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**QUESTION 1**

A user calls the helpdesk to report that their local printer is not printing any of the jobs that have been submitted this morning. Other users in the vicinity are not having any issues printing to the same unit via the network. The user in question connects to the printer over USB cable that connects to a laptop dock. Which of the following is MOST likely at fault here?

- A. The user's dock has a power problem with its built-in USB port(s).
- B. The printer only supports USB 2.0 and the user has a USB 3.0 enabled dock.
- C. The printer accidentally had its onboard wired network jack disabled.
- D. Other users are overloading the printer causing it to run out of memory.

Correct Answer: A

QUESTION 2

Which of the following should a technician implement to prevent external contractors from physically plugging devices into the company's network jacks unless such jacks are designated for guest use?

- A. Disable DHCP and assign a static IP address to each network device physically connected to the network.
- B. Enable MAC address filtering across all network jacks and record the MAC address of guest devices.
- C. Disable all switch ports when they are not utilized and enable them on an as needed basis.
- D. Place guest network jacks in public areas and all other jacks in secure areas as needed.

Correct Answer: C

QUESTION 3

An unattended install is MOST likely used for which of the following scenarios?

- A. When a technician has a workstation with a defective optical media drive.
- B. When a technician is going to be on vacation, but wants to configure a system at a certain time while gone.
- C. When a technician wishes to update a user's system without the user's knowledge.
- D. When a technician has numerous network connected workstations to image.

Correct Answer: D

QUESTION 4

When transferring a virtual client from one computer to another, which of the following MUST be checked for



compatibility on the host?

- A. IP addressing methods
- B. Hard drive connection types
- C. Processors
- D. Hard drive rotation speeds

Correct Answer: C

QUESTION 5

Which of the following is a business use case for desktop virtualization? (Select TWO).

- A. Circumvent software licensing
- B. Disaster Recovery
- C. Security Monitoring
- D. Software Testing
- E. Increased Storage Space

Correct Answer: BD

QUESTION 6

A technician is trying to troubleshoot an issue on a Windows 7 computer remotely, but is unable to PING the computer. The technician verified that the computer is turned on, has network connectivity, and can get to the Internet. Which of the following is MOST likely the issue?

- A. The technician does not have permissions
- B. Local security policy settings is incorrect
- C. Wake-on-LAN is disabled
- D. Windows firewall is enabled

Correct Answer: D

Reference: <http://pcrepairaugustaga.com/computer-dust-free/>

QUESTION 7

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>

QUESTION 8

A customer brings in a PC for repair. The technician attentively listens as the customer describes the problem with the PC. Once the customer has finished describing the problem, which of the following should the technician do to ensure the information is accurately documented? (Choose two.)

- A. Ask questions to clarify the scope of the problem.
- B. Complete the process as quickly as possible to begin the repair process.
- C. Ensure the customer is educated regarding the correct terminology for the problem.
- D. Restate the issue to verify understanding.
- E. Notate all information exactly as the customer describes.
- F. Search online resources related to the customer's issue to ensure accuracy.

Correct Answer: DE

QUESTION 9

A user is configuring the email settings on a smartphone. Which of the following configurations will allow the user to synchronize email from multiple devices?

- A. IMAP
- B. S/MIME
- C. POP3
- D. SMTP

Correct Answer: A

QUESTION 10

Joe, a technician, has been tasked to verify a new device has been installed and correctly configured on a Windows 7 computer.



He has now confirmed the new device is not working properly. Upon opening the Device Manager, he sees several icons.

Which of the following should Joe do FIRST to help troubleshoot the problem?

- A. Upgrade the antivirus signatures and disable system restore
- B. Check any items with yellow exclamation points
- C. Check any items with green checkmarks
- D. Disable items with a red X over the icon

Correct Answer: B

QUESTION 11

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 12

Which of the following should a technician implement to prevent external contractors from physically plugging devices into the company's network jacks unless such jacks are designated for guest use?

- A. Disable DHCP and assign a static IP address to each network device physically connected to the network.
- B. Enable MAC address filtering across all network jacks and record the MAC address of guest devices.
- C. Disable all switch ports when they are not utilized and enable them on an as needed basis.
- D. Place guest network jacks in public areas and all other jacks in secure areas as needed.

Correct Answer: C

The best way is to disable all switch ports when they are not utilized. Switch them on when you need them. This way, you can prevent external contractors from physically plugging devices in to company's network jacks.

QUESTION 13

Which of the following are true regarding Windows 32-bit versus Windows 64-bit Operating Systems? (Select TWO).



- A. CPUs that can run Windows 32-bit can also run Windows 64-bit.
- B. Device drivers for Windows 32-bit and Windows 64-bit are the same.
- C. Not all CPUs are capable of running Windows 64-bit.
- D. Windows 64-bit can address larger amounts of RAM.
- E. Windows 64-bit is a more secure OS and less susceptible to viruses.

Correct Answer: CD

Reference: <http://windows.microsoft.com/is-is/windows-vista/32-bit-and-64-bit-windows-frequently-asked-questions>

QUESTION 14

A technician needs to create a private shared folder for each employee at a small business to store their files. The technician wants the main folder to be called "Employee Documents" and the subfolders to be named after each employee

(e.g.

"John Smith"). The technician wants to map the "Employee Documents" folder on all computers as the M:\ drive for all users. Each employee should only have access to their own folder without the ability to change permissions. Which of the following permissions should the technician set?

- A.
Set share permissions for "Employee Documents" to Everyone = Read, and set NTFS permissions for all subfolders to Creator Owner = Read and Execute
- B.
Set share permissions for "Employee Documents" to Everyone = Full Control, and set NTFS permissions for all subfolders to Creator Owner = Full Control
- C.
Set share permissions for "Employee Documents" to Everyone = Change, and set NTFS permissions for all subfolders to Creator Owner = List Folder Contents
- D.
Set share permissions for "Employee Documents" to Everyone = Full Control, and set NTFS permissions for all subfolders to Creator Owner = Modify

Correct Answer: D

QUESTION 15

Which of the following can a technician implement to ensure that only company owned mobile devices can connect to the wireless network?



- A. Deploy a script to auto-configure employees\' mobile devices wireless settings.
- B. Configure MAC address filtering on the access points.
- C. Implement a wireless policy and train all users.
- D. Enable WPA2-Personal with a strong password.

Correct Answer: B

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