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QUESTION 1

If a technician knows a client\\'s IP address, which of the following command tools can be used to resolve this to the DNS name?

A. NET USE

B. TRACERT

C. NSLOOKUP

D. CMD

Correct Answer: C

QUESTION 2

Which of the following security threats is BEST mitigated through proper user training?

A. A Worm

B. Rootkits

C. Social Engineering

D. Browser Adware

Correct Answer: C

Reference: http://www.veracode.com/blog/2013/03/hacking-the-mind-how-why-social- engineering-works/

QUESTION 3

A user contacts the help desk regarding a suspected malware infection. Which of the following actions should the help desk technician perform FIRST?

A. Run System Restore

B. Restart the computer

C. Repair the antivirus program

D. Isolate the system

Correct Answer: B

QUESTION 4

The network administrator is called to assist a user, Joe, who has trouble accessing his network drive. Joe states he

logs on with his credentials with no problem, however, when he attempts to access a folder via UNC the system asks for credentials. Which of the following is the BEST explanation for this?

A. Joe is logging in with a disabled network user name.

B. Joe does not have local share permission to access that folder.

C. Joe is logging in to the local user account.

D. Joe is not typing in the correct network password.

Correct Answer: C

QUESTION 5

A user is receiving random errors when accessing files commonly used throughout the day. Which of the following actions should the technician take FIRST?

A. Move the files to another location

B. Run FixMBR

C. Convert the file system to NTFS

D. Run CHKDSK

Correct Answer: D

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