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QUESTION 93

A network administrator has given a technician documentation detailing the switchports the technician will need to patch in for a network upgrade. Which of the following documents did the network administrator MOST likely give to the technician?

- A. Process diagram
- B. Physical network diagram
- C. Fiber backbone diagram
- D. Logical topology diagram

Correct Answer: B

QUESTION 94

Joe, an end user, has been prompted to provide his username and password to access the payroll system. Which of the following authentication methods is being requested?

- A. Single-factor
- B. Multifactor
- C. RADIUS
- D. TACACS

Correct Answer: A

QUESTION 95

Which of the following installation types would require the use of an answer file to install the OS?

- A. Unattended
- B. Clean
- C. Repair
- D. Upgrade

Correct Answer: A

QUESTION 96

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

Correct Answer: A

QUESTION 97

Which of the following can be applied directly to an organizational unit in Active Directory to provide security to both the user and the machine?

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- A. Folder Redirection
- B. Group Policy
- C. Security Groups
- D. Home Folder

Correct Answer: C

QUESTION 98

Ann, a user, has purchased a new Android phone and is attempting to access a public hot-spot. When she gets a message indicating the page cannot be displayed. She notices there is a "?" in the radio icon in the toolbar. She has verified Bluetooth is active, airplane mode is off, and tethering is turned on. She uses the cell phone to call a technician for assistance. Which of the following is the MOST likely issue Ann is experiencing?

- A. There is unauthenticated wireless connectivity
- B. She has exceeded the data allowance
- C. The phone is only 3G capable
- D. It is an unrooted phone
- E. The SIM card was not activated
- F. A data plan was not purchased

Correct Answer: A

QUESTION 99

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

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

Correct Answer: C

QUESTION 100

A company's security policy does not allow USB drives to be available in workstations. However, an exception needs to be made for a user. The network administrator changes the policy for the user. Which of the following commands should the administrator run on the user's workstation?

- A. chkdsk
- B. netstat
- C. gpupdate
- D. diskpart

Correct Answer: C

QUESTION 101

A manager with a restricted user account receives the following error message:

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Windows Update cannot currently check for updates because the service is not running.

The manager contacts the help desk to report the error. A technician remotely connects to the user's computer and identifies the problem. Which of the following should the technician do NEXT?

- A. Reboot the computer
- B. Restart the network services
- C. Roll back the device drivers
- D. Rebuild the Windows profiles

Correct Answer: B

QUESTION 102

Which of the following would MOST likely contain troubleshooting guides?

- A. Acceptable use policy
- B. Topology diagram
- C. Knowledge base
- D. Incident documentation

Correct Answer: C

QUESTION 103

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: D

QUESTION 104

A technician logs on to a Linux computer and runs the following command:

```
ps -aux | grep vi
```

Which of the following MOST accurately describes the effect of the command?

- A. It kills any running programs starting with the letters vi.
- B. It opens a list of directories that start with the letters vi.
- C. It creates a new file named grep in the current working directory.
- D. It finds a list of processes running a text editor.

Correct Answer: D

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QUESTION 105

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous logins 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: A

QUESTION 106

A technician repaired a laptop for a customer. The customer then complained the repair took too long and questioned the steps the technician took to fix the problem. Which of the following should the technician do NEXT?

- A. Provide documentation of the repair to the customer
- B. Allow the customer to voice concerns and post the story to social media later
- C. Inform the customer the job is done and return to the office
- D. Defend each step and why it was necessary

Correct Answer: A

QUESTION 107

A customer's computer is powered on and working, but the customer is unable to get to any wired network resources, shared drives, printers, or the Internet. Which of the following command-line tools should be used to troubleshoot this scenario?

- A. Ping
- B. Iwconfig
- C. Nbtstat
- D. Nslookup

Correct Answer: A

QUESTION 108

A user's computer is running slow even when only one program is open. A technician discovers the CPU is running at 100%, and there is a significant amount of outgoing network traffic. Which of the following is MOST likely causing the high resource usage?

- A. A keylogger is running
- B. The computer is part of a botnet.
- C. The computer is receiving a DDOS attack
- D. A software is blocking traffic

Correct Answer: B

QUESTION 109

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

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

Correct Answer: CF

QUESTION 110

Which of the following steps should a technician take FIRST to prevent an electrical hazard when repairing a PC?

- A. Put on an ESD strap.
- B. Place components on an ESD mat
- C. Disconnect the power before servicing the PC
- D. Place the PC on a grounded work bench

Correct Answer: C

QUESTION 111

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

Correct Answer: A

QUESTION 112

Ann, a user, is attempting to log in to her email service from a third-party email client on her phone. When Ann enters her usual username and password, she receives an error message saying the credentials are invalid. Ann then decides to reset her email password, but after the reset, the new credentials still do not work in the third-party email client. Which of the following settings or features is responsible for the problems Ann is experiencing?

- A. Full device encryption
- B. Account lock
- C. Multifactor authentication
- D. Strong password requirements

Correct Answer: C

QUESTION 113

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

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