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QUESTION 1

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 2

A user wants to connect a Windows notebook computer to an external desktop monitor, keyboard, and mouse. However, each time the user closes the notebook lid, the computer shuts down automatically. Which of the following options in the Power Settings menu should the technician select to prevent the automatic shutdown?

A. Do nothing

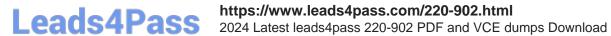B. Sleep

C. Hibernate

D. Shut down

Correct Answer: A

QUESTION 3

Which of the following is the correct UNC path to use when mapping a network drive?

A. \\share\password

B. \\share\server

C. \\server\username

D. \\server\share

Correct Answer: D

Reference: http://windows.microsoft.com/is-is/windows7/create-a-shortcut-to-map-a- network-drive

QUESTION 4

Which of the following should a technician do FIRST to secure a mobile device?

A. Assign a passcode

B. Download updates

C. Disable GPS

D. Install antivirus

Correct Answer: A

Reference:

http://www.computerworld.com/s/article/9239655/Mobile_phone_security_no_brainer_Use_ a_device_passcode

QUESTION 5

A user has called in a helpdesk ticket about their monitor not powering on but their PC does. Which of the following would be the FIRST thing the technician would check?

A. Power cable

B. Power settings

C. Video cable

D. Video settings

Correct Answer: A

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