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method for the technician to use to clean the infected PC?

- A. Download and apply the security patch that addresses the vulnerability that was exploited
- B. Use System Restore to bring the PC back to a previous restore point.
- C. Reimage the computer and update it with all the latest patches
- D. Download another antivirus software that will quarantine the virus.

Correct Answer: C

QUESTION 248

A technician is installing a new system in a facility that requires zero downtime. The facility uses a backup generator in case of power loss. Into which of the following power sources should the technician plug the system to offer optimal uptime?

- A. Only a surge protector is needed due to the backup generator
- B. Plug directly into the emergency power source
- C. Plug a surge protector directly into the UPS
- D. Connect to a UPS that utilizes the emergency power source

Correct Answer: D

QUESTION 249

A technician wants to write a script that will check data line by line until the end of the file. Which of the following elements will perform the check?

- A. Loop
- B. Integer
- C. String
- D. Variable

Correct Answer: A

QUESTION 250

A user installed a new company-approved application on a Windows PC. The installation required a reboot. After the reboot and logon, the system froze. A technician has been called to fix the problem. Which of the following should the technician do FIRST?

- A. Contact the application vendor support staff for more information
- B. Boot into safe mode, and then load the ERD and restore the most recent files
- C. Boot the PC, run misconfig, check the safe boot box under the Boot tab, and then restart
- D. Log in as an administrative user and determine if the problem persists

Correct Answer: D

QUESTION 251

A technician submitted a change control request to upgrade the firmware on all company switches at the same time, during off hours, and through automation. Which of the following change management documents is MOST important to create to ensure the upgrade will not adversely affect the business?

- A. Plan for the change
- B. Scope of the change
- C. Risk analysis of the change

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D. Documentation of the change

Correct Answer: C

QUESTION 252

A user updated an iOS smartphone and is now having issues connecting to the Internet. The phone shows 1x for signal strength while making calls. Which of the following are the MOST likely causes of these issues? (Choose two.)

- A. Slow performance
- B. Slow data speeds
- C. No wireless connectivity
- D. Baseband
- E. Application hang
- F. Overheating

Correct Answer: BC

QUESTION 253

A technician is adding a folder to a structure that is several levels down from the top level. The technician wants to make sure the new folder will have the same permissions as the top level. Which of the following should the technician configure?

- A. Attributes
- B. Shares
- C. Inheritance
- D. Replication

Correct Answer: C

QUESTION 254

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 255

Six months after a new version of an OS was released to the market, end users began to lose access to application updates. Which of the following was MOST likely the reason for this issue?

- A. Update limitations
- B. Limited access
- C. End-of-life
- D. Network connection

Correct Answer: C

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QUESTION 256

An office building lost power, and the generator started up. Users on several floors have reported their machines will not start, even though the generator is running. A technician works to divert power from other floors until all users are able to work. Which of the following is the BEST solution for the technician to recommend?

- A. Add more redundancy to the power cabling
- B. Purchase more battery backups for individual users
- C. Implement desktop virtualization
- D. Increase the capacity of the backup generator

Correct Answer: D

QUESTION 257

Joe, a user, believes his computer is infected with malware. The device is having difficulty accessing some websites, and web services are not responding from any of the web browsers, although Joe can access these services from his smartphone without issue. The computer's malware scanner has the latest definitions installed. Which of the following would BEST explain why the computer is functioning this way?

- A. Expired root certificate
- B. OS update failures
- C. Pop-up blocker
- D. Hijacked email

Correct Answer: A

QUESTION 258

What a user is allowed to do on a computer network would be addressed in:

- A. a user acceptance policy
- B. regulatory and compliance policy
- C. a password policy
- D. an acceptable use policy

Correct Answer: D

QUESTION 259

A new user has joined a company, and human resources has given the user several documents to sign regarding compliance and regulations for company computers. The user has also received web links to documentation for applications, as well as processes and procedures to do jobs in accordance with those programs. Which of the following types of documentation has the user MOST likely received? (Choose two.)

- A. Inventory management policy
- B. Knowledge base articles
- C. End-user acceptance document
- D. Acceptable use policy
- E. Incident documentation
- F. Network diagrams

Correct Answer: BD

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QUESTION 260

Joe, a user, notifies Ann, a technician, of a message that is displaying on his screen. The message has taken over the entire screen, and no icons are displayed. Joe, further explains that the message still appears after several reboot attempts. Upon further inspection of the affected PC, Ann notices a request for cryptocurrency payment to obtain the unlock key. Which of the following is MOST likely the cause?

- A. Ransomware
- B. Cryptomining
- C. Rootkit
- D. Keylogger

Correct Answer: A

QUESTION 261

A user is surprised that a newly installed third-party smartphone application requires permissions to access the camera, location, and microphone. Unaware of a reason why permissions are needed for the application to function as advertised, the user contacts the help desk for assistance. Which of the following should the help desk team recommend the user do in this situation?

- A. After granting these permissions, disable the camera and GPS
- B. Install the application and change the permissions later
- C. Cancel installation of the application and report it to the application source
- D. Accept these permission requests and install the application

Correct Answer: C

QUESTION 262

During a network server outage, the administrator's computer received an IP address of 169.254.0.10 and had no access to internal or external resources. Which of the following should be configured to ensure the administrator's computer retains network access?

- A. Alternative IP address
- B. Wake-on-LAN
- C. APIPA
- D. Proxy setting

Correct Answer: A

QUESTION 263

A technician wants to deploy a solution to manage a computer remotely. The technician is not allowed to modify any network configuration and is not able to forward any ports on the router to internal devices. Which of the following remote access technologies would be BEST suited for this situation?

- A. Remote desktop protocol
- B. Telnet client
- C. Virtual network computer
- D. Third-party tools

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E. Secure shell

Correct Answer: C

QUESTION 264

A technician determines a newly installed service is keeping a device from functioning in Windows. Which of the following tools should the technician use to keep the service from being loaded on the PC reboot?

- A. Task Scheduler
- B. MSINFO32
- C. System Restore
- D. MSConfig

Correct Answer: D

QUESTION 265

While preparing a computer that will be issued to a new user, the technician discovers the computer's former user configured a supervisor password in the BIOS. Which of the following can the technician do to allow the password to be removed?

- A. Reimage the machine from a network share
- B. Change the boot order and boot to an external drive
- C. Remove and then replace the CMOS battery
- D. Use the BIOS user password to reset the supervisor password

Correct Answer: C

QUESTION 266

A systems administrator is configuring a new workstation. Which of the following will MOST likely be the administrator's FIRST step?

- A. Set the screen timeout lock
- B. Change the default administrator account
- C. Require a BIOS/UEFI password.
- D. Enable full-disk encryption.

Correct Answer: C

QUESTION 267

A user recently connected a Windows laptop to a free WiFi hot-spot. After returning to the office, the user cannot access network shares. Which of the following is the MOST likely cause?

- A. Remote access has been disabled.
- B. The local firewall settings are incorrect.
- C. Location-based settings are not turned on.
- D. The network shares are hidden.

Correct Answer: B