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QUESTION 1

A user recently installed an application. Upon the next reboot, the system is displaying various errors relating to the system files and certain actions e.g. right-clicking no longer works. The user does not have time to reimage the computer, nor do they wish to remove and reinstall the application. Which of the following should the technician do FIRST?

- A. Open up the command prompt and type SFC /SCANNOW
- B. Open Task Manager and stop all running SERVICES processes
- C. Open up MSCONFIG and remove the application from the start-up tab
- D. Open a command prompt and type REGSVR32 SYSMAIN.DLL ?U

Correct Answer: A

QUESTION 2

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?

- A. Virtual RAID configuration
- B. Quick format
- C. New partition
- D. Full format

Correct Answer: D

Explanation: <http://pcsupport.about.com/od/toolsofthetrade/tp/erase-hard-drive.htm>

QUESTION 3

When configuring user accounts, which of the following should a technician perform?

- A. Make all users local administrators
- B. Assign the minimum required access to the users
- C. Make all users standard users
- D. Assign the maximum required access to the users

Correct Answer: B

Reference: http://www.pcworld.com/article/171933/manage_users_in_windows_7.html



QUESTION 4

From which of the following tools can a technician locate the PID of an application?

- A. Local Security Policy
- B. MSCONFIG
- C. Computer Management
- D. Task Manager

Correct Answer: D

Reference: http://www.ehow.com/about_5255845_pid-task-manager.html

QUESTION 5

A technician is trying to install Windows on a computer. The install process reports there are no storage devices available, but the BIOS shows a hard drive is installed. Which of the following does the technician need to do?

- A. Create a primary partition
- B. Use NTFS
- C. Enable PXE
- D. Install third-party drivers

Correct Answer: D

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