

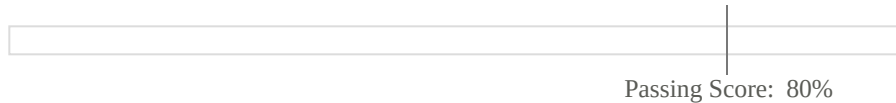
Exam Report: 4.6.6 Practice Questions

Date: 3/13/2020 4:59:15 pm
Time Spent: 3:38

Candidate: Garsteck, Matthew
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Overall Performance

Your Score: 62%



View results by: ☐ Objective Analysis ☒ Individual Responses

Individual Responses

▼ Question 1: Correct

Alice recently purchased a new cell phone. After her vacation, Alice wanted to transfer her holiday photos to her computer, where she could do some touchup work before sending the pictures to her children. When Alice attached her phone to her computer, she saw that Windows detected her phone and tried to load the applicable software to give her access to her phone. Unfortunately, after trying for several minutes, Windows displayed a message indicating that it was unsuccessful. When Alice explored her available drives, her phone was not listed.

Which of the following would be the BEST administrative tool to help Alice gain access to her phone?

- ☐ Event Viewer
- ☐ Component Services
- ☐ System Configuration
- ☐ Services

➡ ☒ Device Manager

Explanation

When Alice plugged in her phone, Windows detected the new device and automatically tried to find a device driver that would give her access to her phone and pictures. Since Windows was unsuccessful at locating a driver automatically, Alice should open the Device Manager, from which she could install the applicable driver.

System Configuration controls the initial startup, the boot files, and services loaded along with other tasks.

Component Services is used to access the local Event Viewer to examine Administrative Events and system logs.

Event Viewer maintains logs about program, security, and system events on Windows and can be used to view and manage the event logs, gather information about hardware and software problems, and monitor Windows security events.

The Services console lets you disable or enable Windows services. These are system-level programs that typically start when Windows boots up.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_DEVICE_MANAGER]

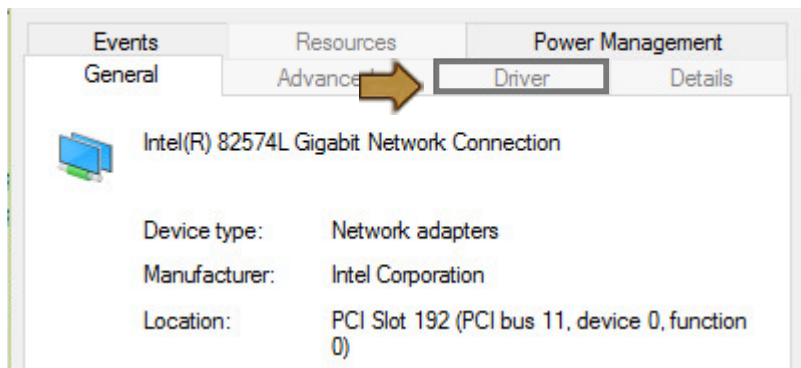
▼ Question 2: Correct

You recently installed a fiber-optic network board in an expansion slot in your system's motherboard. You no longer need to use the integrated UTP network board that is integrated in the motherboard.

Click the option you would use in the properties of the integrated network adapter in Device Manager to disable it.

Intel(R) 82574L Gigabit Network Connection Properties





Explanation

You can disable a device in Device Manager by accessing its properties and then selecting Disable on the Driver tab.

You set device-specific settings on the Advanced tab. For example, you can use this tab to set the network adapter's speed and duplex configuration. The Details tab displays extended information about the device. The Resources tab is used to view the hardware resources used by the device.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_RT_DEV_DISABLE-PB]

▼ Question 3: Correct

You have decided to install a new Ethernet network adapter in your Windows 10 desktop computer. After installing the card and booting to Windows, you notice that you have no network connection. After looking in Device Manager, you see that the new network card was detected, but Windows doesn't know what it is. After doing a quick search on the internet, you find what looks like the correct driver and install it. A reboot of Windows is performed, but almost immediately after logging on, your computer crashes. Thinking this must be a fluke, you reboot again with the same result.

Which of the following is the BEST tool to get Windows to load properly?

- ☐ Boot to the computers BIOS/UEFI settings and uninstall the network driver.
- ☒ Boot to Safe Mode and uninstall the network driver.
- ☐ Boot from the Windows installation DVD and run Start-up Repair.
- ☐ Boot from the Windows installation DVD and restore your computer back to a previous restore point.

Explanation

When a computer starts in Safe Mode, only the bare minimum background services that are very important to boot and run the Windows are initialized. From this mode, you can then find the driver that is causing problem and uninstall it.

On some systems, booting to the BIOS/UEFI settings will let you boot to Safe Mode, but you cannot uninstall the driver causing your computer to crash from the BIOS/UEFI settings interface.

The Start-up Repair option will scan your PC for problems like missing or damaged system files, but it won't let you uninstall the bad device driver, causing your computer to crash.

System Restore lets you restore your computer back to a previous restore point. Although this would work, it will undo any other changes you may have made since the last restore point was created. Therefore, it is best to try boot to Safe Mode and uninstall the bad driver from there.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_SAFE_MODE]

▼ Question 4: Incorrect

You have just installed a new hardware device, upgraded the driver, and installed the custom software that came with the device. Now you can't get the device to work.

Which of the following troubleshooting steps is the BEST to try first?

- ➡ ☐ Run any diagnostic software that came with the device.
- ☒ ~~Install the drivers that came on the installation CD.~~
- ☐ Try installing the device in another system.
- ☐ Remove and then reinstall the device.

Explanation

As a first step, run any diagnostic software that came with the device. Using an older driver, like one that came on the installation CD, will rarely correct a problem. In addition, you should only try this solution and others after performing the self-test and trying obvious fixes.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_DEVICE]

▼ Question 5: Correct

Which system utility would you use to troubleshoot hardware devices, examine and control the resources used by specific devices, and install updated device drivers?

- ☐ System Restore
- ☐ Notification Area
- ➡ ☒ Device Manager
- ☐ Control Panel
- ☐ Network

Explanation

Use Device Manager to troubleshoot hardware devices, examine and control the resources used by specific devices, and install updated device drivers. System Restore takes periodic snapshots of the system configuration that are called restore points. Network acts as a built-in network browser, showing all networks and shared folders to which the user has access. The Notification Area displays icons that represent the applications and processes that are running behind the scenes on your computer, such as audio volume, security programs, and connectivity to the network. It also displays the time and date. The Control Panel contains various utilities that change how a computer looks and behaves.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_DEVICES]

▼ Question 6: Incorrect

A user complains that his USB scanner no longer works. You check Device Manager and see an icon with a black down arrow on it. What should you do?

- ☐ Replace the device.
- ☒ ~~Update the device drivers.~~
- ➡ ☐ Enable the device in Device Manager.
- ☐ Remove and then reinstall the device.

Explanation

An icon with a black down arrow through it in Device Manager means that the device is disabled. Simply re-enable the device. An icon with an exclamation mark identifies a device with a problem. Many times, this can be fixed by updating the driver, although you might need to replace the device if it no longer works properly.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_DEVICE_01]

▼ Question 7: Incorrect

You have just installed a new device in your Windows system. After installation, you can't use the device. You check Device Manager and find an icon for the device with a yellow exclamation mark over it. What should you do?

- ☒ ~~Enable the device.~~
- ☐ Reinstall the device.
- ☐ Run the Add Legacy Hardware wizard and manually configure the device.
- ☐ Replace the device.

➡ ☐ Download the latest driver from the manufacturer's website.

Explanation

The first step is to try and obtain the latest driver for the device. In this scenario, Windows detected the device, a suitable driver for it. Use the Add Legacy Hardware wizard to install legacy (non-plug-and-play) devices. An icon with a black down arrow over it indicates a disabled device. You should only replace the device after performing other troubleshooting tasks.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_DEVICE_02]

▼ Question 8: Incorrect

A user installs a new graphics application on her Windows system. During the installation process, the application prompts the user to load a custom video driver that has been optimized for the application. She does so and then completes the installation.

Several days later, the user reports that her display doesn't seem to be working properly under some conditions. To fix the problem, you need to reload the old video driver.

Which of the following actions are the BEST choices? (Select TWO).

☐ Boot to advanced startup menu and select Last Known Good Configuration.

☒ ~~Use Device Manager to disable the video driver.~~

➡ ☒ Use Device Manager to roll back the video driver.

➡ ☐ Revert the system to a restore point prior to installing the video driver.

☐ Boot from the Windows installation media and select the Startup Repair option.

Explanation

To roll back to a previous driver, access Device Manager and then use the Roll Back Driver option available in the video driver's properties. You may need to boot the system into Safe Mode first if the problem is serious enough to make the display difficult to see. Alternatively, you could also revert the system to a prior restore point that was created before the problematic driver was installed.

You should not disable the driver in this situation. The Last Known Good configuration boot option is only available on Windows 7 and earlier systems. Even if it were available, it would not work in this scenario because the system has been rebooted, and the user has logged in since the change was made. Running a startup repair would not correct a problem with an erratic video driver.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_DEVICE_03]

▼ Question 9: Correct

You have just connected a new USB device to your Windows system. You used the installation disc that came with the device to install the drivers needed to support the device. Since the installation, the system

frequently crashes when you try to access the new device.

Which of the following steps would MOST likely resolve this issue?

- ☐ Run the Add Legacy Hardware wizard and manually configure the device.
- ☐ Replace the device itself.
- ☐ Remove and then reinstall the device.
- ➡ ☒ Download and install the latest driver from the manufacturer's website.

Explanation

The first step is to download and install the latest driver for the device from the manufacturer's website.

You would use the Add Hardware wizard to configure legacy (non-plug-and-play) devices. Reinstalling or replacing the device should only be done as a last resort after other troubleshooting tasks have been performed.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_DEVICE_04]

▼ Question 10: Incorrect

During the POST, you receive the following message:

Keyboard not present. Press F1 to continue.

What are the most likely causes of this error message? (Select TWO.)

- ➡ ☒ A poor keyboard connection
- ☒ ~~An outdated BIOS~~
- ➡ ☐ A stuck key on the keyboard
- ☐ Incorrect keyboard data in the CMOS
- ☐ A broken F1 key

Explanation

If the keyboard is not detected during the POST, the keyboard is probably not attached to the computer correctly. Check that the keyboard is securely connected to the keyboard port. While a bad keyboard will also result in this error, you should check the keyboard connection to the computer before replacing the keyboard. This error is also commonly caused by a stuck key on the keyboard.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_KEYBOARD]

▼ Question 11: Correct

You have just installed several devices to a computer at once, but now the computer fails to boot properly.

Which of the following troubleshooting steps is the BEST to try first?

- ☐ Change the configuration of a single device.
- ☐ Swap a single device with one that you know to be good.
- ☐ Swap all of the devices with those you know to be good.
- ➡ ☒ Remove all of the newly added devices and install them one at a time.

Explanation

When installing, you should always install one device at a time. In that way, if a problem occurs after the

new device is installed, you know that the new device has caused the problem. Swapping components at this point might not help, as you have not yet identified the component that is most likely causing the problem.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_PC_01]

▼ Question 12: Correct

You are trying to connect a new USB device to your computer. You install the driver and then connect the device to an open USB port. The device does not work.

Which of the following troubleshooting steps is the BEST to try first?

- ➡ ☒ Make sure the USB device is plugged in properly.
- ☐ Try a different USB cable.
- ☐ Replace the USB device.
- ☐ Install a new USB controller card.

Explanation

The first thing to check is whether the USB device is plugged in properly. If that doesn't correct the problem, you might try a different USB cable before doing more extensive troubleshooting. You should only replace the device or install a new USB controller card after verifying where the problem lies. For example, if you try the device on another computer and it still doesn't work, you might assume that the device is defective. If the device works on a different computer, then the USB ports on the first computer might be defective.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_TRB_USB]

▼ Question 13: Correct

In which of the following situations would driver rollback be the BEST tool to use?

- ☐ You accidentally deleted several important emails from Outlook and need to restore them.
- ☐ You need to restore several driver files that were accidentally deleted.
- ➡ ☒ You recently installed a new video driver, and now the system behaves erratically.
- ☐ You recently installed a new application, and now the system behaves erratically.

Explanation

Driver Rollback would be best suited to a situation where you've installed a misbehaving driver and need to revert to an older version of the driver. Driver Rollback preserves the old driver every time you install a newer driver. Therefore, you could use Driver Rollback to uninstall the current driver and restore the previous version.

References

TestOut PC Pro - 4.6 Device Driver Troubleshooting
[e_devtrb_pp6.exam.xml Q_DEV_MGM_WINDOWS_SYSTOOLS_25]