QUESTION 328
Every time a user manually runs an antivirus scan, the workstation becomes unresponsive, and the user has to reboot. A technician is dispatched and sees an antivirus pop-up in the system tray, indicating the computer is severely damaged, and a "click here" button to resolve it. There is a timer in the pop-up, counting down the time until the computer is no longer usable.
Which of the following should the technician do NEXT?

A. Research the pop-up to see if it is a legitimate malware solution.
B. Click on the pop-up window to resolve the issue before the time runs out.
C. Send an email to all staff members warning them of malware on their system.
D. Disconnect the Ethernet cable from the workstation and disable WiFi.

Answer: D

QUESTION 329
Which of the following NTFS security settings overrides all other settings?

A. Deny
B. Modify
C. Read
D. Write

Answer: D

QUESTION 330
A technician is investigating the cause of a Windows 7 PC running very slow. While reviewing Task Manager, the technician finds one process is using more than 90% of the CPU. Outbound network traffic on port 25 is very high, while inbound network traffic is low. Which of the following tasks should be done FIRST?

A. Disconnect the network cable.
B. Update the antivirus software.
C. Run an antivirus scan.
D. Shut down the PC.

Answer: A

QUESTION 331
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
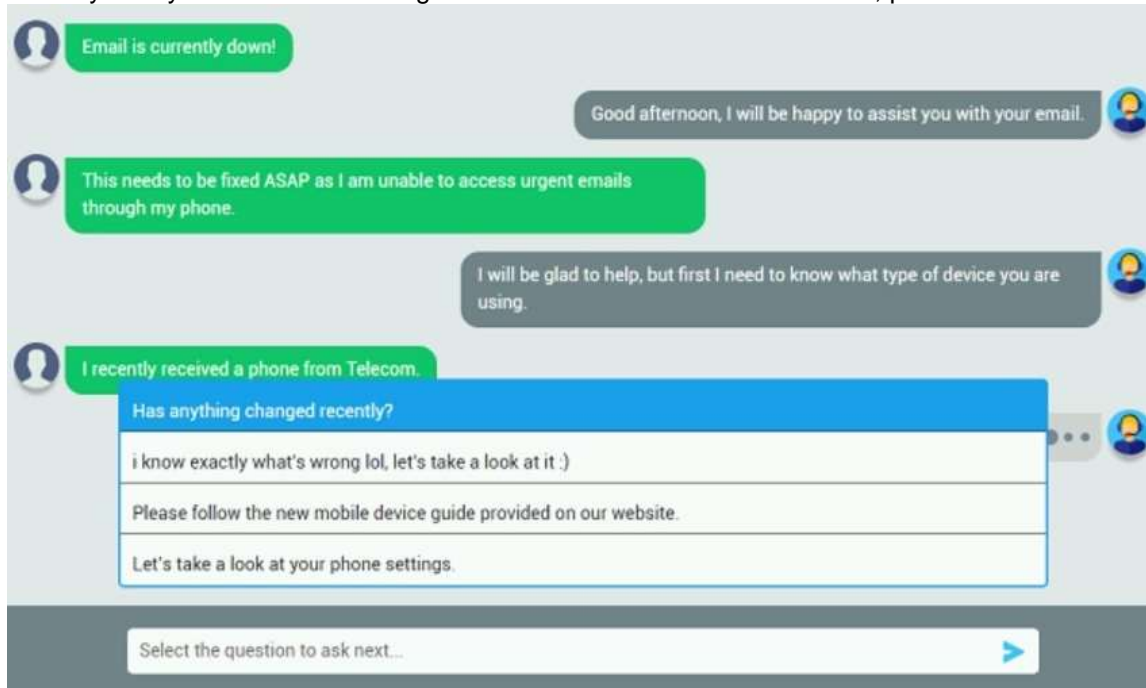D. Enable Remote Assistance

Answer: B

QUESTION 332
An executive has contacted you through the help-desk chat support about an issue with a mobile device.
Assist the executive to help resolve the issue.
INSTRUCTIONS
Select the MOST appropriate statement for each response.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Let's take a look at your phone settings.

Please follow the new mobile device guide provided on our website.

I updated my phone last night to the latest update, here is a screenshot of my settings.

INCOMING SERVER

Protocol	IMAP >
Security	SSL >
Server Address	10.0.200.1 >
Port	100 >

Select the most likely solution...

Please follow the new mobile device guide provided on our website.

I updated my phone last night to the latest update, here is a screenshot of my settings.

INCOMING SERVER

Protocol	IMAP >
Security	SSL >
Server Address	10.0.200.1 >

Please change the port number on the your mail settings to 465.

Please change the port number on your mail settings to 25.

Please change the port number on your mail settings to 993.

Please change the port number on your mail settings to 143.

Please change the port number on your mail settings to 143.

Thanks for helping.

Select the most likely solution...

Please change the port number on your mail settings to 993.
Which of the following should be done NEXT?

A. Close the ticket out

B. Educate the user on the solution that was performed
C. Tell the user to take time to fix it themselves next time
D. Send an email to Telecom to inform them of the issue and prevent reoccurrence

Answer: B

QUESTION 333
SIMULATION
A Windows 7 machine appears to have a failure. Every time it is rebooted, the message "BOOTMGR is missing" appears.
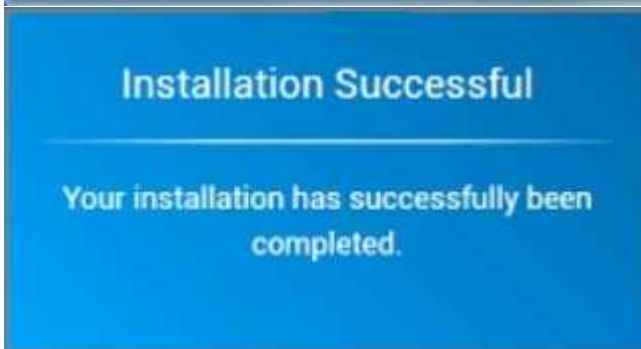You have previously inserted a Windows 7 installation DVD into the DVD-ROM.
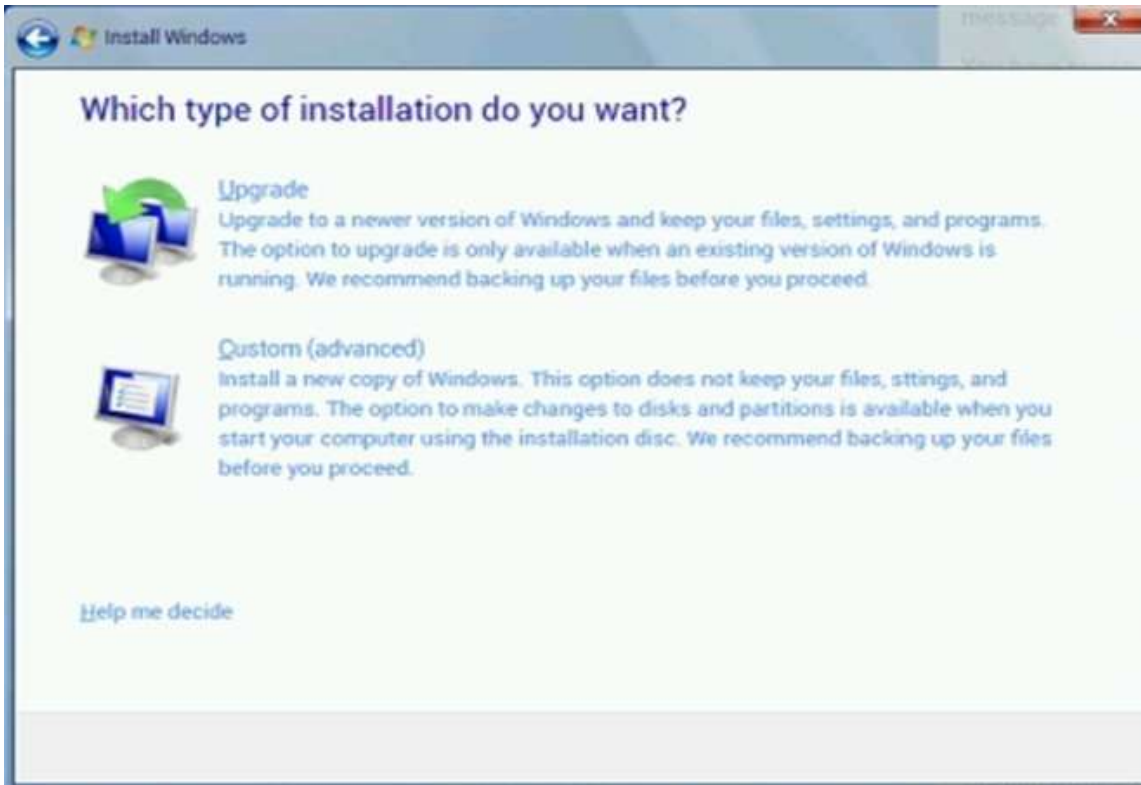Please repair this failure without overwriting the customers' local user profiles.
INSTRUCTIONS
Use the Windows recovery and repair utilities to remediate the issue.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Answer:
Step 1: Choose Boot from Windows 7 DVD
Step 2: Click Install
Step 3: Choose Upgrade

QUESTION 334
A user wants to see the workstations present on the LAN in a workgroup environment. Which of the following settings must be enabled to make this possible?

A. Turn off public folder sharing
B. Turn on network discovery
C. Use 128-bit encryption
D. Turn on file and folder sharing

Answer: B

QUESTION 335
The medical records department of a local hospital recently upgraded its computers. A technician needs to ensure the data stored on the hard drives is unrecoverable. Which of the following methods should the technician use to meet the requirement?

A. Standard format
B. Low-level format
C. Overwrite
D. Degauss

Answer: D

QUESTION 336
A large corporation wants to secure its wireless network so only employees can connect. Which of the following technologies should be used to control access by user account?

A. RADIUS
B. WPA2
C. TKIP
D. AES

Answer: A

QUESTION 337
A company needs to destroy several SSDs that contain sensitive information. Which of the following methods is BEST suited for the total destruction of the SSDs?

A. Overwriting
B. Formatting
C. Incinerating
D. Degaussing

Answer: C

QUESTION 338
Joe, a user, believes his computer is infected with malware. The device is having difficulty accessing some websites, and web services are not responding from any of the web browsers, although Joe can access these services from his smartphone without issue. The computer's malware scanner has the latest definitions installed. Which of the following would BEST explain why the computer is functioning this way?

A. Expired root certificate
B. OS update failures
C. Pop-up blocker
D. Hijacked email

Answer: A

QUESTION 339
Which of the following is protected data that can be found in a medical record?

A. PII
B. PHI
C. PCI
D. SPI

Answer: B