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NEW QUESTION: 1

A company recently experienced a security incident in which an unauthorized user was able to insert a USB flash drive into a kiosk, launch a non-native OS, and deliver malicious payloads across the network. Which of the following security measures would have been BEST to prevent the attack from being executed in the first place? (Select TWO)

- A. Enabling the Secure Boot option
- B. Disabling AutoRun for USB devices
- C. Creating a strong BIOS/UEFI password
- D. Using a host-based antivirus with real-time scanning
- E. Changing the default administrator credentials
- F. Implementing automatic screen locks after 60 seconds of inactivity

Answer: D,F ([LEAVE A REPLY](#))

NEW QUESTION: 2

A user reports the screen on a mobile device frequently dims even when the device settings are not being changed. Which of the following is MOST likely the cause?

- A. Auto-brightness
- B. Faulty backlight
- C. High contrast mode
- D. Power saving mode

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 3

A user has reported that a computer is running extremely slow when opening applications. A technician checks the computer and needs to verify memory utilization. Which of the following tools should the technician use to begin troubleshooting the issue?

- A. Drive Status

- B. Device Manager
- C. Task Scheduler
- D. Performance

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 4

A user believes there is a virus on a laptop. The user installs additional real-time protection antivirus software but is now experiencing extremely slow performance on the laptop. Which of the following should a technician do to resolve the issue and avoid recurrence?

- A. Enable the quarantine feature on both antivirus software programs
- B. Uninstall one antivirus software program and install a different one
- C. Remove the user-installed antivirus software
- D. Run OS updates
- E. Activate real-time protection on both antivirus software programs

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 5

A user in a SOHO wants to allow Joe, a remote technician, to connect securely to the user's workstation. Joe informs the user that the VPN was successful, but he still cannot connect. Which of the following settings in the SOHO router MOST likely need to be adjusted?

- A. NAT
- B. DHCP
- C. Firewall
- D. Encryption
- E. DNS

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 6

A Windows user logs on to a network domain computer after recently being switched to a roaming profile.

The user reports extremely long startup times. Which of the following should a technician check to address this issue?

- A. The free space available on the network share
- B. The total quantity of RAM installed on the computer
- C. The amount of data on the user's desktop
- D. The size of the Windows swap file

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 7

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.

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.

Email is currently down!

CompTIA

Good afternoon, I will be happy to assist you with your email.

This needs to be fixed ASAP as I am unable to access urgent emails through my phone.

I will be glad to help, but first I need to know what type of device you are using.

I recently received a phone from Telecom.

Has anything changed recently?

- Has anything changed recently?
- i know exactly what's wrong lol, let's take a look at it :)
- Please follow the new mobile device guide provided on our website.
- Let's take a look at your phone settings.

Select the question to ask next...

Let's take a look at your phone settings.

CompTIA

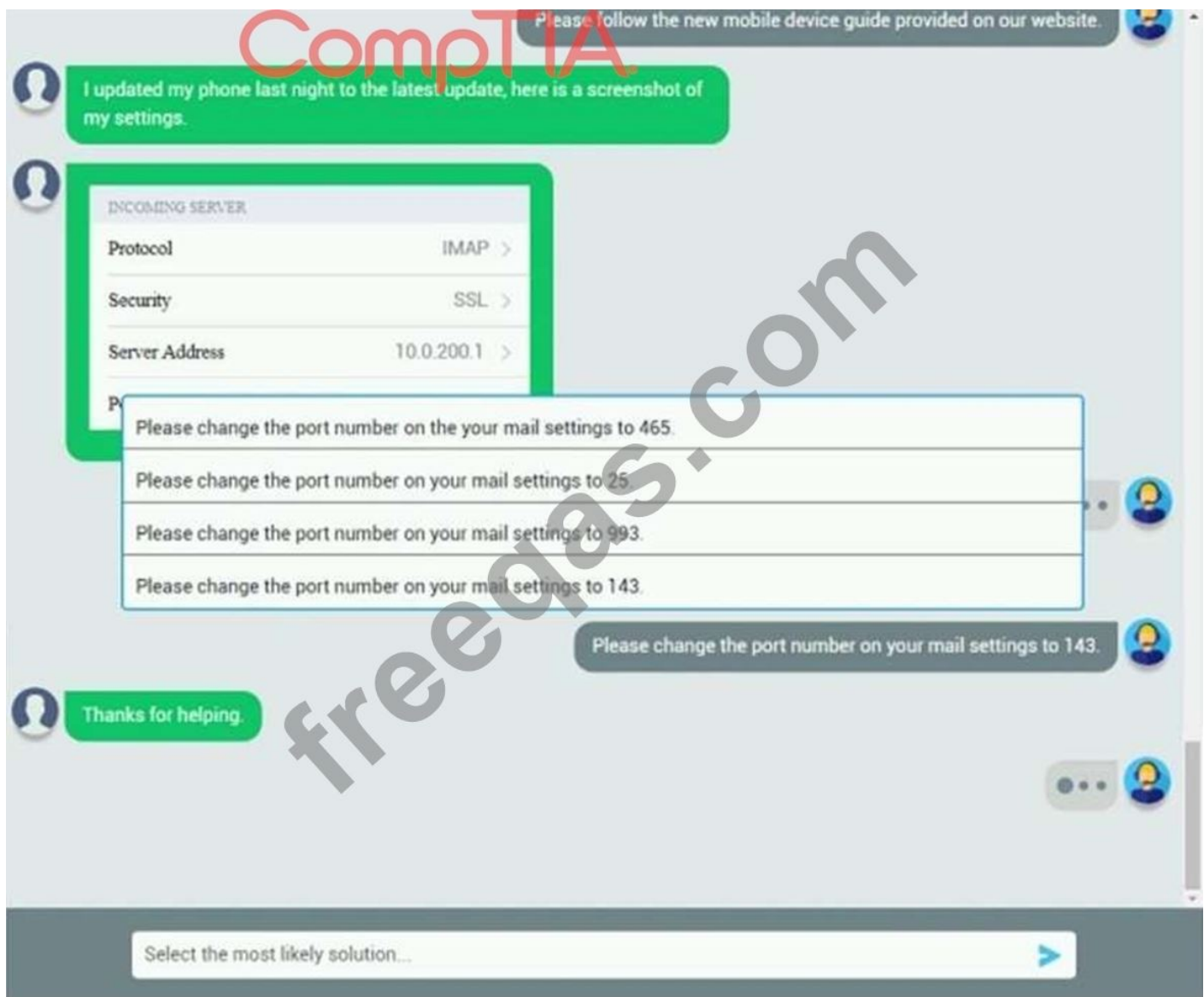
Please follow the new mobile device guide provided on our website.

I updated my phone last night to the latest update, here is a screenshot of my settings.

INCOMING SERVER

Protocol	IMAP >
Security	SSL >
Server Address	10.0.200.1 >
Port	100 >

Select the most likely solution...



Please change the port number on your mail settings to 993.

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 8

Which of the following is the MOST common method of allowing outside access through a wireless SOHO router for specific program access?

- A. Enabling port forwarding
- B. Increasing radio power levels
- C. Creating a content filter whitelist
- D. Properly placing access points

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 9

An administrator created a connection to a private network using TLS 1.2. The Linux servers on the network do not support secure protocols. Which of the following will the administrator MOST likely use to log in to these servers?

- A. RDP
- B. SSH
- C. Telnet
- D. SSL

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 10

A new policy requires all users to log on to their corporate workstations using smart card authentication. Which of the following best practices should be implemented to further secure access to workstations?

- A. Screen lock timeouts
- B. Strong passwords
- C. Data encryption
- D. Required screensavers

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 11

A technician needs to remove malware from a Windows system. The technician has already performed research on the malware and determined it is a memory virus. Which of the following steps should the technician take NEXT?

- A. Educate the user.
- B. Disable the restore points.
- C. Quarantine the affected system.
- D. Remediate the affected system.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 12

A user is attempting to create a Windows fileshare on a Windows 10 workstation in a small peer-to-peer environment. The user is logged in with a Microsoft account. Which of the following would be the MOST secure way to allow other users to access the share?

- A. Create a new local user for peer-to-peer share access.
- B. Enable the local guest account access.
- C. Set the share permissions to Everyone/Full Control.
- D. Provide other users with the Microsoft account information.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

A technician performs a virus cleaning on a computer that has been redirecting all browsers to a phishing website. System Restore was turned off before the cleaning. The technician runs the machine through several scanners, and then tests for redirection. A smaller number of sites are still redirecting to the phishing website. The antivirus software correctly blocks the website. Which of the following should the technician do NEXT?

- A. Rebuild the OS on the machine
- B. Rerun the antivirus scan with higher sensitivity
- C. Do a System Restore to a date before the infection
- D. Check the contents of the hosts file

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 14

Which of the following operating systems utilizes the web browser named Edge, replacing its older browser software?

- A. Windows 7
- B. Windows 8
- C. Windows 8.1
- D. Windows 10

Answer: ([SHOW ANSWER](#)**)**

Explanation/Reference:

NEW QUESTION: 15

A vendor requires remote access to a specific server to maintain a proprietary software system. Security policy restricts the use of port 3389 to employees but does allow command-line access to non-employees. Which of the following would MOST likely need to be enabled?

- A. Telnet
- B. SSH
- C. FTP
- D. RDP

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 16

Which of the following is used with WPA2-Enterprise to authenticate wireless clients?

- A. RADIUS
- B. MDM
- C. TACACS
- D. LDAP

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 17

A user is unable to print to the office's networked laser printer from a Windows desktop. A technician attempts to print a test page, but nothing comes out of the printer. The technician tries to print from a label printer, which is connected via USB, but there is no output from that printer either. Which of the following actions are MOST likely to restore printing functionality to both printers? (Choose two.)

- A. Power cycle the desktop
- B. Restart the wired AutoConfig service
- C. Power cycle the label printer
- D. Restart the Windows Firewall service
- E. Restart the print spooler service
- F. Power cycle the laser printer

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 18

Which of the following is the memory limitation of a 32-bit OS?

- A. 4GB
- B. 16MB
- C. 8TB
- D. 2TB
- E. 1024GB
- F. 2048MB

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

A technician must remove data from the human resources computers. The technician plans to reuse the drives in the computers.

Which of the following data destruction methods should the technician perform to ensure the data is removed completely?

- A. Degaussing
- B. Low-level format
- C. Standard format
- D. Overwrite

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 20

A technician responds to a call from a user who claims to have a virus on a workstation. The technician observes the following notification from the system tray:

There are 1033 infected files on this computer. Click here to disinfect.

The link is blocked by the corporate content filter and displays a message stating the site contains known malware. Which of the following should the technician complete to secure the computer with MINIMAL impact to the user?

- A.** Compare the startup items and services to a known clean image, and remove any startup items not found in the other image. Run an anti-malware scan.
- B.** Validate that the alerts are false positives, and disable security software on the workstation to prevent further false notifications.
- C.** Back up the user's files. Restore the system to the original system image designated by corporate IT policies. Restore the user's files.
- D.** Request a content filter exception to allow access to the link from the notification. Once available, follow the instructions on the linked site.

Answer: C ([LEAVE A REPLY](#))

Back up the user's files. Restore the system to the original system image designated by corporate IT policies. Restore the user's files.

NEW QUESTION: 21

A technician is performing service on a computer and notices it is responding very slowly. The computer has 4GB of RAM, a four-core 3GHz processor, and a SATA I 5400rpm 300GB HOD. The technician logs the following process information:

Name	CPU	Memory	Disk	Network
Explorer.exe	1%	160MB	1MBps	0kbps
System	5%	200MB	5MBps	5kbps
WSFTPD.exe	3%	140MB	3MBps	24190kbps
Trusted Installer	12%	560MB	75MBps	0kbps
chrome.exe	4%	1900MB	1MBps	253kbps
Win Defender	32%	120MB	2MBps	115kbps
dlhhost.exe	0%	8MB	0.3MBps	0kbps

Based on this data, which of the following is the MOST likely cause of the performance issues?

- A.** The dtfhost.exe is likely a virus, and the computer has slowed down due to an infection
- B.** The chrome application is using too much memory and causing excessive paging
- C.** The WSFTPD application is overloading the NIC, causing the computer to freeze periodically.
- D.** The operating system is performing an installation that is slowing down the computer.
- E.** The Windows Defender application is using too much CPU, causing the slowdown.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 22

Ann, an end user, is working with highly regulated data and often notices the high volume of traffic in her work area. Ann requests help with limiting the exposure of data as people walk by. Which of the following security measures should be used?

- A. Common access card
- B. Biometric device
- C. Cable lock
- D. Mantrap
- E. Privacy screen

Answer: E ([LEAVE A REPLY](#))

NEW QUESTION: 23

Which of the following should be performed FIRST after discovering an employee is using a corporate laptop to steal trade secrets?

- A. Track the evidence
- B. Preserve the data
- C. Disable the laptop
- D. Report the incident

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 24

A user installed a new company-approved application on a Windows PC. The installation required a reboot. After the reboot and logon, the system froze. A technician has been called to fix the problem. Which of the following should the technician do FIRST?

- A. Boot the PC, run misconfig, check the safe boot box under the Boot tab, and then restart
- B. Log in as an administrative user and determine if the problem persists
- C. Boot into safe mode, and then load the ERD and restore the most recent files
- D. Contact the application vendor support staff for more information

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 25

An technician performed an in-place upgrade to 10 on a customer laptop. following the upgrade, a proprietary software application no longer works. The technician realizes the software is not compatible with Windows 10. Which of the following is the BEST option to make the software functional again?

- A. Run the application in compatibility mode.
- B. Apply all known updates to the updated OS.
- C. Roll back the in-place upgrade to the original OS.
- D. Reinstall the original OS,

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 26

A small office owner has asked a technician to ensure all users in the office have the ability to access the wireless network but that the network is not accessible outside the building. Which of the following should the technician recommend? (Choose two.)

- A. Change the default SSID
- B. Change the radio power level
- C. Change the static IP addresses
- D. Change the antenna placement
- E. Change the encryption type
- F. Change the content filtering settings

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 27

A small business has an open wireless network so vendors can connect to the network without logging in.

The business owners are concerned that a nearby company is connecting and using the wireless connection without permission. If the small business requires that the network remain open, which of the

following configuration settings should be changed to address these concerns?

- A. MAC filtering
- B. Content filtering
- C. Default SSID
- D. Power levels
- E. Firewall

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 28

Which of the following is a device that stores a copy of a certificate that is used for authentication?

- A. Soft token
- B. Biometric scanner
- C. OTP token
- D. Smart card

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 29

A customer purchased a 3TB HDD to use with a Windows 7 PC and wants to have letter "J" assigned only to the drive. Which of the following types of partitioning should be performed to give the customer full use of the 3 TB drive?

- A. Dynamic

- B. Basic
- C. Extended
- D. GPT

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 30

A local administrator wants to perform updates on a user's Windows 8.1 workstation at regular intervals. Between the hours of 5:00 pm and 7:30 am the workstation is unused and periodically powered down.

Which of the following describes how the administrator would ensure updates are run without disrupting the user?

- A. Manually check for updates and let the user decide when to download and install them.
- B. Download automatic updates but allows the user to select the time of installation.
- C. Install automatic updates during the hours the workstation is powered down.
- D. Select automatic maintenance and enable the computer to wake up at the scheduled time.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 31

Which of the following file types uses the net use command.

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

A user's antivirus recently expired, so the user downloaded and installed a free system protection application. The application found numerous rootkits, Trojans, viruses, and missing critical patches. It was unable to fix all the issues, however, and suggested the user call technical support. Which of the following is the FIRST step to begin repairing the computer?

- A. Reimage the computer.
- B. Remove the rogue antivirus.

- C. Install Windows Updates.
- D. Call the technical support number.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 33

A technician implemented a network policy to deploy a printer over the network. A user reports being unable to see the printer. Which of the following should the technician perform to map the printer to user laptops?

- A. gpresult
- B. gpupdate
- C. netstat
- D. net use

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

Ann, a user, has two monitors: one connected with VGA and another connected with DisplayPort. Ann contacts the help desk because she can only see one monitor at a time. Ann tried to fix this on her own, but she sees very limited display settings.

Which of the following is MOST likely the issue?

- A. The monitor refresh rate is above 60Hz and cannot display a digital signal.
- B. The OS is using basic drivers for the video card.
- C. The DisplayPort is plugged into an HDMI port.
- D. Ann does not have administrative rights over the machine.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 35

A technician is disposing of computer hardware that contains PHI. The drive must be reusable. Which of the following methods should be used?

- A. Drive wipe
- B. Standard format
- C. Degauss
- D. Low-level format

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 36

A customer has a Windows 7 x86 computer with 4GB of RAM and needs to upgrade the RAM to meet the minimum specifications for a new piece of software. Which of the following should a technician recommend to the customer FIRST?

- A. Migrating to a Linux OS
- B. Installing a new SSD
- C. Installing 8GB DDR4 RAM

D. Using a 64-bit architecture

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

Which of the following Windows technologies can render a file unreadable by anyone other than the file's creator?

A. Bitlocker

B. NTFS

C. EFS

D. DEF

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 38

A technician is cleaning up a warehouse and several old CRT monitors and UPS units. The technician removes the batteries from the UPSs and wants to comply with proper disposal techniques.

Which of the following should the technician do NEXT to proceed with disposal of the batteries?

A. Refer to the manufacturer's specific usage

B. Place securely in trash receptacles

C. Review the material safety data sheet

D. Conduct an internal search of disposal techniques

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 39

A remote user has reported a suspicious pop-up, and a technician is troubleshooting the user's laptop. The technician needs to connect securely to the computer to view the user's screen and investigate the issue. Which of the following should the technician use?

A. MSRA

B. SSH

C. MSTSC

D. SFTP

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 40

A user is unable to open a document on a shared drive from a Linux workstation. Which of the following commands would help the user gain access to the document?

A. chmod

B. pwd

C. grep

D. ifconfig

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 41

A team needs to deploy a temporary server room at a site to provide support during construction. Which of the following should they use at this site while setting up the server room?

- A. Privacy screens
- B. Air filters
- C. ESD mats
- D. Vacuums

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

A technician is working on a computer that has the following symptoms

- * Unable to access the Internet
- * Unable to send email
- * Network connection (limited or no connectivity)

The technician runs hardware diagnostics on the computer and verifies the computer's NIC is functioning correctly. The technician attempts to access the Internet and receives the message: page cannot be displayed. The technician runs a command to verify the computer network settings and sees the following information IP address:192.166.0.100 Subnet mask.: 255.255.255.0 Gateway: 192.168.0.1 DNS: 192.168.0.1 The technician confirms other computers

on the network can access the Internet. Which of the following is MOST likely causing the issues?

- A. Rogue antivirus
- B. Ransomware
- C. Proxy settings
- D. Firewall rule

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 43

A remotely managed self-checkout machine in a retail store runs Windows 10. The image contains drivers for locally attached third-party hardware (i.e., receipt printers), third-party applications, and proprietary applications made by the company's IT department. The self-checkout machine is experiencing errors, and the store employees are instructed to reload the OS. Which of the following would be the BEST option to restore full functionality to this machine with the least administrative effort?

- A. CD-RW
- B. BD-R
- C. Thin client
- D. Network boot

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 44

A company brings in contractors several times a year to perform inventory, and the contractors use company supplied laptops. The company's security policy states that once the inventory is completed, the contractors should not be able to log in to the laptops until the next inventory. Which of the following BEST enforces this policy?

- A. Restrict the user accounts
- B. Reset the user accounts
- C. Disable the user accounts
- D. Delete the user accounts

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 45

A Windows user is trying to print a large number of documents to a network printer, but the printer is no longer printing. A technician investigates and notices all the jobs are stuck in the print queue. Which of the following should the technician perform to resolve the issue?

- A. Restart the Network Connection service.
- B. Restart the spooler service.
- C. Restart the WMI service
- D. Restart the Windows Update service

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 46

The Chief Information Security Officer (CISO) wants to ensure the company is prepared in case of a ransomware attack. The CISO has requested network vulnerability scans, firewall audits, and ACL logs. Which of the following should the CISO also request?

- A. NIDS signature updates
- B. Physical penetration tests
- C. Audits of the cloud storage platform
- D. Tests of the data backups

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 47

After a virus has been spread unknowingly via USB removable hard drives, a technician is tasked with limiting removable hard drive access to certain network users. USB ports are used for many devices, including scanners, printers, and signature pads, so a policy is created to deny access to removable hard drives only.

When testing the policy, a removable drive is plugged in but can still be accessed.

Which of the following command-line tools should the technician use to apply the new policy?

- A. grupdate
- B. diskpart
- C. gpresult
- D. net use

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

NEW QUESTION: 48

A technician is repairing a computer's motherboard in a clean environment. The technician needs to ensure all necessary safety procedures are taken prior to performing the replacement.

Which of the following should the technician employ during this process to ensure safety?

(Choose two.)

- A. ESD straps
- B. Self-grounding
- C. Antistatic bag
- D. CPU paste
- E. Air filter mask
- F. Safety goggles

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 49

A technician needs to remediate an infected computer.

Which of the following is the FIRST step the technician should take?

- A. Update the anti-malware software
- B. Scan and remove the infections
- C. Quarantine the system
- D. Research the malware symptoms

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 50

A user reports unwanted pop-ups are appearing on a computer's screen, and the system is performing slowly. Which of the following should a technician do FIRST to troubleshoot the threat? (Select TWO).

- A. Uninstall the network driver from the Device Manager.
- B. Search for software related to the pop-ups.

- C. Run antivirus and anti-malware scans.
- D. Kill all processes that are not related to Windows.
- E. Disable all non-Microsoft services.
- F. Restart the computer in safe mode.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 51

Ann, a smartphone user receives an in-app notification that her third party note taking app has an update that requires additional permissions. The update requires access to connected storage, including networked resources, and the ability to enable or disable airplane mode. She has consulted the company's IT department about the situation.

Which of the following is the BEST course of action for the IT department to recommend?

- A. Accept the app update
- B. Uninstall the app
- C. Postpone the app update
- D. Refuse the app update

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 52

Which of the following filesystems should be used for a new Windows installation on a 1TB hard drive?

- A. NTFS
- B. Ext3
- C. CDFS
- D. FAT32

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 53

Ann, an end user, is working with highly regulated data and often notices the high volume of traffic in her work area. Ann requests help with limiting the exposure of data as people walk by.

Which of the following security measures should be used?

- A. Biometric device
- B. Common access card
- C. Cable lock
- D. Privacy screen
- E. Mantrap

Answer: D ([LEAVE A REPLY](#))

Explanation

NEW QUESTION: 54

Ann, a user, calls the help desk regarding an issue on her laptop. While working remotely, she appears to be connecting to WiFi but is unable to retrieve her corporate email. The wireless name is listed as "ConnectMe" and appears as unsecure.

Which of the following should the help desk perform to fix the issue?

- A. Remote into Ann's system and restart the wireless adapter
- B. Direct Ann to run an antivirus program on her laptop
- C. Ask Ann to open a browser and watch for a redirect page
- D. Advise Ann to plug an Ethernet cable into her laptop

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 55

A technician is in the process of removing a recently discovered Trojan horse application from a users laptop. Which of the following should the technician complete to prevent reinfection of the same machine?

- A. Research the symptoms to identify the threat.
- B. Update the operating system and anti-malware signatures.
- C. Isolate the infected machine from all networks.
- D. Reenable Windows System Restore after rebooting the device

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 56

A technician asks a customer who wants to purchase a new computer a series of open-ended questions. The technician determines the customer wants to use the system mainly to experiment with cross-platform software development using community-maintained tools and strongly prefers an open system. Which of the following should the technician recommend?

- A. Windows OS
- B. Mec OS
- C. CentOS
- D. Linux OS

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 57

A technician was given a surplus graphic card.

Which of the following job roles would benefit the MOST from upgrading to a dedicated graphics card?

- A. Finance worker
- B. Frontline worker
- C. Game designer
- D. IT analyst

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 58

A user's PC has become infected with malware that has a known remediation. Which of the following would MOST likely prevent this from happening again?

- A. Keep software up to date.
- B. Utilize a preinstallation environment.
- C. Create a restore point.
- D. Disable System Restore.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

A technician is running a Windows Update on a Windows 7 PC. The process usually takes a few minutes before reporting if there are updates, but this time it has taken 30 minutes with no change. Which of the following should the technician do?

- A. Run the System Update Readiness Tool
- B. Delete all of the files and folders in the Software Distribution folder
- C. Reboot to safe mode and run Windows Update
- D. Use the Microsoft Windows Update Troubleshooter

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 60

A user has installed two new drives in one of the computers in the computer lab and has been unable to format Disk1 from the command prompt.

The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive F.

The second partition must be 512,000 MB in size and mapped to drive G.

The new partitions must be formatted to ensure that user's files can be secured from other users and that the disk must be configured to account for future redundancy.

Make sure to maintain a consistent file system.

INSTRUCTIONS:

Conduct the necessary steps within the Disk Manager to accomplish these tasks.

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



Answer:

Please review explanation for detailed answer.

Right click on disk 1, click on initialize

Choose disk and option as MBR. Hit ok.

Again, right click on disk 1 and choose convert to dynamic disk.

Now right click on disk 1 and choose new simple volume.

Specify storage as 256000 and assign a drive letter F and choose file system as NTFS and click finish.

Do the same thing for rest of space of disk 1, assigning 512000MB and using Disc G Here are the screen shots showing this process:

NEW QUESTION: 61

In an organization with a standardized set of installed software, a developer submits a request to have new software installed. The company does not currently have a license for this software, but the developer already downloaded the installation file and is requesting that the technician install it. The developer states that the management team approved the business use of this software. Which of the following is the BEST action for the technician to take?

A. Install the software and run a full system scan with antivirus software to confirm that the operating system is free of malicious software.

B. Indicate to the developer that formal approval is needed; then, the IT team should investigate the software and the impact it will have on the organization before installing the software.

- C.** Contact the software vendor to obtain the license for the user, and assist the user with installation once the license is purchased.
- D.** Run a scan on the downloaded installation file to confirm that it is free of malicious software, install the software, and document the software installation process.

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 62

A technician is setting up a SOHO wireless network for a healthcare office that does not have a server. The user requires the highest level of wireless security and various levels of desktop authentication to access cloud resources.

Which of the following protocols and authentication methods should the technician implement? (Choose two.)

- A.** TKIP
- B.** WPA
- C.** TACACS
- D.** Multifactor
- E.** WEP
- F.** SSO
- G.** WPA2
- H.** RADIUS

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 63

A user is staying at a hotel that only offers Fast Ethernet connectivity to the network. The user's laptop is currently using the corporate network for access to network resources as well as the cloud. Which of the following should the help desk recommend performing prior to using the hotel network?

- A.** Change the proxy settings
- B.** Enable Remote Assistance
- C.** Unmap all network drives
- D.** Add a country code exception to the firewall

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 64

Which of the following user groups had default administrative permissions in previous versions of Windows, but now has no default user rights in Windows 7 and above?

- A. Power Users
- B. Performance Monitor Users
- C. Guests
- D. Administrators
- E. Users

Answer: E ([LEAVE A REPLY](#))

NEW QUESTION: 65

Which of the following is used with WPA2 to authenticate wireless clients?

- A. TACACS+
- B. MDM
- C. RADIUS
- D. LDAP

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 66

An employee is taking a credit card payment over the phone, but the payment system has a temporary outage.

To avoid inconveniencing the customer, the employee writes down the credit card number and expiration date on a notepad to be entered later. This is in violation of:

- A. PII
- B. PCI
- C. PGP
- D. PHI

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 67

A new security policy states all remote access to network devices must be performed using secure connections whenever possible. Which of the following remote access technologies would a technician MOST likely use to manage a Windows-based device remote without using a CLI?

- A. RADIUS
- B. SSO
- C. Telnet
- D. RDP
- E. SSH

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 68

A company recently upgraded its computers from Windows XP SP3 to Windows 7. Due to budget constraints, the company was not able to purchase newer machines. The computers do not have TPM chips. Out the company would like to secure the information on the local hard disk in case the hard drive is stolen, while being able to access all of its information even if users leave. Which of the following would allow the company to accomplish this task?

- A. BIOS password
- B. Secure Boot
- C. BitLocker
- D. Encrypted file system

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 69

A vendor requires remote access to a specific server to maintain a proprietary software system. Security policy restricts the use of port 3389 to employees but does allow command-line access to non-employees. Which of the following would MOST likely need to be enabled?

- A. FTP
- B. SSH
- C. RDP
- D. Telnet

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 70

Malware has been identified on a critical system that is currently quarantined. Which of the following should a technician do after the malware symptoms are correctly identified?

- A. Educate the power user for that system.
- B. Disable System Restore.
- C. Remediate the infected system.
- D. Schedule weekly scans and run routine updates.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 71

A technician accessed a network share from a computer joined to workgroup. The technician logged in as

"user1" and directed the computer to save the username and password. Several weeks later, the technician wants to log in to this network share using the administrator account. The computer does not prompt for a username and password, but it automatically logs in to the network share under the "user1" account.

Which of the following would allow the technician to log in using the "administrator" username?

- A. Use the command: net use Z: \\fileserver\share
- B. Go to the Sync Center and disable the offline files feature.

- C. Delete the "user" account for the network share in Credential Manager.
- D. Join the computer and file server to a domain and delegate administrator rights to "user1".
- E. Use the Advanced Sharing options in the Network and Sharing Center and enable "turn on network discovery".

Answer: A ([LEAVE A REPLY](#))

Explanation

NEW QUESTION: 72

Over the years a user has been accidentally creating copies of folders in a personal drive and as a result, there are now hundreds of "copy of copy" folders dotted throughout the drive.

Which of the following Windows command line tools might a technician use to obtain a complete list of all the folders for use in a deletion script?

- A. dir
- B. 1s
- C. rd
- D. del

Answer: A ([LEAVE A REPLY](#))

The DIR command is a powerful Windows Command Prompt function that lists all files and subdirectories contained in a specific directory.

NEW QUESTION: 73

A technician is troubleshooting a problem in which a user gets an error when trying to access the company web page using SSL. When checking with other users, the technician discovers all of them display the same warning message.

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

- A. The website is below connection capacity
- B. The website has not been added to Trusted Sites
- C. Browser content filtering is required
- D. The website's security certificate has expired

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 74

A user's computer is quick to boot up but very slow at login. It tends to get faster throughout the day. A technician checks the RAM usage, and it looks fine during the day. The slowdown is MOST likely being caused by too many:

- A. boot devices.
- B. startup applications.
- C. Windows profiles loading.
- D. device drivers.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 75

A user has reported that when a document is being edited a pop-up appears and locks the workstation. The pop-up states that federal authorities have detected illegal copyrighted material on the workstation. The technician removes the malware and creates a restore point. Which of the following should the technician perform NEXT before closing the report?

- A. Contact the local computer emergency response team
- B. Quarantine the workstation for possible infections
- C. Train the user on safe Internet browsing
- D. Restore to an earlier state and disable System Restore

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 76

An application is installed and configured locally on a workstation, but it writes all the save files to a different workstation on the network. Which of the following accurately describes the configuration of the application?

- A. Client/server
- B. Application streaming
- C. Network-based
- D. Peer-to-peer

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 77

An end user's PC is taking a long time to boot.

Which of the following operations would be the BEST to resolve this issue with minimal expense? (Choose two.)

- A. Remove applications from startup
- B. Defragment the hard drive
- C. Install additional RAM
- D. Install a faster hard drive
- E. End the processes in Task Manager
- F. Run the Disk Cleanup utility

Answer: ([SHOW ANSWER](#))

Explanation

NEW QUESTION: 78

A client wants a technician to create a PC naming convention that will make the client's PCs easier to track

and identify while in use. Which of the following naming convention formats should the technician follow?

- A. Domain name, location, asset ID
- B. Domain name, location, IP address
- C. Asset ID, MAC address
- D. Location, RFID

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 79

A systems administrator has discovered a folder on the server with numerous inappropriate pictures and videos, which is in violation of the company's AUP.

Which of the following would be the NEXT appropriate act?

- A. Ask the owner to move the files from the server to a local computer
- B. Move the folder to another location on the server, and notify the local authorities
- C. Promptly notify the administrator's immediate supervisor
- D. Rename the folder on the server, and notify the information security officer

Answer: C [\(LEAVE A REPLY\)](#)

NEW QUESTION: 80

A technician is disposing of computer hardware that contains PHI. The drive must be reusable. Which of the following methods should be used?

- A. Drive wipe
- B. Standard format
- C. Low-level format
- D. Degauss

Answer: A [\(LEAVE A REPLY\)](#)

NEW QUESTION: 81

A small office's wireless network was compromised recently by an attacker who brute forced a PIN to gain

access. The attacker then modified the DNS settings on the router and spread malware to the entire

network.

Which of the following configurations MOST likely allowed the attack to take place? (Select two.)

- A. WPS
- B. TKIP

- C. Default login
- D. Outdated firmware
- E. WEP
- F. Guest network

Answer: C,E ([LEAVE A REPLY](#))

NEW QUESTION: 82

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.

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.

Email is currently down!

Good afternoon, I will be happy to assist you with your email.

This needs to be fixed ASAP as I am unable to access urgent emails through my phone.

I will be glad to help, but first I need to know what type of device you are using.

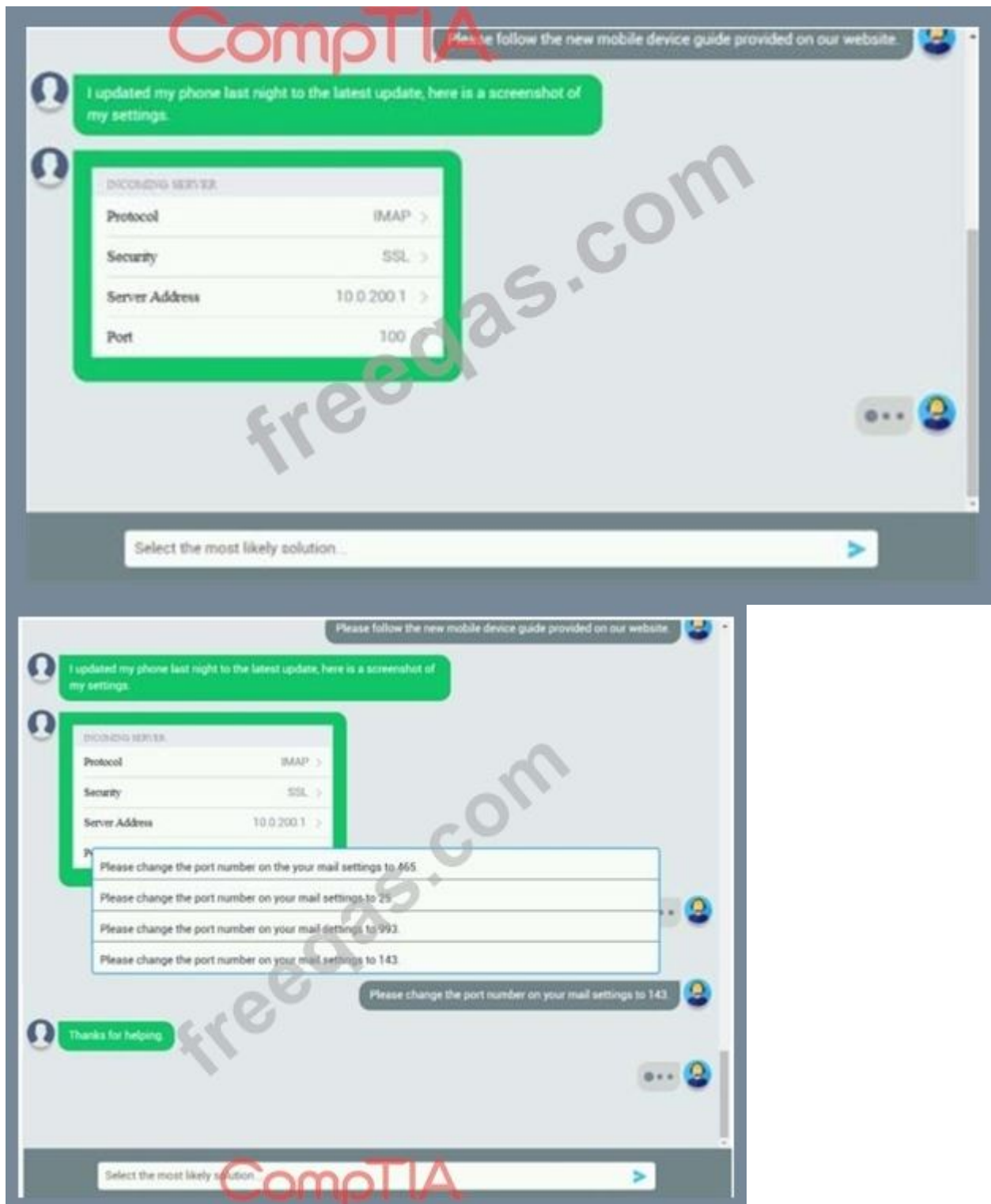
I recently received a phone from Telecom.

Has anything changed recently?

- i know exactly what's wrong lol, let's take a look at it .)
- Please follow the new mobile device guide provided on our website.
- Let's take a look at your phone settings.

Select the question to ask next...

Let's take a look at your phone settings.



Please change the port number on your mail settings to 993.

Which of the following should be done NEXT?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 83

A help desk technician receives a call from a user who is experiencing a recurring issue. The user complains and demands an immediate, permanent resolution. Which of the following actions should the technician take NEXT?

- A. Apologize for the inconvenience and then escalate the call to a supervisor.
- B. Review all existing case notes from previous calls and restate the issue.
- C. Establish a theory of probable cause based on what the user reported.
- D. Ask the user to walk through each step taken that created the issue.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 84

A user browses to a company's Intranet page and receives an invalid certificate message.

A technician discovers the certificate has expired.

A new certificate is put in place and installed on the user's computer; however, the user still receives the same message when going to the Intranet page.

The technician tries with a third-party browser and connects without error.

The technician needs to make sure the old certificate is no longer used in Internet Explorer.

Which of the following Internet Options should the technician use to ensure the old certificate is removed?

- A. Clear SSL state
- B. Advanced
- C. Publishers
- D. Certificates

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 85

A user can no longer edit files on the company shared drive. The user previously used has access to these files. A technician verifies the user can view the folders but cannot open any subfolders or folders. Which of the following must happen to fix this issue?

- A. The technician must update the server permissions to include read, write and modify access.
- B. The technician's update supervisor must approve the access and update the file explorer permission to read, write, and modify access.
- C. The user should ask the file owners for permission and then let the technician know.
- D. The technician needs to update the local file permissions to include read write. and modify access

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 86

A technician notices a Windows computer is running slowly. The computer boots up slowly and has long delays when executing large files. The technician runs Disk Cleanup, but the problem persists Which of the following will MOST likely help speed up the computer?

- A. Defragment the hard drive

- B. Boot into safe mode.
- C. Install device drivers
- D. Reboot the computer

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 87

A technician is troubleshooting network connectivity and receives the following output:

```

Command 1:
default server: unknown
address: 169.254.0.1

Command 2:
over a maximum of 30 hops

  1.          1ms          1ms          1ms          169.254.0.1
  2.          0ms          0ms          0ms          0.0.0.0
  3.          0ms          0ms          0ms          0.0.0.0
  4.          0ms          0ms          0ms          0.0.0.0

```

Which of the following tools is the technician MOST likely using? (Select TWO)

- A. ping
- B. nbstat
- C. netstat
- D. ipconfig
- E. tracert
- F. nslookup

Answer: E,F ([LEAVE A REPLY](#))

NEW QUESTION: 88

Which of the following provide the BEST security for a server room? (Select two.)

- A. USB token
- B. Badge reader
- C. Biometric lock
- D. Bollard
- E. Privacy window shades
- F. Cable lock

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 89

A Microsoft application will not open when a user clicks on it. Instead, the following error message pops up: This application has crashed. Would you like to send an error report to Microsoft? Which of the following should the user try FIRST to resolve this issue?

- A. Open the application with administrative privileges.
- B. Uninstall the program after saving any associated data and reinstall the program.
- C. Reboot the computer into safe mode and try to open the program.
- D. Open a run command and then type the application name.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 90

An end user submits a request for the IT specialist to install new software on a workstation. The workstation has the following specifications.

Processor	Dual core 64-bit
Hard drive	500GB (450GB used)
Memory	8GB DDR3
Network	10/100 Ethernet

The minimum software requirements for the new application are a dual-core, 64-bit OS with 4GB of RAM and 60GB storage. Which of the following conditions will the technician encounter when attempting to install the software?

- A. Insufficient RAM
- B. Insufficient storage
- C. Incompatible processor
- D. Incompatible system architecture
- E. Insufficient network bandwidth

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 91

A customer is missing files from the Desktop and Documents folders after logging on to a PC. A technician looks in the Recycle Bin for the items, but nothing is there. Which of the following steps should the technician take NEXT?

- A. Disable Update Services.
- B. Rebuild the user profile.
- C. Disable application startup.
- D. Reinstall the operating system.

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 92

A company has just experienced a data breach that affected all mobile devices. Which of the following would BEST secure access to users' mobile devices? (Select TWO).

- A. Biometric authentication
- B. Device profiles update
- C. OS security updates
- D. Full device encryption
- E. SSO authentication
- F. Remote backup application

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 93

A user is requesting a solution that will prevent file corruption and ensure a graceful shutdown while

providing at least one hour of uptime in case of extreme weather conditions. Which of the following should a technician recommend?

- A. Power strip
- B. Uninterruptible power supply
- C. Power distribution unit
- D. Surge protector

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 94

A technician is installing a Linux operating system and is prompted to select the filesystem. Which of the following filesystems should the technician choose?

- A. FAT32
- B. HFS
- C. NTFS
- D. Ext4

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 95

A technician wants to deploy a solution that will detect and prevent sensitive information from being saved on external storage. Which of the following should the technician implement?

- A. FTPS

- B. DLP
- C. TPM
- D. IPS

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 96

A technician has been dispatched to resolve a malware problem on a user's workstation. The antivirus program discovered several hundred potential malware items on the workstation and removed them successfully. The technician decides to schedule daily scans on the system, enables System Restore, and creates a restore point.

Which of the following should the technician do NEXT?

- A. Run the scan again to ensure all malware has been removed
- B. Quarantine the infected workstation from the network
- C. Install all of the latest Windows Updates to patch the system
- D. Educate the user on safe browsing practices

Answer: D ([LEAVE A REPLY](#))

Explanation

[The 7 Steps of Malware Removal:1 - Identify and research malware symptoms2 - Quarantine infected systems3 - Disable System Restore4 - Remediate infected systems (update antimalware software/scan and use removal techniques)5 - Schedule scans and run updates6 - Enable system restore and create restore point7 - Educate the user

NEW QUESTION: 97

The IT department is assisting with an upgrade of the third-party software the payroll department uses to track time and create paychecks. When modifications were made three years ago, there were issues with the upgrade. Which of the following change management processes should the IT department use after scoping the change but before implementing the new version of the software?

- A. Economic feasibility
- B. Software compatibility
- C. Backout plan
- D. Managerial approvals
- E. Risk analysis

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 98

A technician is helping a remote user who has a Windows issue. The user is working from a shared office space and is not on the corporate network. Which of the following remote access methods is MOST likely to be successful in this case?

- A. Telnet
- B. Secure shell

- C. Third-party screen sharing
- D. Remote desktop

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

A systems administrator is configuring a new workstation. Which of the following will MOST likely be the administrator's FIRST step?

- A. Require a BIOS/UEFI password.
- B. Change the default administrator account
- C. Set the screen timeout lock
- D. Enable full-disk encryption.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 100

Corporate management is concerned about the security of the company's mobile phones, in the event they are lost or stolen. Management instructs the IT staff to ensure the data on the devices is not accessible by unauthorized users. Which of the following would provide the BEST level of protection in this scenario?

(Choose two.)

- A. Implement remote wipe features
- B. Enable a pattern lock
- C. Use device lockout policies
- D. Require complex administrator passwords
- E. Use full device encryption
- F. Disable unknown application installations

Answer: A,E ([LEAVE A REPLY](#))

NEW QUESTION: 101

A technician has a single computer that continually shuts down every evening for no apparent reason and must be turned on each day. The technician has verified hibernate and sleep settings do not exist on the computer and the computer power is not the problem. Which of the following would the technician use to troubleshoot the root cause of the random shut downs? (Choose two.)

- A. System Restore
- B. Safe mode
- C. MSConfig
- D. Event Viewer
- E. System file checker
- F. Logs

Answer: D,F ([LEAVE A REPLY](#))

NEW QUESTION: 102

A SOHO customer has recently experienced a major hurricane. The customer has no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again.

Which of the following recommendations should the contractor give to the customer? (Choose two.)

- A. Cloud storage
- B. Waterproof devices
- C. Data recovery
- D. Hot site
- E. Local storage backups
- F. Backup testing

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 103

A technician performs a risk assessment and determines a requested change has low risk and low impact. Which of the following best practices should the technician follow to proceed with implementing the change?

- A. Reference the business policy and follow all change management procedures
- B. Update the ticket with the results of the risk assessment and implement the change
- C. Obtain approval from the department and implement the change
- D. Provide a risk assessment to colleagues for peer review

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 104

Which of the following installation methods will allow a technician to resolve issues that may arise while the installation is being performed?

- A. Unattended installation
- B. Repair installation
- C. Remote installation
- D. Image deployment installation

Repair installation is the only attended installation on that list. The rest are unattended which means there is no chance of correcting an issues as you go.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 105

A Microsoft application will not open when a user clicks on it. Instead, the following error message pops up: This application has crashed. Would you like to send an error report to Microsoft? Which of the following should the user try FIRST to resolve this issue?

- A. Open the application with administrative privileges.

- B. Open a run command and then type the application name.
- C. Uninstall the program after saving any associated data and reinstall the program.
- D. Reboot the computer into safe mode and try to open the program.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 106

Which of the following provide the MOST security for PCs and mobile devices? (Choose two.)

- A. Access control lists
- B. Organizational unit
- C. Trusted software sources
- D. Pre-shared key
- E. Data loss prevention
- F. Multifactor authentication

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 107

A user has been receiving reply emails from many contacts but the content of the emails is not familiar and the user did not send the original messages. The user calls the help desk for assistance. Which of the following is the BEST way the technician can fix this problem?

- A. Perform an IDS upgrade
- B. Perform a reinstall of the email client
- C. Perform an antivirus scan
- D. Perform a refresh/restore

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 108

A technician has been asked to review the configuration of an executive's SOHO network following a recent news report regarding home Internet routers that are being added to botnets for malicious purposes. Which of the following would be BEST to prevent the router from being added to a botnet? (Choose two.)

- A. Disabling the SSID from being broadcast
- B. Upgrading to an enterprise-grade router

- C. Enabling WPA2-Enterprise encryption
- D. Changing the default credentials
- E. Reducing the transmit power levels
- F. Updating to the latest firmware

Answer: D,F ([LEAVE A REPLY](#))

NEW QUESTION: 109

An electrical fire starts in a PC on a crowded sales floor of an office building. Which of the following is the BEST way to extinguish the fire and keep all personnel safe?

- A. Use a large container filled with water
- B. Use a halon fire suppression system
- C. Use a "B" labeled fire extinguisher
- D. Use a "C" labeled fire extinguisher
- E. Use an "A" labeled fire extinguisher

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 110

A technician receives a phone call regarding ransomware that has been detected on a PC in a remote office.

Which of the following steps should the technician take FIRST?

- A. Disconnect the PC from the network
- B. Run a backup and restore
- C. Perform an antivirus scan
- D. Educate the end user

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 111

Which of the following security tools can leverage the onboard TPM to protect data at rest?

- A. Encrypted file system
- B. Access control list
- C. BitLocker
- D. Secure file transfer protocol

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 112

A

user recently connected a Windows laptop to a free WiFi hot-spot. After returning to the office, the user cannot access network shares. Which of the following is the MOST likely cause?

- A. The network shares are hidden.
- B. The local firewall settings are incorrect.
- C. Remote access has been disabled.

D. Location-based settings are not turned on.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 113

Which of the following operating systems utilizes a web browser as the medium between the user and the applications, storing data in the cloud?

- A. Microsoft Windows 7
- B. Red Hat Enterprise Linux
- C. Google Chrome
- D. Mac OS X

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 114

A technician performs a risk assessment and determines a requested change has low risk and low impact.

Which of the following best practices should the technician follow to proceed with implementing the change?

- A. Obtain approval from the department and implement the change
- B. Provide a risk assessment to colleagues for peer review
- C. Update the ticket with the results of the risk assessment and implement the change
- D. Reference the business policy and follow all change management procedures

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 115

Joe, a mobile device user, reached his monthly quota of data about halfway through the current billing cycle. Joe contacts a technician to identify potential issues with the mobile device, as his usage patterns have not changed over the past month.

Which of the following is MOST likely causing this issue?

- A. Applications are causing high resource utilization.
- B. Malware is causing excessive data transmission
- C. There are unintended WiFi connections
- D. Location tracking has been enabled

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 116

A domain administrator has applied a Group Policy that restricts the installation of USB devices. The technician has asked the domain administrator to exempt this policy for a computer that needs to have a USB digital camera installed. Once the domain administrator has exempted the computer from the policy, which of the following is the BEST command for the technician to run locally on the computer so the digital camera can be installed without waiting?

- A. grupdate /?

- B. grupdate /logoff
- C. grupdate /sync
- D. grupdate /bootings
- E. grupdate /force

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 117

A user reports that since installing updates earlier that day, several of the productivity applications that were installed no longer open. The applications start to load, and then they crash immediately. A technician tries switching users and logging in as the local administrator, but the same issue still occurs. Which of the following should the technician perform NEXT?

- A. Reboot the system to complete the updates.
- B. Uninstall and reinstall the productivity applications.
- C. Escalate the ticket to Tier 2 support.
- D. Reimage the user's workstation.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 118

A technician receives an invalid certificate error when visiting a website with port 443 enabled. Other

computers on the same LAN do not exhibit this symptom. Which of the following needs to be adjusted on the workstation to fix the issue?

- A. Date and time
- B. UEFI boot mode
- C. User access control
- D. Logon times

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 119

Joe, an end user, just changed his network password. A pop-up box appears a few minutes later, prompting him to enter his password. Joe enters his new network password and is able to continue working. A few minutes later, the same pop-up box appears again, asking him to enter his network password. Which of the following Control Panel utilities can Joe use to help with this situation?

- A. Troubleshooting
- B. Credential Manager
- C. Security and Maintenance
- D. Network and Sharing Center

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

While attempting to install a new program, an end user is notified the workstation meets the memory requirements, but it does not meet the requirements for free space. Due to time constraints, the user needs a quick way to install and access the program. Which of the following is the user's BEST option given the situation?

- A. Install to a network drive
- B. Install to a USB drive
- C. Install to a DVD-RW
- D. Install to a secondary internal HDD

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

NEW QUESTION: 121

Ann, a network engineer is performing an after-hours upgrade on a network switch. During the activity, Ann notices an unrelated setting she believes is misconfigured. She decides to change the setting during the upgrade, which causes an outage. Which of the following change management practices would MOST likely have prevented this outage?

- A. Change board approval
- B. End-user acceptance
- C. Risk analysis
- D. Scoping the change

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 122

A desktop technician is responsible for the OS migration of 300 end users.

As part of the migration, the technician must save the end users' data to a temporary shared drive.

The data must include any hidden files to ensure 100% of the data is retained.

Which of the following commands will achieve this result by default?

- A. cp
- B. copy
- C. xcopy

D. robocopy

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 123

A user calls the help desk regarding a new Windows issues that started in the morning. The user can no longer use any locally attached devices, such as a mouse or a printer, and a reboot did not fix the problem.

Which of the following would MOST likely fix the issue?

- A. Disable the Windows Update service
- B. Roll back updates
- C. Restore hidden updates
- D. Check for updates

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 124

A user is unable to access the Internet-based email system from a specific workstation. However, the user is able to access the email system from other workstations without any issues. Every time the user tries to access the email system, the affected workstation takes the user to an incorrect site. A technician notices the workstation is not currently connected to the network's endpoint protection system.

Which of the following is the cause of this behavior?

- A. Hijacked email
- B. Spam
- C. Ransomware
- D. Pop-ups
- E. Browser redirection

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 125

A technician needs to ensure users are prompted or warned when an installation takes place on a Windows system. Which of the following would meet this requirement?

- A. Educate the user to run the installation with runas
- B. Add the user to the local administrators group
- C. Enable UAC on the workstation
- D. Log in as the administrator to install the application

Answer: C ([LEAVE A REPLY](#))

Explanation/Reference:

NEW QUESTION: 126

When a user logs in to a computer, desktop icons and documents are missing. The user only has one account, 2and none of the personalized settings are there. Everything worked fine the previous day. Which of the following should a technician do to resolve the issue?

- A. Change the account permissions.
- B. Repair the profile.
- C. Restore the data from backup.
- D. Perform a system refresh.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 127

A technician is running Windows on a company's Mac workstations without incurring an additional expense to the company. The Windows licenses were purchased in the past. Users are required to run both Windows and Mac operating system on their machines, but never at the same time. Which of the following would be the BEST way to accomplish this?

- A. Install virtualization software.
- B. Install Boot Camp on the workstations
- C. Perform a PXE boot on the workstations.
- D. Utilize Mission Control on the Mac workstations.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 128

A user is having network printing issues. The user indicates printing was working fine moments ago, but now there are no printers displayed in Microsoft Word. Which of the following should a technician check FIRST?

- A. The printer driver version
- B. The toner volume in the printer
- C. The print spooler service
- D. The USB cable from the PC to the printer

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 129

A user reports that an application has been closing unexpectedly for the past two days when posting transactions. When an administrator attempts to access the application, it generates an error stating a data library is missing.

Which of the following should a technician attempt FIRST?

- A. Uninstall and reinstall the application using the Windows Control Panel.
- B. Repair the application using the Windows Control Panel.
- C. Locate the missing data library and copy it to the Windows program folder.
- D. Reinstall the application using the Windows Control Panel

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 130

A systems administrator wants to take advantage of the benefits of the major cloud providers while retaining some data and services in the local datacenter. Which of the following types of cloud model should the administrator consider?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 131

A technician is setting up network adapter settings on Windows clients that have static IP address assignments. The technician has more than 100 workstation to complete and wants to automate the process. The requirements for the adapter settings are as follows:

- They must utilize a command line utility
- The technician has no access to Group Policy
- All work tation should have an IP address assigned by the DHCP.

Which of the following steps should the technician perform to meet these requirements?

- A. Use the ipconfig/release and ipconfig /renew command to have the workstation contact the DHCP for a new lease. Place these two commands in a .bat file to execute on all systems.
- B. Use the netsh command to reset the workstation adapter. Then use the ipconfig /renew command to use DHCP for a new lease. Place these two commands in a .bat file to execute on all systems.
- C. Use the net use command to view active connection on the network. Then use the ipconfig /renew command to use DHCP for a new lease. Place these two commands in a .bat file to execute on all systems.
- D. Use the netstat command to find connections on the workstation adapter. Then use the ipconfig /renew command to use DHCP for a new lease. Place these two commands in a .bat file to execute on all systems.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 132

A technician is adding a folder to a structure that is several levels down from the top level. The technician wants to make sure the new folder will have the same permissions as the top level. Which of the following should the technician configure?

- A. Inheritance
- B. Replication
- C. Attributes
- D. Shares

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 133

A technician installed a new video card into a computer but did not connect the second monitor. When the technician boots the computer, it shows a blue screen during boot and automatically restarts.

The technician is able to boot into safe mode successfully. Which of the following would MOST likely resolve the issue?

- A. Replace the video card
- B. Install updated video drivers.
- C. Disable the antivirus.
- D. Install the second monitor.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 134

A user's mobile device appears to lose connectivity only in certain areas.

The device works normally when it is not in those areas, and the user has determined that a cellular signal is available in the areas where the connectivity is lost.

Which of the following should be considered?

- A. Unauthorized location tracking
- B. Unintended Bluetooth pairing
- C. Unintended W1F1 connection
- D. Data transmission over set limit

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 135

Given the following batch file:

```
rem this file stops and restarts a service called spooler  
  
net stop spooler  
echo  
pause  
  
net start spooler  
echo  
pause
```

Which of the following describes the purpose of the line beginning with rem?

- A. Comment
- B. Loop
- C. String
- D. Variable

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 136

A technician was contacted regarding an issue affecting hundreds of users on a domain network. Which of the following would be MOST effective at remediating future issues through documentation?

- A. Document the findings in the technician ticketing system.
- B. Brief upper management in a meeting regarding the findings.
- C. Document the solution in a user-facing FAQ page.
- D. Take personal notes for future reference.

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 137

A user ran updates on a Windows computer recently. Since then, the external CD drive no longer reads discs.

The user has connected the external drive to another computer that has not been updated and then successfully ran the discs.

Which of the following should the user do to fix the issue?

- A. Roll back the drivers.
- B. Replace the discs.
- C. Upgrade the drive.
- D. Reinstall the firmware.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 138

SIMULATION

A user has installed two new drives in one of the computers in the computer lab and has been unable to format Disk1 from the command prompt.

The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive

F. The second partition must be 512,000 MB in size and mapped to drive G.

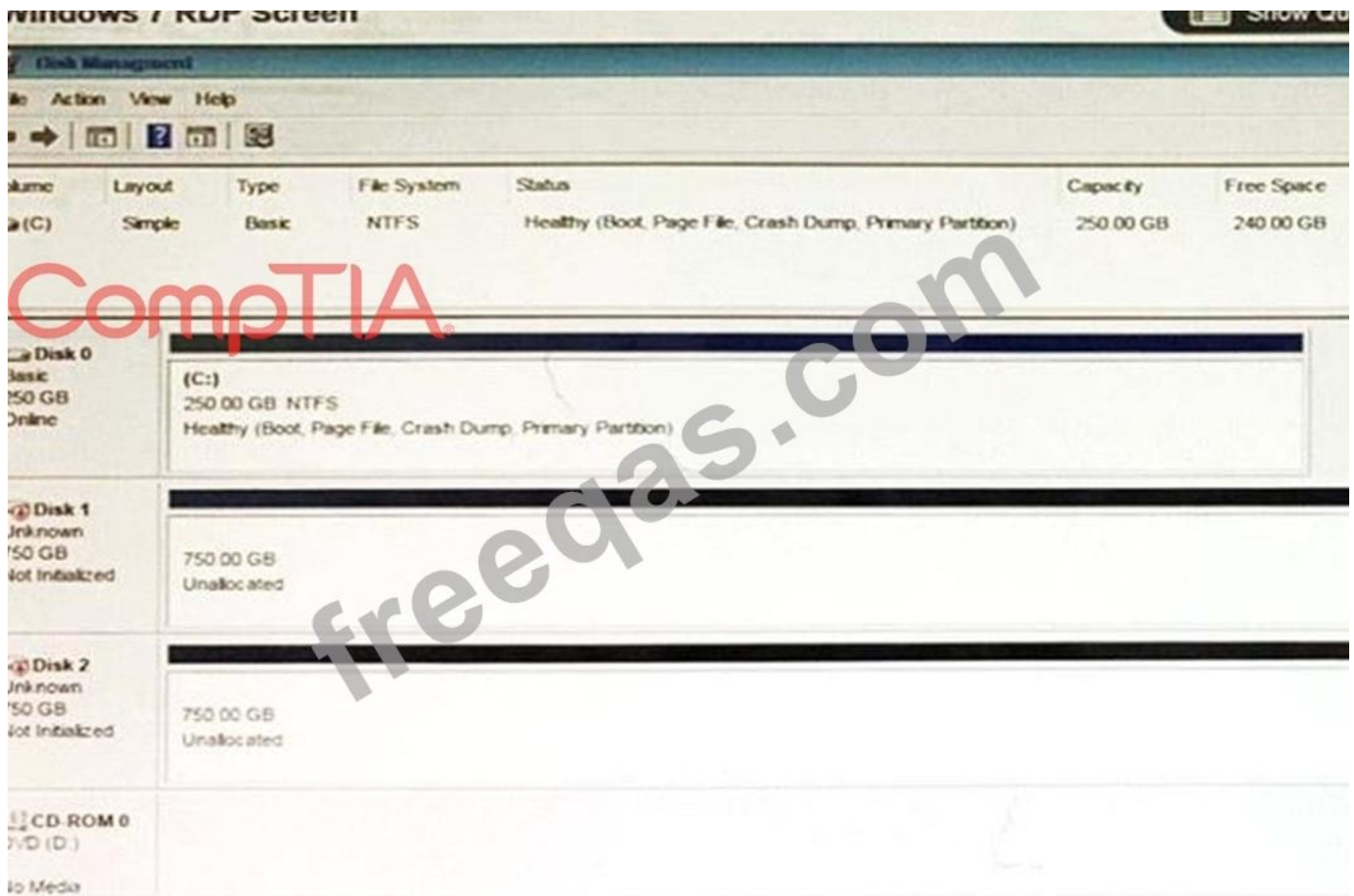
The new partitions must be formatted to ensure that user's files can be secured from other users and that the disk must be configured to account for future redundancy.

Make sure to maintain a consistent file system.

INSTRUCTIONS:

Conduct the necessary steps within the Disk Manager to accomplish these tasks.

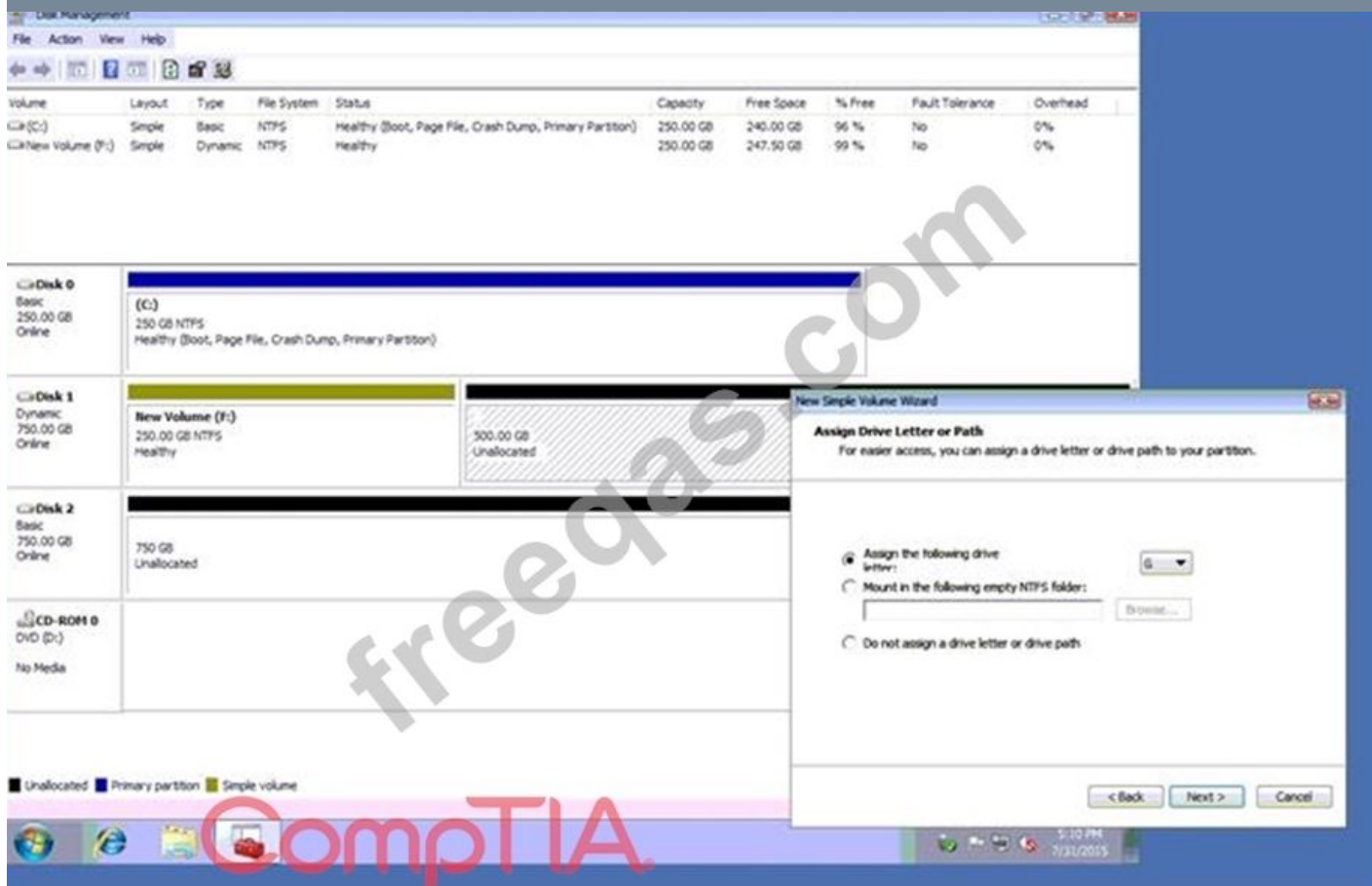
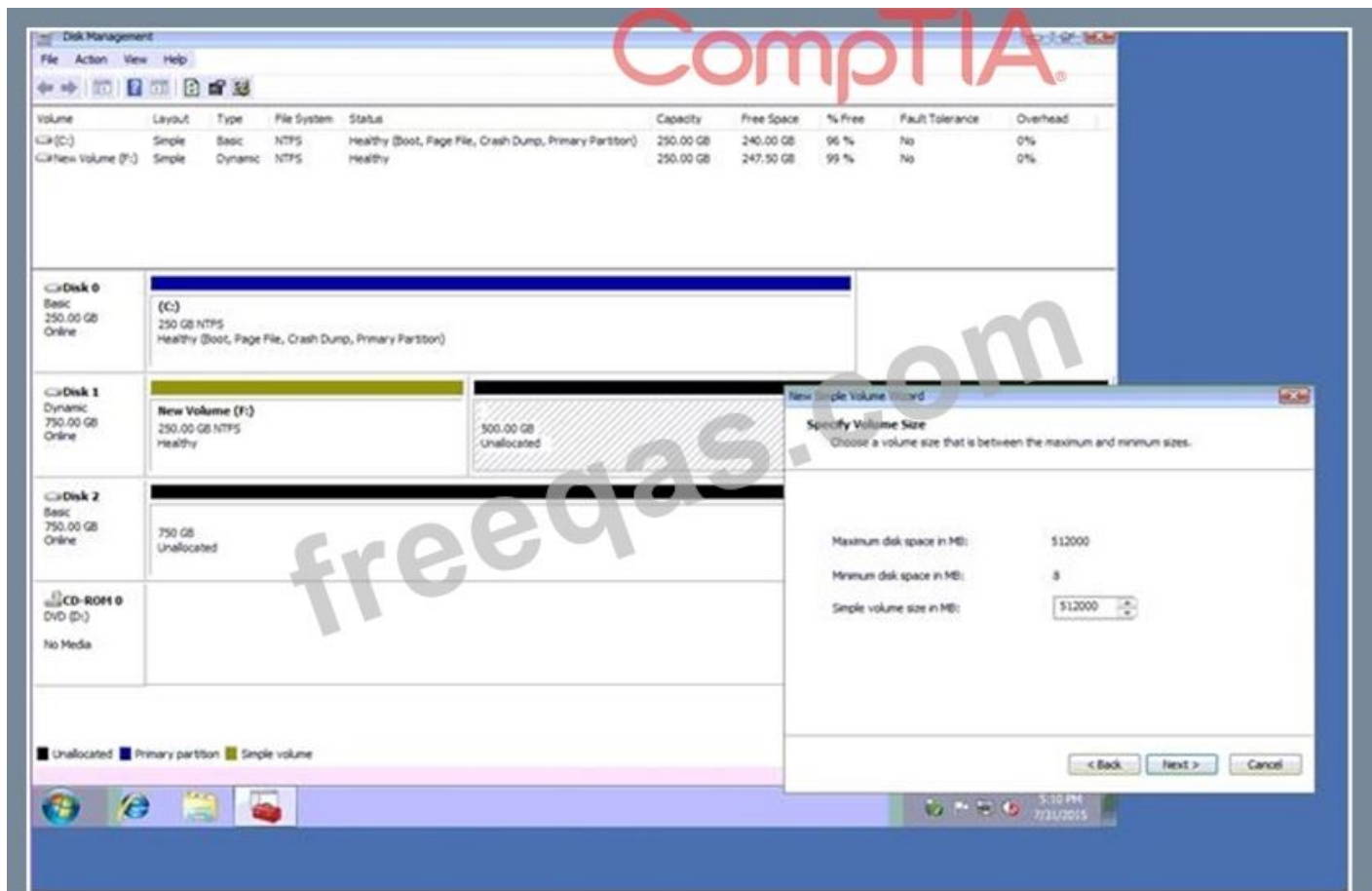
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

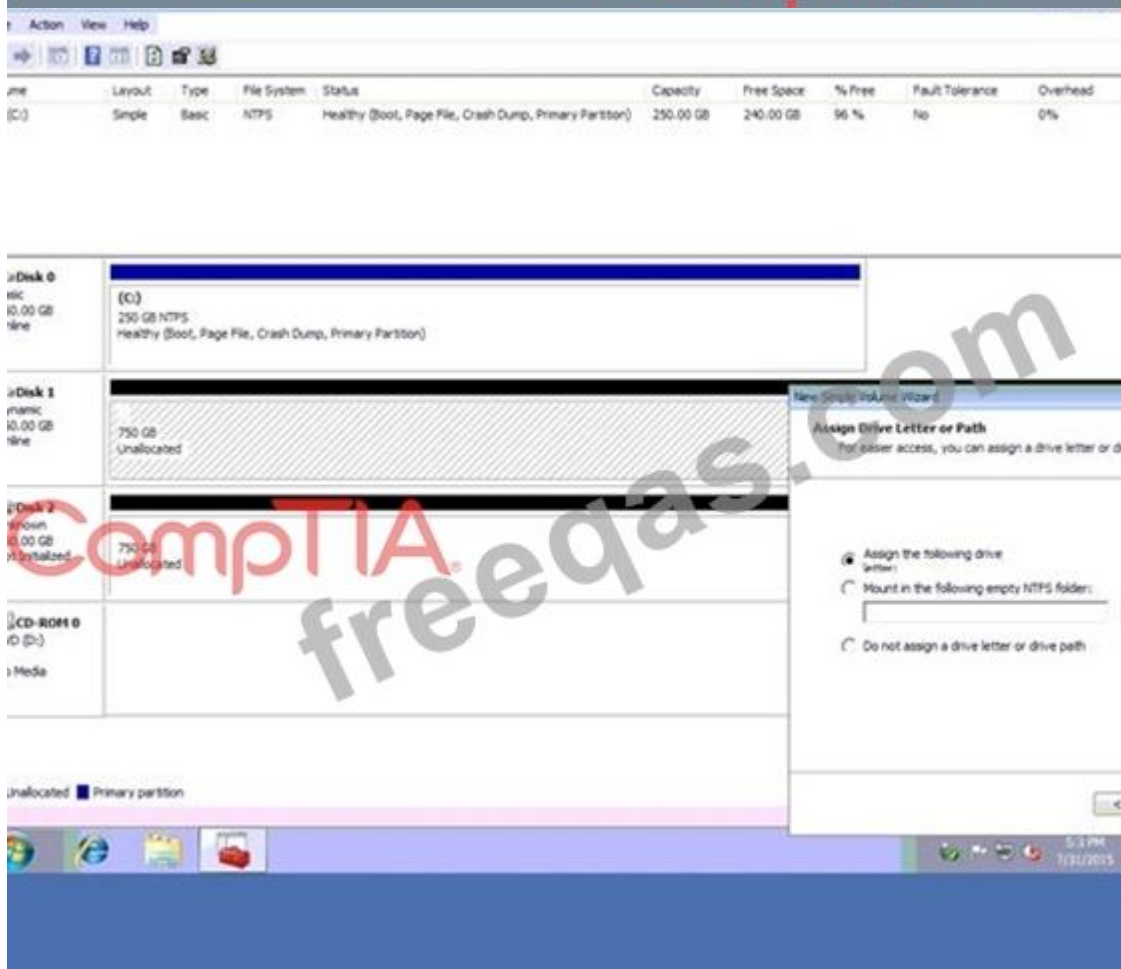
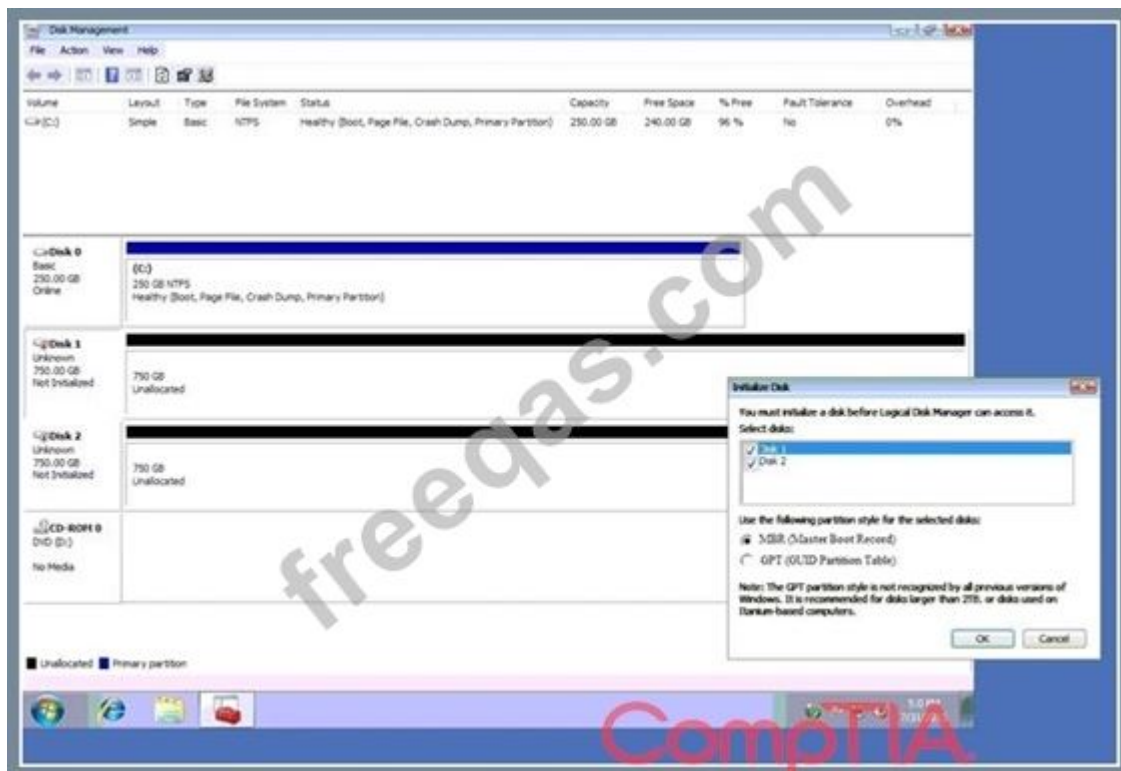


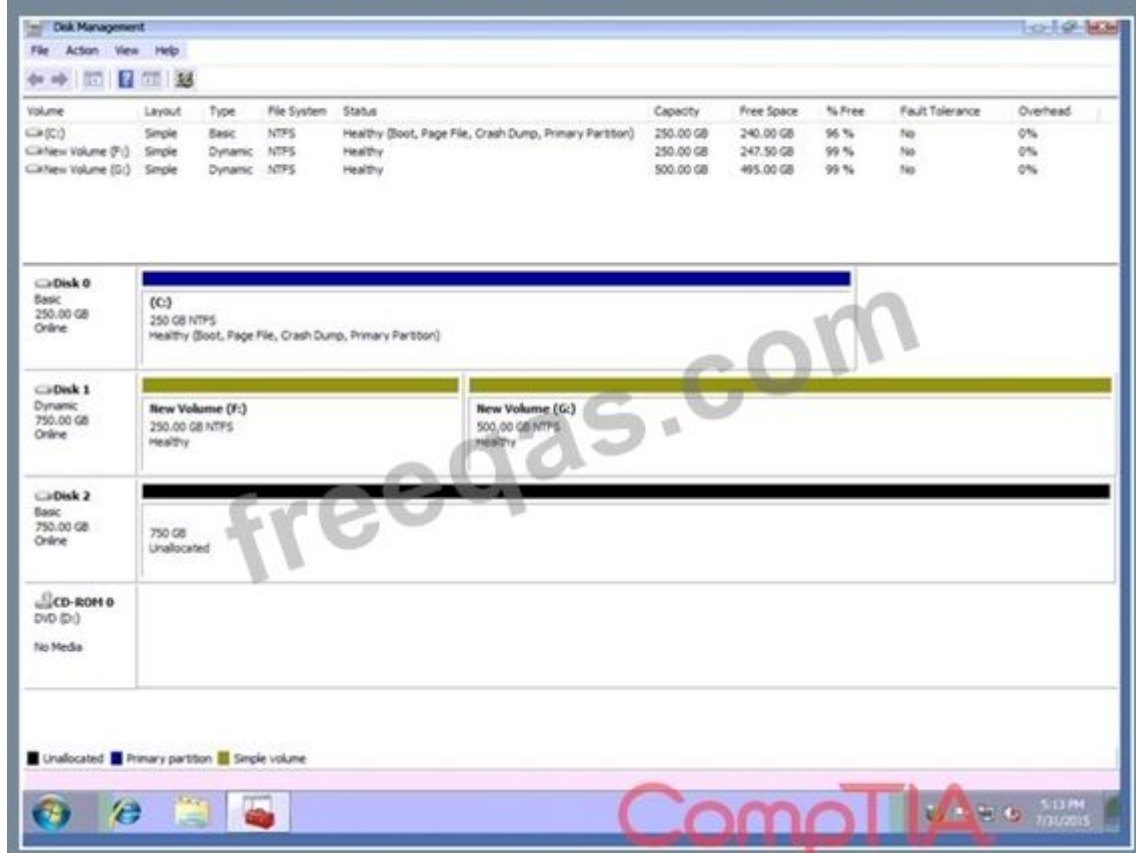
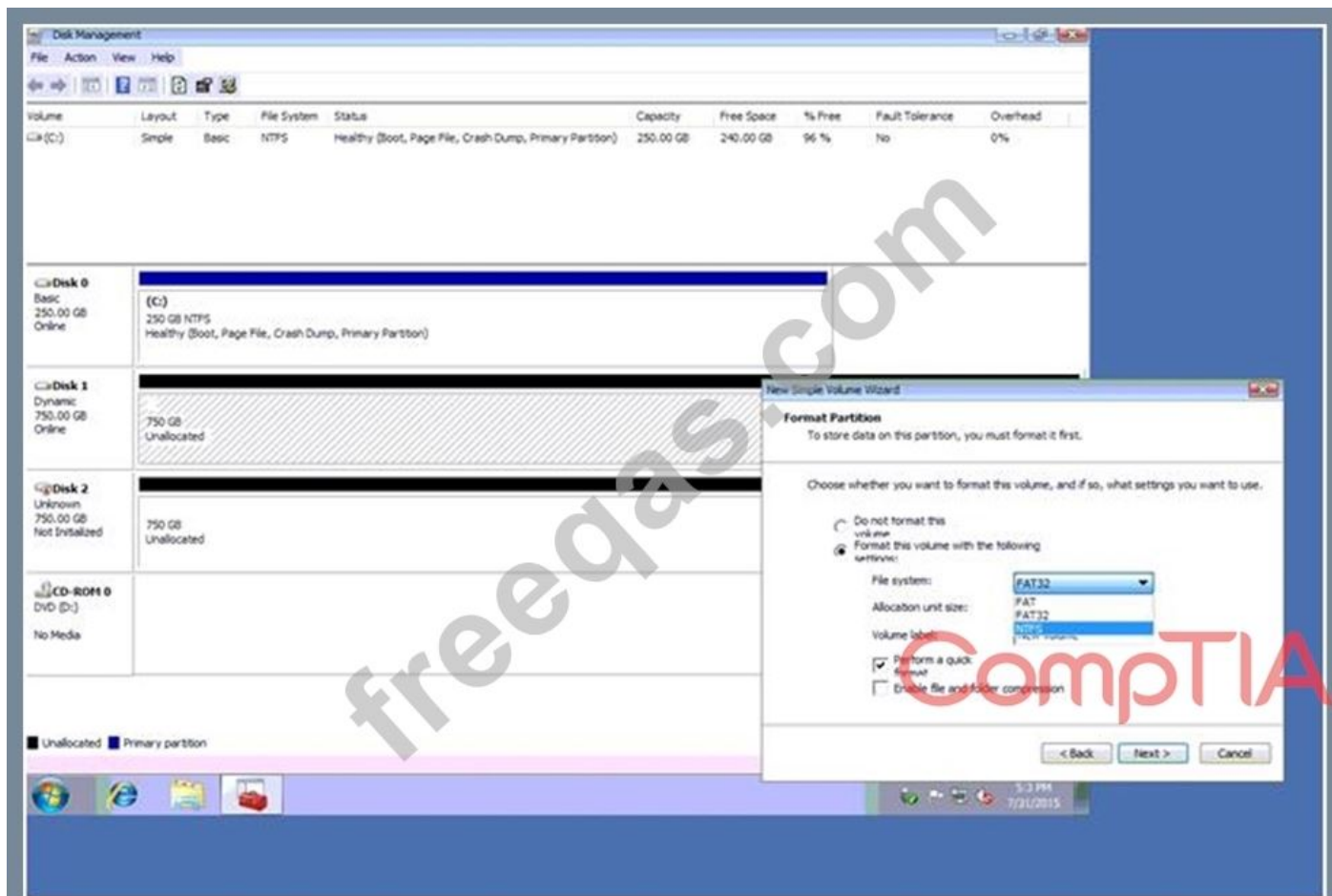
A. Please review explanation for detailed answer.

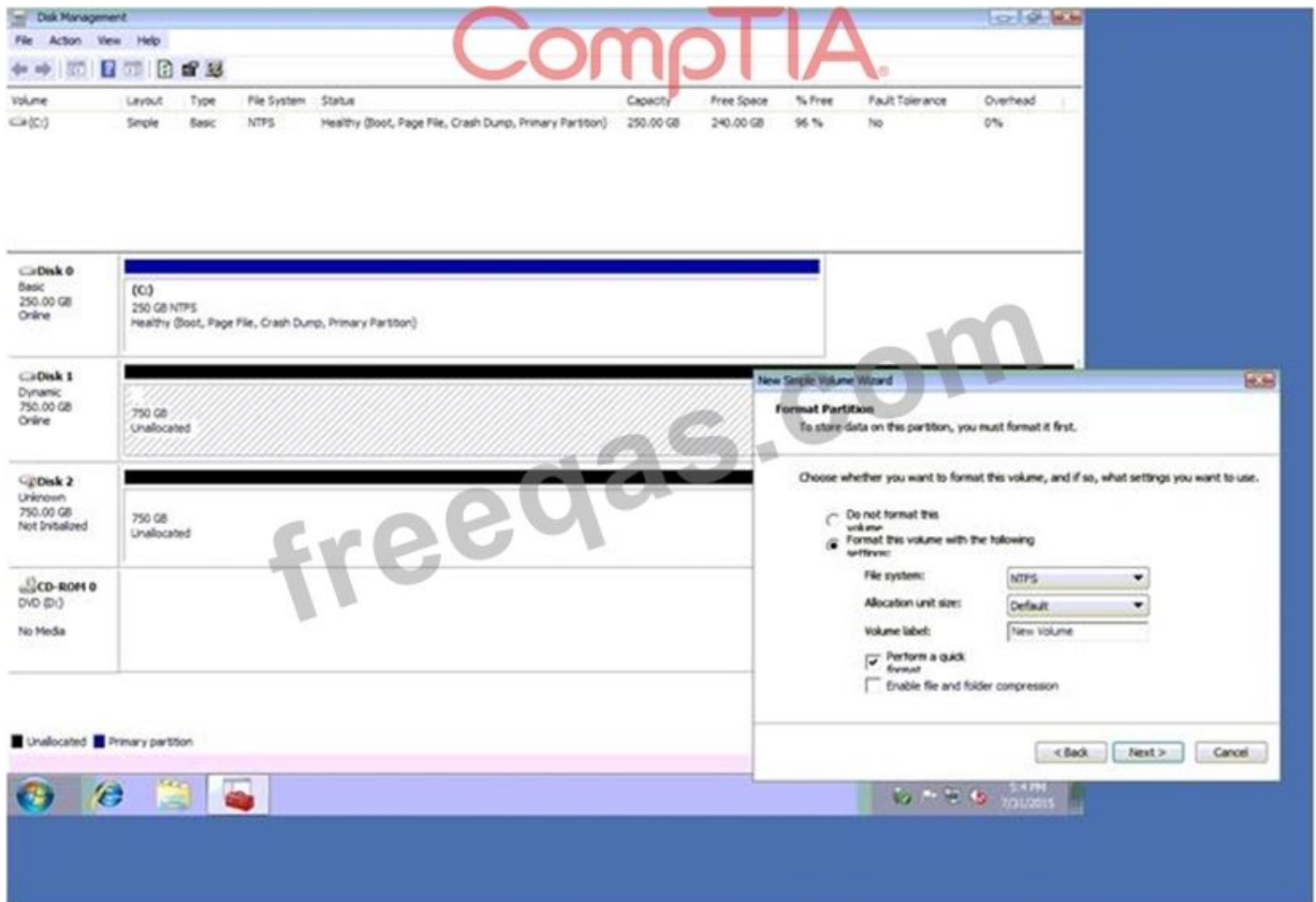
Please review explanation for detailed answer.

- * Right click on disk 1, click on initialize
- * Choose disk and option as MBR. Hit ok.
- * Again, right click on disk 1 and choose convert to dynamic disk.
- * Now right click on disk 1 and choose new simple volume.
- * Specify storage as 256000 and assign a drive letter F and choose file system as NTFS and click finish.
- * Do the same thing for rest of space of disk 1, assigning 512000MB and using Disc G Here are the screen shots showing this process:





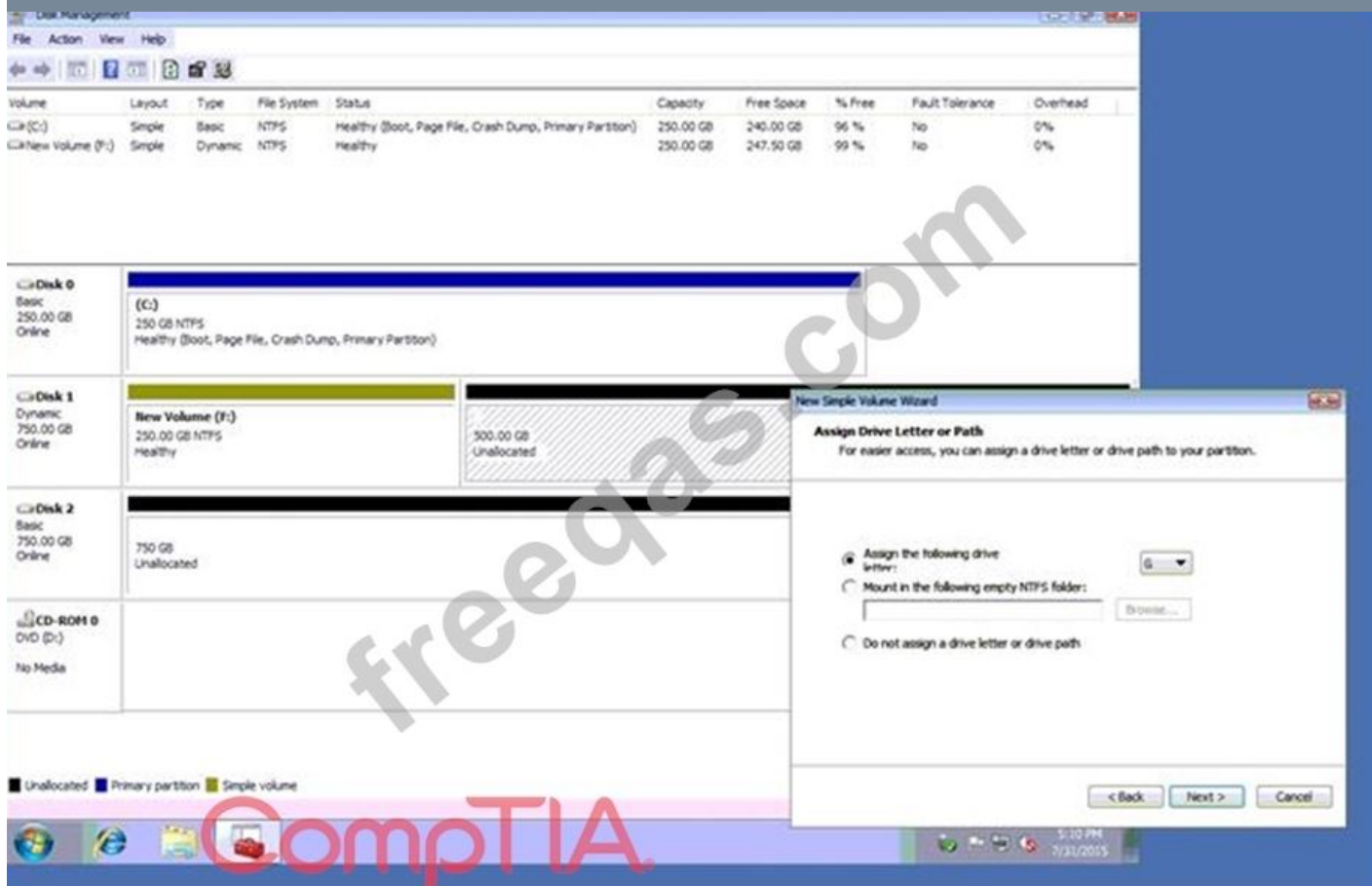
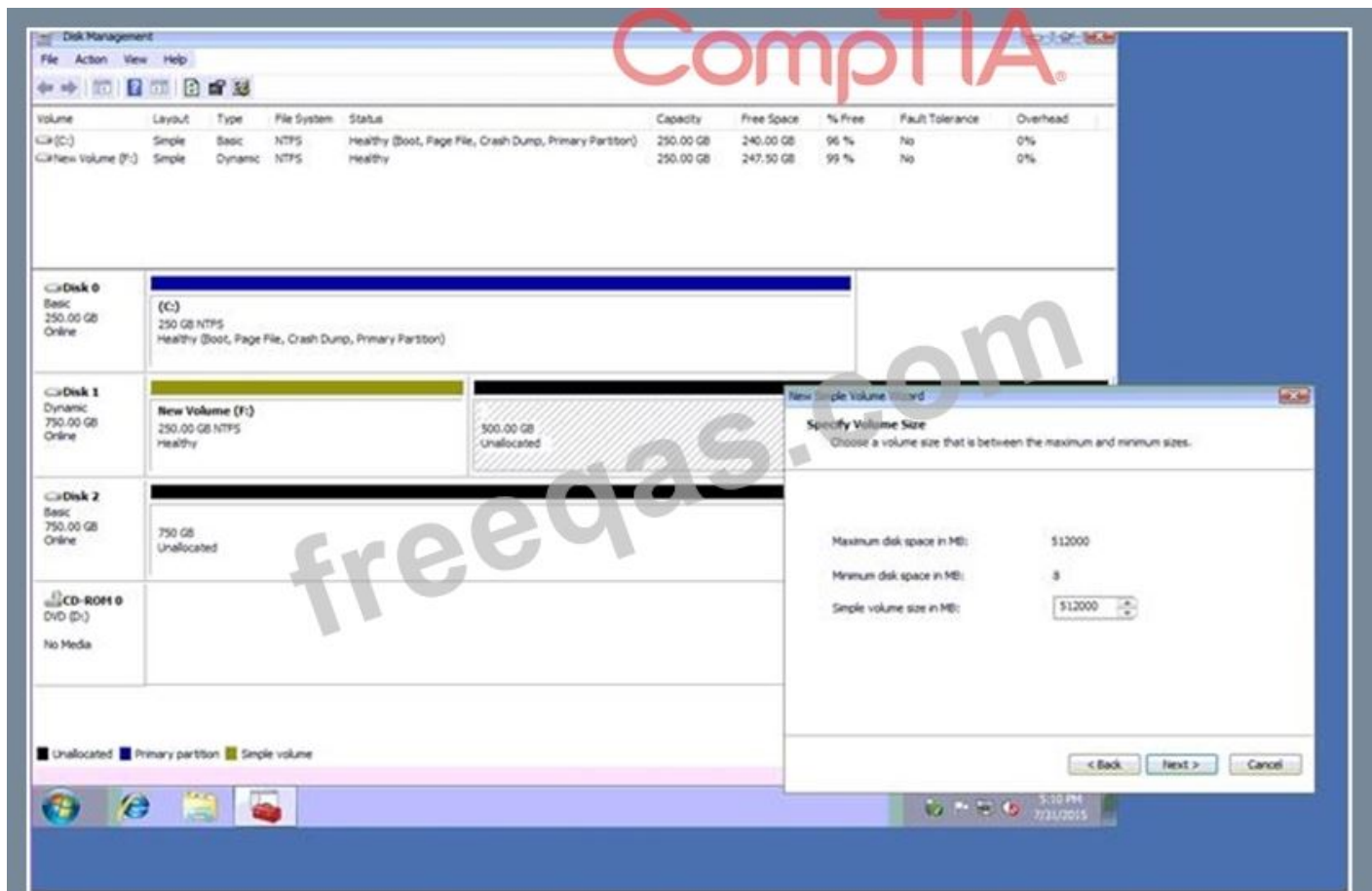


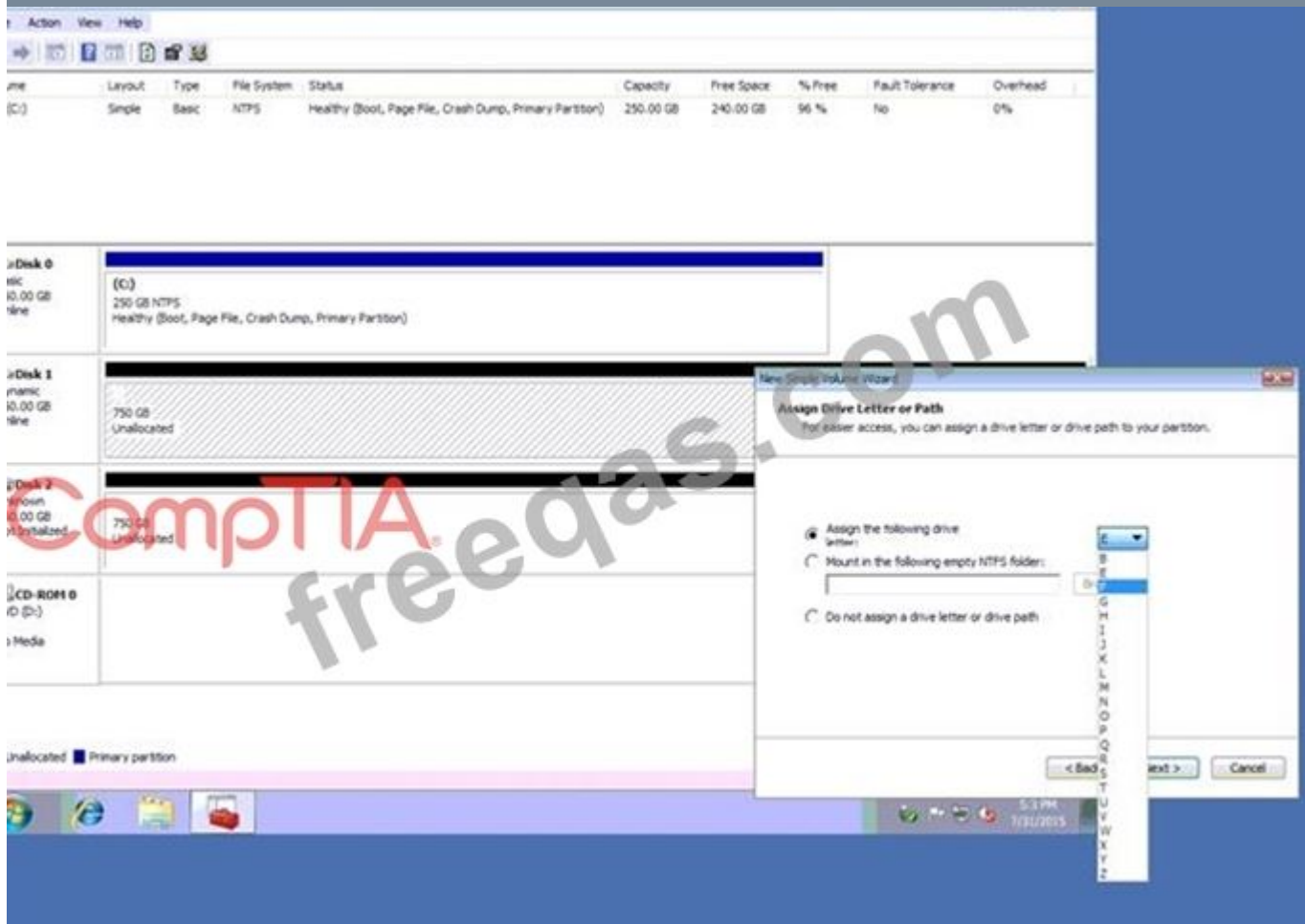
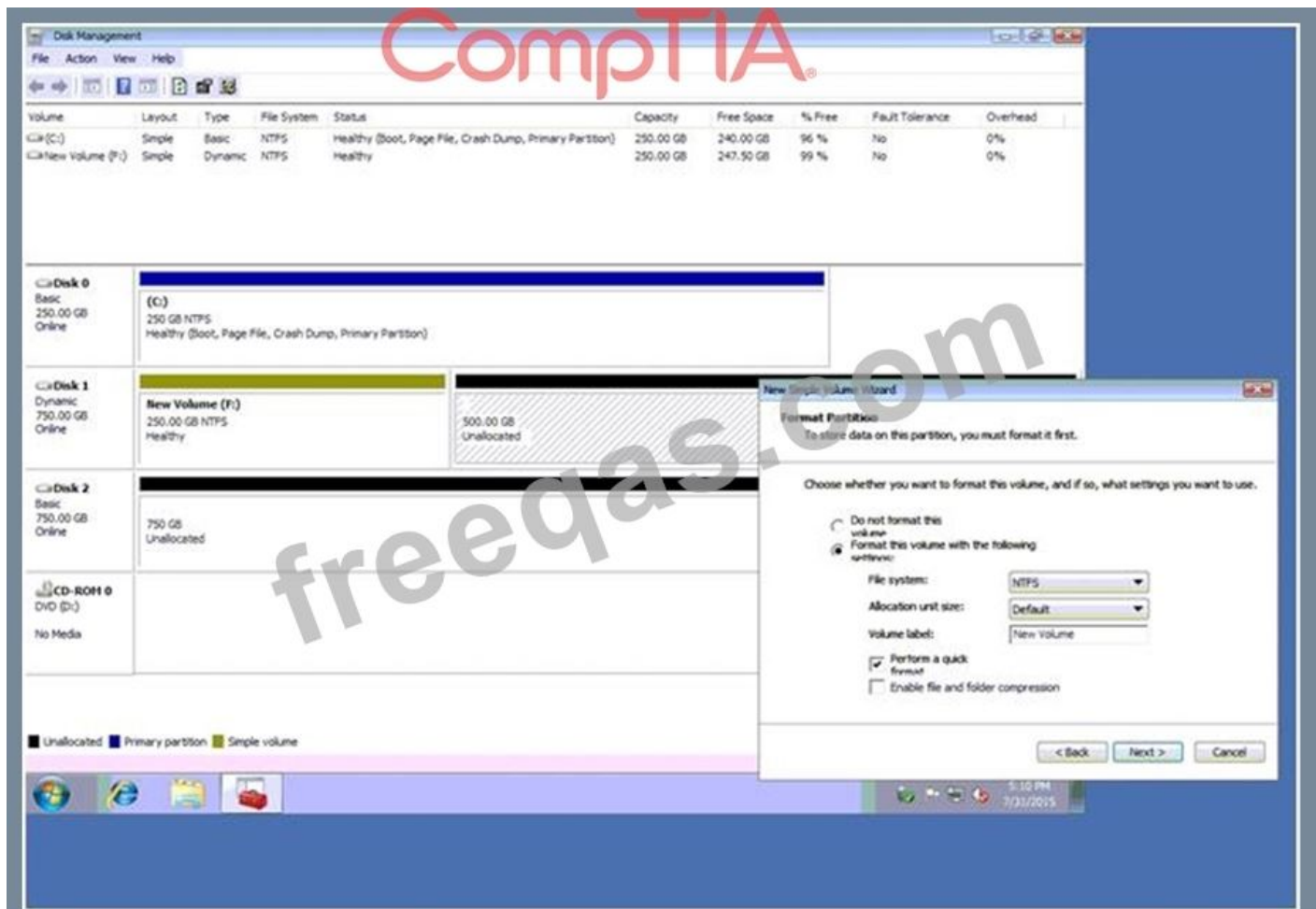


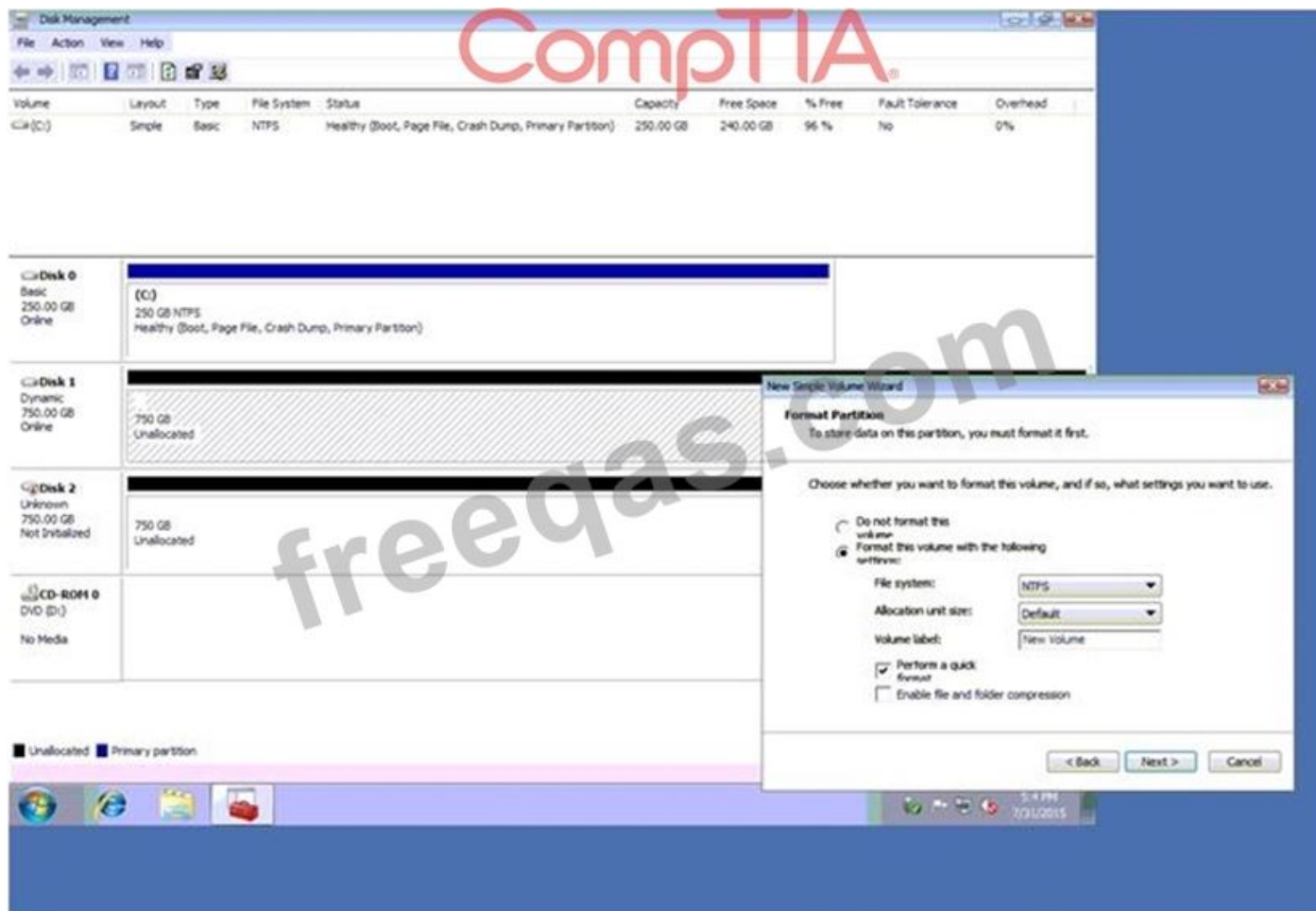
B. Please review explanation for detailed answer.

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- * Specify storage as 256000 and assign a drive letter F and choose file system as NTFS and click finish.
- * Do the same thing for rest of space of disk 1, assigning 512000MB and using Disc G Here are the screen shots showing this process:







Answer: ([SHOW ANSWER](#))

NEW QUESTION: 139

A technician installs new software on a customer's Windows 8.1 computer and is getting a missing DLL error. The technician verifies that the DLL file is located in the proper directory. Which of the following tools could be used to resolve this issue?

- A. regsvr32
- B. tracert
- C. grub
- D. defrag

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 140

A user tries to open a client/server application, but a prompt appears for the username and password. The user is able to open and use the email client with no issues. The user's workstation is a loaner laptop. Everyone at the company is given administrator rights on their individual workstations. Which of the following is MOST likely preventing the user from running this program?

- A. NTFS
- B. UTP
- C. EFS

D. UAC

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 141

Which of the following may include the use of a password and a rotating PIN to access a wireless network?

- A. RADIUS authentication
- B. TKIP authentication
- C. Multifactor authentication
- D. TACACS authentication

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 142

A small business has an open wireless network so vendors can connect to the network without logging in. The business owners are concerned that a nearby company is connecting and using the wireless connection without permission.

If the small business requires that the network remain open, which of the following configuration settings should be changed to address these concerns?

- A. Default SSID
- B. Firewall
- C. Content filtering
- D. MAC filtering
- E. Power levels

Answer: E ([LEAVE A REPLY](#))

NEW QUESTION: 143

A customer calls the help desk to report an intermittent dim display on a recently purchased laptop that is used while traveling. The display appears to function properly while the customer is at home, but the display appears dim while traveling. Which of the following is the MOST likely cause of the dim display?

- A. The ambient light in the customer's home causes the display to appear brighter.
- B. The display is defective and cannot maintain a consistent power level.
- C. The power cord has a short and does not provide power properly.
- D. The laptop is set to dim the display while on internal power.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 144

A customer is setting up a new cable modem and wireless router. The customer wants to be able to access a remote desktop while traveling. Which of the following must be configured FIRST to enable this capacity?

- A. Port forwarding

- B. MAC filtering
- C. Content filtering
- D. Disabling ports

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 145

An end user reports a Windows computer is infected with a virus. Which of the following should be the technician's FIRST troubleshooting step?

- A. Identify malware symptoms
- B. Disable System Restore
- C. Run Windows Update
- D. Educate the end user

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 146

A technician is performing service on a computer and notices it is responding very slowly. The computer has 4GB of RAM, a four-core 3GHz processor, and a SATA I 5400rpm 300GB HOD. The technician logs the following process information:

Name	CPU	Memory	Disk	Network
Explorer.exe	1%	160MB	1MBps	0kbps
System	5%	200MB	5MBps	5kbps
WSFTPD.exe	3%	140MB	3MBps	24190kbps
Trusted Installer	12%	560MB	75MBps	0kbps
chrome.exe	4%	1900MB	1MBps	253kbps
Win Defender	32%	120MB	2MBps	115kbps
dtfhost.exe	0%	8MB	0.3MBps	0kbps

Based on this data, which of the following is the MOST likely cause of the performance issues?

- A. The Windows Defender application is using too much CPU, causing the slowdown.
- B. The chrome application is using too much memory and causing excessive paging
- C. The WSFTPD application is overloading the NIC, causing the computer to freeze periodically.
- D. The operating system is performing an installation that is slowing down the computer.
- E. The dtfhost.exe is likely a virus, and the computer has slowed down due to an infection

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 147

A SOHO customer has recently experienced a major hurricane. The customer has no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again. Which of the following

the following recommendations should the contractor give to the customer? (Select two.)

- A. Local storage backups
- B. Backup testing

- C. Waterproof devices
- D. Cloud storage
- E. Hot site
- F. Data recovery

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 148

A user has installed two new drives in one of the computers in the computer lab and has been unable to format Disk1 from the command prompt.

The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive F.

The second partition must be 512,000 MB in size and mapped to drive G.

The new partitions must be formatted to ensure that user's files can be secured from other users and that the disk must be configured to account for future redundancy.

Make sure to maintain a consistent file system.

INSTRUCTIONS:

Conduct the necessary steps within the Disk Manager to accomplish these tasks.

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



Answer:

Please review explanation for detailed answer.

Right click on disk 1, click on initialize

Choose disk and option as MBR. Hit ok.

Again, right click on disk 1 and choose convert to dynamic disk.

Now right click on disk 1 and choose new simple volume.

Specify storage as 256000 and assign a drive letter F and choose file system as NTFS and click finish.

Do the same thing for rest of space of disk 1, assigning 512000MB and using Disc G Here are the screen shots showing this process:

NEW QUESTION: 149

A technician has identified malware on a user's system.

Which of the following should the technician do NEXT according to malware removal best practices?

- A. Move the infected system to a lab with no network connectivity
- B. Enable System Restore and create a restore point so no data is lost
- C. Update the antivirus software and run a full system scan
- D. Educate the user about how to avoid malware in the future

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 150

A technician has identified malware on a user's system. Which of the following should the technician do NEXT according to malware removal best practices?

- A. Enable System Restore and create a restore point so no data is lost
- B. Update the antivirus software and run a full system scan
- C. Educate the user about how to avoid malware in the future
- D. Move the infected system to a lab with no network connectivity

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 151

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 152

A technician is investigating connectivity issues over the corporate network. The technician attempts to Telnet into an access point in the break room, which is labeled AP-1. but is unable to proceed any further or authenticate Which of the following commands will be MOST beneficial in determining the connectivity issues?

- A. nslookup
- B. tracer
- C. netstat
- D. ipconfig

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 153

Which of the following would be the FASTEST method to perform a clean install of the latest Windows OS?

- A. Optical drive
- B. Network boot
- C. In-place upgrade
- D. USB media

Answer: A ([LEAVE A REPLY](#))

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