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**QUESTION 1**

A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

- A. The CMOS battery is bad.
- B. A memory module has become unseated.
- C. The heat sink retaining clip has broken loose.
- D. The hard drive cable has become unseated.

Correct Answer: C

Reference: <http://www.bleepingcomputer.com/forums/t/96260/broken-heatsink-on-mother-board/>

QUESTION 2

A user receives a phone call from a person claiming to be from technical support. This person knows the user's name and that the user has Windows installed on their computer. The technician directs the user to open Event Viewer and look at some event log entries to demonstrate the effects of a virus on the computer. The technician also asks the user for their user ID and password so that they can clean the computer. This is an example of which of the following security threats?

- A. Social engineering
- B. Phishing
- C. Malware
- D. Virus

Correct Answer: A

Reference: http://www.pcworld.com/article/182180/top_5_social_engineering_exploit_techniques.html

QUESTION 3

A technician receives a trouble ticket about intermittent wireless on a user's laptop while they are at home but not at work. Which of the following could be the cause of this issue?

- A. While at home, the user is too close to their access point
- B. Encryption is set differently at home then at work
- C. Cordless phone is interfering with signal at home
- D. Laptop's wireless is set to only work while at work



Correct Answer: C

QUESTION 4

Which of the following data transfers will retain the current NTFS permissions of a file?

- A. Copying the file to a different location on the same volume
- B. Copying the file to a different location on a different volume
- C. Moving the file to a different location on a different volume
- D. Moving the file to a different location on the same volume

Correct Answer: D

Moving a file to a different location on the same NTFS volume will retain current NTFS permissions. However, if the file is moved to another volume with different file system like FAT32, permissions will be invalidated and you have to reassign permissions to the file.

QUESTION 5

A laser printer is printing images tilted on the page. Which of the following components is the cause of the problem?

- A. Paper registration assembly
- B. Toner cartridge
- C. Laser scanner assembly
- D. Fusing assembly

Correct Answer: A

QUESTION 6

A technician needs to dispose of a database server containing sensitive employee payroll information. Which of the following would be the most logical destruction method?

- A. Degauss the drive
- B. Shred the drive using a commercial shredder
- C. Override the data on the drive multiple times [yes it said "override" not "overwrite"]
- D. Burn the drive using appropriate procedures

Correct Answer: C



QUESTION 7

Which of the following security threats do shredders help prevent?

- A. Dumpster diving
- B. Malware
- C. Phishing
- D. Worms

Correct Answer: A

Reference: http://en.wikipedia.org/wiki/Garbage_picking

QUESTION 8

A manager asks a technician to find a way to deploy images to all new computers from a central location. Which of the following would be used to accomplish this?

- A. SCSI
- B. CDFS
- C. PXE
- D. IDS

Correct Answer: C

QUESTION 9

Which of the following software types would need to be installed on a mobile device to help prevent data from being viewed if the device is lost?

- A. Remote wipe
- B. Antivirus
- C. GPS locator
- D. Remote backup application

Correct Answer: A

Reference: <https://espace.cern.ch/mmmsserviceshelp/ManagingYourMailbox/QuotaArchivingAndRecovery/Pages/WipingMobilePhones.aspx>

QUESTION 10



A technician is called onsite to solve a network connection error. Upon arrival, the technician observes a message on the screen stating there is no boot drive found. Which of the following steps should the technician take NEXT?

- A. Repair the boot up sequence using recovery console.
- B. Restart the system, booting from a system recovery disk.
- C. Restart the system to verify the proper boot sequence.
- D. Inform the customer the hard drive has crashed and replace the drive.

Correct Answer: C

Reference: <http://www.tomshardware.com/forum/55646-2-boot-device-available>

QUESTION 11

Which of the following mobile device features is responsible for shifting the device display orientation?

- A. Device calibration
- B. Gyroscope
- C. GPS
- D. Accelerometer

Correct Answer: B

QUESTION 12

A customer says they cannot access the network printer. The technician cannot PING the printer from their location. Which of the following should be the NEXT step in troubleshooting this issue?

- A. Check the toner cartridge
- B. Reboot client PC
- C. Check the link lights on printer NIC
- D. Reboot the printer

Correct Answer: C

Reference:

http://welcome.solutions.brother.com/BSC/public/eu/gb/en/faq/faq/000000/000100/000005/faq000105_000.html?reg=euandprod=hl5170dn_allandc=gbandlang=en

QUESTION 13



Which of the following is the BEST example of social engineering?

- A. Impersonation
- B. Key logger
- C. Virus
- D. Malicious cookie

Correct Answer: A

QUESTION 14

A user has too many applications starting when they log into windows. From the command line, which of the following tools is the FASTEST option to prevent these applications from running on startup?

- A. MSCONFIG
- B. SERVICES.MSC
- C. REGEDIT
- D. MSINFO32

Correct Answer: A

Reference: <http://lifehacker.com/5718799/know-which-apps-to-remove-from-msconfig-with-this-startup-applications-list>

QUESTION 15

Which of the following types of physical security features a passcode generated from an algorithm?

- A. Key Fob
- B. RFID Badge
- C. Biometrics
- D. RSA Token

Correct Answer: D

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