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QUESTION 1

A technician is configuring settings on a Windows PC and wants to temporarily disable the UAC prompt. Which of the following Control Panel options would allow the technician to accomplish this task?

A. Windows Firewall

B. User Accounts

C. Administrative Tools

D. Parental Controls

Correct Answer: B

QUESTION 2

Which of the following tools should a technician use to troubleshoot a software RAID "predictive failure" error message?

A. RAID Controller logs

B. Disk Management

C. Windows application logs

D. BIOS settings

Correct Answer: B

QUESTION 3

A technician is working a trouble ticket for a user. After addressing the issue, the technician asks the user to verify functionality. The user confirms the system is functioning, but the computer\\'s speakers now emit an irritating noise. The technician states this is a byproduct of the solution, and the user will eventually get used to the noise. Which of the following professionalism principles is the technician failing to address?

A. Avoiding being judgmental

B. Avoiding dismissal of the customer\\'s problems

C. Avoiding an argument with the customer

D. Maintaining a positive attitude

Correct Answer: B

QUESTION 4

A technician is working on a computer when the PC suddenly experiences a blue screen and restarts before the

technician can note the error message. The computer boots up normally, and the technician now wants to know which error message was displayed. Which of the following should the technician use to help troubleshoot the issue?

A. sfc

B. msconfig

C. regedit32

D. eventvwr

E. msinfo32

Correct Answer: D

QUESTION 5

A technician has verified that Joe, a user, has a malware infection on his desktop. Drag and drop the following malware remediation techniques in the correct order Joe should follow to alleviate this issue.

Select and Place:

1		Disable system restore
2		Educate the user
3		Re-enable system restore
4		Quarantine system
5		Create a restore point
6		Remediate system
7		Schedule scans and updates

Correct Answer:

QUESTION 6

The type of security threat that uses computers or other networks to accept and pass on viruses is called:

A. phishing.

B. botnets.

C. logic bomb.

D. man-in-the-middle.

Correct Answer: B

QUESTION 7

A user has downloaded and installed a browser add-on that causes the browser to hang. The PC has very slow system response when rebooted. Which of the following should a technician do to troubleshoot this problem?

A. Run System Restore, update antivirus program, and run an antivirus scan.

B. Remove all Internet temporary files, run an antivirus scan, and reboot using Last Known Good Configuration.

C. Remove all temporary files, turn off System Restore, update and run an antivirus scan.

D. Run an antivirus scan, Run Disk Cleanup, and reboot into Safe Mode.

Correct Answer: C

QUESTION 8

A user, Ann, has reported that she lost a laptop. The laptop had sensitive corporate information on it that has been published on the Internet. Which of the following is the FIRST step in implementing a best practice security policy?

A. Require biometric identification to log into the laptop.

B. Require multifactor authentication to log into laptop.

C. Require laptop hard drives to be encrypted.

D. Require users to change their password at frequent intervals.

E. Require users to have strong passwords.

Correct Answer: C

QUESTION 9

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 10

A technician needs to upgrade 20 PCs that have the same hardware specifications. The PCs must be configured with identical settings tailored for the network. Which of the following provides the BEST solution with the LEAST administrative effort?

A. PC backup and multiboot setup

B. PC backup and system image deployment

C. PC backup and OS upgrade

D. PC backup and clean install

Correct Answer: B

QUESTION 11

A help desk technician receives a call from a user stating a program was installed and now random pop-ups are appearing on the computer. The technician notices a lot of suspicious network traffic generated by the user\\'s computer. The technician quarantines the computer and disables System Restore. Which of the following is the NEXT step technician should take?

A. Update the anti-malware software

B. Perform a malware scan in safe mode

C. Set up scheduled scans and updates

D. Educate the end user on best practices

Correct Answer: B

QUESTION 12

A customer has recently installed several applications on a Windows 7 workstation and is now experiencing slow system performance and spontaneous restarts. After removing some of the recently installed applications, the issue persists. Which of the following tools could the technician use to troubleshoot the problem while preventing data loss?

A. Factory restore

B. SecureBoot

C. msconfig

D. diskpart

Correct Answer: C

QUESTION 13

A user has reported that a lab of computes cannot access web-based applications. The technician has verified the network switch is routing traffic correctly and that DHCP has provided each desktop with a unique IP address. Each computer can authenticate to the domain controller and connect to network shares.

Which of the following would MOST likely resolve the issue?

A. Enable certificate services

B. Disable the firewall

C. Edit the gateway address

D. Modify proxy settings

Correct Answer: D

QUESTION 14

A Windows 7 machine appears to have a failure. Every time it is rebooted, the message "BOOTMGR is missing" appears. You have previously inserted a Windows 7 installation DVD into the DVD-ROM. Please repair this failure without overwriting the customers\\' local user profiles.

Instructions:

Launch the simulation to repair the failure
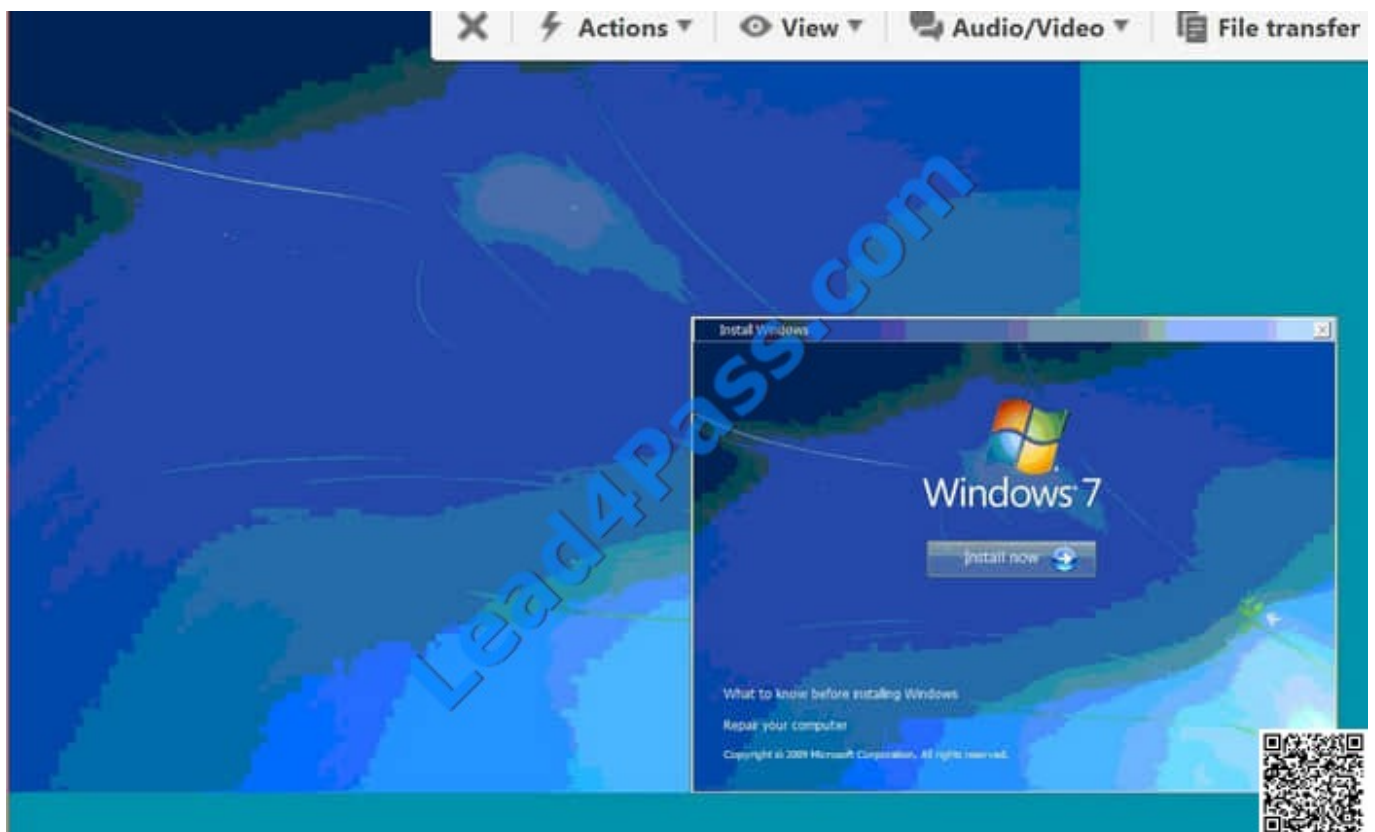
Type Help in command line to show list of available commands

When you have completed the simulation, please select the done button.

Correct Answer: Review the explanation for all details.
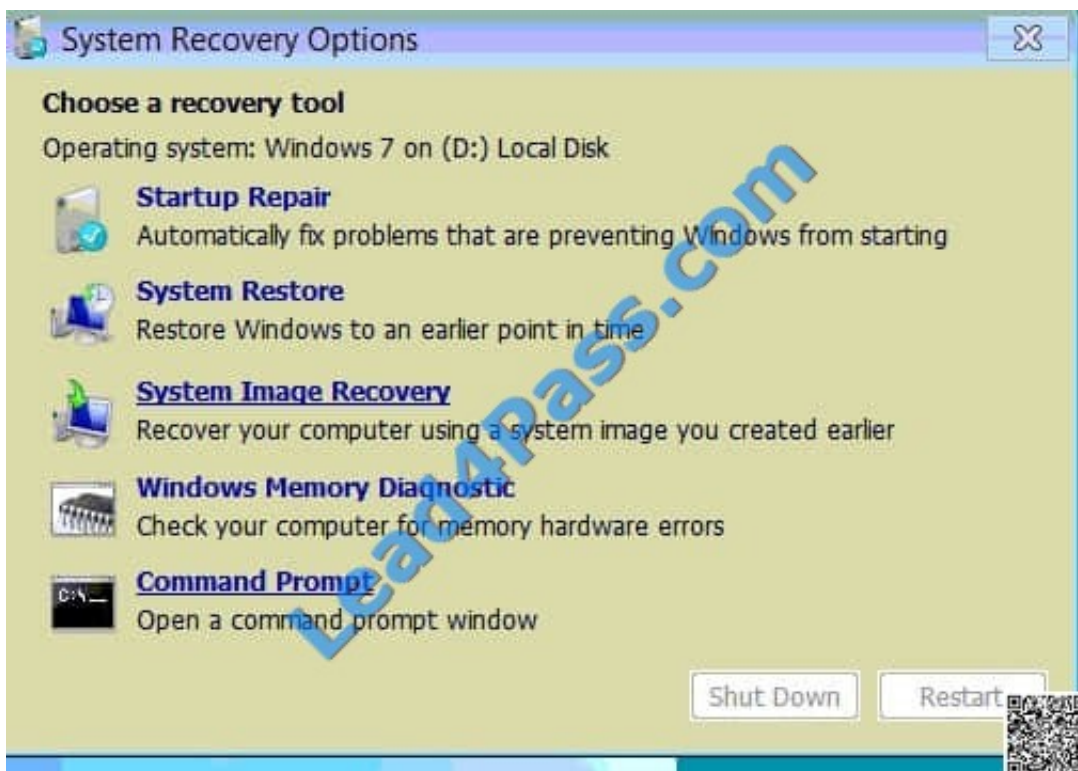
1. Boot using Windows 7 DVD:

2. Select "Repair your computer"

3. Select recovery tools
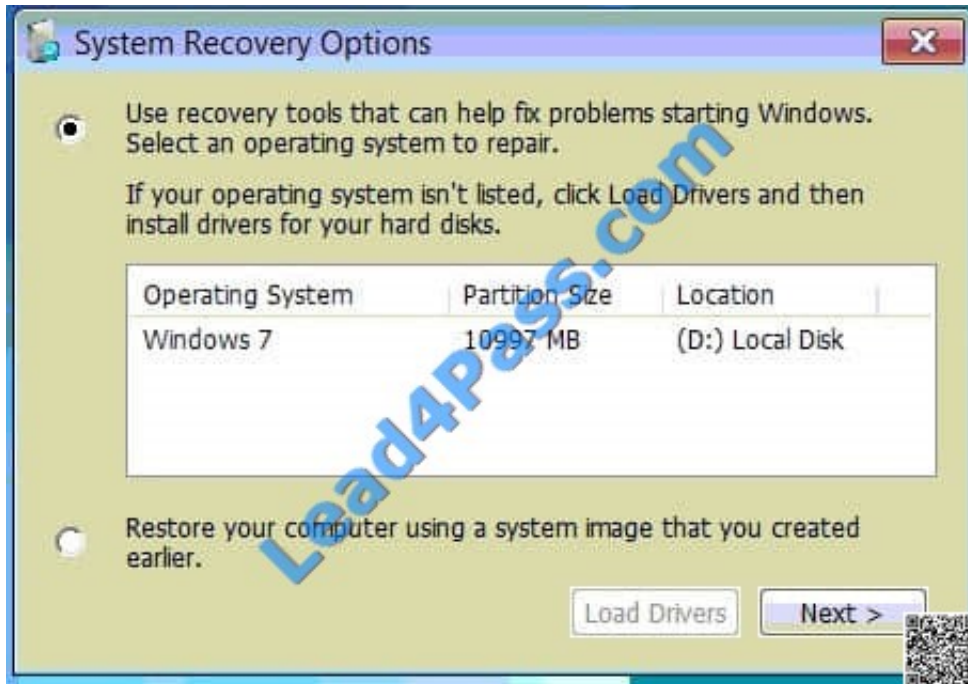
4. Chose command prompt

5. Use the command bootrec/fixboot

```
Command Prompt

Microsoft Windows [Version 6.1.7600]

X:\Sources>bootrec /fixboot
The operation completed successfully.

X:\Sources>_
```

QUESTION 15

Joe, a client, wants to allow only specific portable devices to connect to his wireless network. Which of the following methods would BEST accomplish this?

A. Disabling SSID broadcast

B. MAC filtering

C. Lower radio power levels

D. Directional antennas

Correct Answer: B

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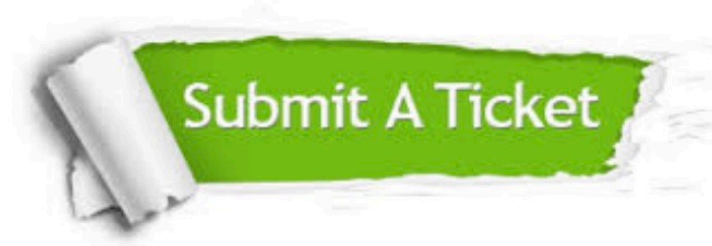
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