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QUESTION 1

A technician wants to secure a Windows 7 Ultimate notebook hard drive. Which of the following should the technician do to implement BitLocker? (Select TWO).

- A. Disable TPM in the system BIOS
- B. Run the BitLocker wizard and any necessary partitions
- C. Enable TPM in the system BIOS
- D. Enable TPM in the Windows 7 OS files
- E. Set up the OS and the system files on the same partition

Correct Answer: BC

QUESTION 2

Which of the following mobile device features is responsible for shifting the device display orientation?

- A. Device calibration
- B. Gyroscope
- C. GPS
- D. Accelerometer

Correct Answer: B

QUESTION 3

Which of the following utilities would a technician use on a Windows Vista or Windows 7 machine to configure what applications are allowed to send/receive data over the LAN connection?

- A. Users and Groups
- B. Windows Firewall
- C. Registry Editor
- D. Task Scheduler

Correct Answer: B

Reference: <http://windows.microsoft.com/en-us/windows7/products/features/windows-firewall>

QUESTION 4

Windows XP Mode is available in which of the following Microsoft Windows environments?

- A. Windows Vista Ultimate
- B. Windows 7 Business Edition
- C. Windows XP Professional
- D. Windows Server 2008 R2

Correct Answer: B

Reference: <http://windows.microsoft.com/en-us/windows7/install-and-use-windows-xp-mode-in-windows-7>

QUESTION 5

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 6

A customer calls a technician frequently for the same problem. Which of the following troubleshooting steps MUST the technician perform NEXT to attempt to permanently solve this issue?

- A. Establish a plan of action to resolve the problem and implement the solution.
- B. Document findings, actions, and outcomes.
- C. Verify full system functionality and implement preventive measures.
- D. Identify the problem or symptoms.

Correct Answer: C

QUESTION 7

Which of the following supports IP telephony devices without requiring external power?

- A. VPN

B. PoE

C. QoS

D. WEP

Correct Answer: B

Reference: <http://www.metrolinedirect.com/what-is-power-over-ethernet.html>

QUESTION 8

When removing the top case from a laptop, which of the following, besides hand tools, should a technician have on hand to assure correct disassembly and reassembly? (Select TWO).

A. A multimeter and a toner probe.

B. A large cloth to spread the screws and disassembled parts on.

C. A writing pad for documentation and a marker to label cables.

D. A manufacturer's technical manual for the model of the laptop.

E. A container with separated areas to store different size screws.

Correct Answer: DE

Reference: <http://computertutorflorida.com/2012/09/laptop-best-practices/>

QUESTION 9

A user has an external hard drive which they forget to unplug before booting their machine. Each time this happens, an error shows on the screen which states "Boot sector missing reboot to try again." Which of the following would be the BEST way to resolve this?

A. Change BIOS options to remove floppy drive from the boot order

B. Change BIOS options to remove USB device from the boot order

C. Change BIOS options to remove CD drive from the boot order

D. Set the SATA setting in BIOS to AHCI from IDE

Correct Answer: B

Reference: http://pcsupport.about.com/od/fixtheproblem/ss/bootorderchange_3.htm

QUESTION 10

What type of technology is used when pairing devices such as headsets to a smartphone?

- A. Bluetooth
- B. Exchange
- C. Locator application
- D. Remote wipe

Correct Answer: A

QUESTION 11

Joe, a user, reports that each time his laptop is logged in to the company's headquarters, his system time changes. After Joe returns home, he adjusts the clock, which stays set correctly until the computer is again at the company's headquarters. No other users have reported any issues. Which of the following is MOST likely occurring?

- A. The domain time controller is incorrect
- B. The laptop firmware needs to be updated
- C. The laptop has a malware infection
- D. The laptop's time zone is incorrectly set

Correct Answer: D

QUESTION 12

Which of the following BEST describes the Apple utility used with iOS devices to synchronize, upgrade, and restore to factory default if needed?

- A. iMac
- B. iTunes
- C. Safari
- D. Bluetooth

Correct Answer: B

Reference: [http://en.wikipedia.org/wiki/App_Store_\(iOS\)](http://en.wikipedia.org/wiki/App_Store_(iOS))

QUESTION 13

Joe, a user, should be aware of his surroundings when using a portable device to ensure that which of the following does not occur?

- A. Shoulder surfing
- B. Social engineering

C. Phishing

D. Rootkits

Correct Answer: A

QUESTION 14

A user reports that they are receiving intermittent BSOD error messages. Which of the following tools should a technician use to determine which hardware is failing?

A. POST card

B. Memory diagnostics

C. Performance monitor

D. Loopback plug

Correct Answer: B

Reference: http://pcsupport.about.com/od/findbyerrormessage/tp/stop_error_list.htm

QUESTION 15

After updating the device drivers for a video adapter, a user reports they are only able to view a portion of the screen and the text is very large. Which of the following is MOST likely the cause?

A. Refresh rate set too low

B. Refresh rate set too high

C. Resolution set too low

D. Resolution set too high

Correct Answer: C

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