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- G. TACACS
- H. SSO

Correct Answer: BF

QUESTION 74

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

Correct Answer: D

QUESTION 75

Which of the following features has undergone the most significant changes from Windows 7 to Windows 10 and greatly simplified the operating system installation process?

- A. Driver detection
- B. Metro interface
- C. Account control
- D. PXE installation

Correct Answer: A

QUESTION 76

A company has hired a new IT firm to manage its network switches and routers. The firm is geographically separated from the company and will need to be able to securely access the devices. Which of the following will provide the ability to access these devices?

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

Correct Answer: B

QUESTION 77

A customer is presuming manager to get things done on time. Which of the following has the project failed to do this case?

- A. Follow up with the customer after project completion
- B. Mention a positive attitude during the project
- C. Disclose project expenses on social media
- D. Communicate with the customer clearly

Correct Answer: D

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QUESTION 78

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. Logon times
- D. User access control

Correct Answer: A

QUESTION 79

A user's computer is displaying a black screen. The technician restarts the computer, but the OS still does not load. The technician discovers the OS was patched the previous evening. Which of the following should the technician attempt NEXT?

- A. Reboot into safe mode and roll back the updates
- B. Repair the Windows Registry
- C. Configure boot options in the BIOS
- D. Disable Windows services and applications

Correct Answer: A

QUESTION 80

A user is unable to access a network share but can access email. A technician has confirmed the user has the appropriate permissions to access the share. Which of the following commands should the technician use FIRST?

- A. ping
- B. nslookup
- C. net use
- D. ipconfig

Correct Answer: B

QUESTION 81

A network administrator recently learned users have been accessing websites that are restricted based on content by the firewall. To prevent users from circumventing the firewall rules, which of the following Windows settings should the administrator lock to prevent them from being changed?

- A. Default gateway
- B. Proxy server
- C. WINS server
- D. DHCP settings

Correct Answer: B

QUESTION 82

Joe, a user, calls the help desk from a coffee shop while on a business trip to report the WiFi hot-

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spot on his phone is extremely slow. The technician runs a speed test from a laptop connected to the hot-spot and gets 200Kbps. Ann, Joe's coworker with whom he is travelling, also has a hot-spot on her phone, and the speed test result on that hot-spot is 15Mbps. The technician checks the hot-spot settings on Joe's phone and sees the following:

| | |
|----------------------------|---------------|
| Network name: | Joe's Hotspot |
| Security: | WPA2/PSK |
| Password: | hotspot |
| Band: | 2.4GHz |
| Client DHCP start address: | 192.168.23.1 |

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

- A. Joe should be using WEP security on his hot-spot for faster throughput
- B. Someone else is using Joe's hot-spot due to weak password
- C. Joe's hot-spot gave him an invalid IP address
- D. Joe is likely in a poor signal area and should try another area

Correct Answer: B

QUESTION 83

A technician needs to deploy a remote access technology to be able to access desktop computers. When a technician logs in to a user's computer, the user and the technician must be able to see the desktop simultaneously and use the mouse and keyboard. Which of the following would be BEST suited for this task?

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

Correct Answer: C

QUESTION 84

A project team is organized to implement a new wireless solution for a school. The team has already done the network diagrams and knows the locations that will need to be addressed in the project. The team is in the process of creating an SOW for the project as a whole and needs to add the critical pieces to the SOW to complete it and move to the next stage. Which of the following would the project team MOST likely add to the SOW?

- A. Risk analysis
- B. Plan to change
- C. Backout plan
- D. Change board approvals

Correct Answer: C

QUESTION 85

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Joe, a user, returns his computer to the technician who performed a virus removal on it the week before. Joe states that several symptoms have returned. Which of the following should the technician have covered previously as part of the original repair?

- A. End-user education
- B. Pre-installation environment cleaning
- C. Disabling of System Restore
- D. Infected system quarantine

Correct Answer: A

QUESTION 86

A user is attempting to install an application and receives an error stating there is not enough space to install the application. Which of the following did the user overlook?

- A. Installation method
- B. System requirements
- C. OS compatibility
- D. File permissions

Correct Answer: B

QUESTION 87

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous login across the network, some of which are attempting to access workstations and servers to which the user does not have access. Which of the following should the network administrator do NEXT?

- A. Delete the user's AD account.
- B. Decrease the user's AD privileges.
- C. Disable the user's AD account.
- D. Reset the password on the user's AD account.

Correct Answer: C

QUESTION 88

A department in an organization set up a proxy server to manage its Internet stage. A technician is configuring the Windows workstations to use the new proxy server. Which of the following Control Panel utilities should the technician use to configure the setting?

- A. Internet Options - Advanced
- B. Internet Options - Connections
- C. Internet Options - Security
- D. Internet Options - Content
- E. Internet Options - Privacy

Correct Answer: B

QUESTION 89

Joe, a customer, has informed a Tier 2 help desk technician that a computer will not boot up. After about ten minutes of troubleshooting, Joe is increasingly concerned and claims that the technician is wasting his time because he has already tried everything that has been suggested.

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Which of the following should the technician do?

- A. Since Joe is concerned about time, suggest calling back later when Joe has more time to troubleshoot
- B. Record the call and send it to the local intranet for future technicians to learn how to deal with calls like this one
- C. Ask more open-ended questions to see if the issue can be narrowed down in order to properly identify the issue and save time
- D. Inform the customer that there is a troubleshooting script that must be followed to get the issue resolved

Correct Answer: C

QUESTION 90

Which of the following NTFS security settings overrides all other settings?

- A. Deny
- B. Modify
- C. Read
- D. Write

Correct Answer: D

QUESTION 91

A technician responds to a report that a user's desktop is operating much slower after upgrading the Windows OS to the latest version. The technician notices responsiveness is erratic, and the symptoms are similar to a failing hard drive. The technician runs a full hardware diagnostic, and all systems pass. The technician checks the properties for each device in Device Manager and the hard disk and the standard AHCI 1.0 serial ATA controller both indicate the following message: This device is working properly. Which of the following should the technician attempt that will MOST likely resolve the performance issue?

- A. Roll back the OS upgrade. Continue using the older version of Windows
- B. Reset the PC to its factory conditions. Perform the OS upgrade again
- C. Update the SATA controller driver from the manufacturer's website
- D. Perform a full backup and replace the hard drive

Correct Answer: C

QUESTION 92

Every time a user manually runs an antivirus scan, the workstation becomes unresponsive, and the user has to reboot. A technician is dispatched and sees an antivirus pop-up in the system tray, indicating the computer is severely damaged, and a "click here" button to resolve it. There is a timer in the pop-up, counting down the time until the computer is no longer usable. Which of the following should the technician do NEXT?

- A. Research the pop-up to see if it is a legitimate malware solution.
- B. Click on the pop-up window to resolve the issue before the time runs out.
- C. Send an email to all staff members warning them of malware on their system.
- D. Disconnect the Ethernet cable from the workstation and disable WiFi.

Correct Answer: D