"WE ARE ANONYMOUS, WE ARE LEGION, WE DO NOT FORGIVE, WE DO NOT FORGET. EXPECT US."

[KUNCI CHAPTER 12 IT ESSENTIALS: PC HARDWARE AND SOFTWARE]
Manfaatkan sebaik mungkin yeah kawan – kawan ku tercinta :) :D :*
1. A technician arrives and asks a customer, “Can you describe the problem?” The customer replies, “All email messages that I send have the wrong date. I have restarted the computer several times, but this does not seem to help.”
What could be the problem?  
**The CMOS battery has failed.**

2. A customer using a Windows XP computer is complaining that a new card reader is not working. A technician tests the card reader on a Windows 7 computer and does not detect any problems. What are two possible solutions to the problem with the XP computer?  
**Install the driver from the CD provided with the card reader.**  
**Download and install the driver from the manufacturer of the card reader.**

3. A technician is replacing an internal hard drive used as a secondary drive on a PC. After connecting the new hardware and powering up the computer, an “OS not found” error message is displayed. What is the most probable cause for that error message?  
**The hard drive jumper is set incorrectly.**

4. A technician is upgrading an older PC with a dual core CPU. When the PC restarts, it is slower than it was before the upgrade. The Performance tab from the Task Manager displays only one CPU graph. What is the most probable solution to this problem?  
**Update the BIOS firmware to support the dual core CPU.**

5. A laptop that is running Windows XP displays “Missing NTLDR” after the POST. What are the two most probable reasons for this problem?  
**Boot.ini is missing or damaged.**  
**The boot order is not set correctly in the BIOS.**

6. Several times during the last few days, a user has experienced the Blue Screen of Death when plugging an external hard drive into a laptop via USB. What is a possible solution for this problem?  
**Research the STOP error and the name of the module that produced the error.**

7. A computer repeatedly locks without any error message. Which two conditions may be the cause of the problem?  
**The computer has a virus.**  
**An update has corrupted the operating system.**

8. What are two possible solutions to any Windows computer restarting continuously and never displaying the desktop?  
**Press F8 to open the Advanced Options menu and choose Disable Automatic Restart on System Failure.**  
**Run chkdsk /F /R from the recovery console.**

9. A PC is not able to connect to a wired network. Pinging the loopback address is successful, but the gateway cannot be reached. On the network switch all the interface lights are on, except for the interface connected to the PC. The LED on the network card is off. What is the most likely cause of this problem?  
**The network cable is faulty.**
10. Users in a recently installed wireless network are complaining of slow data transfer and frequent loss of connectivity. The technician checks that the wireless security is correctly implemented, and there is no evidence of unauthorized users on the network. Which two problems might the technician suspect?

The wireless signal is too weak.
There is interference from outside sources.

11. A group of users is unable to connect to the network. When testing several of the PCs and issuing the command `ipconfig`, the technician notices that all of them have an IP address in the 169.254.x.x range. What is the most likely cause of this problem?

The DHCP server is not operational.

12. A technician is working on a laptop that has a dark display. After attaching an external display and verifying that it works, the technician now has a better idea as to the problem. What could be the problem?

The power inverter of the LCD screen or backlight lamp has failed.

13. A technician replaces a laptop keyboard that was no longer functioning, and has verified that the newly replaced keyboard functions properly. What is the final step the technician should take as part of the troubleshooting process?

Document all findings, actions, and outcomes.

14. A user complains that when a page is printed on a laser printer, the page smears when touched. What is a possible cause of this issue?

The fuser has failed.

15. A technician finds that occasionally when a network printer is restarted, clients are unable to print to it, receiving a “Document failed to print” message. What is a probable cause of this?

The printer is configured to get an IP address using DHCP.

16. A user complains that a printer is outputting random characters instead of the desired document. What is a probable cause of this?

An incorrect print driver is installed.

17. A freshly installed Windows 7 laptop is plugged into the network and configured with an IP address. The technician then attempts to ping the laptop from another computer. While the laptop is able to connect to other devices, the ping requests fail. What is the likely cause?

The Windows Firewall is blocking ping requests.

18. A computer displays this message when the computer boots: “MBR has been changed or modified.” What could cause this problem?

A boot sector virus has altered the master boot record.

19. Users are complaining that they are receiving spam from the email account that belongs to a co-worker. What could cause this problem?

The email account belonging to the co-worker was hijacked because of malware.
20. A technician is troubleshooting a laptop that has the power light on and the hard drive spinning. However, the laptop only displays vertical lines that change color. What is the problem?

The LCD screen has failed.

21. A technician is troubleshooting a laser printer that outputs blank paper for all print jobs including printer test pages. What is a probable cause?

The drum is failing to hold a charge.

22. A technician is troubleshooting a Windows 7 laptop infected with a virus that has damaged the master boot record. The technician has booted the laptop using the installation media and is attempting to repair the laptop from the command line interface. Which two commands can the technician use to repair the corrupt master boot record?

bootrec /fixboot
bootrec /fixmbr