QUESTION 1
A user reports that antivirus software indicates a computer is infected with viruses. The user thinks this happened white browsing the internet. The technician does not recognize the interface with which the antivirus message is presented. Which of the following is the NEXT step the technician should take?

A. Shut down the infected computer and swap it with another computer
B. Investigate what the interface is and what triggered it to pop up
C. Proceed with initiating a full scan and removal of the viruses using the presented interface
D. Call the phone number displayed in the interface of the antivirus removal tool

Answer: B
Explanation:
Step 1 - Identify malware symptoms
Step 2 - Quarantine infected systems
Step 3 - Disable System Restore
Step 4 - Remediate infected systems
Step 5 - Schedule scans and run updates
Step 6 - Enable System Restore and create restore point
Step 7 - Educate user

QUESTION 2
A user reports a computer is running slow. Which of the following tools will help a technician identify the issue?

A. Disk Cleanup
B. Group Policy Editor
C. Disk Management
D. Resource Monitor

Answer: D
Explanation:
Resource monitor will be the most useful in pinpointing which resource is being hogged and what is hogging it.

QUESTION 3
An organization is centralizing support functions and requires the ability to support a remote user's desktop. Which of the following technologies will allow a technician to see the issue along with the user?

A. RDP
B. VNC
C. SSH
D. VPN

Answer: B
Explanation:
VNC is essentially a screen-sharing protocol and is ideal for collaboration sessions which include presentations and training, as well as remote technical support functions. Each logged-in client can view and interact within the same session. RDP on the other hand does not allow concurrent logins and a new login will automatically force a previous session to log off.

QUESTION 4
A change advisory board just approved a change request. Which of the following is the MOST likely next step in the change process?

A. End user acceptance
B. Perform risk analysis
C. Communicate to stakeholders
D. Sandbox testing

Answer: A
Explanation:
The change management phases are as follows:
Request forms, Purpose of change, Scope of the change, Date and Time of the change, Affective systems/ impact, risk analysis, change board approval, finally end user acceptance.

QUESTION 5
A technician suspects a rootkit has been installed and needs to be removed. Which of the following would BEST resolve the issue?

A. Application updates
B. Anti-malware software
C. OS reinstallation
D. File restore

Answer: C
Explanation:
On Windows, removal typically involves running a scan. If there is a deep infection, the only way to remove the rootkit is by reinstalling Windows. It is better to do this via an external media device instead of using the built-in Windows installer. Some rootkits infect the BIOS, which will require a repair to fix. If you still have a rootkit after a repair, you may need to get a new PC.

QUESTION 6
A company installed a new backup and recovery system. Which of the following types of backups should be completed FIRST?

A. Full
B. Non-parity
C. Differential
D. Incremental

Answer: A
Explanation:
A full backup takes the most time and resources, but should be completed first, in case the faster and less reliable ones fail.

QUESTION 7
A call center technician receives a call from a user asking how to update Windows. Which of the following describes what the technician should do?

A. Have the user consider using an iPad if the user is unable to complete updates

B. Have the user text the user's password to the technician.
C. Ask the user to click in the Search field, type Check for Updates, and then press the Enter key
D. Advise the user to wait for an upcoming, automatic patch

Answer: C
Explanation:
The user is asking how to run an update, so tell them how to run an update.
If the company blocks normal users from manually running updates then you would inform them about the patch day update but that wasn't in the question. The question simply said that a user is asking how to run a Windows 10 update.

QUESTION 8
A company is issuing smartphone to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?

A. Anti-malware
B. Remote wipe
C. Locator applications
D. Screen lock

Answer: B
Explanation:
Remote wipe is the only one of these options that can truly keep your data from being stolen.

QUESTION 9
A technician is setting up a SOHO wireless router. The router is about ten years old. The customer would like the most secure wireless network possible. Which of the following should the technician configure?

A. WPA2 with TKIP
B. WPA2 with AES
C. WPA3 with AES-256
D. WPA3 with AES-128

Answer: B
Explanation:
The best Wi-Fi security option for your router is WPA2-AES.

QUESTION 10
A user wants to set up speech recognition on a PC. In which of the following Windows Settings tools can the user enable this option?

A. Language
B. System
C. Personalization
D. Ease of Access

Answer: D
Explanation:

Open up ease of access, click on speech, then there is an on and off button for speech recognition.

QUESTION 11
A help desk team lead contacts a systems administrator because the technicians are unable to log in to a Linux server that is used to access tools. When the administrator tries to use remote desktop to log in to the server, the administrator sees the GUI is crashing. Which of the following methods can the administrator use to troubleshoot the server effectively?

A. SFTP
B. SSH
C. VNC
D. MSRA

Answer: B
Explanation:
SSH is the best way to logging into a Linux server (not a desktop).

QUESTION 12
A technician needs to transfer a large number of files over an unreliable connection. The technician should be able to resume the process if the connection is interrupted. Which of the following tools can be used?

A. sfc
B. chkdsk
C. git clone
D. robocopy

Answer: D
Explanation:
Robocopy, for "Robust File Copy", is a command-line directory and/or file replication command for Microsoft Windows. Robocopy functionally replaces Xcopy, with more options.

QUESTION 13
A department has the following technical requirements for a new application:

```
Quad Core processor
250GB of hard drive space
6GB of RAM
Touch screens
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The company plans to upgrade from a 32-bit Windows OS to a 64-bit OS. Which of the following will the company be able to fully take advantage of after the upgrade?

A. CPU
B. Hard drive
C. RAM
D. Touch screen

Answer: C
Explanation:

The 64-bit version of Windows handles large amounts of random access memory (RAM) more effectively than a 32-bit system.

QUESTION 14
A user corrects a laptop that is running Windows 10 to a docking station with external monitors when working at a desk. The user would like to close the laptop when it is docked, but the user reports it goes to sleep when it is closed. Which of the following is the BEST solution to prevent the laptop from going to sleep when it is closed and on the docking station?

A. Within the Power Options of the Control Panel utility click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the Plugged In category to Never
B. Within the Power Options of the Control Panel utility, click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the On Battery category to Never
C. Within the Power Options of the Control Panel utility select the option Choose When to Turn Off the Display and select Turn Off the Display under the Plugged In category to Never
D. Within the Power Options of the Control Panel utility, select the option Choose What Closing the Lid Does and select When I Close the Lid under the Plugged in category to Do Nothing

Answer: D
Explanation:
The laptop has an additional option under power and sleep settings that desktops do not have. Switching to do nothing prevents the screen from turning off when closed.

QUESTION 15
A technician needs to format a USB drive to transfer 20GB of data from a Linux computer to a Windows computer. Which of the following filesystems will the technician MOST likely use?

A. FAT32
B. ext4
C. NTFS
D. exFAT

Answer: D
Explanation:
Which File Format Should You Use for USB Drives?
The exFAT format is the best file format for USB drives. It is fast, efficient, and has a much smaller overhead than NTFS. Unlike FAT32, it is not limited to 4 GB of storage, making it suitable for high-capacity pen drives.

QUESTION 16
Which of the following is a data security standard for protecting credit cards?

A. PHI
B. NIST
C. PCI
D. GDPR

Answer: C
Explanation:

The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment.

QUESTION 17
Which of the following command-line tools will delete a directory?

A. md
B. del
C. dir
D. rd
E. cd

Answer: D
Explanation:
To delete an empty directory, enter rd Directory or rmdir Directory. If the directory is not empty, you can remove files and subdirectories from it using the /s switch. You can also use the /q switch to suppress confirmation messages (quiet mode).

QUESTION 18
A laptop user is visually impaired and requires a different cursor color. Which of the following OS utilities is used to change the color of the cursor?

A. Keyboard
B. Touch pad
C. Ease of Access Center
D. Display settings

Answer: C
Explanation:
Ease of Access settings configure input and output options to best suit each user. There are three main settings groups:
Vision configures options for cursor indicators, high-contrast and color-filter modes, and the Magnifier zoom tool.

QUESTION 19
Security software was accidentally uninstalled from all servers in the environment. After requesting the same version of the software be reinstalled, the security analyst learns that a change request will need to be filled out. Which of the following is the BEST reason to follow the change management process in this scenario?

A. Owners can be notified a change is being made and can monitor it for performance impact.
B. A risk assessment can be performed to determine if the software is needed.
C. End users can be aware of the scope of the change.
D. A rollback plan can be implemented in case the software breaks an application.

Answer: A
Explanation:
The software was already installed previously it just accidentally uninstalled. Therefore no need for the rollback. It just need to re-install and monitor for the performance.

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