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**Question: 1**

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A technician installed a known-good, compatible motherboard on a new laptop. However, the motherboard is not working on the laptop. Which of the following should the technician MOST likely have done to prevent damage?

- A. Removed all jewelry
- B. Completed an inventory of tools before use
- C. Practiced electrical fire safety
- D. Connected a proper ESD strap

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**Answer: A**

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Explanation:

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**Question: 2**

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A technician receives a ticket indicating the user cannot resolve external web pages. However, specific IP addresses are working. Which of the following does the technician MOST likely need to change on the workstation to resolve the issue?

- A. Default gateway
- B. Host address
- C. Name server
- D. Subnet mask

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**Answer: A**

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Explanation:

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**Question: 3**

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A technician needs to recommend the best backup method that will mitigate ransomware attacks. Only a few files are regularly modified, however, storage space is a concern. Which of the following backup methods would BEST address these concerns?

- A. Full
- B. Differential
- C. Off-site
- D. Grandfather-father-son

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**Answer: D**

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Explanation:

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**Question: 4**

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A change advisory board did not approve a requested change due to the lack of alternative actions if implementation failed. Which of the following should be updated before requesting approval again?

- A. Scope of change
- B. Risk level
- C. Rollback plan
- D. End user acceptance

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**Answer: C**

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Explanation:

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**Question: 5**

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A user is having phone issues after installing a new application that claims to optimize performance. The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

- A. Reset the phone to factory settings
- B. Uninstall the fraudulent application
- C. Increase the data plan limits
- D. Disable the mobile hotspot.

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**Answer: C**

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