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QUESTION: 1

A user is having trouble connecting to the Internet. Which of the following commands should a technician use, from the user's workstation, to ensure that the workstation has a valid IP address?

- A. NETSTAT
- B. PING
- C. IPCONFIG
- D. TRACERT

Answer: C

QUESTION: 2

Which of the following operating systems supports full BitLocker functionality?

- A. Windows XP
- B. Windows 7 Professional
- C. Windows Vista Home
- D. Windows 7 Enterprise

Answer: D

QUESTION: 3

Which of the following protocols could a technician use to connect a smartphone to an email server? (Select TWO).

- A. SMTP
- B. POP3
- C. HTTP
- D. SNTP
- E. ICMP

Answer: A, B

QUESTION: 4

Which of the following should a technician do FIRST to secure a mobile device?

- A. Assign a passcode

- B. Download updates
- C. Disable GPS
- D. Install antivirus

Answer: A

QUESTION: 5

When running Windows XP, which of the following would give a list of switches for the CHKDSK command?

- A. chkdisk ~?
- B. chkdisk :?
- C. chkdisk /?
- D. chkdisk \?

Answer: C

QUESTION: 6

Which of the following commands would a technician use to move one directory above or below the one the technician is currently in?

- A. DIR
- B. RD
- C. CD
- D. MD

Answer: C

QUESTION: 7

A virtual machine running locally would be BEST utilized in which of the following situations?

- A. On a PC with minimal RAM
- B. Patch testing before rollout
- C. Thick client configuration
- D. Gaming workstation configuration

Answer: B

QUESTION: 8

A user states that the computer takes a long time to load the desktop after login. Which of the following tools should be used to help remediate the problem?

- A. Disk Management
- B. FIXMBR
- C. MSCONFIG
- D. SFC

Answer: C

QUESTION: 9

Which of the following security threats involve shoulder surfing and phone phishing?

- A. Man-in-the-Middle
- B. Social engineering
- C. Trojan virus
- D. Spyware

Answer: B

QUESTION: 10

Which of the following operating systems supports full usage of 8GB DDR3 RAM?

- A. Windows 7 Professional x86
- B. Windows 7 Home Premium x64
- C. Windows XP Professional
- D. Windows Vista Home Premium x86

Answer: B

QUESTION: 11

A technician would like to ensure all previous data is erased before reloading Windows 7 Home Premium onto a laptop. Which of the following procedures would accomplish this?



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