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**QUESTION 1**

A client wants a technician to install more RAM on their graphics workstation. The client has provided a 4 GB SODIMM and had problems installing it. Which of the following is the probable reason for this?

- A. Graphic workstations require flash memory
- B. The memory is incompatible for the workstation
- C. Graphic workstations require solid state memory
- D. The workstation has no available memory slots

Correct Answer: B

SO-DIMM memory is normally used in laptops and small form factor desktops. A graphics workstation is a fully configured PC. Therefore, a DIMM memory is needed to allow it to perform flawlessly.

QUESTION 2

A technician is notified that a laptop is not booting. It is discovered that there are no system lights, sounds, or display when the power button is pressed. Which of the following should the technician attempt FIRST in the troubleshooting process?

- A. Connect an external monitor into the laptop to determine if the LCD has failed.
- B. Boot the system from either a boot CD or other removable media type.
- C. Disconnect the AC and battery power and hold the power button for several seconds.
- D. Remove any hard drives or optical drives, RAM, and any wireless cards or USB devices from the laptop.

Correct Answer: C

QUESTION 3

Which of the following devices requires calibration as part of its installation?

- A. Touch screen
- B. Mouse
- C. External HDD
- D. Keyboard

Correct Answer: A

QUESTION 4



The Tower of Hanoi is MOST likely configured in a system which implements:

- A. a high RPM drives.
- B. a tape drive.
- C. an externally attached storage.
- D. a RAID configuration.

Correct Answer: B

Reference. <http://searchdatabackup.techtarget.com/definition/Tower-of-Hanoi-backups>

QUESTION 5

A user has replaced the media in a direct thermal printer with a new type of label. The user reports that when the labels are fed through the printer, nothing is printed on the label. Which of the following is the MOST likely issue?

- A. Print jobs are formatted incorrectly for the new media
- B. The heating element needs to be cleaned or replaced
- C. The user did not reset the printer after installing the media
- D. An incorrect media type is being used in the printer

Correct Answer: D

Check the media type and confirm whether it is the correct one used for this printer.

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