

If you see smoke or smell something burning, shut off the system immediately to prevent further damage and increase fire hazard.

While inspecting your computer, you should look for dust buildup on components and clean them as necessary. The Event Viewer shows past system events and error messages.

References

TestOut PC Pro - 3.4 Motherboard Troubleshooting
[e_mbtrb_pp6.exam.xml Q_MB_TRB_03]