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QUESTION 1

For which of the following instances is System Restore MOST likely to be used?

- A. Deleting temporary files that are not needed.
- B. Replacing a failed hard drive with a new drive.
- C. Placing the system configuration into a prior state.
- D. Downgrading an operating system to another version.

Correct Answer: C

QUESTION 2

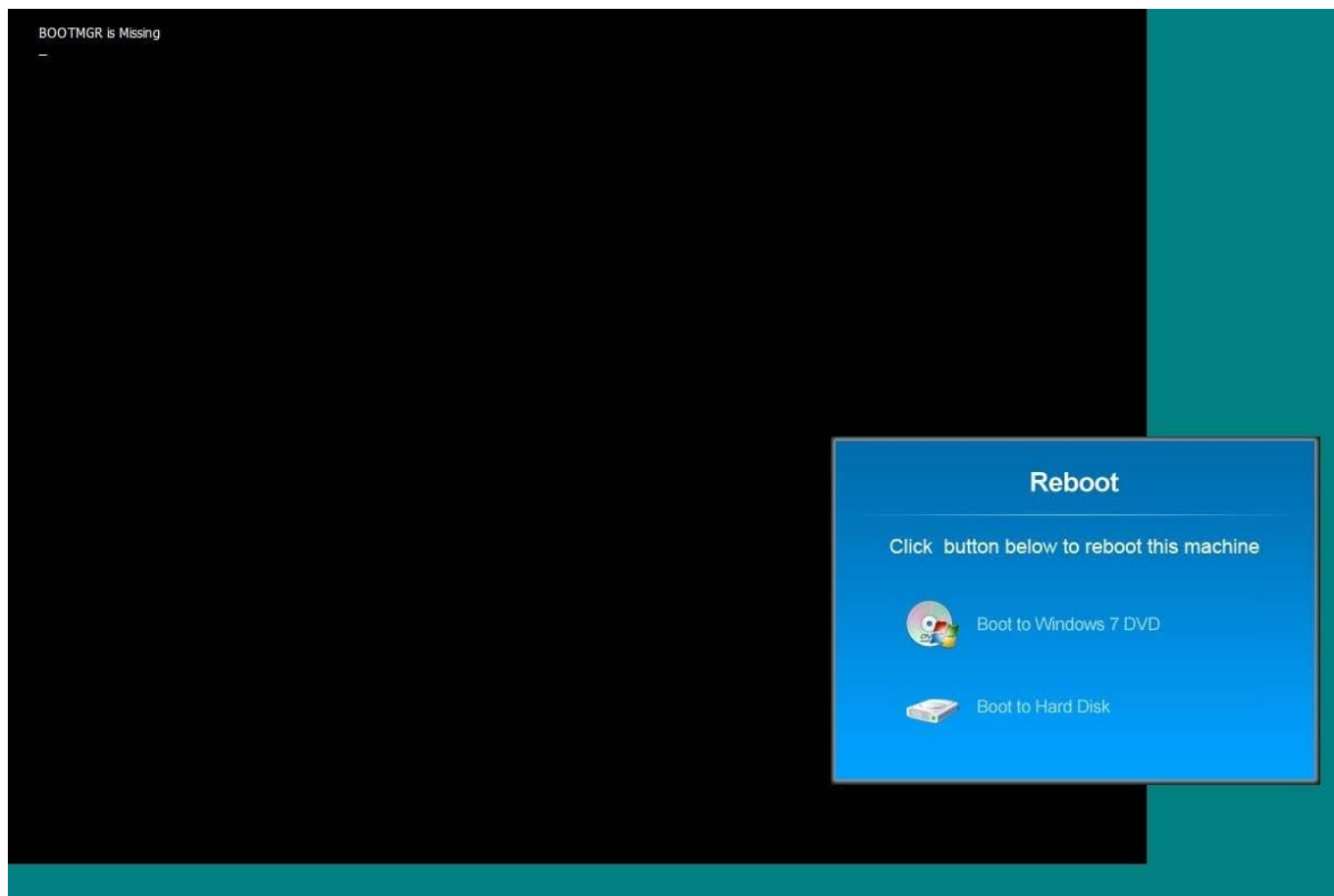
A Windows 7 machine appears to have a failure. Every time it is rebooted, the message "BOOTMGR is missing" appears. You have previously inserted a Windows 7 installation DVD into the DVD-ROM. Please repair this failure without overwriting the customers\\' local user profiles.

Instructions:

Launch the simulation to repair the failure

Type Help in command line to show list of available commands

When you have completed the simulation, please select the done button.

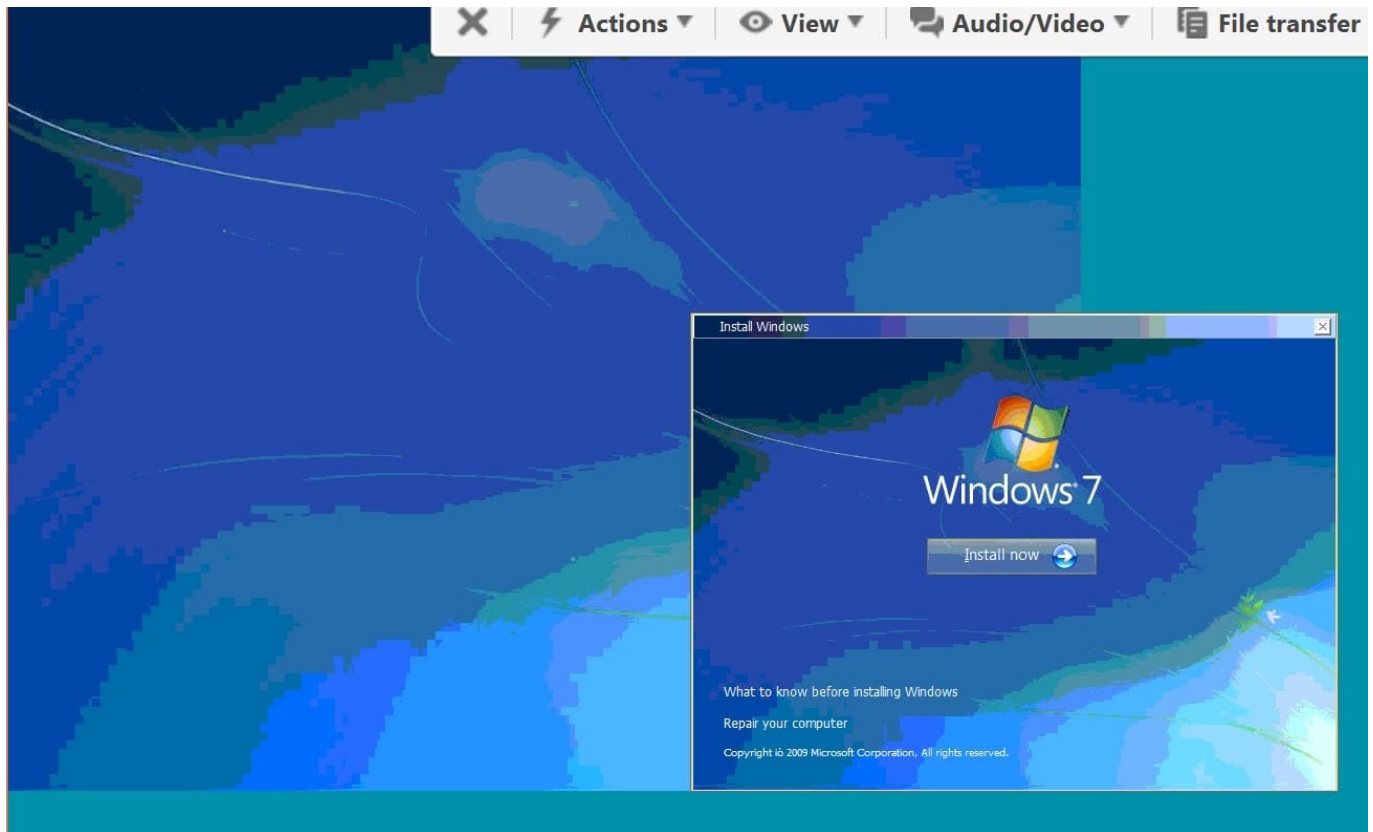


Correct Answer: Review the explanation for all details.

1. Boot using Windows 7 DVD:



Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.37.10 AM.png



2.

Select "Repair your computer"

Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.34.37 AM.png

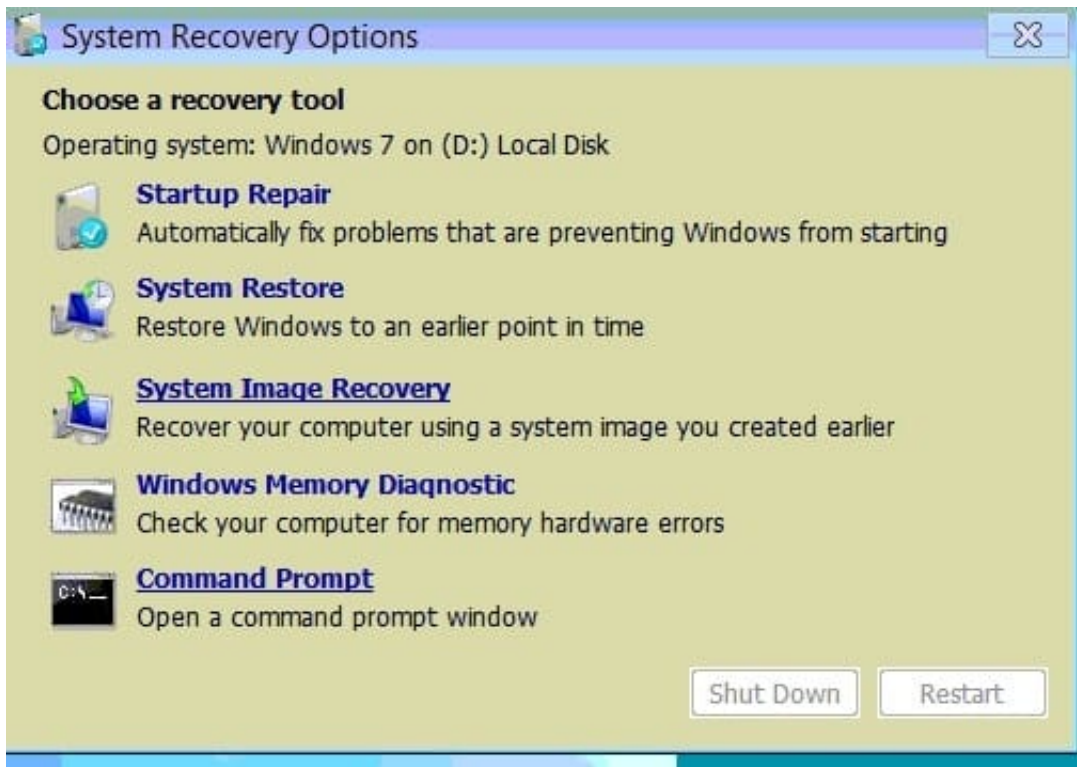
3.

Select recovery tools



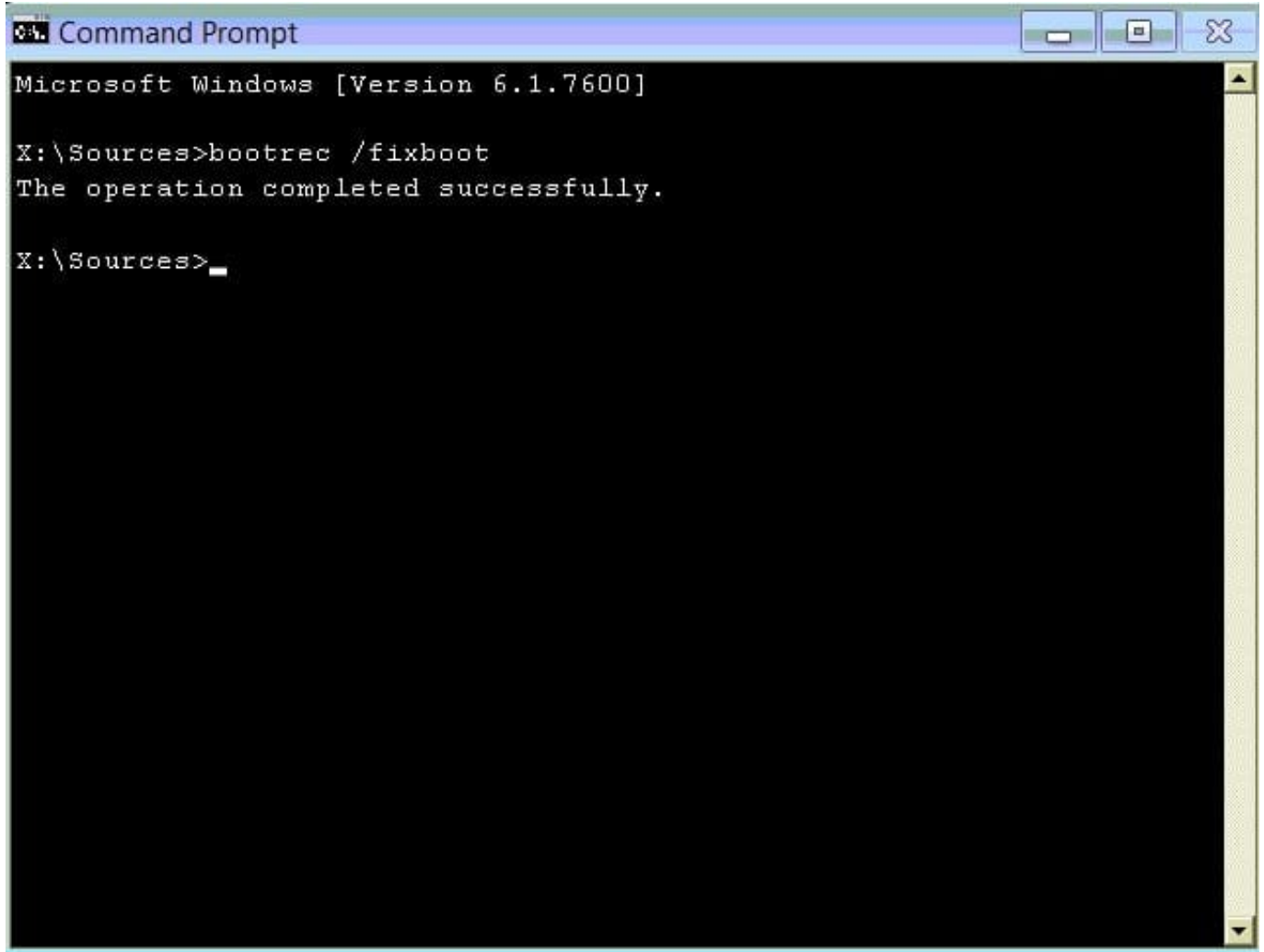
Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.46.03 AM.png

4. Chose command prompt



Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.46.12 AM.png

5. Use the command bootrec/fixboot



```
Microsoft Windows [Version 6.1.7600]

X:\Sources>bootrec /fixboot
The operation completed successfully.

X:\Sources>
```

Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.58.08 AM.png

QUESTION 3

To implement additional security on a small office wireless network, the administrator disables the DHCP server on the wireless router. To ensure traffic from specific network interfaces is able to traverse the router, which of the following should be used to limit traffic?

- A. DHCP reservations
- B. SSID broadcast deactivation
- C. MAC filtering
- D. Two-factor authentication

Correct Answer: A

QUESTION 4

Virtual machines provide users with the ability to do which of the following?

- A. Extend 32-bit machines to 64-bits
- B. Share hardware resources
- C. Increase the network download speed
- D. Use less memory in the machine

Correct Answer: B

QUESTION 5

A support technician is using virtualization software on a Windows 7 Enterprise PC to test Windows 8.1 Enterprise for a future deployment. When operating the Windows 8.1 VM, performing tasks in the host operating system becomes considerably slower. Which of the following options may improve performance in the host operating system? (Select TWO).

- A. Install more physical memory.
- B. Increase the size of the virtual hard drive.
- C. Install a different hypervisor.
- D. Reduce physical memory allocated to the VM.
- E. Clear temporary files in the VM.
- F. Install additional physical hard drives.

Correct Answer: AD

QUESTION 6

Ann, a technician, is trying to recover some files for a user from a damaged laptop. Since the Windows installation has been corrupted and does not boot, Ann plugs the drive into a bench system to attempt a recovery. After trying to access the drive on the bench computer, the following message is displayed: "Access Denied. Please Enter Encryption Password." Which of the following is the reason that this error is displayed?

- A. The hard drive is experiencing S.M.A.R.T. failure errors
- B. The TPM security chip inside the bench system is not enabled
- C. The BIOS of the bench system is out of date
- D. BitLocker is being used

Correct Answer: D

QUESTION 7

An iOS phone can automatically back up data to which of the following?

- A. Desktop
- B. Thunderbolt
- C. MicroSD card
- D. Flash drive

Correct Answer: D

QUESTION 8

Which of the following operating systems can be upgraded directly to Windows 7 Professional by a default installation? (Select TWO).

- A. Windows 7 Home Premium
- B. Windows Vista Business
- C. Windows XP Home
- D. Windows XP Professional 64-bit
- E. Windows XP Media Center

Correct Answer: AB

Reference: [http://technet.microsoft.com/en-us/library/dd772579\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/dd772579(v=ws.10).aspx)

QUESTION 9

A user reports that the laptop's screen flickers and then goes black. When connecting to an external monitor the operating system desktop is displayed. Which of the following is the cause of the problem?

- A. Monitor function key
- B. Resolution is set too low
- C. Inverter board
- D. Display adapter drivers

Correct Answer: C

QUESTION 10

When comparing an ATX 20-pin power cable to an ATX 24-pin power cable, which of the following voltage values is

found on the four extra pins?

- A. +3.3v, +5v, and two grounds
- B. +3.3v, +5v, +12v, and ground
- C. +3.3v, -5v, +12v, and ground
- D. +5v, -5v, +12v, and ground

Correct Answer: B

QUESTION 11

Which of the following BEST describes the security term known as tailgating?

- A. Propping open a secure entrance to gain later access
- B. Following behind someone when entering a secure area
- C. Removing files from a site using a hidden USB drive
- D. Using someone else's logged in computer to access files

Correct Answer: B

Reference: <http://en.wikipedia.org/wiki/Tailgating>

QUESTION 12

What is one of the main hardware differences between a tablet computer and a laptop computer?

- A. The laptop always has a multitouch touchscreen.
- B. Tablets are typically not upgradeable.
- C. Laptops are typically not upgradeable.
- D. Laptops typically use ARM processors.

Correct Answer: B

QUESTION 13

A technician is working on a user's PC. After testing the theory of the cause, which of the following could the technician perform NEXT? (Select TWO).

- A. Resolve issue

- B. Inform user
- C. New theory or escalate
- D. Document issue
- E. Verify system functionality

Correct Answer: AC

When you have tested the theory of cause, resolve the issue using troubleshooting techniques and if the issue is not resolved after the troubleshooting measure, reestablish the theory and escalate the issue to higher authorities.

QUESTION 14

Which of the following would be the BEST choice to use when implementing a business virtual environment?

- A. Thick client
- B. Thin client
- C. Media PC
- D. Remote desktop

Correct Answer: B

QUESTION 15

Which of the following can be used as an appropriate boot device?

- A. USB drive
- B. HDMI
- C. OEM recovery media
- D. FDISK

Correct Answer: A

Reference: <http://pcsupport.about.com/od/tipstricks/ht/bootusbflash.htm>

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