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練習題

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Exam : D-CLS-ST-A-00

**Title : Dell Client Systems Support
and Troubleshooting
Achievement**

Version : DEMO

1.Which of the following are required for the Dell Migrate service to function? (Select all that apply.)

- A. The new computer must be a Dell system.
- B. Both computers must be connected to the same local network.
- C. The old computer must also be a Dell system.
- D. The Dell Data Assistant application must be installed and running on the old (source) computer.
- E. An external hard drive must be connected to both computers.

Answer: A, B, D

2.Which of the following is a primary symptom of a corrupted operating system bootloader?

- A. The computer does not power on at all.
- B. The computer continuously beeps and does not show anything on the screen.
- C. The computer powers on, the Dell logo appears, but it then displays an error like "Operating System not found" or a blinking cursor.
- D. The user is able to log into Windows, but applications run very slowly.

Answer: C

3.A technician is using Dell Data Wipe from the BIOS.

Which types of drives can typically be targeted by this utility? (Select all that apply.)

- A. Network-mapped drives.
- B. External USB-connected flash drives.
- C. Cloud storage locations like OneDrive.
- D. Internal SATA Hard Disk Drives (HDD).
- E. Internal M.2 NVMe Solid-State Drives (SSD).

Answer: B, D, E

4.Which of the following scenarios are best diagnosed using the Dell ePSA (Pre-boot System Assessment) diagnostics? (Select all that apply.)

- A. A laptop will not power on at all (No Power).
- B. A user forgot their Windows login password.
- C. The computer randomly displays a Blue Screen of Death (BSOD) pointing to a memory address error.
- D. The system fails to boot and gives a 2000-0142 error code.
- E. A user is unable to print to a network printer.

Answer: C, D

5.In IT troubleshooting, which statement best describes the principle of "checking for recent changes"?

- A. It is a method of identifying potential causes by correlating the start of a problem with a recent modification to the system.
- B. It assumes that all changes made to a system are negative.
- C. It only applies to hardware changes, such as installing a new component.
- D. It is the final step in the troubleshooting process, performed after the issue is resolved.

Answer: A