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**QUESTION 1**

Which of the following is a new feature of iOS 5?

A. Ability to dual boot the Android OS

B. Ability to run native PC applications

C. Ability to perform iTunes backups

D. Ability to perform untethered updates

Correct Answer: D

Reference: http://www.applebitch.com/2011/05/05/rumor-ios-5-could-bring-untethered- software-updates/

**QUESTION 2**

A user is experiencing slow performance with their computer. A technician suspects the computer has a virus and runs antivirus software. A virus is found and removed, but the performance issue is not resolved. Which of the following should the technician perform NEXT?

A. Document findings, actions, and outcomes

B. Establish a plan of action to resolve the problem

C. Re-establish a new theory or escalate

D. Implement preventative measures

Correct Answer: C

Go back to the finding the real problem. See what is slowing down the performance and then resolve the problem using related troubleshooting techniques.

**QUESTION 3**

Users are reporting that their laser printer is picking up multiple pages. The printer has very high utilization. Which of the following should be performed to resolve this issue?

A. Use a maintenance kit

B. Calibrate the printer

C. Replace the toner

D. Replace the fuser

Correct Answer: A

Reference: http://en.wikipedia.org/wiki/Laser_printing#Laser_printer_maintenance

**QUESTION 4**

Which of the following BIOS boot methods allows a system to boot from a remote server?

A. PXE

B. DVD

C. USB

D. SATA

Correct Answer: A

Reference: http://technet.microsoft.com/en-us/magazine/2008.07.desktopfiles.aspx

**QUESTION 5**

An administrator, Ann, wants to be able to access a customer\\'s router interface from a remote location. Ann always has to have the customer print out the current router settings before she can remotely manage the router. Which of the following should Ann do to eliminate this extra step before connecting to the router remotely?

A. Change the default user name and password

B. Request a static IP from the ISP

C. Enable the remote management port

D. Enable port forwarding on the router

Correct Answer: B

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