

## Exam Report: 12.6.10 Practice Questions

Date: 4/10/2020 8:00:37 pm  
Time Spent: 1:47

Candidate: Garsteck, Matthew  
Login: mGarsteck

## Overall Performance

Your Score: 70%



View results by: ☐ Objective Analysis ☒ Individual Responses

## Individual Responses

▼ Question 1: Incorrect

Which port does Telnet use?

☒ 34☐ 80☐ 25☐ 23

## Explanation

Telnet uses port 23. However, you should avoid using the Telnet protocol for remote access connections because it opens a plain text, unsecured, remote console connection that is easy for an attacker to monitor or hijack.

Port 25 is used by the SMTP protocol. Port 34 is not used by default by any network protocol. Port 80 is used by the HTTP protocol.

## References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_TRB\_RDTOP\_01]

▼ Question 2: Correct

Which of the following network services or protocols uses TCP/IP port 22?

☐ IMAP4☒ SSH☐ TFTP☐ NNTP

## Explanation

The Secure Shell (SSH) service uses TCP/IP port 22. SSH is a terminal emulation program that provides a secure authenticated connection to a remote system over the network. It is most commonly used with UNIX and Linux systems, but can be used on Windows as well.

The Trivial File Transfer Protocol (TFTP) is a connectionless service for downloading files from a remote system. TFTP uses TCP/IP port 69. The Network News Transfer Protocol (NNTP) is used to access and download messages from newsgroup servers. NNTP uses TCP/IP port 119. The Internet Message Access Protocol version 4 (IMAP4) is used to download email from remote servers. IMAP 4 uses TCP/IP port 143.

## References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_TRB\_RDTOP\_02]

▼ Question 3: Correct

Which of the following can be used to create a secure connection to a remote server?

- ☐ FTP
- ➡ ☒ SSH
- ☐ ICMP
- ☐ SMTP
- ☐ Telnet

### Explanation

You can use Telnet or SSH to remotely log on to a server and complete configuration tasks. However, SSH provides a secure connection; Telnet does not.

You use FTP to transfer files; FTP by itself is not secure. The ICMP protocol is used to transmit error messages on an IP network. SMTP is the protocol email servers use to send email between mail servers.

### References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_TRB\_RDTOP\_03]

▼ Question 4: Correct

You provide desktop support for a small company. The company has two locations in the same city, but they are several miles away. You get a call from a user who is having problems installing a new device. You try to tell the user how to update the driver for the device over the phone, but he is having a hard time understanding your directions and is becoming frustrated.

What should you do?

- ☐ Escalate the call to another technician or your supervisor.
- ☐ Drive to the other location as soon as possible and update the driver.
- ➡ ☒ Establish a Remote Desktop connection and update the driver.
- ☐ Tell the user to wait until you are scheduled to be in that location.

### Explanation

As long as it is set up correctly, you can use Remote Desktop to connect to the user's system remotely. You can then perform tasks as if you were at the computer.

### References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_TRB\_RDTOP\_04]

▼ Question 5: Correct

You need to enable Remote Desktop on a user's Windows 10 system so that you can manage it over the network from your office.

Click the Control Panel option you use to accomplish this task.

Adjust your computer's settings

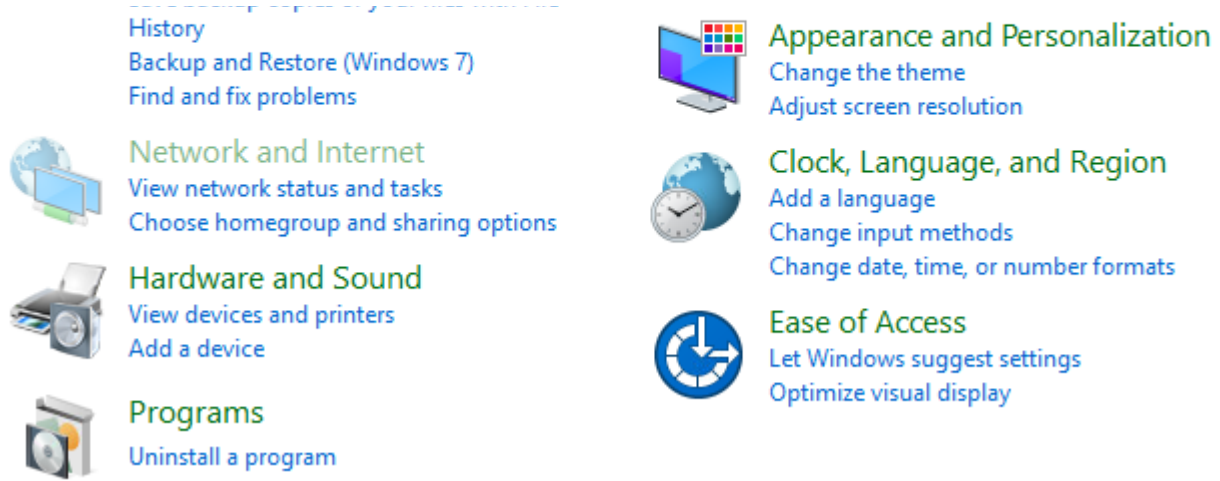
View by: Category ▼



**System and Security**  
Review your computer's status  
Save backup copies of your files with File History



**User Accounts**  
Change account type



## Explanation

To enable Remote Desktop on a Windows 10 system, you access Control Panel and select System and Security > Allow remote access.

The Network and Internet option in Control Panel is used to manage network connections. The User Accounts option is used to manage user accounts.

## References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_TRB\_RDTOP\_05]

### ▼ Question 6: Correct

A user works primarily in your organization's production area. However, she frequently needs to access data stored on her Windows 10 desktop system in her office while on the production floor. She would like to be able to use a system in the production area to remotely access her desktop system using a network connection.

Which groups on her desktop system could you make her user account a member of to enable this configuration? (Select TWO.)

- ☐ Users
- ☐ Guests
- ➔ ☒ Administrators
- ➔ ☒ Remote Desktop Users
- ☐ Power Users

## Explanation

Only users who are members of the Administrators or Remote Desktop Users groups are allowed to establish Remote Desktop sessions with a Windows system. Either group may be used; however, in this scenario, the best option would probably be to make her a member of the Remote Desktop Users group instead of Administrators to avoid granting her too many permissions and rights.

Members of the Power Users, Users, and Guests groups are not allowed to establish Remote Desktop connections with a Windows system.

## References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_TRB\_RDTOP\_06]

### ▼ Question 7: Correct

Which port must be opened in the firewall of a Windows system so that a Remote Desktop connection can be established?

- ☐ 22
- ☐ 23
-  ☒ 3389
- ☐ 123

### Explanation

The firewall on a Windows system must be configured to allow Remote Desktop traffic through. This is done by opening TCP port 3389 (by default). This port is opened automatically on the Remote Desktop host when remote connections are enabled.

Port 22 is used by the SSH protocol. Port 23 is used by the Telnet protocol. Port 123 is used by the Network Time Protocol.


### References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_TRB\_RDTOP\_07]

#### ▼ Question 8: Incorrect

You provide desktop support for a small company. The company has two locations in the same city, but they are several miles away. You get a call from a user who is having problems with an application. He tries to describe what he is doing in the application, but you just can't understand what he is doing that might be causing the problem.

What should you do?

- ☐ Schedule the user to get more training on using the application.
-  ☐ Establish a Remote Assistance connection and watch what the user is doing.
- ☒ ~~Establish a Remote Desktop connection and perform the task on the user's system.~~
- ☐ Drive to the other location as soon as possible and then watch as the user performs the task.

### Explanation

Use Remote Assistance to watch what another user is doing. In the remote session, you can also take control and show the user how to complete the task.


With Remote Desktop, you could try to do the task on the user's computer, but the other user would not be able to see what you were doing.

### References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_REM\_ASST\_01]

#### ▼ Question 9: Correct

Which of the following remote access mechanisms on a Windows system lets you watch what a user is doing and, if necessary, take control of the user's desktop to perform configuration tasks?

- ☐ Remote Desktop
- ☐ Telnet
-  ☒ Remote Assistance
- ☐ SSH

### Explanation


Within a Remote Assistance session, you can see what a user is doing, or you can take control of the desktop and perform configuration actions while the user watches. Remote Desktop lets you connect to a remote system and perform configuration tasks. However, you cannot watch what others do at the desktop, and they will not be able to see what you are doing. Telnet and SSH only provide remote access to the console prompt, not the entire graphical desktop.

## References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_REM\_ASST\_02]

### ▼ Question 10: Incorrect

Occasionally, Rachel works from another Mac in her office, rather than her own, and needs to be able to access her Mac while she is away from her desk. Which option can Rachel use to access her MAC?

-  ☐ Screen Sharing
- ☒ ~~SSH~~
- ☐ Telnet
- ☐ Remote Desktop Protocol

## Explanation

You can use screen sharing to access your Mac while you're away, solve a problem on someone else's Mac, or collaborate with others on a project such as a website or presentation. Remote Desktop Protocol is a Windows solution. SSH is used to establish a secure terminal connection over a network. Telnet is used to establish an unsecure connection over a network.

## References

TestOut PC Pro - 12.6 Remote Services  
[e\_remote\_pp6.exam.xml Q\_SCREENSHARE\_01]