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QUESTION 1

A user reports an issue of intermittent Read / Write errors occurring on their PC. Which of the following actions would a technician MOST likely take?

A. Run FDISK on the drive

B. Update definitions and run a virus scan

C. Low level format the drive

D. Run CHKDSK on the drive

Correct Answer: D

Reference: http://askleo.com/checking-and-repairing-a-disk-with-chkdsk/

QUESTION 2

You have been tasked with setting up a new executive\'s laptop on his home network. After an investigation, you find that his home network is wired and has the following settings:
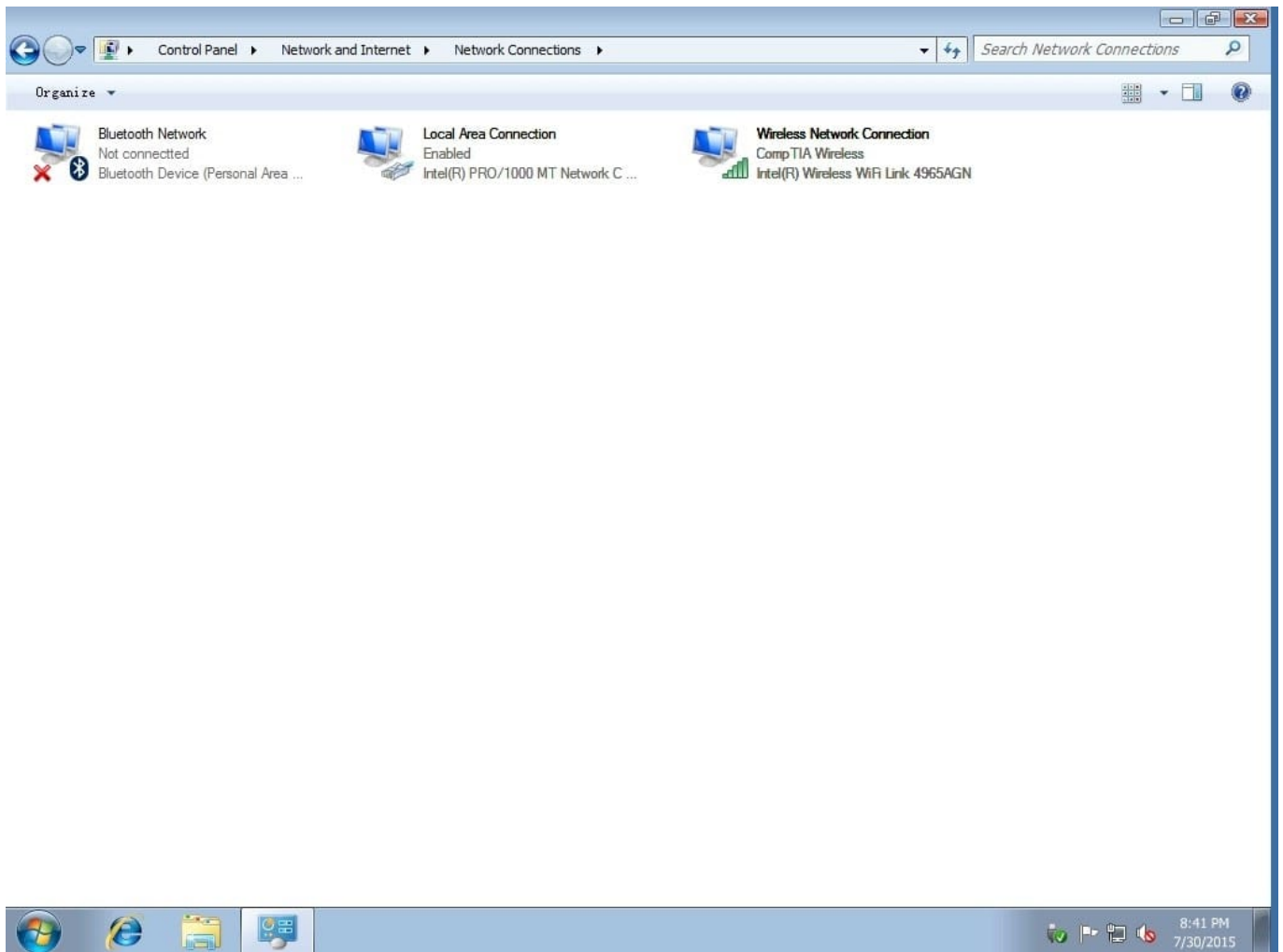
IP range is 10.10.10.0

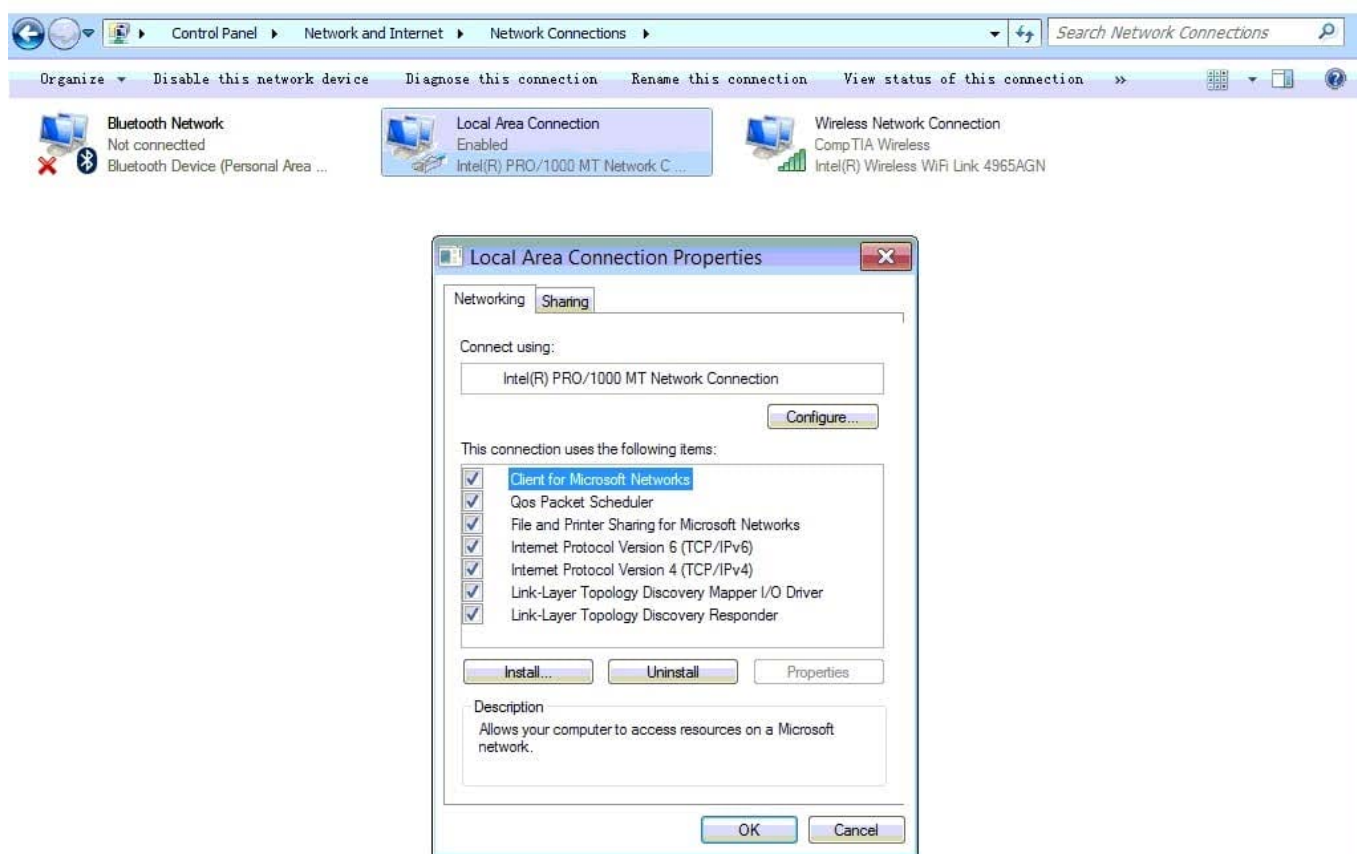Netmask is 255.255.255.0

Default gateway is 10.10.10.1

Additionally, the router\'s address is used as the primary DNS server and WINS is not in use.

Please configure the laptop with an IP address of 10.10.10.15, ensuring that the laptop will still work when plugged into the switch at the office, which is configured for DHCP. Do not make any other unnecessary configurations to the laptop. Instructions: Keyboard shortcuts are not available. When you have completed the simulation, please select the done button to submit your answer.
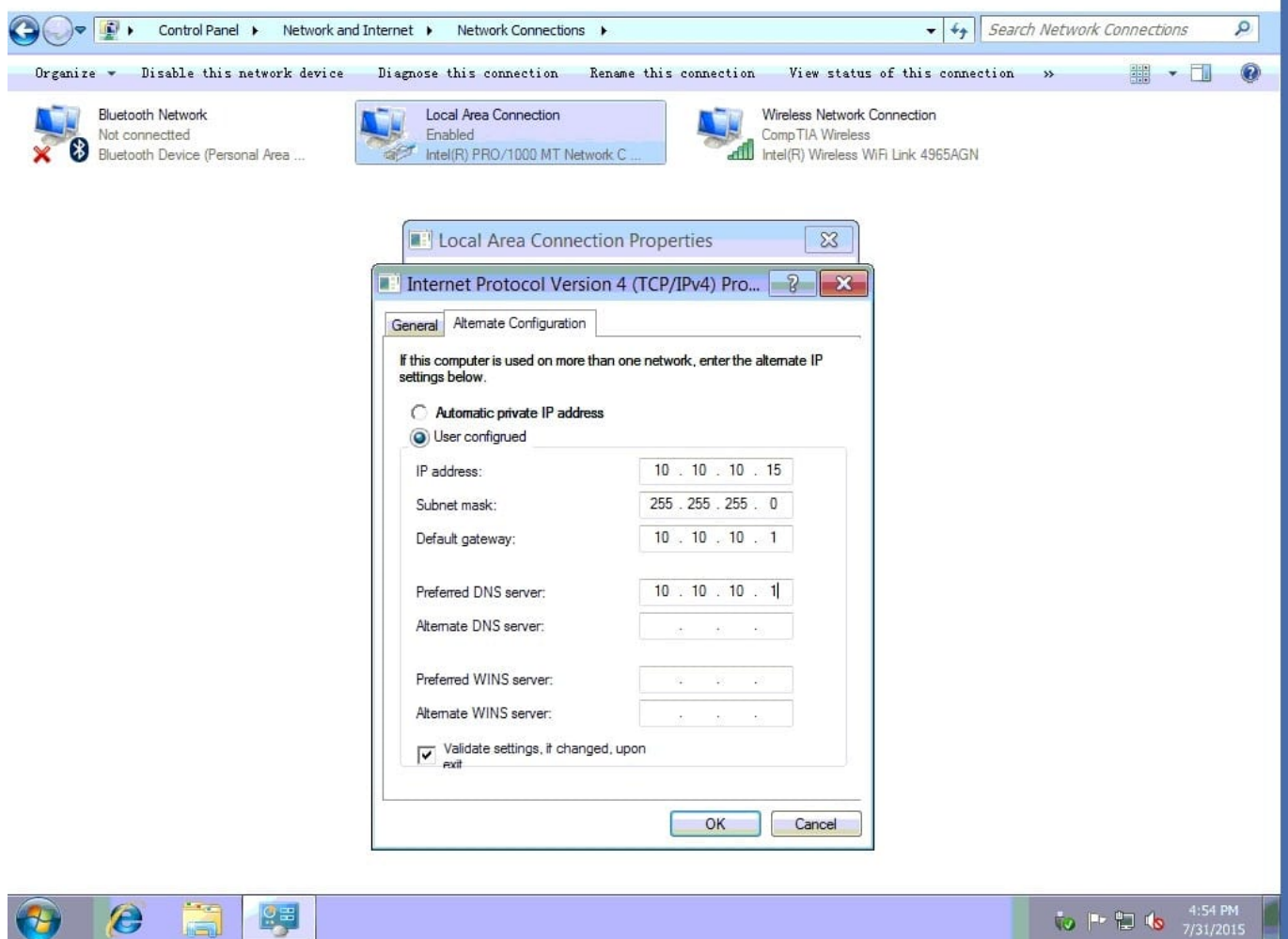
Correct Answer: Review the explanation for all details.

Right click in Local Area Network and double click on the IPv4 settings:

Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.50.23 AM.png Choose Alternate Configuration Tab and enter as follows:

Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.54.23 AM.png

QUESTION 3

A user is connected to their home wireless network and can see shared folders on the other computers on the network, but cannot connect to the Internet. Which of the following tools would a technician use to BEST troubleshoot this issue?

A. NETSTAT

B. ARP

C. TRACERT

D. NBTSTAT

Correct Answer: C

QUESTION 4

A user wants to view and change the file name extensions. Which of the following options in the control panel should be

used to accomplish this?

A. Folder Options

B. System

C. Security Center

D. User Accounts

Correct Answer: A

QUESTION 5

A technician replaced a video card on a desktop PC. The technician powers on the PC to install the device drivers. The PC boots up and goes through the POST, but the screen goes black when trying to boot the operating system. Which of the following steps should the technician perform NEXT to troubleshoot this issue?

A. Flash the BIOS

B. Reseat the video card

C. Boot the PC in safe mode

D. Replace the video card with a new one

Correct Answer: C

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