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QUESTION 1

Ann a customer, allowed someone else to use her computer, and now some web pages do not display correctly in the browser A technician determines many of the browser settings live been changed

Which of the following Control Panel utilities should the technician use to reset the browser settings to the defaults?

A. System/System Protection

B. Programs and Features

C. Network and Sharing Center

D. Internet Options/Advanced tab

Correct Answer: D

QUESTION 2

A technician discovers slow data transfer speeds in a wired network. Which of the following would be the MOST probable cause?

A. Using APIPA address

B. Outdated NIC drivers

C. Too many simultaneous connections

D. CAT5 cable connection

Correct Answer: B

QUESTION 3

A user is locked out of the local user account on a UEFI-based workgroup computer. A technician is trying to use a third the USB drive to run the program. Which of the following would be the BEST way to fix the issue?

A. Start up in safe mode, verify the USB device in Device Manager, restart the computer, and boot from USB.

B. Disable Secure Boot, restart the computer, and boot from USB

C. Use Bootsect.exe to modify the boot priority. restart the computer, and boot from USB.

D. Boot into recovery console, navigate to the USB drive, and boot from USB.

Correct Answer: B

QUESTION 4

SIMULATION

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 All button.
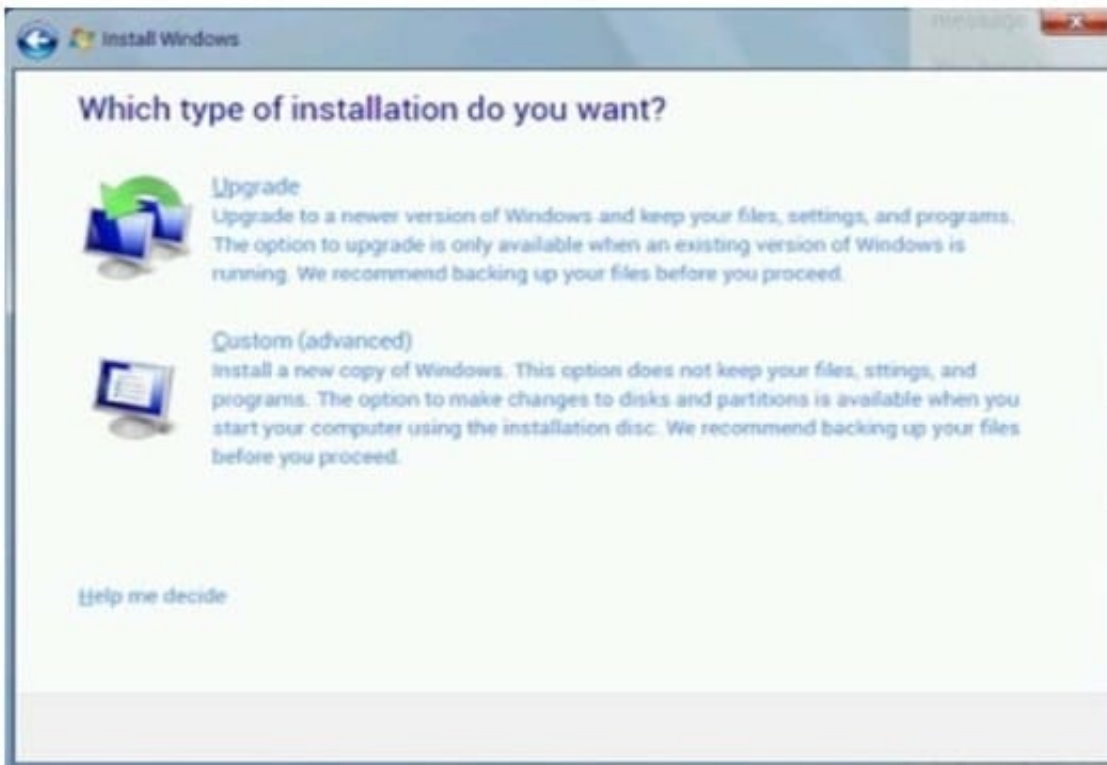
A. Check the answer in explanation.

Correct Answer: A

Step 1: Choose Boot from Windows 7 DVD Step 2: Click Install Step 3: Choose Upgrade

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QUESTION 5

Which of the following physical security measures is intended to mitigate tailgating?

A. Biometrics

B. Badge reader

C. Smart card

D. Mantrap

Correct Answer: A

QUESTION 6

Which of the following is a security best practice?

A. Use multifactor VPN authentication.

B. Use only commercially licensed software.

C. Use only WiFi instead of Ethernet cabling.

D. Use only solid state hard drives in servers.

Correct Answer: A

QUESTION 7

A technician needs to make changes to a production system. Before doing so, which of the following should be completed in case the changes have unintended consequences beyond their original scope?

A. Draft a complete scope of the changes.

B. Formulate a back-out plan for the changes.

C. Ensure all relevant end users are notified of the changes.

D. Create a risk analysis involving the changes.

Correct Answer: D

QUESTION 8

Which of the following extensions identify files that are typically implemented as scripts? (Select TWO).

A. .vbs

B. .txt

C. .exe

D. .Up

E. .bat

F. .xlsx

Correct Answer: AE

QUESTION 9

A customer wants to format a 4TB external drive with a filesystem that is compatible with both Windows and Linux OSs.

Which of the following should the technician suggest the customer use?

A. Ext4

B. exFAT

C. NFS

D. FAT32

E. CDFS

Correct Answer: C

QUESTION 10

For which of the following instances is System Restore MOST likely to be used?

A. Deleting temporary files that are not needed.

B. Replacing a failed hard drive with a new drive.

C. Placing the system configuration into a prior state.

D. Downgrading an operating system to another version.

Correct Answer: C

QUESTION 11

A corporate network was recently infected by a malicious application on a flash drive that downloaded sensitive company files and injected a virus, which spread onto the network Which of the following best practices could have prevented the attack?

A. Implementing strong passwords

B. Changing default credentials

C. Disabling AutoRun

D. Removing Guest account

E. Encrypting data

Correct Answer: C

QUESTION 12

A computer becomes infected with malware, which manages to steal all credentials stored on the PC. The malware then

uses elevated credentials to infect all other PCs at the site. Management asks the IT staff to take action to prevent this

from reoccurring.

Which of the following would BEST accomplish this goal?

A. Use an antivirus product capable of performing heuristic analysis

B. Use a host-based intrusion detection system on each computer

C. Disallow the password caching of accounts in the administrators group

D. Install a UTM in between PC endpoints to monitor for suspicious traffic

E. Log all failed login attempts to the PCs and report them to a central server

Correct Answer: D

QUESTION 13

A technician submitted a change control request to upgrade the firmware on all company switches at the same time, during off hours, and through automation. Which of the following change management documents is MOST important to create to ensure the upgrade will not adversely affect the business?

A. Plan for the change

B. Scope of the change

C. Risk analysis of the change

D. Documentation of the change

Correct Answer: C

QUESTION 14

A home user installed 16GB of RAM in an older PC to increase its performance. However, after booting up, the computer is only reporting 4GB of RAM to the system. Which of the following is the MOST likely cause of the issue?

A. The RAM type is mismatched

B. The OS is 32-bit.

C. The RAM is faulty.

D. The memory installed incorrectly.

Correct Answer: A

QUESTION 15

A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately. With which of the following types of infections are the PCs MOST likely infected? (Select two.)

A. Spyware

B. Zombies

C. Virus

D. Ransomware

E. Worm

F. Botnet

Correct Answer: BE