

IT Essentials (ITE v6.0) Chapter 4 Exam Answers 100% 2016

1. Which negative environmental factor does cleaning the inside of a computer reduce?
 - dust
 - EMI
 - rust
 - ESD
2. Which component can be easily damaged by the direct spray of compressed air when cleaning the inside the computer case?
 - fan
 - heat sink
 - power supply
 - CPU
 - cable connectors
3. On the production floor, a furniture plant has laptops for process monitoring and reporting. The production floor environment is around 80 degrees Fahrenheit (27 degrees Celsius). The humidity level is fairly high around 70 percent. Fans are mounted in the ceiling for air circulation. Wood dust is prevalent. Which condition is most likely to adversely affect a laptop that is used in this environment?
 - the temperature
 - the humidity
 - the air flow
 - the dust
4. A vegetable canning plant uses laptops for monitoring of assembly lines. The production environment has an ambient temperature around 75 degrees Fahrenheit (24 degrees Celsius). The humidity level is around 30 percent. Noise levels are high due to the canning machinery. The laptops are in a wooden box that tightly surrounds the laptop on three sides. Which factor is most likely to adversely affect a laptop that is used in this environment?
 - the room temperature
 - the humidity
 - the noise
 - the laptop container

5. 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?

- the temperature
- the humidity
- the rough terrain
- the wind

6. What is part of creating a preventive maintenance plan?

- documenting the details and frequency of each maintenance task
- performing hardware upgrades
- discarding all replaced parts
- performing a forensic audit of security breaches

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?

- Remove dust from intake fans.
- Back up the data, reformat the hard drive, and reinstall the data.
- Develop and install forensic tracking software.
- Perform an audit of all software that is installed.

8. Which task should be part of a hardware maintenance routine?

- Review security updates.
- Update virus definition files.
- Adjust the monitor for optimum resolution.
- Remove dust from inside the hard drive.
- Check for and secure any loose cables.

9. During the process of testing a theory of several probable causes to a problem, which should be tested first?

- the easiest and most obvious
- those the customer believes to be the most important
- the most complex and difficult to diagnose
- those chosen by random selection

10. Which two items could be used to help establish a plan of action when resolving a computer problem? (Choose two.)

- a multimeter
- a loopback plug
- the computer manual
- the computer repair history log
- BIOS diagnostics

11. Which two types of data should be backed up before troubleshooting a computer for a customer? (Choose two.)

- BIOS system file
- driver files for the hard disk
- Internet Explorer favorites files
- Windows operating system files
- documents that are created by the customer

12. 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?

- Run the CHKDSK utility.
- Back up the user data to a removable drive.
- Perform file restore from the existing backup copy at the logical partition.
- Install a new hard disk as the primary disk, then make the current disk a slave.

13. What is the next step after a possible solution is implemented during a troubleshooting process?

- Test another possible solution.
- Identify other possible causes for the problem.
- Document the cause and the solution for the problem.
- Verify the full system functionality and apply maintenance procedures.

14. 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?

- Record the new license number in the log.

- Download advanced antivirus software from another vendor.
 - **Run a full virus scan on the computer.**
 - Review the Event Viewer for the date and time that the last software update was performed.
15. What task should be completed before escalating a problem to a higher-level technician?
- **Document each test that was tried.**
 - Ask the customer to open a new support request.
 - Redo each test to ensure the accuracy of the results.
 - Replace all hardware components with components that are known to work.
16. 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?
- Test the theory to determine the cause.
 - Identify the problem.
 - Establish a theory of probable cause.
 - Document findings, actions, and outcomes.
 - Establish a plan of action to resolve the problem and implement the solution.
 - **Verify full system functionality and, if applicable, implement preventive measures.**
17. 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.)
- **Establish a new theory of probable causes.**
 - Randomly replace components one at a time until the problem is solved.
 - **Document each test tried that did not correct the problem.**
 - Verify full system functionality.
 - Test all remaining possible causes starting with the most complex.
18. What is the preferred method to remove a disc from an optical drive that fails to eject the disc?
- **Insert a pin into the small hole on the front of the drive.**
 - Use a small screwdriver and pry the drive door open.
 - Remove the top of the drive enclosure.
 - Send the drive to an authorized repair depot.
19. A technician is called to an office where the computer is randomly rebooting. Which of the given components would most likely cause this issue?
- BIOS

- CMOS battery
 - optical drive
 - power supply
20. What would happen if a PC that contains a power supply that does not automatically adjust for input voltage is set to 230 volts and attaches to an outlet in the United States?
- The power supply would explode.
 - The PC would not turn on.
 - The PC would display an error code.
 - The PC would emit a series of beeps.
21. 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?
- The RAM modules have bad blocks.
 - The RAM modules were not seated firmly.
 - The RAM modules did not match the PC specs.
 - The RAM modules were inserted backwards into the DIMM slots.
22. 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?
- The monitor cable is faulty.
 - The new video card is not compatible with the CPU in the PC.
 - The saved CMOS settings are set to use the built-in video adapter.
 - The PC does not have enough RAM to support the new video card.
23. 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?
- The motherboard clocking crystal is damaged.
 - The operating system needs to be patched.
 - The CMOS battery is loose or failing.
 - The CPU needs to be overclocked.
24. 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?

- The hard disk is failing.
- The RAM is malfunctioning.
- **The CPU is overheating.**
- The power supply fails to provide adequate voltage and current.

25. A user reports that images on a computer display are distorted. The technician sends an intern to look at the problem. What could the technician tell the intern to check first that does not involve hardware replacement or disassembly?

- LCD backlight adjustment
- **display settings**
- work desk stability
- electrical interference

26. A user has connected an external monitor to a laptop VGA port. What is the next step the user should take?

- Disable the current display being used by the laptop.
- Access the BIOS and enable the VGA port on the laptop.
- Reboot the system so that the currently connected external display can be recognized by the laptop.
- **Use a Fn key along with a multi-purpose key to send video to the external display.**