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**QUESTION 1**

A user's smartphone is making the camera shutter noise even when the user is not taking pictures. When the user opens the photo album, there are no new pictures. Which of the following steps should be taken FIRST to determine the cause of the issue?

- A. Uninstall the camera application
- B. Check the application permissions
- C. Reset the phone to factory settings
- D. Update all of the applications on the phone
- E. Run any pending OS updates

Correct Answer: B

QUESTION 2

Which of the following can be applied directly to an organizational unit in Active Directory to provide security to both the user and the machine?

- A. Folder Redirection
- B. Group Policy
- C. Security Groups
- D. Home Folder

Correct Answer: C

QUESTION 3

A user is trying to install a very large .dmg file on a Windows computer but is receiving an error message.

Which of the following is causing the error?

- A. Small hard drive
- B. Insufficient RAM
- C. OS compatibility
- D. Folder permissions

Correct Answer: C

**QUESTION 4**

A user is surprised that a newly installed third-party smartphone application requires permissions to access the camera, location, and microphone. Unaware of a reason why permissions are needed for the application to function as advertised, the user contacts the help desk for assistance. Which of the following should the help desk team recommend the user do in this situation?

- A. After granting these permissions, disable the camera and GPS
- B. Install the application and change the permissions later
- C. Cancel installation of the application and report it to the application source
- D. Accept these permission requests and install the application

Correct Answer: C

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

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