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QUESTION 1

C\$ is an example of which of the following?

- A. Administrative share
- B. Local share
- C. Mapped network drive
- D. Inheritance

Correct Answer: A

QUESTION 2

Which of the following OS based features limits access to a workstation? (Select TWO).

- A. User permissions
- B. Strong passwords
- C. Employee badges
- D. Privacy filters
- E. MAC filtering

Correct Answer: AB

QUESTION 3

A company has decided to implement a recycling program across the organization. The financial department uses employee sensitive information on a regular basis for payroll. Which of the following would need to be implemented for the financial department?

- A. Use a single garbage container for department paper waste
- B. Paper shredding service
- C. Disable printing for all users in the department
- D. Pickup material more often

Correct Answer: B

QUESTION 4

Which of the following boot methods receives the bootstrap files from a network server?

A. IDS

B. PAN

C. PXE

D. NAT

Correct Answer: C

QUESTION 5

A technician recently installed a new USB printer for a customer that is running Windows 7. Windows automatically installed the drivers. When the user prints, the printout has a bunch of symbols. Which of the following should the technician do NEXT?

A. Install the vendor specific driver

B. Replace the printer

C. Check for Windows Updates

D. Run antivirus application

Correct Answer: A

QUESTION 6

A user states that their old Windows XP notebook loses time when they power it off. Which of the following items would address this problem?

A. Remove any over clocking settings in the BIOS.

B. Replace the CMOS battery.

C. Replace the main battery with a larger power battery.

D. Update the BIOS to new revision.

Correct Answer: B

QUESTION 7

Which of the following should be considered true when selecting a 64-bit version of Windows?

A. 64-bit extensions can be disabled in the bios and prevent a proper boot.

B. XP Compatibility mode only allows for the 64-bit version of Windows XP.

C. Many browser plug-ins may only be supported on 32-bit browsers.

D. 64-bit uses memory more efficiently so less RAM is needed than in a 32-bit version.

Correct Answer: C

QUESTION 8

When walking past a server with a RAID 5 array, a technician hears a loud clicking noise. Which of the following could MOST likely occur?

- A. BSOD
- B. OS not found on boot
- C. Hard drive failure
- D. RAID array failure

Correct Answer: C

QUESTION 9

Which of the following display types may be practical for a laptop format, but has limited uses due to heat considerations?

- A. LCD
- B. Plasma
- C. LED
- D. CRT

Correct Answer: B

QUESTION 10

Which of the following is the default location for Fonts in Windows 7?

- A. C:\System Files\Fonts
- B. C:\Windows\Fonts
- C. C:\Windows\System Files\Fonts
- D. C:\System\Fonts

Correct Answer: B

QUESTION 11

A custom configured PC with a powerful processor, high-end video, upgraded audio, and increased cooling would be MOST suited to which of the following applications?

- A. Thin client
- B. Gaming PC
- C. Virtualization workstation
- D. Thick client

Correct Answer: B

QUESTION 12

A user wants to change the functionality that occurs when the laptop lid is closed. Which of the following Control Panel options is the MOST direct way to adjust this?

- A. Display
- B. Power Options
- C. Personalization
- D. Device Management

Correct Answer: B

QUESTION 13

Which of the following can cause a popup box to display on a laptop, alerting a user that they have performed the same action 5 times, and asking them to click OK to enable this feature?

- A. Lock indicator lights
- B. Flickering display
- C. Ghost cursor
- D. Sticky keys

Correct Answer: D

QUESTION 14

Which of the following Windows installations is MOST likely to contain custom user settings and files?

- A. Clean Install
- B. Imaging

C. Unattended Installation

D. Remote Network Installation

Correct Answer: B

QUESTION 15

A user has plugged in a mobile phone to a PC and received a message that the driver was not successfully installed. Which of the following system tools should be used to troubleshoot this error?

A. Device Manager

B. Component Services

C. Windows Memory Diagnostics

D. Data Sources

Correct Answer: A

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