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QUESTION 1

A technician discovers a networked computer has been infected with a zero day virus. Which of the following is the FIRST thing that should be done to the workstation?

- A. Document the symptoms of the virus.
- B. Turn off the computer using the power switch.
- C. Unplug it from the network.
- D. Run an antivirus update and then a full scan.

Correct Answer: C

Reference: http://en.wikipedia.org/wiki/Zero-day_virus

QUESTION 2

User profiles in Windows 7 are stored in which of the following locations?

- A. C:\User Profiles
- B. C:\Documents and Settings\User Profiles
- C. C:\Documents and Settings
- D. C:\Users

Correct Answer: D

QUESTION 3

While configuring a new email application that uses POP3 for a customer, the technician determines the firewall is blocking the traffic. Which of the following ports should be opened to allow POP3 mail traffic through the firewall?

- A. 53
- B. 110
- C. 443
- D. 3389

Correct Answer: B

Reference: <http://www.speedguide.net/port.php?port=110>

QUESTION 4



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

QUESTION 5

Multiple users have reported that there are black dots on the conference room LCD when doing presentations. Which of the following is MOST likely the problem?

- A. The video card displaying to the LCD is incompatible.
- B. The LCD has dead pixels.
- C. The LCD needs to be recalibrated.
- D. The conference room PC is overheating.

Correct Answer: B

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