QUESTION 377
An administrator is investigating intermittent, slow performance of a web server. The administrator performs a virus scan on the server but finds there is no infection present. Which of the following should the administrator do NEXT to mitigate the issue?

A. Increase the amount of RAM
B. Reboot the server
C. Check the system logs
D. Perform disk defragmentation

Answer: C

QUESTION 378
A technician is using a CLI to perform tasks on a Windows OS. The technician needs to determine which ports are being utilized for TCP listening. Which of the following commands should the technician use?

A. netstat
B. net use
C. nslookup
D. ping

Answer: A

QUESTION 379
Which of the following are typically too dangerous to be disassembled by an in-house technician? (Choose two.)

A. LCD monitor
B. Power supply
C. Laptop screen
D. CRT monitor
E. Motherboard
F. Tablet

Answer: BD

QUESTION 380
A Mac user needs to configure a network device using a serial connection to enable a remote network connection. Which of the following utilities would MOST likely be used to make the necessary changes?

A. Terminal
B. Disk maintenance
C. iCloud
D. Image recovery

Answer: A

QUESTION 381
An office location regularly experiences brownouts. Which of the following would be the MOST appropriate solution to protect the office computers?

A. Uninterruptible power supply
B. Voltage regulator
C. Surge suppressor
D. Generator

Answer: A

QUESTION 382
A technician is attempting to recover data from a damaged laptop that was running Windows 10. The technician removes the drive and places it in a known-good computer. The computer boots and sees the drive, but no data is displayed. Which of the following is the reason the technician is experiencing this issue?

A. exFAT security
B. Ext3 security
C. HFS security
D. EFS security
E. CDFS security

Answer: D

QUESTION 383
A corporate fileshare holds files for multiple departments. Individual users in each department create reports that are meant to be read by the rest of the company. Recently, a user ran a malicious executable that encrypted all of the documents on the fileshare. The software asked for money to be transferred via cryptocurrency in order to decrypt the files; however, the files were not decrypted after the company paid the ransom. Which of the following would MOST likely minimize the damage to a fileshare in this type of situation?

A. Enable System Restore on the file server and make frequent restore points.
B. Disable full disk encryption on the file server.
C. Install a next-generation firewall at the network edge.
D. Use a host-based intrusion detection system and continuously monitor filesystem changes.
E. Use granular file permissions on the share and follow the principle of least privilege.

Answer: D

QUESTION 384
A technician must manually modify the HOSTS system file in order to resolve a website address to a specified local destination. Which of the following utilities should the technician use to BEST accomplish the task?

A. Regedit
B. services.msc
C. Msinfo32
D. Notepad

E. MMC

Answer: D

QUESTION 385
An application is installed and configured locally on a workstation, but it writes all the save files to a different workstation on the network. Which of the following accurately describes the configuration of the application?

A. Network-based
B. Client/server
C. Application streaming
D. Peer-to-peer

Answer: B

QUESTION 386
A technician needs to connect securely to a Linux-based network appliance in a remote datacenter. Which of the following will the technician MOST likely use?

A. SSH
B. SFTP
C. RDP
D. Telnet

Answer: A

QUESTION 387
A customer brings an old PC to a computer repair shop and asks for advice with regard to its repair or replacement. The PC has numerous errors during the boot process and is running a very outdated operating system. Which of the following should the technician do?

A. Ask if the customer would like to donate the PC to a school
B. Offer to sell a slightly newer computer to the customer
C. Work on the computer and bill the customer for the time
D. Advise the customer that the cost of repair is more than a new PC

Answer: D

QUESTION 388
A technology team is creating limits and guidelines for the use of company-provided software, equipment, and Internet access. Which of the following policies is needed?

A. Password policy
B. Acceptable use policy
C. Regulatory policy
D. Compliance policy

Answer: B

QUESTION 389
An IT professional recently assisted Ann, a customer, with updating her password and regaining access to a hijacked email account. Shortly afterward, Ann notices dozens of unwanted emails, thanking her for subscribing to an organization's mailing list. Which of the following should be performed to remove and prevent any further emails from this organization?

A. Click the "Unsubscribe" button on each unwanted email
B. Send the unwanted items to the spam or junk folder
C. Deploy an email address whitelist
D. Create domain-based filters

Answer: D

QUESTION 390
A technician is having issues with the WiFi connection while working on a Mac. The technician wants to check which SSID the computer is connected to and some statistics about the connection. Which of the following terminal commands should the technician use?

A. apt-get
B. iwconfig
C. sudo
D. ifconfig

Answer: B

QUESTION 391
A technician submitted a change control request to upgrade the firmware on all company switches at the same time, during off hours, and through automation. Which of the following change management documents is MOST important to create to ensure the upgrade will not adversely affect the business?

A. Plan for the change
B. Scope of the change
C. Risk analysis of the change
D. Documentation of the change

Answer: C

QUESTION 392
An end user reports a Windows computer is infected with a virus. Which of the following should be the technician's FIRST troubleshooting step?

A. Identify malware symptoms
B. Disable System Restore
C. Run Windows Update
D. Educate the end user

Answer: A