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QUESTION 1

Which of the following is the MAXIMUM number of primary partitions that can be created on a hard drive with FAT32?

- A. 2
- B. 4
- C. 6
- D. 8

Correct Answer: B

Reference: <http://support.microsoft.com/kb/314463>

QUESTION 2

On a mobile device, enforcing a policy that erases a device after a number of failed login attempts is used to prevent which of the following?

- A. Unauthorized application installations
- B. Brute forcing
- C. Social engineering
- D. Man-in-the-middle attack

Correct Answer: B

QUESTION 3

A technician is attempting to create a hidden administrative share Administrative shares can be created by using which of the following symbols after the drive letter or share name?

- A. #
- B. \$
- C. !
- D. and

Correct Answer: B

QUESTION 4

A technician is onsite troubleshooting a user's issue and receives a call from another customer. Which of the following is the BEST course of action for the technician to take in this situation?

- A. Let the call go to voicemail and respond when time permits.
- B. Leave the current appointment to assist the calling customer.
- C. Ignore the call and continue with the scheduled itinerary.
- D. Apologize to the customer and answer the call.

Correct Answer: A

QUESTION 5

A technician identifies a problem on a user's PC. Which of the following is the NEXT step the technician should take when following the troubleshooting methodology?

- A. Establish a plan of action
- B. Document the findings
- C. Verify full system functionality
- D. Establish a theory of probable cause

Correct Answer: D

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