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QUESTION 1

A technician needs to install a clean Windows OS on several laptops in the office. The office is running a 100Base-T network. The owner would like the installations completed as soon as possible. Which of the following installation methods should the technician use?

- A. FireWire External Hard Drive
- B. PXE-based Network Installation
- C. USB 3.0 Flash Drive
- D. DVD-ROM

Correct Answer: C

QUESTION 2

Which of the following user accounts should be disabled to adhere to security best practices?

- A. Standard user
- B. Guest
- C. Administrator
- D. Power user

Correct Answer: B

Reference: <http://windows.microsoft.com/is-is/windows-vista/what-is-a-guest-account>

QUESTION 3

After replacing a motherboard on a customer's laptop for a no POST issue, the technician realizes that there is no wireless connectivity on the laptop. Which of the following should the technician do FIRST?

- A. Check to see if there is a wireless switch on the laptop and its current position.
- B. Disassemble the laptop and check if Wi-Fi antennas connected properly to wireless card.
- C. Reinstall Wi-Fi card drivers.
- D. The new motherboard is defective and not recognizing wireless; it needs to be replaced.

Correct Answer: A

QUESTION 4

Which of the following Control Panel utilities would be BEST to use to remove a Windows 7 application?

- A. Folder Options
- B. Add/Remove Programs
- C. Programs and Features
- D. Administrator Tools

Correct Answer: C

Reference: <http://windows.microsoft.com/en-us/windows/uninstall-change-program>

QUESTION 5

An administrator needs to create a new folder on a Windows PC. Which of the following commands should the administrator use?

- A. cd
- B. md
- C. sc
- D. ftp
- E. mkdir

Correct Answer: E

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