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QUESTION 1

You are working on a Windows 7 Ultimate computer. An application called DLP 2.0 is failing to start properly.

You are required to disable two of its components in MSconfig. Which two tabs should you access? (Select the two best answers.)

- A. General
- B. Boot
- C. Services
- D. Startup
- E. Tools

Correct Answer: CD

QUESTION 2

A company recently had a security breach and is now required to increase the security on their workstations. A technician has been tasked to harden all the workstations on the network. Which of the following should the technician do?

- A. Enable Windows automatic updates
- B. Enable screensaver required passwords
- C. Enable MAC filtering
- D. Enable wireless encryption

Correct Answer: B

QUESTION 3

A technician is trying to remove a resilient computer virus. The virus keeps coming back after rebooting the system because some program or service has locked some of the virus's files and is preventing the AV from cleaning the system. Which of the following is the BEST approach to try and remove the virus while minimizing negative impact to the system?

- A. Use REGSRV32 to deregister the virus DLLs.
- B. Run the antivirus after rebooting in safe mode.
- C. Use the repair disk and follow the prompts.
- D. Use the recovery console to disable all windows services.

Correct Answer: B

QUESTION 4

Which of the following is the BEST tool to verify the cable is plugged into the correct port on the patch panel?

- A. Cable certifier
- B. Punch down
- C. Toner probe
- D. Cable tester

Correct Answer: C

QUESTION 5

A network printer has quit printing from all connected customers. No error messages are displayed on the printer and the network connection is working. Which of the following is the FIRST troubleshooting step for the technician to try?

- A. Check port on switch
- B. Reboot the printer
- C. Print configuration page
- D. Clear print queue

Correct Answer: C

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