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QUESTION 1

A bank is upgrading some clerical users\\' PCs. Which of the following would be the MOST appropriate method for erasing the data on the old PCs?

A. Drive degauss

B. Standard format

C. Change the jumpers on the hard drive

D. Quick format

Correct Answer: A

QUESTION 2

A user calls the helpdesk and states that they suddenly cannot connect to the Internet or any other network resources. The user is on a company network that uses DHCP. The technician runs IPCONFIG from the command prompt and the PC has an IP address of 0.0.0.0. Which of the following steps should the technician perform FIRST to troubleshoot this issue?

A. Check the network cable

B. Replace network card

C. Assign a static IP address

D. Reinstall the network drivers

Correct Answer: A

QUESTION 3

Ann, a user, has a computer running Windows XP Professional. She would like the computer to run Windows 7 Professional. She does not wish to save any information on the current system.

Which of the following types of installations should the technician perform?

A. Repair

B. Multiboot

C. Clean

D. Upgrade

Correct Answer: C

QUESTION 4

Which of the following optical drives is the MINIMUM required to install Windows 7 Professional from optical media?

A. CD-ROM drive

B. Blu-ray drive

C. DVD-RW drive

D. DVD-ROM drive

Correct Answer: D

QUESTION 5

iOS 5 data can be backed up to a computer running iTunes via which of the following methods (select TWO)

A. Firewire

B. USB

C. Bluetooth

D. Local Wi-Fi

E. Pending

Correct Answer: BD

QUESTION 6

Tablets are MOST likely to have which of the following?

A. Parallel connector

B. DisplayPort

C. Swappable batteries

D. Multiple screens

E. Solid state drive

Correct Answer: E

QUESTION 7

A technician is implementing a SOHO wireless network for Company A that shares a floor with Company

A. Which of the following would BEST secure the wireless network so that only Company A employees are allowed

access?

B. Turning down the radio power level

C. Enabling MAC filtering

D. Setting a high encryption level

E. Disabling the SSID broadcast

Correct Answer: B

QUESTION 8

Users are reporting that their laser printer is picking up multiple pages. The printer has very high utilization. Which of the following should be performed to resolve this issue?

A. Use a maintenance kit

B. Calibrate the printer

C. Replace the toner

D. Replace the fuser

Correct Answer: A

QUESTION 9

After performing a wireless survey, a technician reports the following data:

WAP Name Channel WAP1 6 WAP2 8 WAP3 9

Which of the following channels should the technician use for the SOHO WAP to be installed next?

A. 1

B. 3

C. 7

D. 11

Correct Answer: A

QUESTION 10

A remote user reports that their laptop will not power up. The technician has the user reseat the power connections to the wall, the power supply, and the laptop. If it still does not power up, which of the following actions should be performed NEXT?

A. Completely discharge the battery to recondition it.

B. Check for a green light on the power supply and then reboot.

C. Remove the battery and power up.

D. Ensure the power adapter is the correct wattage.

Correct Answer: C

QUESTION 11

A user has not received any new emails on their smartphone in the last two days. The user is able to access the Internet without any problems. Which of the following should the user do FIRST?

A. Restart the smartphone

B. Reconfigure the smartphone email account

C. Resynchronize the smart phone

D. Update the operating system

Correct Answer: A

QUESTION 12

A company wants to ensure that the latest cyber security threats are known to the employees across the enterprise to minimize occurrences. Which of the following should be implemented?

A. Message of the Day

B. Email lists

C. Company forums

D. Regular user education

Correct Answer: D

QUESTION 13

The swap file is described as which of the following?

A. The hidden file created when in hibernation mode.

B. A system file containing the computer\\'s virtual memory.

C. A file created when downloading a program from the web.

D. A hidden file created when moving files on a computer.

Correct Answer: B

QUESTION 14

Which of the following is the default location for the User profiles folder in Windows 7?

A. C:\Users

B. C:\Program Files (x86)

C. C:\Documents and Settings\

D. C:\Windows\system32

Correct Answer: A

QUESTION 15

A technician has installed the hardware for a SOHO wired network. Which of the following is the FIRST step to securing the network?

A. Enable MAC filtering

B. Change default usernames and passwords

C. Disable unused ports

D. Assign static IP addresses

Correct Answer: B

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