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Exam A

QUESTION 1

A technician installed a known-good, compatible motherboard on a new laptop. However, the motherboard is not working on the laptop. Which of the following should the technician MOST likely have done to prevent damage?

- A. Removed all jewelry
- B. Completed an inventory of tools before use
- C. Practiced electrical fire safety
- D. Connected a proper ESD strap

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

A technician receives a ticket indicating the user cannot resolve external web pages. However, specific IP addresses are working. Which of the following does the technician MOST likely need to change on the workstation to resolve the issue?

- A. Default gateway
- B. Host address
- C. Name server
- D. Subnet mask

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

A technician needs to recommend the best backup method that will mitigate ransomware attacks.

Only a few files are regularly modified, however, storage space is a concern. Which of the following backup methods would BEST address these concerns?

- A. Full
- B. Differential
- C. Off-site
- D. Grandfather-father-son

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

A change advisory board did not approve a requested change due to the lack of alternative actions if implementation failed. Which of the following should be updated before requesting approval again?

- A. Scope of change
- B. Risk level
- C. Rollback plan
- D. End user acceptance

Correct Answer: C

Section: (none)

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Explanation

Explanation/Reference:

Explanation:

QUESTION 5

A user is having phone issues after installing a new application that claims to optimize performance.

The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

- A. Reset the phone to factory settings
- B. Uninstall the fraudulent application
- C. Increase the data plan limits
- D. Disable the mobile hotspot.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

A user enabled a mobile device's screen lock function with pattern unlock. The user is concerned someone could access the mobile device by repeatedly attempting random patterns to unlock the device. Which of the following features BEST addresses the user's concern?

- A. Remote wipe
- B. Anti-malware
- C. Device encryption
- D. Failed login restrictions

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

When a user calls in to report an issue, a technician submits a ticket on the user's behalf. Which of the following practices should the technician use to make sure the ticket is associated with the correct user?

- A. Have the user provide a callback phone number to be added to the ticket
- B. Assign the ticket to the department's power user
- C. Register the ticket with a unique user identifier
- D. Provide the user with a unique ticket number that can be referenced on subsequent calls.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

Which of the following is the MOST cost-effective version of Windows 10 that allows remote access through Remote Desktop?

- A. Home
- B. Pro for Workstations
- C. Enterprise

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D. Pro

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

Once weekly a user needs Linux to run a specific open-source application that is not available for the currently installed Windows platform. The user has limited bandwidth throughout the day. Which of the following solutions would be the MOST efficient, allowing for parallel execution of the Linux application and Windows applications?

- A. Install and run Linux and the required application in a PaaS cloud environment
- B. Install and run Linux and the required application as a virtual machine installed under the Windows OS
- C. Use a swappable drive bay for the boot drive and install each OS with applications on its own drive Swap the drives as needed
- D. Set up a dual boot system by selecting the option to install Linux alongside Windows

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

A technician at a customer site is troubleshooting a laptop A software update needs to be downloaded but the company's proxy is blocking traffic to the update site. Which of the following should the technician perform?

- A. Change the DNS address to 1.1.1.1
- B. Update Group Policy
- C. Add the site to the client's exceptions list
- D. Verity the software license is current.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

A technician is installing new software on a macOS computer. Which of the following file types will the technician MOST likely use?

- A. .deb
- B. .vbs
- C. .exe
- D. .app

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

Which of the following is the MOST important environmental concern inside a data center?

- A. Battery disposal

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- B. Electrostatic discharge mats
- C. Toner disposal
- D. Humidity levels

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

A systems administrator is setting up a Windows computer for a new user. Corporate policy requires a least privilege environment. The user will need to access advanced features and configuration settings for several applications. Which of the following BEST describes the account access level the user will need?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

A change advisory board just approved a change request. Which of the following is the MOST likely next step in the change process?

- A. End user acceptance
- B. Perform risk analysis
- C. Communicate to stakeholders
- D. Sandbox testing

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

The risk analysis should be performed before it's taken to the board. The step after the board approves the change is End User Agreement Reference:https://www.youtube.com/watch?v=Ru77iZxuEIA&list=PLG49S3nxzAnna96gzhJrzki4hH_mgW4b&index=59

QUESTION 15

A user reports that the hard drive activity light on a Windows 10 desktop computer has been steadily lit for more than an hour, and performance is severely degraded. Which of the following tabs in Task Manager would contain the information a technician would use to identify the cause of this issue?

- A. Services
- B. Processes
- C. Performance
- D. Startup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

A user contacted the help desk to report pop-ups on a company workstation indicating the computer has been infected with 137 viruses and payment is needed to remove them. The user thought the company-provided antivirus software would prevent this issue. The help desk ticket states that the user only receives these messages when first opening the web browser. Which of the following steps would MOST likely resolve the issue? (Select TWO)

- A. Scan the computer with the company-provided antivirus software
- B. Install a new hard drive and clone the user's drive to it
- C. Deploy an ad-blocking extension to the browser.
- D. Uninstall the company-provided antivirus software
- E. Click the link in the messages to pay for virus removal
- F. Perform a reset on the user's web browser

Correct Answer: CF

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

The Chief Executive Officer at a bank recently saw a news report about a high-profile cybercrime where a remote-access tool that the bank uses for support was also used in this crime. The report stated that attackers were able to brute force passwords to access systems. Which of the following would BEST limit the bank's risk? (Select TWO)

- A. Enable multifactor authentication for each support account
- B. Limit remote access to destinations inside the corporate network
- C. Block all support accounts from logging in from foreign countries
- D. Configure a replacement remote-access tool for support cases.
- E. Purchase a password manager for remote-access tool users
- F. Enforce account lockouts after five bad password attempts

Correct Answer: AF

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

A technician is asked to resize a partition on the internal storage drive of a computer running macOS. Which of the followings tools should the technician use to accomplish this task?

- A. Console
- B. Disk Utility
- C. Time Machine
- D. FileVault

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

A technician is working with a company to determine the best way to transfer sensitive personal information between offices when conducting business. The company currently uses USB drives and is resistant to change. The company's compliance officer states that all media at rest must be encrypted. Which of the following would be the BEST way to secure the current workflow?

- A. Deploy a secondary hard drive with encryption on the appropriate workstation
- B. Configure a hardened SFTP portal for file transfers between file servers

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- C. Require files to be individually password protected with unique passwords
- D. Enable BitLocker To Go with a password that meets corporate requirements

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

A technician is configuring a new Windows laptop Corporate policy requires that mobile devices make use of full disk encryption at all times Which of the following encryption solutions should the technician choose?

- A. Encrypting File System
- B. FileVault
- C. BitLocker
- D. Encrypted LVM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

Which of the following must be maintained throughout the forensic evidence life cycle when dealing with a piece of evidence?

- A. Acceptable use
- B. Chain of custody
- C. Security policy
- D. Information management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

A technician is troubleshooting a customer's PC and receives a phone call. The technician does not take the call and sets the phone to silent. Which of the following BEST describes the technician's actions?

- A. Avoid distractions
- B. Deal appropriately with customer's confidential material
- C. Adhere to user privacy policy
- D. Set and meet timelines

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

An architecture firm is considering upgrading its computer-aided design (CAD) software to the newest version that forces storage of backups of all CAD files on the software's cloud server. Which of the following is MOST likely to be of concern to the IT manager?

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- A. All updated software must be tested with alt system types and accessories
- B. Extra technician hours must be budgeted during installation of updates
- C. Network utilization will be significantly increased due to the size of CAD files
- D. Large update and installation files will overload the local hard drives.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

A wireless network is set up, but it is experiencing some interference from other nearby SSIDs. Which of the following can BEST resolve the interference?

- A. Changing channels
- B. Modifying the wireless security
- C. Disabling the SSID broadcast
- D. Changing the access point name

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

A technician suspects a rootkit has been installed and needs to be removed. Which of the following would BEST resolve the issue?

- A. Application updates
- B. Anti-malware software
- C. OS reinstallation
- D. File restore

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

A customer reported that a home PC with Windows 10 installed in the default configuration is having issues loading applications after a reboot occurred in the middle of the night. Which of the following is the FIRST step in troubleshooting?

- A. Install alternate open-source software in place of the applications with issues
- B. Run both CPU and memory tests to ensure that all hardware functionality is normal
- C. Check for any installed patches and roll them back one at a time until the issue is resolved
- D. Reformat the hard drive, and then reinstall the newest Windows 10 release and all applications.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

A technician has been tasked with installing a workstation that will be used for point-of-sale transactions. The point-of-sale system will process credit cards and loyalty cards. Which of the following encryption technologies should be used to secure the workstation in case of theft?

- A. Data-in-transit encryption
- B. File encryption
- C. USB drive encryption
- D. Disk encryption

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

A company installed a new backup and recovery system. Which of the following types of backups should be completed FIRST?

- A. Full
- B. Non-parity
- C. Differential
- D. Incremental

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

A call center technician receives a call from a user asking how to update Windows Which of the following describes what the technician should do?

- A. Have the user consider using an iPad if the user is unable to complete updates
- B. Have the user text the user's password to the technician.
- C. Ask the user to click in the Search field, type Check for Updates, and then press the Enter key
- D. Advise the user to wait for an upcoming, automatic patch

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

Someone who is fraudulently claiming to be from a reputable bank calls a company employee. Which of the following describes this incident?

- A. Pretexting
- B. Spoofing
- C. Vishing
- D. Scareware

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 31

A company is Issuing smartphones to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?

- A. Anti-malware
- B. Remote wipe
- C. Locator applications
- D. Screen lock

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

A technician is setting up a SOHO wireless router. The router is about ten years old. The customer would like the most secure wireless network possible. Which of the following should the technician configure?

- A. WPA2 with TKIP
- B. WPA2withAES
- C. WPA3withAES-256
- D. WPA3 with AES-128

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

A technician has been tasked with using the fastest and most secure method of logging in to laptops. Which of the following log-in options meets these requirements?

- A. PIN
- B. Username and password
- C. SSO
- D. Fingerprint

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

A technician is replacing the processor in a desktop computer prior to opening the computer, the technician wants to ensure the internal components are protected. Which of the following safety procedures would BEST protect the components in the PC? (Select TWO).

- A. Utilizing an ESD strap
- B. Disconnecting the computer from the power source
- C. Placing the PSU in an antistatic bag
- D. Ensuring proper ventilation
- E. Removing dust from the ventilation fans
- F. Ensuring equipment is grounded

Correct Answer: AB

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Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

A user's mobile phone has become sluggish A systems administrator discovered several malicious applications on the device and reset the phone. The administrator installed MDM software. Which of the following should the administrator do to help secure the device against this threat in the future?
(Select TWO).

- A. Prevent a device root
- B. Disable biometric authentication
- C. Require a PIN on the unlock screen
- D. Enable developer mode
- E. Block a third-party application installation
- F. Prevent GPS spoofing

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

A company wants to remove information from past users' hard drives in order to reuse the hard drives Which of the following is the MOST secure method

- A. Reinstalling Windows
- B. Performing a quick format
- C. Using disk-wiping software
- D. Deleting all files from command-line interface

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

A technician is configuring a SOHO device Company policy dictates that static IP addresses cannot be used. The company wants the server to maintain the same IP address at all times. Which of the following should the technician use?

- A. DHCP reservation
- B. Port forwarding
- C. DNS A record
- D. NAT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

A user is unable to use any internet-related functions on a smartphone when it is not connected to Wi-Fi When the smartphone is connected to Wi-Fi the user can browse the internet and send and receive email. The user is also able to send and receive text messages and phone calls when the smartphone is not connected to Wi-Fi. Which of the following is the MOST likely reason the user is unable to use the internet on the smartphone when it is not connected to Wi-Fi?

- A. The smartphone's line was not provisioned with a data plan
- B. The smartphone's SIM card has failed
- C. The smartphone's Bluetooth radio is disabled.
- D. The smartphone has too many applications open

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

A technician is investigating an employee's smartphone that has the following symptoms

- The device is hot even when it is not in use.
 - Applications crash, especially when others are launched
 - Certain applications, such as GPS, are in portrait mode when they should be in landscape mode
- Which of the following can the technician do to MOST likely resolve these issues with minimal impact? (Select TWO).

- A. Turn on autorotation
- B. Activate airplane mode.
- C. Close unnecessary applications
- D. Perform a factory reset
- E. Update the device's operating system
- F. Reinstall the applications that have crashed.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

A user corrects a laptop that is running Windows 10 to a docking station with external monitors when working at a desk. The user would like to close the laptop when it is docked, but the user reports it goes to sleep when it is closed. Which of the following is the BEST solution to prevent the laptop from going to sleep when it is closed and on the docking station?

- A. Within the Power Options of the Control Panel utility click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the Plugged In category to Never
- B. Within the Power Options of the Control Panel utility, click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the On Battery category to Never
- C. Within the Power Options of the Control Panel utility select the option Choose When to Turn Off the Display and select Turn Off the Display under the Plugged In category to Never
- D. Within the Power Options of the Control Panel utility, select the option Choose What Closing the Lid Does and select When I Close the Lid under the Plugged in category to Do Nothing

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

The laptop has an additional option under power and sleep settings that desktops do not have. Switching to do nothing prevents the screen from turning off when closed.

QUESTION 41

A department has the following technical requirements for a new application:

Quad Core processor
250GB of hard drive space
6GB of RAM
Touch screens

The company plans to upgrade from a 32-bit Windows OS to a 64-bit OS. Which of the following will the company be able to fully take advantage of after the upgrade?

- A. CPU

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- B. Hard drive
- C. RAM
- D. Touch screen

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
Which of the following Wi-Fi protocols is the MOST secure?

- A. WPA3
- B. WPA-AES
- C. WEP
- D. WPA-TKIP

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
A user attempts to open some files, but a message appears stating that the files are encrypted. The user was able to access these files before without receiving this message and no changes have been made within the company. Which of the following has infected the computer?

- A. Cryptominer
- B. Phishing
- C. Ransomware
- D. Keylogger

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

- A. Run a startup script that removes files by name.
- B. Provide a sample to the antivirus vendor.
- C. Manually check each machine.
- D. Monitor outbound network traffic.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 45

A user reports that a PC seems to be running more slowly than usual. A technician checks system resources, but disk, CPU, and memory usage seem to be fine. The technician sees that GPU temperature is extremely high. Which of the following types of malware is MOST likely to blame?

- A. Spyware
- B. Cryptominer
- C. Ransomware
- D. Boot sector virus

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

Upon downloading a new ISO, an administrator is presented with the following string:

59d15a16ce90cBcc97fa7c211b767aB

Which of the following BEST describes the purpose of this string?

- A. XSS verification
- B. AES-256 verification
- C. Hash verification
- D. Digital signature verification

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 47

Which of the following OS types provides a lightweight option for workstations that need an easy-to-use browser-based interface?

- A. FreeBSD
- B. Chrome OS
- C. macOS
- D. Windows

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 48

Following the latest Windows update PDF files are opening in Microsoft Edge instead of Adobe Reader. Which of the following utilities should be used to ensure all PDF files open in Adobe Reader?

- A. Network and Sharing Center
- B. Programs and Features
- C. Default Apps
- D. Add or Remove Programs

Correct Answer: C

Section: (none)

Explanation

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Explanation/Reference:

Explanation:

QUESTION 49

Which of the following provide the BEST way to secure physical access to a data center server room?
(Select TWO).

- A. Biometric lock
- B. Badge reader
- C. USB token
- D. Video surveillance
- E. Locking rack
- F. Access control vestibule

Correct Answer: EF

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 50

During a recent flight an executive unexpectedly received several dog and cat pictures while trying to watch a movie via in-flight Wi-Fi on an iPhone. The executive has no records of any contacts sending pictures like these and has not seen these pictures before. To BEST resolve this issue, the executive should:

- A. set AirDrop so that transfers are only accepted from known contacts
- B. completely disable all wireless systems during the flight
- C. discontinue using iMessage and only use secure communication applications
- D. only allow messages and calls from saved contacts

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 51

A user reports that antivirus software indicates a computer is infected with viruses. The user thinks this happened while browsing the internet. The technician does not recognize the interface with which the antivirus message is presented. Which of the following is the NEXT step the technician should take?

- A. Shut down the infected computer and swap it with another computer
- B. Investigate what the interface is and what triggered it to pop up
- C. Proceed with initiating a full scan and removal of the viruses using the presented interface
- D. Call the phone number displayed in the interface of the antivirus removal tool

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 52

The command `cac cor.pti a. txt` was issued on a Linux terminal. Which of the following results should be expected?

- A. The contents of the text `comptia.txt` will be replaced with a new blank document
- B. The contents of the text `comptia. txt` would be displayed.

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- C. The contents of the text comptia.txt would be categorized in alphabetical order.
- D. The contents of the text comptia. txt would be copied to another comptia. txt file

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 53

A user's smartphone data usage is well above average. The user suspects an installed application is transmitting data in the background The user would like to be alerted when an application attempts to communicate with the internet. Which of the following BEST addresses the user's concern?

- A. Operating system updates
- B. Remote wipe
- C. Antivirus
- D. Firewall

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 54

A technician is unable to join a Windows 10 laptop to a domain Which of the following is the MOST likely reason?

- A. The domain's processor compatibility is not met
- B. The laptop has Windows 10 Home installed
- C. The laptop does not have an onboard Ethernet adapter
- D. The Laptop does not have all current Windows updates installed

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 55

A technician is troubleshooting an issue involving programs on a Windows 10 machine that are loading on startup but causing excessive boot times. Which of the following should the technician do to selectively prevent programs from loading?

- A. Right-click the Windows button, then select Run entering shell startup and clicking OK, and then move items one by one to the Recycle Bin
- B. Remark out entries listed
HKEY_LOCAL_MACHINE>SOFTWARE>Microsoft>Windows>CurrentVersion>Run
- C. Manually disable all startup tasks currently listed as enabled and reboot checking for issue resolution at startup
- D. Open the Startup tab and methodically disable items currently listed as enabled and reboot, checking for issue resolution at each startup.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 56

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A desktop specialist needs to prepare a laptop running Windows 10 for a newly hired employee. Which of the following methods should the technician use to refresh the laptop?

- A. Internet-based upgrade
- B. Repair installation
- C. Clean install
- D. USB repair
- E. In place upgrade

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 57

A technician found that an employee is mining cryptocurrency on a work desktop. The company has decided that this action violates its guidelines. Which of the following should be updated to reflect this new requirement?

- A. MDM
- B. EULA
- C. IRP
- D. AUP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 58

A user calls the help desk to report that none of the files on a PC will open. The user also indicates a program on the desktop is requesting payment in exchange for file access A technician verifies the user's PC is infected with ransomware. Which of the following should the technician do FIRST?

- A. Scan and remove the malware
- B. Schedule automated malware scans
- C. Quarantine the system
- D. Disable System Restore

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 59

A user has requested help setting up the fingerprint reader on a Windows 10 laptop. The laptop is equipped with a fingerprint reader and is joined to a domain Group Policy enables Windows Hello on all computers in the environment. Which of the following options describes how to set up Windows Hello Fingerprint for the user?

- A. Navigate to the Control Panel utility, select the Security and Maintenance submenu, select Change Security and Maintenance settings, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete
- B. Navigate to the Windows 10 Settings menu, select the Accounts submenu, select Sign in options, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete.
- C. Navigate to the Windows 10 Settings menu, select the Update & Security submenu select Windows Security, select Windows Hello Fingerprint and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete
- D. Navigate to the Control Panel utility, select the Administrative Tools submenu, select the user account in the list, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 60

A user reports a PC is running slowly. The technician suspects it has a badly fragmented hard drive. Which of the following tools should the technician use?

- A. resmon.exe
- B. msconfig.extf
- C. dfrgui.exe
- D. msinfo32.exe

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 61

A user reports a computer is running slow. Which of the following tools will help a technician identify the issue?

- A. Disk Cleanup
- B. Group Policy Editor
- C. Disk Management
- D. Resource Monitor

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 62

A user is unable to log in to the domain with a desktop PC, but a laptop PC is working properly on the same network. A technician logs in to the desktop PC with a local account but is unable to browse to the secure intranet site to get troubleshooting tools. Which of the following is the MOST likely cause of the issue?

- A. Time drift
- B. Dual in-line memory module failure
- C. Application crash
- D. Filesystem errors

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 63

Which of the following could be used to implement secure physical access to a data center?

- A. Geofence

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- B. Alarm system
- C. Badge reader
- D. Motion sensor

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 64

A user wants to set up speech recognition on a PC In which of the following Windows Settings tools can the user enable this option?

- A. Language
- B. System
- C. Personalization
- D. Ease of Access

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Open up ease of access, click on speech, then there is an on and off button for speech recognition.

QUESTION 65

A user is experiencing frequent malware symptoms on a Windows workstation. The user has tried several times to roll back the state but the malware persists. Which of the following would MOST likely resolve the issue?

- A. Quarantining system files
- B. Reimaging the workstation
- C. Encrypting the hard drive
- D. Disabling TLS 1.0 support

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Since Windows systems support FAT32 and NTFS "out of the box" and Linux supports a whole range of them including FAT32 and NTFS, it is highly recommended to format the partition or disk you want to share in either FAT32 or NTFS, but since FAT32 has a file size limit of 4.2 GB, if you happen to work with huge files, then it is better you use NTFS

QUESTION 66

A technician needs to format a USB drive to transfer 20GB of data from a Linux computer to a Windows computer. Which of the following filesystems will the technician MOST likely use?

- A. FAT32
- B. ext4
- C. NTFS
- D. exFAT

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 67

A technician is setting up a desktop computer in a small office. The user will need to access files on a drive shared from another desktop on the network. Which of the following configurations should the technician employ to achieve this

goal?

- A. Configure the network as private
- B. Enable a proxy server
- C. Grant the network administrator role to the user
- D. Create a shortcut to public documents

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 68

A technician needs to transfer a large number of files over an unreliable connection. The technician should be able to resume the process if the connection is interrupted. Which of the following tools can be used?

- A. afc
- B. ehkdsd
- C. git clone
- D. zobocopy

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 69

An incident handler needs to preserve evidence for possible litigation. Which of the following will the incident handler MOST likely do to preserve the evidence?

- A. Encrypt the files
- B. Clone any impacted hard drives
- C. Contact the cyber insurance company
- D. Inform law enforcement

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 70

After clicking on a link in an email a Chief Financial Officer (CFO) received the following error:



The CFO then reported the incident to a technician. The link is purportedly to the organization's bank. Which of the following should the technician perform FIRST?

- A. Update the browser's CRLs
- B. File a trouble ticket with the bank.
- C. Contact the ISP to report the CFCs concern
- D. Instruct the CFO to exit the browser

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 71

A technician has spent hours trying to resolve a computer issue for the company's Chief Executive Officer (CEO). The CEO needs the device returned as soon as possible. Which of the following steps should the technician take NEXT?

- A. Continue researching the issue
- B. Repeat the iterative processes
- C. Inform the CEO the repair will take a couple of weeks
- D. Escalate the ticket

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 72

A technician needs to exclude an application folder from being cataloged by a Windows 10 search. Which of the following utilities should be used?

- A. Privacy
- B. Indexing Options
- C. System
- D. Device Manager

Correct Answer: B

Section: (none)

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Explanation

Explanation/Reference:

Explanation:

QUESTION 73

The network was breached over the weekend System logs indicate that a single user's account was successfully breached after 500 attempts with a dictionary attack. Which of the following would BEST mitigate this threat?

- A. Encryption at rest
- B. Account lockout
- C. Automatic screen lock
- D. Antivirus

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 74

As part of a CYOD policy a systems administrator needs to configure each user's Windows device to require a password when resuming from a period of sleep or inactivity. Which of the following paths will lead the administrator to the correct settings?

- A. Use Settings to access Screensaver settings
- B. Use Settings to access Screen Timeout settings
- C. Use Settings to access General
- D. Use Settings to access Display.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 75

A user is configuring a new SOHO Wi-Fi router for the first time. Which of the following settings should the user change FIRST?

- A. Encryption
- B. Wi-Fi channel
- C. Default passwords
- D. Service set identifier

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 76

An organization is centralizing support functions and requires the ability to support a remote user's desktop. Which of the following technologies will allow a technician to see the issue along with the user?

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

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Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 77

A user reports that a workstation is operating sluggishly. Several other users operate on the same workstation and have reported that the workstation is operating normally. The systems administrator has validated that the workstation functions normally. Which of the following steps should the systems administrator most likely attempt NEXT?

- A. Increase the paging file size
- B. Run the chkdsk command
- C. Rebuild the user's profile
- D. Add more system memory.
- E. Defragment the hard drive.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 78

An executive has contacted you through the help-desk chat support about an issue with a mobile device.
Assist the executive to help resolve the issue.

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TEST QUESTION

Show Question

Reset All Answers

An executive has contacted you through the help-desk chat support about an issue with a mobile device.

Assist the executive to help resolve the issue.

Telecom.

Please follow the new mobile device guide provided on our website.

the latest update, here is a screenshot

IMAP

SSL

10.0.200.1

100

INSTRUCTIONS

Select the MOST appropriate statement for each response.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

on your mail settings to 143.

Send

Protocol

IMAP

Security

SSL

Server Address

10.0.200.1

Port

100

Please change the port number on your mail settings to 143.

Thanks for helping.

Which of the following should be done NEXT?

- A. Educate the user on the solution that was performed.
- B. Tell the user to take time to fix it themselves next time.
- C. Close the ticket out.
- D. Send an email to Telecom to inform them of the Issue and prevent reoccurrence.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

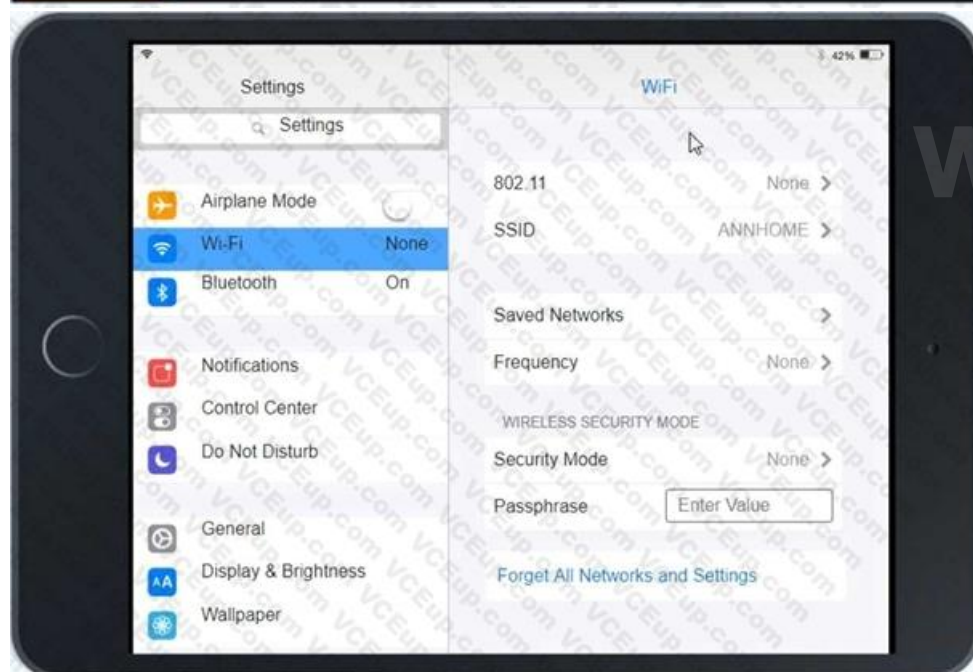
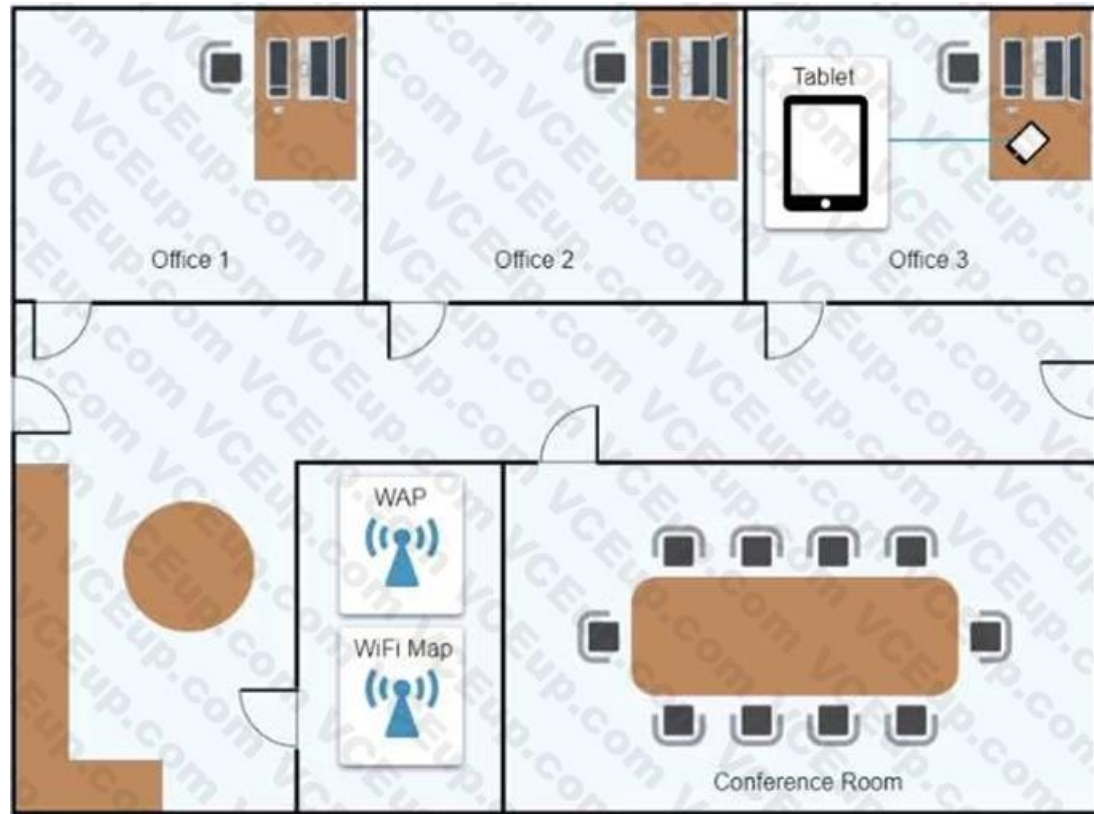
QUESTION 79

Ann, a CEO, has purchased a new consumer-class tablet for personal use, but she is unable to connect it to the company's wireless network. All the corporate laptops are connecting without issue. She has asked you to assist with getting the device online.

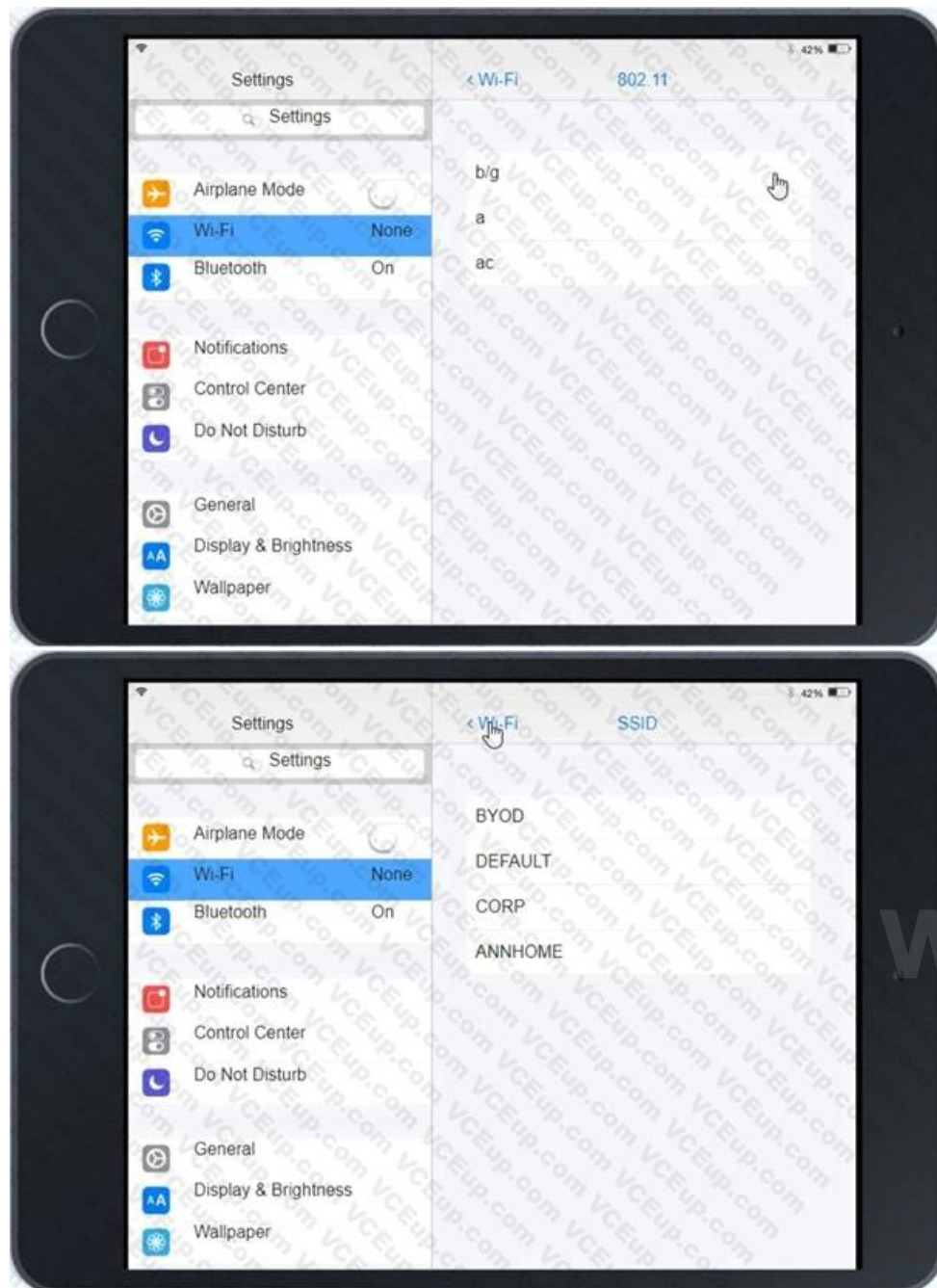
INSTRUCTIONS

Review the network diagrams and device configurations to determine the cause of the problem and resolve any discovered issues.

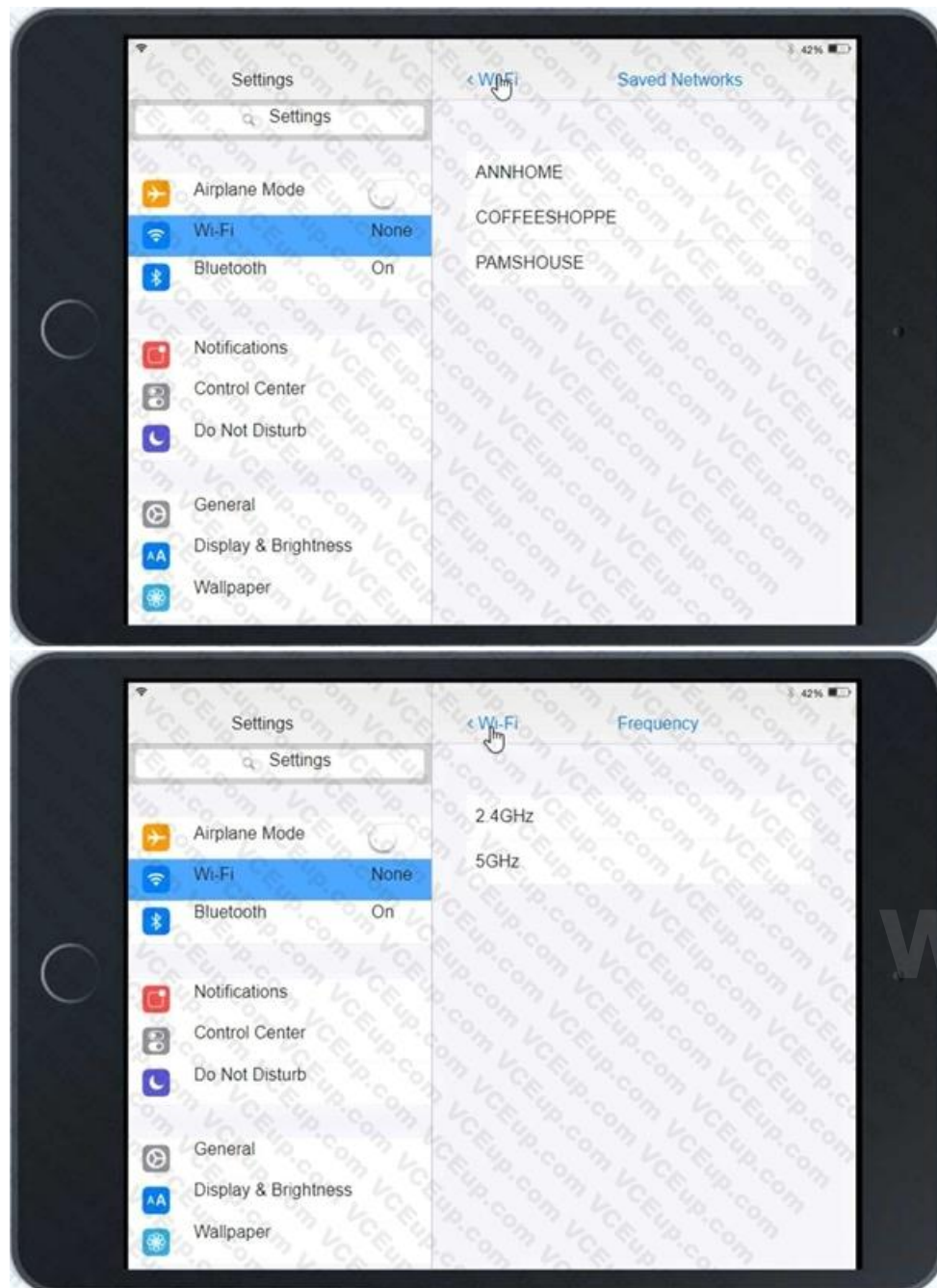
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

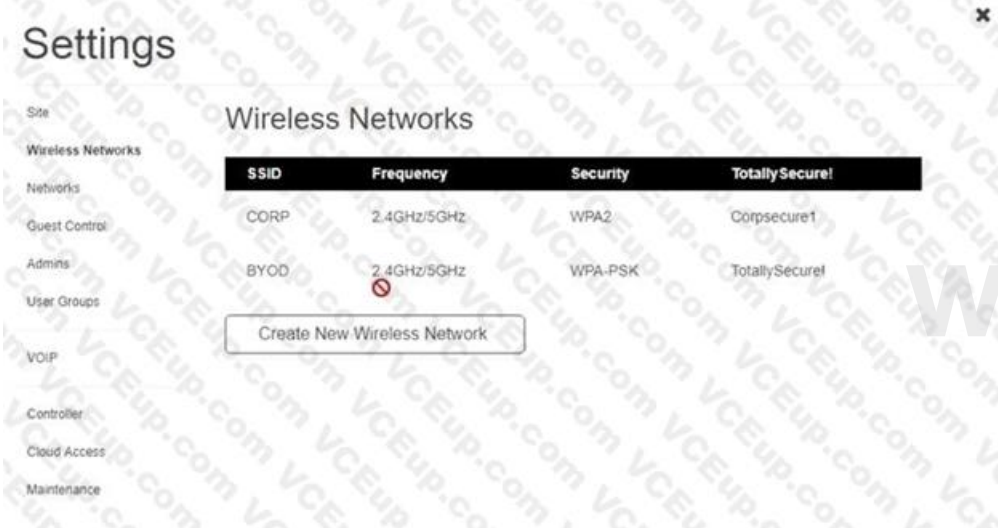


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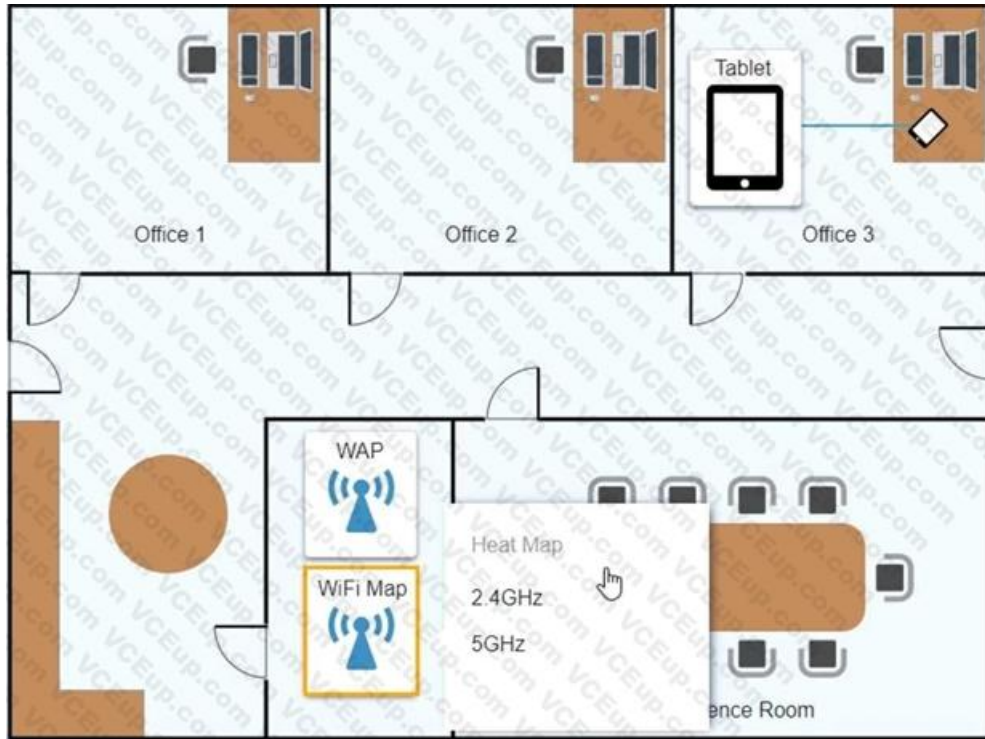
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| Wireless Networks | | | |
|-----------------------------|-------------|----------|-----------------|
| SSID | Frequency | Security | Totally Secure! |
| CORP | 2.4GHz/5GHz | WPA2 | Corpsecure1 |
| BYOD | 2.4GHz/5GHz | WPA-PSK | TotallySecure! |
| Create New Wireless Network | | | |

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A. See the Explanation below

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation below:

Explanation:



Click on 802.11 and Select ac

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Click on SSID and select CORP



Click on Frequency and select 5GHz



At Wireless Security Mode, Click on Security Mode



Select the WPA2



Explanation:

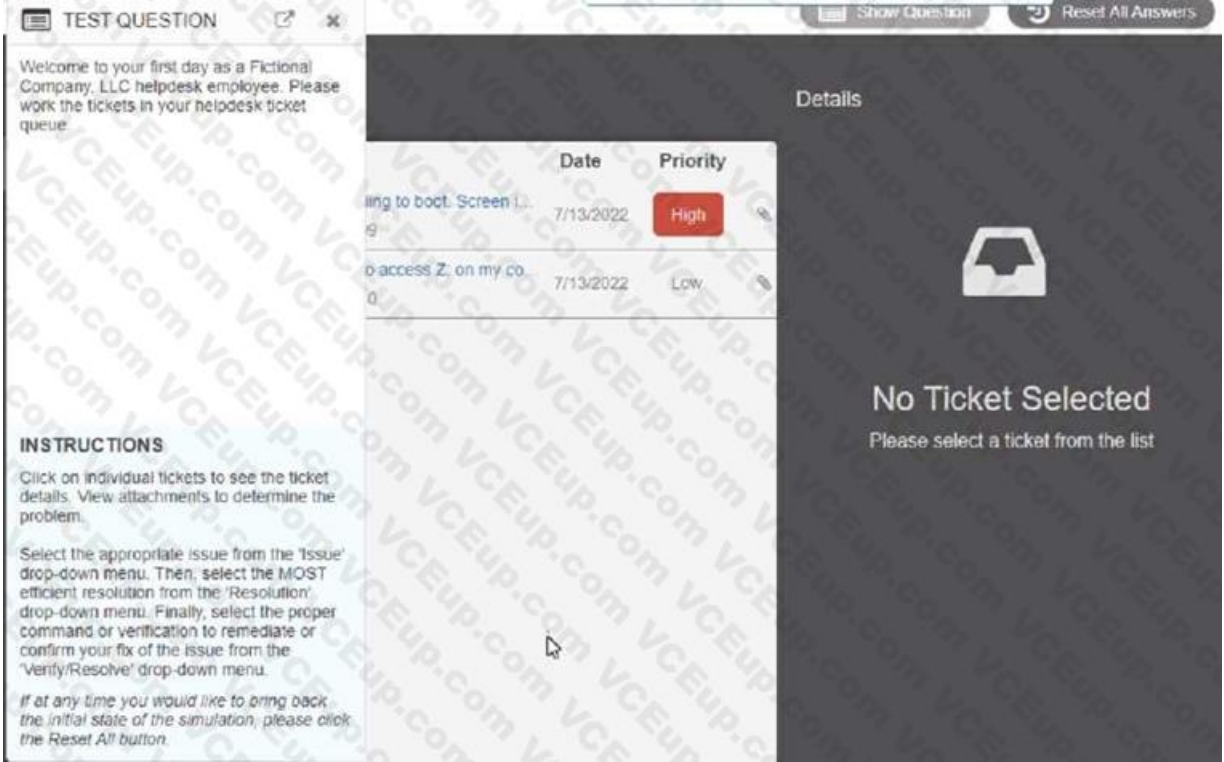
Ann needs to connect to the BYOD SSID, using 2.4GHZ. The selected security method chose should be WPA PSK, and the password should be set to TotallySecret.

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QUESTION 80
HOTSPOT

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue. Click on individual tickers to see the ticket details. View attachments to determine the problem. Select the appropriate issue from the 'issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify/Resolve drop-down menu.



ing to boot. Screen I...

7/13/2022

High

access Z: on my co...

7/13/2022

Low

#8675309

Open

Priority

High

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

PC is failing to boot. Screen is displaying error message, see attachment.

Attachments

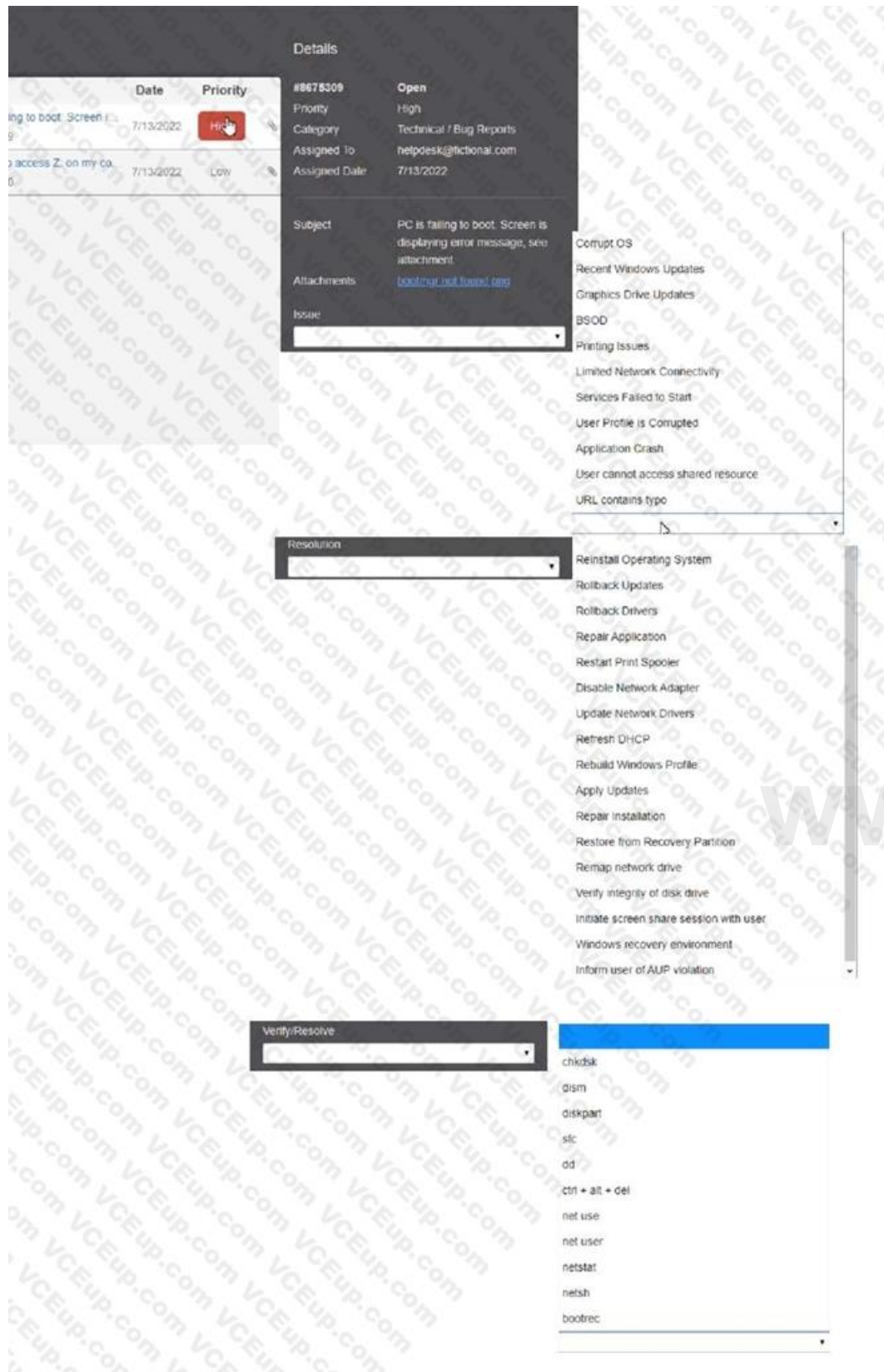
[bootmgr not found.png](#)

Issue

Resolution

Verify/Resolve

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A. See the Explanation below

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

Details

#8675309

Open

Priority

High

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

PC is failing to boot. Screen is displaying error message, see attachment.

Attachments

[bootmgr not found.png](#)

Issue

Corrupt OS

Resolution

Reinstall Operating System

Verify/Resolve

chkdsk

Close Ticket

QUESTION 81

A user reports a computer is running slow. Which of the following tools will help a technician identify the issued

- A. Disk Cleanup
- B. Group Policy Editor
- C. Disk Management
- D. Resource Monitor

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 82

An Android user contacts the help desk because a company smartphone failed to complete a tethered OS update A technician determines there are no error messages on the device Which of the following should the technician do NEXT?

- A. Verify all third-party applications are disabled
- B. Determine if the device has adequate storage available.
- C. Check if the battery is sufficiently charged
- D. Confirm a strong internet connection is available using Wi-Fi or cellular data

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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 83

A user reports that text on the screen is too small. The user would like to make the text larger and easier to see. Which of the following is the BEST way for the user to increase the size of text, applications, and other items using the Windows 10 Settings tool?

- A. Open Settings select Devices, select Display, and change the display resolution to a lower resolution option
- B. Open Settings, select System, select Display, and change the display resolution to a lower resolution option.
- C. Open Settings Select System, select Display, and change the Scale and layout setting to a higher percentage.
- D. Open Settings select Personalization, select Display and change the Scale and layout setting to a higher percentage

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 84

A technician is installing new network equipment in a SOHO and wants to ensure the equipment is secured against external threats on the Internet. Which of the following actions should the technician do FIRST?

- A. Lock all devices in a closet.
- B. Ensure all devices are from the same manufacturer.
- C. Change the default administrative password.
- D. Install the latest operating system and patches

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 85

Which of the following Linux commands would be used to install an application?

- A. yum
- B. grep
- C. ls
- D. sudo

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 86

A technician suspects the boot disk of a user's computer contains bad sectors. Which of the following should the technician verify in the command prompt to address the issue without making any changes?

- A. Run sfc / scannow on the drive as the administrator.
- B. Run cleanmgr on the drive as the administrator

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- C. Run chkdsk on the drive as the administrator.
- D. Run dffrgui on

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 87

A user needs assistance changing the desktop wallpaper on a Windows 10 computer. Which of the following methods will enable the user to change the wallpaper using a Windows 10 Settings tool?

- A. Open Settings, select Accounts, select, Your info, click Browse, and then locate and open the image the user wants to use as the wallpaper
- B. Open Settings, select Personalization, click Browse, and then locate and open the image the user wants to use as the wallpaper
- C. Open Settings, select System, select Display, click Browse, and then locate and open the image the user wants to use as the wallpaper
- D. Open Settings, select Apps, select Apps & features, click Browse, and then locate and open the image the user wants to use as the wallpaper.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 88

A technician wants to enable BitLocker on a Windows 10 laptop and is unable to find the BitLocker Drive Encryption menu item in Control Panel. Which of the following explains why the technician unable to find this menu item?

- A. The hardware does not meet BitLocker's minimum system requirements.
- B. BitLocker was renamed for Windows 10.
- C. BitLocker is not included on Windows 10 Home.
- D. BitLocker was disabled in the registry of the laptop

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 89

A user receives a notification indicating the antivirus protection on a company laptop is out of date. A technician is able to ping the user's laptop. The technician checks the antivirus parent servers and sees the latest signatures have been installed. The technician then checks the user's laptop and finds the antivirus engine and definitions are current. Which of the following has MOST likely occurred?

- A. Ransomware
- B. Failed OS updates
- C. Adware
- D. Missing system files

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 90

Which of the following is a proprietary Cisco AAA protocol?

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- A. TKIP
- B. AES
- C. RADIUS
- D. TACACS+

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 91

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. Which of the following should the technician implement?

- A. MSRA
- B. VNC
- C. VPN
- D. SSH

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 92

A Chief Executive Officer has learned that an exploit has been identified on the web server software, and a patch is not available yet. Which of the following attacks MOST likely occurred?

- A. Brute force
- B. Zero day
- C. Denial of service
- D. On-path

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 93

A technician needs to format a USB drive to transfer 20GB of data from a Linux computer to a Windows computer. Which of the following filesystems will the technician MOST likely use?

- A. FAT32
- B. ext4
- C. NTFS
- D. exFAT

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 94

A user purchased a netbook that has a web-based, proprietary operating system. Which of the following operating systems is MOST likely installed on the netbook?

- A. macOS
- B. Linux
- C. Chrome OS
- D. Windows

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 95

An Android user reports that when attempting to open the company's proprietary mobile application it immediately doses. The user states that the issue persists, even after rebooting the phone. The application contains critical information that cannot be lost. Which of the following steps should a systems administrator attempt FIRST?

- A. Uninstall and reinstall the application
- B. Reset the phone to factory settings
- C. Install an alternative application with similar functionality
- D. Clear the application cache.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 96

A technician needs to document who had possession of evidence at every step of the process. Which of the following does this process describe?

- A. Rights management
- B. Audit trail
- C. Chain of custody
- D. Data integrity

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 97

A user calls the help desk to report potential malware on a computer. The anomalous activity began after the user clicked a link to a free gift card in a recent email The technician asks the user to describe any unusual activity, such as slow performance, excessive pop-ups, and browser redirections. Which of the following should the technician do NEXT?

- A. Advise the user to run a complete system scan using the OS anti-malware application
- B. Guide the user to reboot the machine into safe mode and verify whether the anomalous activities are still present
- C. Have the user check for recently installed applications and outline those installed since the link in the email was clicked
- D. Instruct the user to disconnect the Ethernet connection to the corporate network.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

First thing you want to do is quarantine/disconnect the affected system from the network so whatever malicious software doesn't spread

QUESTION 98

A company needs to securely dispose of data stored on optical discs. Which of the following is the MOST effective method to accomplish this task?

- A. Degaussing
- B. Low-level formatting
- C. Recycling
- D. Shredding

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 99

A network administrator is deploying a client certificate to be used for Wi-Fi access for all devices in an organization. The certificate will be used in conjunction with the user's existing username and password. Which of the following BEST describes the security benefits realized after this deployment?

- A. Multifactor authentication will be forced for Wi-Fi
- B. All Wi-Fi traffic will be encrypted in transit
- C. Eavesdropping attempts will be prevented
- D. Rogue access points will not connect

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 100

A bank would like to enhance building security in order to prevent vehicles from driving into the building while also maintaining easy access for customers. Which of the following BEST addresses this need?

- A. Guards
- B. Bollards
- C. Motion sensors
- D. Access control vestibule

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 101

A technician is working to resolve a Wi-Fi network issue at a doctor's office that is located next to an apartment complex. The technician discovers that employees and patients are not the only people on the network. Which of the following should the technician do to BEST minimize this issue?

- A. Disable unused ports.
- B. Remove the guest network
- C. Add a password to the guest network
- D. Change the network channel.

Correct Answer: D

Section: (none)

Explanation

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Explanation/Reference:
Explanation:

QUESTION 102

A technician just completed a Windows 10 installation on a PC that has a total of 16GB of RAM. The technician notices the Windows OS has only 4GB of RAM available for use. Which of the following explains why the OS can only access 4GB of RAM?

- A. The UEFI settings need to be changed.
- B. The RAM has compatibility issues with Windows 10.
- C. Some of the RAM is defective.
- D. The newly installed OS is x86.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 103

Which of the following is a data security standard for protecting credit cards?

- A. PHI
- B. NIST
- C. PCI
- D. GDPR

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment.

QUESTION 104

Which of the following should be used to control security settings on an Android phone in a domain environment?

- A. MDM
- B. MFA
- C. ACL
- D. SMS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 105

A user is being directed by the help desk to look up a Windows PC's network name so the help desk can use a remote administration tool to assist the user. Which of the following commands would allow the user to give the technician the correct information? (Select TWO).

- A. ipconfig /all
- B. hostname
- C. netstat /?
- D. nslookup localhost

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E. arp —a
F. ping :: 1

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 106

A user created a file on a shared drive and wants to prevent its data from being accidentally deleted by others. Which of the following applications should the technician use to assist the user with hiding the file?

- A. Device Manager
- B. Indexing Options
- C. File Explorer
- D. Administrative Tools

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 107

A developer is creating a shell script to automate basic tasks in Linux. Which of the following file types are supported by default?

- A. .py
- B. .js
- C. .vbs
- D. .sh

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:
<https://www.educba.com/shell-scripting-in-linux/>

QUESTION 108

Before leaving work, a user wants to see the traffic conditions for the commute home. Which of the following tools can the user employ to schedule the browser to automatically launch a traffic website at 4:45 p.m.?

- A. taskschd.msc
- B. perfmon.msc
- C. lusrmgr.msc
- D. Eventvwr.msc

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 109

A technician is installing a new business application on a user's desktop computer. The machine is running Windows 10 Enterprise 32-bit operating system. Which of the following files should the technician execute in order to complete the installation?

- A. Installer_x64.exe
- B. Installer_Files.zip
- C. Installer_32.msi
- D. Installer_x86.exe
- E. Installer_Win10Enterprise.dmg

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 110

A user is having issues with document-processing software on a Windows workstation. Other users that log in to the same device do not have the same issue. Which of the following should a technician do to remediate the issue?

- A. Roll back the updates.
- B. Increase the page file.
- C. Update the drivers.
- D. Rebuild the profile.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 111

Which of the following is an example of MFA?

- A. Fingerprint scan and retina scan
- B. Password and PIN
- C. Username and password
- D. Smart card and password

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 112

Which of the following command-line tools will delete a directory?

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

Correct Answer: D

Section: (none)

Explanation

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Explanation/Reference:

Explanation:
To delete an empty directory, enter `rd Directory` or `rmdir Directory` . If the directory is not empty, you can remove files and subdirectories from it using the `/s` switch. You can also use the `/q` switch to suppress confirmation messages (quiet mode).

QUESTION 113

A police officer often leaves a workstation for several minutes at a time. Which of the following is the BEST way the officer can secure the workstation quickly when walking away?

- A. Use a key combination to lock the computer when leaving.
- B. Ensure no unauthorized personnel are in the area.
- C. Configure a screensaver to lock the computer automatically after approximately 30 minutes of inactivity.
- D. Turn off the monitor to prevent unauthorized visibility of information.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 114

A call center handles inquiries into billing issues for multiple medical facilities. A security analyst notices that call center agents often walk away from their workstations, leaving patient data visible for anyone to see. Which of the following should a network administrator do to BEST prevent data theft within the call center?

- A. Encrypt the workstation hard drives.
- B. Lock the workstations after five minutes of inactivity.
- C. Install privacy screens.
- D. Log off the users when their workstations are not in use.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 115

A technician is setting up a backup method on a workstation that only requires two sets of tapes to restore. Which of the following would BEST accomplish this task?

- A. Differential backup
- B. Off-site backup
- C. Incremental backup
- D. Full backup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 116

A help desk team lead contacts a systems administrator because the technicians are unable to log in to a Linux server that is used to access tools. When the administrator tries to use remote desktop to log in to the server, the administrator sees the GUI is crashing. Which of the following methods can the administrator use to troubleshoot the server effectively?

- A. SFTP
- B. SSH
- C. VNC
- D. MSRA

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Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 117

A user turns on a new laptop and attempts to log in to specialized software, but receives a message stating that the address is already in use. The user logs on to the old desktop and receives the same message. A technician checks the account and sees a comment that the user requires a specifically allocated address before connecting to the software. Which of the following should the technician do to MOST likely resolve the issue?

- A. Bridge the LAN connection between the laptop and the desktop.
- B. Set the laptop configuration to DHCP to prevent conflicts.
- C. Remove the static IP configuration from the desktop.
- D. Replace the network card in the laptop, as it may be defective.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The new laptop was set up with the static IP it needs to connect to the software. The old desktop is still configured with that IP, hence the conflict.

QUESTION 118

A technician is upgrading the backup system for documents at a high-volume law firm. The current backup system can retain no more than three versions of full backups before failing. The law firm is not concerned about restore times but asks the technician to retain more versions when possible. Which of the following backup methods should the technician MOST likely implement?

- A. Full
- B. Mirror
- C. Incremental
- D. Differential

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119

A company discovered that numerous computers from multiple geographic locations are sending a very high number of connection requests which is causing the company's web server to become unavailable to the general public. Which of the following attacks is occurring?

- A. Zero day
- B. SQL injection
- C. Cross-site scripting
- D. Distributed denial of service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 120

While browsing a website, a staff member received a message that the website could not be trusted. Shortly afterward, several other colleagues reported the same issue across numerous other websites. Remote users who were not connected to corporate resources did not have any issues.

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Which of the following is MOST likely the cause of this issue?

- A. A bad antivirus signature update was installed.
- B. A router was misconfigured and was blocking traffic.
- C. An upstream internet service provider was flapping.
- D. The time or date was not in sync with the website.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 121

Security software was accidentally uninstalled from all servers in the environment. After requesting the same version of the software be reinstalled, the security analyst learns that a change request will need to be filled out. Which of the following is the BEST reason to follow the change management process in this scenario?

- A. Owners can be notified a change is being made and can monitor it for performance impact. Most Voted
- B. A risk assessment can be performed to determine if the software is needed.
- C. End users can be aware of the scope of the change.
- D. A rollback plan can be implemented in case the software breaks an application.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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QUESTION 122

Which of the following should be done NEXT?

- A. Send an email to Telecom to inform them of the issue and prevent reoccurrence.
- B. Close the ticket out.
- C. Tell the user to take time to fix it themselves next time.
- D. Educate the user on the solution that was performed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 123

A user calls the help desk and reports a workstation is infected with malicious software. Which of the following tools should the help desk technician use to remove the malicious software? (Select TWO).

- A. File Explorer
- B. User Account Control
- C. Windows Backup and Restore
- D. Windows Firewall
- E. Windows Defender
- F. Network Packet Analyzer

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 124

A technician has just used an anti-malware removal tool to resolve a user's malware issue on a corporate laptop. Which of the following BEST describes what the technician should do before returning the laptop to the user?

- A. Educate the user on malware removal.
- B. Educate the user on how to reinstall the laptop OS.
- C. Educate the user on how to access recovery mode.
- D. Educate the user on common threats and how to avoid them.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 125

A technician is upgrading the backup system for documents at a high-volume law firm. The current backup system can retain no more than three versions of full backups before failing. The law firm is not concerned about restore times but asks the technician to retain more versions when possible.

Which of the following backup methods should the technician MOST likely implement?

- A. Full
- B. Mirror
- C. Incremental
- D. Differential

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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