Correct Answer: D

QUESTION 320
A customer's smartphone has been overheating frequently and becoming unresponsive since installing an OS update. A technician has already performed a soft reboot of the device. Which of the following should the technician perform NEXT? (Select TWO)

A. Roll back the OS update
B. Update the PRL.
C. Force stop running applicabons
D. Enable airplane mode
E. Perform a factory reset
F. Run application updates
G. Reset network settings

Correct Answer: AE

QUESTION 321
An administrator is loading a new Linux server. Which of the following filesystems will the administrator MOST likely select for the primary partition?

A. ExFAT
B. NTFS
C. ext3
D. Swap

Correct Answer: C
Explanation:
https://devconnected.com/how-to-create-disk-partitions-on-linux/

QUESTION 322
A technician needs to configure a user's PC so it can be powered on remotely by another employee who will be working at the help desk after hours. The technician puts the employee in `the correct organizational unit; however, the employee is still unable to connect. Which of the following settings should the technician configure?

A. Remote Assistance
B. Firewall exceptions:
C. on Static IP address
D. Wake-on-LAN

Correct Answer: D

QUESTION 323
An administrator wants to search a file on a Linux server for the plus symbol (+). Which of the following will the administrator MOST likely use?

A. ls
B. sh
C. cat
D. grep

Correct Answer: A

QUESTION 324
A customer recently upgraded from Windows 7 to Windows 10. The customer lost access to certain network shares, and the system keeps preventing the user's access. Which of the following is the MOST likely cause of the issue?

A. The BitLocker feature was activated and encrypted the shares.
B. The user's information was not preserved during the upgrade
C. Windows Firewall no longer allows access to legacy systems.
D. The network login script executed incorrectly.

Correct Answer: D

QUESTION 325
A technician is implementing multifactor authentication for logins to the network. The network already requires a username and password to authenticate users. Which of the following should the technician add to meet the multifactor requirement?

A. Passphrase
B. Knowledge-based authentication
C. PIN
D. Thumbprint

Correct Answer: D

QUESTION 326
Ann, a user, received an email from an unknown source with an attachment claiming to be pictures from her beach vacation. When Ann opened the attachment, she was prompted to enable macros. Once the macros were enabled, the antivirus software triggered an alert. The malicious activity was stepped by the antivirus software. Which of the following should be recommended as the FIRST line of defense to prevent this attack vector from reoccurring?

A. A trusted CA
B. An outgoing proxy
C. A content scanner
D. A stateful firewall

Correct Answer: C

QUESTION 327
A user needs to transfer some information from a work computer to a server. The user plugs a personal USB into the computer but is denied access to save information on the storage medium due to the security policy. This is an example of:

A. port security.
B. an access control list
C. a Trojan horse,
D. data loss prevention

Correct Answer: D

QUESTION 328
A technician is configuring a static IP address on a Windows machine. The information is as follows:

```
IP address: 192.168.10.15
Subnet mask: 255.255.255.0
```

Which of the following would be a valid default gateway address?

A. 192.168.0.1
B. 192.168.9.1
C. 192.168.10.254
D. 192.168.15.10

Correct Answer: C

QUESTION 329
Which of the following tools should the technician use to analyze the computer's behavior?

A. Computer Management
B. Event Viewer
C. Performance Monitor
D. Task Manager
Correct Answer: B

QUESTION 330
A Chief Information Officer (CIO) recently learned a critical update is required to secure several servers within the organization. The CIO asks a technician to:

▪ Deploy the patches to the environment following best practice protocols.
▪ Ensure the servers and applications are functioning properly after the deployment.

Which of the following steps will the technician most likely take NEXT?

A. Document the business processes.
B. Scope the change.
C. Perform a risk analysis.
D. Develop a back-out plan.
E. Document the changes.

Correct Answer: C

QUESTION 331
A user in a SOHO wants to allow Joe, a remote technician, to connect securely to the user's workstation Joe informs the user that the VPN was successful, but he still cannot connect. Which of the following settings in the SOHO router MOST likely need to be adjusted?

A. Encryption
B. Firewall
C. DHCP
D. DNS
E. NAT

Correct Answer: B

QUESTION 332
A user cannot print to a network printer. A technician runs the Windows 10 troubleshooting utility, but it does not find any errors. Which of the following printer settings should the technician check NEXT?

A. Duplex
B. Spooler
C. Collate
D. Resolution

Correct Answer: B
Explanation:
https://www.ldproducts.com/blog/troubleshooting-printer-problems/

QUESTION 333
A technician encounters a previously unidentified issue. The technician conducts some research, finds a solution, and resolves the issue. According to best practices, which of the following should the technician do so the issue can be addressed if it is encountered again?

A. Inform the immediate supervisor about the findings.
B. Email all the other technicians to explain the problem and resolution.
C. Enter the resolution in the ticket and close it.
D. Add the findings to the knowledge base

Correct Answer: D

QUESTION 334
A cybersecurity researcher purchased several used laptops at an auction. While the hard drives appeared to be blank, the researcher was able to recover all the data that previously existed on the drives. Which of the following methods did the original owner MOST likely use to clear the drives' contents?

A. Standard format
B. Drive degaussing
C. Disk encryption
D. Drive wipe

Correct Answer: A

QUESTION 335
A customer contacts an IT technician regarding a PC's performance. The customer explains that the computer struggles to run several applications simultaneously, Which of the following changes should the technician recommend FIRST to address the customer's concern?

A. Increase the allocation of virtual memory.
B. Upgrade the RAM to a larger capacity.
C. Replace the existing HDD with an SSD.
D. Enable fastboot in the BIOS

Correct Answer: A

QUESTION 336
A user received a call from a bank to confirm a wire transfer; however, the user created no such request. While troubleshooting, a technician discovers there are rules on the user's account that are forwarding the emails to an external email address and deleting the emails from the bank. This is an example of:

A. spam email.
B. invalid certificates.
C. hijacked email.
D. browser pop-ups.

Correct Answer: C

QUESTION 337
A user's computer was infected with malware, and a technician successfully removed the infection. However, the user reports certain web-based services are still inaccessible. Which of the following should the technician perform FIRST to resolve the issue?

A. Turn off System Restore
B. Update the malware signatures
C. Reset the Internet Explorer settings.
D. Check the hosts file

Correct Answer: C

QUESTION 338
A technician is implementing a change to a piece of production environment. The change is causing other several other problem to occur. Which of the following should the technician do NEXT?

A. Complete the change to the production environment within the allotted time frame.
B. Attempt to recreate the issues in the QA environment troubleshoot them quickly.
C. Begin following the back-out plan that was outlined in the planning meeting.
D. Complete a risk analysis of the new changes and their potential impact on other systems.

Correct Answer: B