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QUESTION 1

Which of the following data types can be synchronized to a mobile device by default? (Select TWO).

- A. Biometric information
- B. Pictures
- C. Contacts
- D. Credentials
- E. SMS

Correct Answer: BC

Reference: <http://windows.microsoft.com/en-us/windows7/sync-music-pictures-contacts-and-calendars-with-a-mobile-device>

QUESTION 2

A technician is taking apart a laptop in order to replace an internal part. During this process, which of the following represents a best practice?

- A. Only perform the work on a plastic counter top
- B. Never use a power tool to remove screws from the case
- C. Label the screws according to where they came from
- D. When working on the bottom of a laptop, always leave the screen open

Correct Answer: C

Reference: <http://www.fonerbooks.com/laptop13.htm>

QUESTION 3

Joe, a technician, would like to map a network drive when he starts up his computer in the morning. Which of the following commands would he use to accomplish this task?

- A. NSLOOKUP
- B. NETSTAT
- C. NBTSTAT
- D. NET

Correct Answer: D



Reference: <http://pcsupport.about.com/od/commandlinereference/p/net-command.htm>

QUESTION 4

Which of the following is required in order to receive push email notifications on a mobile device?

- A. IMAP
- B. POP3
- C. ActiveSync
- D. SMTP

Correct Answer: B

QUESTION 5

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 6

A technician is using the troubleshooting theory to help resolve a problem that is occurring with a client's machine. The technician has verified system functionality. Which of the following is the NEXT step in the troubleshooting theory?

- A. Identify the problem
- B. Establish a plan of action to resolve the problem
- C. Test the theory to determine cause
- D. Document findings, actions, and outcomes

Correct Answer: D

Reference: http://ptgmedia.pearsoncmg.com/images/9781587132636/samplechapter/9781587132636_ch 04.pdf

QUESTION 7



A technician recently installed a new USB printer for a customer that is running Windows 7. Windows automatically installed the drivers. When the user prints, the printout has a bunch of symbols. Which of the following should the technician do NEXT?

- A. Install the vendor specific driver
- B. Replace the printer
- C. Check for Windows Updates
- D. Run antivirus application

Correct Answer: A

QUESTION 8

Which of the following are examples of physical security? (Select the two best answers.)

- A. Directory permissions
- B. RSA token
- C. Principle of least privilege
- D. Privacy filter

Correct Answer: BD

QUESTION 9

Which of the following file systems is required to install Windows 7?

- A. CDFS
- B. NTFS
- C. FAT
- D. FAT32

Correct Answer: B

QUESTION 10

A user regularly calls and states that they have a computer with possibly corrupt system files and wants to know how to repair them. Which of the following utilities would resolve the problem?

- A. ASR
- B. FIXMBR



C. SFC

D. MSCONFIG

Correct Answer: C

QUESTION 11

A technician is preparing to clean off a malware infection from a Windows XP PC. Which of the following should be disabled prior to starting the cleaning process?

A. System Properties

B. System Restore

C. Remote Desktop

D. Automatic Updates

Correct Answer: B

QUESTION 12

When installing Windows XP Professional, which of the following file types will the hard drive be formatted to use by default?

A. FAT32

B. CDFS

C. NTFS

D. FAT

Correct Answer: C

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