

# M01 Chapter 11 Review Results for Andrew Schmidt



Score for this attempt: **85** out of 100

Submitted Oct 27 at 1:56pm

This attempt took 8 minutes.

Incorrect

## Question 1

0 / 5 pts

There are a number of network design approaches which might be employed to connect together devices for the purpose of communication and sharing of resources. Which of the following refers to those patterns in which network devices are connected?

- Topology
- Network topology diagram

Incorrect. This is documentation of the network and would contain a map of the network's topology.

- Project life cycle
- Protocol

Incorrect

## Question 2

0 / 5 pts

When developing any project, a team needs to determine what will be done and other statistics about the end state of the project to ensure that the project is staying on time, on budget and on quality. What is a word that measures these types of objectives?

- Topology
- Scope
- Project life cycle

Incorrect. A project lifecycle would refer to the process or stages in the designing of a network or any other IT resource.

- Protocol

### Question 3

5 / 5 pts

What term describes one or more characters following the last period in a filename, such as .exe, .txt, or .avi?

- File name
- File extension

Correct. Extensions are the group of characters after a period in a filename that indicate how the file is organized or formatted, the type of content in the file, and what program uses the file.

- File version
- File path

**Question 4****5 / 5 pts**

What is another name for several small utility programs that are found in the Control Panel?

- Downloads
- System processes
- Extensions
- Applets

Correct. The Control Panel contains several small utility programs called applets that are used to manage hardware, software, users, and the system.

**Question 5****5 / 5 pts**

Andrew is researching a new operating system for the computers at his workplace. His boss wants the computers to be able to connect to the cloud and thus have security in case the laptops are stolen.

What version of Windows 8.1 does *not* have the ability to lock the hard drive so that it is unusable if removed from a laptop?

- Window 8.1 Core

Correct. Windows 8.1 Core (the home version) does not have BitLocker. BitLocker secures a laptop's hard drive in case it is removed from the laptop. With BitLocker enabled, the hard drive will need to recognize the TPM chip in UEFI/BIOS or have the key on a removable drive.

- Windows 8.1 Basic
- Windows 8.1 Pro
- Windows 8.1 Enterprise

## Question 6

5 / 5 pts

During your discussion with a client about a problem with their computer, you realize that they are explaining a problem you have seen several times.

What should you do when you realize you understand the problem?

- Interrupt the client so that you can get to work right away.
- While the client is explaining the problem, start looking up the fix for the problem on your phone.
- Actively listen to the client until they finish explaining the problem.

Correct. You should actively listen to your client. They might provide more insight into the problem.

- Ignore what the client is saying and get to work.

**Question 7****5 / 5 pts**

Isaac was assigned to work on a computer in his company's R&D department. While working on the system, Isaac received several text messages and emails from his coworkers about another issue in the data center. Isaac answered the text messages as they came in and finished working on the computer system in the R&D department. The next day Isaac was called into his supervisor's office. His supervisor told him that he received a complaint that Isaac was on his phone instead of working on the problem with the computer.

What should Isaac have done differently to avoid this complaint?

- 
- Clarified with the client the nature of the problem.
  - Avoided distractions.
- 

Correct. Whenever possible, Isaac should avoid being distracted by text and email messages when working with a client. If a text or email is important enough that he needs to address it, he should excuse himself before dealing with it and then return and focus on the client's problem.

- 
- Made sure he was culturally sensitive.
  - Provided proper documentation.
- 

**Question 8****5 / 5 pts**

Derek is working at the help desk when he receives a call from a client about an issue with the company's email. The customer is very upset about the email issue. They are complaining about the email service and the IT department in general.

What should Derek do to defuse the situation?

- Defend the IT department.
- Hang up the phone.
- Call the supervisor and ask for help with the customer.
- Let the customer vent and then restart the conversation.

Correct. You should let the client vent and then restart the conversation. Explain that you would like to resolve the problem and that their issue is important and will be addressed.

**Question 9****5 / 5 pts**

Keeping track of company resources can be an extremely important endeavor for any organization. Unavailable resources are essentially a loss, as they cannot be employed to accomplish company objectives. What is a tool that is used to manage company resources?

- 2FA
- Password
- Asset tag

Correct. Asset tags can be used to track equipment which includes an ID and theft prevention plate. They also contain barcodes which allows for quick and easily identification of various assets contained in database format.

- Ticketing system

### Question 10

5 / 5 pts

Which of the following is *not* considered good customer service? (Select all that apply.)

- Be on time.
- Avoid distractions.
- Follow up with the customer.
- Disclose the experience on social media.

Correct. You should never share customer experiences on social media.

- Meet expectations.
- Meet timelines, and if not possible, explain why.

### Question 11

5 / 5 pts

There are definitely times when organizations may need to revert back to a prior version of an application, a database or other IT tools when there are issues and changes that need to be made to ensure that the tools are functioning properly. Which of the following is the term used to define the activities that take place to go back to the original state after a failed change implementation?

- SOP (Standard Operating Procedure)
- Application update
- Rollback plan

Correct. This is the original state recovery in the event of an aborted or failed change implementation.

- Protocol

### Question 12

5 / 5 pts

Henry is sent to work with a customer at the company's satellite branch in another town. During his visit, he notices that most of the computer users are

not following the corporate guidelines on password safety and are looking at their personal emails, which is not allowed for security reasons.  
What can Henry do about these corporate policy issues?

- Wait until he returns to his office and inform his supervisor.
- Confront the employees about the issue.
- Train the employees on why these issues are security concerns.

Correct. When possible, training the employees, instead of confronting them, is the better solution.

- Ignore the security problems.

### Question 13

5 / 5 pts

John is trying to find everything on his computer associated with a new application that he downloaded.

When using the search box in Windows 10, you can search for an app or a file or search for its name on the web?

- True

Correct. The search box in Windows 10 will search for apps, files, and the web.

- False

Incorrect

**Question 14****0 / 5 pts**

When working with customers, you should always try to keep a positive attitude.

Why is it important to maintain a positive attitude when working with customers?

- Helps to establish a good customer relationship.
- Helps the customer feel confident you can fix the problem.
- Shows that you have the knowledge needed to fix the problem.

Incorrect. A positive attitude does not rely on your knowledge of how to fix the problem. A positive attitude will help you maintain a good relationship with the customer.

- Helps you to be more reliable.

**Question 15****5 / 5 pts**

Lane is very nervous about going to visit a client about their help desk ticket. There are several notes from senior technicians about the client, and most of the notes are about how difficult they are to deal with.

What advice can you give Lane for dealing with this difficult client? (Select all that apply.)

- Just ignore them and get to work on the computer.
- Try not to argue with them or be defensive.

Correct. Try not to argue with them or be defensive. Instead, Lane should do his best to work with the client in accomplishing the goal of repairing the computer.



When talking with them, use clarifying statements to show them you understand the problem.

Correct. Lane needs to make sure he understands the problem. He should ask questions and, if possible, include the client when seeking a solution.



Don't dismiss what they say the problem might be.

Correct. Dismissing the client as someone who can help Lane figure out the problem will make them more difficult to work with. Lane needs to ask them questions and work with them to resolve the issue with the computer.

## Question 16

5 / 5 pts

George is working onsite at a client's desk. The client's phone rings during George's visit, and the client explains that they must take the call.

What should George do in this situation?

- Leave and go to another client.
- Explain he does not have time to wait.
- Excuse himself and check back when the call is complete.

Correct. Accept personal inconvenience to accommodate the user's urgent business needs. Even if George has other trouble calls to work on, he is there to support the client.

- Stay and work on the computer during the phone call.

### Question 17

5 / 5 pts

John recently upgraded from Windows 8.1 to Windows 10, after the upgrade is complete, on the right-hand side of his desktop there is a new area that contains a way to toggle several Windows features on and off, access the Settings app, and view notifications.

What is this area called in Windows 10?

- Control Panel
- Action Center

Correct. The Action Center icon is located next to the time and date on the taskbar and is used to toggle several Windows features on and off, access the Settings app, and view notifications.

- Cortana
- Task View

### Question 18

5 / 5 pts

Jerry is working at the desk of a client in the marketing department of his company. The client thinks that the problem is the video card, because they have a computer at home with the same problem. The client explains to Jerry that when they fixed the problem, they had to reseat the video card.

What should Jerry do when dealing with the client? (Select all that apply.)

- Compliment the client on his knowledge.

Correct. Jerry should complement clients on their knowledge when possible.

- Use computer jargon when talking with the client.

- Explain that you are certified and don't need their help.



Ask the client to backtrack to see what things they tried in order to fix the computer.

Correct. Find out what they did on their computer at home-and don't blame them for breaking the computer.



Check the simple things first to make sure you do not miss anything.

Correct. Even with the client's idea, Jerry should check the simplest things first to make sure they are not overlooked.

### Question 19

5 / 5 pts

Richard has been called to the human resources department to repair a desktop computer. The colleague using the computer is currently working on the company's payroll and wants to get their computer working quickly so that

everyone will be paid on time. While working at their desk, Richard notices that the paperwork they are entering into the system has his coworkers' bank account information.

What should Richard do when he discovers this paperwork?

- Ignore the paper and finish working on the computer.
- Put something over the papers so that he can't see the information.
- Ask the client to remove the documents.

Correct. Richard should ask the colleague to remove the documents. This informs them that the documents are there and that you are aware they contain sensitive information.

- 

This information might be useful to have, so he should take a picture.

### Question 20

5 / 5 pts

It is not important that a support agent knows everything but that they know where they can find the answers to the questions that customers may have. What is an area where support agents can look for answers about a network, product or service?

- Blog
- Knowledge base

Correct. This is a great place, either sponsored by a specific company or the organization that the agent works for, to find reliable, quality information when the agent is looking for an answer to a customer's questions.

- 
- Intranet
  - Ticketing system
- 

Quiz Score: **85** out of 100

# M01 Chapter 11 Review Results for Andrew Schmidt

Score for this attempt: **90** out of 100

Submitted Oct 27 at 5:28pm

This attempt took 10 minutes.

## Question 1

5 / 5 pts

Wanda wants to find some basic information about her computer, for example, what operating system and how much RAM are installed on her computer. Where can Wanda find this information quickly in Windows 10?

- System Information applet
- Windows Information
- UEFI/BIOS System information
- System window

**Correct!**

Correct. Wanda can find the information quickly in the System window. To access the window, she can go to File Explorer, right-click This PC, and select Properties.

## Question 2

5 / 5 pts

Patrick is working on a computer that is having wireless network connection issues. Patrick decides that he needs to take the laptop with him to repair it and then return it to the user. While Patrick is replacing the wireless network card, he receives a phone call from the user. The user wants to know where the laptop is because they are leaving on a business trip that day and need the computer.

What should Patrick have done to avoid this situation?

- Provided proper documentation on the service provided.
- Actively listened to the user.
- Offered the user different repair options.

Correct. Patrick should have offered the user repair options instead of taking the laptop. Had Patrick asked if it was okay to take the laptop with him for repair, he probably would have been told about the business trip.

- 

Not been distracted by text messages while working on the computer.

### Question 3

5 / 5 pts

Richard has been called to the human resources department to repair a desktop computer. The colleague using the computer is currently working on the company's payroll and wants to get their computer working quickly so that everyone will be paid on time. While working at their desk, Richard notices that the paperwork they are entering into the system has his coworkers' bank account information.

What should Richard do when he discovers this paperwork?

- Ignore the paper and finish working on the computer.
- Put something over the papers so that he can't see the information.
- Ask the client to remove the documents.

Correct!

Correct. Richard should ask the colleague to remove the documents. This informs them that the documents are there and that you are aware they contain sensitive information.



This information might be useful to have, so he should take a picture.

#### Question 4

5 / 5 pts

Henry is sent to work with a customer at the company's satellite branch in another town. During his visit, he notices that most of the computer users are not following the corporate guidelines on password safety and are looking at their personal emails, which is not allowed for security reasons.

What can Henry do about these corporate policy issues?

Wait until he returns to his office and inform his supervisor.

Confront the employees about the issue.

Train the employees on why these issues are security concerns.

Correct. When possible, training the employees, instead of confronting them, is the better solution.

Ignore the security problems.

#### Question 5

5 / 5 pts

Andrew is researching a new operating system for the computers at his workplace. His boss wants the computers to be able to connect to the cloud and

thus have security in case the laptops are stolen.

What version of Windows 8.1 does *not* have the ability to lock the hard drive so that it is unusable if removed from a laptop?

**Correct!**

- Window 8.1 Core

Correct. Windows 8.1 Core (the home version) does not have BitLocker. BitLocker secures a laptop's hard drive in case it is removed from the laptop. With BitLocker enabled, the hard drive will need to recognize the TPM chip in UEFI/BIOS or have the key on a removable drive.

- Windows 8.1 Basic

- Windows 8.1 Pro

- Windows 8.1 Enterprise

## Question 6

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Which of the following is *not* considered good customer service? (Select all that apply.)

- Be on time.

- Avoid distractions.

- Follow up with the customer.

- Disclose the experience on social media.

Correct. You should never share customer experiences on social media.

**Correct!**

- Meet expectations.
- Meet timelines, and if not possible, explain why.

### Question 7

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John recently upgraded from Windows 8.1 to Windows 10, after the upgrade is complete, on the right-hand side of his desktop there is a new area that contains a way to toggle several Windows features on and off, access the Settings app, and view notifications.

What is this area called in Windows 10?

- Control Panel
- Action Center

Correct!

Correct. The Action Center icon is located next to the time and date on the taskbar and is used to toggle several Windows features on and off, access the Settings app, and view notifications.

- Cortana
- Task View

### Question 8

0 / 5 pts

There are a number of network design approaches which might be employed to connect together devices for the purpose of communication and sharing of resources. Which of the following refers to those patterns in which network

devices are connected?

Correct Answer

- Topology
- Network topology diagram
- Project life cycle

You Answered

- Protocol

Incorrect. This is generally a set of rules which could implement anything from a network communication tool or from the rules for sending information from one user to another.

### Question 9

5 / 5 pts

There are definitely times when organizations may need to revert back to a prior version of an application, a database or other IT tools when there are issues and changes that need to be made to ensure that the tools are functioning properly. Which of the following is the term used to define the activities that take place to go back to the original state after a failed change implementation?

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Application update

Rollback plan

Correct. This is the original state recovery in the event of an aborted or failed change implementation.

Protocol

### Question 10

5 / 5 pts

What term describes one or more characters following the last period in a filename, such as .exe, .txt, or .avi?

File name

File extension

Correct. Extensions are the group of characters after a period in a filename that indicate how the file is organized or formatted, the type of content in the file, and what program uses the file.

File version

- File path

### Question 11

5 / 5 pts

Larry wants to upgrade to Windows 10. He will use his computer both at home and at work and will need to connect to his company's Wi-Fi network to share files over the network.

Which version of Windows 10 would you recommend to Larry?

**Correct!**

- Windows 10 Home

Correct. Windows 10 Home will allow Larry to share files at work and at home. He would need Windows 10 Pro if he needed to connect to a domain.

- Windows 10 Pro

- Windows 10 Education

- Windows 10 Enterprise

### Question 12

5 / 5 pts

Isaac was assigned to work on a computer in his company's R&D department. While working on the system, Isaac received several text messages and emails from his coworkers about another issue in the data center. Isaac answered the text messages as they came in and finished working on the computer system in the R&D department. The next day Isaac was called into his supervisor's office. His supervisor told him that he received a complaint that Isaac was on his phone instead of working on the problem with the computer.

What should Isaac have done differently to avoid this complaint?

- Clarified with the client the nature of the problem.
- Avoided distractions.

Correct. Whenever possible, Isaac should avoid being distracted by text and email messages when working with a client. If a text or email is important enough that he needs to address it, he should excuse himself before dealing with it and then return and focus on the client's problem.

- Made sure he was culturally sensitive.
- Provided proper documentation.

### Question 13

5 / 5 pts

What is another name for several small utility programs that are found in the Control Panel?

- Downloads
- System processes
- Extensions
- Applets

Correct. The Control Panel contains several small utility programs called applets that are used to manage hardware, software, users, and the system.

Correct!

**Question 14****5 / 5 pts**

Jerry is working at the desk of a client in the marketing department of his company. The client thinks that the problem is the video card, because they have a computer at home with the same problem. The client explains to Jerry that when they fixed the problem, they had to reseat the video card.

What should Jerry do when dealing with the client? (Select all that apply.)

**Correct!**

- Compliment the client on his knowledge.

Correct. Jerry should complement clients on their knowledge when possible.

- Use computer jargon when talking with the client.

- Explain that you are certified and don't need their help.

**Correct!**

- Ask the client to backtrack to see what things they tried in order to fix the computer.

Correct. Find out what they did on their computer at home-and don't blame them for breaking the computer.

**Correct!**

- Check the simple things first to make sure you do not miss anything.

Correct. Even with the client's idea, Jerry should check the simplest things first to make sure they are not overlooked.

**Question 15****5 / 5 pts**

Ensuring that an organization is on track and that the projects any group within a company are going well is important. When change happens, it needs to be managed. Which of the following is a group tasked with meeting on a regular basis to oversee changes?

- Project managers
- C suite employees
- Shareholders
- Change Advisory board

Correct. The change advisory board meets on a regular basis to assess, prioritize, authorize and schedule changes.

**Question 16****5 / 5 pts**

It is not important that a support agent knows everything but that they know where they can find the answers to the questions that customers may have. What is an area where support agents can look for answers about a network, product or service?

- Blog
- Knowledge base

**Correct!**

Correct. This is a great place, either sponsored by a specific company or the organization that the agent works for, to find reliable, quality information when the agent is looking for an answer to a customer's questions.

- Intranet
- Ticketing system

### Question 17

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George is working onsite at a client's desk. The client's phone rings during George's visit, and the client explains that they must take the call. What should George do in this situation?

- Leave and go to another client.
- Explain he does not have time to wait.
- Excuse himself and check back when the call is complete.

Correct. Accept personal inconvenience to accommodate the user's urgent business needs. Even if George has other trouble calls to work on, he is there to support the client.

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### Question 18

5 / 5 pts

John is trying to find everything on his computer associated with a new

application that he downloaded.

When using the search box in Windows 10, you can search for an app or a file or search for its name on the web?

**Correct!**

True

Correct. The search box in Windows 10 will search for apps, files, and the web.

False

### Question 19

0 / 5 pts

What type of software is used to control a computer?

**You Answered**

Application

Incorrect. An application is a program designed to perform a specific task.

**Correct Answer**

Operating system

Utility

Interface

### Question 20

5 / 5 pts

Keeping track of how a network is used is important. Organizations need to

have various policies in place which are very specific about what proper uses for company and network resources are. Which of the following is a code of conduct for using company resources?

- SOP (Standard Operating Procedure)
- Checklist
- AUP (Acceptable Use Policy)

Correct. The AUP documents a code of conduct for employees when using company resources.

- Regulatory compliance requirements

Quiz Score: **90** out of 100

# M01 Chapter 11 Review Results for Andrew Schmidt



Score for this attempt: **75** out of 100

Submitted Oct 27 at 1:47pm

This attempt took 17 minutes.

## Question 1

5 / 5 pts

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- System Information applet
- Windows Information
- UEFI/BIOS System information
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Correct. Wanda can find the information quickly in the System window. To access the window, she can go to File Explorer, right-click This PC, and select Properties.

## Question 2

5 / 5 pts

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Knowledge base

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Intranet

Ticketing system

### Question 3

5 / 5 pts

Lane is very nervous about going to visit a client about their help desk ticket. There are several notes from senior technicians about the client, and most of the notes are about how difficult they are to deal with.

What advice can you give Lane for dealing with this difficult client? (Select all that apply.)

Just ignore them and get to work on the computer.

Try not to argue with them or be defensive.

Correct. Try not to argue with them or be defensive. Instead, Lane should do his best to work with the client in accomplishing the goal of repairing the computer.

When talking with them, use clarifying statements to show them you understand the problem.

Correct. Lane needs to make sure he understands the problem. He should ask questions and, if possible, include the client when seeking a solution.

- Don't dismiss what they say the problem might be.

Correct. Dismissing the client as someone who can help Lane figure out the problem will make them more difficult to work with. Lane needs to ask them questions and work with them to resolve the issue with the computer.

Incorrect

## Question 4

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Richard has been called to the human resources department to repair a desktop computer. The colleague using the computer is currently working on the company's payroll and wants to get their computer working quickly so that everyone will be paid on time. While working at their desk, Richard notices that the paperwork they are entering into the system has his coworkers' bank account information.

What should Richard do when he discovers this paperwork?

- Ignore the paper and finish working on the computer.

Incorrect. If it were discovered that Richard had seen this information and not told the colleague, he could get into trouble. Richard should inform them that sensitive information is on their desk and that they should remove it.

- Put something over the papers so that he can't see the information.

Ask the client to remove the documents.

This information might be useful to have, so he should take a picture.

## Question 5

5 / 5 pts

What is another name for several small utility programs that are found in the Control Panel?

Downloads

System processes

Extensions

Applets

Correct. The Control Panel contains several small utility programs called applets that are used to manage hardware, software, users, and the system.

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### Question 7

5 / 5 pts

What is the maximum amount of memory supported by a 32-bit Windows operating system?

- 1GB
- 4GB

Correct. A 32-bit Windows operating system can support a maximum of 4GB of memory.

- 16GB
- 32GB

Incorrect

### Question 8

0 / 5 pts

Andrew is researching a new operating system for the computers at his

workplace. His boss wants the computers to be able to connect to the cloud and thus have security in case the laptops are stolen.

What version of Windows 8.1 does *not* have the ability to lock the hard drive so that it is unusable if removed from a laptop?

Window 8.1 Core

Windows 8.1 Basic

Incorrect. There is not a version of Windows 8.1 called Basic.

Windows 8.1 Pro

Windows 8.1 Enterprise

### Question 9

5 / 5 pts

Derek is working at the help desk when he receives a call from a client about an issue with the company's email. The customer is very upset about the email issue. They are complaining about the email service and the IT department in general.

What should Derek do to defuse the situation?

Defend the IT department.

Hang up the phone.

Call the supervisor and ask for help with the customer.

Let the customer vent and then restart the conversation.

Correct. You should let the client vent and then restart the conversation. Explain that you would like to resolve the problem and that their issue is important and will be addressed.

### Question 10

5 / 5 pts

During your service call at the residence of a customer, you discover you will need a part that you don't currently have.

What should you do in this case?

- Leave and get the part and come back.
- 
- Tell the customer to purchase the part and call when they receive it.
- 
- Explain the situation and give the customer options on how to order the part and when you will return to complete the repair.

Correct. You should explain the situation and allow the customer to decide how to order the part and when you will return.

- 
- Tell the customer you need the part, do research on the part, and schedule a time to come back and fix the computer.

### Question 11

5 / 5 pts

What term describes one or more characters following the last period in a filename, such as .exe, .txt, or .avi?

File name

File extension

Correct. Extensions are the group of characters after a period in a filename that indicate how the file is organized or formatted, the type of content in the file, and what program uses the file.

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## Question 12

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Actively listened to the user.

Offered the user different repair options.

Correct. Patrick should have offered the user repair options instead of taking the laptop. Had Patrick asked if it was okay to take the laptop with him for repair, he probably would have been told about the business trip.



Not been distracted by text messages while working on the computer.

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### Question 14

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Which of the following is *not* considered good customer service? (Select all that apply.)

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- Avoid distractions.

- Follow up with the customer.
- Disclose the experience on social media.

Correct. You should never share customer experiences on social media.

- Meet expectations.
- Meet timelines, and if not possible, explain why.

### Question 15

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Larry wants to upgrade to Windows 10. He will use his computer both at home and at work and will need to connect to his company's Wi-Fi network to share files over the network.

Which version of Windows 10 would you recommend to Larry?

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Correct. Windows 10 Home will allow Larry to share files at work and at home. He would need Windows 10 Pro if he needed to connect to a domain.

- Windows 10 Pro
- Windows 10 Education
- Windows 10 Enterprise

**Question 16****5 / 5 pts**

George is working onsite at a client's desk. The client's phone rings during George's visit, and the client explains that they must take the call. What should George do in this situation?

- Leave and go to another client.
- Explain he does not have time to wait.
- Excuse himself and check back when the call is complete.

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- Stay and work on the computer during the phone call.

**Question 17****5 / 5 pts**

Jerry is working at the desk of a client in the marketing department of his company. The client thinks that the problem is the video card, because they have a computer at home with the same problem. The client explains to Jerry that when they fixed the problem, they had to reseat the video card.

What should Jerry do when dealing with the client? (Select all that apply.)

- Compliment the client on his knowledge.

Correct. Jerry should complement clients on their knowledge when possible.

Use computer jargon when talking with the client.

Explain that you are certified and don't need their help.



Ask the client to backtrack to see what things they tried in order to fix the computer.

Correct. Find out what they did on their computer at home-and don't blame them for breaking the computer.



Check the simple things first to make sure you do not miss anything.

Correct. Even with the client's idea, Jerry should check the simplest things first to make sure they are not overlooked.

Incorrect

### Question 18

0 / 5 pts

When developing any project, a team needs to determine what will be done and other statistics about the end state of the project to ensure that the project is staying on time, on budget and on quality. What is a word that measures these types of objectives?

Topology

Scope

Project life cycle

Incorrect. A project lifecycle would refer to the process or stages in the designing of a network or any other IT resource.

- Protocol

Incorrect

**Question 19**

0 / 5 pts

John recently upgraded from Windows 8.1 to Windows 10, after the upgrade is complete, on the right-hand side of his desktop there is a new area that contains a way to toggle several Windows features on and off, access the Settings app, and view notifications.

What is this area called in Windows 10?

- Control Panel
- Action Center
- Cortana
- Task View

Incorrect. Windows 10 uses Task View to create multiple virtual desktops, which will allow John to flip through multiple desktops and find the one he wants.

Incorrect

**Question 20**

0 / 5 pts

When working with customers, you should always try to keep a positive attitude.

Why is it important to maintain a positive attitude when working with customers?

- Helps to establish a good customer relationship.
- Helps the customer feel confident you can fix the problem.

Incorrect. Your attitude might not give your customer confidence that you can fix the problem; it is more likely to reflect your knowledge and experience.

- Shows that you have the knowledge needed to fix the problem.
- Helps you to be more reliable.

Quiz Score: **75** out of 100

# M02 Chapter 12 Review Results for Andrew Schmidt

! Answers will be shown after your last attempt

Score for this attempt: **90** out of 100

Submitted Nov 10 at 4:38pm

This attempt took 7 minutes.

## Question 1

5 / 5 pts

What is it called when a partition is formatted with a file system and assigned a drive letter?

Operating system

Volume

Correct. A volume is a formatted partition with a file system and assigned drive letter.

Path

Product key

## Question 2

5 / 5 pts

What term refers to a major update release on Windows 7?

System release

Update pack

Security update

Service pack

Correct. Windows 7 major updates are released as service packs.

Incorrect

### Question 3

0 / 5 pts

A user calls into service desk and requests to be upgraded from Windows 8 to Windows 10, before installing the technician would like to make sure the user's requirements were met.

Which of the following would not meet the requirement for installing the updated version of Windows?

RAM: 1 GB for a 32-bit OS or 2 GB for a 64-bit OS

Graphics card: DirectX 9 or later with a WDDM 1.0 driver

Processor (CPU): 1 GHz or faster

Incorrect. This would be the base Processor requirements for Windows 10.

Display: 500 x 200 resolution

Incorrect

### Question 4

0 / 5 pts

What component of UEFI helps to prevent malware from hijacking a system during or before the operating system load?

- Execute Disable Bit
- Secure Boot
- UEFI Defender
- BitLocker

Incorrect. BitLocker is an encryption feature built into Windows to prevent data loss due to computer or drive theft.

## Question 5

5 / 5 pts

Sam would like to install a new application on every computer in his SOHO network. All the computers are currently connected in a workgroup.

What is the easiest way for Sam to install the application on all the computers?

- Have a USB device for every computer.
- Have multiple copies of the software on a DVD.
- 
- Go to the Windows Store and install the software on each computer.
- Use a network share to share the installation files.

Correct. Using a network share allows Sam to share the installation files from one location to all the computers on the network.

**Question 6****5 / 5 pts**

What two methods are available for Windows to use to partition a drive?

 UEFI GPT

Correct. GPT, or GUID Partition Table, is a newer method of partitioning a drive that allows for any size hard drive and Windows can have up to 128 partitions.

 exFAT MBR

Correct. MBR, or Master Boot Record, is an older method of partitioning a drive, but only allows four partitions and is limited to 2.2-TB drives.

**Question 7****5 / 5 pts**

Where should a user disable virus protection settings that might prevent the boot area of the hard drive from being altered?

 Control Panel BIOS/UEFI setup

Correct. You should disable any virus protection settings that might prevent the boot area of the hard drive from being altered in the BIOS/UEFI setup before any installation.

- Device Manager
- Start menu

### Question 8

5 / 5 pts

Jenny is preparing to install Windows 10 on a system that has a version of Windows 8.1 installed. This version of Windows 8.1 runs slowly and crashes occasionally. The optical drive also does not work, so Jenny decides to use a flash drive to install Windows 10. Jenny wants to remove all the programs and data from the computer and start over with Windows 10.

What type of installation should Jenny perform?

- In-place upgrade
- Repair installation
- Recovery installation
- Custom installation

Correct. Jenny wants to do a custom installation, also known as a clean installation. A custom installation will delete all the programs and files on the PC.

### Question 9

5 / 5 pts

What type of OS should you install for best performance when you have enough RAM?

8-bit

16-bit

32-bit

64-bit

Correct. 64-bit OS for Windows should be installed for best performance when you have enough RAM.

### Question 10

5 / 5 pts

What type of installation should you perform if you want to install a 64-bit version of Windows on a computer that already has a 32-bit OS installed?

Clean install

Correct. If you want to install a 64-bit version of Windows on a computer that already has a 32-bit OS installed, you must perform a clean install.

Dual boot

In-place upgrade

Standard

**Question 11****5 / 5 pts**

Samuel has started his new role as an IT service technician for a start up company. He has been tasked with choosing a Windows 10 Edition for the employees to use. The company has requested the version to have Bitlocker encryption while also improving the NFTS file system.

Which of the following versions should Samuel pick based on the company's requirements?

- Windows 10 Pro for Workstations

Correct. This edition adds to the Windows 10 Pro edition and improves the Resilient File System (ReFS), SMB Direct, Persistent Memory (PMem) features.

- Windows 10 Home
- Windows 10 Pro
- Windows 10 Enterprise

**Question 12****5 / 5 pts**

A user within the company was asked to uninstall and reinstall Windows 10 due to their corporate computer freezing. While reinstalling Windows, the user was not asked to reenter their product key. Which of the following would be the reason for the user not having to retype the key?

- ISO File

Digital License

Correct. Windows assigns this license to the machine and stores it along with the information about the computer's physical hardware on Microsoft activation servers. If Windows is installed later, it can retrieve this information from Microsoft servers rather than requesting that you reenter the product key.

 Virtual Machine Group Policy**Question 13****5 / 5 pts**

What version of Windows 10 is a valid, in-place upgrade path for a computer that has Windows 7 Starter edition on it?

 Windows 10 Starter Windows 10 Home

Correct. Windows 10 Home is a valid, in-place upgrade path for a computer that has Windows 7 Starter edition on it.

 Windows 10 Pro Windows 7 Professional to Windows 8.1 to Windows 10**Question 14****5 / 5 pts**

If a clean install is performed on a hard drive with a previous install of Windows and the drive is not re-formatted during the install, where will the files from the old installation be?

system32

Windows

Windows.old

Correct. During a clean install on a hard drive with a previous installation of Windows, if the drive is not re-formatted the files from the old installation will be stored in the Windows.old folder.

Program Files (saved)

### Question 15

5 / 5 pts

What is the maximum number of partitions allowed using the GUID Partition Table (GPT) method for partitioning a drive for Windows?

4

64

128

Correct. GPT method of partitioning is newer, allows for any size hard drive, and for Windows can have up to 128 partitions on the drive.

256

### Question 16

5 / 5 pts

William's supervisor wants to create a test lab at the company in order to test Windows 10 updates. The supervisor has instructed William to create a virtual lab. William decides to use Hyper-V as the hypervisor for the virtual machines. When William tries to use Hyper-V, he realizes that it is not installed. What will William use to install Hyper-V in Windows 10?

Windows installation disk

Windows features

Correct. Hyper-V is enabled in the Apps and Features window, where William can turn on a Windows feature by using a check box and selecting the required feature.

Windows Store

Microsoft website

### Question 17

5 / 5 pts

Tracy has completed installing Windows 7 on a computer and is ready to install a printer. Tracy attaches the printer to the computer and a message pops up that a new device is being installed. When the process is done, she tries to locate the printer, but the printer is not available.

What can Tracy do to use the printer?

- Turn the printer off and on again.
- Check the printer cable.
- Check UEFI/BIOS to make sure printing is enabled.
- Install the driver from the manufacturer's website.

Correct. Microsoft does not embed drives for all devices. If a device will not work with the Windows drivers, Tracy should check for third-party drivers at the manufacturer's website.

### Question 18

5 / 5 pts

What is it called when software is used to simulate the hardware of a physical computer?

- Dual boot
- Windows Run as Administrator
- Virtual machine

Correct. A virtual computer, or virtual machine (VM), is software that simulates the hardware of a physical computer.

- Compatibility mode

### Question 19

5 / 5 pts

You are planning to install Windows 10 on your computer and must decide which file system to use on the hard drive.

What files systems are available in Windows 10 for a local hard drive? (Select all that apply.)

exFAT

FAT32

Correct. The FAT32 file system is available for use on a hard drive in Windows 10. However, FAT32 is not recommended because of its size, 32GB, and security limitations. FAT32 provides no security in the file system, and you cannot limit who has access to the data as you can with NTFS.

CDFS

ext4

NTFS

Correct. NTFS is the recommended file system for Windows 10. NTFS has security that allows you to limit access to data based on permissions. The maximum size of an NTFS hard drive is 16 TB.

HFS

## Question 20

5 / 5 pts

Which products are considered to be hypervisors? Select all that apply.

Client Hyper-V

Correct. Client Hyper-V is a hypervisor software that is embedded in Windows 10/8 Pro or Enterprise but is not available for other Windows releases.

Virtual PC

Correct. Virtual PC is a hypervisor software that is free for download in all other editions of Windows 10/8/7 except Windows 7 Starter

VirtualBox

Correct. VirtualBox is a hypervisor freeware.

VMVisor

VMware Player

Correct. VMware Player is a hypervisor freeware.

Quiz Score: **90** out of 100

# M02 Chapter 12 Review Results for Andrew Schmidt

! Answers will be shown after your last attempt

Score for this attempt: **90** out of 100

Submitted Nov 10 at 2:46pm

This attempt took 13 minutes.

## Question 1

5 / 5 pts

Tracy has completed installing Windows 7 on a computer and is ready to install a printer. Tracy attaches the printer to the computer and a message pops up that a new device is being installed. When the process is done, she tries to locate the printer, but the printer is not available.

What can Tracy do to use the printer?

- Turn the printer off and on again.
- Check the printer cable.
- Check UEFI/BIOS to make sure printing is enabled.
- Install the driver from the manufacturer's website.

Correct. Microsoft does not embed drives for all devices. If a device will not work with the Windows drivers, Tracy should check for third-party drivers at the manufacturer's website.

## Question 2

5 / 5 pts

Sam would like to install a new application on every computer in his SOHO network. All the computers are currently connected in a workgroup.

What is the easiest way for Sam to install the application on all the computers?

- Have a USB device for every computer.
- Have multiple copies of the software on a DVD.



Go to the Windows Store and install the software on each computer.

- Use a network share to share the installation files.

Correct. Using a network share allows Sam to share the installation files from one location to all the computers on the network.

### Question 3

5 / 5 pts

If a clean install is performed on a hard drive with a previous install of Windows and the drive is not re-formatted during the install, where will the files from the old installation be?

- system32
- Windows
- Windows.old

Correct. During a clean install on a hard drive with a previous installation of Windows, if the drive is not re-formatted the files from the old installation will be stored in the Windows.old folder.

- Program Files (saved)

**Question 4****5 / 5 pts**

Penny is setting up computers at a local nonprofit organization. The computers were donated by a company that was upgrading to new computers. Penny must decide whether to use a 32-bit or 64-bit version of Windows 8.1.

What hardware on the computers should Penny check? (Select all that apply.)

---

 Video card

---

 Hard drive

Correct. The hard drive is a factor when deciding whether to use a 32-bit or 64-bit version of Windows 8.1. The amount of storage required for a 32-bit version is 16GB, and the amount of storage required for a 64-bit version is 20GB.

---

 Motherboard

---

 RAM

Correct. RAM is the main factor in determining whether to use a 32-bit or 64-bit version of Windows. If the computers Penny is working on have four or more gigabytes of RAM installed, she should use the 64-bit version because a 32-bit OS will not be able to address all the RAM.

---

 Processor

Correct. The processor is a factor when deciding on which version of Windows 8.1 to use. The computers Penny is working on must have a processor that can support a 64-bit OS. However, all multicore processors allow installation of a 64-bit OS.

---

 Network card

**Question 5****5 / 5 pts**

Jenny is preparing to install Windows 10 on a system that has a version of Windows 8.1 installed. This version of Windows 8.1 runs slowly and crashes occasionally. The optical drive also does not work, so Jenny decides to use a flash drive to install Windows 10. Jenny wants to remove all the programs and data from the computer and start over with Windows 10.

What type of installation should Jenny perform?

- In-place upgrade
- Repair installation
- Recovery installation
- Custom installation

Correct. Jenny wants to do a custom installation, also known as a clean installation. A custom installation will delete all the programs and files on the PC.

**Question 6****5 / 5 pts**

What term refers to a major update release on Windows 7?

- System release
- Update pack
- Security update

Service pack

Correct. Windows 7 major updates are released as service packs.

## Question 7

5 / 5 pts

You are planning to install Windows 10 on your computer and must decide which file system to use on the hard drive.

What file systems are available in Windows 10 for a local hard drive? (Select all that apply.)

exFAT

FAT32

Correct. The FAT32 file system is available for use on a hard drive in Windows 10. However, FAT32 is not recommended because of its size, 32GB, and security limitations. FAT32 provides no security in the file system, and you cannot limit who has access to the data as you can with NTFS.

CDFS

ext4

NTFS

Correct. NTFS is the recommended file system for Windows 10. NTFS has security that allows you to limit access to data based on permissions. The maximum size of an NTFS hard drive is 16 TB.

HFS

**Question 8****5 / 5 pts**

What is used to change motherboard settings, finds a boot device, and contains instructions for running essential hardware before an OS is started?

- Kernel
- Device driver
- BIOS/UEFI setup

Correct. The BIOS/UEFI setup is used to change motherboard settings, finds a boot device, and contains instructions for running essential hardware before an OS is started.

- Control Panel

**Question 9****5 / 5 pts**

What is it called when software is used to simulate the hardware of a physical computer?

- Dual boot
- Windows Run as Administrator
- Virtual machine

Correct. A virtual computer, or virtual machine (VM), is software that simulates the hardware of a physical computer.

- Compatibility mode

**Question 10****5 / 5 pts**

Which of the following is used to uniquely identify a computer on a network?

- Network ID
- Serial number
- IP address

Correct. An IP address uniquely identifies a computer on the network.

- Microsoft ID

**Question 11****5 / 5 pts**

A user within the company was asked to uninstall and reinstall Windows 10 due to their corporate computer freezing. While reinstalling Windows, the user was not asked to reenter their product key. Which of the following would be the reason for the user not having to retype the key?

- ISO File
- Digital License

Correct. Windows assigns this license to the machine and stores it along with the information about the computer's physical hardware on Microsoft activation servers. If Windows is installed later, it can retrieve this information from Microsoft servers rather than requesting that you reenter the product key.

- Virtual Machine
- Group Policy

### Question 12

5 / 5 pts

If you wish to install a new OS without disturbing the old one so that you can boot to either OS, what type of boot setup should you create?

- Dual

Correct. A dual boot, or multiboot, allows you to install a new OS without disturbing the old one, so that you can boot to either OS.

- Cross
- Controlled
- Selective

### Question 13

5 / 5 pts

Samuel has started his new role as an IT service technician for a start up company. He has been tasked with choosing a Windows 10 Edition for the

employees to use. The company has requested the version to have Bitlocker encryption while also improving the NFTS file system.

Which of the following versions should Samuel pick based on the company's requirements?

- 
- Windows 10 Pro for Workstations

Correct. This edition adds to the Windows 10 Pro edition and improves the Resilient File System (ReFS), SMB Direct, Persistent Memory (PMem) features.

- 
- Windows 10 Home

- 
- Windows 10 Pro

- 
- Windows 10 Enterprise

Incorrect

## Question 14

0 / 5 pts

What type of installation should you perform if you want to install a 64-bit version of Windows on a computer that already has a 32-bit OS installed?

- 
- Clean install

- 
- Dual boot

- 
- In-place upgrade

Incorrect. In-place upgrades only allow OS version upgrades. 32-bit Windows OS can only upgrade to a 32-bit OS and 64-bit Windows OS can only upgrade to a 64-bit OS.

- Standard

### Question 15

5 / 5 pts

William's supervisor wants to create a test lab at the company in order to test Windows 10 updates. The supervisor has instructed William to create a virtual lab. William decides to use Hyper-V as the hypervisor for the virtual machines. When William tries to use Hyper-V, he realizes that it is not installed. What will William use to install Hyper-V in Windows 10?

- Windows installation disk

- Windows features

Correct. Hyper-V is enabled in the Apps and Features window, where William can turn on a Windows feature by using a check box and selecting the required feature.

- Windows Store

- Microsoft website

### Question 16

5 / 5 pts

What version of Windows 10 is a valid, in-place upgrade path for a computer that has Windows 7 Starter edition on it?

- Windows 10 Starter

Windows 10 Home

Correct. Windows 10 Home is a valid, in-place upgrade path for a computer that has Windows 7 Starter edition on it.

Windows 10 Pro

Windows 7 Professional to Windows 8.1 to Windows 10

### Question 17

5 / 5 pts

The Master Boot Record (MBR) method of partitioning hard drives is limited to what maximum size of drives?

1TB

1.2TB

2.2TB

Correct. MBR, or Master Boot Record, method is older, allows for four partitions, and is limited to 2.2-TB drives.

4TB

### Question 18

5 / 5 pts

Where should a user disable virus protection settings that might prevent the boot area of the hard drive from being altered?

Control Panel

BIOS/UEFI setup

Correct. You should disable any virus protection settings that might prevent the boot area of the hard drive from being altered in the BIOS/UEFI setup before any installation.

Device Manager

Start menu

### Question 19

5 / 5 pts

What is the maximum number of partitions allowed using the GUID Partition Table (GPT) method for partitioning a drive for Windows?

4

64

128

Correct. GPT method of partitioning is newer, allows for any size hard drive, and for Windows can have up to 128 partitions on the drive.

256

Incorrect

### Question 20

0 / 5 pts

A user calls into service desk and requests to be upgraded from Windows 8 to Windows 10, before installing the technician would like to make sure the user's requirements were met.

Which of the following would not meet the requirement for installing the updated version of Windows?

- RAM: 1 GB for a 32-bit OS or 2 GB for a 64-bit OS

Incorrect. This would be the base RAM requirements for Windows 10.

- Graphics card: DirectX 9 or later with a WDDM 1.0 driver
- Processor (CPU): 1 GHz or faster
- Display: 500 x 200 resolution

Quiz Score: **90** out of 100

# M02 Chapter 13 Review Results for Andrew Schmidt



Score for this attempt: **61.67** out of 100

Submitted Nov 10 at 5:17pm

This attempt took 13 minutes.

Partial	Question 1	1.67 / 5 pts

If a user enters a command and wishes to terminate it before its execution, what key presses can be used? (Choose all that apply)

Ctrl+C

Correct. Ctrl+C will terminate a command before it is finished.

Ctrl+S

Incorrect. Ctrl+S will NOT terminate a command before it is finished.

Ctrl+Break

Correct. Ctrl+Break will terminate a command before it is finished.

Ctrl+Pause

Correct. Ctrl+Pause will terminate a command before it is finished.

Ctrl+End

Incorrect. Ctrl+End will NOT terminate a command before it is finished.

## Question 2

5 / 5 pts

Choose the type(s) of physical drives Windows disables defragmenting, but provides another method of optimization.

Magnetic hard drives

Virtual drives

Solid-state drives

Correct. Windows disables defragmenting solid-state drives but provides trimming to help optimize the drives.

Foreign drives

### Question 3

5 / 5 pts

If a storage pool is configured as if it has more virtual storage than the physical drives actually offer, what is the name of the feature being used?

Thick provisioning

Thin provisioning

Correct. Thin provisioning allows a storage pool to be configured as if it has more virtual storage than the physical drives actually offer.

Lazy zeroing

Implicit zeroing

Incorrect

### Question 4

0 / 5 pts

Which Windows command will delete the files and directories at the destination that no longer exist at the source location?

- copy /v
- xcopy /y
- robocopy /purge
- format /q

Incorrect. The format command will format a hard drive or other storage device. Formatting a storage device places a file system on the drive or volume in preparation for storing files. The format /q parameter tells format to perform a quick format simply by re-creating an empty root directory.

**Incorrect**

## Question 5

**0 / 5 pts**

A technician would like to have the ability to add physical hard drives to a Storage Spaces storage pool at future times on an as-needed basis.

Choose the following Storage Space features that describes this functionality without the need to also reconfigure the available space to users.

- Three-way mirror

Incorrect. Three-way mirror is a resiliency type in which data is stored in three locations. This configuration requires at least five physical drives. Data is protected from a simultaneous failure of up to two drives.

- Thin provisioning

- Resiliency
- Two-way mirror
- Parity

Incorrect

**Question 6**

0 / 5 pts

Automation can be of key importance for any organization and administrator. Knowing how to set up automated processes can allow for more focus to specialized and important activities which take more of a manual engagement level.

Choose the best option for an automated process used to backup files.

- Son backup

Incorrect. This is a process of creating 6 backups a week, rotated each week, with a Friday backup not being made.

- System protection
- Grandfather backup
- differential backup

Incorrect

**Question 7**

0 / 5 pts

What type of storage drive contains spinning platters?

- Optical hard drives

Incorrect. Optical hard drives use lasers to read data off of optical disks.

- Solid-state drives

- Floppy disk drives

- Magnetic hard disk drives

### Question 8

5 / 5 pts

A user is attempting to format a 4 TB HDD using NTFS but only has the option to format the disk with a size of approximately 2 TB.

What is the most likely reason the user is unable to format the disk to its full capacity?

- The disk is using the MBR partitioning scheme.

Correct. Drives larger than 2.2 TB, must use the GPT or GUID partitioning scheme. MBR limits volumes to approximately 2.2 TB.

- The disk is using the GUID partitioning scheme.

- NTFS only supports up to 2.2 TB volume sizes.

- 

The user chose a primary partition instead of an extended partition.

**Question 9****5 / 5 pts**

A Windows user contacted the help desk with a problem that requires the technician to connect to the remote computer using Remote Assistance to view a very detailed and cryptic error message on the user's desktop. Each attempt the technician makes to connect to the remote computer results in a message stating the connection was refused.

Which of the following protocol and port number combinations should be opened on the remote computer's firewall to allow this connection?

- RDP, port 3389

Correct. Remote Desktop Protocol (RDP) on port 3389 is used by both Remote Desktop Connection and Remote Assistance.

- SSH, port 22

- Telnet, port 23

- DNS, port 53

**Question 10****5 / 5 pts**

A Windows 10 user wants to display all the files in all the subdirectories on the E: drive with the file extension of doc.

What command would perform this function?

- cd..

- dir e:\\*.doc /p

- dir \*.doc
- dir e:\\*.doc /s

Correct. The dir command lists all files and folders in the current directory. Adding the filename e:\\*.doc tells dir to start in the e: root folder and show all files that use the file extension doc. Appending the command with the /s parameter tells dir to recurse (perform the same sequence) through all subdirectories under the e: root.

## Question 11

5 / 5 pts

Tools and types of backups helps any administrator to know the timing and types of backups, in addition to when they should be run. The more backing up that is done means more time, so understanding when each type should be run can save time.

Choose the backup type that is considered a backup of the entire Windows volume.

- Son backup
- full backup
- System image

Correct. This is a backup of the entire Windows volume, including the Windows installation, applications, user settings and data.

- differential backup

Incorrect

**Question 12****0 / 5 pts**

Knowing how to recover and backup data quickly makes an organization robust and flexible.

Choose the type of backup for files that has been changed or created since the last full backup.

Tape based backups

full backup

incremental backup

Incorrect. This form of backup is only for files that have been changed or created since the last backup.

differential backup

**Question 13****5 / 5 pts**

Which of the following needs to be completed prior to creating a spanned, striped, or mirrored volume on an unallocated space in Windows?

Shrink each disk volume to an equal size.

Format the separate disks using the NTFS file system.

Assign drive letters to each of the separate disks.

Convert basic disks to dynamic disks.

Correct. To create a simple volume, spanned volume, striped volume, or mirrored volume, the disks in the group must be converted to dynamic disks.

Incorrect

### Question 14

0 / 5 pts

A user wants to make sure he can quickly restore his computer after a drive failure, to the state it was in when Windows and all its apps were initially installed.

Which backup type will be most useful in this scenario?

- Restore points
- File History backup
- System image backup
- System Restore

Incorrect. System Restore is the utility that creates and restores restore points.

### Question 15

5 / 5 pts

What command creates a subdirectory under a directory?

- rd

md

Correct. The md, or make directory, command creates a subdirectory under a directory.

 cd makedir**Question 16****5 / 5 pts**

What utility can be used to convert two or more basic disks to dynamic disks?

 Disk Management

Correct. Disk Management is used to convert two or more basic disks to dynamic disks.

 Windows Management System Management Disk Config**Incorrect****Question 17****0 / 5 pts**

Choose the Windows 10 utility that allows a user to create a backup schedule that can include any folder on the hard drive and system image. (Choose all that apply)

File History

Correct. File History allows the user to create a backup schedule that can include any folder on the hard drive and system image. File History is available on Windows 10/8.

 recimg

Incorrect. The recimg command is available in Windows 8, not Windows 10, to create a custom refers image.

 Automated System Recovery

Incorrect. Automated System Recovery is NOT a tool used in Windows 10.

 Backup and Restore

Correct. Backup and Restore allows the user to create a backup schedule that can include any folder on the hard drive and system image. Backup and Restore is available on Windows 10/7.

**Question 18****5 / 5 pts**

To ensure drive health, what command should you use to search for a repair file system error?

 defrag chkdsk

Correct. The chkdsk command fixes file system errors and recovers data from bad sectors to ensure system health.

Analyze Optimize**Question 19****5 / 5 pts**

Which file system is supported by Windows and can be used for volumes and drives that don't hold the Windows installation? (Choose all that apply)

 FAT64 FAT32

Correct. FAT32 file system is supported by Windows and is used for small hard drives or USB flash drives.

 exFAT

Correct. exFAT file system is supported by Windows and is used for large external storage devices that may be used with other operating systems.

 NTFS

Correct. NTFS file system is supported by Windows and was designed to replace FAT32 file system. NTFS supports encryption, disk quotas, and file and folder compression. NTFS is also required for the volume on which Windows is installed.

**Question 20****5 / 5 pts**

Which of the following utility creates restore points at regular intervals and before you install software?

System Activation

System Protection

Correct. System Protection utility automatically backs up system files and stores them on the hard drive at regular intervals and just before you install software or hardware.

System Restoration

System Prevention

Quiz Score: **61.67** out of 100

# M02 Chapter 13 Review Results for Andrew Schmidt

Score for this attempt: **90** out of 100

Submitted Nov 10 at 5:42pm

This attempt took 6 minutes.

## Question 1

5 / 5 pts

If a user enters a command and wishes to terminate it before its execution, what key presses can be used? (Choose all that apply)

**Correct!**

Ctrl+C

Correct. Ctrl+C will terminate a command before it is finished.

Ctrl+S

**Correct!**

Ctrl+Break

Correct. Ctrl+Break will terminate a command before it is finished.

**Correct!**

Ctrl+Pause

Correct. Ctrl+Pause will terminate a command before it is finished.

Ctrl+End

## Question 2

5 / 5 pts

Working with data backups is an extremely important component of all IT-based technologies. Without solid backup and recovery plans, a lot of important work and data can be lost.

What is the most advantageous option for storing and recovering data?

- Tape based backups
- Local based backups
- Off site backups
- Cloud based backups

**Correct!**

Correct. This form of backup is the most optimal as data backup and recovery is quicker due to it being stored in the cloud. To recover and backup data, this simply requires an internet connection.

### Question 3

5 / 5 pts

To ensure drive health, what command should you use to search for a repair file system error?

- defrag
- chkdsk

**Correct!**

Correct. The chkdsk command fixes file system errors and recovers data from bad sectors to ensure system health.

- Analyze
- Optimize

**Question 4****5 / 5 pts**

Knowing how to recover and backup data quickly makes an organization robust and flexible.

Choose the type of backup for files that has been changed or created since the last full backup.

- Tape based backups
- full backup
- incremental backup
- differential backup

Correct. This form of backup is used to backup files that have changed or been created since the last full backup.

**Question 5****5 / 5 pts**

What is a snapshot of the system settings and configuration called?

- Rollback point
- Restore unit
- Rollback unit
- Restore point

**Correct!**

Correct. A restore point is a snapshot of the system settings and configuration since the last restore point was made.

## Question 6

0 / 5 pts

A technician would like to have the ability to add physical hard drives to a Storage Spaces storage pool at future times on an as-needed basis.

Choose the following Storage Space features that describes this functionality without the need to also reconfigure the available space to users.

- Three-way mirror
- Thin provisioning
- Resiliency
- Two-way mirror

Correct Answer

- Parity

Incorrect. Parity is a type of resilience in which Storage Spaces write the data with parity information. Parity requires at least three drives to protect against a single drive failure and at least seven drives to protect against two simultaneous drive failures.

## Question 7

5 / 5 pts

Choose the type(s) of physical drives Windows disables defragmenting, but provides another method of optimization.

Magnetic hard drives

Virtual drives

Solid-state drives

Correct. Windows disables defragmenting solid-state drives but provides trimming to help optimize the drives.

Foreign drives

## Question 8

5 / 5 pts

Understanding a device's power needs and other elements of working with power needs for an organization is an important role for any technician or administrator. Saving files and reducing power use are types of settings for a system that can help any organization use less electricity.

Which of the following is also referred to as standby mode?

Hibernation

System Configuration

Sleep mode

Correct. Also referred to as standby mode, Windows saves the current state and everything is shut down except memory and enough of the system to respond to wake up. This mode uses about 1-2% of battery power for each hour of sleep.

System File Checker

**Question 9****0 / 5 pts**

A user wants to make sure he can quickly restore his computer after a drive failure, to the state it was in when Windows and all its apps were initially installed.

Which backup type will be most useful in this scenario?

**You Answered**

- Restore points

Incorrect. Restore points are system snapshots at regular intervals and just before software or hardware is installed. Restore points do not take the place of backups.

**Correct Answer**

- File History backup
- System image backup
- System Restore

**Question 10****5 / 5 pts**

Tools and types of backups helps any administrator to know the timing and types of backups, in addition to when they should be run. The more backing up that is done means more time, so understanding when each type should be run can save time.

Choose the backup type that is considered a backup of the entire Windows volume.

Son backup full backup System image

Correct. This is a backup of the entire Windows volume, including the Windows installation, applications, user settings and data.

 differential backup

### Question 11

5 / 5 pts

A Windows 10 user wants to display all the files in all the subdirectories on the E: drive with the file extension of doc.

What command would perform this function?

 cd.. dir e:\\*.doc /p dir \*.doc dir e:\\*.doc /s

Correct. The dir command lists all files and folders in the current directory. Adding the filename e:\\*.doc tells dir to start in the e: root folder and show all files that use the file extension doc. Appending the command with the /s parameter tells dir to recurse (perform the same sequence) through all subdirectories under the e: root.

**Correct!**

**Question 12****5 / 5 pts**

In Windows, which term describe the active partition on an MBR drive, and the location where the Windows operating system is stored? (Choose all that apply)

 Primary partition Logical partition System partition

Correct. On an MBR drive in Windows, the active partition is called the system partition.

**Correct!** Boot partition

Correct. On an MBR drive in Windows, the Windows OS is stored on the boot partition.

**Question 13****5 / 5 pts**

A Windows user contacted the help desk with a problem that requires the technician to connect to the remote computer using Remote Assistance to view a very detailed and cryptic error message on the user's desktop. Each attempt the technician makes to connect to the remote computer results in a message stating the connection was refused.

Which of the following protocol and port number combinations should be opened on the remote computer's firewall to allow this connection?

**Correct!** RDP, port 3389

Correct. Remote Desktop Protocol (RDP) on port 3389 is used by both Remote Desktop Connection and Remote Assistance.

- SSH, port 22
- Telnet, port 23
- DNS, port 53

### Question 14

5 / 5 pts

Automation can be of key importance for any organization and administrator. Knowing how to set up automated processes can allow for more focus to specialized and important activities which take more of a manual engagement level.

Choose the best option for an automated process used to backup files.

- Son backup
- System protection

Correct. This utility automatically backs up system files and stores them on the hard drive weekly and before major Windows updates are performed.

- Grandfather backup
- differential backup

**Correct!**

**Question 15****5 / 5 pts**

Working with your system to ensure that it is functioning optimally is an important component of any administrator's set of tasks. There are generally some common tasks which can help any technician or administrator to ensure that a system is functioning optimally.

Which of the following is one of those critical Windows settings you might need to verify?

**Correct!**

- Windows updates

Correct. This tool is used to install any important Windows updates that are waiting to be installed. Without these updates, your system's security could be at risk or could cause the system to perform less than optimally.

- System Configuration
- Services Console
- System File Checker

**Question 16****5 / 5 pts**

What type of storage drive contains spinning platters?

- Optical hard drives
- Solid-state drives

**Correct!**

- Floppy disk drives
- Magnetic hard disk drives

Correct. Magnetic hard disk drives, or HDDs, contain spinning platters.

### Question 17

5 / 5 pts

Which file system is supported by Windows and can be used for volumes and drives that don't hold the Windows installation? (Choose all that apply)

**Correct!**

- FAT64
- FAT32

Correct. FAT32 file system is supported by Windows and is used for small hard drives or USB flash drives.

**Correct!**

- exFAT

Correct. exFAT file system is supported by Windows and is used for large external storage devices that may be used with other operating systems.

**Correct!**

- NTFS

Correct. NTFS file system is supported by Windows and was designed to replace FAT32 file system. NTFS supports encryption, disk quotas, and file and folder compression. NTFS is also required for the volume on which Windows is installed.

**Question 18****5 / 5 pts**

A technician requires a file system on an internal 1.5 TB Windows 10 boot drive that supports file encryption, disk quotas, and security features such as file and folder permissions.

Which of the following will support these requirements?

 NFS FAT32 NTFS

Correct. For most editions of Windows, NTFS is required for the volume on which Windows is installed. NTFS supports file and folder permissions, disk quotas, encryption, and compression.

 exFAT CDFS**Question 19****5 / 5 pts**

A user is attempting to format a 4 TB HDD using NTFS but only has the option to format the disk with a size of approximately 2 TB.

What is the most likely reason the user is unable to format the disk to its full capacity?

**Correct!** The disk is using the MBR partitioning scheme.

Correct. Drives larger than 2.2 TB, must use the GPT or GUID partitioning scheme. MBR limits volumes to approximately 2.2 TB.

- The disk is using the GUID partitioning scheme.
- NTFS only supports up to 2.2 TB volume sizes.
- The user chose a primary partition instead of an extended partition.

### Question 20

5 / 5 pts

Which option is used, when passed to the shutdown command, to restart the local computer?

- /h
- /i
- /s
- /r

Correct. The option /r when used with the shutdown command restarts the local computer.

Correct!

Quiz Score: **90** out of 100

# M02 Chapter 13 Review Results for Andrew Schmidt



Score for this attempt: **63.33** out of 100

Submitted Nov 10 at 5:03pm

This attempt took 22 minutes.

## Question 1

5 / 5 pts

Which of the following needs to be completed prior to creating a spanned, striped, or mirrored volume on an unallocated space in Windows?

- Shrink each disk volume to an equal size.
- Format the separate disks using the NTFS file system.
- Assign drive letters to each of the separate disks.
- Convert basic disks to dynamic disks.

Correct. To create a simple volume, spanned volume, striped volume, or mirrored volume, the disks in the group must be converted to dynamic disks.

Incorrect

## Question 2

0 / 5 pts

Automation can be of key importance for any organization and administrator. Knowing how to set up automated processes can allow for more focus to specialized and important activities which take more of a manual engagement level.

Choose the best option for an automated process used to backup files.

- Son backup
- System protection
- Grandfather backup

Incorrect. This form of backup is a monthly full backup, performed on the last Friday of the month.

- differential backup

Incorrect

### Question 3

0 / 5 pts

In Windows, which term describe the active partition on an MBR drive, and the location where the Windows operating system is stored? (Choose all that apply)

- Primary partition

Incorrect. A drive can have one, two, or three primary partitions. Primary partitions are different than system or active partitions for Windows.

- Logical partition

Incorrect. Logical partitions are NOT used on an MBR drive.

- System partition

Correct. On an MBR drive in Windows, the active partition is called the system partition.

- Boot partition

Correct. On an MBR drive in Windows, the Windows OS is stored on the boot partition.

Incorrect

## Question 4

0 / 5 pts

Choose the type(s) of physical drives Windows disables defragmenting, but provides another method of optimization.

- Magnetic hard drives

Incorrect. Windows allows defragmenting for magnetic hard drives.

- Virtual drives

- Solid-state drives

- Foreign drives

Incorrect

## Question 5

0 / 5 pts

Understanding a device's power needs and other elements of working with power needs for an organization is an important role for any technician or administrator. Saving files and reducing power use are types of settings for a system that can help any organization use less electricity.

Which of the following is also referred to as standby mode?

- Hibernation

Incorrect. This mode saves all work to the hard drive and powers down the system.

- System Configuration
- Sleep mode
- System File Checker

## Question 6

5 / 5 pts

Working with your system to ensure that it is functioning optimally is an important component of any administrator's set of tasks. There are generally some common tasks which can help any technician or administrator to ensure that a system is functioning optimally.

Which of the following is one of those critical Windows settings you might need to verify?

- Windows updates

Correct. This tool is used to install any important Windows updates that are waiting to be installed. Without these updates, your system's security could be at risk or could cause the system to perform less than optimally.

- System Configuration

Services Console

System File Checker

### Question 7

5 / 5 pts

A Windows 10 user wants to display all the files in all the subdirectories on the E: drive with the file extension of doc.

What command would perform this function?

cd..

dir e:\\*.doc /p

dir \*.doc

dir e:\\*.doc /s

Correct. The dir command lists all files and folders in the current directory. Adding the filename e:\\*.doc tells dir to start in the e: root folder and show all files that use the file extension doc. Appending the command with the /s parameter tells dir to recurse (perform the same sequence) through all subdirectories under the e: root.

### Question 8

5 / 5 pts

What is a snapshot of the system settings and configuration called?

Rollback point

Restore unit

Rollback unit

Restore point

Correct. A restore point is a snapshot of the system settings and configuration since the last restore point was made.

### Question 9

5 / 5 pts

What utility can be used to convert two or more basic disks to dynamic disks?

Disk Management

Correct. Disk Management is used to convert two or more basic disks to dynamic disks.

Windows Management

System Management

Disk Config

### Question 10

5 / 5 pts

If a storage pool is configured as if it has more virtual storage than the physical drives actually offer, what is the name of the feature being used?

Thick provisioning

Thin provisioning

Correct. Thin provisioning allows a storage pool to be configured as if it has more virtual storage than the physical drives actually offer.

Lazy zeroing

Implicit zeroing

Incorrect

## Question 11

0 / 5 pts

Working with data backups is an extremely important component of all IT-based technologies. Without solid backup and recovery plans, a lot of important work and data can be lost.

What is the most advantageous option for storing and recovering data?

Tape based backups

Local based backups

Off site backups

Incorrect. While better than local backups, off site is still slower and inefficient due to having to retrieve the off site backups.

Cloud based backups

**Question 12****5 / 5 pts**

A technician is tasked with choosing a monthly rotation, or schedule, for backup of a critical data source. Which type of backup should the technician choose to conduct a full monthly backup?

- Son backup
- full backup
- Grandfather backup

Correct. This form of backup is a full monthly backup, performed on the last Friday of the month.

- differential backup

**Question 13****5 / 5 pts**

A Windows user contacted the help desk with a problem that requires the technician to connect to the remote computer using Remote Assistance to view a very detailed and cryptic error message on the user's desktop. Each attempt the technician makes to connect to the remote computer results in a message stating the connection was refused.

Which of the following protocol and port number combinations should be opened on the remote computer's firewall to allow this connection?

- RDP, port 3389

Correct. Remote Desktop Protocol (RDP) on port 3389 is used by both Remote Desktop Connection and Remote Assistance.

- SSH, port 22
- Telnet, port 23
- DNS, port 53

Partial

**Question 14**

3.33 / 5 pts

If a user enters a command and wishes to terminate it before its execution, what key presses can be used? (Choose all that apply)

- Ctrl+C

Correct. Ctrl+C will terminate a command before it is finished.

- Ctrl+S

- Ctrl+Break

Correct. Ctrl+Break will terminate a command before it is finished.

- Ctrl+Pause

- Ctrl+End

**Question 15**

5 / 5 pts

Tools and types of backups helps any administrator to know the timing and types of backups, in addition to when they should be run. The more backing up that is done means more time, so understanding when each type should be run can save time.

Choose the backup type that is considered a backup of the entire Windows volume.

- Son backup
- full backup
- System image

Correct. This is a backup of the entire Windows volume, including the Windows installation, applications, user settings and data.

- differential backup

Incorrect

## Question 16

0 / 5 pts

A technician would like to have the ability to add physical hard drives to a Storage Spaces storage pool at future times on an as-needed basis.

Choose the following Storage Space features that describes this functionality without the need to also reconfigure the available space to users.

- Three-way mirror
- Thin provisioning
- Resiliency

Incorrect. Storage spaces are designed for resiliency, which resists data loss in the event of drive failures.

- Two-way mirror
- Parity

### Question 17

5 / 5 pts

How often does Windows automatically defragment a hard drive or trim a solid-state drive?

- Once a week
- Once a day
- Once a month
- Once an hour

Correct. Windows automatically defragments a hard drive and trims a solid-state drive once a week.

### Question 18

5 / 5 pts

A technician requires a file system on an internal 1.5 TB Windows 10 boot drive that supports file encryption, disk quotas, and security features such as file and folder permissions.

Which of the following will support these requirements?

NFS FAT32 NTFS

Correct. For most editions of Windows, NTFS is required for the volume on which Windows is installed. NTFS supports file and folder permissions, disk quotas, encryption, and compression.

 exFAT CDFS

### Question 19

5 / 5 pts

To ensure drive health, what command should you use to search for a repair file system error?

 defrag chkdsk

Correct. The chkdsk command fixes file system errors and recovers data from bad sectors to ensure system health.

 Analyze Optimize

Incorrect

**Question 20****0 / 5 pts**

Choose the Windows 10 utility that allows a user to create a backup schedule that can include any folder on the hard drive and system image. (Choose all that apply)

File History

Correct. File History allows the user to create a backup schedule that can include any folder on the hard drive and system image. File History is available on Windows 10/8.

recimg

Incorrect. The recimg command is available in Windows 8, not Windows 10, to create a custom refers image.

Automated System Recovery

Incorrect. Automated System Recovery is NOT a tool used in Windows 10.

Backup and Restore

Correct. Backup and Restore allows the user to create a backup schedule that can include any folder on the hard drive and system image. Backup and Restore is available on Windows 10/7.

**Quiz Score: 63.33 out of 100**

# M03 Chapter 14 Review Results for Andrew Schmidt



Score for this attempt: **85** out of 100

Submitted Nov 14 at 8:57pm

This attempt took 18 minutes.

## Question 1

5 / 5 pts

A Windows computer is experiencing a problem accessing the Internet. The network patch cable and network interface card have been tested and verified to be working properly.

Which step should be considered to resolve the issue?

- Update network settings

Correct. The network settings should be checked and updated as needed after the physical connections are verified.

- Restart services
- Kill tasks
- Disable application startup

## Question 2

5 / 5 pts

On a Windows computer, which tab(s) that can be used in Task Manager to set the priority given to a specific application or service?

Processes Details

Correct. The Details tab sets the priority level of a specific process (such as an application or service).

 Performance Startup

### Question 3

5 / 5 pts

Which Windows utility is used to determine what processes are launched at startup?

 Task Manager Microsoft Management Console System Configuration

Correct. The System Configuration tool is used to find out and control what processes are launched at startup.

 Computer Management

### Question 4

5 / 5 pts

A user is attempting to launch a Windows utility from a command prompt but

is receiving a message stating the user must be an administrator in order to use the utility.

Which of the following best explains the reason the user is receiving the error message?

- The utility needs to be launched from the GUI.
- The user is signed into Windows as a standard user.
- The user is running a Windows Home edition and not a professional edition.
- The user must run the command using an elevated command prompt.

Correct. The user, regardless of group membership, must run the command from an elevated command prompt.

## Question 5

5 / 5 pts

Which steps should be taken to resolve limited or no network connectivity issues on a Windows computer (Select two)?

- Run msconfig and configure startup for Safe Mode.
- Verify that the SOHO router is powered on and the port LEDs indicate connectivity.

Correct. A SOHO router's LEDs can often assist in resolving connectivity issues. Flashing port LEDs on a SOHO router indicate a good connection.

- Use System Restore to create a system restore point.
- Run the dxdiag utility to verify DirectX is functioning properly.



Verify the network cable between the computer and router is connected and not damaged.

Correct. A physical connection problem can cause limited or no connectivity issues. Checking physical connectivity is often the first step to take to resolve these issues.

**Incorrect**

## Question 6

**0 / 5 pts**

There are any number of times in a system's functioning, that various issues can arise which will cause the device to be sluggish or non-responsive to user commands. Identifying an application or other process which is causing this issue is important.

Choose the following option that allows you to review, real time, how the CPU, hard drive, network and memory are being used.

- Registry Editor
- Resource Monitor
- Task Manager

Incorrect. This tool allows you to view applications, processes, and network and user activities.

- System File Checker

**Question 7****5 / 5 pts**

In Windows 10, which Task Manager tab shows running processes organized by Apps, Background processes, and Windows processes?

 Applications Services Processes

Correct. The Processes tab shows running processes organized by Apps, Background processes, and Windows processes.

 Performance**Incorrect****Question 8****0 / 5 pts**

With any application, process, service or other component of your OS, the knowledge and ability to maintain and adjust how that tool performs is important. Knowing when to adjust background performance or other needs for the application can be an important part of making sure that the application is performing as efficiently as possible.

Choose the following option(s) that allow you to adjust when services run in the background.

 Registry Editor

Incorrect. This tool is used to back up and edit the Windows registry.

- System Configuration
- Services Console
- System File Checker

### Question 9

5 / 5 pts

You have received an escalated trouble ticket for a Windows workstation that displays an error message each time the user signs in to Windows. The previous technician logged the error in the ticketing system and made a note that they were not familiar with the error message the system was displaying. Choose the best option for a first step to resolve the issue.

- Disable all startup processes and services.
- Research the error message on the web.

Correct. The previous technician recorded the message, making it easy for you to research the error before arriving at the customer's location.

- Boot into Safe Mode with Networking.
- Call the customer and ask them to describe the error message.

### Question 10

5 / 5 pts

Which of the following Task Manager tabs on a Windows system is used to display the processes owned by each signed-in user?

Processes

Users

Correct. The Users tab is used to list each signed-in user and the processes started (owned) by each of the users.

App history

Startup

### Question 11

5 / 5 pts

A Windows user is attempting to exit a frozen desktop application that is not responding to a mouse or keyboard input.

Which step(s) can be taken to end the application process without exiting other open applications?

Restart Windows and relaunch the application to verify it will launch.

Open Task Scheduler and end the scheduled task associated with the application.

Open Task Manager and end the process associated with the application.

Correct. Task Manager can be used to stop applications that are hanging.

- Press the computer power button and hold it for five seconds.

## Question 12

5 / 5 pts

The processes and tools which help Windows and other OSs in being able to identify appropriate settings and applications that are installed on a device is important. Secure systems mean users are comfortable sharing sensitive information.

Choose the option that is used to verify an application is not a rogue application.

- The Windows Kernel
- The Windows Shell
- Digital Signature

Correct. This is in the root of a system partition and accesses the BCD store to locate the Windows Boot Loader.

- Control Panel

## Question 13

5 / 5 pts

In a number of situations, manual edits to a system can be an important part of the resolution of issues. If successful, many of these manual edits can be

automated and rolled out to an entire network. There can be a number of times where editing various keys and other settings can help to resolve application issues.

Choose the following option that allows you to adjust various keys in your Windows system.

- Registry Editor

Correct. This tool is used to back up and edit the Windows registry. An administrator or technician might need to remove a key or change its value.

- System Configuration
- Services Console
- System File Checker

### Question 14

5 / 5 pts

Getting comfortable with tools that can help to administer and maintain devices on a network is an important knowledge base for any administrator to have. Windows has a number of areas where tools are located to help with resolving issues on a system.

Choose the following option allowing you to verify and replace Windows system files.

- Registry Editor
- System Configuration

Task Manager

System File Checker

Correct. This tool is used to verify and replace Windows system files, keeping a cache of current system files in the event it needs to refresh a damaged file.

Incorrect

### Question 15

0 / 5 pts

A technician is troubleshooting a Windows system in which an application works properly when the computer is booted in Safe Mode but does not function when Windows is loaded normally.

What is most likely to be the cause of this issue?

The pagefile.sys file is missing or corrupt.

Incorrect. A missing or corrupt pagefile.sys file will not cause this issue.

The application is corrupt or missing.

Windows does not have a file association for the application.

The operating system or driver is causing the issue.

### Question 16

5 / 5 pts

Getting comfortable with and being able to put together various sets of tools is an important element for any administrative personnel. The quicker that

regularly used tools can be deployed to resolve issues is important.

Which of the following allows you to build a console which contains tools that you might use often?

- Event Viewer
- Administrative Tools
- Computer Management
- Microsoft Management Console (MMC)

Correct. This console is used to build your own customized console window, allowing an administrator to add common Windows tools for easy access.

### Question 17

5 / 5 pts

A Windows computer stopped printing to a directly connected printer, and the technician suspects a service may be at fault.

What step(s) should the technician take to verify their suspicion?

- Use Device Manager to verify the printer is properly recognized.
- Use services.msc to disable the Spooler service.
- Use the Services Console to stop and start the Spooler service.

Correct. The Services Console (services.msc) is used to stop and start services. The Spooler service is one of the components responsible for passing print jobs from the computer to the printer.

- Use File Explorer to erase all print jobs in the print queue.

### Question 18

5 / 5 pts

A user is following the instructions of a help desk technician and is attempting to launch System File Checker from the command-line interface. Each time the user types sfc /scannow and presses Enter, the utility fails to run, and an error appears stating the command must be run using an elevated command prompt. Which of the following options best describes the reason for this issue?



- The user must open the command-line interface using Run as an administrator.

Correct. The sfc command must be launched using an elevated command prompt.

- The user needs to sign out and sign back in as an administrator.
- The computer has a failing hard disk drive.
- The user is mistyping the command at the command line.

### Question 19

5 / 5 pts

A user wants to adjust the number of horizontal and vertical pixels displayed on a monitor screen.

What display setting will the user adjust?

Multiple displays

Color depth

Refresh rate

Resolution

Correct. Resolution is the number of vertical and horizontal pixels used to build one screen.

### Question 20

5 / 5 pts

Which of the following Windows tools is used to measure how well software and hardware are performing by displaying statistics in real time?

Performance Monitor

Correct. Performance Monitor is a Windows tool used specifically for viewing performance statistics. It can monitor and report in real time and can save collected data in logs for future use.

System Configuration

Data Sources

Event Viewer

Quiz Score: **85** out of 100

# M03 Chapter 14 Review Results for Andrew Schmidt



Score for this attempt: **65** out of 100

Submitted Nov 14 at 2:11pm

This attempt took 16 minutes.

## Question 1

5 / 5 pts

A Windows computer stopped printing to a directly connected printer, and the technician suspects a service may be at fault.

What step(s) should the technician take to verify their suspicion?

- Use Device Manager to verify the printer is properly recognized.
- Use services.msc to disable the Spooler service.
- Use the Services Console to stop and start the Spooler service.

Correct. The Services Console (services.msc) is used to stop and start services. The Spooler service is one of the components responsible for passing print jobs from the computer to the printer.

- Use File Explorer to erase all print jobs in the print queue.

Incorrect

## Question 2

0 / 5 pts

Which Windows utility is used to determine what processes are launched at startup?

Task Manager

Incorrect. The Task Manager tool lets you view the applications and processes running on the computer as well as information about process and memory performance, network activity, and user activity.

 Microsoft Management Console System Configuration Computer Management**Question 3****5 / 5 pts**

A technician mistakenly uninstalled an application that is crucial for the productivity of the user.

Which of the following utilities will allow the technician to correct this issue?

 System Restore

Correct. Windows creates periodic restore points that will allow the technician to easily revert to a restore point that was created before the technician uninstalled the application.

 System Configuration Component Services Computer Management

**Question 4****5 / 5 pts**

Working with devices on a regular basis are activities that administrators and other IT support personnel will engage in on a regular basis. Being familiar with various lingo and terms is an important part of the job.

Which of the following tools provides File explorer and the Windows desktop?

The Windows Kernel

The Windows Shell

Correct. This is referred to as the master boot record and is the first sector of the hard drive.

The User Profile Namespace

Control Panel

**Question 5****5 / 5 pts**

The processes and tools which help Windows and other OSs in being able to identify appropriate settings and applications that are installed on a device is important. Secure systems mean users are comfortable sharing sensitive information.

Choose the option that is used to verify an application is not a rogue application.

The Windows Kernel

The Windows Shell

Digital Signature

Correct. This is in the root of a system partition and accesses the BCD store to locate the Windows Boot Loader.

Control Panel

Incorrect

## Question 6

0 / 5 pts

Which steps should be taken to resolve limited or no network connectivity issues on a Windows computer (Select two)?

Run msconfig and configure startup for Safe Mode.

Incorrect. Booting to Safe Mode will not help in resolving the issue.

Verify that the SOHO router is powered on and the port LEDs indicate connectivity.

Correct. A SOHO router's LEDs can often assist in resolving connectivity issues. Flashing port LEDs on a SOHO router indicate a good connection.

Use System Restore to create a system restore point.

Incorrect. When you create a restore point, it records system settings from that point in time. This restore point may be beneficial in the future but will not assist in resolving the existing issue.

Run the dxdiag utility to verify DirectX is functioning properly.

Incorrect. The dxdiag utility will not assist in resolving a network-related issue.



Verify the network cable between the computer and router is connected and not damaged.

Correct. A physical connection problem can cause limited or no connectivity issues. Checking physical connectivity is often the first step to take to resolve these issues.

## Question 7

5 / 5 pts

Resolving issues is a common task for any administrator. Knowing where to look when starting the diagnosis process is an important skill. Tools that can help to identify applications that are not functioning properly or are not supposed to be running can help to shorten the resolution process.

Choose the following option that provides access to logs about hardware or network failure.

Event viewer

Correct. This tool is one of the first steps when encountering a Windows, hardware, application or security problem. This tool allows access to logs about hardware or network failure, OS error messages, and other issues which can cause Windows to lock up or hang.

System Configuration

Task Manager

System File Checker

**Question 8****5 / 5 pts**

In a number of situations, manual edits to a system can be an important part of the resolution of issues. If successful, many of these manual edits can be automated and rolled out to an entire network. There can be a number of times where editing various keys and other settings can help to resolve application issues.

Choose the following option that allows you to adjust various keys in your Windows system.

- Registry Editor

Correct. This tool is used to back up and edit the Windows registry. An administrator or technician might need to remove a key or change its value.

- System Configuration
- Services Console
- System File Checker

**Question 9****5 / 5 pts**

Repairing and resolving various issues in a Windows system is an important skill set. Commands that can help to automate and ensure that resolution attempts are logical and efficient are extremely important.

Choose the option that allows you to repair your Windows 10/11 system.

- Registry Editor
- System Configuration
- System File Checker (SFC)

Correct. This tool allows an administrator to repair the Windows 10/11 system, scanning and replacing corrupted or missing Windows system files. This repair or replacement of files would also include device drivers for many hardware devices.

- System File Checker

Incorrect

## Question 10

0 / 5 pts

A technician is attempting to use System Restore to restore a Windows 10 system to a point in the recent past; however, the option to choose a restore point is not available.

What is most likely the reason for this issue?

- System Restore is turned off.
- Windows 10 does not use System Restore.
- File History is turned off.

Incorrect. File History has no effect on whether System Restore maintains restore points.

- Windows 10 is corrupt.

Incorrect

**Question 11**

0 / 5 pts

In Windows 10, which Task Manager tab shows running processes organized by Apps, Background processes, and Windows processes?

- Applications
- Services
- Processes
- Performance

Incorrect. The Performance tab monitors the performance of the CPU and memory.

Incorrect

**Question 12**

0 / 5 pts

A user is attempting to launch a Windows utility from a command prompt but is receiving a message stating the user must be an administrator in order to use the utility.

Which of the following best explains the reason the user is receiving the error message?

- The utility needs to be launched from the GUI.
- The user is signed into Windows as a standard user.

Incorrect. The message will be displayed, regardless of the user account type, when an attempt is made to launch certain utilities.



The user is running a Windows Home edition and not a professional edition.



The user must run the command using an elevated command prompt.

### Question 13

5 / 5 pts

A Windows computer is experiencing a problem accessing the Internet. The network patch cable and network interface card have been tested and verified to be working properly.

Which step should be considered to resolve the issue?

- Update network settings

Correct. The network settings should be checked and updated as needed after the physical connections are verified.

- Restart services

- Kill tasks

- Disable application startup

### Question 14

5 / 5 pts

Which Windows utility is particularly useful in identifying software and hardware bottlenecks and provides real time monitoring capabilities?

- Event Viewer
- Reliability Monitor
- Performance Monitor

Correct. The Performance Monitor monitors hardware and software to identify bottlenecks in real time.

- Resource Monitor

### Question 15

5 / 5 pts

You have received an escalated trouble ticket for a Windows workstation that displays an error message each time the user signs in to Windows. The previous technician logged the error in the ticketing system and made a note that they were not familiar with the error message the system was displaying. Choose the best option for a first step to resolve the issue.

- Disable all startup processes and services.
- Research the error message on the web.

Correct. The previous technician recorded the message, making it easy for you to research the error before arriving at the customer's location.

- Boot into Safe Mode with Networking.
- Call the customer and ask them to describe the error message.

**Question 16****5 / 5 pts**

A technician removed several instances of malware from a customer's Windows PC. Now when the user double-clicks .doc files to open them, an error message appears asking what program to use to open the files. Which option is most likely to cause this error?



The malware removal process changed the file association for the .doc file type.

Correct. Windows depends on the file extension to associate a file with the application used to open it. This association is called file association.



The application used to open .doc files was corrupted during the malware removal process.



The malware removal process deleted the file the user was attempting to open.



The DLL file for the .doc file type was erased during the malware removal process.

**Question 17****5 / 5 pts**

A technician is troubleshooting a Windows computer and needs to stop the explorer.exe process. Multiple attempts to open Task Manager have failed. The technician can successfully open a command prompt.

Which of the following steps should the technician take next?



Use the taskkill utility to locate the PID for the explorer.exe process.



Use the tasklist utility to end the explorer.exe process.



Use the tasklist utility to locate the PID for the explorer.exe process.

Correct. The tasklist utility is used to determine the PID (process identifier) for a running process. The PID is then used with the taskkill utility to terminate a process.



Use the taskkill utility to end the explorer.exe process.

Incorrect

## Question 18

0 / 5 pts

With any application, process, service or other component of your OS, the knowledge and ability to maintain and adjust how that tool performs is important. Knowing when to adjust background performance or other needs for the application can be an important part of making sure that the application is performing as efficiently as possible.

Choose the following option(s) that allow you to adjust when services run in the background.

Registry Editor

System Configuration

Incorrect. This tool is used to temporarily disable programs from launching at startup.

Services Console

- System File Checker

**Incorrect****Question 19****0 / 5 pts**

A technician is troubleshooting a Windows system in which an application works properly when the computer is booted in Safe Mode but does not function when Windows is loaded normally.

What is most likely to be the cause of this issue?

- The pagefile.sys file is missing or corrupt.
- The application is corrupt or missing.
- Windows does not have a file association for the application.

Incorrect. If a file association were missing, the application would not launch, and a message would be displayed.

- The operating system or driver is causing the issue.

**Question 20****5 / 5 pts**

Which of the following Task Manager tabs on a Windows system is used to display the processes owned by each signed-in user?

- Processes
- Users

Correct. The Users tab is used to list each signed-in user and the processes started (owned) by each of the users.

- App history
- Startup

Quiz Score: **65** out of 100

# M03 Chapter 15 Review Results for Andrew Schmidt



Score for this attempt: **80** out of 100

Submitted Nov 15 at 2:15pm

This attempt took 12 minutes.

Incorrect

## Question 1

0 / 5 pts

Choose the command that you would select to verify and restore your files if you suspected corrupted systems files are causing your issues.

- chkdsk /scannow
- sfc /scannow
- sfc /r
- chkdsk /r

Incorrect. The chkdsk /r command is used to check for file system errors.

Incorrect

## Question 2

0 / 5 pts

What key can you press to display the Windows Boot Manager during the Windows 7 startup process?

- F8

Incorrect. Pressing the F8 key at startup will display the Advance Boot Options screen.

- Spacebar
- F5
- Enter

### Question 3

5 / 5 pts

James's computer is not booting properly. The computer begins to boot and then just stops and restarts. After the third restart, the computer attempts to repair the computer using Startup Repair. Startup Repair does not seem to work. Instead, the computer asks you to choose an option from the Startup Settings screen. James has followed the Troubleshoot screen to the Startup Settings screen and clicked Restart.

Choose the option in the Startup Settings screen that would enable James to see which driver might be failing and causing his computer not to boot.

- Enable Debugging
- Enable Boot Logging

Correct. James should use this option to see what did and did not load during the boot. For instance, if the problem is getting a device to work, James can check Ntbtlog.txt to see which driver files loaded.

- Enable Safe Mode
- Enable Safe Mode with Command Prompt

**Question 4****5 / 5 pts**

As Windows 10 is loading, assuming it is enabled, which of the following will describe what will happen when F8 is pressed.

- Gives the Command prompt
- Boot in Safe Mode with Networking
- Boot in Safe Mode
- Advanced Boot Options screen appears

Correct. Pressing F8 when Windows 10 is loading will launch the Advanced Boot Options screen if it has been enabled.

**Question 5****5 / 5 pts**

Which of the following is responsible for authenticating users?

- Lsass.exe

Correct. Lsass.exe is responsible for authenticating users.

- Winlogon.exe
- Csrss.exe
- Smss.exe

**Question 6****5 / 5 pts**

Sometimes, changes to a system need to be undone. Mistakes in settings, application type, or other issues can make undoing various changes necessary.

Which of the following would be used to uninstall various changes to your system?

- 
- Roll back updates

Correct. In the event you suspect system issues as a result of an update or other changes, you can uninstall or roll back updates.

- 
- System restore
- 
- Wpeinit
- 
- bcdedit

**Question 7****5 / 5 pts**

Today you turned on your computer after being on vacation for a week. You see spinning white dots on a black screen. You decide that an update might be installing, so you allow the computer to work for approximately 20 minutes. After 20 minutes, you turn off your computer and then restart it, and it fails two more times.

Choose the tool you would use to help repair your computer system.

- 
- Use BIOS to see if the hard drive is available.
- 
- Use Safe Mode to boot.

Correct. You should first check Safe Mode. Safe mode only allows essential system programs and services to start up at boot. In safe mode, an operating system has reduced functionality, but the task of isolating problems is easier since many non-core components are disabled, such as sound. An installation that will only boot into safe mode typically has a major problem, such as disk corruption or the installation of poorly configured software that prevents the operating system from successfully booting into its normal operating mode.

- Use Startup Repair.
- Run sfc /scannow for Windows RE command prompt.

## Question 8

5 / 5 pts

Under the Advanced Options screen, what is the startup option that should be enabled to view what did and did not load during the bootup?

- Event Viewer
- Boot Logging

Correct. The Enable Boot Logging option under the Advanced Options screen allows viewing of what did and did not load during the bootup.

- Safe Mode with Networking
- Windows Boot Manager

**Question 9****5 / 5 pts**

What command can be used to totally wipe a hard drive clean, including the partitioning system?

- wpeinit
- bootrec
- bcdedit
- diskpart

Correct. The diskpart command can be used to totally wipe a hard drive clean including the partitioning system.

**Question 10****5 / 5 pts**

Choose the command that is used to check for file systems errors.

- mdsched
- bootrec
- sfc /scannow
- chkdsk /r

Correct. The chkdsk /r command is used to check for file system errors.

**Question 11****5 / 5 pts**

Knowing what tools can be tried to ensure that a device is operating at peak efficiency is important. Having the skills to be able quickly, easily and seamlessly address system-based issues is extremely important to an organization being able to operate effectively.

Which of the following would be one of the first steps to try when addressing powerup issues with a device?

- Startup repair

Correct. This is a built in diagnostic and repair tool and is the first tool when looking to address startup problems.

- Update virus software

- Startup Windows diagnostic tools

- Open the recovery drive

**Question 12****5 / 5 pts**

Which of the following describes why a normal hard boot takes longer than a normal soft boot.

- The operating system must initialize

- The initial steps must be performed by the BIOS/UEFI

Correct. In a hard boot, the BIOS/UEFI must perform the initial steps before loading the OS.

- The power takes time to reach the computer
- Windows must enter Recovery mode

### Question 13

5 / 5 pts

Debugging settings can be an important component of any administrator activity. As such, keeping track of some of the key combos and components which can help to support those activities is important.

Which of the following would be used to enable debugging?

- F1

Correct. This is a built in diagnostic and repair tool and is the first tool when looking to address startup problems.

- F2
- F3
- F4

### Question 14

5 / 5 pts

Choose the command that can be used to repair a dual boot system.

bootsect

Correct. The bootsect command is used to repair a dual-boot system.

 boottrec bcdedit boottrep

Incorrect

**Question 15**

0 / 5 pts

As an administrator, understanding what processes and steps are taken during the boot process can be an important part of keeping system and network health at an optimal state.

Which of the following is a place where the Boot Manager, Boot Configuration Data and other files and folders needed to begin the Windows startup?

 System partition MBR

Incorrect. This is referred to as the master boot record and is the first sector of the hard drive.

 Boot manager BCD store

Incorrect

**Question 16**

0 / 5 pts

Which of the following commands can be issued within Windows RE to enable networking?

- ipconfig start
- netconf load
- wpeinit
- netsh if up

Incorrect. The netsh is NOT a valid command to enable networking in Windows RE.

**Question 17**

5 / 5 pts

What key combo can be used to display the Advanced Boot Options screen?

- F4
- F8

Correct. Pressing the F8 key at startup will display the Advance Boot Options screen. This feature must be enabled in Windows 10/8 as it is disabled by default but is automatically enabled by default in Windows 7.

- F10

F12**Question 18****5 / 5 pts**

Windows 10 Professional will not boot on Jackson's computer. During the boot process, the computer fails. While troubleshooting, Jackson determines that the graphical user interface did not load.

Choose the boot process responsible for loading the graphical user interface and starting the client/server runtime subsystem.

 smss.exe

Correct. Smss.exe is responsible for loading the graphical user interface and starting the client/server runtime subsystem.

 csrss.exe lsass.exe winload.efi**Question 19****5 / 5 pts**

Which of the following is a boot feature that does not involve turning the power off or on using the power switch?

 Hard boot Soft boot

Correct. Soft boot involves using the OS to reboot the device.

- Esc boot
- Beginning boot

## Question 20

5 / 5 pts

As an administrator works with various systems, versions and other OS related tools, there will be instances in which starting up a device might lead to a type of stop error.

Which of the following would be a stop error that an administrator might encounter?

- Frequent shutdowns
- Startup error on a black screen
- BSOD

Correct. BSOD stands for blue screen of death and immediately stops the Windows OS from operating properly. This blue screen can frequently be accompanied by an on-screen QR code.

- Hard boot

Quiz Score: **80** out of 100

# M03 Chapter 15 Review Results for Andrew Schmidt

Score for this attempt: **90** out of 100

Submitted Nov 15 at 2:24pm

This attempt took 7 minutes.

## Question 1

5 / 5 pts

James's computer is not booting properly. The computer begins to boot and then just stops and restarts. After the third restart, the computer attempts to repair the computer using Startup Repair. Startup Repair does not seem to work. Instead, the computer asks you to choose an option from the Startup Settings screen. James has followed the Troubleshoot screen to the Startup Settings screen and clicked Restart.

Choose the option in the Startup Settings screen that would enable James to see which driver might be failing and causing his computer not to boot.

Enable Debugging

Enable Boot Logging

Correct. James should use this option to see what did and did not load during the boot. For instance, if the problem is getting a device to work, James can check Ntbtlog.txt to see which driver files loaded.

Enable Safe Mode

Enable Safe Mode with Command Prompt

## Question 2

0 / 5 pts

What is responsible for getting a system up and finding an OS to load?

**You Answered**

- Windows Boot Manager

Incorrect. The Windows Boot Manager takes over after the OS has been found to load.

**Correct Answer**

- Startup BIOS/UEFI
- 
- Setup BIOS/UEFI
- 
- BootMgr

**Question 3****5 / 5 pts**

Knowing what tools can be tried to ensure that a device is operating at peak efficiency is important. Having the skills to be able quickly, easily and seamlessly address system-based issues is extremely important to an organization being able to operate effectively.

Which of the following would be one of the first steps to try when addressing powerup issues with a device?

**Correct!**

- Startup repair

Correct. This is a built in diagnostic and repair tool and is the first tool when looking to address startup problems.

- Update virus software
- Startup Windows diagnostic tools
- Open the recovery drive

#### Question 4

5 / 5 pts

Eric is working on a computer that has a device driver error. Eric can find the name of the device driver however the actual device is not available. Unfortunately, Eric does not have access to the Internet. Choose the location Eric can go to look up the device driver's filename that would determine what device uses the device driver.

- Windows BCD
- Windows\System\drivers folder

**Correct!**

- Window\Drivers
- Windows\System32\drivers folder

Correct. The drivers are stored in the Windows\System32\drivers folder.

### Question 5

**5 / 5 pts**

As Windows 10 is loading, assuming it is enabled, which of the following will describe what will happen when F8 is pressed.

- Gives the Command prompt
- Boot in Safe Mode with Networking
- Boot in Safe Mode
- Advanced Boot Options screen appears

Correct. Pressing F8 when Windows 10 is loading will launch the Advanced Boot Options screen if it has been enabled.

### Question 6

**5 / 5 pts**

Choose the command that can be used to repair a dual boot system.

**Correct!**

- bootsect

Correct. The bootsect command is used to repair a dual-boot system.

- bootrec
- bcdedit
- bootrep

### Question 7

5 / 5 pts

Debugging settings can be an important component of any administrator activity. As such, keeping track of some of the key combos and components which can help to support those activities is important.

Which of the following would be used to enable debugging?

Correct!

- F1

Correct. This is a built in diagnostic and repair tool and is the first tool when looking to address startup problems.

- F2
- F3
- F4

### Question 8

5 / 5 pts

What is the likely error messages that will appear if the BIOS/UEFI cannot find a Windows Boot Manager or cannot turn over operations to the boot manager?

**Correct!**

- Missing operating system

Correct. The Missing operating system error message is likely to appear if the BIOS/UEFI cannot find a Windows Boot Manager or cannot turn over operations to the boot manager.

**Correct!**

- Error loading operating system

Correct. The Error loading operating system error message is likely to appear if the BIOS/UEFI cannot find a Windows Boot Manager or cannot turn over operations to the boot manager.

- Invalid boot disk failure

**Correct!**

- Invalid partition table

Correct. The Invalid partition table error message is likely to appear if the BIOS/UEFI cannot find a Windows Boot Manager or cannot turn over operations to the boot manager.

## Question 9

5 / 5 pts

Which of the following are the responsibilities of the kernel during the startup process (Choose all that apply).

**Correct!**

- Activates the HAL

**Correct!**

Correct. The kernel is responsible for activating the HAL during the startup process.

- Starts critical services

Correct. The kernel is responsible for starting critical services during the startup process.

- Loads system registry hive

**Correct!**

- Starts the Session Manager

Correct. The kernel is responsible for starting the Session Manager during the startup process.

## Question 10

**5 / 5 pts**

Choose the command that you would select to verify and restore your files if you suspected corrupted systems files are causing your issues.

- chkdsk /scannow

- sfc /scannow

Correct. The sfc /scannow command is used to verify and restore corrupted system files.

- sfc /r

- chkdsk /r

**Question 11****0 / 5 pts**

Which of the following describes why a normal hard boot takes longer than a normal soft boot.

**You Answered**

- The operating system must initialize

Incorrect. The operating system must initialize in both a hard and soft boot.

**Correct Answer**

- The initial steps must be performed by the BIOS/UEFI
- The power takes time to reach the computer
- Windows must enter Recovery mode

**Question 12****5 / 5 pts**

Under the Advanced Options screen, what is the startup option that should be enabled to view what did and did not load during the bootup?

**Correct!**

- Event Viewer
- Boot Logging

Correct. The Enable Boot Logging option under the Advanced Options screen allows viewing of what did and did not load during the bootup.

- Safe Mode with Networking

- Windows Boot Manager

### Question 13

5 / 5 pts

As an administrator works with various systems, versions and other OS related tools, there will be instances in which starting up a device might lead to a type of stop error.

Which of the following would be a stop error that an administrator might encounter?

- Frequent shutdowns
- Startup error on a black screen
- BSOD

**Correct!**

Correct. BSOD stands for blue screen of death and immediately stops the Windows OS from operating properly. This blue screen can frequently be accompanied by an on-screen QR code.

- Hard boot

### Question 14

5 / 5 pts

Zach wants to install Windows 10 over his existing copy of Windows 10. He wants to keep his personal files, apps, and Windows settings. He currently has a USB drive with a Windows 10 ISO.

What type of installation will you recommend for Zach?

Custom installation In-place upgrade Repair upgrade

Correct. A repair upgrade is started like an in-place upgrade. However, instead of using a new OS, Zach will start the installation using the OS now on his computer. Also, he can refresh Windows 10. To reset Windows 10, Zach will go to recovery and use the Reset this PC option. When prompted, he will click Keep my files. Resetting Windows 10 will remove all installed apps and drivers.

 Network installation

### Question 15

5 / 5 pts

What key can you press to display the Windows Boot Manager during the Windows 7 startup process?

 F8 Spacebar

Correct. In Windows 7, pressing the spacebar during the startup process will cause the Windows Boot Manager to appear.

 F5 Enter

**Question 16****5 / 5 pts**

Sara installed Windows 10 for the first time on her computer. During the installation process, she noticed that a new system partition called ESP partition was created. Sara cannot access this new partition to see what it contains.

Choose the best response to Sara about the ESP partition.



It was created by the MBR to store Windows boot and startup files.



It was created by Windows to store the Windows OS files.



It was created by GPT to store Windows OS files.



It was created by GPT to store Windows boot and startup files.

Correct. GPT creates a partition called ESP. The ESP partition then stores the Windows Boot Manager and the BCD files, which are used to locate the Windows boot files on the hard drive.

**Correct!****Question 17****5 / 5 pts**

Which of the following is responsible for authenticating users?



Lsass.exe

Correct. Lsass.exe is responsible for authenticating users.



Winlogon.exe

Csrss.exe Smss.exe**Question 18****5 / 5 pts**

Choose the command that is used to check for file systems errors.

 mdsched bootrec sfc /scannow chkdsk /r

Correct. The chkdsk /r command is used to check for file system errors.

**Correct!****Question 19****5 / 5 pts**

Windows 10 Professional will not boot on Jackson's computer. During the boot process, the computer fails. While troubleshooting, Jackson determines that the graphical user interface did not load.

Choose the boot process responsible for loading the graphical user interface and starting the client/server runtime subsystem.

**Correct!** smss.exe

Correct. Smss.exe is responsible for loading the graphical user interface and starting the client/server runtime subsystem.

- csrss.exe
- lsass.exe
- winload.efi

## Question 20

5 / 5 pts

Today you turned on your computer after being on vacation for a week. You see spinning white dots on a black screen. You decide that an update might be installing, so you allow the computer to work for approximately 20 minutes. After 20 minutes, you turn off your computer and then restart it, and it fails two more times.

Choose the tool you would use to help repair your computer system.

- Use BIOS to see if the hard drive is available.
- Use Safe Mode to boot.

**Correct!**

Correct. You should first check Safe Mode. Safe mode only allows essential system programs and services to start up at boot. In safe mode, an operating system has reduced functionality, but the task of isolating problems is easier since many non-core components are disabled, such as sound. An installation that will only boot into safe mode typically has a major problem, such as disk corruption or the installation of poorly configured software that prevents the operating system from successfully booting into its normal operating mode.

- Use Startup Repair.

- Run sfc /scannow for Windows RE command prompt.

Quiz Score: **90** out of 100

# M03 Chapter 15 Review Results for Andrew Schmidt



Score for this attempt: **83.33** out of 100

Submitted Nov 15 at 9:47am

This attempt took 33 minutes.

## Question 1

5 / 5 pts

Debugging settings can be an important component of any administrator activity. As such, keeping track of some of the key combos and components which can help to support those activities is important.

Which of the following would be used to enable debugging?

F1

Correct. This is a built in diagnostic and repair tool and is the first tool when looking to address startup problems.

F2

F3

F4

## Question 2

5 / 5 pts

What key combo can be used to display the Advanced Boot Options screen?

F4 F8

Correct. Pressing the F8 key at startup will display the Advance Boot Options screen. This feature must be enabled in Windows 10/8 as it is disabled by default but is automatically enabled by default in Windows 7.

 F10 F12**Question 3****5 / 5 pts**

Zach wants to install Windows 10 over his existing copy of Windows 10. He wants to keep his personal files, apps, and Windows settings. He currently has a USB drive with a Windows 10 ISO.

What type of installation will you recommend for Zach?

- Custom installation
- In-place upgrade
- Repair upgrade

Correct. A repair upgrade is started like an in-place upgrade. However, instead of using a new OS, Zach will start the installation using the OS now on his computer. Also, he can refresh Windows 10. To reset Windows 10, Zach will go to recovery and use the Reset this PC option. When prompted, he will click Keep my files. Resetting Windows 10 will remove all installed apps and drivers.

- Network installation

#### Question 4

5 / 5 pts

Which command can be used to scan for Windows installations not stored in the BCD?

- bootrec /scanOS

Correct. The bootrec /scanOS scans the hard drive for Windows installations not stored in the BCD.

- bootrec /fixmbr

bootrec /fixboot bcdedit

Partial

**Question 5**

3.33 / 5 pts

Which of the following are the responsibilities of the kernel during the startup process (Choose all that apply).

 Activates the HAL

Correct. The kernel is responsible for activating the HAL during the startup process.

 Starts critical services

Correct. The kernel is responsible for starting critical services during the startup process.

 Loads system registry hive

Incorrect. The Boot Loader loads the system registry hive.

 Starts the Session Manager

Correct. The kernel is responsible for starting the Session Manager during the startup process.

**Question 6**

5 / 5 pts

Today you turned on your computer after being on vacation for a week. You see spinning white dots on a black screen. You decide that an update might be installing, so you allow the computer to work for approximately 20 minutes. After 20 minutes, you turn off your computer and then restart it, and it fails two more times.

Choose the tool you would use to help repair your computer system.

Use BIOS to see if the hard drive is available.

Use Safe Mode to boot.

Correct. You should first check Safe Mode. Safe mode only allows essential system programs and services to start up at boot. In safe mode, an operating system has reduced functionality, but the task of isolating problems is easier since many non-core components are disabled, such as sound. An installation that will only boot into safe mode typically has a major problem, such as disk corruption or the installation of poorly configured software that prevents the operating system from successfully booting into its normal operating mode.

Use Startup Repair.

Run sfc /scannow for Windows RE command prompt.

Incorrect

## Question 7

0 / 5 pts

As an administrator works with various systems, versions and other OS related tools, there will be instances in which starting up a device might lead to a type of stop error.

Which of the following would be a stop error that an administrator might encounter?

- Frequent shutdowns
- Startup error on a black screen

Incorrect. This issue can be caused by hardware problems but does not prevent troubleshooting or resolution activities generally.

- BSOD
- Hard boot

## Question 8

5 / 5 pts

Eric is working on a computer that has a device driver error. Eric can find the name of the device driver however the actual device is not available. Unfortunately, Eric does not have access to the Internet. Choose the location Eric can go to look up the device driver's filename that would determine what device uses the device driver.

- Windows BCD
- Windows\System\drivers folder
- Window\Drivers
- Windows\System32\drivers folder

Correct. The drivers are stored in the Windows\System32\drivers folder.

**Question 9****5 / 5 pts**

Sara installed Windows 10 for the first time on her computer. During the installation process, she noticed that a new system partition called ESP partition was created. Sara cannot access this new partition to see what it contains.

Choose the best response to Sara about the ESP partition.



It was created by the MBR to store Windows boot and startup files.



It was created by Windows to store the Windows OS files.



It was created by GPT to store Windows OS files.



It was created by GPT to store Windows boot and startup files.

Correct. GPT creates a partition called ESP. The ESP partition then stores the Windows Boot Manager and the BCD files, which are used to locate the Windows boot files on the hard drive.

**Question 10****5 / 5 pts**

Knowing what tools can be tried to ensure that a device is operating at peak efficiency is important. Having the skills to be able quickly, easily and seamlessly address system-based issues is extremely important to an organization being able to operate effectively.

Which of the following would be one of the first steps to try when addressing powerup issues with a device?

- Startup repair

Correct. This is a built in diagnostic and repair tool and is the first tool when looking to address startup problems.

- Update virus software

- Startup Windows diagnostic tools

- Open the recovery drive

### Question 11

5 / 5 pts

Which registry files, if deleted, can be restored from those saved in what folder?

- C:\Windows\System32\WinBackup

- C:\Windows\System32\Config\RegBack

Correct. Registry files are saved in and can be restored from this folder.

- C:\Windows\System32\Config\Hive

- C:\Windows\System32\RegBack

### Question 12

5 / 5 pts

Which of the following is a boot feature that does not involve turning the

power off or on using the power switch?

Hard boot

Soft boot

Correct. Soft boot involves using the OS to reboot the device.

Esc boot

Beginning boot

### Question 13

5 / 5 pts

In some cases, system issues can be resolved by an all-or-nothing recovery option. This option replaces the entire contents of a hard drive with whatever operating system state and personal data are saved in the system image.

Which of the following terms would apply to this all-or-nothing approach?

Roll back updates

Reimage

Correct. This is a backup that replaces the entire contents of a hard drive with whatever OS system state and personal data at the time the image of the hard drive was created.

Safe mode

Repair installation

**Question 14****5 / 5 pts**

James's computer is not booting properly. The computer begins to boot and then just stops and restarts. After the third restart, the computer attempts to repair the computer using Startup Repair. Startup Repair does not seem to work. Instead, the computer asks you to choose an option from the Startup Settings screen. James has followed the Troubleshoot screen to the Startup Settings screen and clicked Restart.

Choose the option in the Startup Settings screen that would enable James to see which driver might be failing and causing his computer not to boot.

- Enable Debugging
- Enable Boot Logging

Correct. James should use this option to see what did and did not load during the boot. For instance, if the problem is getting a device to work, James can check Ntbtlog.txt to see which driver files loaded.

- Enable Safe Mode
- Enable Safe Mode with Command Prompt

**Question 15****5 / 5 pts**

What command can be used to totally wipe a hard drive clean, including the partitioning system?

- wpeinit

boottrec bcdedit diskpart

Correct. The diskpart command can be used to totally wipe a hard drive clean including the partitioning system.

### Question 16

5 / 5 pts

As Windows 10 is loading, assuming it is enabled, which of the following will describe what will happen when F8 is pressed.

 Gives the Command prompt Boot in Safe Mode with Networking Boot in Safe Mode Advanced Boot Options screen appears

Correct. Pressing F8 when Windows 10 is loading will launch the Advanced Boot Options screen if it has been enabled.

### Question 17

5 / 5 pts

Sometimes, changes to a system need to be undone. Mistakes in settings, application type, or other issues can make undoing various changes necessary.

Which of the following would be used to uninstall various changes to your system?

- Roll back updates

Correct. In the event you suspect system issues as a result of an update or other changes, you can uninstall or roll back updates.

- System restore
- Wpeinit
- bcdedit

Incorrect

### Question 18

0 / 5 pts

Debugging settings are of genuine importance and can help to more quickly and easily diagnose and resolve issues.

Which of the following would be used to enable safe mode with command prompt?

F4

Incorrect. This enables safe model and can be used in conjunction with a restart to resolve system problems.

F5

F6

F7

### Question 19

5 / 5 pts

Choose the command that is used to check for file systems errors.

mdsched

bootrec

sfc /scannow

chkdsk /r

Correct. The chkdsk /r command is used to check for file system errors.

Incorrect

## Question 20

0 / 5 pts

What key can you press to display the Windows Boot Manager during the Windows 7 startup process?

F8

Spacebar

F5

Incorrect. Pressing F5 during the startup process will NOT cause the Windows Boot Manager to appear.

Enter

Quiz Score: **83.33** out of 100

# M04 Chapter 16 Review Results for Andrew Schmidt

! Answers will be shown after your last attempt

Score for this attempt: **90** out of 100

Submitted Nov 23 at 3:19pm

This attempt took 5 minutes.

## Question 1

5 / 5 pts

While performing disk and file maintenance on the company file server, you determine a user in the accounting department has been accidentally saving documents to all shared folders on the file server. The user's computer was recently passed to them from another user in the company, and according to company policy, the user should have access only to the accounting share.

What option best describes the situation above?

The user bypassed the security of the file server.

The principle of least privilege was not followed.

Correct. The principle of least privilege is an approach to permissions in which a user is given only the permissions required to perform their job and no more. This principle was not followed in that they had access to all shared folders on the file server.

The firewall on the server is disabled.

The firewall on the user's computer is disabled.

## Question 2

5 / 5 pts

Understanding the various types of attacks that a network can experience is a

constant learning experience for administrators. Knowing the basic types and categories is important.

Which of the following explains what a DoS attack is?

This is a security hole discovered in the software



This type of attack is commonly referred to as a denial-of-service attack

Correct. This attack often overwhelms a computer or network with requests or traffic for the purpose of preventing new connections.

This attack is referred to as a man-in-the-middle attack

This attack has also been called an on-path attack

### Question 3

5 / 5 pts

A Windows 10 Home user is attempting to encrypt the contents of a folder on a volume formatted with NTFS. The user contacted you to ask why the option to encrypt the folder is disabled.

What is the most likely reason the encryption option is disabled?

The user account is not a member of the Administrators group.

The NTFS file system is corrupt.

Windows Home editions do not support EFS.

Correct. The user will need to upgrade to the Pro or Enterprise edition of Windows 10 to have support for EFS.

- A volume formatted with NTFS does not support EFS.

#### Question 4

5 / 5 pts

A technician wants to limit access to a group of folders and is using Group Policy to prevent the users in the sales department from accessing folders assigned to the accounting department. The technician is having difficulty achieving acceptable results.

What is the most likely reason for the difficulties that the technician is experiencing?

- The users in the sales department are in a different domain than the accounting department users.
- The technician should be using Local Security Policy instead of Group Policy.
- The technician is not signed in as a Domain Admin.
- The technician should be setting NTFS permissions instead of using Group Policy.

Correct. File and folder permissions should be made using NTFS permissions on the folders.

#### Question 5

5 / 5 pts

Which of the following best meets the requirements of a strong password?

t\*M&2.zY7

Correct. A combination of uppercase and lowercase letters, numbers, and symbols is not easily guessed and, when randomized, difficult to crack.

qwerty1234567890

p@ssw0rd

johndoe123

### Question 6

5 / 5 pts

Your organization recently deployed a Windows domain controller with Active Directory. All the domain OU users need to run the same script file each time they sign in to Windows.

How can the settings be configured with the least effort by the admin?



Configure Local Group Policy on each workstation to run a logon script.



Configure Group Policy to run a logon script.

Correct. If you want to configure settings for all users in the same OU, the best tool to use is Group Policy. Policy changes in Group Policy affect all users in the OU.



Configure user account properties for each domain user in Active Directory to run a logon script.



Configure folder redirection in Group Policy.

**Incorrect**

## Question 7

**0 / 5 pts**

Knowing some of the common symptoms that a device might experience can be an important part of discovering when malware and grayware applications are installed on a device. Administrators need to be aware of these symptoms when troubleshooting a device that is behaving strangely.

Which of the following might be a symptom of adware?



Pop-ups

Unable to access the network

Strange notifications

Incorrect. This is a type of grayware which will show various ads with the intent of boosting marketing visibility for a product or service.

Certificate warnings

### Question 8

5 / 5 pts

A technician is configuring the Windows computers on a network to print to a printer that is directly connected to the network via UTP cable.

What term best describes this method of printer connectivity?

Network printer

Correct. A printer that is connected directly to the network is called a network printer. These printers are shared directly through the network.

Shared printer

Network drive mapping

Administrative share

### Question 9

5 / 5 pts

While there are a number of different types of malicious applications, there can sometimes be common characteristics or exploits of particular weaknesses. Administrators need to be on the lookout constantly for these types of attacks.

Which of the following involves the insertion of various data retrieval statements into an application?

- Dictionary attack
- Rainbow tables
- Zero-day attack
- SQL injection attack

Correct. This type of application will intend harm to your device, usually installed in some sort of surreptitious manner. This would include applications like viruses, worms and trojan horses.

### Question 10

5 / 5 pts

You are having difficulty changing permissions for a folder on an NTFS volume that was created by another user.

How can you best solve this issue without losing data in the folder?

- Take ownership of the folder and then change permissions.

Correct. The owner of a folder has full permissions for the folder. If you are not the owner of the folder, you can try to take ownership of the folder. Once you are the owner, you can change the folder permissions.

- Disable permission inheritance and explicitly assign the new permissions.
- Enable permission inheritance, so the new permissions are inherited from the parent folder.
- Delete the folder and re-create it. Then assign the new permissions.

### Question 11

5 / 5 pts

You need to secure your Windows 7 computer in a way that prevents access to the entire HDD even if the drive is moved to another system.

What solution should you implement?

BitLocker To Go

BitLocker

Correct. BitLocker is a Microsoft security solution that encrypts the content of entire drives. BitLocker will protect the content of an HDD even if it is moved to another system.

Encrypting File System

VPN using IPSec

### Question 12

5 / 5 pts

A coworker asks your opinion about how to minimize ActiveX attacks while they browse the Internet using Internet Explorer. The coworker recalls there is a setting in the Internet Options dialog box to prompt the user before downloading ActiveX controls but can't remember which tab to use. What tab would suggest the coworker look in for the ActiveX controls?

Security tab

Correct. Your coworker should use the Security tab to set the zone security level for the Internet zone. Setting the level to medium-high will prompt users before they download ActiveX controls that are not digitally signed by Microsoft.

Privacy tab

General tab

Programs tab

### Question 13

5 / 5 pts

Your computer has a single HDD formatted with NTFS with the following data folders:

C:\Documents

C:\Pictures

You create a new child folder under the C:\Documents folder.

What term describes the permissions the new folder automatically attains from the C:\Documents folder?

Inherited permissions

Correct. Inherited permissions are permissions that are attained from a parent folder. So, for this example, the C:\Documents\NewFolder inherits its permissions from the C:\Documents folder.

- Explicit permissions
- Allow permissions
- Deny permissions

### Question 14

5 / 5 pts

You have been tasked with training end users in security best practices and have observed a trend among users in which many are writing down their passwords.

Which of the following procedures can be implemented to provide enough security to protect resources while minimizing the need for users to write down their passwords?

- Disable password complexity requirement.
- Disable required passwords.
- Lengthen the time period between forced password changes.

Correct. Users will most often write down their passwords if they are forced to change them too often and when Enforce password history is set to a high number of passwords. Enforce password history is used to prevent users from repeatedly using the same password.

- Increase password length requirement.

**Question 15****5 / 5 pts**

As administrators and other IT support personnel get to know the various types of malware, grayware, and other types of resource stealing and draining applications, it is important to know how each type works.

Which of the following is an unwanted application that substitutes itself for a legitimate application?

- Virus
- Worm
- Trojan

Correct. This type of malware does not need a host program and substitutes itself for a legitimate application. While an end user thinks they are executing one application, they are actually executing the Trojan, which is embedded in the legitimate software.

- Spyware

**Question 16****5 / 5 pts**

Keeping anti-virus applications up to date is an extremely important part of securing a network. Anti-virus applications are constantly on the lookout for any sort of malicious application that could infect a device.

Which of the following might be a common update applied to anti-malware applications?

- Pop-up blockers
- Malware definitions

Correct. This is a type of grayware that is looking to gather information about user habits and other statistics.

- Certificate manager
- Malware encyclopedia

### Question 17

5 / 5 pts

A technician is using the Security tab in the Properties dialog box in an attempt to remove the inherited status from a file's permissions but cannot locate where to make the change.

What step would the technician take to make the change?

- Click the Sharing tab and click Advanced Sharing.
  - Click the Administrator user name and click the Edit button.
  - Click the Advanced button to open Advanced Security Settings for the file.
- Correct. Advanced Security Settings can be used to disable inheritance for the file.
- Click the Previous Versions tab, highlight the file, and click Restore.

**Question 18****5 / 5 pts**

What user accounts are created automatically and disabled by default when Windows is installed? (Select TWO.)

 Standard Guest

Correct. The Guest user is created automatically and disabled by default when Windows is initially installed.

 Limited Admin Administrator

Correct. The Administrator user is created automatically and disabled by default when Windows is initially installed.

**Incorrect****Question 19****0 / 5 pts**

Dealing with security and keeping data safe is an important topic for any organization. Without protecting resources from unwanted users and applications, those resources are useless.

Which of the following are unwanted applications that intend harm and are transmitted without your knowledge?

 Grayware

Adware Spyware

Incorrect. This is a type of grayware that will show various ads with the intent of boosting marketing visibility for a product or service.

 Malware

### Question 20

5 / 5 pts

Which of the following security settings can best help minimize brute force attacks on local user account passwords?

 Logon time restrictions Screen lock timeout Audit logon failures Account lockout threshold

Correct. Account lockout threshold sets the maximum number of failed logons before the account is locked. Brute force attacks try to crack passwords by using a combination of letters, numbers, and symbols again and again until successful. Locking the account will stop the attack.

Quiz Score: **90** out of 100

# M04 Chapter 16 Review Results for Andrew Schmidt

! Answers will be shown after your last attempt

Score for this attempt: **85** out of 100

Submitted Nov 23 at 3:14pm

This attempt took 9 minutes.

## Question 1

5 / 5 pts

What user accounts are created automatically and disabled by default when Windows is installed? (Select TWO.)

Standard

Guest

Correct. The Guest user is created automatically and disabled by default when Windows is initially installed.

Limited

Admin

Administrator

Correct. The Administrator user is created automatically and disabled by default when Windows is initially installed.

## Question 2

5 / 5 pts

The users in the sales department needs a central location on the network to

share data files. All the client computers in the organization are running Windows 10 and have network and internet connectivity. The file server that hosts the network drive for the sales department is running Windows Server 2016.

What is the first step in implementing the data share?



Create a system restore point on the server and all sales computers.



Map a network drive to the shared folder or volume on the file server on the sales computers.



Run a system image backup of the file server, including all data folders.



Share the folder or volume on the file server that will store the shared data files.

Correct. The first step will be to create the folder or volume on the server that will store the data and then create a network share pointing to that folder.

### Question 3

5 / 5 pts

You need to secure your Windows 7 computer in a way that prevents access to the entire HDD even if the drive is moved to another system.

What solution should you implement?



BitLocker To Go



BitLocker

Correct. BitLocker is a Microsoft security solution that encrypts the content of entire drives. BitLocker will protect the content of an HDD even if it is moved to another system.

- Encrypting File System
- VPN using IPSec

#### Question 4

5 / 5 pts

Which of the following best meets the requirements of a strong password?

- t\*M&2.zY7

Correct. A combination of uppercase and lowercase letters, numbers, and symbols is not easily guessed and, when randomized, difficult to crack.

- qwerty1234567890
- p@ssw0rd
- johndoe123

Incorrect

#### Question 5

0 / 5 pts

Knowing some of the common symptoms that a device might experience can be an important part of discovering when malware and grayware applications are installed on a device. Administrators need to be aware of these symptoms when troubleshooting a device that is behaving strangely.

Which of the following might be a symptom of adware?

- Pop-ups

Incorrect. This is a general category that includes annoying and unwanted programs that will not necessarily intend harm to your device or data.

- Unable to access the network
- Strange notifications
- Certificate warnings

## Question 6

5 / 5 pts

A coworker asks your opinion about how to minimize ActiveX attacks while they browse the Internet using Internet Explorer. The coworker recalls there is a setting in the Internet Options dialog box to prompt the user before downloading ActiveX controls but can't remember which tab to use.  
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- General tab

- Programs tab

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5 / 5 pts

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company policy, the user should have access only to the accounting share.

What option best describes the situation above?

- The user bypassed the security of the file server.
- The principle of least privilege was not followed.

Correct. The principle of least privilege is an approach to permissions in which a user is given only the permissions required to perform their job and no more. This principle was not followed in that they had access to all shared folders on the file server.

- The firewall on the server is disabled.
- The firewall on the user's computer is disabled.

## Question 9

5 / 5 pts

Your computer has a single HDD formatted with NTFS with the following data folders:

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You create a new child folder under the C:\Documents folder.

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- Explicit permissions

Allow permissions

Deny permissions

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5 / 5 pts

Understanding the various types of attacks that a network can experience is a constant learning experience for administrators. Knowing the basic types and categories is important.

Which of the following explains what a DoS attack is?

This is a security hole discovered in the software



This type of attack is commonly referred to as a denial-of-service attack

Correct. This attack often overwhelms a computer or network with requests or traffic for the purpose of preventing new connections.

This attack is referred to as a man-in-the-middle attack

This attack has also been called an on-path attack

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As administrators and other IT support personnel get to know the various types of malware, grayware, and other types of resource stealing and draining applications, it is important to know how each type works.

Which of the following is an unwanted application that substitutes itself for a legitimate application?

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- Worm
- Trojan

Correct. This type of malware does not need a host program and substitutes itself for a legitimate application. While an end user thinks they are executing one application, they are actually executing the Trojan, which is embedded in the legitimate software.

- Spyware

Incorrect

## Question 12

0 / 5 pts

A company asked you to help mitigate the brute force attacks carried out against its users' Windows account passwords. You successfully removed the malware responsible for the attacks and need to better secure the passwords assigned to the user accounts without limiting the system's usability.

What options can be included when securing user accounts? (Select THREE.)

- Require user account passwords.

Correct. Each user account should have an assigned password. Blank passwords are unacceptable in most situations.

- Require strong passwords.

Correct. Strong password requirements should be enforced for all users. There needs to be a balance between strong, complex passwords and passwords that are memorable.

- Change each account type to Administrator.

Incorrect. Changing each user account to Administrator would violate the principle of privilege that requires a user to have only the permissions required to carry out their job.

- Add each user to the Guests group.

Incorrect. Adding a user to the Guests group will greatly affect usability of a system and is not a practical solution.

- Set failed logon restrictions.

Correct. Brute force attacks try combinations of letters, numbers, and symbols again and again until they are successful. Enabling failed logon restrictions will discourage most password cracking by requiring a timeout between failed attempts or locking an account for a set period of time or until manually unlocked by an admin.

- Disable password complexity requirements.

Incorrect. Password complexity requirements will need to be enabled, not disabled.

### Question 13

5 / 5 pts

Your organization recently deployed a Windows domain controller with Active Directory. All the domain OU users need to run the same script file each time they sign in to Windows.

How can the settings be configured with the least effort by the admin?



Configure Local Group Policy on each workstation to run a logon script.

Configure Group Policy to run a logon script.

Correct. If you want to configure settings for all users in the same OU, the best tool to use is Group Policy. Policy changes in Group Policy affect all users in the OU.



Configure user account properties for each domain user in Active Directory to run a logon script.

Configure folder redirection in Group Policy.

Incorrect

## Question 14

0 / 5 pts

Keeping anti-virus applications up to date is an extremely important part of securing a network. Anti-virus applications are constantly on the lookout for any sort of malicious application that could infect a device.

Which of the following might be a common update applied to anti-malware applications?

Pop-up blockers

Malware definitions

Certificate manager

Incorrect. This is a type of grayware that will show various ads with the intent of boosting marketing visibility for a product or service.

- Malware encyclopedia

### Question 15

5 / 5 pts

Several computers in your organization are being used from within the building after hours when the company is closed. Your manager has asked you to configure the computers to limit access to business hours.

What step can be taken to limit access to the computer?

- Configure logon time restrictions.

Correct. Logon time restrictions can be configured to limit account access to certain days and times of day.

- 

Set the BIOS to automatically power off the computers at closing time.

- 

Disable Microsoft account resources.

- 

Change the user account passwords.

### Question 16

5 / 5 pts

A technician is configuring the Windows computers on a network to print to a printer that is directly connected to the network via UTP cable.

What term best describes this method of printer connectivity?

- Network printer

Correct. A printer that is connected directly to the network is called a network printer. These printers are shared directly through the network.

- Shared printer
- Network drive mapping
- Administrative share

### Question 17

5 / 5 pts

A technician wants to limit access to a group of folders and is using Group Policy to prevent the users in the sales department from accessing folders assigned to the accounting department. The technician is having difficulty achieving acceptable results.

What is the most likely reason for the difficulties that the technician is experiencing?

- 
- The users in the sales department are in a different domain than the accounting department users.
- 
- The technician should be using Local Security Policy instead of Group Policy.
- 
- The technician is not signed in as a Domain Admin.
-

The technician should be setting NTFS permissions instead of using Group Policy.

Correct. File and folder permissions should be made using NTFS permissions on the folders.

### Question 18

5 / 5 pts

You have received several trouble tickets from the employees in the warehouse for the stand-alone computers used to control various shipping machines because the computers are not booting when powered. Each time a technician resolves the booting issue the boot order is changed in the firmware. Each computer is required to have the USB ports disabled in the firmware to keep employees from connecting rogue devices.

Which of the following steps should be taken to eliminate these trouble tickets?

- Disconnect the USB ports from the motherboard.
- Enable the supervisor password in the BIOS/UEFI setup.

Correct. The first step is to configure a supervisor password in the BIOS/UEFI to allow access to the BIOS/UEFI setup program.

- Require all employees to use a unique Windows user account and password.
- Install a lock on the computer case to prevent the removal of the covers.

### Question 19

5 / 5 pts

A Windows user called the help desk to request that their local user account password be reset on their computer. The help desk technician connected to the computer using RDC and reset the password using the Network Places Wizard. After the password was reset, the user lost access to all the data files on the local HDD.

What is the most likely reason for the lost data files?



The technician erased all the data files while resetting the password.



The user attempted to enter an incorrect password too many times.



The user had previously encrypted their data files and folders using EFS.

Correct. When the user's account password was reset, they lost access to their EFS encrypted files and folders, personal digital certificates, and passwords stored on the computer.



The user lost access to the network shared drive when their password was reset.

## Question 20

5 / 5 pts

You are having difficulty changing permissions for a folder on an NTFS volume that was created by another user.

How can you best solve this issue without losing data in the folder?



Take ownership of the folder and then change permissions.

Correct. The owner of a folder has full permissions for the folder. If you are not the owner of the folder, you can try to take ownership of the folder. Once you are the owner, you can change the folder permissions.

- Disable permission inheritance and explicitly assign the new permissions.
- Enable permission inheritance, so the new permissions are inherited from the parent folder.
- Delete the folder and re-create it. Then assign the new permissions.

Quiz Score: **85** out of 100

# M04 Chapter 17 Review Results for Andrew Schmidt



Score for this attempt: **95** out of 100

Submitted Nov 23 at 3:35pm

This attempt took 6 minutes.

## Question 1

5 / 5 pts

Jeff owns a health care company that sells medical supplies. The company bills health insurance companies for their customers. They are required by the insurance companies to complete paperwork that includes personal and health information. Which option describes the regulated data Jeff's organization needs to secure?

PII

PHI

Correct. PHI (protected health information) includes data about a person's health status or health care.

PCI

GDPR

## Question 2

5 / 5 pts

Currently James's company is using RADIUS for AAA services to connect wireless users to the Windows Active Directory domain. However, the company wants to upgrade to a Cisco-based wireless network and would like

to upgrade the older RADIUS.

Which option would James recommend as an upgrade to RADUIS?

- AES
- WPA2
- RADIUS+
- TACACS+

Correct. TACACS+ is the Cisco improvement to RADIUS. TACACS works with CISCO equipment to provide AAA services. Because of the integration with Cisco equipment, TACACS will work faster.

### Question 3

5 / 5 pts

An operating system is responsible for validating certificates used to secure communication. For Windows, Microsoft maintains a database of trusted root certificates issued by Certificate Authorities (CAs). A root certificate is the original certificate issued by the CA. When a Windows system opens a secure email or visits a secure website and encounters a new digital certificate, it requests Microsoft's trusted root certificate, which is downloaded to the computer. The download happens seamlessly without the user's knowledge unless there's a problem. If Windows cannot obtain the root certificate to validate the email or website, an error is displayed.

Where do you go in the Windows operating system to view and delete root certificates?

- Action Center
- Certificate Manager

Correct. You can use the Certificate Manager to view and delete root certificates. To use Certification Manager, type certmgr.msc in the search box. Certification Manager is a Microsoft Management Console that is used only for managing certificates.

- Windows Security
- Windows Defender

#### Question 4

5 / 5 pts

Data protection is and always should be of utmost importance for any organization. As we consider various tools for security and protection of our data, data at rest encryption is accomplished by enacting which of the following on a Windows device?

- HTTPS
- EFS

Correct. Windows uses EFS to encrypt files and folders stored on drives using the NTFS file system. All folders marked for encryption will include the files and subfolders in the selected directories.

- File vault
- LUSK disk encryption

#### Question 5

5 / 5 pts

The company that you work for has recently had a security breach. During the recovery and assessment, it was discovered that the malicious user used the company VPN to gain access to the network. Now your company would like to find a way to verify the identity of a user who requests access to the company through a VPN.

What can you recommend to the company?

Software tokens

Digital certificate

Correct. Digital certificates are used to authenticate individuals (e.g., by requiring digitally signed and encrypted email in order to connect to a corporate network via a VPN), software (Windows can require that device drivers be digitally signed), or server applications (many web servers are digitally signed).

Access control list

Multifactor authentication

## Question 6

5 / 5 pts

Derek's supervisor is concerned that the company's security system does not comply with the new standards the company has decided to employ. The supervisor has asked Derek to determine how members of the company are authenticated on the network.

What does the computer or server use to verify the access to a specific resource on the network?

Access control list

Correct. The computer allows members of the company to log in to the network by means of a user name and password. After the user has logged in, the ACL tells the computer or server the access the users have to specific resources on the network.

- Directory permissions
- Login script
- Digital Certificate

### Question 7

5 / 5 pts

Your company has decided that security is very important and wants to add a second security check that will identify its employees while they are logging in to their computers.

What type of security do you recommend?

- Key fobs
- Smart cards
- Biometric locks

Correct. Biometrics are an example of something you are. Fingerprint and face recognition scanners are examples of biometric locks.

- Hardware tokens

**Question 8****5 / 5 pts**

Shane is working on a new project for the sales department. The company wants a way to allow the sales force to print orders at the company headquarters. Shane has proposed that their computers be able to connect to the system using a VPN.

Which team member does Shane need to get permission from before installing the VPN?

CAB

Correct. The CAB (change advisory board) meets to assess, prioritize, authorize, and schedule changes. If the CAB agrees with Shane's proposal, it will then allow Shane to make the change and will schedule when the change should be completed.

Sales manager

CIO

Each salesperson

**Question 9****5 / 5 pts**

David would like to add extra security to his network device. He is afraid that someone might try and connect an unauthorized device to the network via an open network drop.

Which security option should David employ?

Port filtering

MAC filtering

Correct. David can deploy MAC filtering on the network to restrict access. MAC filtering will allow him to specify how many MAC addresses a port can accept or to create an exclusive list of MAC addresses (whitelist) that the switch wireless access point will accept.

VPN

Access control list

### Question 10

5 / 5 pts

Jennifer is trying to install an anti-malware program on a computer that she believes might be infected. During the installation, she receives an error message saying the software cannot be installed. The error reports that she does not have the privilege to install software. Jennifer is using the administrator account, so she knows she should be able to install the program.

Which Windows option can Jennifer use to install anti-malware software?

Install in Windows PE.

Install in Safe Mode.

Correct. The best way for Jennifer to install the anti-malware program is in Safe Mode. In Safe Mode, the system will use limited devices and device drivers. This approach might allow Jennifer to install the anti-malware software; however, there is no guarantee that it will work. If this does not work, Jennifer will need to perform a clean install of Windows.

- Use Windows RE to install the software.
- She will not be able to install the software and should reinstall Windows.

### Question 11

5 / 5 pts

Your company wants to physically secure the new data center. The company has hired a security guard but wants to find a way so that only one person at a time can enter in the data center. As people enter, they will have to show the security guard identification that authorizes them to enter the data center. What is your company's new security called?

- Theft prevention
- Mantrap

Correct. A mantrap system has two doors. The first door is where people enter and show their ID; the second door is the one they pass through after it is verified that they have access to the facility.

- Entry control roster
- Security outpost

### Question 12

5 / 5 pts

Zach believes someone is trying to log in to a computer system in order to gain access to the company's network. He wants to use Windows to determine if that is the case.

Where can Zach go to check the security logs?

NTbtlog.txt

Event Viewer

Correct. In Event Viewer, Zach can see the security logs that audit logins and attempts to log in. He can use these logs to help determine problems with the computer system.

Antivirus security logs

Action Center

### Question 13

5 / 5 pts

Alexandria works for a not-for-profit company that asks for donations to help the homeless in her community. Recently the database that holds all the contact information about the donors was hacked, and all the data was copied.

What type of data was taken?

PII

Correct. PII (personally identifiable information) is a legal term used to describe data that can uniquely identify a person, including Social Security number, email address, physical address, birthdate, birthplace, mother's maiden name, marital status, phone numbers, race, and biometric data.

PHI

PCI

GDPR

Incorrect

**Question 14**

0 / 5 pts

As we configure the device and work with various settings to ensure the best quality environment possible, it is important to track and monitor various events so that if they need to be responded to, it can be done so in a timely manner.

Which of the following components of policies will allow for event-based monitoring?

 Local group policy

Incorrect. This contains a subset of policies in Group policy and only applies to the local OS and/or local user.

 Local security policy Group policy Audit login failures**Question 15**

5 / 5 pts

Oscar has a client who has been receiving unsolicited emails from several companies. Oscar recommended that the client unsubscribe from the email lists, but that just increased the number of unsolicited emails they received.

Which approach to preventing unsolicited emails should be used by Oscar?

- Enable a firewall.
- Enable a spam filter.

Correct. This type of email is known as spam. The client can use the email server to filter these types of messages. Usually, the spam filter will have specific words or email addresses that it will compare the message to and determine whether the message is valid or spam.

- Enable port forwarding.
- Enable MAC filtering.

### Question 16

5 / 5 pts

Becky has been assigned to help with a major change to her company's accounts database. During the time of the change, Becky notices that her task will need to be modified to complete the change. Instead of telling her supervisor, she determines that the minor detail must have been overlooked and fixes what she believes is the problem. The minor detail that Becky did not tell her supervisor caused the change to fail.

What is Becky's mistake called?

- Scope of change
- Out of scope modification

Correct. The scope of change might evolve through the feedback process of change management, but until the scope changes, it's important to work in scope. Although it might be tempting to perform yet one more step while implementing a change, don't make "out of scope" modifications, which might result in major disruption.

- Change modification
- Request for comments

### Question 17

5 / 5 pts

Lane received a phone call from a client. The client claimed that a file they were working on the day before had disappeared from their computer along with several other files. Lane went to the client's desk to see if she could rebuild the files from the backup done the night before. Lane found and rebuilt the files from the backed-up data. When Lane called the next morning to see if everything was working, the client said that two of their files were gone again. They also noticed new files in a folder. When Lane arrived, she checked to see how much free space the computer had available and found that it had 250GB less than the day before.

What is the issue with the client's computer?

- Spam
- Corrupt hard drive
- Bad hard drive driver
- Computer virus

Correct. The change in free space and the missing files on the hard drive indicate the presence of a virus. Lane should take steps to remove the virus.

### Question 18

5 / 5 pts

You have noticed that your computer is running slower than normal and that the amount of storage space on the hard drive is decreasing, even though you have not been doing anything different on your computer. You believe a program is replicating by attaching itself to other programs.

What type of malware is on your computer?

- Trojan
- Ransomware
- Rootkit
- Virus

Correct. A virus is a program that replicates by attaching itself to other programs. In order for a virus to run, the infected program must be executed.

### Question 19

5 / 5 pts

Lance works for a company that allows users to bring their own devices to work. Last week Lance purchased a software package from a company that allows him to change fonts on pictures that he uses in his work presentations. Lance wants to share the program with his coworker Susan.

Which option would be apt for Lance's permission to share the application with Susan?

- Susan would need to purchase the software from the company.

Correct. Because Lance purchased the software for his own device, the software license is a personal license. To use the software, Susan would need to purchase the software.



Lance purchased the software for work and can share it with coworkers.



The software is open source, so Lance can share the software with Susan.



The software was purchased by Lance with a site license and can be used by Susan.

## Question 20

5 / 5 pts

Your company has decided that security is very important and wants to add a second security check when workers are logging in to their computers. The company issued key fobs to all the employees. The key fob generates a code for them to enter when logging in to the computer.

Which security option is your company using?

- Key fob

- Smart card

Biometric lock

Hardware token

Correct. A hardware token is used so that code on the key fob can be entered and authenticated by the server. A hardware token is considered something that you have.

Quiz Score: **95** out of 100

# M04 Chapter 17 Review Results for Andrew Schmidt

Score for this attempt: **95** out of 100

Submitted Nov 23 at 3:39pm

This attempt took 3 minutes.

## Question 1

5 / 5 pts

Data protection is and always should be of utmost importance for any organization. As we consider various tools for security and protection of our data, data at rest encryption is accomplished by enacting which of the following on a Windows device?

HTTPS

EFS

Correct. Windows uses EFS to encrypt files and folders stored on drives using the NTFS file system. All folders marked for encryption will include the files and subfolders in the selected directories.

File vault

LUSK disk encryption

## Question 2

5 / 5 pts

Ken has discovered that a vice president of his company has been using their computer to send data about a new product to a competitor. Ken has identified an email from the vice president and has tracked the information to the person at the other company. Ken has archived the evidence that proves the data has been sent.

Which would be the most appropriate option for Ken to complete next?

**Correct!**

- Report the person through proper channels.

Correct. Ken discovered that one of the company's vice presidents committed what Ken believes to be an infringement of the law or the company's code of conduct, and he should go through the proper channels to report the infringement; Ken should not spread rumors or accusations.

- Approach the VP and ask them about the email.
- Ignore the email; it is not his job.
- Go right to the president of the company.

### Question 3

0 / 5 pts

As we configure the device and work with various settings to ensure the best quality environment possible, it is important to track and monitor various events so that if they need to be responded to, it can be done so in a timely manner.

Which of the following components of policies will allow for event-based monitoring?

- Local group policy
- Local security policy
- Group policy

**You Answered**

**Correct Answer**

Incorrect. Group policy works in active directory or a Windows domain to control the privileges of computers and users on the domain.

- Audit login failures

#### Question 4

**5 / 5 pts**

One of your clients at work calls and is irate because they had to change their password and now, they can't seem to find one that will match the strength needed for the company server. After they finish venting, you tell them you will send them the document that explains why they need to have a strong password.

What document will you send the client?

- Acceptable use policy
- Regulatory and compliance policy
- Knowledge base
- Password policy

**Correct!**

Correct. Each company has a policy on how often a password should be changed and the required strength of the password. This policy should be shared with users, so they understand the need for strong passwords.

#### Question 5

**5 / 5 pts**

Alexandria works for a not-for-profit company that asks for donations to help the homeless in her community. Recently the database that holds all the contact information about the donors was hacked, and all the data was copied. What type of data was taken?

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Correct. PII (personally identifiable information) is a legal term used to describe data that can uniquely identify a person, including Social Security number, email address, physical address, birthdate, birthplace, mother's maiden name, marital status, phone numbers, race, and biometric data.

PHI

PCI

GDPR

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Enable a spam filter.

**Correct!**

Correct. This type of email is known as spam. The client can use the email server to filter these types of messages. Usually, the spam filter will have specific words or email addresses that it will compare the message to and determine whether the message is valid or spam.

- Enable port forwarding.
- Enable MAC filtering.

### Question 7

5 / 5 pts

The company that you work for has recently had a security breach. During the recovery and assessment, it was discovered that the malicious user used the company VPN to gain access to the network. Now your company would like to find a way to verify the identity of a user who requests access to the company through a VPN.

What can you recommend to the company?

- Software tokens
- Digital certificate

**Correct!**

Correct. Digital certificates are used to authenticate individuals (e.g., by requiring digitally signed and encrypted email in order to connect to a corporate network via a VPN), software (Windows can require that device drivers be digitally signed), or server applications (many web servers are digitally signed).

- Access control list
- Multifactor authentication

**Question 8****5 / 5 pts**

An operating system is responsible for validating certificates used to secure communication. For Windows, Microsoft maintains a database of trusted root certificates issued by Certificate Authorities (CAs). A root certificate is the original certificate issued by the CA. When a Windows system opens a secure email or visits a secure website and encounters a new digital certificate, it requests Microsoft's trusted root certificate, which is downloaded to the computer. The download happens seamlessly without the user's knowledge unless there's a problem. If Windows cannot obtain the root certificate to validate the email or website, an error is displayed.

Where do you go in the Windows operating system to view and delete root certificates?

 Action Center Certificate Manager

Correct. You can use the Certificate Manager to view and delete root certificates. To use Certification Manager, type certmgr.msc in the search box. Certification Manager is a Microsoft Management Console that is used only for managing certificates.

 Windows Security Windows Defender**Question 9****5 / 5 pts**

Your company has decided that security is very important and wants to add a second security check when workers are logging in to their computers. The company issued key fobs to all the employees. The key fob generates a code for them to enter when logging in to the computer.

Which security option is your company using?

- Key fob
- Smart card
- Biometric lock
- Hardware token

**Correct!**

Correct. A hardware token is used so that code on the key fob can be entered and authenticated by the server. A hardware token is considered something that you have.

## Question 10

5 / 5 pts

David would like to add extra security to his network device. He is afraid that someone might try and connect an unauthorized device to the network via an open network drop.

Which security option should David employ?

- Port filtering
- MAC filtering

**Correct!**

Correct. David can deploy MAC filtering on the network to restrict access. MAC filtering will allow him to specify how many MAC addresses a port can accept or to create an exclusive list of MAC addresses (whitelist) that the switch wireless access point will accept.

- VPN
- Access control list

**Question 11****5 / 5 pts**

James travels for business and is always worried that his laptop will be taken from his room.

Which type of device will ensure that James's laptop will not be stolen while he travels?

- Server lock
- USB lock
- Padlock
- Cable lock

**Correct!**

Correct. A cable lock will allow James to connect his laptop to a table leg or some other object. The lock is then attached to the laptop's security slot. Most laptops have a security slot on the case to connect the cable lock; this slot is called a Kensington Security Slot or K-Slot.

**Question 12****5 / 5 pts**

Lance works for a company that allows users to bring their own devices to work. Last week Lance purchased a software package from a company that allows him to change fonts on pictures that he uses in his work presentations. Lance wants to share the program with his coworker Susan.

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Lance purchased the software for work and can share it with coworkers.



The software is open source, so Lance can share the software with Susan.



The software was purchased by Lance with a site license and can be used by Susan.

### Question 13

5 / 5 pts

Allison's computer is displaying a strange error message saying that Allison, who is an administrator, does not have access to a folder in the Documents library on her user account. Allison tried to take ownership of the folder but was still denied access. She tried running an antivirus scan on the folder, and again access to the folder was denied.

Which option can Allison employ to resolve the security issue?

- Restart the computer and try to gain access after the restart.

- Copy the folder to a flash drive and run a scan on the flash drive.

**Correct!**

- Boot into Safe Mode and run the scan.

- Run a Windows Defender Offline scan.

Correct. Allison can try to run Windows Defender Offline before Windows boots and applies the security settings. This could allow Allison to access the folder for the scan.

### Question 14

**5 / 5 pts**

Your company has decided that security is very important and wants to add a second security check that will identify its employees while they are logging in to their computers.

What type of security do you recommend?

- Key fobs

- Smart cards

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Correct. Biometrics are an example of something you are. Fingerprint and face recognition scanners are examples of biometric locks.

- Hardware tokens

### Question 15

**5 / 5 pts**

Your company wants to physically secure the new data center. The company

has hired a security guard but wants to find a way so that only one person at a time can enter in the data center. As people enter, they will have to show the security guard identification that authorizes them to enter the data center. What is your company's new security called?

Theft prevention

Mantrap

Correct. A mantrap system has two doors. The first door is where people enter and show their ID; the second door is the one they pass through after it is verified that they have access to the facility.

Entry control roster

Security outpost

### Question 16

5 / 5 pts

Jeff owns a health care company that sells medical supplies. The company bills health insurance companies for their customers. They are required by the insurance companies to complete paperwork that includes personal and health information. Which option describes the regulated data Jeff's organization needs to secure?

PII

PHI

Correct. PHI (protected health information) includes data about a person's health status or health care.

PCI GDPR**Question 17****5 / 5 pts**

Roger's company is trying to increase the level of security for its network. Roger is researching ways to increase the security by making passwords more complex.

Which option can Roger change in Windows to require more complex passwords?

 Group Policy Organizational unit Password Policy

Correct. Roger can change the setting for the password policy on the domain controller.

 Access control List**Question 18****5 / 5 pts**

Lane received a phone call from a client. The client claimed that a file they were working on the day before had disappeared from their computer along with several other files. Lane went to the client's desk to see if she could rebuild the files from the backup done the night before. Lane found and rebuilt

the files from the backed-up data. When Lane called the next morning to see if everything was working, the client said that two of their files were gone again. They also noticed new files in a folder. When Lane arrived, she checked to see how much free space the computer had available and found that it had 250GB less than the day before.

What is the issue with the client's computer?

- Spam
- Corrupt hard drive
- Bad hard drive driver

**Correct!**

- Computer virus

Correct. The change in free space and the missing files on the hard drive indicate the presence of a virus. Lane should take steps to remove the virus.

### Question 19

5 / 5 pts

Tracy works for an insurance company that recently received so much spam that the email server became overwhelmed and shut down. Tracy's supervisor has asked her to make sure this does not happen again.

What is the first thing Tracy should do to prevent this problem from happening again?

- User education
- MAC filtering
- Firewall

**Correct!**

- Email filtering

Correct. Email filtering is used to filter out suspicious messages based on databases of known scams, spammers, and malware.

## Question 20

**5 / 5 pts**

You have noticed that your computer is running slower than normal and that the amount of storage space on the hard drive is decreasing, even though you have not been doing anything different on your computer. You believe a program is replicating by attaching itself to other programs.

What type of malware is on your computer?

- Trojan
- Ransomware
- Rootkit
- Virus

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**Quiz Score: 95 out of 100**

# M04 Chapter 17 Review Results for Andrew Schmidt



Score for this attempt: **90** out of 100

Submitted Nov 23 at 3:27pm

This attempt took 6 minutes.

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5 / 5 pts

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## Question 2

5 / 5 pts

Currently James's company is using RADIUS for AAA services to connect wireless users to the Windows Active Directory domain. However, the company wants to upgrade to a Cisco-based wireless network and would like to upgrade the older RADIUS.

Which option would James recommend as an upgrade to RADUIS?

- AES
- WPA2
- RADIUS+
- TACACS+

Correct. TACACS+ is the Cisco improvement to RADIUS. TACACS works with CISCO equipment to provide AAA services. Because of the integration with Cisco equipment, TACACS will work faster.

### Question 3

5 / 5 pts

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What type of security do you recommend?

- Key fobs
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- Access control List

Incorrect

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0 / 5 pts

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Which security option is your company using?

- Key fob
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- Biometric lock

Incorrect. Biometric locks use a physical trait, such as a fingerprint, to identify a user. This type of information is called what you are and uses special software and hardware to authenticate the user.

- Hardware token

### Question 7

5 / 5 pts

Becky has been assigned to help with a major change to her company's accounts database. During the time of the change, Becky notices that her task will need to be modified to complete the change. Instead of telling her supervisor, she determines that the minor detail must have been overlooked and fixes what she believes is the problem. The minor detail that Becky did not tell her supervisor caused the change to fail.

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- Scope of change

- Out of scope modification

Correct. The scope of change might evolve through the feedback process of change management, but until the scope changes, it's important to work in scope. Although it might be tempting to perform yet one more step while implementing a change, don't make "out of scope" modifications, which might result in major disruption.

- Change modification

- Request for comments

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CIO

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- Use Windows RE to install the software.

- 

She will not be able to install the software and should reinstall Windows.

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5 / 5 pts

One of your clients at work calls and is irate because they had to change their password and now, they can't seem to find one that will match the strength needed for the company server. After they finish venting, you tell them you will send them the document that explains why they need to have a strong password.

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Local group policy

Local security policy

Incorrect. The local security policy contains a subset of policies which apply only to the local computer's Windows security settings.

- Group policy
- Audit login failures

### Question 14

5 / 5 pts

Holly has been tasked to design the plan the IT department will use when making a change to systems. The plan will be used anytime the company needs to change a system and should include which people are to be contacted when changes are made and what the changes will do to other equipment.

While Holly writes the change document, what types of things will she need to include in the scope of change? (Select all that apply.)

- Key components of the change and how they will be addressed

Correct. This is a component of scope of change. The scope of change defines all individual responsibilities in the change plan. It's important that individuals understand exactly their assignment for planning, implementing, and supporting the change and then work within those boundaries.

- Risk or problems that might arise during the change

- Skill sets, tasks, and activities required to carry out the change

Correct. This is a component of scope of change. The scope of change defines individual responsibilities in the change plan. It's important that individuals understand exactly their assignment for planning, implementing, and supporting the change and then work within those boundaries.

- 

A plan in case something happens, and the change cannot be executed

Who will participate in the change

Correct. This is a component of scope of change. The scope of change defines individual responsibilities in the change plan. It's important that individuals understand exactly their assignment for planning, implementing, and supporting the change and then work within those boundaries.

How the success of the change will be measured

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5 / 5 pts

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Corrupt hard drive

Bad hard drive driver

- Computer virus

Correct. The change in free space and the missing files on the hard drive indicate the presence of a virus. Lane should take steps to remove the virus.

### Question 16

5 / 5 pts

Nick works for a software development company that has just created a new application that will revolutionize the computer security industry. Nick's company owns the patent for the software and has a copyright for the software. The company would like to sell this new software, but they are concerned about someone pirating the software.

Which option can Nick's company use to prevent software piracy?

- Copyright

- EULA

- DRM

Correct. DRM (digital rights management) is how Nick's company can prevent software piracy. For example, the company can implement and monitor a license activation process.

- Issue a license

### Question 17

5 / 5 pts

Sharon's company has written a new computer program, and she has been asked to find a way to prevent people from copying the software they purchase and giving it to others who have not purchased the software.

Which option can Sharon's company select to ensure that a customer does not share the application it purchases?

- Acquire a copyright.
- Obtain an EULA.
- Use DRM.

Correct. Digital rights management (DRM) is how Sharon's company can prevent software piracy. For example, the company can implement and monitor a license activation process.

- Issue a license.

### Question 18

5 / 5 pts

An operating system is responsible for validating certificates used to secure communication. For Windows, Microsoft maintains a database of trusted root certificates issued by Certificate Authorities (CAs). A root certificate is the original certificate issued by the CA. When a Windows system opens a secure email or visits a secure website and encounters a new digital certificate, it requests Microsoft's trusted root certificate, which is downloaded to the computer. The download happens seamlessly without the user's knowledge unless there's a problem. If Windows cannot obtain the root certificate to validate the email or website, an error is displayed.

Where do you go in the Windows operating system to view and delete root certificates?

Action Center

Certificate Manager

Correct. You can use the Certificate Manager to view and delete root certificates. To use Certification Manager, type certmgr.msc in the search box. Certification Manager is a Microsoft Management Console that is used only for managing certificates.

Windows Security

Windows Defender

### Question 19

5 / 5 pts

Tracy works for an insurance company that recently received so much spam that the email server became overwhelmed and shut down. Tracy's supervisor has asked her to make sure this does not happen again.

What is the first thing Tracy should do to prevent this problem from happening again?

User education

MAC filtering

Firewall

Email filtering

Correct. Email filtering is used to filter out suspicious messages based on databases of known scams, spammers, and malware.

**Question 20****5 / 5 pts**

Zach believes someone is trying to log in to a computer system in order to gain access to the company's network. He wants to use Windows to determine if that is the case.

Where can Zach go to check the security logs?

NTbtlog.txt

Event Viewer

Correct. In Event Viewer, Zach can see the security logs that audit logins and attempts to log in. He can use these logs to help determine problems with the computer system.

Antivirus security logs

Action Center

Quiz Score: **90** out of 100

# M05 Chapter 18 Review Results for Andrew Schmidt



Score for this attempt: **100** out of 100

Submitted Nov 28 at 2:07pm

This attempt took 4 minutes.

## Question 1

5 / 5 pts

Hardware and software are supported for long periods of time by the creating organization. However, vendors may eventually discontinue modifications or replacement parts.

Which of the following refers to a device aging out of the vendor's updates?

- BYOD
- MDM
- EOL

Correct. EOL stands for end-of-life and is a self-imposed limitation in which vendors cap an age for an application or a piece of hardware.

- OOP

## Question 2

5 / 5 pts

Smartphones have become items that people carry everywhere, all the time, so it has become necessary for organizations to address them as it relates to

organizational security and data protection.

Which term refers to users using one's own devices for work activities?

BYOD

Correct. BYOD stands for bring your own device and refers to employees using their own devices for work-related activities.

MDM

Group policy

Audit logon policy

### Question 3

5 / 5 pts

It can provide a great amount of benefit for any organization to be aware of the types of origins of applications and be able to verify that they are legitimate. A type of site has evolved for mobile devices to download and use verified applications. This gives an organization confidence that the applications, their devices are employing, are safe.

Which of the following is a safe site for downloading apps to use on a company or personal device?

Firewalls

Trusted sources

Correct. This is a set of app stores for which organizations can be confident of the safety of the applications. This includes Amazon Appstore, Google Play, and others that verify the apps which are uploaded to them.

- Device access controls
- SDK

#### Question 4

5 / 5 pts

Luis is troubleshooting a BYOD (bring your own device) for an internal employee. On further review within their iOS device, Luis notices a bootlegged application has been installed onto the device causing software harm to the employee's device.

Which of the following has allowed the user to install the illegal application onto their iOS device and has now violated BYOD policies?

- Remote Wipe
- Rooting
- File-Level Backup
- Jailbreaking

Correct. Jailbreaking grants root or administrative privileges to the OS and the entire file system, and complete access to all commands and features for an iOS device. Jailbreaking in this scenario violates BYOD policies in an enterprise environment.

**Question 5****5 / 5 pts**

Diagnosis of various malware on a system is important because the sooner that the offending application can be identified, the more that any damage or continuing effects on an organization can be limited.

Which of the following is a symptom of malware at work on a device?

- Quick load times
- Longer battery life
- High number of ads

Correct. Strange types of ads and a good number of ads can be a symptom of malware.

- SDK

**Question 6****5 / 5 pts**

Developing new applications and apps for mobile devices and many other categories of devices is a growing field of expertise for many application developers. As such, there are application development tools that have been created to help to standardize development projects across various languages and ecosystems.

Which tool is used to create a new application for various hardware devices?

- BYOD

MDM EOL SDK

Correct. SDK stands for software development kit and is a tool used to create, compile, and test applications.

### Question 7

5 / 5 pts

A Mac user wants to update macOS and is searching Apple.com to locate update files.

How are macOS updates typically obtained?

 Updates are found in the App Store.

Correct. Updates for macOS are downloaded and installed through the App Store.

 macOS does not require or utilize updates. Updates are downloaded through Time Machine. A manual update of macOS is not possible.

### Question 8

5 / 5 pts

Steve just got back from a business trip and noticed that his corporate mobile device was missing. Using My Device, Android's built-in locator application,

Steve was able to locate his device in another state. Feeling worried that the device may be compromised, Steve would like to take the next step and erase the device.

Which of the following would allow him to erase the device from the My Device application?

- Remote Wipe

Correct. This feature allows the user to remotely erase all data from the device to protect their privacy.

- End-Of-Life (EOL)
- Mobile Device Management (MDM)
- Rooting

### Question 9

5 / 5 pts

A technician is logged in to a Linux system with a user account that has been assigned root privileges. Each time the technician attempts to run a specific terminal command, a "Permission denied" message is displayed.

What is the most likely reason for this message?

- The software repository is out of date and needs to be updated.
- The command syntax needs to be verified.
- The user account is not assigned a password.
- The command needs to be preceded by sudo.

Correct. The sudo (substitute user) command is used to perform a command as superuser when logged in as a normal user.

### Question 10

5 / 5 pts

Understanding the capabilities of any device is an important component of an administrator's duties and knowledge base. When creating applications for any mobile device, testing them ahead of time is important.

Which of the following is a tool for using a virtual device to test a mobile app?

- OS updates
- AirDrop
- Data syncing
- Emulator

Correct. This is a tool for testing apps on a virtual device which is a virtual version of a device's OS.

### Question 11

5 / 5 pts

Michael is going through onboarding for his new position as a supervisor. While setting up his new corporate-owned device, he would like to make sure that all his data is not only backed up through Google, but also through the company's cloud storage.

Which of the following would allow him to back up the device's data to the company's cloud storage?

- Jailbreaking
- Remote Backup Application

Correct. Remotely backs up the device's data to the company's secured cloud storage.

- Android Package
- Baseband Update

### Question 12

5 / 5 pts

A popular activity for some users with their mobile devices is to create an environment where any applications can be installed from any source.

Which of the following is a reference to an Android device that is able to have applications from any source installed?

- BYOD
- Bootlegged
- Rooting

Correct. Rooting is the process of getting root or administrative privileges to the OS and entire file system on an Android device.

- Jailbreaking

**Question 13****5 / 5 pts**

Devices malfunction on a regular basis and can require some level of intervention to return to working order. Administrators need to understand the various types of potential fixes that can be put in place to ensure devices are back in working order as soon as possible.

Which of the following is a last resort solution to return a device to working order and involves erasing all data and resetting the device to its default state?

 BYOD Factory reset

Correct. Factory reset is a full reset of a device to its factory default condition.

 Security profile Full device**Question 14****5 / 5 pts**

What is the term used to designate that a particular operating system will no longer be supported by its manufacturer or managing entity?

 Distro End-of-life

Correct. An end-of-life vendor limitation is the point in time when a vendor (also called manufacturer) no longer provides updates or support for an operating system.

- Force Quit
- Forced kill

### Question 15

5 / 5 pts

With mobile devices being used so much in society, the difference between work and personal activities and devices can sometimes be difficult to completely distinguish. Protecting those devices becomes an important activity for any organization.

What is a style of encryption that encrypts all of the data stored on a device?

- BYOD
- MDM
- EOL
- Full device

Correct. Full device encryption is a tool offered by both iOS and Android for encrypting all the stored data on a device, thereby making it useless to a thief.

### Question 16

5 / 5 pts

Working with backups and the assurance that information is protected and kept so that the organization's assets are safe, is a mission critical IT activity. There are a number of backup types and as such, it is important for an administrator or technician to be aware of what each type does so that they are backing up in an efficient and effective manner.

What would be a tool used to process the syncing of emails, contacts, calendars, photos, and other data through online accounts?

- iCloud backup
- Google Drive backup
- File level backup

Correct. This is a process of syncing emails, contacts, calendars, photos, and other data through online accounts, with each file being backed up individually.

- partial image-level backup

### Question 17

5 / 5 pts

When devices are lost or stolen, it is important that administrators have setup tools to help find and secure the devices to ensure that company assets are protected.

Which of the following helps to find and secure company mobile devices?

- Locator

Correct. Locator helps to find lost or stolen devices, force them to ring at their highest volume, and lock the devices, among other abilities.

- AirDrop
- Data syncing
- Remote wipe

### Question 18

5 / 5 pts

A system administrator is selecting an operating system for use by the company's research and development team. The team requires an OS that can be easily modified and changed to meet its requirements.

Which of the following operating systems will be the best choice for the users?

- Windows 10 Enterprise
- Mac OS X
- Linux

Correct. Linux is an open-source operating system that can be modified as required.

- Windows 7 Professional

### Question 19

5 / 5 pts

A technician wants to use a Time Machine backup to install a new copy of the macOS onto a Mac.

Which of the following tools will the technician use to perform this task?

- Disk Utility
- Boot Camp
- macOS Recovery

Correct. Using the macOS Recovery tool, the technician can reinstall the macOS from the Internet or from a Time Machine backup.&nbsp;&nbsp;can also erase the HDD before reinstalling the OS.

- Mission Control

## Question 20

5 / 5 pts

As mobile devices continue to evolve and to be able to accomplish organization objectives, their use continues to grow in all situations. Knowing how to control access to those devices is an important tool for administrators to be able to work with.

Which of the following is a method for controlling access to the mobile device?

- Firewalls
- Pin code

Correct. This is a control technique that requires the user to enter a numeric code to access the device. If you don't know the number, you cannot access the apps and data on a device.

- EOL
- SDK

Quiz Score: **100** out of 100

# M05 Chapter 18 Review Results for Andrew Schmidt

Score for this attempt: **0** out of 100

Submitted Nov 28 at 2:11pm

This attempt took less than 1 minute.

Inanswered

## Question 1

0 / 5 pts

With mobile devices being used so much in society, the difference between work and personal activities and devices can sometimes be difficult to completely distinguish. Protecting those devices becomes an important activity for any organization.

What is a style of encryption that encrypts all of the data stored on a device?

BYOD

MDM

EOL

Correct Answer

Full device

Inanswered

## Question 2

0 / 5 pts

Devices malfunction on a regular basis and can require some level of intervention to return to working order. Administrators need to understand the various types of potential fixes that can be put in place to ensure devices are back in working order as soon as possible.

Which of the following is a last resort solution to return a device to working order and involves erasing all data and resetting the device to its default state?

**Correct Answer**

- BYOD
- Factory reset
- Security profile
- Full device

**Unanswered****Question 3****0 / 5 pts**

A system administrator is selecting an operating system for use by the company's research and development team. The team requires an OS that can be easily modified and changed to meet its requirements.

Which of the following operating systems will be the best choice for the users?

- Windows 10 Enterprise
- Mac OS X
- Linux
- Windows 7 Professional

**Correct Answer****Unanswered****Question 4****0 / 5 pts**

Diagnosis of various malware on a system is important because the sooner that the offending application can be identified, the more that any damage or continuing effects on an organization can be limited.

Which of the following is a symptom of malware at work on a device?

**Correct Answer**

- Quick load times
- Longer battery life
- High number of ads
- SDK

**Unanswered****Question 5****0 / 5 pts**

Troubleshooting is of the process of applying logic and skills to quickly narrow down the solution to a particular issue or problem.

Which of the following is a set of issues revolving around dropped or network connections due to a weak signal?

**Correct Answer**

- BYOD
- Factory reset
- Baseband update
- Full device

**Unanswered****Question 6****0 / 5 pts**

Developing new applications and apps for mobile devices and many other categories of devices is a growing field of expertise for many application developers. As such, there are application development tools that have been created to help to standardize development projects across various languages and ecosystems.

Which tool is used to create a new application for various hardware devices?

BYOD

MDM

EOL

Correct Answer

SDK

Unanswered

### Question 7

0 / 5 pts

Sarah has started her position as a Service Desk Advisor and has been provided with a new mobile device. Sarah must set up her corporate email account and a few other applications.

Which of the following is the process in which she can set up her secure corporate data and apps?

Correct Answer

Mobile Device Management (MDM)

Baseband Update

SDK

Emulator

Unanswered

### Question 8

0 / 5 pts

A Mac user wants to update macOS and is searching Apple.com to locate

update files.

How are macOS updates typically obtained?

Correct Answer

- Updates are found in the App Store.
- macOS does not require or utilize updates.
- Updates are downloaded through Time Machine.
- A manual update of macOS is not possible.

Unanswered

### Question 9

0 / 5 pts

A popular activity for some users with their mobile devices is to create an environment where any applications can be installed from any source.

Which of the following is a reference to an Android device that is able to have applications from any source installed?

- BYOD
- Bootlegged
- Rooting
- Jailbreaking

Correct Answer

Unanswered

### Question 10

0 / 5 pts

As mobile devices continue to evolve and to be able to accomplish

organization objectives, their use continues to grow in all situations. Knowing how to control access to those devices is an important tool for administrators to be able to work with.

Which of the following is a method for controlling access to the mobile device?

Firewalls

Pin code

EOL

SDK

Correct Answer

Unanswered

### Question 11

0 / 5 pts

Brandon is assisting an internal employee with their mobile device. Upon further diagnosing, Brandon can see that the mobile device is currently not opening one of the company's applications. To further assist Brandon will begin to do some troubleshooting.

Which of the following choices is not a form of troubleshooting?

Close, uninstall, and reinstall the application

Restart the device

Reboot the device

Charging the device with 100% battery life

Correct Answer

Unanswered

**Question 12**

0 / 5 pts

A technician is logged in to a Linux system with a user account that has been assigned root privileges. Each time the technician attempts to run a specific terminal command, a "Permission denied" message is displayed.

What is the most likely reason for this message?

- The software repository is out of date and needs to be updated.
- The command syntax needs to be verified.
- The user account is not assigned a password.
- The command needs to be preceded by sudo.

Correct Answer

Unanswered

**Question 13**

0 / 5 pts

Luis is troubleshooting a BYOD (bring your own device) for an internal employee. On further review within their iOS device, Luis notices a bootlegged application has been installed onto the device causing software harm to the employee's device.

Which of the following has allowed the user to install the illegal application onto their iOS device and has now violated BYOD policies?

- Remote Wipe
- Rooting
- File-Level Backup

**Correct Answer**

- Jailbreaking

**Unanswered****Question 14****0 / 5 pts**

When devices are lost or stolen, it is important that administrators have setup tools to help find and secure the devices to ensure that company assets are protected.

Which of the following helps to find and secure company mobile devices?

**Correct Answer**

- Locator
- AirDrop
- Data syncing
- Remote wipe

**Unanswered****Question 15****0 / 5 pts**

Working with backups and the assurance that information is protected and kept so that the organization's assets are safe, is a mission critical IT activity. There are a number of backup types and as such, it is important for an administrator or technician to be aware of what each type does so that they are backing up in an efficient and effective manner.

What would be a tool used to process the syncing of emails, contacts, calendars, photos, and other data through online accounts?

- iCloud backup
- Google Drive backup
- File level backup
- partial image-level backup

**Correct Answer****Unanswered****Question 16****0 / 5 pts**

Hardware and software are supported for long periods of time by the creating organization. However, vendors may eventually discontinue modifications or replacement parts.

Which of the following refers to a device aging out of the vendor's updates?

- BYOD
- MDM
- EOL
- OOP

**Correct Answer****Unanswered****Question 17****0 / 5 pts**

Scott has been asked to factory reset his old corporate-owned Android device. Upon opening the settings application, Scott is greeted with several options and paths.

Which of the following paths would he need to take in order to erase all the

data from his device?

Correct Answer

- Biometrics and security > Clear credentials
- System > Advanced > Reset options > Erase all data
- Privacy > Android System Intelligence > Clear Data
- General Management > Reset > Reset Network Settings

Unanswered

## Question 18

0 / 5 pts

It can provide a great amount of benefit for any organization to be aware of the types of origins of applications and be able to verify that they are legitimate. A type of site has evolved for mobile devices to download and use verified applications. This gives an organization confidence that the applications, their devices are employing, are safe.

Which of the following is a safe site for downloading apps to use on a company or personal device?

Correct Answer

- Firewalls
- Trusted sources
- Device access controls
- SDK

Unanswered

## Question 19

0 / 5 pts

Seeing various issues with a device, an administrator becomes more knowledgeable about common problems and solutions. As such, when certain conditions are met, the likelihood that a problem is something that has been seen before becomes greater. Being able to quickly and efficiently diagnose and resolve those issues is important.

Which of the following has symptoms of short battery life or power drain?

- OOP
- Malware
- Low storage
- SDK

Correct Answer

Unanswered

## Question 20

0 / 5 pts

What is the term used to designate that a particular operating system will no longer be supported by its manufacturer or managing entity?

- Distro
- End-of-life
- Force Quit
- Forced kill

Correct Answer

Quiz Score: 0 out of 100

# M05 Chapter 18 Review Results for Andrew Schmidt



Score for this attempt: **90** out of 100

Submitted Nov 28 at 1:54pm

This attempt took 8 minutes.

## Question 1

5 / 5 pts

Samuel is using an older Android device for his advisor role. Upon being requested to update his Android OS to the latest model, Samuel notices there is no option to update under System Update in the Settings application.

Which of the following would his device be labeled as?

Emulator

End-Of-Life (EOL)

Correct. A device that ages out of a vendor's updates.

SDK

Android Package

## Question 2

5 / 5 pts

A technician wants to use a Time Machine backup to install a new copy of the macOS onto a Mac.

Which of the following tools will the technician use to perform this task?

- Disk Utility
- Boot Camp
- macOS Recovery

Correct. Using the macOS Recovery tool, the technician can reinstall the macOS from the Internet or from a Time Machine backup.&nbsp;&nbsp;can also erase the HDD before reinstalling the OS.

- Mission Control

### Question 3

5 / 5 pts

It can provide a great amount of benefit for any organization to be aware of the types of origins of applications and be able to verify that they are legitimate. A type of site has evolved for mobile devices to download and use verified applications. This gives an organization confidence that the applications, their devices are employing, are safe.

Which of the following is a safe site for downloading apps to use on a company or personal device?

- Firewalls
- Trusted sources

Correct. This is a set of app stores for which organizations can be confident of the safety of the applications. This includes Amazon Appstore, Google Play, and others that verify the apps which are uploaded to them.

- Device access controls

SDK**Question 4****5 / 5 pts**

Troubleshooting is of the process of applying logic and skills to quickly narrow down the solution to a particular issue or problem.

Which of the following is a set of issues revolving around dropped or network connections due to a weak signal?

 BYOD Factory reset Baseband update

Correct. This is the process of updating the device's firmware to resolve issues of dropped calls or network connection due to a weak signal.

 Full device**Question 5****5 / 5 pts**

Hardware and software are supported for long periods of time by the creating organization. However, vendors may eventually discontinue modifications or replacement parts.

Which of the following refers to a device aging out of the vendor's updates?

BYOD MDM EOL

Correct. EOL stands for end-of-life and is a self-imposed limitation in which vendors cap an age for an application or a piece of hardware.

 OOP

## Question 6

5 / 5 pts

Understanding the capabilities of any device is an important component of an administrator's duties and knowledge base. When creating applications for any mobile device, testing them ahead of time is important.

Which of the following is a tool for using a virtual device to test a mobile app?

 OS updates AirDrop Data syncing Emulator

Correct. This is a tool for testing apps on a virtual device which is a virtual version of a device's OS.

**Question 7****5 / 5 pts**

Michael is going through onboarding for his new position as a supervisor. While setting up his new corporate-owned device, he would like to make sure that all his data is not only backed up through Google, but also through the company's cloud storage. Which of the following would allow him to back up the device's data to the company's cloud storage?

- 
- Jailbreaking
  - Remote Backup Application
- 

Correct. Remotely backs up the device's data to the company's secured cloud storage.

- 
- Android Package
  - Baseband Update
- 

**Question 8****5 / 5 pts**

Scott has been asked to factory reset his old corporate-owned Android device. Upon opening the settings application, Scott is greeted with several options and paths.

Which of the following paths would he need to take in order to erase all the data from his device?

- 
- Biometrics and security > Clear credentials
-

- System > Advanced > Reset options > Erase all data

Correct. This option will remove all data and set the device back to factory default.

- Privacy > Android System Intelligence > Clear Data

- General Management > Reset > Reset Network Settings

### Question 9

5 / 5 pts

Smartphones have become items that people carry everywhere, all the time, so it has become necessary for organizations to address them as it relates to organizational security and data protection.

Which term refers to users using one's own devices for work activities?

- BYOD

Correct. BYOD stands for bring your own device and refers to employees using their own devices for work-related activities.

- MDM

- Group policy

- Audit logon policy

### Question 10

5 / 5 pts

Brandon is assisting an internal employee with their mobile device. Upon further diagnosing, Brandon can see that the mobile device is currently not opening one of the company's applications. To further assist Brandon will begin to do some troubleshooting.

Which of the following choices is not a form of troubleshooting?

- Close, uninstall, and reinstall the application
- Restart the device
- Reboot the device
- Charging the device with 100% battery life

Correct. Charging the battery can be helpful, but at 100% there is no need to continue to charge

### Question 11

5 / 5 pts

When devices are lost or stolen, it is important that administrators have setup tools to help find and secure the devices to ensure that company assets are protected.

Which of the following helps to find and secure company mobile devices?

- Locator

Correct. Locator helps to find lost or stolen devices, force them to ring at their highest volume, and lock the devices, among other abilities.

- AirDrop
- Data syncing
- Remote wipe

Incorrect

**Question 12**

0 / 5 pts

Sarah has started her position as a Service Desk Advisor and has been provided with a new mobile device. Sarah must set up her corporate email account and a few other applications.

Which of the following is the process in which she can set up her secure corporate data and apps?

- Mobile Device Management (MDM)
- Baseband Update
- SDK

Incorrect. This is a group of tools that are used to write and test Android apps by an app developer.

- Emulator

**Question 13**

5 / 5 pts

A Mac user wants to update macOS and is searching Apple.com to locate update files.

How are macOS updates typically obtained?

- Updates are found in the App Store.

Correct. Updates for macOS are downloaded and installed through the App Store.

- macOS does not require or utilize updates.
- Updates are downloaded through Time Machine.
- A manual update of macOS is not possible.

### Question 14

5 / 5 pts

Organizations play an important role in setting the rules and procedures for how their devices and data will be used by employees, vendors, customers, and leadership. This ensures that company resources are protected from theft but that they are also protected legally.

Which of the following is a set of policies and procedures that restrict how a user can access, create and edit the organization's resources?

- BYOD
- MDM
- Security profile

Correct. A security profile is a set of policies and procedures that restrict how a user can access, create, and edit the organization's resources. This can include full device encryption, backups, remote wipes, and other abilities.

- Full device

Incorrect

**Question 15**

0 / 5 pts

Working with backups and the assurance that information is protected and kept so that the organization's assets are safe, is a mission critical IT activity. There are a number of backup types and as such, it is important for an administrator or technician to be aware of what each type does so that they are backing up in an efficient and effective manner.

What would be a tool used to process the syncing of emails, contacts, calendars, photos, and other data through online accounts?

- iCloud backup
- Google Drive backup

Incorrect. This is a backup for Android devices.

- File level backup
- partial image-level backup

**Question 16**

5 / 5 pts

Steve just got back from a business trip and noticed that his corporate mobile device was missing. Using My Device, Android's built-in locator application, Steve was able to locate his device in another state. Feeling worried that the device may be compromised, Steve would like to take the next step and erase the device.

Which of the following would allow him to erase the device from the My Device application?

- Remote Wipe

Correct. This feature allows the user to remotely erase all data from the device to protect their privacy.

- End-Of-Life (EOL)

- Mobile Device Management (MDM)

- Rooting

### Question 17

5 / 5 pts

With mobile devices being used so much in society, the difference between work and personal activities and devices can sometimes be difficult to completely distinguish. Protecting those devices becomes an important activity for any organization.

What is a style of encryption that encrypts all of the data stored on a device?

- BYOD

- MDM

- EOL

- Full device

Correct. Full device encryption is a tool offered by both iOS and Android for encrypting all the stored data on a device, thereby making it useless to a thief.

### Question 18

5 / 5 pts

Understanding the tools and techniques for protecting a device or a network is an important knowledge base for any administrator. There are a number of security measures that can be employed to accomplish device and data protection.

Which of the following is a tool that controls which apps or services can use network connections?

Firewalls

Correct. Firewalls are tools for networks, including mobile devices, that control which apps or services can use network connections.

MDM

EOL

SDK

### Question 19

5 / 5 pts

A system administrator is selecting an operating system for use by the company's research and development team. The team requires an OS that can be easily modified and changed to meet its requirements.

Which of the following operating systems will be the best choice for the users?

Windows 10 Enterprise

Mac OS X

Linux

Correct. Linux is an open-source operating system that can be modified as required.

Windows 7 Professional

## Question 20

5 / 5 pts

Luis is troubleshooting a BYOD (bring your own device) for an internal employee. On further review within their iOS device, Luis notices a bootlegged application has been installed onto the device causing software harm to the employee's device.

Which of the following has allowed the user to install the illegal application onto their iOS device and has now violated BYOD policies?

Remote Wipe

Rooting

File-Level Backup

Jailbreaking

Correct. Jailbreaking grants root or administrative privileges to the OS and the entire file system, and complete access to all commands and features for an iOS device. Jailbreaking in this scenario violates BYOD policies in an enterprise environment.

Quiz Score: **90** out of 100

# M06 Chapter 19 Review Results for Andrew Schmidt



Score for this attempt: **85** out of 100

Submitted Nov 29 at 1:06pm

This attempt took 5 minutes.

## Question 1

5 / 5 pts

Bill is out camping with his family and is attempting to connect his phone to the radio, but for some reason he cannot find the correct frequency. What should he be looking for in order to get his favorite station playing?

Channel

Correct. A channel is a specific radio frequency within a broader frequency.

Service Set Identifier (SSID)

Blacklists

Whitelists

## Question 2

5 / 5 pts

Steve noticed that Janette finished setting up some equipment in the office but realized she forgot to connect the rest of the wired devices on the local network. What device can he connect the equipment in order to fix the problem?

Proxy server Router VPN Switch

Correct. A switch manages several network ports that can be connected to wired devices on the local network.

### Question 3

5 / 5 pts

Danielle is setting up wirelessly connected lights for the team's office space so they can monitor their power usage. During setup, she uses her device to connect to the light bulb's own wi-fi like connection. Once the lights have been set up, the wi-fi connection is no longer needed, and the lights can be wirelessly connected from Danielle's device. The connection range is up to 100 meters in open air alone. What type of connection is this?

 VPN Windows Defender Firewall Z-Wave

Correct. A Z-Wave is a wireless connection that transmits around the 900 MHz band and requires less power than Wi-Fi. It has a larger range than Bluetooth, reaching a range of up to 100 meters in open air (although significantly less inside buildings).

 Hash

Incorrect

**Question 4****0 / 5 pts**

Daniel has been tasked with setting up an option for users who work from home to gain access to the desktops within the office. What would allow the users to access the office desktops from their local network so that they may continue their work from home environment?

- Channel
- Microsoft Terminal Services Client (mstsc.exe)
- Kerberos

Incorrect. Kerberos is strictly an authentication protocol and is used when a Windows computer authenticates a user to Active Directory in a Windows domain. It uses AES encryption, UDP protocol, and port 88.

- RADIUS (Remote Access Dial-In User Service)

**Question 5****5 / 5 pts**

Cody is signing into the corporate network by using a VPN. Using this method, the VPN encrypts and protects data from when it leaves his computer until it reaches a server on the corporate network. What is the process referred to as?

- Set Channel to 2.412 GHz a
- Tunneling

Correct. Tunneling is an encryption technique often used by a VPN for remote workers.

- Internet Options
- Hash

### Question 6

5 / 5 pts

A user calls the service desk for assistance with an issue they are having on their computer. The service desk technician uses a program to remote into the user's computer in order to troubleshoot. What allowed the technician to access the user's computer?

- Microsoft Remote Assistance (MSRA)

Correct. Microsoft Remote Assistance allows a user on the server computer to remain signed in during the remote session, retains control of the session, and can see the screen. This is helpful when troubleshooting problems on a computer.

- Microsoft Terminal Services Client (mstsc.exe)
- Kerberos
- RADIUS (Remote Access Dial-In User Service)

### Question 7

5 / 5 pts

What can be done to prevent your wireless SSID from showing up on a list of

available networks?

- Disable SSID broadcast

Correct. You can choose to Hide SSID, which disables SSID broadcasting. Doing so causes the wireless network to appear as Unnamed or Unknown Network on an end user's device. When a user selects this network, they are given the opportunity to enter the SSID.

- Set Channel to 2.412 GHz a
- Disable Guest Network
- Change the firewall settings

Incorrect

### Question 8

0 / 5 pts

Bill needs to print a copy of his birth certificate, which will require him to connect it to his printer. What would allow his devices to discover and communicate with each other on the network?

- Wireless access point (WAP)

Incorrect. A WAP enables wireless devices to connect to the network.

- Proxy server
- Universal Plug and Play (UPnP)
- Port address

### Question 9

5 / 5 pts

When installing a file, a technician notices that a value has been generated at the end of the file name. Once the installation is completed, the technician notices that the value is not similar to the one that was seen during installation. This indicates that an issue occurred when installing the file. What is the generated value called?

- Pop-up blockers
- Password Managers
- Internet Options
- Hash

Correct. If the technician notices that the hash values do not match, that information can be used to identify where the error in download occurred.

### Question 10

5 / 5 pts

Suppose you wanted to run a publicly accessible website from your network server. For user activity from the auto-configured to access your website and bypass your firewall, you allow incoming traffic on port 80 on your router for this purpose. What is this process called?

- DMZ
- Keyword filtering
- Port forwarding

Correct. Port forwarding is a technique that enables (opens) certain ports to certain computers so that activity initiated from the Internet can get past your firewall.

- IP filtering

### Question 11

5 / 5 pts

If a printer connected to your local network does not get a dynamically assigned IP address from the DHCP server, an IP address can be manually configured. What type of IP address is this?

Static IP

Correct. Static IP addresses can stay the same throughout time.

 Public IP Private IP Dynamic IP

### Question 12

5 / 5 pts

A technician is in the process of installing a program that would assist her with her work in the office. The technician unknowingly downloads the program from an unsafe website. Luckily the installation is canceled due to an internal source on her computer that also prevents her computer from attacking other computers. What was this application?

 VPN Windows Defender Firewall

Correct. Windows Defender Firewall is a personal firewall that protects a computer from intrusion and from attacking other computers; it is automatically configured when you set up your security level for a new network connection.

 Tracker Hash

**Question 13****5 / 5 pts**

What are applications that can be installed in a browser to change the way the browser functions or to enhance the features of a single website?

- 
- Password managers
  - Plug-ins and extensions

Correct. Plug-ins and extensions are small programs that install in a browser to change the way the browser functions or enhances the features of a single website.

- 
- Pop-up blockers
  - Trackers

**Incorrect****Question 14****0 / 5 pts**

Steve is in charge of security for his company's resources, and his firewall controls what is allowed on his local network. His firewall picks up a message at the router. Where will that message be directed next?

- 
- Wireless access point (WAP)
  - Proxy server
  - Universal Plug and Play (UPnP),

Incorrect. A WAP enables wireless devices to connect to the network.

- Port Address

**Question 15****5 / 5 pts**

A user reports having issues with Internet Explorer on Windows 10. The service technician would like to further troubleshoot by checking the configuration in the control panel. This will allow the technician to check the current certificates and delete browsing history. What would the applet be called?

- Static IP address
- Keyword filtering
- Internet options

Correct. Internet Options is an applet that configures Internet Explorer for Windows 10.

- IP filtering

**Question 16****5 / 5 pts**

What is another name for a type of computer that has no firewall, limited protections, and can receive any communication from the Internet?

- Screened subnet

Correct. A screened subnet is similar to a DMZ. It is a network where a single firewall is used with three separate network interfaces.

- Port Forwarding
- Universal Plug and Play (UPnP)
- Wireless access point (WAP)

### Question 17

5 / 5 pts

What is a list of what content cannot be accessed through a router's preferences?

- Screened subnet
- Port Forwarding
- Blacklists

Correct. Blacklists are lists of what content cannot be accessed.

- Whitelists

### Question 18

5 / 5 pts

Jannette has just finished setting up the modem within the corporate office and would like to connect several devices to the modem at once in an organized method. She needs something that can manage the traffic between all the

networks. What would help to facilitate this scenario?

Proxy server

Router

Correct. A router is a device that manages traffic between two or more networks and can help find the best path for traffic to get from one network to another

Trackers

Zigbee

### Question 19

5 / 5 pts

Bill just sent himself an important document that includes his personal information. Unfortunately, he needs a secure device to receive this document on and all he can find is a public computer. What are the type of computers that aren't protected by a firewall or that have limited protection, that Bill should avoid?

- Wireless access point (WAP)
- Port forwarding
- Universal Plug and Play (UPnP),
- DMZ (Demilitarized Zone)

Correct. A DMZ in networking refers to a computer or network that is not protected by a firewall or has limited protection.

## Question 20

5 / 5 pts

What network protocol allows devices to discover and communicate with each other on the network, without the need for manual configuration or user intervention?

- DHCP reservations
- Static IP addresses
- Universal Plug and Play

Correct. Universal Plug and Play allows printers, mobile devices, and some smart home IoT appliances to discover and communicate with each other on the network.

- QoS

Quiz Score: **85** out of 100

# M06 Chapter 19 Review Results for Andrew Schmidt

Score for this attempt: **95** out of 100

Submitted Nov 29 at 1:10pm

This attempt took 4 minutes.

## Question 1

5 / 5 pts

What are applications that can be installed in a browser to change the way the browser functions or to enhance the features of a single website?

- Password managers
- Plug-ins and extensions

Correct. Plug-ins and extensions are small programs that install in a browser to change the way the browser functions or enhances the features of a single website.

- Pop-up blockers
- Trackers

## Question 2

5 / 5 pts

Suppose you wanted to run a publicly accessible website from your network server. For user activity from the auto-configured to access your website and bypass your firewall, you allow incoming traffic on port 80 on your router for this purpose. What is this process called?

- DMZ

**Correct!** Keyword filtering Port forwarding

Correct. Port forwarding is a technique that enables (opens) certain ports to certain computers so that activity initiated from the Internet can get past your firewall.

 IP filtering**Question 3****5 / 5 pts**

A user reports having issues with Internet Explorer on Windows 10. The service technician would like to further troubleshoot by checking the configuration in the control panel. This will allow the technician to check the current certificates and delete browsing history. What would the applet be called?

 Static IP address Keyword filtering Internet options

Correct. Internet Options is an applet that configures Internet Explorer for Windows 10.

 IP filtering**Question 4****5 / 5 pts**

If a printer connected to your local network does not get a dynamically assigned IP address from the DHCP server, an IP address can be manually configured. What type of IP address is this?

**Correct!**

- Static IP

Correct. Static IP addresses can stay the same throughout time.

- Public IP

- Private IP

- Dynamic IP

## Question 5

5 / 5 pts

Bill needs to print a copy of his birth certificate, which will require him to connect it to his printer. What would allow his devices to discover and communicate with each other on the network?

- Wireless access point (WAP)

- Proxy server

- Universal Plug and Play (UPnP)

Correct. Universal Plug and Play allows devices to discover and communicate with each other on the network.

- Port address

**Question 6****5 / 5 pts**

Danielle is setting up wirelessly connected lights for the team's office space so they can monitor their power usage. During setup, she uses her device to connect to the light bulb's own wi-fi like connection. Once the lights have been set up, the wi-fi connection is no longer needed, and the lights can be wirelessly connected from Danielle's device. The connection range is up to 100 meters in open air alone. What type of connection is this?

- VPN
- Windows Defender Firewall
- Z-Wave

**Correct!**

Correct. A Z-Wave is a wireless connection that transmits around the 900 MHz band and requires less power than Wi-Fi. It has a larger range than Bluetooth, reaching a range of up to 100 meters in open air (although significantly less inside buildings).

- Hash

**Question 7****5 / 5 pts**

A user calls the service desk for assistance with an issue they are having on their computer. The service desk technician uses a program to remote into the user's computer in order to troubleshoot. What allowed the technician to access the user's computer?

- Microsoft Remote Assistance (MSRA)

**Correct!**

Correct. Microsoft Remote Assistance allows a user on the server computer to remain signed in during the remote session, retains control of the session, and can see the screen. This is helpful when troubleshooting problems on a computer.

- Microsoft Terminal Services Client (mstsc.exe)
- Kerberos
- RADIUS (Remote Access Dial-In User Service)

### Question 8

5 / 5 pts

Daniel has been tasked with setting up an option for users who work from home to gain access to the desktops within the office. What would allow the users to access the office desktops from their local network so that they may continue their work from home environment?

- Channel
- Microsoft Terminal Services Client (mstsc.exe)

Correct. Microsoft Terminal Services Client provides access for remoting into a Desktop from a user's local network.

- Kerberos
- RADIUS (Remote Access Dial-In User Service)

### Question 9

5 / 5 pts

Bill just sent himself an important document that includes his personal information. Unfortunately, he needs a secure device to receive this document on and all he can find is a public computer. What are the type of computers that aren't protected by a firewall or that have limited protection, that Bill should avoid?

- Wireless access point (WAP)
- Port forwarding
- Universal Plug and Play (UPnP),
- DMZ (Demilitarized Zone)

Correct. A DMZ in networking refers to a computer or network that is not protected by a firewall or has limited protection.

## Question 10

5 / 5 pts

A technician is in the process of installing a program that would assist her with her work in the office. The technician unknowingly downloads the program from an unsafe website. Luckily the installation is canceled due to an internal source on her computer that also prevents her computer from attacking other computers. What was this application?

- VPN
- Windows Defender Firewall

Correct. Windows Defender Firewall is a personal firewall that protects a computer from intrusion and from attacking other computers; it is automatically configured when you set up your security level for a new network connection.

- Tracker
- Hash

**Question 11****5 / 5 pts**

Steve is having a hard time finding a network to connect to his new laptop. What should he be looking for in order to get properly connected?

- Channel
- Service Set Identifier (SSID)

Correct. An SSID is the name of a wireless network.

**Correct!**

- Blacklists
- Whitelists

**Question 12****0 / 5 pts**

A user has just finished surfing the Internet. What is the suggested best practice to secure the browser?

**Correct Answer**

- Clear the cache and all browsing data about you each time the browser is closed
- Send "Do Not Track" requests to websites you visited

**»u Answered**

- Update Windows 10/11 Edge Browser

Incorrect. While keeping the Microsoft Edge browser updated is important, you do not have to update it each time you use the browser.

- Sync data across devices

**Question 13****5 / 5 pts**

Jannette has just finished setting up the modem within the corporate office and would like to connect several devices to the modem at once in an organized method. She needs something that can manage the traffic between all the networks. What would help to facilitate this scenario?

- Proxy server

- Router

Correct. A router is a device that manages traffic between two or more networks and can help find the best path for traffic to get from one network to another

- Trackers

- Zigbee

**Question 14****5 / 5 pts**

What can be done to prevent your wireless SSID from showing up on a list of

available networks?

**Correct!**

- Disable SSID broadcast

Correct. You can choose to Hide SSID, which disables SSID broadcasting. Doing so causes the wireless network to appear as Unnamed or Unknown Network on an end user's device. When a user selects this network, they are given the opportunity to enter the SSID.

- Set Channel to 2.412 GHz a
- Disable Guest Network
- Change the firewall settings

### Question 15

5 / 5 pts

Susan has been tasked with setting up wireless connecting lights that do not require too much power and have no need for Wi-Fi. The connection must reach at least 20 meters within the office. What type of connection would fit these parameters?

- Proxy server
- DMZ
- Trackers
- Zigbee

**Correct!**

Correct. This wireless connection operates in either the 2.4 GHz band or the 900 MHz band, requires less power than Wi-Fi, and generally reaches a range of about 20 meters inside, but it can reach much farther.

### Question 16

5 / 5 pts

Suppose you wanted to download a new browser on your machine, but you are unsure if you are downloading from a trusted source. What can be used to verify that the download is genuine and error-free?

- VPN
- Hash generator

Correct. A hash generator is used to verify the integrity of a file by ensuring that the file you're downloading matches the original hash value by checking its digital signature.

- Proxy server
- Windows Defender Firewall

### Question 17

5 / 5 pts

When installing a file, a technician notices that a value has been generated at the end of the file name. Once the installation is completed, the technician notices that the value is not similar to the one that was seen during installation. This indicates that an issue occurred when installing the file. What is the generated value called?

- Pop-up blockers
- Password Managers
- Internet Options
- Hash

**Correct!**

Correct. If the technician notices that the hash values do not match, that information can be used to identify where the error in download occurred.

### Question 18

**5 / 5 pts**

A user calls in about an issue they are having on their computer. In order to remotely control the user's computer, the help desk technician requires the user's IP address. Which of the following would provide the IP address?

**Correct!**

- ipconfig

Correct. This is a command that can display network configuration information and refresh the TCP/IP assignments for a connection, including its IP address.

- SSH protocol
- Kerberos
- Ping

**Question 19****5 / 5 pts**

What is another name for a type of computer that has no firewall, limited protections, and can receive any communication from the Internet?

**Correct!**

- Screened subnet

Correct. A screened subnet is similar to a DMZ. It is a network where a single firewall is used with three separate network interfaces.

- Port Forwarding

- Universal Plug and Play (UPnP)

- Wireless access point (WAP)

**Question 20****5 / 5 pts**

Steve is in charge of security for his company's resources, and his firewall controls what is allowed on his local network. His firewall picks up a message at the router. Where will that message be directed next?

- Wireless access point (WAP)

- Proxy server

- Universal Plug and Play (UPnP),

**Correct!**

- Port Address

Correct. When a message arrives at a router, it is directed to a specific IP address and to a particular port address or port number.

Quiz Score: **95** out of 100

# M06 Chapter 19 Review Results for Andrew Schmidt



Score for this attempt: **70** out of 100

Submitted Nov 29 at 12:52pm

This attempt took 7 minutes.

## Question 1

5 / 5 pts

What can be done to prevent your wireless SSID from showing up on a list of available networks?

- Disable SSID broadcast

Correct. You can choose to Hide SSID, which disables SSID broadcasting. Doing so causes the wireless network to appear as Unnamed or Unknown Network on an end user's device. When a user selects this network, they are given the opportunity to enter the SSID.

- Set Channel to 2.412 GHz a
- Disable Guest Network
- Change the firewall settings

## Question 2

5 / 5 pts

Andy is working as a service technician and has been asked by a user for assistance with transferring files. Andy would like to not only assist in transferring files but also remote in and take control of the user's computer to further help walk through the requested process. What would allow Andy to do

all three?

- Virtual Network Computing (VNC)

Correct. VNC is client or server software used to remotely control a computer, transfer files, and screen sharing.

- SSH protocol

- Kerberos

- Ping

### Question 3

5 / 5 pts

Cody is signing into the corporate network by using a VPN. Using this method, the VPN encrypts and protects data from when it leaves his computer until it reaches a server on the corporate network. What is the process referred to as?

- Set Channel to 2.412 GHz a

- Tunneling

Correct. Tunneling is an encryption technique often used by a VPN for remote workers.

- Internet Options

- Hash

**Question 4****5 / 5 pts**

Bill is out camping with his family and is attempting to connect his phone to the radio, but for some reason he cannot find the correct frequency. What should he be looking for in order to get his favorite station playing?

- Channel

Correct. A channel is a specific radio frequency within a broader frequency.

- Service Set Identifier (SSID)
- Blacklists
- Whitelists

**Question 5****5 / 5 pts**

A user reports having issues with Internet Explorer on Windows 10. The service technician would like to further troubleshoot by checking the configuration in the control panel. This will allow the technician to check the current certificates and delete browsing history. What would the applet be called?

- Static IP address
- Keyword filtering
- Internet options

Correct. Internet Options is an applet that configures Internet Explorer for Windows 10.

- IP filtering

## Question 6

5 / 5 pts

Bill is attempting to connect his new phone to his Wi-Fi network but is having trouble enabling the connection to his home network. What can he use to connect his phone?

- Wireless access point (WAP)

Correct. A WAP enables wireless devices to connect to the network.

- Router
- VPN
- Switch

## Question 7

5 / 5 pts

Danielle is setting up wirelessly connected lights for the team's office space so they can monitor their power usage. During setup, she uses her device to connect to the light bulb's own wi-fi like connection. Once the lights have been set up, the wi-fi connection is no longer needed, and the lights can be wirelessly connected from Danielle's device. The connection range is up to 100 meters in open air alone. What type of connection is this?

- VPN
- Windows Defender Firewall
- Z-Wave

Correct. A Z-Wave is a wireless connection that transmits around the 900 MHz band and requires less power than Wi-Fi. It has a larger range than Bluetooth, reaching a range of up to 100 meters in open air (although significantly less inside buildings).

- Hash

Incorrect

**Question 8**

0 / 5 pts

A technician is working out of town at a new job site, but unfortunately has left some important documents on his home computer. He could email them to himself if he could connect his phone to his home computer remotely. What would allow his phone to connect past his home network's firewall?

- Wireless access point (WAP)
- Port forwarding
- Universal Plug and Play (UPnP),
- Demilitarized zone (DMZ)

Incorrect. A demilitarized zone (DMZ) in networking refers to a computer or network that is not protected by a firewall or has limited protection.

### Question 9

5 / 5 pts

Suppose you wanted to download a new browser on your machine, but you are unsure if you are downloading from a trusted source. What can be used to verify that the download is genuine and error-free?

- VPN
- Hash generator

Correct. A hash generator is used to verify the integrity of a file by ensuring that the file you're downloading matches the original hash value by checking its digital signature.

- Proxy server
- Windows Defender Firewall

**Question 10****5 / 5 pts**

If a printer connected to your local network does not get a dynamically assigned IP address from the DHCP server, an IP address can be manually configured. What type of IP address is this?

- Static IP
- Public IP
- Private IP
- Dynamic IP

Correct. Static IP addresses can stay the same throughout time.

**Incorrect****Question 11****0 / 5 pts**

Daniel has been tasked with setting up an option for users who work from home to gain access to the desktops within the office. What would allow the users to access the office desktops from their local network so that they may continue their work from home environment?

- Channel

Microsoft Terminal Services Client (mstsc.exe)

Kerberos

RADIUS (Remote Access Dial-In User Service)

Incorrect. The RADIUS protocol was originally designed just for authentication, but it has evolved to include authentication, authorization, and accounting (AAA) services.

### Question 12

5 / 5 pts

What network protocol allows devices to discover and communicate with each other on the network, without the need for manual configuration or user intervention?

DHCP reservations

Static IP addresses

Universal Plug and Play

Correct. Universal Plug and Play allows printers, mobile devices, and some smart home IoT appliances to discover and communicate with each other on the network.

QoS

Incorrect

### Question 13

0 / 5 pts

A user has just finished surfing the Internet. What is the suggested best practice to secure the browser?



Clear the cache and all browsing data about you each time the browser is closed



Send "Do Not Track" requests to websites you visited



Update Windows 10/11 Edge Browser

Incorrect. While keeping the Microsoft Edge browser updated is important, you do not have to update it each time you use the browser.



Sync data across devices

Incorrect

## Question 14

0 / 5 pts

A user calls the service desk for assistance with an issue they are having on their computer. The service desk technician uses a program to remote into the user's computer in order to troubleshoot. What allowed the technician to access the user's computer?



Microsoft Remote Assistance (MSRA)



Microsoft Terminal Services Client (mstsc.exe)



Kerberos



RADIUS (Remote Access Dial-In User Service)

Incorrect. The RADIUS protocol was originally designed just for authentication, but it has evolved to include authentication, authorization, and accounting (AAA) services.

### Question 15

5 / 5 pts

What is a list of what content cannot be accessed through a router's preferences?

- Screened subnet
- Port Forwarding
- Blacklists

Correct. Blacklists are lists of what content cannot be accessed.

- Whitelists

Incorrect

### Question 16

0 / 5 pts

Steve is in charge of security for his company's resources, and his firewall controls what is allowed on his local network. His firewall picks up a message at the router. Where will that message be directed next?

- Wireless access point (WAP)
- Proxy server

Incorrect. Proxy servers serve as a gateway between the Internet and users. Proxy servers can be set up as a firewall or filter to help protect your network from Internet threats.

- Universal Plug and Play (UPnP),
- Port Address

**Incorrect****Question 17****0 / 5 pts**

Bill just sent himself an important document that includes his personal information. Unfortunately, he needs a secure device to receive this document on and all he can find is a public computer. What are the type of computers that aren't protected by a firewall or that have limited protection, that Bill should avoid?

- Wireless access point (WAP)
- Port forwarding

Incorrect. To enable (open) certain ports to certain computers so that activity initiated from the Internet can get past your firewall

- Universal Plug and Play (UPnP),
- DMZ (Demilitarized Zone)

**Question 18****5 / 5 pts**

Steve is having a hard time finding a network to connect to his new laptop.

What should he be looking for in order to get properly connected?

- Channel
- Service Set Identifier (SSID)

Correct. An SSID is the name of a wireless network.

- Blacklists
- Whitelists

### Question 19

5 / 5 pts

What is another name for a type of computer that has no firewall, limited protections, and can receive any communication from the Internet?

- Screened subnet

Correct. A screened subnet is similar to a DMZ. It is a network where a single firewall is used with three separate network interfaces.

- Port Forwarding
- Universal Plug and Play (UPnP)
- Wireless access point (WAP)

**Question 20****5 / 5 pts**

A user calls in about an issue they are having on their computer. In order to remotely control the user's computer, the help desk technician requires the user's IP address. Which of the following would provide the IP address?

ipconfig

Correct. This is a command that can display network configuration information and refresh the TCP/IP assignments for a connection, including its IP address.

SSH protocol

Kerberos

Ping

Quiz Score: **70** out of 100

# M07 Chapter 20 Review Results for Andrew Schmidt



Score for this attempt: **90** out of 100

Submitted Dec 2 at 6:27am

This attempt took 8 minutes.

## Question 1

5 / 5 pts

Louis is not able to open a specific app that requires the latest version of macOS. She knows that the system is updated, and she still receives the same message. Louis goes into her settings and has the latest macOS installed from the Internet. This action resolves the issue she was having with the application.

What is the process described called?

Safe Mode

First Aid

Reinstall macOS

Correct. The latest macOS that was installed on the computer is downloaded from the Internet and reinstalled.

Apple Menu

## Question 2

5 / 5 pts

When Lauran attempts to sign into her MacBook, she receives an error message when connecting to the company email application. This causes a

Kernel Panic, and her laptop goes through a restart. After the 3<sup>rd</sup> attempt, Lauren decides to place the device in a different mode so that when she signs in, the email application is not automatically launched. What is this mode called?

Time Machine

Kernel panic

Safe Mode

Correct. Safe Mode in macOS loads essential kernel components and prevents startup items and login items from launching.

Apple Menu

### Question 3

5 / 5 pts

Rina has been tasked with a project for the company meeting. While working further on the project, Rina decides she would like to organize and place the project on its own desktop so that she can work separately on another desktop for her current work. What would allow her to have multiple desktops?

macOS Recovery

Space

Correct. You can place your specific windows on one desktop.

Time Machine

Startup Disk

Incorrect

#### Question 4

0 / 5 pts

Louis has been tasked as the lead IT technician to setup a way to secure the company's data on the hard disk of the main macOS Desktop. They have requested it be a form of encryption that can only be accessed by logging in with a password or using a recovery key. What would allow Louis to secure the company data following the given requirements?

FileVault

Disk Utility

Keychain

Incorrect. This feature is the macOS built-in password manager.

- Time Machine

### Question 5

5 / 5 pts

Samuel is assisting an internal user with one of their corporate applications. It is currently not responding to any actions, nor can the user close it using the button in the top left corner. Samuel knows there is a method to forcibly close the app. Which of the following can Samuel use to take this action?

- macOS Recovery
- Disk Utility
- Force Quit

Correct. This application allows the user to force quit active applications. In the Force Quit Applications window, select the app, and click Force Quit. The application closes.

- Apple Menu

### Question 6

5 / 5 pts

Brennan is working on a project that requires Linux Commands. He decides to open Finder, click Applications, double-click the Utilities folder, and double-click Terminal to allow him to run the required commands. What would allow Brennan to run the Linux commands?

- Safe Mode

Apple Menu

Terminal

Correct. In macOS Terminal is similar to a command prompt window in Windows, except Terminal uses UNIX commands because macOS is based on UNIX.

Startup disk

### Question 7

5 / 5 pts

Larry has been asked to assist a user in placing a Tag on a very important file. Larry remembers a technique that would allow the user to do this quickly and efficiently. He asks the user to tap on the trackpad using two fingers. Which one of the following is this action called?

Screen Sharing

Keychain

Secondary-click

Correct. Secondary-click is an action where a user taps on the trackpad with two fingers.

iCloud

### Question 8

5 / 5 pts

Steven is using the main MacBook in the office to check his email before leaving the office for the day. Using his Login, Steven's email application automatically launches once signed in. Steven is able to quickly check his email and head out for the day. What is the process of signing in and having applications automatically open afterwards called?

Keychain

Login Items

Correct. Login Items automatically launches programs after a user logs in.

Startup Items

iCloud

### Question 9

5 / 5 pts

Sarah is signing in for the day in the role of a Service Desk Technician. She is able to easily sign into her email application and corporate application and get straight to work once her MacBook has been started up. What are the applications that are automatically launched called?

First Aid

Login Items

Startup Items

Correct. Startup Items are programs that automatically launch at startup.

- macOS Recovery

### Question 10

5 / 5 pts

Susan would like to open an application found within her finder. There are 3 files with similar names, but different file types. Based on what Susan would like to open, what file would allow you to do so?

- Example.dmg

- Example.app

Correct. The APP file is an application file, used to run an application.

- Example.pkg

- Example.tar

### Question 11

5 / 5 pts

A user has called into the service desk and would like assistance with their MacBook Pro on a missing tab. They are unsure of what keys they have pressed, but they see a new desktop background has been populated. Mary, being the service desk technician, knows exactly what the issue is. She asks the user to swipe up with 3 fingers on their trackpad and a menu comes up with three different desktop screens. The user was then able to locate their missing

tab. Using the gesture shown above, what would the feature be called?

- Multiple Desktops

Correct. This feature is several desktop screens, each with its own collection of open windows.

- Keychain

- Time Machine

- SharePlay

## Question 12

5 / 5 pts

Susan is in the process of setting up her new MacBook for her current job as a service technician. She begins to setup her passwords but wants to use a password manager to keep all her passwords in one place. What would allow her to do so?

- macOS Recovery

- iCloud

- Remote Disc

- Keychain

Correct. This feature is the macOS built-in password manager.

**Question 13****5 / 5 pts**

This file format is used for software installations. This file is often compressed similar to a ZIP file in Windows. Once the installation is complete there is no longer a need for this file. What file is described?

---

Example.dmg

---

Example.app

---

Example.pkg

Correct. The PKG file is a package file that contains installer files used for software installations.

---

Example.bat

---

**Question 14****5 / 5 pts**

A user calls the service desk to ask where to locate the sleep option on their Mac computer. The technician can bring up the option using which of the following?

---

App Store

---

Safe Mode

---

Login Items

---

Apple Menu

Correct. Apple Menu opens when you click the Apple icon. Use the Apple menu to put the computer to sleep, log out, restart, or shut down the system.

### Question 15

5 / 5 pts

A user calls into Service Desk to ask for assistance locating a specific file. The user is not familiar with their MacBook and is unable to locate the missing file from a list of over 700. Andy, being the service desk technician, shows the user how to locate the folder. He clicks the search icon on the right side of the file, the menu bar and a search bar are then populated. The user was then able to search for the folder they were looking for. What is the process that Andy used to assist in finding the lost folder?

- FileVault
- Keychain
- Spotlight

Correct. This feature allows the user to search the name of the file, folder, or text they are searching for by pressing Command + spacebar or clicking the search icon on the right side of the menu bar.

- Screen Sharing

### Question 16

5 / 5 pts

Ethan is almost finished setting up a new user with their MacBook when the

user asks how they can set up a quick shortcut to one of their most-used apps.

Ethan can place the shortcut icon on which of the following?

Multiple Desktops

System Preferences

Remote Disc

Dock

Correct. The Dock is at the bottom of the desktop and contains shortcuts to frequently used applications.

### Question 17

5 / 5 pts

A user calls the service desk to ask about installing an application on their corporate IOS device. Samuel is able to recommend the specific application for this type of issue. As a service technician, Samuel walks the user through the application and can safely install the requested application. What would this application be called?

Time Machine

Apple Menu

App Store

Correct. The App Store is a central location where you can find, install, support, and update apps.

Disk Utility

### Question 18

5 / 5 pts

A user reports to a service desk technician that their MacBook continues to give a prompt for restarting the system, and eventually completely shuts down after the fifth restart attempt. The initial issue they were facing was an application corruption. Based on the description given above, what is this process called?

Apple ID

Kernel panic

Correct. A kernel panic can be caused by something simple, such as a crashed app or a network communication issue, or it might result from a corrupted macOS installation. macOS restarts automatically when experiencing a kernel panic. If the kernel panic continues to prompt restarts, macOS will stop trying and shut down the computer after five attempts.

- Screen Sharing
- Apple Menu

### Question 19

5 / 5 pts

Paul has gone through a power outage and was currently working on a company project for 3 hours and has had no backup disk. Luckily Paul remembers that Time Machine stores backup copies, that are locally created, modified, or deleted files on the hard drive. Once Paul was reconnected to the backup disk, the data was restored. What is this called?

- Time Machine
- Spotlight
- Snapshots

Correct. When a Mac is not connected to the backup disk locally, Time Machine stores backup copies of created, modified, or deleted files on the hard drive.

- Network

Incorrect

**Question 20****0 / 5 pts**

Frank is helping an internal employee set up their new MacBook. While setting up their security settings, Frank suggests that the employee set up their Touch ID through the biometric scanner found in their trackpad. Where could they set up these functions?

- Apple ID
- Mission Control

Incorrect. Mission Control gives you a quick view of all open windows and desktops and lets you switch among them.

- Gestures
- Printers & Scanners

Quiz Score: **90** out of 100

# M07 Chapter 20 Review Results for Andrew Schmidt

Score for this attempt: **95** out of 100

Submitted Dec 2 at 6:34am

This attempt took 6 minutes.

## Question 1

5 / 5 pts

Susan is in the process of setting up her new MacBook for her current job as a service technician. She begins to setup her passwords but wants to use a password manager to keep all her passwords in one place. What would allow her to do so?

- macOS Recovery
- iCloud
- Remote Disc
- Keychain

Correct. This feature is the macOS built-in password manager.

**Correct!**

## Question 2

5 / 5 pts

A user calls the service desk to ask where to locate the sleep option on their Mac computer. The technician can bring up the option using which of the following?

- App Store

Safe Mode Login Items Apple Menu

Correct. Apple Menu opens when you click the Apple icon. Use the Apple menu to put the computer to sleep, log out, restart, or shut down the system.

### Question 3

5 / 5 pts

Cesar is setting up his new MacBook for his job as a Service Desk Technician. He would like to setup his laptop in a way that would allow him to view and use another desktop. He uses the trackpad and swipes up using four of his fingers revealing the option that he wanted to use. What feature is Cesar using to have several desktops setup?

 Safe Mode Keychain Mission Control

Correct. This feature gives you a quick view of all open windows and desktops and lets you switch among them.

 Software Update

### Question 4

5 / 5 pts

A service desk technician is asked by an internal employee for further assistance with a corporate app. To locate the app, the technician uses a gesture by pinching with three fingers and thumb on the trackpad to bring up all the applications installed on the MacBook and can find the corporate app. Which of the following is the process for bringing up all the downloaded apps?

**Correct!**

- Launchpad

Correct. Similar to a combination of the Windows Start menu and Programs and Features window, Launchpad shows all apps installed on the computer.

- Safe Mode

- First Aid

- iCloud

## Question 5

5 / 5 pts

A user calls the service desk for assistance finding a specific app on their macOS. The service desk technician can help the user locate the app using one of the embedded applications. This macOS app helps users locate applications as well as data files. What is the name of the application being described?

- Apple ID

- System Preferences

- Spotlight

- Finder

**Correct!**

Correct. Finder is an application, which can help you find applications and data files.

## Question 6

0 / 5 pts

A user calls into the support desk due to one of their applications not working correctly on their MacBook. Lisa is able to take a further look and see that the best troubleshooting step they can take is to uninstall the application. What would allow Lisa to locate and uninstall the stored application?

Correct Answer

Startup Disk

Login Items

Snapshots

Incorrect. When a Mac is not connected to the backup disk locally, Time Machine stores backup copies of created, modified, or deleted files on the hard drive.

macOS Recovery

## Question 7

5 / 5 pts

A user reports to a service desk technician that their MacBook continues to give a prompt for restarting the system, and eventually completely shuts down after the fifth restart attempt. The initial issue they were facing was an application corruption. Based on the description given above, what is this process called?

Apple ID

Kernel panic

Correct. A kernel panic can be caused by something simple, such as a crashed app or a network communication issue, or it might result from a corrupted macOS installation. macOS restarts automatically when experiencing a kernel panic. If the kernel panic continues to prompt restarts, macOS will stop trying and shut down the computer after five attempts.

Screen Sharing

Apple Menu

## Question 8

5 / 5 pts

Brennan is working on a project that requires Linux Commands. He decides to open Finder, click Applications, double-click the Utilities folder, and double-click Terminal to allow him to run the required commands. What would allow Brennan to run the Linux commands?

Safe Mode

Apple Menu

Terminal

Correct. In macOS Terminal is similar to a command prompt window in Windows, except Terminal uses UNIX commands because macOS is based on UNIX.

Correct!

- Startup disk

### Question 9

5 / 5 pts

Rina has been tasked with a project for the company meeting. While working further on the project, Rina decides she would like to organize and place the project on its own desktop so that she can work separately on another desktop for her current work. What would allow her to have multiple desktops?

- macOS Recovery

- Space

Correct. You can place your specific windows on one desktop.

- Time Machine

- Startup Disk

### Question 10

5 / 5 pts

Steven is using the main MacBook in the office to check his email before leaving the office for the day. Using his Login, Steven's email application automatically launches once signed in. Steven is able to quickly check his email and head out for the day. What is the process of signing in and having applications automatically open afterwards called?

- Keychain

**Correct!** Login Items

Correct. Login Items automatically launches programs after a user logs in.

 Startup Items iCloud**Question 11****5 / 5 pts**

A user calls into the service desk due to issues with their web browser. Unable to completely describe what is happening, the user request the service technician to remote into their desktop. What would allow the technician to remote in from their desktop?

 Login Items Screen Sharing

Correct. This feature shares a screen with another computer.

 Startup Items First Aid**Question 12****5 / 5 pts**

A user calls into Service Desk to ask for assistance locating a specific file. The

user is not familiar with their MacBook and is unable to locate the missing file from a list of over 700. Andy, being the service desk technician, shows the user how to locate the folder. He clicks the search icon on the right side of the file, the menu bar and a search bar are then populated. The user was then able to search for the folder they were looking for. What is the process that Andy used to assist in finding the lost folder?

FileVault

Keychain

Spotlight

Correct. This feature allows the user to search the name of the file, folder, or text they are searching for by pressing Command + spacebar or clicking the search icon on the right side of the menu bar.

Screen Sharing

### Question 13

5 / 5 pts

Steven will be receiving a new MacBook and must return his original laptop back to corporate. Before Steven sends it in, he'd like to erase all the sensitive data from the device. What would allow him to perform this process safely?

Safe Mode

Kernel panic

Disk Utility

**Correct!**

Correct. Disk utility is a process used to repair or erase a disk.

- Apple Menu

### Question 14

5 / 5 pts

Louis is not able to open a specific app that requires the latest version of macOS. She knows that the system is updated, and she still receives the same message. Louis goes into her settings and has the latest macOS installed from the Internet. This action resolves the issue she was having with the application.

What is the process described called?

- Safe Mode
- First Aid
- Reinstall macOS

Correct. The latest macOS that was installed on the computer is downloaded from the Internet and reinstalled.

- Apple Menu

### Question 15

5 / 5 pts

Larry has been asked to assist a user in placing a Tag on a very important file. Larry remembers a technique that would allow the user to do this quickly and efficiently. He asks the user to tap on the trackpad using two fingers. Which one of the following is this action called?

Screen Sharing

Keychain

Secondary-click

Correct. Secondary-click is an action where a user taps on the trackpad with two fingers.

iCloud

### Question 16

5 / 5 pts

A user calls into a service desk and receives further assistance from the technician named Brian. The user informs Brian that they are not able to open an important file that will be used in their presentation later today. Brian is able to use a feature found in the Disk Utility to scan the hard drive for file system errors and repair them. Once the action was completed the user was able to access the folder. What is the name of this feature?

Keychain

App Store

Screen Sharing

First Aid

Correct. First Aid is found in Disk Utility and is used to scan the hard Drive for file system errors and repair them.

**Correct!**

**Question 17****5 / 5 pts**

Paul has gone through a power outage and was currently working on a company project for 3 hours and has had no backup disk. Luckily Paul remembers that Time Machine stores backup copies, that are locally created, modified, or deleted files on the hard drive. Once Paul was reconnected to the backup disk, the data was restored. What is this called?

---

 Time Machine

---

 Spotlight

---

 Snapshots

Correct. When a Mac is not connected to the backup disk locally, Time Machine stores backup copies of created, modified, or deleted files on the hard drive.

---

 Network**Question 18****5 / 5 pts**

A user calls the service desk to ask about installing an application on their corporate IOS device. Samuel is able to recommend the specific application for this type of issue. As a service technician, Samuel walks the user through the application and can safely install the requested application. What would this application be called?

---

 Time Machine

---

 Apple Menu

**Correct!** App Store

Correct. The App Store is a central location where you can find, install, support, and update apps.

 Disk Utility**Question 19****5 / 5 pts**

This file format is used for software installations. This file is often compressed similar to a ZIP file in Windows. Once the installation is complete there is no longer a need for this file. What file is described?

 Example.dmg Example.app Example.pkg

Correct. The PKG file is a package file that contains installer files used for software installations.

 Example.bat**Question 20****5 / 5 pts**

Sarah is signing in for the day in the role of a Service Desk Technician. She is able to easily sign into her email application and corporate application and get straight to work once her MacBook has been started up. What are the applications that are automatically launched called?

First Aid

Login Items

Startup Items

Correct. Startup Items are programs that automatically launch at startup.

macOS Recovery

Quiz Score: **95** out of 100

# M07 Chapter 20 Review Results for Andrew Schmidt



Score for this attempt: **75** out of 100

Submitted Dec 2 at 6:18am

This attempt took 19 minutes.

## Question 1

5 / 5 pts

Rina has been tasked with a project for the company meeting. While working further on the project, Rina decides she would like to organize and place the project on its own desktop so that she can work separately on another desktop for her current work. What would allow her to have multiple desktops?

macOS Recovery

Space

Correct. You can place your specific windows on one desktop.

Time Machine

Startup Disk

## Question 2

5 / 5 pts

When Lauran attempts to sign into her MacBook, she receives an error message when connecting to the company email application. This causes a Kernel Panic, and her laptop goes through a restart. After the 3<sup>rd</sup> attempt, Lauren decides to place the device in a different mode so that when she signs in, the email application is not automatically launched. What is this mode

called?

Time Machine

Kernel panic

Safe Mode

Correct. Safe Mode in macOS loads essential kernel components and prevents startup items and login items from launching.

Apple Menu

### Question 3

5 / 5 pts

Sarah is signing in for the day in the role of a Service Desk Technician. She is able to easily sign into her email application and corporate application and get straight to work once her MacBook has been started up. What are the applications that are automatically launched called?

First Aid

Login Items

Startup Items

Correct. Startup Items are programs that automatically launch at startup.

macOS Recovery

**Question 4****5 / 5 pts**

Ethan is almost finished setting up a new user with their MacBook when the user asks how they can set up a quick shortcut to one of their most-used apps. Ethan can place the shortcut icon on which of the following?

- Multiple Desktops
- System Preferences
- Remote Disc
- Dock

Correct. The Dock is at the bottom of the desktop and contains shortcuts to frequently used applications.

**Question 5****5 / 5 pts**

Brennan is working on a project that requires Linux Commands. He decides to open Finder, click Applications, double-click the Utilities folder, and double-click Terminal to allow him to run the required commands. What would allow Brennan to run the Linux commands?

- Safe Mode
- Apple Menu
- Terminal

Correct. In macOS Terminal is similar to a command prompt window in Windows, except Terminal uses UNIX commands because macOS is based on UNIX.

- Startup disk

Incorrect

## Question 6

0 / 5 pts

Paul has gone through a power outage and was currently working on a company project for 3 hours and has had no backup disk. Luckily Paul remembers that Time Machine stores backup copies, that are locally created, modified, or deleted files on the hard drive. Once Paul was reconnected to the backup disk, the data was restored. What is this called?

- Time Machine

Incorrect. This built-in backup utility automatically backs up user-created data, applications, and the entire macOS system.

- Spotlight
- Snapshots
- Network

## Question 7

5 / 5 pts

Louis is not able to open a specific app that requires the latest version of macOS. She knows that the system is updated, and she still receives the same message. Louis goes into her settings and has the latest macOS installed from

the Internet. This action resolves the issue she was having with the application.

What is the process described called?

Safe Mode

First Aid

Reinstall macOS

Correct. The latest macOS that was installed on the computer is downloaded from the Internet and reinstalled.

Apple Menu

## Question 8

5 / 5 pts

A service desk technician is asked by an internal employee for further assistance with a corporate app. To locate the app, the technician uses a gesture by pinching with three fingers and thumb on the trackpad to bring up all the applications installed on the MacBook and can find the corporate app. Which of the following is the process for bringing up all the downloaded apps?

Launchpad

Correct. Similar to a combination of the Windows Start menu and Programs and Features window, Launchpad shows all apps installed on the computer.

Safe Mode

First Aid

iCloud**Question 9****5 / 5 pts**

A user calls into a service desk due to their data not being backed up from their Mac to iCloud. The user wanted to know if there was another method, they may be able to save these important files. John is more than happy to assist as a service technician. He can provide a solution that is built-in and that will automatically back up user-created data, applications, and the entire macOS system. What utility John is using to back-up the information?

 Time Machine

Correct. Time Machine is a built-in backup utility that automatically backs up user-created data, applications, and the entire macOS system.

 Apple Menu Startup Items Printers & Scanners**Incorrect****Question 10****0 / 5 pts**

A user calls into the support desk due to one of their applications not working correctly on their MacBook. Lisa is able to take a further look and see that the best troubleshooting step they can take is to uninstall the application. What would allow Lisa to locate and uninstall the stored application?

- Startup Disk
- Login Items
- Snapshots
- macOS Recovery

Incorrect. This is used to reinstall macOS from a Time Machine backup or the Internet.

Incorrect

### Question 11

0 / 5 pts

A user calls the service desk for assistance finding a specific app on their macOS. The service desk technician can help the user locate the app using one of the embedded applications. This macOS app helps users locate applications as well as data files. What is the name of the application being described?

- Apple ID
- System Preferences
- Spotlight

Incorrect. Spotlight is a feature that allows the user to search the name of the file, folder, or text they are searching for by pressing Command + spacebar or clicking the search icon on the right side of the menu bar.

- Finder

**Question 12****5 / 5 pts**

A user reports to a service desk technician that their MacBook continues to give a prompt for restarting the system, and eventually completely shuts down after the fifth restart attempt. The initial issue they were facing was an application corruption. Based on the description given above, what is this process called?

 Apple ID Kernel panic

Correct. A kernel panic can be caused by something simple, such as a crashed app or a network communication issue, or it might result from a corrupted macOS installation. macOS restarts automatically when experiencing a kernel panic. If the kernel panic continues to prompt restarts, macOS will stop trying and shut down the computer after five attempts.

 Screen Sharing Apple Menu**Question 13****5 / 5 pts**

Cesar is setting up his new MacBook for his job as a Service Desk Technician. He would like to setup his laptop in a way that would allow him to view and use another desktop. He uses the trackpad and swipes up using four of his fingers revealing the option that he wanted to use. What feature is Cesar using to have several desktops setup?

 Safe Mode

Keychain Mission Control

Correct. This feature gives you a quick view of all open windows and desktops and lets you switch among them.

 Software Update**Question 14****5 / 5 pts**

A user calls the service desk to ask about installing an application on their corporate IOS device. Samuel is able to recommend the specific application for this type of issue. As a service technician, Samuel walks the user through the application and can safely install the requested application. What would this application be called?

 Time Machine Apple Menu App Store

Correct. The App Store is a central location where you can find, install, support, and update apps.

 Disk Utility**Incorrect****Question 15****0 / 5 pts**

Frank is helping an internal employee set up their new MacBook. While setting up their security settings, Frank suggests that the employee set up their Touch ID through the biometric scanner found in their trackpad. Where could they set up these functions?

- Apple ID
- Mission Control
- Gestures
- Printers & Scanners

Incorrect. Selecting Printers & Scanners allows the user to add, remove, and configure printers and the printer-sharing preferences.

Incorrect

## Question 16

0 / 5 pts

This file format is used for software installations. This file is often compressed similar to a ZIP file in Windows. Once the installation is complete there is no longer a need for this file. What file is described?

- Example.dmg

Incorrect. The DMG file type is a disk image file, these files can be used for delivering software.

- Example.app
- Example.pkg

- Example.bat

### Question 17

5 / 5 pts

Susan is in the process of setting up her new MacBook for her current job as a service technician. She begins to setup her passwords but wants to use a password manager to keep all her passwords in one place. What would allow her to do so?

- macOS Recovery
- iCloud
- Remote Disc
- Keychain

Correct. This feature is the macOS built-in password manager.

### Question 18

5 / 5 pts

Steven will be receiving a new MacBook and must return his original laptop back to corporate. Before Steven sends it in, he'd like to erase all the sensitive data from the device. What would allow him to perform this process safely?

- Safe Mode
- Kernel panic

Disk Utility

Correct. Disk utility is a process used to repair or erase a disk.

Apple Menu

### Question 19

5 / 5 pts

Steven is using the main MacBook in the office to check his email before leaving the office for the day. Using his Login, Steven's email application automatically launches once signed in. Steven is able to quickly check his email and head out for the day. What is the process of signing in and having applications automatically open afterwards called?

Keychain

Login Items

Correct. Login Items automatically launches programs after a user logs in.

Startup Items

iCloud

### Question 20

5 / 5 pts

Samuel is assisting an internal user with one of their corporate applications. It is currently not responding to any actions, nor can the user close it using the button in the top left corner. Samuel knows there is a method to forcibly close

the app. Which of the following can Samuel use to take this action?

macOS Recovery

Disk Utility

Force Quit

Correct. This application allows the user to force quit active applications. In the Force Quit Applications window, select the app, and click Force Quit. The application closes.

Apple Menu

Quiz Score: **75** out of 100

# M08 Chapter 21 Review Results for Andrew Schmidt



Score for this attempt: **95** out of 100

Submitted Dec 2 at 7:50pm

This attempt took 5 minutes.

## Question 1

5 / 5 pts

Lauran has attempted to save a file she has just finished updating but receives a message that the task is not able to be completed. To further troubleshoot, she checks how much disk space is available using a specific command. What command(s) allows her to take this action?

rm

df

Correct. This command will show the amount of disk free space available in Linux and to understand the file systems that are attached, or mounted, to the system.

cat

cp

## Question 2

5 / 5 pts

Susan has been tasked with reviewing the company's files within PowerShell. On further review, she comes across a file that needs to be edited. She uses a # symbol and proceeds to leave a comment and not a command. What would the

process be referred to as?

- Python Script
- Variable
- JavaScript
- Comment Syntax

Correct. This refers to how you tag the text as a comment, so it is not interpreted as a command. For example, in PowerShell, a line in the script file can hold a comment if you begin the line with a #.

### Question 3

5 / 5 pts

Sandra is working from home today and has decided she will be gaining remote access to Linux today at a shell prompt. Sandra knows that the method she is choosing does not encrypt her transmissions. What would the remote access type be called?

- Script
- Telnet

Correct. In Linux, the primary utilities for remote access at a shell prompt.

- Shell Scripts
- Bash Shell

**Question 4****5 / 5 pts**

While going through PowerShell to organize files, Julie noticed an unknown data file. She proceeds to assign a value using the equal symbol, which further organizes the file setup. What did Julie initialize by naming the unknown data?

 Python Script Variable

Correct. Is the name of an unknown data item and can be assigned a value, which is called initializing the variable. In PowerShell, a variable name is preceded by \$. You can assign a value to a variable using the equal symbol (=).

 JavaScript Batch File**Question 5****5 / 5 pts**

Lincoln is in the process of resetting a password for one of the users in the Ubuntu server. In order to perform this action, he must gain access to the principal user account. This account not only changes password, but is the administrator for installing patches, managing backups, and installing software. Knowing this, what is the account called?

 Root Account

Correct. The principal user account for the Linux system.

- pwd
- Shell Scripts
- Korn Shell

### Question 6

5 / 5 pts

Samuel is working on a project within the Ubuntu Server and would like further details on Example.com. He uses a specific command and receives further DNS information on the website. What command(s) did he use to gain the DNS information?

- pwd
- dig

Correct. Query for DNS information. This is similar to the Windows command nslookup. To lookup the DNS information

- cd
- sudo

### Question 7

5 / 5 pts

Louis is currently working on a project using Python. In doing so she would like to use more than one command at a time so that she may increase her work performance. What would allow her to execute several Python commands?

Python Script

Correct. Is a group of Python commands interpreted by Python.

 PowerShell Script JavaScript Comment Syntax**Question 8****5 / 5 pts**

Harrison has finished setting up his Ubuntu server and would like to start running commands in the terminal. This terminal stands for "Bourne Again Shell" and is a mixture of previous shells. What is the default terminal called?

 Package Bash shell

Correct. Bash shell is the default terminal for Ubuntu Software.

 Korn shell Script**Question 9****5 / 5 pts**

A user calls into a service desk for assistance with their Ubuntu server. They would like a method to improve performance. Daniel being the service

technician is more than happy to assist and provides a method that would hold virtual memory. What is the following feature called?

- Samba
- GRUB
- Korn shell
- Swap Partition

Correct. Used to hold virtual memory and yields better performance for Ubuntu.

### Question 10

5 / 5 pts

Sam is assisting an internal user with setting up their Ubuntu Server. He notices a report from the server that states a few updates are required. He installs the necessary files so that he can install the software. What would these files be called?

- rm
- GRUB
- Chown root
- Packages

Correct. A collection of files needed to install software in Ubuntu.

**Question 11****5 / 5 pts**

While working within the Linux VM, Daniel came across a file that had unwarranted editing permissions. In order to have the file permissions changed, what command would Daniel be using?

chmod

Correct. This command will change modes (or permissions) for a file or directory.

pwd

chown

cp

**Incorrect****Question 12****0 / 5 pts**

Luan is in the process of creating a backup for the corporate Ubuntu Server. She has been informed that the company would not like to use a third-party backup software. With this information, Luan decides to write it herself. This allowed her to include tar commands to create an archive of many files and she was able to place it onto a USB drive for the company. What would the process be called?

Script

Incorrect. A script is a text file containing a list of commands.

Clone

- Shell Scripts
- Superuser

**Question 13****5 / 5 pts**

Sarah is working within the Linux terminal updating necessary files for the company. While running commands, she notices how long it is taking her to write out singular commands. In order to save time, she decides to place the commands within a text file and begins to run them as a batch. This allowed her to update many files within a short period of time. What would the text file being executed be called?

- Samba
- Telnet
- Root Account
- Script

Correct. Stores commands in a text file and execute them as a batch.

**Question 14****5 / 5 pts**

Andy would like to edit one of the files within the Linux VM. He uses the terminal to locate the file and then runs a command that opens a direct path for editing the file. What command did Andy run to edit the file?

cp chown nano

Correct. This command allows the user to change the directory.

 rm

### Question 15

5 / 5 pts

Sandy has been asked to setup Linux for a new user within the company. As a service technician, she would like to setup Linux further by using key commands. She opens the Linux terminal and begins to type out the commands. What is the Linux terminal called?

 Shell Prompt

Correct. This terminal is the command prompt in the Linux Terminal.

 Bash shell Korn shell Script

### Question 16

5 / 5 pts

Ron is navigating through the Linux terminal for a specific directory. He is unsure of what may be in his current file. He decides to run a specific command that populates a list of directories and files. This allows him to get back on track to locate the directory he is looking for. What command did Ron perform?

ls

Correct. This command allows the user to view the name of the current or present working directory.

dig

cd

rm

### Question 17

5 / 5 pts

Leslie is setting up Ubuntu for the first time. She has decided that she would like to install it from a USB flash drive, which would allow her to boot up a live version of Linux. What is this method referred to as?

Package

Bash shell

Live CD

Correct. When a user installs Ubuntu Desktop or Ubuntu Server on a hard drive, CD, or USB flash drive.

- GRUB

**Question 18****5 / 5 pts**

Susan is working within the Linux terminal for her corporation. She has been asked to install software packages in RPM (Red Hat Package Manager). She uses a specific command to do just this. What command did Susan run to update the packages?

- cat

- yum

Correct. Get, install, delete, and manage software packages in RPM (Red Hat Package Manager). The yum (Yellowdog Update Manager) command is the primary tool for performing these functions in RPM.

- df

- sudo

**Question 19****5 / 5 pts**

Kyle is working off a macOS while Linda is working on a Linux system. Linda needs to share a file with Kyle for the current project the two are working on. Linda uses a specific file server that allows her to share the file with other operating systems that are within her Network. What would the server be called?

Samba

Correct. It is a file server that allows file sharing across different operating systems within a network.

 Telnet Root Account Bash Shell**Question 20****5 / 5 pts**

Elise is asked to remove a user from the Ubuntu server and to have the user's files changed to a different owner. In order to have the files owner changed, what command will Ellen need to run?

 pwd df cat chown

Correct. This command changes the owner of a file or directory.

**Quiz Score: 95 out of 100**

# M08 Chapter 21 Review Results for Andrew Schmidt

Score for this attempt: **100** out of 100

Submitted Dec 2 at 7:56pm

This attempt took 5 minutes.

## Question 1

5 / 5 pts

Susan has been tasked with reviewing the company's files within PowerShell. On further review, she comes across a file that needs to be edited. She uses a # symbol and proceeds to leave a comment and not a command. What would the process be referred to as?

- Python Script
- Variable
- JavaScript
- Comment Syntax

Correct. This refers to how you tag the text as a comment, so it is not interpreted as a command. For example, in PowerShell, a line in the script file can hold a comment if you begin the line with a #.

## Question 2

5 / 5 pts

Through the process of installing Ubuntu Server in VM, Veronica is faced with partitions. Going through the first partition, she notices that it has been automatically created and that it is used to boot the system to manage the dual-boot systems. What is the partition called?

**Correct!** Samba GRUB

Correct. A boot loader is used to manage dual-boot systems.

 Clone Comment syntax**Question 3****5 / 5 pts**

Brandon being the lead technician is asked to setup a new user account to the corporate Ubuntu Server. In order to start the process, Brandon signs into the root account of the server and proceeds to create the account. What is the above process of logging into the root account called?

 Root Account pwd Superuser

Correct. A user who is logged in to the root account.

 Korn Shell**Question 4****5 / 5 pts**

While working within the Linux VM, Daniel came across a file that had

unwarranted editing permissions. In order to have the file permissions changed, what command would Daniel be using?

**Correct!**

chmod

Correct. This command will change modes (or permissions) for a file or directory.

pwd

chown

cp

## Question 5

5 / 5 pts

Leslie is setting up Ubuntu for the first time. She has decided that she would like to install it from a USB flash drive, which would allow her to boot up a live version of Linux. What is this method referred to as?

Package

Bash shell

Live CD

Correct. When a user installs Ubuntu Desktop or Ubuntu Server on a hard drive, CD, or USB flash drive.

GRUB

**Question 6****5 / 5 pts**

Lauran has attempted to save a file she has just finished updating but receives a message that the task is not able to be completed. To further troubleshoot, she checks how much disk space is available using a specific command. What command(s) allows her to take this action?

---

 rm

---

 df

Correct. This command will show the amount of disk free space available in Linux and to understand the file systems that are attached, or mounted, to the system.

---

 cat

---

 cp**Question 7****5 / 5 pts**

A user calls into a service desk for assistance with their Ubuntu server. They would like a method to improve performance. Daniel being the service technician is more than happy to assist and provides a method that would hold virtual memory. What is the following feature called?

---

 Samba

---

 GRUB

---

 Korn shell

**Correct!** Swap Partition

Correct. Used to hold virtual memory and yields better performance for Ubuntu.

**Question 8****5 / 5 pts**

While going through PowerShell to organize files, Julie noticed an unknown data file. She proceeds to assign a value using the equal symbol, which further organizes the file setup. What did Julie initialize by naming the unknown data?

 Python Script Variable

Correct. Is the name of an unknown data item and can be assigned a value, which is called initializing the variable. In PowerShell, a variable name is preceded by \$. You can assign a value to a variable using the equal symbol (=).

 JavaScript Batch File**Question 9****5 / 5 pts**

Harrison has finished setting up his Ubuntu server and would like to start running commands in the terminal. This terminal stands for "Bourne Again Shell" and is a mixture of previous shells. What is the default terminal called?

**Correct!** Package Bash shell

Correct. Bash shell is the default terminal for Ubuntu Software.

 Korn shell Script**Question 10****5 / 5 pts**

Gary was in the process of installing a program using the terminal within Linux when he received a message stating that a superuser is required to run the command. Using a specific command, Gary was able to allow root user rights for this one installation. What command did he use?

 cp pwd ps sudo

Correct. Run a command as the superuser. The command stands for "substitute user to do the command," and it is pronounced "sue-doe" or "sue-doo." When logged in as a normal user with an account that has the right to use root commands.

**Question 11****5 / 5 pts**

Larry has just finished installing Node.js on his system and now needs to add it to PATH. He copies the file location down to the "bin" file and proceeds to navigate to the System Variables so that he may add it. What would allow Larry to find PATH and add the copied address link?

 Python Script PowerShell Script Environmental Variable

Correct. Is information the OS makes available to a script.

 Comment Syntax**Question 12****5 / 5 pts**

Ron is navigating through the Linux terminal for a specific directory. He is unsure of what may be in his current file. He decides to run a specific command that populates a list of directories and files. This allows him to get back on track to locate the directory he is looking for. What command did Ron perform?

 ls

Correct. This command allows the user to view the name of the current or present working directory.

 dig

cd rm**Question 13****5 / 5 pts**

Kyle is working off a macOS while Linda is working on a Linux system. Linda needs to share a file with Kyle for the current project the two are working on. Linda uses a specific file server that allows her to share the file with other operating systems that are within her Network. What would the server be called?

**Correct!** Samba

Correct. It is a file server that allows file sharing across different operating systems within a network.

 Telnet Root Account Bash Shell**Question 14****5 / 5 pts**

Sam is assisting an internal user with setting up their Ubuntu Server. He notices a report from the server that states a few updates are required. He installs the necessary files so that he can install the software. What would these files be called?

- rm
- GRUB
- Chown root
- Packages

**Correct!**

Correct. A collection of files needed to install software in Ubuntu.

### Question 15

**5 / 5 pts**

Nathan is working on a project within the Windows command line. He decides that instead of repetitively updating the files within the directory manually that he would like to run a file that would go through the process for him and would be able to execute a list of Window commands. What would allow Nathan to perform these activities?

- Clone
- Run-Time Environment
- JavaScript
- Batch File

**Correct!**

Correct. Contains a list of Windows commands that can be executed in a command prompt window.

### Question 16

**5 / 5 pts**

Mary was navigating through the directory when she decided to use a command that would allow her to check the present working directory. After confirming the directory, Mary knew she was on the right track for editing a specific file. What command would Mary use to double check the directory?

---

cp

---

**Correct!**

pwd

Correct. This command allows the user to view the name of the current or present working directory.

---

ps

---

rm

---

### Question 17

5 / 5 pts

While further working within the terminal, Sally decides she would like to create her own scripts so that she can save time typing the repetitive commands. What would allow her to create and test the Windows 10 script?

Basic Loop

PowerShell ISE

Correct. Contains PowerShell commands, also known as cmdlets, which are executed in Windows PowerShell.

Environmental Variable

Integers

### Question 18

5 / 5 pts

Elise is asked to remove a user from the Ubuntu server and to have the user's files changed to a different owner. In order to have the files owner changed, what command will Ellen need to run?

pwd

df

cat

chown

Correct. This command changes the owner of a file or directory.

**Correct!**

**Question 19****5 / 5 pts**

Susan is working within the Linux terminal for her corporation. She has been asked to install software packages in RPM (Red Hat Package Manager). She uses a specific command to do just this. What command did Susan run to update the packages?

 cat yum

Correct. Get, install, delete, and manage software packages in RPM (Red Hat Package Manager). The yum (Yellowdog Update Manager) command is the primary tool for performing these functions in RPM.

 df sudo**Question 20****5 / 5 pts**

Samuel is working on a project within the Ubuntu Server and would like further details on Example.com. He uses a specific command and receives further DNS information on the website. What command(s) did he use to gain the DNS information?

 pwd dig**Correct!**

Correct. Query for DNS information. This is similar to the Windows command nslookup. To lookup the DNS information

cd

sudo

Quiz Score: **100** out of 100

# M08 Chapter 21 Review Results for Andrew Schmidt



Score for this attempt: **95** out of 100

Submitted Dec 2 at 7:45pm

This attempt took 9 minutes.

Incorrect

## Question 1

0 / 5 pts

Leslie is setting up Ubuntu for the first time. She has decided that she would like to install it from a USB flash drive, which would allow her to boot up a live version of Linux. What is this method referred to as?

Package

Bash shell

Live CD

GRUB

Incorrect. A boot loader is used to manage dual-boot systems.

## Question 2

5 / 5 pts

Nathan is working on a project within the Windows command line. He decides that instead of repetitively updating the files within the directory manually that he would like to run a file that would go through the process for him and would be able to execute a list of Window commands. What would allow Nathan to perform these activities?

Clone Run-Time Environment JavaScript Batch File

Correct. Contains a list of Windows commands that can be executed in a command prompt window.

### Question 3

5 / 5 pts

Susan is working within the Linux terminal for her corporation. She has been asked to install software packages in RPM (Red Hat Package Manager). She uses a specific command to do just this. What command did Susan run to update the packages?

 cat yum

Correct. Get, install, delete, and manage software packages in RPM (Red Hat Package Manager). The yum (Yellowdog Update Manager) command is the primary tool for performing these functions in RPM.

 df sudo

**Question 4****5 / 5 pts**

Larry has just finished installing Node.js on his system and now needs to add it to PATH. He copies the file location down to the "bin" file and proceeds to navigate to the System Variables so that he may add it. What would allow Larry to find PATH and add the copied address link?

- Python Script
- PowerShell Script
- Environmental Variable

Correct. Is information the OS makes available to a script.

- Comment Syntax

**Question 5****5 / 5 pts**

Frank has been asked to have the corporate Linux VM upgraded. Before he begins the process, he makes sure that a backup of the data and disk image of the entire Linux partition has been completed. What would the process of backing up the specific data be called?

- cat
- Clone

Correct. Backups of your data and a disk image of the entire Linux partition.

Shell Scripts Samba**Question 6****5 / 5 pts**

While going through PowerShell to organize files, Julie noticed an unknown data file. She proceeds to assign a value using the equal symbol, which further organizes the file setup. What did Julie initialize by naming the unknown data?

 Python Script Variable

Correct. Is the name of an unknown data item and can be assigned a value, which is called initializing the variable. In PowerShell, a variable name is preceded by \$. You can assign a value to a variable using the equal symbol (=).

 JavaScript Batch File**Question 7****5 / 5 pts**

Mary was navigating through the directory when she decided to use a command that would allow her to check the present working directory. After confirming the directory, Mary knew she was on the right track for editing a specific file. What command would Mary use to double check the directory?

cp pwd

Correct. This command allows the user to view the name of the current or present working directory.

 ps rm

### Question 8

5 / 5 pts

Ron is navigating through the Linux terminal for a specific directory. He is unsure of what may be in his current file. He decides to run a specific command that populates a list of directories and files. This allows him to get back on track to locate the directory he is looking for. What command did Ron perform?

 ls

Correct. This command allows the user to view the name of the current or present working directory.

 dig cd rm

**Question 9****5 / 5 pts**

A user calls into a service desk for assistance with their Ubuntu server. They would like a method to improve performance. Daniel being the service technician is more than happy to assist and provides a method that would hold virtual memory. What is the following feature called?

- Samba
- GRUB
- Korn shell
- Swap Partition

Correct. Used to hold virtual memory and yields better performance for Ubuntu.

**Question 10****5 / 5 pts**

Lauran has attempted to save a file she has just finished updating but receives a message that the task is not able to be completed. To further troubleshoot, she checks how much disk space is available using a specific command. What command(s) allows her to take this action?

- rm
- df

Correct. This command will show the amount of disk free space available in Linux and to understand the file systems that are attached, or mounted, to the system.

- cat
- cp

### Question 11

5 / 5 pts

Louis is currently working on a project using Python. In doing so she would like to use more than one command at a time so that she may increase her work performance. What would allow her to execute several Python commands?

- Python Script
- PowerShell Script
- JavaScript
- Comment Syntax

Correct. Is a group of Python commands interpreted by Python.

### Question 12

5 / 5 pts

Kyle is working off a macOS while Linda is working on a Linux system. Linda needs to share a file with Kyle for the current project the two are working on. Linda uses a specific file server that allows her to share the file with other operating systems that are within her Network. What would the server be

called?

Samba

Correct. It is a file server that allows file sharing across different operating systems within a network.

Telnet

Root Account

Bash Shell

### Question 13

5 / 5 pts

While further working within the terminal, Sally decides she would like to create her own scripts so that she can save time typing the repetitive commands. What would allow her to create and test the Windows 10 script?

Basic Loop

PowerShell ISE

Correct. Contains PowerShell commands, also known as cmdlets, which are executed in Windows PowerShell.

Environmental Variable

Integers

**Question 14****5 / 5 pts**

Sarah is working within the Linux terminal updating necessary files for the company. While running commands, she notices how long it is taking her to write out singular commands. In order to save time, she decides to place the commands within a text file and begins to run them as a batch. This allowed her to update many files within a short period of time. What would the text file being executed be called?

- Samba
- Telnet
- Root Account
- Script

Correct. Stores commands in a text file and execute them as a batch.

**Question 15****5 / 5 pts**

Samuel is working on a project within the Ubuntu Server and would like further details on Example.com. He uses a specific command and receives further DNS information on the website. What command(s) did he use to gain the DNS information?

- pwd
- dig

Correct. Query for DNS information. This is similar to the Windows command nslookup. To lookup the DNS information

cd

sudo

### Question 16

5 / 5 pts

Lincoln is in the process of resetting a password for one of the users in the Ubuntu server. In order to perform this action, he must gain access to the principal user account. This account not only changes password, but is the administrator for installing patches, managing backups, and installing software. Knowing this, what is the account called?

Root Account

Correct. The principal user account for the Linux system.

pwd

Shell Scripts

Korn Shell

### Question 17

5 / 5 pts

While working within the Linux VM, Daniel came across a file that had unwarranted editing permissions. In order to have the file permissions changed, what command would Daniel be using?

chmod

Correct. This command will change modes (or permissions) for a file or directory.

pwd

chown

cp

### Question 18

5 / 5 pts

Susan has been tasked with reviewing the company's files within PowerShell. On further review, she comes across a file that needs to be edited. She uses a # symbol and proceeds to leave a comment and not a command. What would the process be referred to as?

Python Script

Variable

JavaScript

Comment Syntax

Correct. This refers to how you tag the text as a comment, so it is not interpreted as a command. For example, in PowerShell, a line in the script file can hold a comment if you begin the line with a #.

**Question 19****5 / 5 pts**

Elise is asked to remove a user from the Ubuntu server and to have the user's files changed to a different owner. In order to have the files owner changed, what command will Ellen need to run?

- pwd
- df
- cat
- chown

Correct. This command changes the owner of a file or directory.

**Question 20****5 / 5 pts**

Sandy has been asked to setup Linux for a new user within the company. As a service technician, she would like to setup Linux further by using key commands. She opens the Linux terminal and begins to type out the commands. What is the Linux terminal called?

- Shell Prompt

Correct. This terminal is the command prompt in the Linux Terminal.

- Bash shell
- Korn shell

Script

Quiz Score: **95** out of 100

# M01 Chapter 11 Quiz

**Due Nov 1 at 11:59pm**

**Points 100**

**Time Limit 10 Minutes**

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#">Attempt 1</a>	3 minutes	95 out of 100

Score for this quiz: **95** out of 100

Submitted Oct 27 at 5:50pm

This attempt took 3 minutes.

### Question 1

**10 / 10 pts**

John is trying to find everything on his computer associated with a new application that he downloaded.

When using the search box in Windows 10, you can search for an app or a file or search for its name on the web?

**Correct!**

True

Correct. The search box in Windows 10 will search for apps, files, and the web.

False**Question 2****5 / 10 pts**

There are any number of activities that an OS performs to help users accomplish whatever objectives that they have in using a computer. A computer generally only has one OS but all OSs generally perform 4 main function. Which of the following is one of those?

 Manage Users Manage Network Provide a user interface

Correct. The user interface performs various storage and housekeeping requests from the user and in addition, provides a method for managing the desktop, hardware, applications and data.

**Correct Answer** Manage files**Question 3****10 / 10 pts**

Wanda wants to find some basic information about her computer, for example, what operating system and how much RAM are installed on her computer. Where can Wanda find this information quickly in Windows 10?

 System Information applet

Windows Information

UEFI/BIOS System information

System window

Correct. Wanda can find the information quickly in the System window. To access the window, she can go to File Explorer, right-click This PC, and select Properties.

**Correct!**

#### Question 4

**10 / 10 pts**

When working with customers, you should always try to keep a positive attitude.

Why is it important to maintain a positive attitude when working with customers?

**Correct!**

Helps to establish a good customer relationship.

Correct. When you display a positive attitude, it helps you establish a good customer relationship.

Helps the customer feel confident you can fix the problem.

Shows that you have the knowledge needed to fix the problem.

Helps you to be more reliable.

#### Question 5

**10 / 10 pts**

Keeping track of how a network is used is important. Organizations need to have various policies in place which are very specific about what proper uses for company and network resources are. Which of the following is a code of conduct for using company resources?

SOP (Standard Operating Procedure)

Checklist

AUP (Acceptable Use Policy)

Correct. The AUP documents a code of conduct for employees when using company resources.

Regulatory compliance requirements

## Question 6

10 / 10 pts

Richard has been called to the human resources department to repair a desktop computer. The colleague using the computer is currently working on the company's payroll and wants to get their computer working quickly so that everyone will be paid on time. While working at their desk, Richard notices that the paperwork they are entering into the system has his coworkers' bank account information.

What should Richard do when he discovers this paperwork?

Ignore the paper and finish working on the computer.

Put something over the papers so that he can't see the information.

**Correct!**

- Ask the client to remove the documents.

Correct. Richard should ask the colleague to remove the documents. This informs them that the documents are there and that you are aware they contain sensitive information.

- 

This information might be useful to have, so he should take a picture.

**Question 7****10 / 10 pts**

What is the maximum amount of memory supported by a 32-bit Windows operating system?

- 1GB

- 4GB

Correct. A 32-bit Windows operating system can support a maximum of 4GB of memory.

- 16GB

- 32GB

**Question 8****10 / 10 pts**

During your discussion with a client about a problem with their computer, you realize that they are explaining a problem you have seen several times.

What should you do when you realize you understand the problem?

- Interrupt the client so that you can get to work right away.
- While the client is explaining the problem, start looking up the fix for the problem on your phone.

**Correct!**



Actively listen to the client until they finish explaining the problem.

Correct. You should actively listen to your client. They might provide more insight into the problem.

- Ignore what the client is saying and get to work.

### Question 9

**10 / 10 pts**

Patrick is working on a computer that is having wireless network connection issues. Patrick decides that he needs to take the laptop with him to repair it and then return it to the user. While Patrick is replacing the wireless network card, he receives a phone call from the user. The user wants to know where the laptop is because they are leaving on a business trip that day and need the computer.

What should Patrick have done to avoid this situation?

- Provided proper documentation on the service provided.

- Actively listened to the user.

**Correct!**

- Offered the user different repair options.

Correct. Patrick should have offered the user repair options instead of taking the laptop. Had Patrick asked if it was okay to take the laptop with him for repair, he probably would have been told about the business trip.



Not been distracted by text messages while working on the computer.

### Question 10

10 / 10 pts

Henry is sent to work with a customer at the company's satellite branch in another town. During his visit, he notices that most of the computer users are not following the corporate guidelines on password safety and are looking at their personal emails, which is not allowed for security reasons.

What can Henry do about these corporate policy issues?

Wait until he returns to his office and inform his supervisor.

Confront the employees about the issue.

Train the employees on why these issues are security concerns.

Correct. When possible, training the employees, instead of confronting them, is the better solution.

Ignore the security problems.

**Correct!**

Quiz Score: **95** out of 100

# M02 Chapter 12 Quiz

**Due Nov 8 at 11:59pm**

**Points 100**

**Time Limit 10 Minutes**

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#"><u>Attempt 1</u></a>	2 minutes	90 out of 100

Score for this quiz: **90** out of 100

Submitted Nov 10 at 4:40pm

This attempt took 2 minutes.

### Question 1

**10 / 10 pts**

What is it called when software is used to simulate the hardware of a physical computer?

Dual boot

Windows Run as Administrator

Virtual machine

**Correct!**

Correct. A virtual computer, or virtual machine (VM), is software that simulates the hardware of a physical computer.

- Compatibility mode

## Question 2

0 / 10 pts

A user calls into service desk and requests to be upgraded from Windows 8 to Windows 10, before installing the technician would like to make sure the user's requirements were met.

Which of the following would not meet the requirement for installing the updated version of Windows?

- RAM: 1 GB for a 32-bit OS or 2 GB for a 64-bit OS

- Graphics card: DirectX 9 or later with a WDDM 1.0 driver

Incorrect. This would be the base Graphics Card requirements for Windows 10.

- Processor (CPU): 1 GHz or faster

- Display: 500 x 200 resolution

You Answered

Correct Answer

## Question 3

10 / 10 pts

You are planning to install Windows 10 on your computer and must decide which file system to use on the hard drive.

What file systems are available in Windows 10 for a local hard drive? (Select all that apply.)

exFAT

FAT32

Correct. The FAT32 file system is available for use on a hard drive in Windows 10. However, FAT32 is not recommended because of its size, 32GB, and security limitations. FAT32 provides no security in the file system, and you cannot limit who has access to the data as you can with NTFS.

CDFS

ext4

NTFS

Correct. NTFS is the recommended file system for Windows 10. NTFS has security that allows you to limit access to data based on permissions. The maximum size of an NTFS hard drive is 16 TB.

HFS

#### Question 4

10 / 10 pts

Which of the following is used to uniquely identify a computer on a network?

Network ID

Serial number

**Correct!** IP address

Correct. An IP address uniquely identifies a computer on the network.

 Microsoft ID**Question 5****10 / 10 pts**

Tracy has completed installing Windows 7 on a computer and is ready to install a printer. Tracy attaches the printer to the computer and a message pops up that a new device is being installed. When the process is done, she tries to locate the printer, but the printer is not available.

What can Tracy do to use the printer?

- Turn the printer off and on again.
- Check the printer cable.
- Check UEFI/BIOS to make sure printing is enabled.
- Install the driver from the manufacturer's website.

**Correct!**

Correct. Microsoft does not embed drives for all devices. If a device will not work with the Windows drivers, Tracy should check for third-party drivers at the manufacturer's website.

**Question 6****10 / 10 pts**

If using a dual or multiboot configuration, what screen appears during the boot

sequence?

OS select BIOS screen

Boot loader menu

Correct. The boot loader menu appears during the boot sequence when using a dual or multiboot configuration.

Multi-Windows Login screen

Secure Boot OS page

### Question 7

10 / 10 pts

If you wish to install a new OS without disturbing the old one so that you can boot to either OS, what type of boot setup should you create?

Correct!

Dual

Correct. A dual boot, or multiboot, allows you to install a new OS without disturbing the old one, so that you can boot to either OS.

Cross

Controlled

Selective

**Question 8****10 / 10 pts**

Penny is setting up computers at a local nonprofit organization. The computers were donated by a company that was upgrading to new computers. Penny must decide whether to use a 32-bit or 64-bit version of Windows 8.1.

What hardware on the computers should Penny check? (Select all that apply.)

 Video card Hard drive

Correct. The hard drive is a factor when deciding whether to use a 32-bit or 64-bit version of Windows 8.1. The amount of storage required for a 32-bit version is 16GB, and the amount of storage required for a 64-bit version is 20GB.

 Motherboard RAM

Correct. RAM is the main factor in determining whether to use a 32-bit or 64-bit version of Windows. If the computers Penny is working on have four or more gigabytes of RAM installed, she should use the 64-bit version because a 32-bit OS will not be able to address all the RAM.

**Correct!** Processor

Correct. The processor is a factor when deciding on which version of Windows 8.1 to use. The computers Penny is working on must have a processor that can support a 64-bit OS. However, all multicore processors allow installation of a 64-bit OS.

 Network card

**Question 9****10 / 10 pts**

What term refers to a major update release on Windows 7?

System release

Update pack

Security update

Service pack

Correct. Windows 7 major updates are released as service packs.

**Correct!****Question 10****10 / 10 pts**

What is the maximum number of partitions allowed using the GUID Partition Table (GPT) method for partitioning a drive for Windows?

4

64

128

Correct. GPT method of partitioning is newer, allows for any size hard drive, and for Windows can have up to 128 partitions on the drive.

256

Quiz Score: **90** out of 100

# M02 Chapter 13 Quiz

**Due** Nov 8 at 11:59pm

**Points** 100

**Time Limit** 10 Minutes

**Questions** 10

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#"><u>Attempt 1</u></a>	3 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Nov 10 at 5:45pm

This attempt took 3 minutes.

### Question 1

**10 / 10 pts**

A Windows 10 user wants to display all the files in all the subdirectories on the E: drive with the file extension of doc.

What command would perform this function?

cd..

dir e:\\*.doc /p

dir \*.doc

**Correct!** dir e:\\*.doc /s

Correct. The dir command lists all files and folders in the current directory. Adding the filename e:\\*.doc tells dir to start in the e: root folder and show all files that use the file extension doc. Appending the command with the /s parameter tells dir to recurse (perform the same sequence) through all subdirectories under the e: root.

**Question 2****10 / 10 pts**

What is a snapshot of the system settings and configuration called?

 Rollback point Restore unit Rollback unit Restore point

Correct. A restore point is a snapshot of the system settings and configuration since the last restore point was made.

**Question 3****10 / 10 pts**

Which of the following needs to be completed prior to creating a spanned, striped, or mirrored volume on an unallocated space in Windows?

 Shrink each disk volume to an equal size.

Format the separate disks using the NTFS file system.

Assign drive letters to each of the separate disks.

Convert basic disks to dynamic disks.

Correct. To create a simple volume, spanned volume, striped volume, or mirrored volume, the disks in the group must be converted to dynamic disks.

**Correct!**

#### Question 4

**10 / 10 pts**

What utility can be used to convert two or more basic disks to dynamic disks?

**Correct!**

Disk Management

Correct. Disk Management is used to convert two or more basic disks to dynamic disks.

Windows Management

System Management

Disk Config

#### Question 5

**10 / 10 pts**

Choose the Windows 10 utility that allows a user to create a backup schedule that can include any folder on the hard drive and system image. (Choose all that apply)

**Correct!**

- File History

Correct. File History allows the user to create a backup schedule that can include any folder on the hard drive and system image. File History is available on Windows 10/8.

- recimg

- Automated System Recovery

**Correct!**

- Backup and Restore

Correct. Backup and Restore allows the user to create a backup schedule that can include any folder on the hard drive and system image. Backup and Restore is available on Windows 10/7.

## Question 6

**10 / 10 pts**

If a storage pool is configured as if it has more virtual storage than the physical drives actually offer, what is the name of the feature being used?

- Thick provisioning

- Thin provisioning

Correct. Thin provisioning allows a storage pool to be configured as if it has more virtual storage than the physical drives actually offer.

- Lazy zeroing

- Implicit zeroing

### Question 7

10 / 10 pts

Working with data backups is an extremely important component of all IT-based technologies. Without solid backup and recovery plans, a lot of important work and data can be lost.

What is the most advantageous option for storing and recovering data?

- Tape based backups
- Local based backups
- Off site backups
- Cloud based backups

Correct. This form of backup is the most optimal as data backup and recovery is quicker due to it being stored in the cloud. To recover and backup data, this simply requires an internet connection.

### Question 8

10 / 10 pts

A user wants to rearrange parts of files on the drive, so they are contiguous. What command should be used?

- chkdsk

**Correct!** format defrag

Correct. The defrag command examines a magnetic hard drive for fragmented files and rewrites these files to the drive, in contiguous clusters.

 shutdown**Question 9****10 / 10 pts**

Which of the following utility creates restore points at regular intervals and before you install software?

 System Activation System Protection

Correct. System Protection utility automatically backs up system files and stores them on the hard drive at regular intervals and just before you install software or hardware.

 System Restoration System Prevention**Question 10****10 / 10 pts**

Understanding a device's power needs and other elements of working with

power needs for an organization is an important role for any technician or administrator. Saving files and reducing power use are types of settings for a system that can help any organization use less electricity.

Which of the following is also referred to as standby mode?

- Hibernation
- System Configuration
- Sleep mode

**Correct!**

Correct. Also referred to as standby mode, Windows saves the current state and everything is shut down except memory and enough of the system to respond to wake up. This mode uses about 1-2% of battery power for each hour of sleep.

- System File Checker

Quiz Score: **100** out of 100

# M03 Chapter 14 Quiz

**Due** Nov 15 at 11:59pm

**Points** 100

**Questions** 10

**Time Limit** 10 Minutes

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#"><u>Attempt 1</u></a>	3 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Nov 14 at 9:11pm

This attempt took 3 minutes.

### Question 1

**10 / 10 pts**

A user is following the instructions of a help desk technician and is attempting to launch System File Checker from the command-line interface. Each time the user types sfc /scannow and presses Enter, the utility fails to run, and an error appears stating the command must be run using an elevated command prompt. Which of the following options best describes the reason for this issue?

**Correct!**



The user must open the command-line interface using Run as an administrator.

Correct. The sfc command must be launched using an elevated command prompt.

- The user needs to sign out and sign back in as an administrator.
- The computer has a failing hard disk drive.
- The user is mistyping the command at the command line.

## Question 2

10 / 10 pts

A Windows computer is experiencing a problem accessing the Internet. The network patch cable and network interface card have been tested and verified to be working properly.

Which step should be considered to resolve the issue?

**Correct!**

- Update network settings

Correct. The network settings should be checked and updated as needed after the physical connections are verified.

- Restart services
- Kill tasks
- Disable application startup

## Question 3

10 / 10 pts

With any application, process, service or other component of your OS, the

knowledge and ability to maintain and adjust how that tool performs is important. Knowing when to adjust background performance or other needs for the application can be an important part of making sure that the application is performing as efficiently as possible.

Choose the following option(s) that allow you to adjust when services run in the background.

- Registry Editor
- System Configuration
- Services Console

**Correct!**

Correct. This tool allows an administrator to permanently adjust when services run in the background to support Windows and applications.

- System File Checker

#### Question 4

**10 / 10 pts**

In a number of situations, manual edits to a system can be an important part of the resolution of issues. If successful, many of these manual edits can be automated and rolled out to an entire network. There can be a number of times where editing various keys and other settings can help to resolve application issues.

Choose the following option that allows you to adjust various keys in your Windows system.

**Correct!**

- Registry Editor

Correct. This tool is used to back up and edit the Windows registry. An administrator or technician might need to remove a key or change its value.

- System Configuration
- Services Console
- System File Checker

### Question 5

10 / 10 pts

Which Windows utility is particularly useful in identifying software and hardware bottlenecks and provides real time monitoring capabilities?

- Event Viewer
- Reliability Monitor
- Performance Monitor

Correct. The Performance Monitor monitors hardware and software to identify bottlenecks in real time.

- Resource Monitor

### Question 6

10 / 10 pts

A technician is troubleshooting a Windows computer experiencing a slow startup.

What is the next step(s) the technician should take to determine whether or not the startup processes are responsible for the slow startup?



The technician should permanently disable all startup processes in System Configuration.

**Correct!**



The technician should measure the time it takes to start the system using a normal boot and compare that time against the time it takes for the system to perform a clean boot.

Correct. A benchmark should be used to determine how long it takes the system to perform a clean boot and compare that time against the time the system takes to perform a normal boot. If the time for a clean boot is significantly shorter, the technician should consider the startup processes as a possible cause of the slow startup.



The technician should back up user data and reinstall Windows and all applications.



The technician should disable all scheduled tasks in Task Scheduler and reboot the system.

## Question 7

**10 / 10 pts**

Working with devices on a regular basis are activities that administrators and other IT support personnel will engage in on a regular basis. Being familiar with various lingo and terms is an important part of the job.

Which of the following tools provides File explorer and the Windows desktop?

**Correct!** The Windows Kernel The Windows Shell

Correct. This is referred to as the master boot record and is the first sector of the hard drive.

 The User Profile Namespace Control Panel**Question 8****10 / 10 pts**

In Windows 10, which Task Manager tab shows running processes organized by Apps, Background processes, and Windows processes?

 Applications Services Processes

Correct. The Processes tab shows running processes organized by Apps, Background processes, and Windows processes.

 Performance**Question 9****10 / 10 pts**

A user contacted you to report that an unwanted Windows application is

launching each time their computer is booted.

Which option would permanently resolve this issue?

- Stop the application process in Task Manager.
- Disable the application in System Configuration.
- Uninstall the application.

Correct. The scenario indicates that the user does not want the application. Of the choices given, uninstalling the application will be the best way to remedy this issue.

- Stop the application process using taskkill.

## Question 10

10 / 10 pts

Resolving issues is a common task for any administrator. Knowing where to look when starting the diagnosis process is an important skill. Tools that can help to identify applications that are not functioning properly or are not supposed to be running can help to shorten the resolution process.

Choose the following option that provides access to logs about hardware or network failure.

Correct!

- Event viewer

Correct. This tool is one of the first steps when encountering a Windows, hardware, application or security problem. This tool allows access to logs about hardware or network failure, OS error messages, and other issues which can cause Windows to lock up or hang.

- System Configuration
- Task Manager
- System File Checker

Quiz Score: **100** out of 100

# M03 Chapter 14 Review

Due Nov 15 at 11:59pm

Points 100

Questions 20

Time Limit None

Allowed Attempts 3

## Instructions

Students should read the textbook chapter entirely, then complete the chapter review assignment. Make sure to read each question carefully. This assignment is not timed, can be taken 3 times, and the highest score will be kept.

## Attempt History

	Attempt	Time	Score
KEPT	<a href="#">Attempt 3</a>	9 minutes	100 out of 100
LATEST	<a href="#">Attempt 3</a>	9 minutes	100 out of 100
	<a href="#">Attempt 2</a>	18 minutes	85 out of 100
	<a href="#">Attempt 1</a>	16 minutes	65 out of 100

Score for this attempt: **100** out of 100

Submitted Nov 14 at 9:07pm

This attempt took 9 minutes.

### Question 1

5 / 5 pts

A user wants to adjust the number of horizontal and vertical pixels displayed on a monitor screen.

What display setting will the user adjust?

Multiple displays

Color depth

**Correct!** Refresh rate Resolution

Correct. Resolution is the number of vertical and horizontal pixels used to build one screen.

**Question 2****5 / 5 pts**

Which of the following Task Manager tabs on a Windows system is used to display the processes owned by each signed-in user?

 Processes Users

Correct. The Users tab is used to list each signed-in user and the processes started (owned) by each of the users.

 App history Startup**Question 3****5 / 5 pts**

You have received an escalated trouble ticket for a Windows workstation that displays an error message each time the user signs in to Windows. The previous technician logged the error in the ticketing system and made a note that they were not familiar with the error message the system was displaying. Choose the best option for a first step to resolve the issue.

**Correct!**

- Disable all startup processes and services.

- Research the error message on the web.

Correct. The previous technician recorded the message, making it easy for you to research the error before arriving at the customer's location.

- Boot into Safe Mode with Networking.

- Call the customer and ask them to describe the error message.

#### Question 4

**5 / 5 pts**

A technician is performing Windows preventative maintenance tasks on all computers in the organization. They want a way to create a custom console containing only the tools they regularly launch and then distribute this custom console to each computer.

Which of the following Windows tools will allow the technician to configure a custom console?

- mdsched.exe

- eventvwr.msc

- perfmon.msc

- mmc.exe

**Correct!**

Correct. The Microsoft Management Console (mmc.exe) can be used to create, save, and open tools commonly used by technicians. After the tool is customized, it can be distributed to other computers.

## Question 5

5 / 5 pts

Repairing and resolving various issues in a Windows system is an important skill set. Commands that can help to automate and ensure that resolution attempts are logical and efficient are extremely important.

Choose the option that allows you to repair your Windows 10/11 system.

- Registry Editor
- System Configuration
- System File Checker (SFC)

**Correct!**

Correct. This tool allows an administrator to repair the Windows 10/11 system, scanning and replacing corrupted or missing Windows system files. This repair or replacement of files would also include device drivers for many hardware devices.

- System File Checker

## Question 6

5 / 5 pts

A Windows user is attempting to exit a frozen desktop application that is not responding to a mouse or keyboard input.

Which step(s) can be taken to end the application process without exiting other open applications?



Restart Windows and relaunch the application to verify it will launch.



Open Task Scheduler and end the scheduled task associated with the application.

**Correct!**



Open Task Manager and end the process associated with the application.

Correct. Task Manager can be used to stop applications that are hanging.



Press the computer power button and hold it for five seconds.

## Question 7

**5 / 5 pts**

In Windows 10, which Task Manager tab shows running processes organized by Apps, Background processes, and Windows processes?

Applications

Services

Processes

Correct. The Processes tab shows running processes organized by Apps, Background processes, and Windows processes.

**Correct!**

Performance

### Question 8

5 / 5 pts

A user is attempting to launch a Windows utility from a command prompt but is receiving a message stating the user must be an administrator in order to use the utility.

Which of the following best explains the reason the user is receiving the error message?

The utility needs to be launched from the GUI.

The user is signed into Windows as a standard user.

The user is running a Windows Home edition and not a professional edition.

**Correct!**

The user must run the command using an elevated command prompt.

Correct. The user, regardless of group membership, must run the command from an elevated command prompt.

### Question 9

5 / 5 pts

Resolving issues is a common task for any administrator. Knowing where to look when starting the diagnosis process is an important skill. Tools that can help to identify applications that are not functioning properly or are not supposed to be running can help to shorten the resolution process.

Choose the following option that provides access to logs about hardware or network failure.

**Correct!**

- Event viewer

Correct. This tool is one of the first steps when encountering a Windows, hardware, application or security problem. This tool allows access to logs about hardware or network failure, OS error messages, and other issues which can cause Windows to lock up or hang.

- System Configuration
- Task Manager
- System File Checker

### Question 10

5 / 5 pts

A technician is troubleshooting a Windows computer and needs to stop the explorer.exe process. Multiple attempts to open Task Manager have failed. The technician can successfully open a command prompt.

Which of the following steps should the technician take next?



Use the taskkill utility to locate the PID for the explorer.exe process.



Use the tasklist utility to end the explorer.exe process.

**Correct!**



Use the tasklist utility to locate the PID for the explorer.exe process.

Correct. The tasklist utility is used to determine the PID (process identifier) for a running process. The PID is then used with the taskkill utility to terminate a process.

- Use the taskkill utility to end the explorer.exe process.

### Question 11

5 / 5 pts

A technician is troubleshooting a Windows computer experiencing a slow startup.

What is the next step(s) the technician should take to determine whether or not the startup processes are responsible for the slow startup?



The technician should permanently disable all startup processes in System Configuration.

**Correct!**



The technician should measure the time it takes to start the system using a normal boot and compare that time against the time it takes for the system to perform a clean boot.

Correct. A benchmark should be used to determine how long it takes the system to perform a clean boot and compare that time against the time the system takes to perform a normal boot. If the time for a clean boot is significantly shorter, the technician should consider the startup processes as a possible cause of the slow startup.



The technician should back up user data and reinstall Windows and all applications.



The technician should disable all scheduled tasks in Task Scheduler and reboot the system.

### Question 12

5 / 5 pts

A technician is troubleshooting a Windows system in which an application works properly when the computer is booted in Safe Mode but does not function when Windows is loaded normally.

What is most likely to be the cause of this issue?

- The pagefile.sys file is missing or corrupt.
- The application is corrupt or missing.
- Windows does not have a file association for the application.
- The operating system or driver is causing the issue.

Correct. If an application functions properly in Safe Mode but fails to work when Windows is booted normally, there is a problem with Windows or a driver. Further troubleshooting steps need to be performed.

### Question 13

5 / 5 pts

Which Windows utility is used to determine what processes are launched at startup?

- Task Manager

**Correct!** Microsoft Management Console System Configuration

Correct. The System Configuration tool is used to find out and control what processes are launched at startup.

 Computer Management**Question 14****5 / 5 pts**

A Windows computer stopped printing to a directly connected printer, and the technician suspects a service may be at fault.

What step(s) should the technician take to verify their suspicion?

 Use Device Manager to verify the printer is properly recognized. Use services.msc to disable the Spooler service. Use the Services Console to stop and start the Spooler service.

Correct. The Services Console (services.msc) is used to stop and start services. The Spooler service is one of the components responsible for passing print jobs from the computer to the printer.

 Use File Explorer to erase all print jobs in the print queue.**Question 15****5 / 5 pts**

Working with devices on a regular basis are activities that administrators and

other IT support personnel will engage in on a regular basis. Being familiar with various lingo and terms is an important part of the job.

Which of the following tools provides File explorer and the Windows desktop?

The Windows Kernel

The Windows Shell

Correct. This is referred to as the master boot record and is the first sector of the hard drive.

The User Profile Namespace

Control Panel

### Question 16

5 / 5 pts

A technician is troubleshooting a Windows BSOD error. The technician wants to check the memory installed in the system.

Which tool would be used to launch the Windows Memory Diagnostic tool?

- taskschd.msc
- dxdiag.exe
- compmgmt.msc
- mdsched.exe

Correct. Windows Memory Diagnostics (mdsched.exe) is used to test the memory installed on a computer.

### Question 17

5 / 5 pts

Which of the following Windows tools is used to measure how well software and hardware are performing by displaying statistics in real time?

**Correct!**

- Performance Monitor

Correct. Performance Monitor is a Windows tool used specifically for viewing performance statistics. It can monitor and report in real time and can save collected data in logs for future use.

- System Configuration
- Data Sources
- Event Viewer

### Question 18

5 / 5 pts

A user is following the instructions of a help desk technician and is attempting to launch System File Checker from the command-line interface. Each time the user types sfc /scannow and presses Enter, the utility fails to run, and an error appears stating the command must be run using an elevated command prompt. Which of the following options best describes the reason for this issue?

**Correct!**

- 

The user must open the command-line interface using Run as an administrator.

Correct. The sfc command must be launched using an elevated command prompt.

- The user needs to sign out and sign back in as an administrator.

- The computer has a failing hard disk drive.
- The user is mistyping the command at the command line.

**Question 19****5 / 5 pts**

On a Windows computer, which tab(s) that can be used in Task Manager to set the priority given to a specific application or service?

- Processes
- Details

Correct. The Details tab sets the priority level of a specific process (such as an application or service).

- Performance
- Startup

**Question 20****5 / 5 pts**

A Windows computer is experiencing a problem accessing the Internet. The network patch cable and network interface card have been tested and verified to be working properly.

Which step should be considered to resolve the issue?

- Update network settings

**Correct!**

Correct. The network settings should be checked and updated as needed after the physical connections are verified.

- Restart services
- Kill tasks
- Disable application startup

Quiz Score: **100** out of 100

# M03 Chapter 15 Quiz

**Due Nov 15 at 11:59pm**

**Points 100**

**Questions 10**

**Time Limit 10 Minutes**

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#"><u>Attempt 1</u></a>	3 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Nov 15 at 2:29pm

This attempt took 3 minutes.

### Question 1

**10 / 10 pts**

What key combo can be used to display the Advanced Boot Options screen?

F4

F8

**Correct!**

Correct. Pressing the F8 key at startup will display the Advance Boot Options screen. This feature must be enabled in Windows 10/8 as it is disabled by default but is automatically enabled by default in Windows 7.

F10 F12**Question 2****10 / 10 pts**

Choose the command that you would select to verify and restore your files if you suspected corrupted systems files are causing your issues.

 chkdsk /scannow sfc /scannow

Correct. The sfc /scannow command is used to verify and restore corrupted system files.

 sfc /r chkdsk /r**Question 3****10 / 10 pts**

As an administrator works with various systems, versions and other OS related tools, there will be instances in which starting up a device might lead to a type of stop error.

Which of the following would be a stop error that an administrator might encounter?

**Correct!**

- Frequent shutdowns
- Startup error on a black screen

- BSOD

Correct. BSOD stands for blue screen of death and immediately stops the Windows OS from operating properly. This blue screen can frequently be accompanied by an on-screen QR code.

- Hard boot

#### Question 4

**10 / 10 pts**

Which of the following is a boot feature that does not involve turning the power off or on using the power switch?

- Hard boot

- Soft boot

Correct. Soft boot involves using the OS to reboot the device.

- Esc boot

- Beginning boot

#### Question 5

**10 / 10 pts**

Which of the following are the responsibilities of the kernel during the startup process (Choose all that apply).

**Correct!**

- Activates the HAL

Correct. The kernel is responsible for activating the HAL during the startup process.

**Correct!**

- Starts critical services

Correct. The kernel is responsible for starting critical services during the startup process.

- Loads system registry hive

**Correct!**

- Starts the Session Manager

Correct. The kernel is responsible for starting the Session Manager during the startup process.

## Question 6

**10 / 10 pts**

Sometimes, changes to a system need to be undone. Mistakes in settings, application type, or other issues can make undoing various changes necessary.

Which of the following would be used to uninstall various changes to your system?

**Correct!**

- Roll back updates

Correct. In the event you suspect system issues as a result of an update or other changes, you can uninstall or roll back updates.

- System restore

- Wpeinit
- bcdedit

**Question 7****10 / 10 pts**

James's computer is not booting properly. The computer begins to boot and then just stops and restarts. After the third restart, the computer attempts to repair the computer using Startup Repair. Startup Repair does not seem to work. Instead, the computer asks you to choose an option from the Startup Settings screen. James has followed the Troubleshoot screen to the Startup Settings screen and clicked Restart.

Choose the option in the Startup Settings screen that would enable James to see which driver might be failing and causing his computer not to boot.

- Enable Debugging
- Enable Boot Logging

**Correct!**

Correct. James should use this option to see what did and did not load during the boot. For instance, if the problem is getting a device to work, James can check Ntbtlog.txt to see which driver files loaded.

- Enable Safe Mode
- Enable Safe Mode with Command Prompt

**Question 8****10 / 10 pts**

Zach wants to install Windows 10 over his existing copy of Windows 10. He

wants to keep his personal files, apps, and Windows settings. He currently has a USB drive with a Windows 10 ISO.

What type of installation will you recommend for Zach?

Custom installation

In-place upgrade

Repair upgrade

Correct. A repair upgrade is started like an in-place upgrade. However, instead of using a new OS, Zach will start the installation using the OS now on his computer. Also, he can refresh Windows 10. To reset Windows 10, Zach will go to recovery and use the Reset this PC option. When prompted, he will click Keep my files. Resetting Windows 10 will remove all installed apps and drivers.

Network installation

### Question 9

10 / 10 pts

Debugging settings are of genuine importance and can help to more quickly and easily diagnose and resolve issues.

Which of the following would be used to enable safe mode with command prompt?

F4

F5

F6

Correct!

Correct. This option can be used when safe mode can't start due to this option not attempting to load any graphical user interface components.

F7

### Question 10

10 / 10 pts

Windows 10 Professional will not boot on Jackson's computer. During the boot process, the computer fails. While troubleshooting, Jackson determines that the graphical user interface did not load.

Choose the boot process responsible for loading the graphical user interface and starting the client/server runtime subsystem.

**Correct!**

smss.exe

Correct. Smss.exe is responsible for loading the graphical user interface and starting the client/server runtime subsystem.

csrss.exe

lsass.exe

winload.efi

Quiz Score: **100** out of 100

# M04 Chapter 16 Quiz

**Due** Nov 22 at 11:59pm

**Points** 100

**Questions** 10

**Time Limit** 10 Minutes

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#"><u>Attempt 1</u></a>	2 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Nov 23 at 3:29pm

This attempt took 2 minutes.

### Question 1

**10 / 10 pts**

Your organization recently deployed a Windows domain controller with Active Directory. All the domain OU users need to run the same script file each time they sign in to Windows.

How can the settings be configured with the least effort by the admin?



Configure Local Group Policy on each workstation to run a logon script.

**Correct!**



Configure Group Policy to run a logon script.

Correct. If you want to configure settings for all users in the same OU, the best tool to use is Group Policy. Policy changes in Group Policy affect all users in the OU.



Configure user account properties for each domain user in Active Directory to run a logon script.



Configure folder redirection in Group Policy.

## Question 2

10 / 10 pts

A company asked you to help mitigate the brute force attacks carried out against its users' Windows account passwords. You successfully removed the malware responsible for the attacks and need to better secure the passwords assigned to the user accounts without limiting the system's usability.

What options can be included when securing user accounts? (Select THREE.)

Correct!

- Require user account passwords.

Correct. Each user account should have an assigned password. Blank passwords are unacceptable in most situations.

Correct!

- Require strong passwords.

Correct. Strong password requirements should be enforced for all users. There needs to be a balance between strong, complex passwords and passwords that are memorable.

- Change each account type to Administrator.

- Add each user to the Guests group.

**Correct!**

- Set failed logon restrictions.

Correct. Brute force attacks try combinations of letters, numbers, and symbols again and again until they are successful. Enabling failed logon restrictions will discourage most password cracking by requiring a timeout between failed attempts or locking an account for a set period of time or until manually unlocked by an admin.

- Disable password complexity requirements.

### Question 3

**10 / 10 pts**

As administrators and other IT support personnel get to know the various types of malware, grayware, and other types of resource stealing and draining applications, it is important to know how each type works.

Which of the following is an unwanted application that substitutes itself for a legitimate application?

Virus

Worm

Trojan

Correct. This type of malware does not need a host program and substitutes itself for a legitimate application. While an end user thinks they are executing one application, they are actually executing the Trojan, which is embedded in the legitimate software.

Spyware

**Question 4****10 / 10 pts**

Which of the following best meets the requirements of a strong password?

**Correct!**

- t\*M&2.zY7

Correct. A combination of uppercase and lowercase letters, numbers, and symbols is not easily guessed and, when randomized, difficult to crack.

- qwerty1234567890

- p@ssw0rd

- johndoe123

**Question 5****10 / 10 pts**

A coworker asks your opinion about how to minimize ActiveX attacks while they browse the Internet using Internet Explorer. The coworker recalls there is a setting in the Internet Options dialog box to prompt the user before downloading ActiveX controls but can't remember which tab to use. What tab would suggest the coworker look in for the ActiveX controls?

**Correct!**

- Security tab

Correct. Your coworker should use the Security tab to set the zone security level for the Internet zone. Setting the level to medium-high will prompt users before they download ActiveX controls that are not digitally signed by Microsoft.

- Privacy tab
- General tab
- Programs tab

**Question 6****10 / 10 pts**

You recently created several new user accounts in the Sales OU and configured them with the appropriate group membership, logon scripts, and printer access. Except for one new sales employee, all employees are actively using the account. The remaining employee will be using the account within the next two weeks.

What is best practice for the remaining unused account?

- 
- Leave the account active since it will be unused for only two weeks.
- 
- Delete the account and re-create it when the employee is ready to use it.
- 
- Remove the account membership to all groups.
- 

**Correct!**

Correct. Best practice is to leave all unused accounts disabled.

**Question 7****10 / 10 pts**

You have received several trouble tickets from the employees in the warehouse

for the stand-alone computers used to control various shipping machines because the computers are not booting when powered. Each time a technician resolves the booting issue the boot order is changed in the firmware. Each computer is required to have the USB ports disabled in the firmware to keep employees from connecting rogue devices.

Which of the following steps should be taken to eliminate these trouble tickets?

Disconnect the USB ports from the motherboard.

Enable the supervisor password in the BIOS/UEFI setup.

Correct. The first step is to configure a supervisor password in the BIOS/UEFI to allow access to the BIOS/UEFI setup program.

Require all employees to use a unique Windows user account and password.

Install a lock on the computer case to prevent the removal of the covers.

## Question 8

10 / 10 pts

Your computer has a single HDD formatted with NTFS with the following data folders:

C:\Documents

C:\Pictures

You create a new child folder under the C:\Documents folder.

What term describes the permissions the new folder automatically attains from the C:\Documents folder?

Correct!

Inherited permissions

Correct. Inherited permissions are permissions that are attained from a parent folder. So, for this example, the C:\Documents\NewFolder inherits its permissions from the C:\Documents folder.

- Explicit permissions
- Allow permissions
- Deny permissions

### Question 9

10 / 10 pts

Knowing some of the common symptoms that a device might experience can be an important part of discovering when malware and grayware applications are installed on a device. Administrators need to be aware of these symptoms when troubleshooting a device that is behaving strangely.

Which of the following might be a symptom of adware?

- Pop-ups
- Unable to access the network
- Strange notifications

**Correct!**

- Certificate warnings

Correct. This type of application will intend harm to your device, usually installed in some sort of surreptitious manner. This would include applications like viruses, worms and trojan horses.

**Question 10****10 / 10 pts**

A Windows 10 user is copying a file from the C:\data folder to the E:\data folder. The C: drive is formatted with NTFS, and the D: drive is formatted with FAT32.

What happens to the permissions of the file on the D:\ drive when copied?

- 
- The file cannot be copied from NTFS to FAT32.
  - The file will retain its permissions.
  - The file will inherit the permissions of the destination.
- 

- The file will lose all permissions.

Correct. FAT32 volumes do not support NTFS permissions.

Quiz Score: **100** out of 100

# M04 Chapter 17 Quiz

**Due** Nov 22 at 11:59pm

**Points** 100

**Questions** 10

**Time Limit** 10 Minutes

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#">Attempt 1</a>	2 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Nov 23 at 3:42pm

This attempt took 2 minutes.

### Question 1

**10 / 10 pts**

Peggy found a freely distributed software package for her small business that will allow its sales to be tracked into a database for inventory purposes.

Can Peggy install this software on all the computers in her store?

**Correct!**

- Yes, this is open-source software.

Correct. Freely distributed software is open source, and Peggy can use it on all the computers in her store.

Yes, because she purchased the software.

No, this is only for Peggy's computer.

No, even though she purchased the software, it was one copy for one computer.

## Question 2

10 / 10 pts

Nick works for a software development company that has just created a new application that will revolutionize the computer security industry. Nick's company owns the patent for the software and has a copyright for the software. The company would like to sell this new software, but they are concerned about someone pirating the software.

Which option can Nick's company use to prevent software piracy?

Copyright

EULA

DRM

Correct. DRM (digital rights management) is how Nick's company can prevent software piracy. For example, the company can implement and monitor a license activation process.

Issue a license

## Question 3

10 / 10 pts

James travels for business and is always worried that his laptop will be taken from his room.

Which type of device will ensure that James's laptop will not be stolen while he travels?

Server lock

USB lock

Padlock

Cable lock

Correct. A cable lock will allow James to connect his laptop to a table leg or some other object. The lock is then attached to the laptop's security slot. Most laptops have a security slot on the case to connect the cable lock; this slot is called a Kensington Security Slot or K-Slot.

#### Question 4

10 / 10 pts

An operating system is responsible for validating certificates used to secure communication. For Windows, Microsoft maintains a database of trusted root certificates issued by Certificate Authorities (CAs). A root certificate is the original certificate issued by the CA. When a Windows system opens a secure email or visits a secure website and encounters a new digital certificate, it requests Microsoft's trusted root certificate, which is downloaded to the computer. The download happens seamlessly without the user's knowledge unless there's a problem. If Windows cannot obtain the root certificate to validate the email or website, an error is displayed.

Where do you go in the Windows operating system to view and delete root certificates?

**Correct!**

- Action Center
- Certificate Manager

Correct. You can use the Certificate Manager to view and delete root certificates. To use Certification Manager, type certmgr.msc in the search box. Certification Manager is a Microsoft Management Console that is used only for managing certificates.

- Windows Security
- Windows Defender

**Question 5****10 / 10 pts**

Allison's computer is displaying a strange error message saying that Allison, who is an administrator, does not have access to a folder in the Documents library on her user account. Allison tried to take ownership of the folder but was still denied access. She tried running an antivirus scan on the folder, and again access to the folder was denied.

Which option can Allison employ to resolve the security issue?

- Restart the computer and try to gain access after the restart.
- Copy the folder to a flash drive and run a scan on the flash drive.
- Boot into Safe Mode and run the scan.
- Run a Windows Defender Offline scan.

Correct. Allison can try to run Windows Defender Offline before Windows boots and applies the security settings. This could allow Allison to access the folder for the scan.

**Correct!**

**Question 6****10 / 10 pts**

Data protection is and always should be of utmost importance for any organization. As we consider various tools for security and protection of our data, data at rest encryption is accomplished by enacting which of the following on a Windows device?

 HTTPS EFS

Correct. Windows uses EFS to encrypt files and folders stored on drives using the NTFS file system. All folders marked for encryption will include the files and subfolders in the selected directories.

 File vault LUSK disk encryption**Question 7****10 / 10 pts**

One of your clients at work calls and is irate because they had to change their password and now, they can't seem to find one that will match the strength needed for the company server. After they finish venting, you tell them you will send them the document that explains why they need to have a strong password.

What document will you send the client?

- Acceptable use policy
- Regulatory and compliance policy
- Knowledge base
- Password policy

**Correct!**

Correct. Each company has a policy on how often a password should be changed and the required strength of the password. This policy should be shared with users, so they understand the need for strong passwords.

**Question 8****10 / 10 pts**

Your company has decided that security is very important and wants to add a second security check when workers are logging in to their computers. The company issued key fobs to all the employees. The key fob generates a code for them to enter when logging in to the computer.

Which security option is your company using?

- Key fob
- Smart card
- Biometric lock
- Hardware token

**Correct!**

Correct. A hardware token is used so that code on the key fob can be entered and authenticated by the server. A hardware token is considered something that you have.

### Question 9

**10 / 10 pts**

Becky has been assigned to help with a major change to her company's accounts database. During the time of the change, Becky notices that her task will need to be modified to complete the change. Instead of telling her supervisor, she determines that the minor detail must have been overlooked and fixes what she believes is the problem. The minor detail that Becky did not tell her supervisor caused the change to fail.

What is Becky's mistake called?

- Scope of change

**Correct!**

- Out of scope modification

Correct. The scope of change might evolve through the feedback process of change management, but until the scope changes, it's important to work in scope. Although it might be tempting to perform yet one more step while implementing a change, don't make "out of scope" modifications, which might result in major disruption.

- Change modification
- Request for comments

## Question 10

**10 / 10 pts**

While researching a network issue, Randy discovered a diagram that he can use to see the design of the network.

What type of documentation did Randy discover?

**Correct!**

- Network topology

Correct. A network topology diagram will show how nodes are physically or logically connected to the network. Randy should update the diagram when network equipment is changed so that he can use the document to troubleshoot network issues.

- Inventory management
- Knowledge base
- Architectural drawing

Quiz Score: **100** out of 100

# M05 Chapter 18 Quiz

**Due** Nov 29 at 11:59pm

**Points** 100

**Questions** 10

**Time Limit** 10 Minutes

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#">Attempt 1</a>	1 minute	100 out of 100

Score for this quiz: **100** out of 100

Submitted Nov 28 at 2:15pm

This attempt took 1 minute.

### Question 1

**10 / 10 pts**

Seeing various issues with a device, an administrator becomes more knowledgeable about common problems and solutions. As such, when certain conditions are met, the likelihood that a problem is something that has been seen before becomes greater. Being able to quickly and efficiently diagnose and resolve those issues is important.

Which of the following has symptoms of short battery life or power drain?

OOP

**Correct!**

- Malware

Correct. Batteries draining quickly can be a sign of malware apps running in the background.

- Low storage

- SDK

## Question 2

**10 / 10 pts**

Steve just got back from a business trip and noticed that his corporate mobile device was missing. Using My Device, Android's built-in locator application, Steve was able to locate his device in another state. Feeling worried that the device may be compromised, Steve would like to take the next step and erase the device.

Which of the following would allow him to erase the device from the My Device application?

**Correct!**

- Remote Wipe

Correct. This feature allows the user to remotely erase all data from the device to protect their privacy.

- End-Of-Life (EOL)

- Mobile Device Management (MDM)

- Rooting

**Question 3****10 / 10 pts**

Sarah has started her position as a Service Desk Advisor and has been provided with a new mobile device. Sarah must set up her corporate email account and a few other applications.

Which of the following is the process in which she can set up her secure corporate data and apps?

**Correct!**

- Mobile Device Management (MDM)

Correct. It is software on both the server and mobile device that is designed to secure corporate data and apps for both corporate-owned and personal devices.

- Baseband Update
- SDK
- Emulator

**Question 4****10 / 10 pts**

Scott has been asked to factory reset his old corporate-owned Android device. Upon opening the settings application, Scott is greeted with several options and paths.

Which of the following paths would he need to take in order to erase all the data from his device?

- Biometrics and security > Clear credentials

**Correct!**

- System > Advanced > Reset options > Erase all data

Correct. This option will remove all data and set the device back to factory default.

- Privacy > Android System Intelligence > Clear Data

- General Management > Reset > Reset Network Settings

## Question 5

**10 / 10 pts**

Working with backups and the assurance that information is protected and kept so that the organization's assets are safe, is a mission critical IT activity. There are a number of backup types and as such, it is important for an administrator or technician to be aware of what each type does so that they are backing up in an efficient and effective manner.

What would be a tool used to process the syncing of emails, contacts, calendars, photos, and other data through online accounts?

- iCloud backup

- Google Drive backup

- File level backup

Correct. This is a process of syncing emails, contacts, calendars, photos, and other data through online accounts, with each file being backed up individually.

- partial image-level backup

**Question 6****10 / 10 pts**

Michael is going through onboarding for his new position as a supervisor. While setting up his new corporate-owned device, he would like to make sure that all his data is not only backed up through Google, but also through the company's cloud storage. Which of the following would allow him to back up the device's data to the company's cloud storage?

- Jailbreaking
- Remote Backup Application

Correct. Remotely backs up the device's data to the company's secured cloud storage.

- Android Package
- Baseband Update

**Question 7****10 / 10 pts**

Smartphones have become items that people carry everywhere, all the time, so it has become necessary for organizations to address them as it relates to organizational security and data protection.

Which term refers to users using one's own devices for work activities?

**Correct!**

- BYOD

Correct. BYOD stands for bring your own device and refers to employees using their own devices for work-related activities.

- MDM
- Group policy
- Audit logon policy

### Question 8

10 / 10 pts

What is the term used to designate that a particular operating system will no longer be supported by its manufacturer or managing entity?

- Distro
- End-of-life

Correct. An end-of-life vendor limitation is the point in time when a vendor (also called manufacturer) no longer provides updates or support for an operating system.

- Force Quit
- Forced kill

### Question 9

10 / 10 pts

Brandon is assisting an internal employee with their mobile device. Upon further diagnosing, Brandon can see that the mobile device is currently not

opening one of the company's applications. To further assist Brandon will begin to do some troubleshooting.

Which of the following choices is not a form of troubleshooting?

- Close, uninstall, and reinstall the application
- Restart the device
- Reboot the device
- Charging the device with 100% battery life

Correct. Charging the battery can be helpful, but at 100% there is no need to continue to charge

**Correct!**

### Question 10

**10 / 10 pts**

Devices malfunction on a regular basis and can require some level of intervention to return to working order. Administrators need to understand the various types of potential fixes that can be put in place to ensure devices are back in working order as soon as possible.

Which of the following is a last resort solution to return a device to working order and involves erasing all data and resetting the device to its default state?

- BYOD
- Factory reset

Correct. Factory reset is a full reset of a device to its factory default condition.

**Correct!**

- Security profile
- Full device

Quiz Score: **100** out of 100

# M06 Chapter 19 Quiz

**Due** Dec 1 at 11:59pm

**Points** 100

**Time Limit** 10 Minutes

**Questions** 10

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#">Attempt 1</a>	1 minute	100 out of 100

Score for this quiz: **100** out of 100

Submitted Nov 29 at 1:13pm

This attempt took 1 minute.

### Question 1

**10 / 10 pts**

Bill needs to print a copy of his birth certificate, which will require him to connect it to his printer. What would allow his devices to discover and communicate with each other on the network?

Wireless access point (WAP)

Proxy server

Universal Plug and Play (UPnP)

**Correct!**

Correct. Universal Plug and Play allows devices to discover and communicate with each other on the network.

- Port address

## Question 2

10 / 10 pts

Danielle is setting up wirelessly connected lights for the team's office space so they can monitor their power usage. During setup, she uses her device to connect to the light bulb's own wi-fi like connection. Once the lights have been set up, the wi-fi connection is no longer needed, and the lights can be wirelessly connected from Danielle's device. The connection range is up to 100 meters in open air alone. What type of connection is this?

- VPN
- Windows Defender Firewall
- Z-Wave

Correct!

Correct. A Z-Wave is a wireless connection that transmits around the 900 MHz band and requires less power than Wi-Fi. It has a larger range than Bluetooth, reaching a range of up to 100 meters in open air (although significantly less inside buildings).

- Hash

## Question 3

10 / 10 pts

When installing a file, a technician notices that a value has been generated at

the end of the file name. Once the installation is completed, the technician notices that the value is not similar to the one that was seen during installation. This indicates that an issue occurred when installing the file. What is the generated value called?

- Pop-up blockers
- Password Managers
- Internet Options
- Hash

**Correct!**

Correct. If the technician notices that the hash values do not match, that information can be used to identify where the error in download occurred.

#### Question 4

10 / 10 pts

John is currently out for a business trip but requires access to his machine back in the office for a specific file. John uses a process that will allow him to access his machine through the Internet. What is this method of connection called?

- Channel
- Service Set Identifier (SSID)
- Remote Desktop Connection

**Correct!**

Correct. Remote Desktop Connection, commonly called Remote Desktop, gives a user access to a Windows desktop from anywhere on the Internet.

- Whitelists

### Question 5

10 / 10 pts

What are applications that can be installed in a browser to change the way the browser functions or to enhance the features of a single website?

- Password managers
- Plug-ins and extensions

Correct. Plug-ins and extensions are small programs that install in a browser to change the way the browser functions or enhances the features of a single website.

- Pop-up blockers
- Trackers

### Question 6

10 / 10 pts

What is a list of what content cannot be accessed through a router's preferences?

- Screened subnet
- Port Forwarding
- Blacklists

Correct!

Correct. Blacklists are lists of what content cannot be accessed.

- Whitelists

### Question 7

10 / 10 pts

A technician is in the process of installing a program that would assist her with her work in the office. The technician unknowingly downloads the program from an unsafe website. Luckily the installation is canceled due to an internal source on her computer that also prevents her computer from attacking other computers. What was this application?

- VPN
- Windows Defender Firewall

Correct. Windows Defender Firewall is a personal firewall that protects a computer from intrusion and from attacking other computers; it is automatically configured when you set up your security level for a new network connection.

- Tracker
- Hash

### Question 8

10 / 10 pts

What can be done to prevent your wireless SSID from showing up on a list of available networks?

**Correct!**

- Disable SSID broadcast

Correct. You can choose to Hide SSID, which disables SSID broadcasting. Doing so causes the wireless network to appear as Unnamed or Unknown Network on an end user's device. When a user selects this network, they are given the opportunity to enter the SSID.

- Set Channel to 2.412 GHz a
- Disable Guest Network
- Change the firewall settings

**Question 9****10 / 10 pts**

Steve is in charge of security for his company's resources, and his firewall controls what is allowed on his local network. His firewall picks up a message at the router. Where will that message be directed next?

- Wireless access point (WAP)
- Proxy server
- Universal Plug and Play (UPnP),
- Port Address

**Correct!**

Correct. When a message arrives at a router, it is directed to a specific IP address and to a particular port address or port number.

**Question 10****10 / 10 pts**

Daniel has been tasked with setting up an option for users who work from home to gain access to the desktops within the office. What would allow the users to access the office desktops from their local network so that they may continue their work from home environment?

- 
- Channel
- 
- Microsoft Terminal Services Client (mstsc.exe)

Correct. Microsoft Terminal Services Client provides access for remoting into a Desktop from a user's local network.

- 
- Kerberos
- 
- RADIUS (Remote Access Dial-In User Service)

**Quiz Score: 100 out of 100**

# M07 Chapter 20 Quiz

**Due** Dec 6 at 11:59pm

**Points** 100

**Time Limit** 10 Minutes

**Questions** 10

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#">Attempt 1</a>	2 minutes	100 out of 100

Score for this quiz: **100** out of 100

Submitted Dec 2 at 6:38am

This attempt took 2 minutes.

### Question 1

**10 / 10 pts**

This file format is used mostly for distributing software. These install packages appear as a virtual disk drive on the Mac. Once the file has been double-clicked the virtual disk is mounted to macOS, you then can access the files inside it. What file would this be?

**Correct!**

- Example.dmg

Correct. The DMG file type is a disk image file, these files can be used for delivering software.

- Example.app
- Example.pkg
- Example.pdf

**Question 2****10 / 10 pts**

A user calls the service desk to ask about installing an application on their corporate IOS device. Samuel is able to recommend the specific application for this type of issue. As a service technician, Samuel walks the user through the application and can safely install the requested application. What would this application be called?

- Time Machine
- Apple Menu
- App Store

Correct. The App Store is a central location where you can find, install, support, and update apps.

- Disk Utility

**Question 3****10 / 10 pts**

A user reports to a service desk technician that their MacBook continues to give a prompt for restarting the system, and eventually completely shuts down after the fifth restart attempt. The initial issue they were facing was an

application corruption. Based on the description given above, what is this process called?

Apple ID

Kernel panic

Correct. A kernel panic can be caused by something simple, such as a crashed app or a network communication issue, or it might result from a corrupted macOS installation. macOS restarts automatically when experiencing a kernel panic. If the kernel panic continues to prompt restarts, macOS will stop trying and shut down the computer after five attempts.

Screen Sharing

Apple Menu

#### Question 4

10 / 10 pts

A service desk technician is asked by an internal employee for further assistance with a corporate app. To locate the app, the technician uses a gesture by pinching with three fingers and thumb on the trackpad to bring up all the applications installed on the MacBook and can find the corporate app. Which of the following is the process for bringing up all the downloaded apps?

Correct!

Launchpad

Correct. Similar to a combination of the Windows Start menu and Programs and Features window, Launchpad shows all apps installed on the computer.

Safe Mode

- First Aid
- iCloud

**Question 5****10 / 10 pts**

A user calls the service desk to ask where to locate the sleep option on their Mac computer. The technician can bring up the option using which of the following?

- App Store
- Safe Mode
- Login Items
- Apple Menu

Correct. Apple Menu opens when you click the Apple icon. Use the Apple menu to put the computer to sleep, log out, restart, or shut down the system.

**Question 6****10 / 10 pts**

A user calls into a service desk and receives further assistance from the technician named Brian. The user informs Brian that they are not able to open an important file that will be used in their presentation later today. Brian is able to use a feature found in the Disk Utility to scan the hard drive for file system errors and repair them. Once the action was completed the user was able to access the folder. What is the name of this feature?

- Keychain
- App Store
- Screen Sharing
- First Aid

**Correct!**

Correct. First Aid is found in Disk Utility and is used to scan the hard Drive for file system errors and repair them.

## Question 7

**10 / 10 pts**

Paul has gone through a power outage and was currently working on a company project for 3 hours and has had no backup disk. Luckily Paul remembers that Time Machine stores backup copies, that are locally created, modified, or deleted files on the hard drive. Once Paul was reconnected to the backup disk, the data was restored. What is this called?

- Time Machine
- Spotlight
- Snapshots

**Correct!**

Correct. When a Mac is not connected to the backup disk locally, Time Machine stores backup copies of created, modified, or deleted files on the hard drive.

- Network

**Question 8****10 / 10 pts**

A user calls into Service Desk to ask for assistance locating a specific file. The user is not familiar with their MacBook and is unable to locate the missing file from a list of over 700. Andy, being the service desk technician, shows the user how to locate the folder. He clicks the search icon on the right side of the file, the menu bar and a search bar are then populated. The user was then able to search for the folder they were looking for. What is the process that Andy used to assist in finding the lost folder?

 FileVault Keychain Spotlight**Correct!**

Correct. This feature allows the user to search the name of the file, folder, or text they are searching for by pressing Command + spacebar or clicking the search icon on the right side of the menu bar.

 Screen Sharing**Question 9****10 / 10 pts**

When Lauran attempts to sign into her MacBook, she receives an error message when connecting to the company email application. This causes a Kernel Panic, and her laptop goes through a restart. After the 3<sup>rd</sup> attempt, Lauren decides to place the device in a different mode so that when she signs in, the email application is not automatically launched. What is this mode called?

Time Machine Kernel panic Safe Mode

Correct. Safe Mode in macOS loads essential kernel components and prevents startup items and login items from launching.

 Apple Menu**Question 10****10 / 10 pts**

Steven will be receiving a new MacBook and must return his original laptop back to corporate. Before Steven sends it in, he'd like to erase all the sensitive data from the device. What would allow him to perform this process safely?

 Safe Mode Kernel panic Disk Utility

Correct. Disk utility is a process used to repair or erase a disk.

 Apple Menu**Quiz Score: 100 out of 100**

# M08 Chapter 21 Quiz

**Due** Dec 13 at 11:59pm

**Points** 100

**Questions** 10

**Time Limit** 10 Minutes

## Instructions

After you have read and reviewed the chapter, go through this quiz. Make sure that you COMPLETELY understand each question. This quiz has 10 questions and you will have 10 minutes to complete this quiz. Once your time is up, your quiz will automatically submit. You may only take the quiz 1 time.

## Attempt History

	<b>Attempt</b>	<b>Time</b>	<b>Score</b>
<b>LATEST</b>	<a href="#">Attempt 1</a>	3 minutes	90 out of 100

Score for this quiz: **90** out of 100

Submitted Dec 2 at 8pm

This attempt took 3 minutes.

### Question 1

**10 / 10 pts**

Samuel is working on a project within the Ubuntu Server and would like further details on Example.com. He uses a specific command and receives further DNS information on the website. What command(s) did he use to gain the DNS information?

pwd

dig

**Correct!**

Correct. Query for DNS information. This is similar to the Windows command nslookup. To lookup the DNS information

cd

sudo

## Question 2

10 / 10 pts

Harrison has finished setting up his Ubuntu server and would like to start running commands in the terminal. This terminal stands for "Bourne Again Shell" and is a mixture of previous shells. What is the default terminal called?

Package

Bash shell

Correct. Bash shell is the default terminal for Ubuntu Software.

Korn shell

Script

## Question 3

10 / 10 pts

Samantha is in the process of executing a script for testing. In order to proceed with this process, she must make sure the correct program is used. What is the type of environment for executing the script called?

**Correct!**

- Clone
- Run-Time Environment

Correct. The environment in which a script file can be executed in.

- Batch File
- Script

**Question 4****10 / 10 pts**

Elise is asked to remove a user from the Ubuntu server and to have the user's files changed to a different owner. In order to have the files owner changed, what command will Ellen need to run?

- pwd
- df
- cat
- chown

Correct. This command changes the owner of a file or directory.

**Question 5****10 / 10 pts**

While further working within the terminal, Sally decides she would like to create her own scripts so that she can save time typing the repetitive

commands. What would allow her to create and test the Windows 10 script?

Basic Loop

PowerShell ISE

Correct. Contains PowerShell commands, also known as cmdlets, which are executed in Windows PowerShell.

Environmental Variable

Integers

### Question 6

0 / 10 pts

Luan is in the process of creating a backup for the corporate Ubuntu Server. She has been informed that the company would not like to use a third-party backup software. With this information, Luan decides to write it herself. This allowed her to include tar commands to create an archive of many files and she was able to place it onto a USB drive for the company. What would the process be called?

Script

Clone

Incorrect. Backups of your data and a disk image of the entire Linux partition.

You Answered

Correct Answer

Shell Scripts

Superuser

### Question 7

10 / 10 pts

Larry has just finished installing Node.js on his system and now needs to add it to PATH. He copies the file location down to the "bin" file and proceeds to navigate to the System Variables so that he may add it. What would allow Larry to find PATH and add the copied address link?

Python Script

PowerShell Script

Environmental Variable

Correct!

Correct. Is information the OS makes available to a script.

- Comment Syntax

## Question 8

10 / 10 pts

Mary was navigating through the directory when she decided to use a command that would allow her to check the present working directory. After confirming the directory, Mary knew she was on the right track for editing a specific file. What command would Mary use to double check the directory?

- cp

- pwd

Correct. This command allows the user to view the name of the current or present working directory.

- ps

- rm

## Question 9

10 / 10 pts

Lauran has attempted to save a file she has just finished updating but receives a message that the task is not able to be completed. To further troubleshoot, she checks how much disk space is available using a specific command. What command(s) allows her to take this action?

**Correct!** rm df

Correct. This command will show the amount of disk free space available in Linux and to understand the file systems that are attached, or mounted, to the system.

 cat cp**Question 10****10 / 10 pts**

Sam is assisting an internal user with setting up their Ubuntu Server. He notices a report from the server that states a few updates are required. He installs the necessary files so that he can install the software. What would these files be called?

 rm GRUB Chown root Packages

Correct. A collection of files needed to install software in Ubuntu.

**Correct!****Quiz Score: 90 out of 100**