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QUESTION 1

Which of the following provides Bob, a technician, with the GREATEST security?

- A. Disabling SSID
- B. WEP
- C. Static IP
- D. WPA

Correct Answer: D

QUESTION 2

A technician is tasked with resolving a display issue with a laptop. The technician has determined that the laptop's display needs to be replaced. Which of the following is the NEXT step the technician should perform?

- A. Identify the problem that caused the display to fail.
- B. Establish a theory of the probable cause.
- C. Verify full system functionality and implement preventive measures.
- D. Establish an action plan to resolve the problem.

Correct Answer: D

QUESTION 3

Which of the following commands may need to be run after a virus removal if the computer will not boot?

- A. SCANDSK
- B. DXDIAG
- C. FIXMBR
- D. MSCONFIG

Correct Answer: C

Reference: <http://pcsupport.about.com/od/termsf/p/fixmbr.htm>

QUESTION 4

Which of the following is an example of client-side virtualization?



- A. Compatibility mode on a program icon properties menu
- B. Running a DOS application on a Windows 7 32-bit operating system
- C. Cloud hosted office applications
- D. XP mode running in Windows 7 64-bit operating system

Correct Answer: D

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

QUESTION 5

A technician is working on a user's PC. After testing the theory of the cause, which of the following could the technician perform NEXT? (Select TWO).

- A. Resolve issue
- B. Inform user
- C. New theory or escalate
- D. Document issue
- E. Verify system functionality

Correct Answer: AC

When you have tested the theory of cause, resolve the issue using troubleshooting techniques and if the issue is not resolved after the troubleshooting measure, reestablish the theory and escalate the issue to higher authorities.

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