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Version: 13.0

Question: 1

A technician is instructed to configure a new workstation to boot the OS from the network. The technician must enable which of the following FIRST?

A. PXE
B. WOL
C. WiFi
D. UPNP

Answer: A

Question: 2

A technician is troubleshooting a PC with multiple volumes. To verify which are active and assigned drive letters, the technician should use the LIST function of which of the following commands?

A. extract
B. diskpart
C. bootrec
D. chkdsk

Answer: B

Question: 3

When using Microsoft Windows 8.1 Operating System, which of the following features allows scripts and snippets to run?

A. One Drive
B. XP Mode
C. Power Shell
D. Windows Firewall

Answer: C

Question: 4

A PC technician notices that the printers deployed via a new Group Policy are not showing up on the workstation. Which of the following commands should be run on the PC?

A. extract

B. robocopy
C. gpupdate
D. tasklist

Answer: C

Question: 5

A technician is tasked with installing Windows on numerous network PCs. Which of the following is the QUICKEST method for getting a standard configuration to the PCs?

A. Prebuilt image using PXE
B. Single solid state/flash drive with answer file
C. Hot swappable image drive
D. Internal hard drive partition with the image

Answer: A

Question: 6

A user prefers an external monitor, mouse, and keyboard for a laptop. The user does not want to use the built-in screen; however, when the laptop lid is closed, it goes into sleep mode. Which of the following Control Panel items can be used to disable this feature?

A. Action Center
B. System
C. Display Settings
D. Power Options

Answer: D

Question: 7

A technician is remotely connecting to a workstation using SSH to transfer a security hotfix. Which of the following command line tools would the technician use to create a directory to store the hotfix?

A. dir
B. rd
C. cd
D. md

Answer: D

Question: 8

A small office experiences frequent power outages. Upon rebooting the Windows workstations after

each power outage, users report the inability to open shared files. Which of the following MUST a technician configure to resolve this issue in the future?

A. Check the "Reconnect at logon" checkbox for the mapped network drive
B. Connect all computers in the office to UPS devices
C. Re-map the mapped network drive with the domain administrator account
D. Replace the hard drives on the file server hosting the shared files

Answer: A

Question: 9

Which of the following updates should be performed on a regular basis to ensure the OS has the latest security patches?

A. Anti-malware updates
B. Driver updates
C. Windows updates
D. Firmware updates

Answer: C

Question: 10

A technician is trying to install Windows on a computer. The install process reports there are no storage devices available, but the BIOS shows a hard drive is installed. Which of the following does the technician need to do?

A. Create a primary partition
B. Use NTFS
C. Enable PXE
D. Install third-party drivers

Answer: D

Question: 11

A customer with a PC has requested assistance setting up Windows 7 parental controls within the web browser. The customer would like to limit how much time a child can spend on a particular website. Which of the following tabs under Internet Options will allow the user to create those settings?

A. Privacy
B. Advanced
C. Security
D. Content

Answer: D

Question: 12

A technician is performing a clean install of Windows on a new hard drive from a factory DVD, but the computer does not recognize the optical disc. A "non-system disk or disk error" is observed. Which of the following should the technician do FIRST?

A. Update the motherboard firmware
B. Check the cables
C. Replace the optical drive
D. Check the BIOS setting

Answer: D

Question: 13

An administrator has a new workstation that has been loaded with the Windows OS and configured with the proper IP settings. The workstation needs to be added to the corporation's domain. Which of the following utilities will the administrator access to configure this setting?

A. System Properties
B. System Information
C. System Protection
D. System Management

Answer: A

Question: 14

A technician is attempting to remove malware from a customer's workstation. Which of the following Control Panel utilities should the technician use?

A. Folder Options > View hidden files
B. System > Performance
C. Display Settings > Refresh rate
D. Internet Options > Privacy

Answer: A

Question: 15

Which of the following should be used to ensure that a Windows OS is functioning optimally?

A. Driver updates

B. Scheduled backups
C. Application updates
D. Restore points

Answer: A

Question: 16

A technician needs to log into a user's computer to fix the user's corrupt local profile. Which of the following connectivity tools will allow the technician to connect to the user's computer?

A. Remote Assistance
B. Virtual Private Network
C. Computer Management
D. Remote Desktop

Answer: D

Question: 17

An end user needs to completely re-install Windows 7 on a home computer but it did not come with any OS discs. How would a technician accomplish this?

A. Recovery partition
B. Primary partition
C. System restore
D. System refresh

Answer: A

Question: 18

A user is unable to find the preferred default network printer in the printers list in the user profile. Which of the following is the FIRST step that should be taken?

A. Map printer
B. Reboot computer
C. Check to see if printer is turned on
D. Log in as a different user and see if printer is mapped

Answer: A

Question: 19

A technician needs to perform a backup while a system is running. Which of the following services allows this task to be accomplished?

A. Robocopy
B. Shadow copy
C. Xcopy
D. System restore

Answer: B

Question: 20

A technician has been tasked with loading the operating system on every PC with a blank hard drive on a network. The technician wishes to install the operating system with minimal physical interaction with the PCs. Which of the following is the BEST way to accomplish this?

A. Clone the operating system from an image onto optical media.
B. Use the original software media to load the operation system on every PC.
C. Set up a central image that the PCs can load from a PXE boot.
D. Create an image and copy it from a USB drive using an unattended answer file.

Answer: C

Question: 21

A technician is navigating through a Windows OS via command prompt. The technician needs to display the content of a folder. Which of the following is the BEST option for accomplishing this task?

A. dir
B. ls
C. rd
D. cmd

Answer: A

Question: 22

A network administrator needs to connect to resources from an offsite location while ensuring the traffic is protected. Which of the following should the administrator use to gain access to the secure network?

A. SSH
B. VPN
C. SFTP
D. RDP

Answer: B

Question: 23

A user states that when typing in directions on a navigation website, the map is not viewable in a newer web browser. The technician runs updates to Java, but is still unable to view the map. The technician should change which of the following Internet Options?

A. Compatibility view
B. Manage add-ons
C. Clear browser cache
D. Pop-up blocker

Answer: A

Question: 24

A technician has successfully completed a gpupdate from a CMD box of a user's PC and is ready to move to the next user. Which of the following is the appropriate NEXT step? (Select TWO).

A. View the CMD process in Task Manager
B. Type EXIT at the command prompt and press Enter
C. Minimize the CMD box to the taskbar
D. Click the "x" in the top right of the CMD window
E. Select Switch User on the PC

Answer: B,D

Question: 25

An administrator is in a Remote Assistance session, sharing a user's desktop. While trying to map a shared network drive for the user, an "access denied" error is encountered while using the user's credentials. Which of the following should be the administrator's NEXT step?

A. Ensure the user's account is not locked out
B. Use the fully qualified domain name of the share
C. Open the location with administrator privileges
D. Try mapping with a different drive letter

Answer: C

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