Exam Report: 12.14.7 Practice Questions

Date: 4/15/2020 4:55:07 am   Candidate: Garsteck, Matthew
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Overall Performance

Your Score: 25%

Passing Score: 80%

View results by: ◯ Objective Analysis ⦿ Individual Responses

Individual Responses

▼ **Question 1:**   Incorrect

You're troubleshooting a computer that runs Windows 10. The operating system has halted. and a blue screen isdisplayed on the monitor with an error message.

What is the first step you should take to troubleshoot the issue?

◯ Uninstall the last application or system update that was installed.

➡ ◯ Search for the error in Microsoft's knowledge base.

⦿ ~~Update the BIOS.~~

◯ Check the voltage levels on the DC side of the power supply.

◯ Remove all memory modules and replace them one at a time until the error reappears.

◯ Search for the error using an internet search engine.

Explanation

The first thing you should do when a Blue Screen of Death is displayed is identify the source of the error by searching for the error text message in Microsoft's knowledgebase or across the internet in general using a search engine such as Google. This will help you identify what is causing the problem so you can troubleshoot it.

References

TestOut PC Pro - 12.14 Operating System Troubleshooting
[e_ostrb_pp6.exam.xml Q_APP_TRB_01]

▼ **Question 2:**   Incorrect

Wendy had been searching the internet for a great deal on jewelry. While looking at one site, a pop-up was displayed that told her she had just been chosen as the winner of a nice prize. Being excited to win, Wendy clicked on the link provided to claim her prize. The next day, when Wendy tried to turn on her computer, her computer displayed the Blue Screen of Death (BSOD).

After interviewing Wendy, you suspect that the pop-up she clicked on installed some

➡ ○ Boot the computer from the Windows installation disc and run Startup Repair.

◉ ~~Boot the computer from the Windows installation disc and perform a clean installation of Windows.~~

○ Boot the computer from the Windows installation disc and run System Restore.

○ Boot the computer from the Windows installation disc and run Reset this PC.

Explanation

Although BSOD can be caused by many things, given the circumstances and your suspicion that malware may be the cause, you should first isolate Wendy's computer and then try to make her computer bootable by running Startup Repair. Startup Repair attempts to fix problems that keep Windows from loading. If this process fixes her computer, you would then take the proper steps to find and remove the malicious software that caused the issue in the first place.

If the computer does not boot after completing the above, you can try to run a System Restore. This would recover your computer to a previous point, but all of the changes made after the restore point was created would be lost.

If the restore process fails, you could then try to Reset the PC. Keep in mind that this step may get the computer running again, but it will remove all of the applications and settings. If this step does work, you must still check for malicious software that may be disguised as a personal file.

If all else fails, a clean installation of Windows can be performed. And if a backup of Wendy's files are available, they can be restored.

References

TestOut PC Pro - 12.14 Operating System Troubleshooting
[e_ostrb_pp6.exam.xml Q_TRB_LOCK_01]

▼ **Question 3:**   _Correct_

Nathan, a long-time Mac user, has been using his Mac computer for some time now with no issues. Recently, however, he reported that his Mac will unexpectedly tell him that his computer must be restarted by holding down the Power button for several seconds or by pressing the Restart button.

Assuming that this is a symptom of kernel panic, which of the following steps would be the BEST first step for troubleshooting this issue?

○ Install all available software updates.

○ Disconnect all external devices except the keyboard and mouse.

○ Verify that your disk has enough free space.

➡ ◉ Do a safe boot.

○ Update your firmware.

Explanation

All of the other options are valid ways to troubleshoot and fix problems causing a kernel panic, but isolating the issue as a software or hardware issue is the first path to explore.

References

TestOut PC Pro - 12.14 Operating System Troubleshooting
[e_ostrb_pp6.exam.xml Q_TRB_LOCK_02]

▼ **Question 4:**   Incorrect

As you are working on your Windows 10 computer during a fierce thunder storm, lightning strikes the nearby transformer, and your office loses all power. Since your laptop's battery is dead, your computer instantly turns off. Once power to the building has been restored, you turn your computer on and notice that you are now getting a missing DLL error message.

Which of the following tools is MOST likely to rectify this issue?

- ○ **defrag**

- ◉ ~~**chkdsk**~~

- ○ **bootrec**

➡ ○ **sfc**

Explanation

System File Checker (SFC) is integrated with Windows Resource Protection, which protects registry keys and folders as well as critical system files. If any changes are detected to a protected system file, the modified file is restored from a cached copy located in the Windows folder itself.

The **chkdsk** (check disk) command checks the hard drive for errors, such as read errors and other storage related errors. If errors are found, **chkdsk** has the ability to try to fix these errors and repairs corrupted or missing DLL files.

The **defrag** command lets you defragment your hard disk, but it does not fix missing DLL files.

The **bootrec** command, or the **bootrec.exe** utility, is a tool provided by Microsoft in Windows Recovery Environment, or the Windows RE. It is typically used to troubleshoot boot issues and is capable of fixing such things as the mater boot record, the boot sector, and the Boot Configuration Data (BCD) store.

References

TestOut PC Pro - 12.14 Operating System Troubleshooting
[e_ostrb_pp6.exam.xml Q_TRB_LOCK_03]