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QUESTION 1

A user has reported their computer boots into Windows install each time they power up their computer. Which of the following is the MOST likely cause of this problem?

A. An install disk was left in the multimedia drive.

B. The system is booting from the utility partition.

C. The system is booting PXE from the server.

D. The boot sector needs to be repaired.

Correct Answer: A

QUESTION 2

Which of the following commands would a technician use to move one directory above or below the one the technician is currently in?

A. DIR

B. RD

C. CD

D. MD

Correct Answer: C

Reference: http://www.lsi.upc.edu/~robert/teaching/foninf/doshelp.html

QUESTION 3

Joe, a technician, receives an error message on his tower PC just after POST which reads: "WARNING! Your drive is about to fail. Please back up your data and run full drive diagnostics."

Which of the following is generating this error message?

A. CHKDSK

B. S.M.A.R.T.

C. eSATA

D. QoS

Correct Answer: B

Reference: http://www.howtogeek.com/134735/how-to-see-if-your-hard-drive-is-dying/

QUESTION 4

Which of the following wireless standards used on modern smartphones depends on direct client-to-client handshake pin code authorization for establishing transmission connection?

A. 802.11n Wi-Fi

B. WiMAX

C. Infrared

D. Bluetooth

Correct Answer: D

QUESTION 5

A user reports that their PC boots up to a screen that reads "OS not found". Which of the following would be the MOST likely cause of this problem?

A. There are conflicting operating systems.

B. Not enough memory is available.

C. The system has a BSOD.

D. The user has a USB key attached.

Correct Answer: D

Sometimes the computer mixes up the boot order. If the USB key is attached to the computer, try removing the USB key and rebooting the system.

QUESTION 6

A technician is trying to request a new IP address to a customer\\'s computer through the command prompt. Which of the following commands should the technician use?

A. ipconfig /flushdns

B. ipconfig /renew

C. ipconfig /all

D. ipconfig /release

Correct Answer: B

Reference: http://www.wikihow.com/Refresh-Your-IP-Address-on-a-Windows-Computer

QUESTION 7

Which of the following is the correct term for the local platform on which client virtual machines run?

A. Administrative shares

B. Guest OS

C. Cloud

D. Hypervisor

Correct Answer: D

QUESTION 8

Which of the following Control Panel utilities will allow a technician to change the associated file type in a Windows XP machine?

A. Folder options

B. Administrator tools

C. Accessibility options

D. Regional and language options

Correct Answer: A

Reference: http://pcsupport.about.com/od/fixtheproblem/ht/defprogramxp.htm

QUESTION 9

By default which of the following permissions will take precedence over any other assigned permission on a mapped network drive?

A. Deny

B. Modify

C. Share

D. Allow

Correct Answer: A

QUESTION 10

A technician is asked to create a login for each member of a four person family, on a home computer running Windows 7. The parents need to have administrative access but the children need to be standard users. Which of the following Control Panel icons should the technician select to create these logons?

A. Parental Controls

B. User Account Control

C. User Accounts

D. Personalization

Correct Answer: C

QUESTION 11

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 12

A user\\'s CRT monitor was damaged by a large magnet, resulting in a distorted image. Which of the following can a technician do to BEST safely fix the monitor?

A. Replace cathode ray tube

B. Power cycle the monitor

C. Run degaussing tools

D. Adjust monitor\\'s brightness

Correct Answer: C

QUESTION 13

A user\\'s email inbox is suddenly receiving dozens of rejection messages from various mail servers. Which of the following would the technician perform to BEST solve the issue?

A. Change the user\\'s email password.

B. Enable spam filtering on the email account.

C. Change the email account from POP to IMAP.

D. Disable the user\\'s email account.

Correct Answer: A

QUESTION 14

A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

A. The CMOS battery is bad.

B. A memory module has become unseated.

C. The heat sink retaining clip has broken loose.

D. The hard drive cable has become unseated.

Correct Answer: C

Reference: http://www.bleepingcomputer.com/forums/t/96260/broken-heatsink-on-mother- board/

QUESTION 15

The manager has requested that their laptop be setup so that a static IP can be assigned to the wireless card while in the office, but have the ability to utilize DHCP when at home. Which of the following Windows 7 options can accomplish this?

A. IPCONFIG Command Utility

B. Client for Microsoft Networks

C. Manage Wireless Networks

D. Alternate Configuration

Correct Answer: D

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