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**QUESTION 1**

A company wants to prevent non-authorized users from entering into a secure building. Which of the following will BEST mitigate this activity?

- A. Train users on tailgating
- B. Implement an escort policy
- C. Install mantraps
- D. Require all users to have badges

Correct Answer: C

Reference: <http://whatis.techtarget.com/definition/mantrap-interlocking-door-controller>

QUESTION 2

A technician installed a second hard drive in a computer. Upon restart, a message appears stating "primary drive 0 not found. Press F1 to continue." Which of the following should the technician check FIRST?

- A. That NTLDR and boot.ini are not missing
- B. Proper drive installation (e.g. cables/jumpers)
- C. If computer can boot into safe mode
- D. If the BIOS boot settings are correct

Correct Answer: B

Reference: <http://www.geek.com/forums/topic/primary-drive-0-not-found-primary-drive-1-not-found/>

QUESTION 3

A technician is working on a consumer computer that has multiple virus infections. The end user states that all of their data documents are stored on a backup drive. Which of the following methods are commonly available to do a clean install and return the computer back to factory condition? (Select TWO).

- A. Upgrade installation disc
- B. Repair installation
- C. Factory recovery partition
- D. OS installation disc
- E. Remote network installation

Correct Answer: CD



QUESTION 4

A company wants to ensure that the latest cyber security threats are known to the employees across the enterprise to minimize occurrences. Which of the following should be implemented?

- A. Message of the Day
- B. Email lists
- C. Company forums
- D. Regular user education

Correct Answer: D

Educating user is the best way to combat security threats. After all security threats occur when a human carries it across unknowingly.

QUESTION 5

A technician needs to configure their neighbor's iPad. The neighbor wants to access their work email. The technician requires some information from their neighbor's work IT department. Which of the following information does the technician need?

- A. IP address and domain
- B. Server and domain
- C. Server and gateway
- D. IP address and DNS

Correct Answer: B

To setup email on any device, you need server address and the domain of the email server. POP3 and SMTP url are actually server addresses.

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