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QUESTION 1

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

QUESTION 2

Joe, a technician, arrives onsite at a customer\'s home. Upon entering the home, Joe notices an unpleasant odor. In response to this, Joe pinches his nose and holds his breath. After Joe leaves, the customer reports the behavior to Joe\'s supervisor. The supervisor decides the issue must be addressed. Which of the following topics would the supervisor be MOST likely to cover?

A. Maintaining good communications with the customer

B. Maintaining good personal hygiene

C. Avoiding being judgmental

D. Avoid dismissing the customer\'s problems

Correct Answer: C

QUESTION 3

A user recently installed a new video driver on a PC but upon boot Windows will not start. Which of the following is the BEST option to correct the issue?

A. Automated system recovery

B. Emergency repair disks

C. FIXBOOT

D. Safe mode

Correct Answer: D

QUESTION 4

A /all switch is MOST likely to be used with which of the following commands?

A. NET

B. NBTSTAT

C. PING

D. IPCONFIG

Correct Answer: D

Reference: http://support.microsoft.com/kb/314850

QUESTION 5

Following an authorized person through a door or other security check point without showing proper identification or defeating a security mechanism is known as which of the following?

A. Hacking

B. Emulating

C. Partitioning

D. Tailgating

Correct Answer: D

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