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QUESTION 1

A technician has received a laptop that is having problems with the screen. The user is reporting that the display is too dim and difficult to see. Which of the following steps should the technician take FIRST?

A. Install an anti-glare filter

B. Increase the brightness using the function keys

C. Replace the LCD backlight in the display

D. Update the display drivers

Correct Answer: B

QUESTION 2

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 3

A technician has just installed and terminated a new CAT5 network cable. The device using the cable cannot connect to the network. Which of the following tools would be BEST in troubleshooting this issue?

A. Cable tester

B. Network analyzer

C. Multimeter

D. Toner probe

Correct Answer: A

QUESTION 4

A technician wants to know the MAC address of a computer. Which of the following commands would the technician use?

A. IPCONFIG

B. NSLOOKUP

C. NETSTAT

D. PING

Correct Answer: A

Reference: http://compnetworking.about.com/od/networkprotocolsip/a/macaddressing.htm

QUESTION 5

Which of the following is one of the key differences between iOS smartphones and Android- based smartphones?

A. Android phones cannot adjust Bluetooth visibility timeouts

B. iOS phones have to install apps from a PC

C. Android has an open source application store

D. iOS phones cannot use "Airplane Mode"

Correct Answer: C

QUESTION 6

Joe, a technician, would like to map a network drive when he starts up his computer in the morning. Which of the following commands would he use to accomplish this task?

A. NSLOOKUP

B. NETSTAT

C. NBTSTAT

D. NET

Correct Answer: D

Reference: http://pcsupport.about.com/od/commandlinereference/p/net-command.htm

QUESTION 7

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 8

If a technician knows a client\\'s IP address, which of the following command tools can be used to resolve this to the DNS name?

A. NET USE

B. TRACERT

C. NSLOOKUP

D. CMD

Correct Answer: C

QUESTION 9

A worker from a branch office goes to the main office for a meeting. They plug their laptop into a couple of wall jacks and do not get network connectivity. Which of the following should the technician check to resolve this issue for the employee?

A. Encryption levels on the laptop

B. All antivirus updates have been performed

C. Disabled switch ports

D. If the users account has been locked

Correct Answer: C

QUESTION 10

A technician gets a call from a customer stating that their computer will not boot. They are getting the following error "invalid system disk". Which of the following should the technician check FIRST?

A. Verify the operating system is installed correctly.

B. Verify that all removable drives are empty.

C. Verify Boot.ini is on the hard drive.

D. Verify the computer will boot into safe mode.

Correct Answer: B

Reference: http://support.microsoft.com/kb/128730

QUESTION 11

An entry level network analyst calls and is not sure which Windows OS features to use to check for users who are currently logged on. Which of the following features would BEST assist this analyst?

A. Task Manager

B. MSCONFIG

C. Disk Management

D. Administrative Tools

Correct Answer: A

Reference: http://support.microsoft.com/kb/323527

QUESTION 12

A user has recently purchased and installed a new top of the line video card for playing games on Windows 7. However, during game play the images are blurred and artifacts appear. Once the user returns to the Windows desktop, everything returns to normal. Which of the following could be the problem? (Select TWO).

A. The video card requires an adapter to output to the monitor

B. User Access Control is preventing the game from functioning

C. The video card requires a driver update

D. The game is not compatible with Windows 7

E. The graphics card is faulty and should be replaced

F. The IRQ channel must be appropriately set for the video card

Correct Answer: CE

QUESTION 13

Which of the following is a required component of a virtual environment?

A. KVM

B. Storage area network

C. VLAN

D. Hypervisor

Correct Answer: D

QUESTION 14

A user is having trouble connecting to the Internet. Which of the following commands should a technician use, from the user\\'s workstation, to ensure that the workstation has a valid IP address?

A. NETSTAT

B. PING

C. IPCONFIG

D. TRACERT

Correct Answer: C

Reference: http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en- us/ipconfig.mspx?mfr=true

QUESTION 15

Which of the following options in Windows is the best way to secure a workstation?

A. Screensaver

B. User education

C. Disable Autorun

D. Complex password

E. ID badge

F. Key fob

G. Retinal scan

Correct Answer: D