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QUESTION 1

A technician is in the process of removing a recently discovered Trojan horse application from a users laptop. Which of the following should the technician complete to prevent reinfection of the same machine?

- A. Reenable Windows System Restore after rebooting the device
- B. Research the symptoms to identify the threat.
- C. Update the operating system and anti-malware signatures.
- D. Isolate the infected machine from all networks.

Correct Answer: C

QUESTION 2

Which of the following BEST describes the Guest account on a Windows system?

- A. This account is designed to have the ability to set permissions for other users on the system. Users of this account have the capability to perform any operation or task on the system.
- B. This account is designed to provide basic permission for completing common daily tasks. Users of this account are restricted from performing things like installing new software.
- C. This account is designed for users who require specific administrator rights or permissions. Users of this account are restricted from installing software but can change time zones.
- D. This account is designed for users who require temporary access to a computer and do not need to store user-specific settings. Users of this account have very limited permissions.

Correct Answer: D

QUESTION 3

A technician is installing the latest OS on a user's system. The user wants all of the settings and file to remain intact during the installation.

Which of the following upgrade methods should the technician use?

- A. network installation
- B. clean install
- C. in-place upgrade
- D. image deployment

Correct Answer: C



QUESTION 4

A user is attempting to create a Windows fileshare on a Windows 10 workstation in a small peer-to-peer environment. The user is logged in with a Microsoft account. Which of the following would be the MOST secure way to allow other users to access the share?

- A. Create a new local user for peer-to-peer share access.
- B. Provide other users with the Microsoft account information.
- C. Set the share permissions to Everyone/Full Control.
- D. Enable the local guest account access.

Correct Answer: A

QUESTION 5

DRAG DROP

A technician has verified that Joe, a user, has a malware infection on his desktop. Drag and drop the following malware remediation techniques in the correct order Joe should follow to alleviate this issue.

Select and Place:



1	<input type="text"/>	Disable system restore
2	<input type="text"/>	Educate the user
3	<input type="text"/>	Re-enable system restore
4	<input type="text"/>	Quarantine system
5	<input type="text"/>	Create a restore point
6	<input type="text"/>	Remediate system
7	<input type="text"/>	Schedule scans and updates

Correct Answer:



1	Quarantine system	
2	Disable system restore	
3	Remediate system	
4	Schedule scans and updates	
5	Re-enable system restore	
6	Create a restore point	
7	Educate the user	

QUESTION 6

A technician was given a surplus graphic card.

Which of the following job roles would benefit the MOST from upgrading to a dedicated graphics card?

- A. IT analyst
- B. Finance worker
- C. Frontline worker
- D. Game designer

Correct Answer: D

QUESTION 7

When opening a browser, a user receives pop-ups and is redirected to a certain website. A technician discovers a



newer form of malware has infected the machine via an email attachment. The technician updates the anti-malware software and is able to clean the machine.

Which of the following should the technician do NEXT?

- A. Redeploy the machine back into the production environment.
- B. Create a System Restore point of the newly cleaned machine.
- C. Explain proper email scanning techniques to the user.
- D. Update any other anti-malware software and patch the operating system.

Correct Answer: B

QUESTION 8

A user is staying at a hotel that only offers Fast Ethernet connectivity to the network. The user's laptop is currently using the corporate network for access to network resources as well as the cloud.

Which of the following should the help desk recommend performing prior to using the hotel network?

- A. Add a country code exception to the firewall
- B. Unmap all network drives
- C. Change the proxy settings
- D. Enable Remote Assistance

Correct Answer: B

QUESTION 9

Which of the following is an authentication protocol that can be used for users in the field?

- A. WEP
- B. WPA2
- C. RADIUS
- D. TKIP

Correct Answer: C

QUESTION 10

SIMULATION

Every time it is rebooted, the message "BOOTMGR is missing" appears. You have previously inserted a Windows 7



installation DVD into the DVD-ROM. Please repair this failure without overwriting the customers\\' local user profiles.

Instructions:

1.

Launch the simulation to repair the failure

2.

Type Help in command line to show list of available commands

3.

When you have completed the simulation, please select the done button.



A. Review the explanation for all details.

Correct Answer: A

1.

Boot using Windows 7 DVD:

2.

Select "Repair your computer"

3.

Select recovery tools

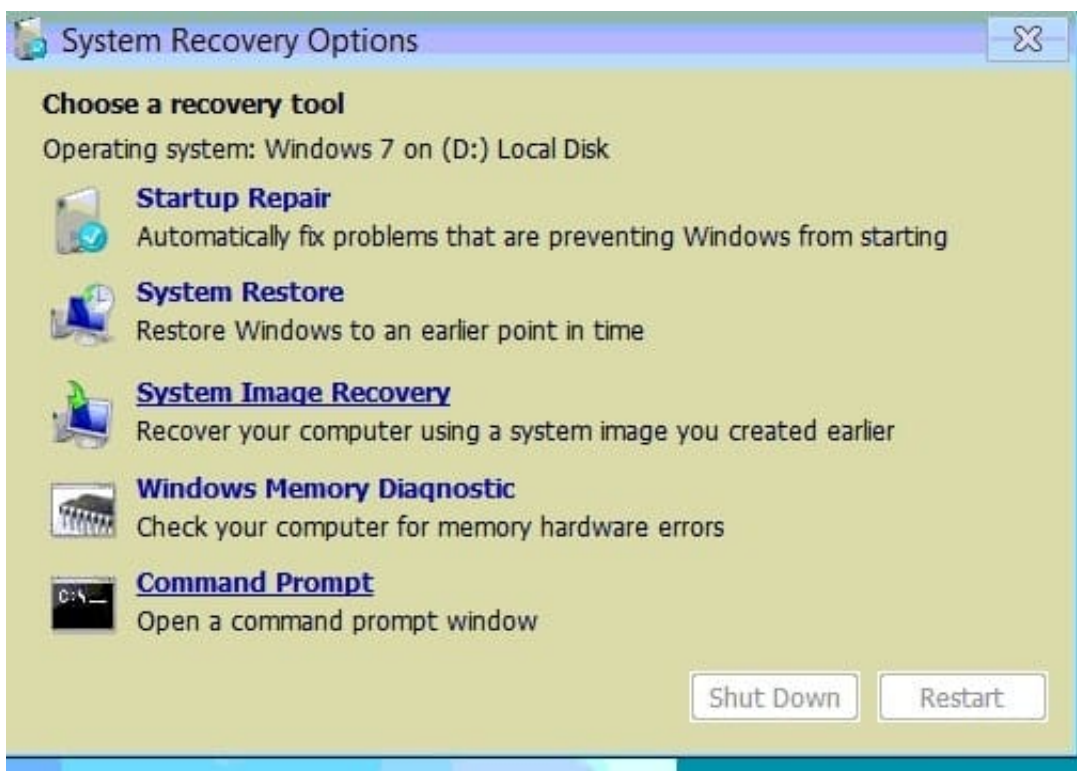
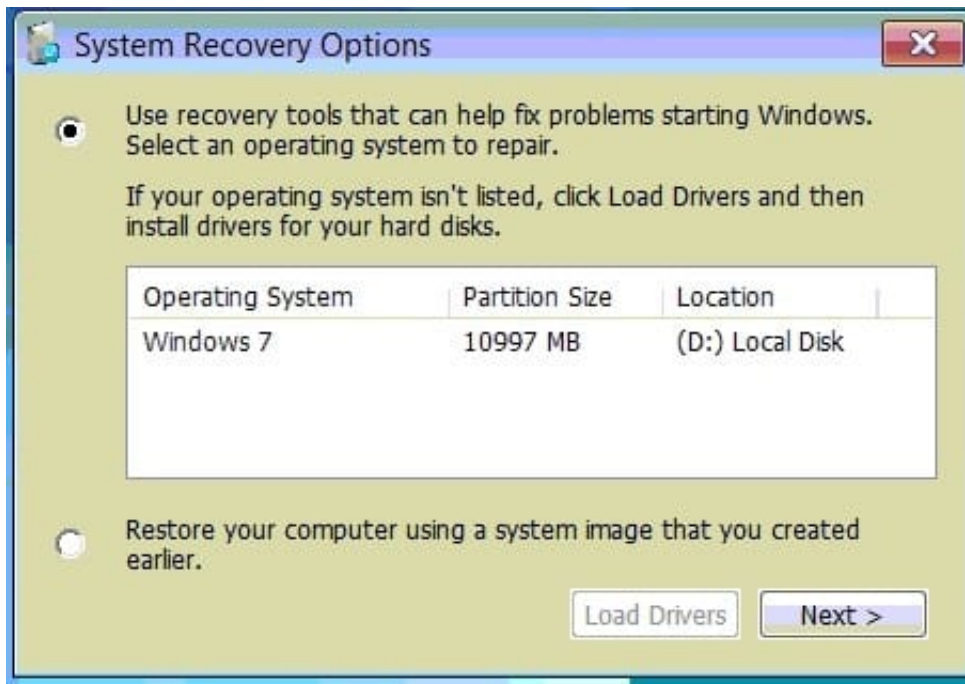
4.

Chose command prompt

5.

Use the command bootrec/fixboot







```
Microsoft Windows [Version 6.1.7600]

X:\Sources>bootrec /fixboot
The operation completed successfully.

X:\Sources>
```

QUESTION 11

A user contacts a technician to report issues with unwanted pop-ups appearing on a computer. Additionally, when the user types a search term into the browser, the user is taken to an unexpected search engine. The technician checks the IP configuration of the computer and determines the DNS is set to 8.8.8.8.

Which of the following should the technician perform to determine the cause of the unwanted behavior?

- A. Verify any modifications to the hosts file.
- B. Flush the DNS records.
- C. Install a software-based IDS.
- D. Change to a different DNS server.

Correct Answer: A

QUESTION 12



Which of the following forms of regulated data is MOST important to consider when browsing e-commerce sites on the Internet?

- A. GDPR
- B. PII
- C. PCI
- D. PHI

Correct Answer: B

QUESTION 13

Which security setting can be changed on a folder to stop permission propagation and assign new rights?

- A. Ownership
- B. Sharing
- C. Inheritance
- D. Encryption

Correct Answer: C

QUESTION 14

A technician receives a security alert stating a vendor has left a Keylogger on certain systems that shipped configured from the factory. The technician needs to research the system model numbers to determine if any production computers are affected. If the technician finds vulnerable systems, which of the following is the BEST method to remove the Keylogger?

- A. Update all antivirus definitions and run a full scan on all networked computers.
- B. Make sure the operating systems on all networked computers are fully patched and up to date
- C. Update all software drivers and firmware on all the affected computers.
- D. Enable geofiltering on the network firewall to stop unwanted communications.

Correct Answer: B

QUESTION 15

Following instructions from the help desk, a company employee turns off a workstation that has a suspected ransomware infection. A technician is dispatched later to investigate the workstation

Which of the following should the technician perform FIRST?



- A. Disconnect the network cable.
- B. Disable System Restore
- C. Boot into safe mode
- D. Update the antivirus software.
- E. Recover from a restore point

Correct Answer: A

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