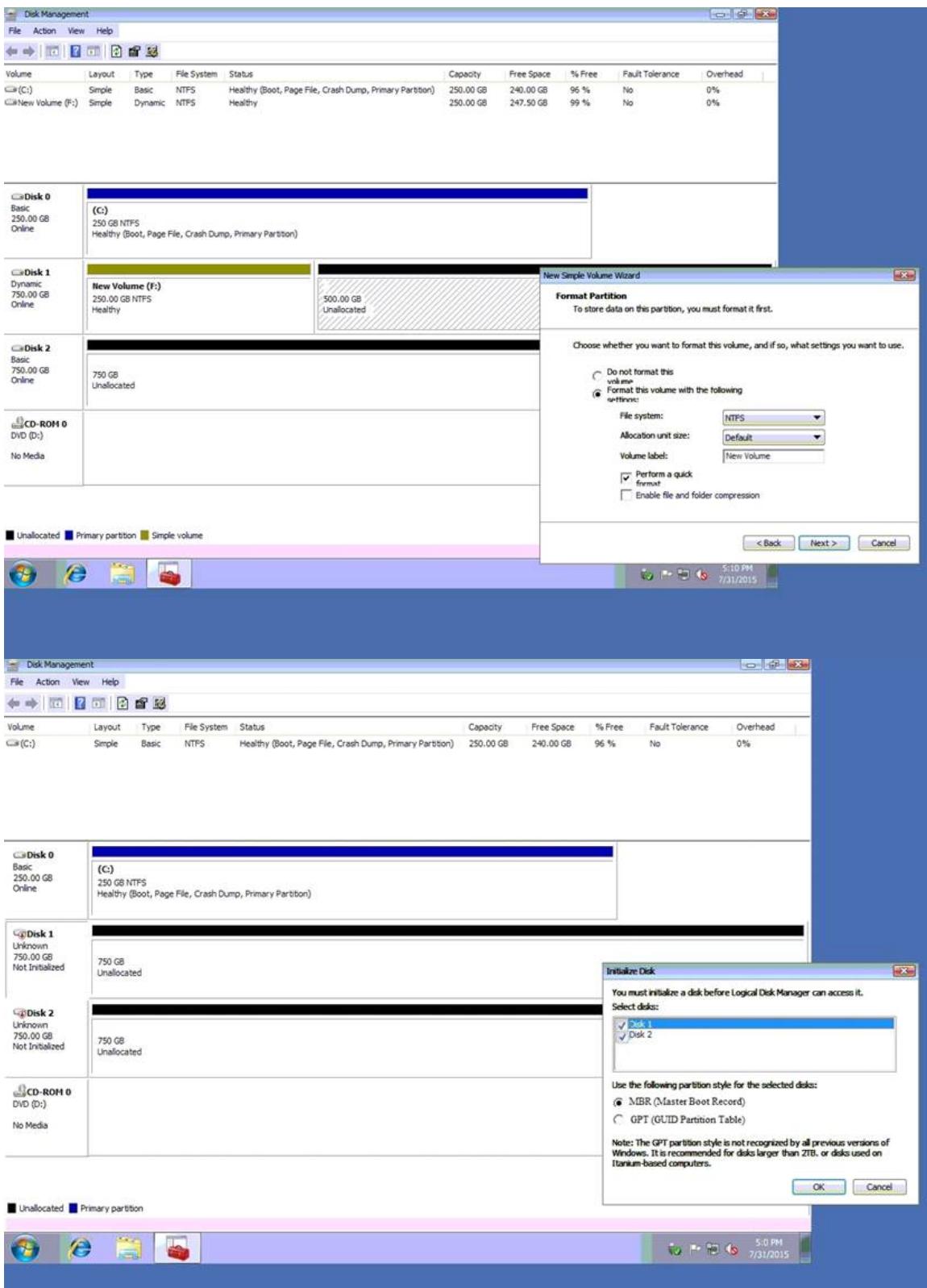
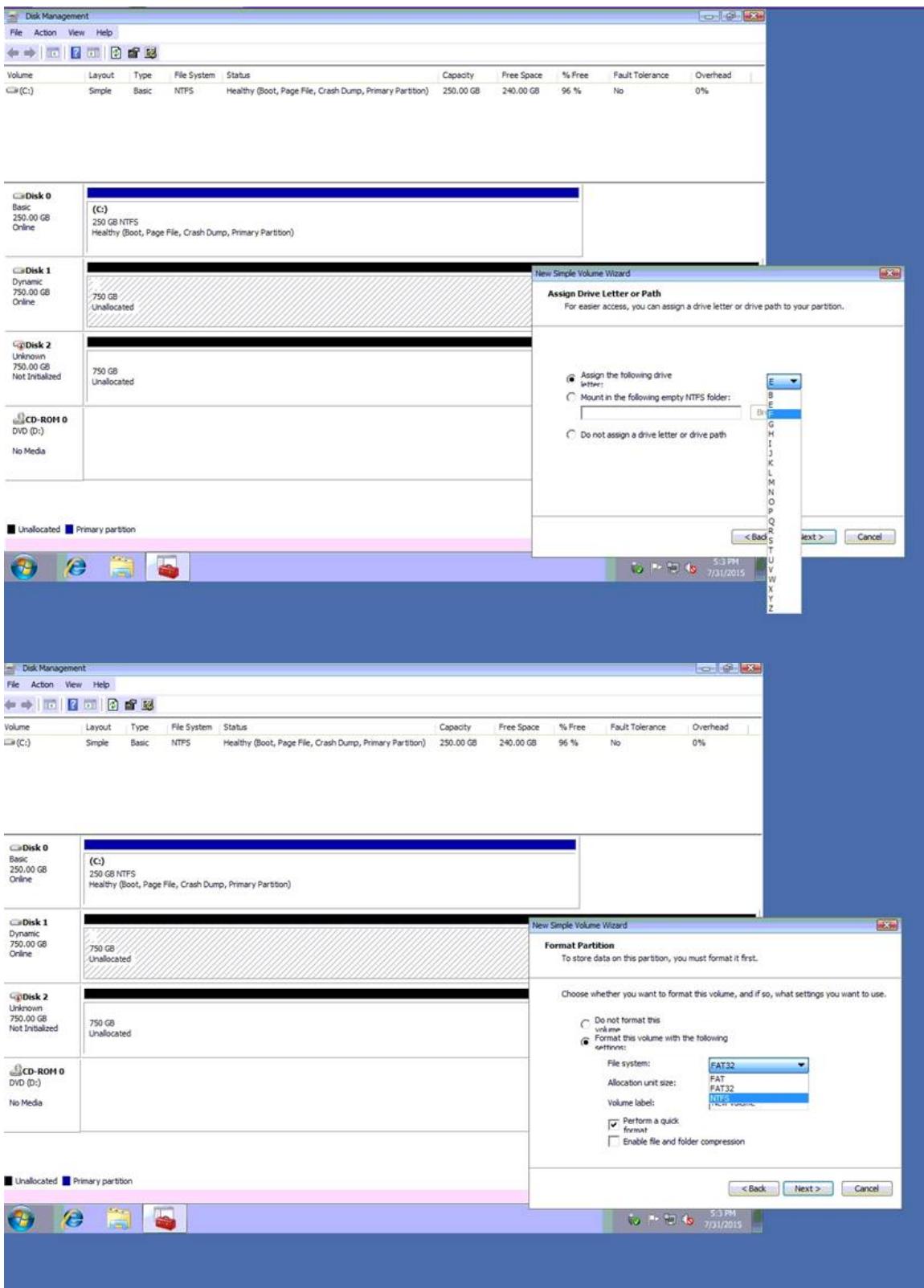


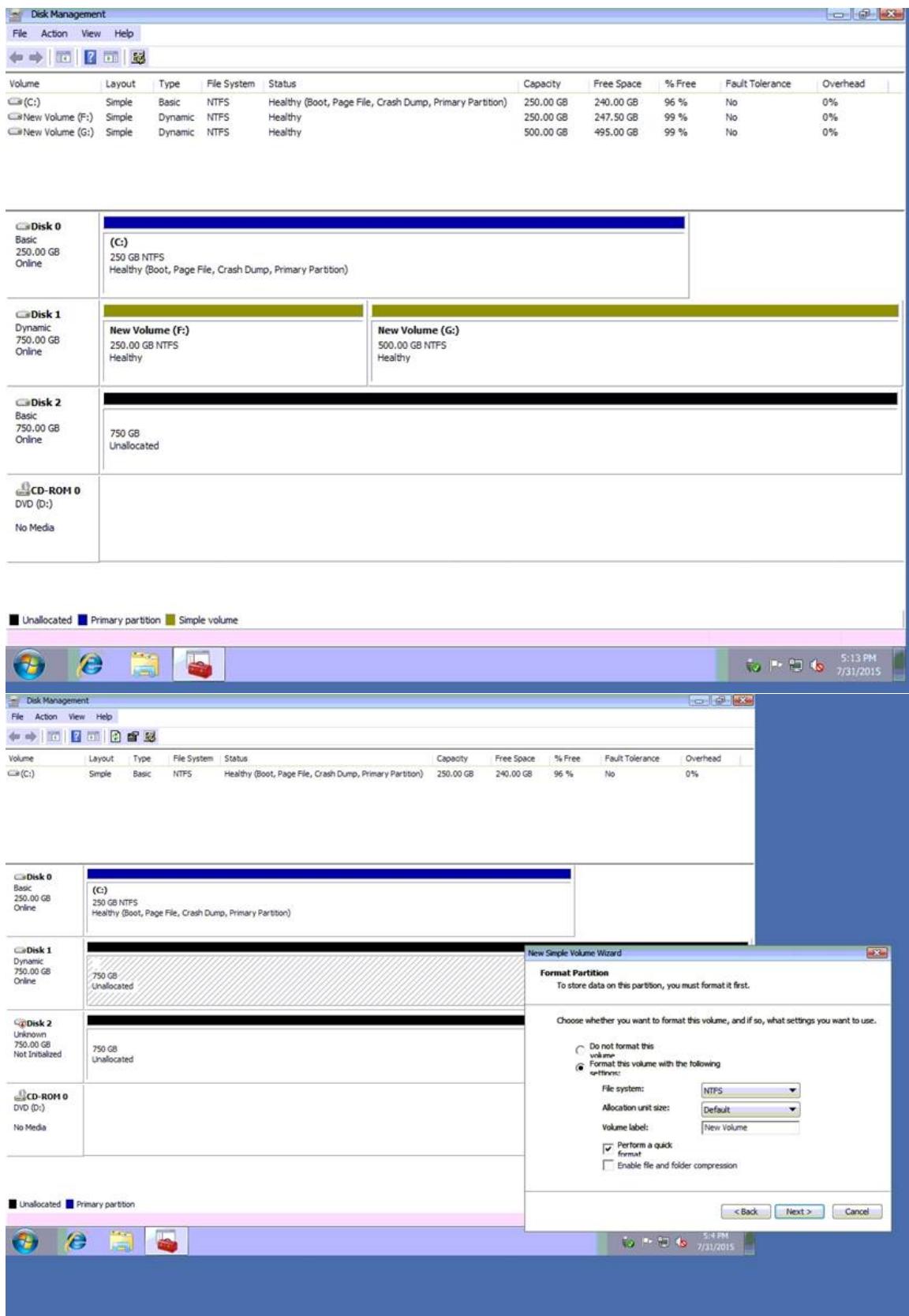
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QUESTION 166

A user's computer reports it has many virus infections and directs the user to call a phone number for assistance. A technician removes the hard drive and virus scans the drive with another computer. The scan does not identify any viruses. Which of the following is MOST likely the problem?

- A. Rootkit
- B. Zero-day malware
- C. Rogue antivirus
- D. Old virus definitions

Correct Answer: D

QUESTION 167

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

Correct Answer: C

QUESTION 168

Which of the following is a reason to use WEP over WPA?

- A. Device compatibility
- B. Increased security
- C. TACACS
- D. Multifactor authentication

Correct Answer: A

Explanation:

WEP (Wired Equivalent Privacy) was introduced when the 802.11 standard for Wi-Fi networks was launched.

It allows the use of a 64-bit or 128-bit key. However, researchers discovered vulnerabilities in WEP in 2001 and proved that it was possible to break into any WEP network by using a brute-force method to decipher the key. Using WEP is not recommended.

WPA, which stands for Wi-Fi Protected Access, is a newer standard and is much more secure.

QUESTION 169

A technician recently installed a new secondary hard drive in a Windows 10 desktop. After the installation, the computer displayed the following error message: No Operating System Found. However, after unplugging the new hard drive, the error message no longer appeared. The technician then reconnected the new drive to continue troubleshooting. Which of the following steps should the technician take NEXT?

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- A. Reboot into safe mode
- B. Check the boot order
- C. Format the drive
- D. Perform Windows Recovery
- E. Run the chkdsk command

Correct Answer: B

QUESTION 170

A sales representative regularly modifies confidential files on a laptop and needs them to be available all the time. The sales representative will be on a six-month business trip in two weeks. A technician has been asked to assist the sales representative with saving files. Which of the following is the BEST method to implement to prevent any data loss for the sales representative?

- A. Give the sales representative a USB security lock.
- B. Encrypt the laptop's image on the server.
- C. Create a redundant cloud storage drive.
- D. Give the sales representative an external hard drive.

Correct Answer: C

QUESTION 171

A customer's computer is having difficulty opening programs and regularly receives error messages regarding low system resources. Which of the following performance settings changes would BEST help customer temporarily until upgrade can be made?

- A. Data execution prevention
- B. Page-file size
- C. Visual effects
- D. Processor scheduling

Correct Answer: B

QUESTION 172

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

Correct Answer: AF

QUESTION 173