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QUESTION 1

Which of the following types of social engineering attacks can be prevented by the destruction of documents with personal or sensitive information?

- A. Shoulder surfing
- B. Phishing
- C. Tailgating
- D. Dumpster diving

Correct Answer: D

QUESTION 2

An administrator in the office must conned to a server at home. Which of the following home router settings will the administrator MOST likely configure to accomplish this?

- A. Port forwarding
- B. Firewall settings
- C. SSID broadcasting
- D. MAC filtering

Correct Answer: A

QUESTION 3

A user calls a technician regarding an iOS mobile device that is having problems with standby time after a new update was applied. The technician verifies no new applications were installed since the update, but the device still has poor standby time even after the update is removed.

Which of the following is the MOST likely cause of the issue?

- A. Zero-day malware
- B. Safari code injection
- C. OS corruption
- D. Overheating
- E. Time sync failure

Correct Answer: D



QUESTION 4

Joe, a technician, is installing a new internet connection at a customer's site. While performing the installation, Joe takes a call from his manager and then responds to a social request. The customer becomes frustrated and asks and asks to speak with a supervisor.

Which of the following should Joe do NEXT?

- A. Apologize for the delay, explain the situation, and promise the customer a refund.
- B. Give the supervisor's phone number to the customer, leave the customer location, and document the incident.
- C. Assure the customer that the installation is almost complete and offer the supervisor's phone number.
- D. Decline to provide the supervisor phone number to the customer and continue with the installation.

Correct Answer: A

QUESTION 5

A network administrator has implemented a new group policy on a domain controller and wants a technician to verify the group policy is active on a desktop computer. Which of the following commands should the technician execute?

- A. dcgppfix
- B. dcdi.g
- C. gpresult
- D. gpmmc.nunc
- E. gpupdate

Correct Answer: D

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