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- A. Small hard drive
- B. Insufficient RAM
- C. OS compatibility
- D. Folder permissions

Correct Answer: C

QUESTION 37

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

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

Correct Answer: BD

QUESTION 38

A technician arrives on site to find that two users who have the same model on Android smartphone are having the same issue with a specific application. Whenever they attempt to launch the application, it fails and gives an error message. Which of the following should the technician do FIRST?

- A. Reinstall the application
- B. Roll back the application to the earlier version
- C. Clear the application cache
- D. Update the OS of the smartphones

Correct Answer: D

QUESTION 39

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? (Select 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

Correct Answer: AB

QUESTION 40

A technician is installing a private PC in a public workspace. Which of the following password practices should the technician implement on the PC to secure network access?

- A. Remove the guest account from the administrators group

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- B. Disable single sign-on
- C. Issue a default strong password for all users
- D. Require authentication on wake-up

Correct Answer: D

QUESTION 41

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

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

Correct Answer: AC

QUESTION 42

A technician is attempting to repair a Windows computer that is infected with malware. The machine is quarantined but still cannot boot into a standard desktop. Which of the following is the most likely NEXT step?

- A. Disable System Restore.
- B. Create a restore point.
- C. Apply system updates.
- D. Restart into safe mode.

Correct Answer: D

QUESTION 43

Which of the following file types should be opened when executing a PowerShell script?

- A. .bat
- B. .vbs
- C. .sh
- D. .ps1
- E. .psd

Correct Answer: D

QUESTION 44

A computer becomes infected with malware, which manages to steal all credentials stored on the PC. The malware then uses elevated credentials to infect all other PCs at the site. Management asks the IT staff to take action to prevent this from reoccurring. Which of the following would BEST accomplish this goal?

- A. Use an antivirus product capable of performing heuristic analysis
- B. Use a host-based intrusion detection system on each computer
- C. Disallow the password caching of accounts in the administrators group

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- D. Install a UTM in between PC endpoints to monitor for suspicious traffic
- E. Log all failed login attempts to the PCs and report them to a central server

Correct Answer: D

QUESTION 45

A technician is PXE booting a computer. Which of the following is the technician MOST likely performing on the computer?

- A. Image deployment
- B. Multiboot configuration
- C. In-place upgrade
- D. System repair

Correct Answer: A

QUESTION 46

Which of the following technologies is used by malicious employees to obtain user passwords?

- A. Main-in-the-middle
- B. Phishing
- C. Tailgating
- D. Shoulder surfing

Correct Answer: D

QUESTION 47

A user who is running Windows 10 logs into a machine and notices that shared drives are missing, the "My Documents" folder is empty, and personal settings are reset. Which of the following would be required to resolve the issue?

- A. Remove the registry entry and rename the local account folder
- B. Delete or rename the local user folder
- C. Run DISM and re-add the local power user account
- D. Remove the user account in Credential Manager and restart the PC

Correct Answer: C

QUESTION 48

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

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Correct Answer: A

QUESTION 49

A SOHO technician needs to upgrade two computers quickly and is not concerned about retaining user settings. The users currently have Windows 8 and want to upgrade to Windows 10. Which of the following installation methods would the technician MOST likely use to accomplish this quickly?

- A. Unattended installation
- B. Remote network installation
- C. In-place upgrade
- D. Clean installation

Correct Answer: A

QUESTION 50

Joe, a systems administrator, is setting up a risk management plan for the IT department. Part of the plan is to take daily backups of all servers. The server backups will be saved locally to NAS. Which of the following can Joe do to ensure the backups will work if needed?

- A. Frequently restore the servers from backup files and test them
- B. Configure the backups to restore to virtual machines for quick recovery
- C. Set up scripts that automatically rerun failed backup jobs
- D. Set up alerts to let administrators know when backups fail
- E. Store copies of the backups off-site in a secure datacenter

Correct Answer: D

QUESTION 51

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

Correct Answer: A

QUESTION 52

Which of the following technologies can be utilized in a wireless network environment to provide secure SSO access for WiFi and network resources?

- A. WPA2
- B. AES
- C. MAC filtering
- D. RADIUS
- E. WPS

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Correct Answer: D

QUESTION 53

A desktop technician is attempting to upgrade several machines to Windows 10. After releasing there is only one disc for the installation, the technician decides to upgrade over the network. Which of the following boot methods initiates such an upgrade?

- A. SSD
- B. Optical drive
- C. Flash drive
- D. PXE

Correct Answer: D

QUESTION 54

Which of the following threats uses personalized information in an attempt at obtaining information?

- A. Whaling
- B. Impersonation
- C. Spoofing
- D. Spear phishing

Correct Answer: D

QUESTION 55

A user's mobile device is losing its battery charge very quickly. The user reports charge at 9:00 a.m. but has 22% battery by 1:00 p.m. The user has installed several applications, and the phone is relatively new, high-end phone. The user claims most of the usage involves checking emails for a few minutes three or four times per hour. Which of the following should a technician perform FIRST to diagnose the issue properly?

- A. Check the application and their resources usage.
- B. Order a replacement battery and see if the phone maintains its charge.
- C. Configure the email software to work on a fetch schedule instead of the push setting
- D. Wipe the phone screen brightness to 30%.
- E. Uninstall all the applications on the phone and see if the battery issues remain.

Correct Answer: A

QUESTION 56

Joe, a customer, calls a technician to report a remote computer is demonstrating erratic behavior while he is working on it. The technician verifies the files and directories. Joe is working on locally cannot be opened in any application, and the computer is running extremely slow. Which of the following is the MOST likely cause of this issue?

- A. Files disappearing
- B. File permission changes
- C. Application crash
- D. Too many startup items