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QUESTION 1

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 2

A technician has one computer and needs to create a multiboot to test all Windows environments. Which of the following shows the BEST order for installing the operating systems?

A. Windows XP Professional, Windows Vista Business, Windows 7 Professional

B. Windows Vista Business, Windows 7 Professional, Windows XP Professional

C. Windows 7 Professional, Windows Vista Business, Windows XP Professional

D. Windows 7 Professional, Windows XP Professional, Windows Vista Business

Correct Answer: A

QUESTION 3

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 4

A remote user has reported a suspicious pop-up. and a technician is troubleshooting the user\\'s laptop. The technician needs to connect securely to the computer to view the user\\'s screen and investigate the issue Which of the following should the technician use?

A. SSH

B. MSTSC

C. SFTP

D. MSRA

Correct Answer: D

QUESTION 5

An administrator is setting up a Windows terminal server. Which of the following settings should the administrator modify to increase server security? (Select two.)

A. Change the default access port

B. Enforce password complexity

C. Put the terminal server into the router\\'s DMZ

D. Disable logon time restrictions

E. Block all unused ports on the LAN smart switch

F. Use the local client certificate for server authentication

Correct Answer: BE

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