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**QUESTION 1**

Which of the following features would be BEST used to recover a lost mobile device?

- A. Remote backup application
- B. Remote wipe
- C. Locator application
- D. RFID chip

Correct Answer: C

QUESTION 2

A corporate end user reports that random keys on their laptop are sticking. After taking the laptop in for repair a technician discovers that soda has been spilled inside the keyboard, possibly reaching other components inside the laptop. Which of the following should the technician do?

- A. Spray the sticky spots with compressed air and then scrape them off
- B. Let the end user know that they are responsible for replacing the keyboard
- C. Replace the keyboard and clean the interior of the laptop if necessary
- D. Run the keyboard through a dishwasher cycle and dry thoroughly

Correct Answer: C

QUESTION 3

Which of the following describes the main difference between a laptop and a tablet?

- A. There are no field serviceable parts
- B. Tablets have a multi-touch interface
- C. Tablets are typically not upgradeable
- D. Tablets use solid state drives for storage

Correct Answer: C

QUESTION 4

Which of the following relies on individual characteristics unique to each person?

- A. Rootkits



- B. Phishing
- C. Antispyware
- D. Biometrics

Correct Answer: D

QUESTION 5

A technician wants to create a customized list of common utilities that are easily accessible in the same location. Which of the following tools would allow them to build such a list?

- A. MSCONFIG
- B. MMC
- C. MSTSC
- D. MSINFO32

Correct Answer: B

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