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QUESTION 1

A user receives an email on a company smartphone. When trying to open the email, the user gets a message stating the email is encrypted, and the user cannot open it. The user forwards the email to a personal email account and receives the same message. The user calls the IT department to ask for help. To decrypt the message, the technician tells the user to contact the sender of the message to be able to exchange:

- A. keys
- B. passwords
- C. root CA
- D. tokens

Correct Answer: A

QUESTION 2

A user is unable to access a network share out can access email. A technician has confirmed the user has the appropriate permissions to access the share.

Which of the following commands should the technician use FIRST?

- A. ping
- B. nslookup
- C. net use
- D. ipconfig

Correct Answer: B

QUESTION 3

An end user reports a Windows computer is infected with a virus. Which of the following should be the technician's FIRST troubleshooting step?

- A. Identify malware symptoms
- B. Disable System Restore
- C. Run Windows Update
- D. Educate the end user

Correct Answer: A



QUESTION 4

Which of the following basic scripting components can be used to repeat an operation until a specific requirement is met?

- A. If-then logic
- B. String variables
- C. Conditional loop
- D. Goto statement

Correct Answer: C

Reference: <https://www.openbookproject.net/books/bpp4awd/ch04.html>

QUESTION 5

While working on a user's computer a technician notices no prompt appears when a process runs with administrative credentials. The technician wants to make sure the user is warned to ensure rogue processes do not run with elevated privileges. Which of the following Control Panel utilities would allow the technician to modify this setting?

- A. Administrative Tools
- B. File Explorer Options
- C. Credential Manager
- D. User Account Control

Correct Answer: A

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