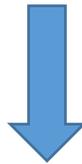


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QUESTION 1101

Which of the following will help to protect an organization from further data exposure AFTER a list of user passwords has already been leaked due to policy breach? (Select TWO.)

- A. Use multi-factor authentication
- B. Require strong passwords
- C. Enable file encryption
- D. Educate end users
- E. Restrict user permissions

Answer: AD

QUESTION 1102

A user needs to shrink the partition size of a hard drive encrypted with BitLocker. Which of the following is the BEST option to modify the size of the partition?

- A. Credential Manager
- B. Computer Management
- C. Device Manager
- D. TPM Manager

Answer: B

QUESTION 1103

A technician has imported a .dll to fix a missing .dll issue on a PC. The application still does not run correctly and is reporting that the .dll is missing. Which of the following tools would the technician use to complete the import of the .dll?

- A. gpresult
- B. msconfig
- C. regedit
- D. gpupdate
- E. regsrv32

Answer: E

QUESTION 1104

A technician troubleshooting a computer finds a faulty video card and needs to replace it. Which of the following safety procedures should be used to prevent damaging the new part?

- A. Ground the computer and remove jewelry.
- B. Self ground and handle the new card by the edges.
- C. Place the computer on an ESD mat.
- D. Attach an ESD strap to the new card during handling.

Answer: B

QUESTION 1105

A user is experiencing a software application error. The user contacts a technician for support. Which of the following will allow the user to issue an invitation to the technician in this scenario?

- A. Remote desktop

- B. Remote assistance
- C. Telnet
- D. FTP

Answer: B

QUESTION 1106

A customer reports that a smartphone is experiencing a very short battery life. The user has been using this phone for a short time and has installed several apps recently. Which of the following might be the cause of the issue?

- A. Slow data speeds
- B. Defective SD card
- C. Unauthorized root access
- D. Signal drop or weak signal

Answer: C

QUESTION 1107

Which of the following Windows utilities would MOST likely be used to identify system errors?

- A. System Restore
- B. Event Viewer
- C. Security Center
- D. Windows Defender

Answer: B

QUESTION 1108

A technician has been notified that recent vulnerabilities have been discovered related to a type of SOHO router. The technician has verified that all connections and settings are appropriate. Which of the following actions should the technician take NEXT?

- A. Change the router firewall settings
- B. Check for and apply a firmware update
- C. Reconfigure the QoS settings
- D. Change router user-names and passwords

Answer: B

QUESTION 1109

Joe, a user, just downloaded a game onto his company phone. When he is not using the device, it unexpectedly dials unrecognized numbers and downloads new content. Joe is the victim of which of the following?

- A. Trojan horse
- B. Spyware
- C. Social engineering
- D. Worms

Answer: A

QUESTION 1110

Which of the following tools is used to type or paste recovery commands directly into a Linux box?

- A. Shell/terminal
- B. Backup/time machine
- C. Command/cmd
- D. Restore/snapshot

Answer: A

QUESTION 1111

In preparation for an operating system upgrade, a technician is tasked with installing additional memory modules in a computer. Which of the following safety steps should be performed FIRST?

- A. Use safety goggles
- B. Remove jewelry
- C. Put on an ESD strap
- D. Disconnect power

Answer: D

QUESTION 1112

A technician is working on a home theater PC in a location where the electrical system may not be properly grounded. As the technician is finishing the installation, which of the following should the computer technician do before connecting a cable TV line to a TV tuner card?

- A. Perform self-grounding
- B. Unplug the computer power cable
- C. Use an ESD strap
- D. Require the electrical system be brought up to code

Answer: B

QUESTION 1113

Joe, a technician, arrives onsite at a customer's home. Upon entering the home, Joe notices an unpleasant odor. In response to this, Joe pinches his nose and holds his breath. After Joe leaves, the customer reports the behavior to Joe's supervisor. The supervisor decides the issue must be addressed. Which of the following topics would the supervisor be MOST likely to cover?

- A. Maintaining good communications with the customer
- B. Maintaining good personal hygiene
- C. Avoiding being judgmental
- D. Avoid dismissing the customer's problems

Answer: C

QUESTION 1114

A technician is tasked with analyzing computer settings managed by Microsoft Group Policy configuration. The technician wants to print a report to an HTML file for offline review. Which of the following Windows command line tools would allow the technician to accomplish this task?

- A. gpedit.msc

- B. gpupdate
- C. gpreresult
- D. gpmmc.msc

Answer: C

QUESTION 1115

A network administrator needs to connect to resources from an offsite location while ensuring the traffic is protected. Which of the following should the administrator use to gain access to the secure network?

- A. SSH
- B. VPN
- C. SFTP
- D. RDP

Answer: B

QUESTION 1116

A technician has been tasked with limiting the users who can connect to a network printer located centrally within an office environment. Which of the following tools would be the BEST to utilize to achieve this goal?

- A. VPN
- B. ACL
- C. RDP
- D. DLP

Answer: B

QUESTION 1117

A technician has been given a PC that is not powering up. After brief troubleshooting, the technician comes to the conclusion the power supply needs to be replaced. Which of the following is the NEXT step in the process of performing the repair?

- A. The technician should replace the power supply
- B. The technician should review disposal regulations
- C. The technician should check the environment
- D. The technician should remove jewelry

Answer: D

QUESTION 1118

A technician is tasked with removing a virus file that created a custom service. The technician has located the file to be removed using an antivirus scanner, but the scanner did not successfully remove the file. When the technician attempts to manually remove the file, an error message appears that says, "The file is in use by another program." Which of the following tools would be the BEST to use to correct the issue?

- A. Terminal
- B. SFC
- C. Event Viewer

- D. Services Console
- E. Recovery Console

Answer: D

QUESTION 1119

A user is having issues with a Windows computer. Upon loading the operating system, several messages appear referring to a DLL file that cannot be found. Which of the following would be the BEST course of action for the technician to perform NEXT?

- A. Copy the DLL file from a working PC and use the regsvr32 command to load the file
- B. Run the Windows Update utility to manually reinstall the DLL file
- C. Run the defrag utility to correct any fragmentation that may have damaged the file
- D. Research the DLL file to identify the application it corresponds to before continuing

Answer: D

QUESTION 1120

A user has a Windows 8.1 RT operating system and wants to add additional programs to the computer. Which of the following is available for installing more applications?

- A. Microsoft Store
- B. DVD
- C. Google Play
- D. iTunes

Answer: A

QUESTION 1121

Data on full disk encrypted drives using BitLocker is MOST secure from loss when combined with which of the following technologies?

- A. USB authentication token
- B. Filesystem access controls
- C. Trusted platform module
- D. Fingerprint reader

Answer: C

QUESTION 1122

A technician needs to log into a user's computer to fix the user's corrupt local profile. Which of the following connectivity tools will allow the technician to connect to the user's computer?

- A. Remote Assistance
- B. Virtual Private Network
- C. Computer Management
- D. Remote Desktop

Answer: D

QUESTION 1123

A support technician is using virtualization software on a Windows 7 Enterprise PC to test Windows

8.1 Enterprise for a future deployment. When operating the Windows 8.1 VM, performing tasks in the host operating system becomes considerably slower. Which of the following options may improve performance in the host operating system? (Select TWO.)

- A. Install more physical memory.
- B. Increase the size of the virtual hard drive.
- C. Install a different hypervisor.
- D. Reduce physical memory allocated to the VM.
- E. Clear temporary files in the VM.
- F. Install additional physical hard drives.

Answer: AD

QUESTION 1124

A technician needs to quickly destroy data on several hard drives that are no longer wanted. Which of the following methods is MOST effective?

- A. Physical destruction
- B. Quick format
- C. Low level format
- D. Overwrite

Answer: A

QUESTION 1125

A technician is installing Bluetooth speakers in a conference room. Which of the following will be the average operating range of the speakers?

- A. 10 feet (3 meters)
- B. 15 feet (5 meters)
- C. 30 feet (9 meters)
- D. 45 feet (14 meters)

Answer: C

QUESTION 1126

A computer was recently infected by malware after a flash drive was plugged in. The user, Ann, indicates she never opened any files or folders from the flash drive. A technician needs to prevent this from occurring in the future. Which of the following would accomplish this?

- A. BitLocker To Go
- B. Set strong passwords
- C. Disable usermin
- D. Disable AutoRun

Answer: D

QUESTION 1127

A technician is tasked to install a 4TB SATA hard disk. Which of the following partitioning technologies should the technician use to satisfy these requirements?

- A. GPT

- B. Logical
- C. MBR
- D. Extended

Answer: A

QUESTION 1128

A company is concerned about users tailgating into restricted areas. In order to prevent unauthorized users from following others, which of the following should be implemented?

- A. Biometric locks
- B. CCTV
- C. Mantraps
- D. Badge readers

Answer: C

QUESTION 1129

Joe, a user, is using his smartphone for navigation while driving. As he drives, an icon frequently appears on the screen informing the user additional information is required to log in. Which of the following is causing this?

- A. Unintended WiFi connections
- B. Cellular data roaming notifications
- C. Weak cellular signal
- D. Unintended Bluetooth connections

Answer: A

QUESTION 1130

A technician has just upgraded RAM on a user's workstation from 4 GB to 8 GB. The technician now wants to adjust the page file size on the system to the recommended Microsoft settings. Which of the following should be entered for the "Min" portion of the page file setting if using these best practices?

- A. 4096 MB
- B. 8192 MB
- C. 12288 MB
- D. 16328 MB

Answer: C

QUESTION 1131

A technician receives a helpdesk ticket about an employee having a problem sending text messages with a company Android smartphone. It has been determined that it is not a carrier issue. Which of the following should the technician perform FIRST?

- A. Verify data connectivity
- B. Reformat the MicroSD card
- C. Replace the SIM card
- D. Perform a soft restore

Answer: A

QUESTION 1132

A technician is attempting to remove malware from a customer's workstation. Which of the following Control Panel utilities should the technician use?

- A. Folder Options > View hidden files
- B. System > Performance
- C. Display Settings > Refresh rate
- D. Internet Options > Privacy

Answer: A

QUESTION 1133

A user is configuring the email settings on a smartphone. Which of the following configurations will allow the user to synchronize email from multiple devices?

- A. IMAP
- B. S/MIME
- C. POP3
- D. SMTP

Answer: A

QUESTION 1134

While navigating a Windows machine through command prompt, which of the following commands will a technician use to display the contents of the current folder?

- A. cd
- B. dir
- C. md
- D. rd

Answer: B

QUESTION 1135

Ann, an end user, receives a call from someone claiming to be from the help desk and asking for her username and password to prevent her email box from being deleted immediately. Which of the following BEST describes this type of attack?

- A. Shoulder surfing
- B. Man-in-the-middle
- C. Social engineering
- D. Ransomware

Answer: C

QUESTION 1136

Which of the following file formats does Android use for application installation?

- A. .ipa
- B. .api

- C. .apk
- D. .exe
- E. .sdk

Answer: C

QUESTION 1137

A technician is tasked with installing Windows on numerous network PCs. Which of the following is the QUICKEST method for getting a standard configuration to the PCs?

- A. Prebuilt image using PXE
- B. Single solid state/flash drive with answer file
- C. Hot swappable image drive
- D. Internal hard drive partition with the image

Answer: A

QUESTION 1138

A technician has purchased a new surge protector to protect equipment in the production environment. The surge protector's features safeguard the connected equipment by directing surges to the _____.

- A. path of shortest conductance
- B. path of lowest inductance
- C. path of highest voltage
- D. path of least resistance

Answer: D

QUESTION 1139

A user states that when typing in directions on a navigation website, the map is not viewable in a newer web browser. The technician runs updates to Java, but is still unable to view the map. The technician should change which of the following Internet Options?

- A. Compatibility view
- B. Manage add-ons
- C. Clear browser cache
- D. Pop-up blocker

Answer: A

QUESTION 1140

A turnstile is an example of which of the following forms of physical security?

- A. Entry control roster
- B. Biometrics
- C. Mantrap
- D. Cipher lock

Answer: C

QUESTION 1141

Which of the following is a risk of implementing a BYOD policy?

- A. Introducing malware onto the network
- B. DHCP may fail due to incompatibility
- C. Different encryption technology
- D. Higher risk of phishing attacks

Answer: A

QUESTION 1142

A technician has decided to upgrade all users' iPhones to the latest model. Which of the following is the FIRST thing the technician should advise the users to do with the old phones before turning them in?

- A. Back up the mobile data with a cloud backup service.
- B. Enable remote wipe to clear all personal and corporate data.
- C. Go into the device settings to remove personal customizations.
- D. Factory reset the old phones to ensure the data is no longer on the device.

Answer: A

QUESTION 1143

Which of the following best practices is used to fix a zero-day vulnerability on Linux?

- A. Scheduled backup
- B. Scheduled disk maintenance
- C. Patch management
- D. Antivirus update

Answer: C

QUESTION 1144

A user frequently travels with a Windows laptop and connects to several wireless networks. At a new location, the user reports that the locally shared printers are not available on the wireless connection. Which of the following would be causing the issue?

- A. The location profile is set to public.
- B. Workgroup is disabled.
- C. The proxy settings are misconfigured.
- D. Remote assistance is not configured.

Answer: A

QUESTION 1145

A technician is remotely connecting to a workstation using SSH to transfer a security hotfix. Which of the following command line tools would the technician use to create a directory to store the hotfix?

- A. dir
- B. rd
- C. cd
- D. md

Answer: D

QUESTION 1146

Which of the following is the BEST license type to comply with end user licensing agreement (EULA) terms for commercial software used by multiple users in a corporate environment?

- A. Commercial license
- B. Enterprise license
- C. Seat license
- D. Open source license

Answer: B

QUESTION 1147

A technician is performing a clean install of Windows on a new hard drive from a factory DVD, but the computer does not recognize the optical disc. A "non-system disk or disk error" is observed. Which of the following should the technician do FIRST?

- A. Update the motherboard firmware
- B. Check the cables
- C. Replace the optical drive
- D. Check the BIOS setting

Answer: D

QUESTION 1148

Ann, an executive, reports that she received a call from someone asking for information about her email account. Which of the following type of potential security threats does this scenario describe?

- A. Social engineering
- B. Spoofing
- C. Zero-day
- D. Man-in-the-middle

Answer: A

QUESTION 1149

A technician is attempting to manually migrate a user's profile from one Windows PC to another. Files in the user's My Documents folder cannot be copied. Some files in question have green letters in the filenames. Which of the following file systems is causing this to occur?

- A. exFAT
- B. COMPRESSED
- C. EFS
- D. NTFS

Answer: C

QUESTION 1150

Ann, a user, states that after installing an update on her iPhone, the WiFi starts to malfunction. The WiFi icon is displaying that it has connectivity but she is still unable to browse. Which of the following could be the issue?

- A. PRAM needs to be reset
- B. iCloud is corrupted
- C. The router needs to be rebooted
- D. The upgrade needs to be uninstalled

Answer: A

QUESTION 1151

Joe, a user, returned yesterday from a trip where he utilized the GPS function of his mobile device. He now notices the battery is rapidly draining. Which of the following can Joe MOST likely do to resolve the issue without a loss of data?

- A. Restart the mobile device.
- B. Update the device's firmware.
- C. Uninstall the GPS-enabled app.
- D. Readjust the location settings.

Answer: D

QUESTION 1152

When securing a mobile device, which of the following types of screen locks is the MOST secure?

- A. Fingerprint lock
- B. Swipe lock
- C. Passcode lock
- D. Face lock

Answer: A

QUESTION 1153

An end user receives an unsolicited and unencrypted email containing a co-workers birth date and social security number. The end user should immediately contact the IT department and report a violation of which of the following policies?

- A. DRM
- B. EULA
- C. IRP
- D. PII

Answer: D

QUESTION 1154

A user reports unexpected icons appearing on the desktop. The technician identifies that the symptoms point to a malware infection. Which of the following procedures would be performed NEXT?

- A. Quarantine infected system
- B. Schedule scans and run updates
- C. Report the issue to the information security officer
- D. Disable System Restore (in Windows)

E. Educate end user

Answer: A

QUESTION 1155

A user has been granted permission to access the corporate network from a personal smartphone. Which of the following should a technician perform before configuring the phone for access?

- A. Check the phone for unauthorized root access
- B. Disable the phone's Bluetooth chip
- C. Erase all personal data from the phone
- D. Check the phone for location tracking

Answer: A

QUESTION 1156

A user prefers an external monitor, mouse, and keyboard for a laptop. The user does not want to use the built-in screen; however, when the laptop lid is closed, it goes into sleep mode. Which of the following Control Panel items can be used to disable this feature?

- A. Action Center
- B. System
- C. Display Settings
- D. Power Options

Answer: D

QUESTION 1157

A Windows workstation is suspected of having malicious software that created an infected start-up item or service. Which of the following tools would a technician use to test this theory?

- A. chkdsk
- B. msconfig
- C. dxdiag
- D. ipconfig

Answer: B

QUESTION 1158

A PC technician has been asked to verify certain Group Policies applied on a workstation. Which of the following commands should be run on the workstation?

- A. extract
- B. tasklist
- C. gpupdate
- D. gpreresult
- E. chkdsk

Answer: D

QUESTION 1159

A customer has recently installed several applications on a Windows 7 workstation and is now

experiencing slow system performance and spontaneous restarts. After removing some of the recently installed applications, the issue persists. Which of the following tools could the technician use to troubleshoot the problem while preventing data loss?

- A. Factory restore
- B. SecureBoot
- C. msconfig
- D. diskpart

Answer: C

QUESTION 1160

Which of the following security threats happens when another person enters a secured area with an authorized person?

- A. Tailgating
- B. Shoulder surfing
- C. Spoofing
- D. Phishing

Answer: A

QUESTION 1161

An administrator has a virtual client running but cannot receive network connectivity. The host workstation is able to access the network. Which of the following would the administrator check on the host to repair the problem?

- A. The cable connected to the network
- B. Virtual host network adapter
- C. USB host adapter
- D. The domain of the virtual machine

Answer: B

QUESTION 1162

A technician has been tasked with loading the operating system on every PC with a blank hard drive on a network. The technician wishes to install the operating system with minimal physical interaction with the PCs. Which of the following is the BEST way to accomplish this?

- A. Clone the operating system from an image onto optical media.
- B. Use the original software media to load the operation system on every PC.
- C. Set up a central image that the PCs can load from a PXE boot.
- D. Create an image and copy it from a USB drive using an unattended answer file.

Answer: C

QUESTION 1163

A technician installs a new application and restarts the computer. After signing in to Windows, an error message appears stating that the application did not start automatically as intended. After confirming the software has installed correctly, which of the following tools would be used to troubleshoot this problem?

- A. msconfig
- B. appwiz.cpl
- C. gpedit
- D. regsrv32

Answer: A

QUESTION 1164

A new help desk technician receives a trouble call from a user. The issue is something the technician has never encountered before, and does not know where to begin troubleshooting. The FIRST course of action is for the technician to _____.

- A. tell the customer the issue needs to be escalated to a higher tier technician
- B. ask the customer if they would mind holding for no more than two minutes to check resources
- C. tell the customer this is the first time encountering the issue and to please be patient
- D. ask the customer to please hold while a senior technician is consulted regarding the issue

Answer: B

QUESTION 1165

A recent data breach has revealed that compromised files contained employee photos, names, and addresses. This information is sensitive because it is considered to be _____.

- A. a detriment to employer/employee relations
- B. personally identifiable information
- C. a violation of information access policies
- D. proof of employee corporate affiliation

Answer: B

QUESTION 1166

A user notices the social media apps are constantly updated with the user's precise location. The user is worried about privacy and would like to keep this information from being broadcast online. Which of the following features should the user adjust in order to accomplish this?

- A. Geotracking
- B. Filtering
- C. WiFi
- D. Tethering

Answer: A

QUESTION 1167

A user is unable to find the preferred default network printer in the printers list in the user profile. Which of the following is the FIRST step that should be taken?

- A. Map printer
- B. Reboot computer
- C. Check to see if printer is turned on
- D. Log in as a different user and see if printer is mapped

Answer: A

QUESTION 1168

Joe, an end-user, reports that the Windows PC he is using automatically locks when he leaves his desk and walks to a printer to retrieve documents. Joe is then required to type in his username and password to unlock the computer. The technician looks at the settings on the PC and notices that the screensaver and screen-lock options are grayed out on the computer and cannot be changed. Which of the following is the MOST likely cause of this issue?

- A. Domain-level group policies
- B. Antivirus domain-level policies
- C. Corrupted registry settings
- D. Incorrect local-level user policies

Answer: A

QUESTION 1169

A user leaves the workstation frequently and does not want sensitive material to be accessed. In addition, the user does not want to turn off the computer every time in the evening. Which of the following is the BEST solution for securing the workstation?

- A. Set a strong password that requires a renewal every 30 days.
- B. Run a screensaver after one minute of nonuse and fingerprint lock for afterhours.
- C. Apply a screen lock after five minutes of nonuse and login time restrictions for afterhours.
- D. Require a password and fingerprint lock afterhours.

Answer: C

QUESTION 1170

Which of the following features of a mobile device operates the touch screen?

- A. Gyroscope
- B. Digitizer
- C. Accelerometer
- D. Geotracking

Answer: B

QUESTION 1171

An IT manager needs to reimage 30 computers in a lab. The image has already been created and is ready to be deployed via the network. Which of the following tasks should be completed FIRST?

- A. Boot from PXE.
- B. Install Windows using DVD.
- C. Reboot computers with USB drive.
- D. Press F8 while rebooting.

Answer: A

QUESTION 1172

A technician has successfully completed a gpupdate from a CMD box of a user's PC and is ready to move to the next user. Which of the following is the appropriate NEXT step? (Select TWO.)

- A. View the CMD process in Task Manager
- B. Type EXIT at the command prompt and press Enter
- C. Minimize the CMD box to the taskbar
- D. Click the "x" in the top right of the CMD window
- E. Select Switch User on the PC

Answer: BD

QUESTION 1173

Which of the following would a technician use to search for a specific string within a file name?

- A. grep
- B. chmod
- C. wget
- D. sudo

Answer: A

QUESTION 1174

A customer's Windows 7 Home Premium computer displays a stop error and automatically reboots. Which of the following system utilities can a support technician use to find more information about the cause of the error?

- A. Action Center
- B. Event Viewer
- C. File Explorer
- D. Disk Management

Answer: B

QUESTION 1175

Which of the following prevention methods is considered to be digital security?

- A. RFID badge
- B. Mantrap
- C. Biometrics
- D. Firewalls
- E. ID badge

Answer: D

QUESTION 1176

A technician needs to install a clean Windows OS on several laptops in the office. The office is running a 100 Base-T network. The owner would like the installations completed as soon as possible. Which of the following installation methods should the technician use?

- A. FireWire External Hard Drive
- B. PXE-based Network Installation
- C. USB 3.0 Flash Drive
- D. DVD-ROM

Answer: C

QUESTION 1177

Joe, a user, states he is unable to use his Android phone after updating the OS. Joe is in a hurry and would like a quick solution that would most likely fix the issue. Which of the following methods can the technician use?

- A. Initiate a factory reset
- B. Perform a hard reset
- C. Remove the MicroSD card
- D. Rollback the OS update

Answer: B

QUESTION 1178

The system administrator is tasked with installing Windows to 100 computers over the network. The systems administrator needs to remove system-specific identifiers. Which of the following would the system administrator use to accomplish this?

- A. Windows Deployment Services
- B. Remote Installation Services
- C. System Preparation Tool
- D. Unattended Installation

Answer: C

QUESTION 1179

A Google account on an Android device by default will synchronize to which of the following locations?

- A. Cloud
- B. SSD
- C. PC desktop
- D. MicroSD

Answer: A

QUESTION 1180

After installing a critical update from Windows Update, a user accidentally types an incorrect URL into the browser and malware is automatically installed. The malware disables the computer's antivirus software and Internet connection. Which of the following would be the BEST tool to remove the malware without risking loss of the user's data?

- A. Run System Restore
- B. Reinstall Windows with the Repair Option
- C. Reinstall Windows on top of itself
- D. Run System File Checker

Answer: A

QUESTION 1181

A user wants to configure a smartphone to save all attachments from an Outlook.com email to a

cloud-based service. Which of the following would be BEST to use to accomplish this?

- A. Google Drive
- B. iCloud
- C. One Drive
- D. FTP

Answer: C

QUESTION 1182

Joe, an end-user, reports that the PC he uses periodically logs off his user account and displays a message that updates are being installed. Which of the following is the MOST likely cause of this issue?

- A. Time of day restrictions are enabled on the machine
- B. Scheduled antivirus scans and updates are enabled on the machine
- C. Remote desktop is enabled and an administrator has logged into the machine
- D. Automatic Windows Update is enabled on the machine

Answer: D

QUESTION 1183

A user reports browsing the Internet is slow and an icon with a picture of a person with a headset keeps asking them to "click here for help." The user has clicked on the icon to try to resolve the slowness but all that happens is the computer redirects them to a website to purchase software. Which of the following should be performed FIRST to resolve the issue?

- A. Create a restore point
- B. Run O/S updates
- C. Train the user of malicious software
- D. Identify the type of malware

Answer: D

QUESTION 1184

A user wants to be able to access email from all devices. Which of the following formats should be used to allow this synchronization?

- A. SMTP
- B. iCal
- C. POP3
- D. IMAP

Answer: D

QUESTION 1185

Virtual machines provide users with the ability to do which of the following?

- A. Extend 32-bit machines to 64-bits
- B. Share hardware resources
- C. Increase the network download speed
- D. Use less memory in the machine

Answer: B

QUESTION 1186

A technician is configuring a new Windows computer for a home office. Which of the following steps should the technician take to secure the workstation? (Select TWO.)

- A. Rename default accounts
- B. Disable Windows Update
- C. Configure single sign-on
- D. Run gpupdate tool
- E. Disable guest account
- F. Disable Action Center pop-ups

Answer: AE

QUESTION 1187

A network administrator notices a new WiFi connection has appeared as a wireless network choice and is always at the top of the list. As a result, users are constantly trying to connect to the wrong network. Which of the following should the administrator do to correct this issue?

- A. Adjust the wireless router antennas to 90 degrees clockwise from the current position.
- B. Ask the new wireless network owner to adjust the radio power level so it is listed below the company's network.
- C. Set all of the WiFi users' wireless profiles to automatically connect to the company network.
- D. Change the company's channel to a lower number than the new network's channel.

Answer: C

QUESTION 1188

A company has subscribed to a cloud service, paying monthly for a block of services and being billed incrementally when they exceed the monthly fee. Which of the following cloud concepts does this represent?

- A. Measured service
- B. Rapid elasticity
- C. On-demand
- D. Resource pooling

Answer: A

QUESTION 1189

A user recently purchased a video card for gaming purposes. The user installed the appropriate drivers and validated they work using vendor-supplied test tools. However, while gaming, the speed of the case fans increases, the entire system locks up, and the user must hard boot to restart the computer. Which of the following is the MOST likely cause of this issue?

- A. Unsupported operating system
- B. Unacceptable CPU type and speed
- C. Insufficient airflow and cooling
- D. Inadequate video RAM amount

Answer: C

QUESTION 1190

A user calls the help desk because a folder containing critical business files is missing from the local drive. The user is adamant that the folder was there the previous day, and cannot understand why it is gone. The technician views the properties of the parent folder and sees a back up listed on the "Prior Versions" tab. According to the theory of troubleshooting, which of the following is the technician's NEXT step?

- A. Establish a theory of probable cause
- B. Establish a plan of action and implement the solution
- C. Document findings, actions and outcomes
- D. Verify full system functionality and implement preventive measures

Answer: A

QUESTION 1191

A mobile phone has started to respond slowly and erratically. The user has done a soft reset and the problem still exists. Which of the following is the BEST step the user can take to fix this problem?

- A. Perform a force stop
- B. Reset to factory default
- C. Upgrade to a larger battery
- D. Close running apps

Answer: B

QUESTION 1192

A user reports paper jams at the location of the paper trays. Which of the following components would need to be replaced to resolve this issue?

- A. Fuser
- B. Duplexer
- C. Pickup roller
- D. Imaging drum

Answer: C

QUESTION 1193

When dealing with a difficult customer, which of the following is the BEST way to handle the situation?

- A. Do not argue with the customer and/or be defensive
- B. Use technical terms to assure customer confidence
- C. Escalate the customer's issue to a supervisor
- D. Sympathize with the customer about issue

Answer: A

QUESTION 1194

A customer reports very slow wireless connection speeds in the new office. Which of the following tools should a technician use to troubleshoot the issue?

- A. WiFi analyzer
- B. Loopback plug
- C. Signal booster
- D. Packet sniffer

Answer: A

QUESTION 1195

An administrator is in a Remote Assistance session, sharing a user's desktop. While trying to map a shared network drive for the user, an "access denied" error is encountered while using the user's credentials. Which of the following should be the administrator's NEXT step?

- A. Ensure the user's account is not locked out
- B. Use the fully qualified domain name of the share
- C. Open the location with administrator privileges
- D. Try mapping with a different drive letter

Answer: C

QUESTION 1196

An administrator wants to give a user limited access rights in Windows Vista so that the user can install printers and create local user accounts. Which of the following accounts should the administrator create for the user?

- A. Power user
- B. Administrator
- C. Standard
- D. Guest

Answer: A

QUESTION 1197

A technician is working a trouble ticket for a user. After addressing the issue, the technician asks the user to verify functionality. The user confirms the system is functioning, but the computer's speakers now emit an irritating noise. The technician states this is a byproduct of the solution, and the user will eventually get used to the noise. Which of the following professionalism principles is the technician failing to address?

- A. Avoiding being judgmental
- B. Avoiding dismissal of the customer's problems
- C. Avoiding an argument with the customer
- D. Maintaining a positive attitude

Answer: B

QUESTION 1198

A technician needs to perform a backup while a system is running. Which of the following services allows this task to be accomplished?

- A. Robocopy
- B. Shadow copy
- C. Xcopy

D. System restore

Answer: B

QUESTION 1199

An office manager mistakenly uninstalled a valuable application. Which of the following utilities may allow the manager to correct this issue?

- A. System Restore
- B. Computer Management
- C. Disk Management
- D. System Configuration

Answer: A

QUESTION 1200

A customer is experiencing issues with email and calls the help desk. The technician determines it would help clarify the issue if the customer agrees to share their desktop. Prior to establishing a Remote Desktop Assistance connection with a customer, a technician should ask the customer to _____.

- A. close any items of a personal nature
- B. reboot the computer and log back in
- C. capture a screen-shot of the error message
- D. take steps to reproduce the error

Answer: A

QUESTION 1201

A user's personal laptop was hacked. A technician troubleshooting the issue discovers the user used the numbers 123456789 as their account password. The user has not changed the password in two years. Which of the following best practices should the technician recommend the user implement to prevent future hacking? (Select TWO.)

- A. Configure screen saver
- B. Set a strong password
- C. Set login time restrictions
- D. Use a more secure browser
- E. Change the password frequently

Answer: BE

QUESTION 1202

Which of the following is a security threat that disguises itself as legitimate software?

- A. Trojan
- B. Worm
- C. Virus
- D. Spyware

Answer: A

QUESTION 1203

A user reports the Internet connection is not working on the corporate network. After running through the troubleshooting steps, the administrator finds the computer has a valid IP address, can connect to network shares, and can view local intranet pages in the web browser. The administrator tries navigating to a public Internet page and it times out. Which of the following should the technician configure next?

- A. Hosts files
- B. IPv6 settings
- C. Proxy settings
- D. Lmhosts files

Answer: C

QUESTION 1204

A technician is called into the office during a thunderstorm. Users are reporting that machines are intermittently powering off. Which of the following will BEST prevent user data loss?

- A. Auto save
- B. A surge protector
- C. An ESD mat
- D. A UPS

Answer: D

QUESTION 1205

A company that manages its own cloud, while utilizing a third-party vendor to help manage storage, is implementing which of the following infrastructure types?

- A. Hybrid
- B. Community
- C. Private
- D. Public

Answer: A

QUESTION 1206

A technician has just installed a video card in a PC. The video card is not working, although it was working fine on the test bench. Which of the following Windows tools should the technician use to start troubleshooting the problem?

- A. Task Manager
- B. Device Manager
- C. System Configuration
- D. Computer Management

Answer: B

QUESTION 1207

A technician has upgraded four computers and would like to securely repurpose the hard drives for later use. Which of the following should the technician do to the drives to prepare them for later use?

- A. chkdsk
- B. Degauss
- C. Quick format
- D. Drive wipe

Answer: D

QUESTION 1208

A technician opens a customer's computer and sees large amounts of accumulated dust. Which of the following is the BEST method of removing the dust from the computer?

- A. Use compressed air to free the dust from the components and remove it with an ESD vacuum.
- B. Dampen an ESD cloth with denatured alcohol and use it to gently wipe the dust away.
- C. Use a shop vacuum with enough power to ensure all dust has been removed.
- D. Remove as much dust as possible by hand and use compressed air to blow the rest out.

Answer: A

QUESTION 1209

A user has a new web email account and asks a technician for help with setting up email on a tablet. The user would like for the email to only be stored on this tablet. Which of the following email server setting types would the technician use to accomplish this task?

- A. POP3
- B. IMAP
- C. S/MIME
- D. SMTP

Answer: A

QUESTION 1210

A technician is instructed to configure a new workstation to boot the OS from the network. The technician must enable which of the following FIRST?

- A. PXE
- B. WOL
- C. WiFi
- D. UPNP

Answer: A

QUESTION 1211

A user's email inbox is suddenly receiving dozens of rejection messages from various mail servers. Which of the following would the technician perform to BEST solve the issue?

- A. Change the user's email password.
- B. Enable spam filtering on the email account.
- C. Change the email account from POP to IMAP.
- D. Disable the user's email account.

Answer: A

QUESTION 1212

How would a technician install Windows OS on a MAC OS computer without using third-party software?

- A. Terminal
- B. Boot Disk
- C. Disk Utility
- D. Boot Camp

Answer: D

QUESTION 1213

Which of the following features is being used when a smartphone is used to purchase a product at a retail kiosk?

- A. NFC
- B. Virtual assistant
- C. SDK
- D. Bluetooth

Answer: A

QUESTION 1214

A technician receives a call regarding a PC's slow performance. The client states that most applications are slow to respond; boot up and shutdown take much longer than they used to. Hard drive diagnostics pass, but there are error messages in the event viewer stating that the file system is corrupt. Which of the following should the technician do NEXT?

- A. Reload the OS using FAT32 instead of NTFS.
- B. Change the disk from basic to dynamic.
- C. Run chkdsk with the /r switch and reboot the PC.
- D. Open the defrag utility and run a drive analysis.

Answer: C

QUESTION 1215

A networked PC has started to display adware pop-ups when the user opens the browser. Which of the following best practices should the technician employ FIRST when responding to the problem?

- A. Disable System Restore
- B. Schedule scans and run updates in safe mode
- C. Quarantine the system
- D. Create a System Restore point

Answer: C

QUESTION 1216

A technician has just fixed a user's PC and successfully removed a virus and malware from the machine. Which of the following is the LAST thing the technician should do?

- A. Educate the user regarding Internet browsing best practices

- B. Update the anti-malware software on the user's PC
- C. Schedule scans and run updates
- D. Enable system restore and create restore point

Answer: A

QUESTION 1217

A user reports several technicians have been unable to solve a problem and requests that the technician on the phone comes out to fix the problem because the user is unable to work. After the technician has effectively communicated a willingness to help, which of the following is the NEXT step?

- A. Allow the user to speak with a supervisor.
- B. Identify the problem.
- C. Establish a theory.
- D. Immediately go to the user's office.

Answer: B

QUESTION 1218

A manager suspects a user has obtained movies protected by copyright using a torrent client. An incident response technician responds and verifies the user has indeed been violating company policy. Which of the following would be the next BEST step for this technician to perform?

- A. Secure the workstation in a limited access facility.
- B. Document the incident, purge all policy violating materials.
- C. Immediately delete all unauthorized materials.
- D. Reprimand the user and apply a content filter to their profile.

Answer: A

QUESTION 1219

A technician is troubleshooting a PC with multiple volumes. To verify which are active and assigned drive letters, the technician should use the LIST function of which of the following commands?

- A. extract
- B. diskpart
- C. bootrec
- D. chkdsk

Answer:

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