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QUESTION 141A Windows 7 desktop PC has crashed (i.e. BSOD) several times indicating a possible RAM problem. Which of the following is an OS built-in tool that can be used to test this problem? A. Windows System Restore B. Windows System File Checker C. MSCONFIG D. Windows Memory Diagnostic Answer: D Explanation:

http://howto.cnet.com/8301-11310_39-57569731-285/test-your-ram-with-windows-memory-diagnostic-tool/ QUESTION 142 Which of the following should be regularly scheduled to fix hard drive errors? A. Defragmentation B. Check Disk C. System Restore D.

Antivirus Scan Answer: B Explanation: <http://support.microsoft.com/kb/315265> QUESTION 143 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 Answer: C Explanation: 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 144 After installing a new multifunction printer, an administrator realizes the flatbed scanner does not scan any documents. Which of the following is the MOST likely reason of the issue? A. The scanner lock switch on the device is locked B. The printer driver was installed incorrectly C. The multifunction printer's USB cable was plugged into the incorrect port D. The scanner's alignment and calibration was not performed. Answer: A Explanation:

<http://www.justanswer.com/printers/6cceg-scanner-lock-switch-error-message.html> QUESTION 145 After replacing a motherboard on a customer's laptop for a no sound issue, a technician realizes that there is intermittent wireless connectivity on the laptop. Which of the following should the technician perform FIRST? A. Reinstall the driver of the WiFi card B. Check to see if there is a wireless switch on the laptop and its current position C. Replace the wireless card because it is not fully compatible with the new motherboard D. Check if the WiFi antenna is connected properly to the wireless card. Answer: D Explanation:

<https://communities.intel.com/thread/38676> QUESTION 146 The benefit of MAC filtering in wireless networking is that the network: A. is encrypted B. is not visible C. uses static IP addresses D. is more secure. Answer: D Explanation:

<http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm> QUESTION 147 A technician is trying to request a new IP address to a customer's computer through the command prompt. Which of the following commands should the technician use? A. ipconfig /flushdns B. ipconfig /renew C. ipconfig /all D. ipconfig /release Answer: B Explanation:

<http://www.wikihow.com/Refresh-Your-IP-Address-on-a-Windows-Computer> QUESTION 148 A customer is not able to connect to any websites. Which of the following commands should a technician run FIRST to identify the issue? A. NETSTAT B. NET SHOW C. IPCONFIG D. TRACERT Answer: C Explanation:

<http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/ipconfig.mspx?mfr=true> QUESTION 149 A technician wants to know the MAC address of a computer. Which of the following commands would the technician use? A. IPCONFIG B. NSLOOKUP C. NETSTAT D. PING Answer: A Explanation:

<http://compnetworking.about.com/od/networkprotocolsip/a/macaddressing.htm> QUESTION 150 A technician would like to dispose

of a hard drive that is no longer needed. According to company policy, all contents on the disk should be deleted before disposal. Which of the following OS command line tools should be used? A. CHKDSKB. DELC. SCANDSKD. FORMAT Answer: D
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