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QUESTION 1

A user states that the computer takes a long time to load the desktop after login. Which of the following tools should be used to help remediate the problem?

- A. Disk Management
- B. FIXMBR
- C. MSCONFIG
- D. SFC

Correct Answer: C

QUESTION 2

A customer states that another technician just removed some viruses and now they are not able to connect to websites such as Windows Update, but are able to connect to others. Which of the following is the MOST likely cause of the issue?

- A. NIC driver is damaged
- B. Not all viruses have been fixed
- C. Internet Explorer cache is full
- D. Host file has been manipulated

Correct Answer: D

QUESTION 3

Joe, a user, is experiencing some operating system errors that are disrupting his ability to boot the workstation. Which of the following would allow him to keep his data, but possibly resolve operating system errors?

- A. Clean installation
- B. Repair installation
- C. Image deployment
- D. Quick formatting

Correct Answer: B

QUESTION 4

The technician needs to map a network share to the user's Windows 7 computer from the command prompt.

Which of the following commands will the technician execute?

- A. NET SEND
- B. NET CONFIG
- C. NET USE
- D. NET NAME

Correct Answer: C

QUESTION 5

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

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