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**QUESTION 1**

A technician needs to edit a protected .dll file but cannot find the file in the System32 directory. Which of the following Control Panel utilities should the technician use?

- A. System
- B. Display
- C. Folder Options
- D. Indexing Options

**Correct Answer: C**

**QUESTION 2**

A user calls a technician to report loud beeps that are coming from the server room following a recent rainstorm and power outage. The technician verifies all the servers are online and working properly, and the backup power unit is functioning properly and without errors. Which of the following is MOST likely the issue?

- A. PSU alarm
- B. Humidity alarm
- C. Temperature alarm
- D. Motion alarm

**Correct Answer: C**

**QUESTION 3**

A technician is working at a help-desk form and receives a call from a user who has experienced repeated BSODs. The technician is scheduled to take a break just after the call comes in. Which of the following is the BEST choice for the technician to make?

- A. Politely ask the user to call back
- B. Ask another technician to take the call
- C. Troubleshoot the issue for the user
- D. Input the issue as a ticket and escalate to Tier 2
- E. Put the user on hold and troubleshoot after the scheduled break

**Correct Answer: B**

**QUESTION 4**

An end user is browsing the Internet when multiple browser pages open by themselves. The user notices the PC is running slowly, even while not browsing the internet. Which of the following actions should the user take?

- A. Update antivirus definitions
- B. Install anti-malware software
- C. Enable the pop-up blocker
- D. Reboot the PC

**Correct Answer: B**

**QUESTION 5**

A technician has identified malware on a user's system. Which of the following should the technician do NEXT according to malware removal best practices?

- A. Enable System Restore and create a restore point so no data is lost
- B. Educate the user about how to avoid malware in the future
- C. Update the antivirus software and run a full system scan
- D. Move the infected system to a lab with no network connectivity

**Correct Answer:** D

#### **QUESTION 6**

An employee is unable to view in-office network folders while working at home. Which of the following is the MOST likely cause of the problem?

- A. Untrusted software
- B. Outdated antivirus
- C. MDM policies
- D. Inactive VPNs

**Correct Answer:** D

#### **QUESTION 7**

A technician is working on a Windows 10 PC that is running slowly. Which of the following commands should the technician use to correct this issue? (Select two.)

- A. dir
- B. chdsk
- C. dism
- D. ipconfig
- E. format
- F. diskpart

**Correct Answer:** BC

#### **QUESTION 8**

Following an incident, an administrator is gathering forensic evidence from a server for a human resources investigation. Which of the following best practices is MOST important to document throughout the process to maintain integrity of the findings?

- A. Acceptable use policy violations
- B. Server configuration
- C. Chain of custody
- D. Data loss incidents

**Correct Answer:** C

#### **Explanation:**

Chain of custody is important because if evidence has been altered or it cannot be proven that it was not altered during the time between collection and use in court, then that evidence is less believable or credible than it otherwise would be.

#### **QUESTION 9**

An employee reported that a suspicious individual was looking through the recycle bin. Which of the following types of social engineering threats is this?

- A. Phishing
- B. Spear phishing

- C. Dumpster diving
- D. Impersonation

**Correct Answer: C**

**QUESTION 10**

Which of the following installation methods will allow a technician to resolve issues that may arise while the installation is being performed?

- A. Unattended installation
- B. Remote installation
- C. Repair installation
- D. Image deployment installation

**Correct Answer: D**

**QUESTION 11**

An office manager emails a technical support contractor about a new desktop for one of the workers. The office manager provides a specific configuration for the desktop. The technician notes the request will require the purchase of a new system. New system purchases are not in the scope of the support agreement. Which of the following should the technician do NEXT?

- A. Create a risk analysis report for review
- B. Submit a change order for approval
- C. Insist the worker accepts the standard desktop
- D. Document the request and place the order

**Correct Answer: B**

**QUESTION 12**

A technician is contacted by a user who is working from home but is unable to connect to any office resources (e.g., files, printers). The user is able to access the Internet. Which of the following should the technician check FIRST?

- A. VPN
- B. DHCP
- C. NAT
- D. DNS

**Correct Answer: A**

**QUESTION 13**

Which of the following is the MOST secure wireless security protocol?

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

**Correct Answer: A**