Manfaatkan sebaik mungkin yeah kawan – kawan ku tercinta :) :D :*
1. Which task should be part of a software maintenance routine?
   Defragment the hard drive.

2. What is the purpose of documenting the information that is obtained from the customer in the work order?
   to use the information to aid in solving the problem

3. What is a recommended procedure to follow when cleaning computer components?
   Hold cans of compressed air upright while spraying.

4. 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?
   Establish a new theory of probable causes.
   Document each test tried that did not correct the problem.

5. Which device is most likely to be affected by an incorrect setting saved in CMOS or an incorrect jumper setting?
   hard drive

6. 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.

7. 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 CMOS battery is loose or failing.

8. Which two common computer problems could cause a motherboard to short-circuit?
   loose case screws
   unseated adapter cards

9. 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 CPU experiences overheating.

10. 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?
    Run a full virus scan on the computer.

11. Which two items could be used to help establish a plan of action when resolving a computer problem?
    the computer repair history log
    the computer manual
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?

**The saved CMOS settings are set to use the built-in video adapter.**

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?

**the temperature**

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

**documenting the details and frequency of each maintenance task**

15. 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.**

16. 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?

**Back up the user data to a removable drive.**

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

**the easiest and most obvious**

18. 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 were not seated firmly.**

19. Which component can be easily damaged by the direct spray of compressed air when cleaning the inside the computer case?

**fan**

20. 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?

**Verify full system functionality and, if applicable, implement preventive measures.**
21. Which two types of data should be backed up before troubleshooting a computer for a customer?
   Internet Explorer favorites files
   documents that are created by the customer

22. 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?
   adding more RAM