Exam Report: 12.15.13 Practice Questions

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Date: 4/15/2020 5:23:05 am               Candidate: Garsteck, Matthew
Time Spent: 4:31               Login: mGarsteck

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## Overall Performance

Your Score: 8%               |

                                                            Passing Score: 80%

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View results by: ○ Objective Analysis   ● Individual Responses

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## Individual Responses

▼ **Question 1:**          <span style="color:red">Incorrect</span>

You need to boot a Windows 10 system into Safe Mode. Which steps will accomplish this task? (Select TWO. Each choice is a complete solution.)

➡ ☐ In Safe Mode, press the [Shift] key on the keyboard while you click Restart.

☐ Press F2 at Startup.

☐ Press ALT.

☑ ~~Press F8 at Startup.~~

➡ ☑ In Safe Mode, select Start > Settings > Update & Security > Recovery > Advanced startup > Restart now.

### Explanation

You can restart in Safe Mode by holding down the [Shift] key on the keyboard when you click Restart. You can also restart in Safe Mode by selecting Start > Settings > Update & Security > Recovery > Advanced startup > Restart now.

When working with Windows 7 and earlier, pressing the F8 button during the system boot brings up the Advanced Boot Options menu. This option is not available on Windows 8 and later. Pressing F2 brings up the UEFI/Bios on many systems. Pressing ALT does not do anything on most systems.

### References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_BOOTORDR_01]

▼ **Question 2:**          <span style="color:red">Incorrect</span>

You have a computer that runs Windows 7, and you want to install Windows 10. You are not concerned about keeping any of the existing data currently on the drive, and you want to do a clean install. After placing the Windows 10 installation DVD in the optical drive, you restart the computer, but it does not boot to the DVD, and you are unable to install Windows.

Which of the following are the BEST methods for installing Windows from the DVD? (Select TWO. Each choice is a complete solution.)

➡ ☑ From the UEFI or BIOS firmware, change the boot order.

☐ While the computer is rebooting, press the Ctrl + Alt + Del keys.

☑ ~~While the computer is rebooting, press and hold the Windows + C.~~

☐ While the computer is rebooting, press and hold Ctrl + C.

## Explanation

Since the computer did not recognize the DVD on restart, you will need to either change the boot order from within the computes UEFI or BIOS firmware settings, or you can press the boot menu key, which will allow you to boot from the DVD. The exact function key that can be pressed is determined by the computer's manufacturer. Examples include, F8, F12, F11, and F10.

The other key combinations listed in the question will not allow you to boot to the DVD.

## References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_BOOTORDR_02]

▼ **Question 3:**          Incorrect

You have booted your Windows workstation into Safe Mode and enabled Boot Logging. To which log file is the boot logging information now being written?

🔘 ~~Bootlog.txt~~

⚪ Boot.log

➡ ⚪ Ntbtlog.txt

⚪ Myboot.txt

## Explanation

When you choose Enable Boot Logging, entries are written to the Ntbtlog.txt file. This file is created in the %WinDir% folder.

## References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_BOOTO_01]

▼ **Question 4:**          Incorrect

Rodney, a user in the research department, reports that he is experiencing blue screen errors while using his Windows computer. You ask Rodney if anything has changed on the computer recently. Rodney explains that he recently installed a TV tuner board in an expansion slot. Now he has to reboot the computer every time he loads the TV tuner application to watch TV. You need to fix Rodney's computer and prevent Rodney from using the TV until you can install an updated driver.

What should you do?

➡ ⚪ Boot the system into Safe Mode. Disable the TV tuner driver in Device Manager.

○ ~~Re-install Windows from the installation disc.~~

○ Use the Reset This PC option in the Settings app.

○ Boot the system from a Windows installation disc and select the Startup Repair option.

### Explanation

You should disable the driver. Although you might be able to disable the driver without booting in Safe mode, booting in Safe mode is a good way to prevent drivers that could interfere with your task from being loaded.

Resetting or reinstalling the operating system are drastic troubleshooting options. You should try simpler resolutions first before restoring to more aggressive options. Because the boot process is functioning, there is no indication that the boot sector or master boot record needs fixing using the Startup Repair.

### References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_BOOTO_02]

▼ **Question 5:**            <u>Incorrect</u>

How can you keep a Windows 10 system from automatically restarting after a critical system error occurs?

➡ ○ Use the Disable automatic restart after failure option on the Advanced Startup Options menu.

○ Use the Enable Safe Mode with Networking option on the Advanced Startup Options menu.

○ Use the Last Known Good configuration option on the Advanced Startup Options menu.

◉ ~~Use the Enable Safe Mode with Command Prompt option on the Advanced Startup Options menu.~~

### Explanation

By default, Windows is configured to reboot whenever a critical system error occurs (Blue Screen of Death). Use the Disable automatic restart after failure option on the Advanced Startup Options menu to stop the automatic reboots.

Safe Mode with Networking is a variation of Safe Mode that also loads networking components if the problem is related to a network component. Safe Mode with Command Prompt is a variation of Safe Mode that allows you to boot to a command prompt. Neither of these options will stop the automatic reboots. The Last Known Good configuration option is not available in Windows 8 and later.

### References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_BOOTO_03]

▼ **Question 6:**            <u>Incorrect</u>

You turn on your desktop computer. You can hear the fans start up, but the monitor remains blank. You wait a while, but it doesn't appear that anything else is

Which of the following are the most likely cause of the problem? (Select THREE).

☐ Hard disk

☐ Keyboard

➡ ☑ Memory

☐ Mouse

➡ ☐ Processor

☐ Network card

➡ ☐ Video card

## Explanation

When a computer first boots, it checks the processor, memory, and video card. If any of these three components are faulty, the boot process will stop. Depending on the problem, you might see nothing displayed on the screen.

If the hard disk is bad, the system will boot past the BIOS, but be unable to locate the operating system files. You will see a message displayed on the screen indicating this and other problems (such as a bad keyboard). The startup sequence typically does not diagnose the mouse.

## References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_BOOTO_04]

▼ **Question 7:**        Incorrect

You have a Windows system with two SATA hard drives, one used for the operating system and the other used for storing data. You have traced recent problems to a fault in the system motherboard. You replaced the motherboard and reconnected all the hardware. When you started the computer, the system showed the startup information screen, but then returned an error that an operating system could not be found.

What should you do? (Select TWO. Each option is part of the complete solution.)

☑ ~~Press F6 during startup and load the SATA drivers.~~

☐ Boot into Safe Mode and import the disks in Disk Management.

☐ Boot into the recovery console and run the bootrec /rebuildbcd command.

➡ ☐ Change the boot order in the UEFI configuration.

➡ ☑ Verify the operating system SATA drive is configured as the boot drive in the UEFI configuration.

## Explanation

The most likely cause is that the boot configuration in the UEFI firmware of the new motherboard needs to be modified. First, you should specify that the SATA

## References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_BOOTO_05]

▼ **Question 8:**          _Incorrect_

You have just received a call from one of your customers. He informs you that after turning his computer on, he received the following error:

**Error loading operating system**
**BOOTMGR is missing**
**Press Ctrl+Alt+Del to restart**

Every time he restarts his computer, the same error is shown.

Which of the following tools is BEST for fixing this issue?

➡ ○ **bootrec**

   ○ **chkdsk**

   ◉ ~~**format**~~

   ○ **diskpart**

## Explanation

To fix a master boot record (MBR) error, run **Bootrec /fixmbr**. Other switches can also be used to fixe the boot sector or rebuild the entire boot configuration data.

**DiskPart** is a disk partition utility. **FORMAT** is a command/program to format a drive. Formatting a drive erases all data on that drive. **CHKDSK** can identify and automatically correct file system errors and make sure that you can continue to load and write data from the hard disk. **CHKDSK** will not fix a problem with the MBR.

## References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_ERR_01]

▼ **Question 9:**          _Incorrect_

Marcus was attempting to tweak the way his Windows 10 workstation boots when he inadvertently corrupted his system boot files. It will now no longer boot to a logon prompt. He boots the system from the Windows installation disc and accesses the Recovery Environment.

What should he do next?

   ○ Select Troubleshoot > Advanced Options > System Restore

   ○ Select Troubleshoot > Advanced Options > Go Back to the Previous Build

   ◉ ~~Select Troubleshoot > Reset this PC~~

➡ ○ Select Troubleshoot > Advanced Options > Startup Repair

## Explanation

Resetting the PC would also work, but it is a much more drastic option. You should try simpler recovery options first before moving to more aggressive ones. Reverting to a restore point probably won't fix the problem as System Protection only protects Windows system files, not boot files.

### References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_ERR_02]

▼ **Question 10:**       <u>Correct</u>

You want to scan the integrity of all protected system files on your Windows 10 system, but not repair them.

Which command should you use?

➡ ◉ **sfc /verifyonly**

   ○ **sfc /scanfile**

   ○ **sfc /scannow**

   ○ **sfc /verifyfile**

### Explanation

Use **sfc /verifyonly** to scan the integrity of all protected system files, but not repair them.

**sfc /scannow** scans the system and replaces altered files. **sfc /scanfile** scans the integrity of a specific file and repairs it if it has problems. **sfc /verifyfile** scans the integrity of a specific file, but does not repair it.

### References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_ERR_03]

▼ **Question 11:**       <u>Incorrect</u>

One day, while trying to start your Windows 10 computer, the system displays the following error:

**Windows could not start. Could not read from the selected boot disk. Check boot path and disk hardware.**

Which of the following will most likely fix the problem?

➡ ○ Boot into the recovery environment and run the **bootrec /rebuildbcd** command.

   ○ Boot into the recovery console and run the **bootcfg /rebuild** command.

   ○ Boot into the recovery console and run the **fixmbr** command on the boot volume.

   ◉ ~~Boot into the recovery environment and restore to a restore point.~~

   ○ Boot into the recovery console and copy the NTLDR file to the boot volume.

This error message is generated when the system cannot find the partition specified in the BCD database where the operating system files are located. For example, the database might be pointing to the D: drive for the operating system files, but that drive does not exist. Run **bootrec /rebuildbcd** to rebuild the boot loader database with a list of valid operating system locations.

**bootcfg /rebuild** and **fixmbr** were used in early versions of Windows to fix boot problems. Reverting to a restore point will not fix the damaged boot files in this scenario.

### References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_ERR_04]

▼ **Question 12:**          Incorrect

You are troubleshooting a Windows 10 system that won't boot. The system appears to initialize just fine and post completes correctly. However, Windows doesn't load, and an error message is displayed on the screen, indicating the operating system couldn't be found. You determine that the Master Boot Record (MBR) is corrupt.

To fix the issue, you do the following:

1. Boot the system from the Windows 10 installation DVD.
2. Access the Recovery Environment.
3. Open a Command window.

Enter the command you can run at the command prompt to address this issue.

| | bootrec /fixmbr |
|---|---|

### Explanation

The **bootrec /fixmbr** command writes a Windows-compatible MBR to the system partition. It does not overwrite the existing partition table. Use this command when you must resolve MBR corruption issues or when you have to remove non-standard code from the MBR.

### References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_ERR_05]

▼ **Question 13:**          Incorrect

You are an IT technician for your company. One of your employees calls and tells you that every time they turn their computer on, they hear three beeps.

Which of the following BEST describes an accurate reply to this employee?

○ Three repeated beeps indicate that the keyboard has failed and needs to be replaced.

➡ ○ Three repeated beeps may mean different things. First, we need to check the motherboard documentation.

○ Three repeated beeps is a general error. There is no specific information available about what this code means.

- ~~Three repeated beeps indicate there is something wrong with the computer's memory.~~

## Explanation

Every time the PC boots, it runs a power-on self-test, or a POST. POST checks to make sure that all of the basic hardware in your system is present and functioning at boot time, such as the system memory, keyboard, CPU, chipset, and so on. If the PC finds a problem during POST, an error is registered. How this error is reported depends on the motherboard manufacturer. Since each motherboard may have a different meaning for three beeps, you should first check the motherboard's documentation before proceeding further.

Each of the other options may be the issue, but without checking the documentation, you cannot be sure.

## References

TestOut PC Pro - 12.15 Windows Boot Errors
[e_error_pp6.exam.xml Q_TRB_ERR_06]