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QUESTION 268

A contract technician is working on a network printer when a print job starts and completes. The technician notices it is a spreadsheet that appears to be an annual salary report. Which of the following actions should the technician take?

- A. Continue to work on the assigned task
- B. Take the print job to the office manager
- C. Remove the print job from the output tray
- D. Disconnect the printer from the network to prevent further print jobs

Correct Answer: B

QUESTION 269

A technician receives the Chief Executive Officer's (CEO's) Windows 10 laptop, which has been infected with malware. The technician wants to make sure best practices are followed for troubleshooting and remediating the malware. Which of the following best practices should the technician perform FIRST in this scenario? (Choose three.)

- A. Disconnect the device from the network
- B. Identify and research the symptoms
- C. Restore the computer to the previous checkpoint
- D. Scan and use removal techniques
- E. Create a restore point
- F. Educate the end user
- G. Schedule scans and run updates

Correct Answer: ABD

QUESTION 270

A technician recently updated a printer driver on all the computers in an office. Shortly after the update, several users' accounts and passwords were compromised. Which of the following MOST likely explains the compromised accounts?

- A. Botnet
- B. Ransomware
- C. Antivirus definitions
- D. Keylogger

Correct Answer: A

QUESTION 271

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

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F. Network diagrams

Correct Answer: BD

QUESTION 272

A user calls a technician regarding an iOS mobile device that is having problems with standby time after a new update was applied. The technician verifies no new applications were installed since the update, but the device still has poor standby time even after the update is removed. Which of the following is the MOST likely cause of the issue?

- A. Zero-day malware
- B. Safari code injection
- C. OS corruption
- D. Overheating
- E. Time sync failure

Correct Answer: D

QUESTION 273

Which of the following wireless security protocols supports the use of a 40-bit encryption key?

- A. TKIP
- B. WEP
- C. WPA
- D. WPA2

Correct Answer: B

QUESTION 274

Which of the following Windows versions introduced using applications in the Metro interface?

- A. Windows 7
- B. Windows 8
- C. Windows 8.1
- D. Windows 10

Correct Answer: B

QUESTION 275

A technician is acquiring hardware devices and setting up a computer lab with virtual desktops. The lab computers must have the ability to connect automatically to the remote session upon boot and must be started remotely. Which of the following solutions must the hardware be able to support? (Choose two.)

- A. Image deployment
- B. Multiboot
- C. PXE
- D. Unattended installation
- E. USB
- F. Wake-on-LAN

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Correct Answer: CF

QUESTION 276

A smartphone user receives notice that a threshold for high-speed data usage, despite the user's usage behaviors being unchanged from previous periods. Which of the following troubleshooting steps should the user take FIRST?

- A. Check network access permissions on recently loaded applications.
- B. Limit data usage to WiFi networks only.
- C. Wipe the device and restore to the factory default.
- D. Change the lock screen password.

Correct Answer: A

QUESTION 277

A user wants to see the workstations present on the LAN in a workgroup environment. Which of the following settings must be enabled to make this possible?

- A. Turn off public folder sharing
- B. Turn on network discovery
- C. Use 128-bit encryption
- D. Turn on file and folder sharing

Correct Answer: B

QUESTION 278

Which of the following is the MOST cost-effective option to protect computers and peripherals from damage caused by power fluctuations?

- A. Generator
- B. Battery backup
- C. Surge suppressor
- D. Line conditioner

Correct Answer: C

QUESTION 279

A systems administrator creates a new folder in the user profile. The administrator wants it to have different NTFS permissions than its parent folder. Which of the following settings should the administrator change?

- A. File attributes
- B. Share permissions
- C. Local share
- D. Inheritance

Correct Answer: D

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QUESTION 280

A Linux user wants to use the grep command to identify every file name in the current directory that contains the word "mandatory". Which of the following commands would BEST accomplish this?

- A. grep -d mandatory *
- B. grep -i mandatory *
- C. grep mandatory file
- D. grep mandatory *

Correct Answer: B

QUESTION 281

After a virus outbreak due to USB usage, a technician must deny users access to removable hard drives via USB ports as soon as possible. The technician has been asked to avoid interrupting any users. Which of the following is the BEST way for the technician to perform this security feature?

- A. Push a group policy.
- B. Assign a local security policy.
- C. Create a network login script.
- D. Update the AUP

Correct Answer: B

QUESTION 282

A technician must manually modify the HOSTS system file in order to resolve a website address to a specified local destination. Which of the following utilities should the technician use to BEST accomplish the task?

- A. Regedit
- B. services.msc
- C. Msinfo32
- D. Notepad
- E. MMC

Correct Answer: D

QUESTION 283

An IT professional recently assisted Ann, a customer, with updating her password and regaining access to a hijacked email account. Shortly afterward, Ann notices dozens of unwanted emails, thanking her for subscribing to an organization's mailing list. Which of the following should be performed to remove and prevent any further emails from this organization?

- A. Click the "Unsubscribe" button on each unwanted email
- B. Send the unwanted items to the spam or junk folder
- C. Deploy an email address whitelist
- D. Create domain-based filters

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Correct Answer: D

QUESTION 284

A technician is troubleshooting a computer that may have some corrupt operating system files. Which of the following command line tools should the technician use to check these files?

- A. dism
- B. chkdsk
- C. diskpart
- D. sfc

Correct Answer: B

QUESTION 285

When a computer accesses an HTTPS website, which of the following describes how the browser determines the authenticity of the remote site?

- A. Certificates
- B. Software tokens
- C. Firewall
- D. Port security

Correct Answer: A

QUESTION 286

A workstation needs to be hardened against brute force attacks. It also needs to be protected if a user walks away and leaves the computer unlocked. Which of the following would harden the workstation as required? (Select TWO).

- A. Set up a failed attempts lockout setting.
- B. Enable a screen saver password.
- C. Use a stronger Active Directory password.
- D. Disable local logon time restrictions.
- E. Create a BIOS password
- F. Enforce a password reset policy.

Correct Answer: CE

QUESTION 287

A Windows 7 machine appears to have a failure. Every time it is rebooted, the message "BOOTMGR is missing" appears.

You have previously inserted a Windows 7 installation DVD into the DVD-ROM.D18912E1457D5D1DDCBD40AB3BF70D5D

Please repair this failure without overwriting the customers' local user profiles.

INSTRUCTIONS

Use the Windows recovery and repair utilities to remediate the issue.

If at any time you would like to bring back the initial state of the simulation, please click the Reset

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