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QUESTION 1

A user reports that a cell phone application is loading slowly and not functioning properly. Which of the following should a technician do FIRST to remedy this issue?

- A. Remove and reinstall the application
- B. Hard reset the cell phone
- C. Reconnect the wireless network connection
- D. Close all running applications

Correct Answer: B

QUESTION 2

A technician, Joe, is running a diagnostic program on a laptop when it shuts down after running for 10 minutes. Which of the following should he do before disassembling the laptop?

- A. Use compressed air to blow the dust out of all the fans
- B. Hard reset the computer and attempt to boot it into the operating system
- C. Run CHKDSK on the laptop's hard drive
- D. Remove the battery and re-run the diagnostic program

Correct Answer: A

QUESTION 3

A user reports an issue with an Internet browser. The browser will not allow certain web pages to be viewed and instead forwards the user to a site requesting personal information. Which of the following tools would BEST prevent this from happening to other employees?

- A. Windows Firewall
- B. Trusted root certificate
- C. Antivirus software
- D. Proxy server
- E. Anti-malware software

Correct Answer: B

**QUESTION 4**

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 5

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>

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