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### **QUESTION 133**

A user reports that when opening a web browser the initial page loads to a search engine the user does not recognize. When the user performs searches on the site, the results are often irrelevant, and there are many pop-ups. Which of the following should a technician do to resolve these issues? (Select TWO)

- A. Reset the user's browser to default settings
- B. Delete the user's cached images, temporary files, and cookies
- C. Reboot the user's computer and install a secondary antivirus
- D. Convince the user to use a different web browser that is currently unaffected
- E. Download the update to the user's web browser of choice
- F. Remove any unapproved applications from the user's startup items

**Correct Answer:** AF

### **QUESTION 134**

Which of the following is the amount of memory a user is limited to with a 32-bit version of Windows?

- A. 2GB
- B. 4GB
- C. 8GB
- D. 16GB

**Correct Answer:** B

### **QUESTION 135**

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. Ask Ann to open a browser and watch for a redirect page
- C. Advise Ann to plug an Ethernet cable into her laptop
- D. Direct Ann to run an antivirus program on her laptop

**Correct Answer:** B

### **QUESTION 136**

A network administrator needs to be able to securely connect to a local router from within the office. Which of the following protocols should the administrator ensure is enabled on the router?

- A. RDP
- B. SSH
- C. TFTP
- D. HTTP

**Correct Answer:** B

### **QUESTION 137**

Which of the following built-in accounts was removed in Windows 10?

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- A. Power User
- B. Administrator
- C. Guest
- D. Standard User

**Correct Answer: A**

### **QUESTION 138**

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 BEST option given the solution?

- A. Install to a network drive
- B. Install to a USB drive
- C. Install to a DVD-RW
- D. Install to a security internal\_HDD

**Correct Answer: A**

### **QUESTION 139**

Ann, an end user, is utilizing a stylus on her tablet. The recognition point is off when she uses the stylus, but it registers in the correct spot when she uses her finger. Which of the following would be the BEST resolution to the issue?

- A. Restart the tablet
- B. Disable and then re-enable Bluetooth
- C. Calibrate the touchscreen sensor
- D. Disconnect and then reconnect the stylus

**Correct Answer: C**

### **QUESTION 140**

A user calls the help desk regarding a new Windows issue 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. Roll back updates
- B. Disable the Windows Update service
- C. Check for updates
- D. Restore hidden updates

**Correct Answer: A**

### **QUESTION 141**

Joe, a technician, receives notification that a share for production data files on the network is encrypted. Joe suspects a crypto virus is active. He checks the rights of the network share to see which departments have access. He then searches the user directories of those departments

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users who are looking for encrypted files. He narrows his search to a single user's computer. Once the suspected source of the virus is discovered and removed from the network, which of the following should Joe do NEXT?

- A. Educate the end user on safe browsing and email habits.
- B. Scan and remove the malware from the infected system.
- C. Create a system restore point and reboot the system.
- D. Schedule antivirus scans and perform Windows updates.

**Correct Answer: B**

### **QUESTION 142**

A manager requests remote access to a server after hours and on weekends to check data. The manager insists on using the server. Before granting the access, which of the following is the MOST important step a technician can take to protect against possible infection?

- A. Create a policy to remove Internet access from the server during off hours
- B. Set the local antivirus software on the server to update and scan daily
- C. Ensure the server is patched with the latest security updates
- D. Educate the manager on safe Internet browsing practices

**Correct Answer: C**

### **QUESTION 143**

A technician is repairing a computer. Which of the following should the technician do to protect the computer from accidental voltage spikes?

- A. Practice electrical fire safety.
- B. Clean tools properly before use.
- C. Remove any jewelry.
- D. Connect a proper ESD strap.

**Correct Answer: D**

### **QUESTION 144**

Which of the following is considered government-regulated data?

- A. PII
- B. End-user license agreement
- C. Digital Millennium Copyright Act
- D. DRM

**Correct Answer: A**

### **QUESTION 145**

An administrator is setting up a Windows terminal server. Which of the following settings should the administrator modify to increase server security? (Select two.)

- A. Change the default access port
- B. Enforce password complexity

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- C. Put the terminal server into the router's DMZ
- D. Disable logon time restrictions
- E. Block all unused ports on the LAN smart switch
- F. Use the local client certificate for server authentication

**Correct Answer:** BE

### **QUESTION 146**

Joe, a customer, requests to have a technician rename his laptop to the name of his favorite sports team. Which of the following documents **MUST** the technician consider before performing this action?

- A. Acceptable use policy
- B. Inventory management
- C. EULA
- D. MDM policy

**Correct Answer:** B

### **QUESTION 147**

A technician received 300 old desktops following a recent computer upgrade. After taking inventory of the old machines, the technician must destroy the data on the HDDs. Which of the following would be the **MOST** effective method to accomplish this task?

- A. Drill
- B. Hammer
- C. Low-level format
- D. Degaussing

**Correct Answer:** D

### **QUESTION 148**

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. Place security in trash receptacles
- B. Refer to the manufacture's specific usage
- C. Review the material safety data sheet
- D. Conduct an internal search of disposal techniques

**Correct Answer:** B

### **QUESTION 149**

A user's computer is suspected of hosting illegal files. The IT department has removed the computer and placed it in a secured, cypher-locked room, where it will remain until the local authorities arrive. Which of the following actions should the IT department perform **NEXT**?

- A. Preserve data integrity
- B. Identify violations of acceptable use
- C. Collect evidence of illegal activity

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D. Report through proper channels

**Correct Answer: A**

### **QUESTION 150**

During the firmware upgrade of a web server, a power outage occurred. The outage caused a failure within the upgrade. Which of the following plans must be implemented to revert back to the most recent version of the firmware?

- A. Backout plan
- B. Contingency plan
- C. Alternative plan
- D. Backup plan

**Correct Answer: D**

### **QUESTION 151**

A MAC user's operating system became corrupted, and files were deleted after malware was downloaded. The user needs to access the data that was previously stored on the MAC. Which of the following built-in utilities should be used?

- A. Time Machine
- B. Snapshot
- C. System Restore
- D. Boot Camp

**Correct Answer: A**

### **QUESTION 152**

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

**Correct Answer: AC**

### **QUESTION 153**

A Windows user is attempting to install a local printer and is unsuccessful on permissions. Which of the following user types BEST describes this user?

- A. Guest
- B. Power User
- C. Administrator
- D. Standard User

**Correct Answer: A**

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