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QUESTION 1

A technician is reinstalling Windows for a user and wants to keep the user\\'s files and settings. Afterward, the user notices that personal files are no longer available and settings have been restored to default. Which of the following did the technician MOST likely execute to cause this issue?

A. System reset

B. System update

C. System Restore

D. System refresh

Correct Answer: A

QUESTION 2

A user reports that after uninstalling software the computer is displaying \\'cannot find a file on startup\\'. According to the troubleshooting theory, which of the following should the technician do NEXT?

A. Take notes that uninstalling the software is most likely the cause.

B. Document the actions that were taking to resolve the issue.

C. Ask the user if they have made any changes before this error has occurred.

D. Verify that the system is completely operational.

Correct Answer: A

QUESTION 3

A technician needs to ensure users are prompted or warned when an installation takes place on a Windows system. Which of the following would meet this requirement?

A. Educate the user to run the installation with runas.

B. Add the user to the local administrators group.

C. Enable UAC on the workstation.

D. Log in as the administrator to install the application.

Correct Answer: C

QUESTION 4

A company needs to destroy several SSDs that contain sensitive information.

Which of the following methods is BEST suited for the total destruction of the SSDs?

A. Overwriting

B. Formatting

C. Incinerating

D. Degaussing

Correct Answer: C

QUESTION 5

You are working on a Windows 7 Ultimate computer. An application called DLP 2.0 is failing to start properly.

You are required to disable two of its components in MSconfig. Which two tabs should you access? (Select the two best answers.)

A. General

B. Boot

C. Services

D. Startup

E. Tools

Correct Answer: CD