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QUESTION 1

A technician is performing an OS upgrade and is provided with an ISO installation file. The customer's computer is running Windows 8. The computer does not have an internal optical drive. Which of the following boot methods would be the BEST to perform the upgrade with the latest amount of effort?

- A. USB
- B. SSD
- C. PXE
- D. CDR

Correct Answer: A

QUESTION 2

A user claims that they recently had a virus infection and even after the infection was cleared, the user's web browser is still redirected to the same incorrect website when it is opened. Which of the following should the technician check FIRST?

- A. Verify that the browser's cookies have been cleared.
- B. Run an IPCONFIG /FLUSHDNS.
- C. Check that the browser version is the latest release.
- D. Run an IPCONFIG /ALL and verify the correct DHCP server.

Correct Answer: B

QUESTION 3

A user states when they press certain letters on their laptop's keyboard, a number is displayed on the screen. Which of the following can the technician perform to resolve this issue?

- A. Change the character mapping
- B. Turn off number lock
- C. Replace the keyboard
- D. Update the keyboard drivers

Correct Answer: B

Reference: <http://www.computerhope.com/issues/ch000792.htm>



QUESTION 4

A technician has finished replacing the network card in a laptop and has verified full system functionality. Which of the following troubleshooting steps should the technician take NEXT?

- A. Document findings, actions, and outcomes
- B. Escalate problem to a senior technician
- C. Re-establish new theory of probable cause
- D. Perform a full system backup

Correct Answer: A

QUESTION 5

When a user browses to a favorite website on a Windows laptop, a different website opens. A technician installs an additional web browser, but it also opens to the same unfamiliar site. The technician resets the web browser settings back to default, but the issue persists. Which of the following troubleshooting steps should the technician complete NEXT?

- A. Change the browser's home page
- B. Check the Windows host file
- C. Update the default web browser
- D. Restore Windows to a previous date

Correct Answer: B

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