Exam Report: 5.10.6 Practice Questions

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Time Spent: 3:39

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Overall Performance

Your Score: 33%

Passing Score: 80%

View results by: Objective Analysis Individual Responses

Individual Responses

Question 1: Correct

You have used your computer for several months without any issues. Recently, you have noticed that when you perform specific actions or open certain files, your computer crashes, and programs sometimes freeze. You suspect that hard disk issues are the cause.

Which of the following tools would BEST verify and fix disk errors?

- **format**
- **chkdsk**
- DiskPart
- Bootrec.exe

Explanation

It is likely that the issues described in this question are occurring because there are errors on your hard disk drive. The best option shown is **chkdsk. 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.

Bootrec (Bootrec.exe) is a Microsoft tool used to update the master boot record code, partition bootsector code, and modify the BCD (boot configuration data). DiskPart is a disk partition utility. **format** is a command to format a drive. Formatting a drive erases all data on that drive.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_TRB_STORAGE_CHKDSK]

Question 2: Incorrect

One day, while trying to start your Windows 10 system, you see the following error displayed:

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 Safe Mode and restore to a restore point.
- Boot into the recovery console and copy the NTLDR file to the boot volume.
- ~~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 run the **bootrec /rebuildbcd** command.

Explanation

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 C: drive for the operating system files, but that drive does not exist. To fix this problem, boot into the recovery environment and then run the **bootrec /rebuildbcd** command to rebuild the boot loader database with a list of valid operating system locations.

You will not be able to boot into Safe Mode because the operating system files have not yet been loaded. The **fixmbr** and **bootcfg** commands were used on older versions of Windows.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_TRB_STORAGE_DISK_STORAGE_TOOLS_01]

Question 3: Correct

You have just finished upgrading the 250 W power supply in your desktop computer to a 450 W power supply. Now the BIOS doesn't recognize one of the hard disk drives in the system during POST.

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

- Use the switch on the power supply to switch from 110 volts to 220 volts.
- Reconfigure the hard disk to use the higher-wattage power supply using jumpers on the drive.
- Replace the power supply.
- Manually enter the hard disk parameters in the BIOS.
- Make sure that the hard disk is connected to the power supply.

Explanation

Because you have just made a system change, you should check items related to the change you have made. In this case, check to make sure that power connectors are plugged in.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_TRB_STORAGE_HARD_DISK_01]

Question 4: Incorrect

You have physically installed a new hard disk drive in your computer and configured the disk in the BIOS using the CMOS setup program. You try to access the hard disk drive in Windows Explorer, but the drive is not displayed.

Which of the following utilities will you MOST likely use to solve the problem?

- **sfc**
- ~~**chkdsk**~~
- **format**
- Disk Management

Explanation

After physically installing a hard disk drive and configuring it in the CMOS, you need to partition the disk and format it with a file system using Disk Management. You can use the **format** command to format the disk, but it has to be partitioned first. The **chkdsk** command is used to scan the surface of a disk and locate bad sectors or other disk problems. The **sfc** command is used to verify the integrity of your Windows system files.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_TRB_STORAGE_HARD_DISK_02]

Question 5: Correct

Lately, you hear a clicking noise when reading or writing data from the hard disk. What is the most likely cause of the clicking?

- (●) Failing hard drive
- ( ) Overheated CPU
- ( ) Bad memory
- ( ) Failed UPS

Explanation

A clicking noise when reading or writing data from the hard disk is an early sign of a failing drive. As a precaution, you should move data from the drive as soon as possible in this case. An overheated CPU or bad power supply will cause a spontaneous reboot, not a clicking. A system notification would indicate whether there is a failed drive, as it would not allow reading or writing. A failed UPS (or failed battery in the UPS) would result in a complete loss of power to the computer if the outlet (or wall) power was lost.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_TRB_STORAGE_HARD_DISK_03]

Question 6: Correct

You have just finished upgrading the power supply in your desktop computer. Now the hard disk will not work.

What should you do first?

- ( ) Configure the jumpers on the hard disk.
- ( ) Use the switch on the power supply to switch from 110 to 220 volts.
- (●) Make sure the power connectors on the hard disk are plugged in all of the way.
- ( ) Replace the power supply.

Explanation

Because you have just made a system change, you should check items related to the change you have made. In this case, check to make sure that power connectors are plugged in.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_TRB_STORAGE_HARD_DISK_04]

Question 7: Incorrect

You have just finished installing a new SATA hard disk in your computer. Now your SATA DVD drive won't work.

Which of the following troubleshooting steps is the BEST to try first? (Select TWO).

- [ ] Try the DVD drive in another system.
- [ ] Set the DVD drive to Slave and the hard disk to Master.
- [ ] Make sure that the DVD power cable is connected.
- [ ] Replace the DVD drive.
- [x] ~~Remove the hard disk.~~

Make sure that the DVD SATA cable is connected.

Explanation

The first thing to check is the simple and obvious. Make sure that the cable connecting the DVD drive is secure. It is possible that the cable came loose during the hard disk installation. All of the other choices would involve significantly more work. Master and Slave settings are not used on SATA devices. Moving the DVD drive to another system might make it start working, but you should verify the current configuration before trying that. You should only replace the DVD drive after you verify that it is not working correctly.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_TRB_STORAGE_SATA_03]

Question 8: Incorrect

You have just received a frantic call from a customer. She informs you that after turning her computer on, she received the following error:

The SMART hard disk check has detected an imminent failure.

Which of the following is the BEST first step to take?

- ~~Correct the bad areas on the drive using **chkdsk.**~~
- Run a reliable defragmentation tool.
- Run a hard drive test to verify the condition of the hard disk. It may be a false error.
- Back up all important data and files.

Explanation

Self-Monitoring, Analysis, and Reporting Technology (SMART) is a monitoring system that detects drive errors. If SMART detects enough errors that a complete hard disk failure is imminent, a warning is displayed when the system boots. Self-monitoring is designed to warn you of disk failures before they actually happen. Therefore, if you see a SMART error, you should immediately back up the data on the disk and then, to be safe, replace the drive.

Running a hard drive test to verify the condition of the hard disk is a good second step to verify the that the SMART error is accurate. A defragmentation tool will not help you troubleshoot or fix disk errors. Its main purpose is to consolidate files to create disk space and improve computer disk reads.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_TRB_STORAGE_SMART]

Question 9: Incorrect

You have a computer with a removable disk drive that has been formatted with NTFS. You want the drive to use FAT32 to be compatible with more operating systems. The drive is currently configured using drive letter D:.

Which of the following actions MUST you complete to make the desired changes?

- Back up the data on the D: drive. Reformat the D: drive using FAT32. Restore the data.
- ~~Upgrade the disk to a dynamic disk.~~
- Back up the data on the D: drive. Run format /fs:NTFS.
- Back up the data on the D: drive. Run convert.exe.

Explanation

The only way to go from NTFS to FAT32 is to reformat the drive. Because reformatting destroys all data, you should back up the drive before formatting and then restore the data after formatting the drive.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_DSK_SSD_OPT_CONVERT_NTFS_TO_FAT32]

Question 10: Incorrect

You have a computer running Windows 10 Home. You need to access the contents of a flash drive. The flash drive has been formatted with the exFAT file system. You want to read the flash drive on your computer as quickly as possible with the least amount of effort. What should you do?

- Upgrade the computer to Windows 10 Professional.
- ~~Install an exFAT reader application on your computer.~~
- Install the latest Windows 10 service pack.
- Run convert.exe on the flash drive to convert it to FAT32 instead of exFAT.
- Do nothing. Windows 10 can natively access exFAT file systems.

Explanation

exFAT is supported in Windows Vista SP1 and later. While you can use convert.exe to change the file system from FAT32 to NTFS, you cannot change it from exFAT to FAT32.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_DSK_SSD_OPT_FORMAT_FLASH_DRIVE]

Question 11: Correct

While troubleshooting a Windows workstation, you find that the computer has several cross-linked clusters within the file system.

Which of the following utilities would MOST likely fix this issue?

- **chkdsk**
- **fdisk**
- **DiskScan**
- **attrib**

Explanation

Use the **chkdsk** utility to check the disk for errors and repair them. You can use **fdisk** to create and delete partitions on older versions of Windows. Use **attrib** to toggle attributes on individual files.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_DSK_SSD_OPT_TRB_CHKDSK]

Question 12: Incorrect

Which of the following refers to a situation where two files try to claim the same cluster on the hard disk?

- ~~Corrupt MBR~~
- Cross-linked clusters
- SMART error
- Lost clusters

Explanation

A cross-linked file error occurs when two files try to claim the same cluster. A lost cluster occurs when no file claims a cluster that has data within it. A corrupt MBR occurs when the master boot record on a system drive is corrupted. A SMART error occurs when a drive experiences a mechanical error.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_DSK_SSD_OPT_TRB_CLUSTERS]

Question 13: Incorrect

You have physically installed a new hard disk drive in your computer, configured the disk in the BIOS using the CMOS setup program, and partitioned the disk. You try to access the hard disk drive in Windows Explorer, but get an error message. Which utility will you most likely use to solve the problem?

- **fdisk**
- **sfc**
- ~~**chkdsk**~~
- **format**

Explanation

After physically installing a hard disk drive, configuring the CMOS, and partitioning the disk, you need to format it with a file system. You can use the**format** command to format the disk. Use **fdisk** to create partitions. The **chkdsk** command is used to scan the surface of a disk and locate bad sectors or other disk problems. The **sfc** command is used to verify the integrity of your Windows system files.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_DSK_SSD_OPT_TRB_HARD_DISK_06]

Question 14: Incorrect

You have a hard disk that has a single primary partition and has been assigned D: as the drive letter. Which tool would you use to configure the drive to use the FAT32 file system?

- **convert**
- **msconfig**
- ~~**chkdsk**~~
- **fdisk**
- **format**

Explanation

Use the**format** command to format the drive with the FAT32 file system. Use the **convert** command to convert a drive formatted with FAT32 to NTFS. You can use the **fdisk** command with older versions of Windows to create partitions. Use the **chkdsk** command to check the disk for lost clusters or cross-linked files. Run **msconfig** to configure Windows startup options.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_DSK_SSD_OPT_TRB_HARD_DISK_07]

Question 15: Incorrect

You have an existing computer running Windows 10 Enterprise. You want to configure a RAID 5 array in the computer. You install three new SATA drives and then use the RAID controller integrated into the motherboard to define a RAID 5 array using them. When you boot the computer, Windows does not show the logical RAID drive you just created. What should you do?

- Install the drivers for the motherboard RAID controller.
- Reconfigure the drives into a RAID 0 or RAID 1 array.
- ~~In the BIOS, change the SATA disk mode to AHCI.~~
- In the BIOS, change the SATA disk mode to RAID.

Explanation

You must install the RAID driver so that Windows recognizes arrays created by the motherboard RAID utility. Without the driver, Windows will not be able to see the logical drive defined by the array. When you define the array, you configure the BIOS to use RAID as the SATA type. If you had not completed this step, you would not be able to run the RAID configuration utility. Use AHCI to configure SATA drives to support hot swapping.

References

TestOut PC Pro - 5.10 Storage Troubleshooting
[e_stortrb_pp6.exam.xml Q_DSK_SSD_OPT_TRB_RAID_5_02]