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A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately. With which of the following types of infections are the PCs MOST likely infected? (Select two.)

- A. Spyware
- B. Zombies
- C. Virus
- D. Ransomware
- E. Worm
- F. Botnet

Correct Answer: BE

QUESTION 174

Joe, an employee, took a company-issues Windows laptop home, but is having trouble connecting to any of the shares hosted on his home media server. Joe has verified he is connected to the Internet. Which of the following would explain why Joe cannot access his personal shares?

- A. An IP conflict is present
- B. A corporate VPN is enabled
- C. A firewall exception must be set
- D. HomeGroup must be enabled

Correct Answer: D

QUESTION 175

A SOHO user calls a technician and wants to secure a home network. The SOHO user needs to have protection from physical connection and ensure that employees cannot applications or personal emails. Which of the following would the technician MOST likely configure on the network device to accommodate the SOHO user's request? (Select TWO)

- A. MAC filtering
- B. Default SSID
- C. Ratio power levels
- D. Content filtering
- E. Physical security

Correct Answer: BE

QUESTION 176

A technician accessed a network share from a computer joined to workgroup. The technician logged in as "user1" and directed the computer to save the username and password. Several weeks later, the technician wants to log in to this network share using the administrator account. The computer does not prompt for a username and password, but it automatically logs in to the network share under the "user1" account. Which of the following would allow the technician to log in using the "administrator" username?

- A. Use the command: net use Z: \\fileserver\share
- B. Go to the Sync Center and disable the offline files feature.
- C. Delete the "user" account for the network share in Credential Manager.
- D. Join the computer and file server to a domain and delegate administrator rights to "user1".

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- E. Use the Advanced Sharing options in the Network and Sharing Center and enable "turn on network discovery".

Correct Answer: A

QUESTION 177

An employee contacts the help desk because the battery in a company-provided smartphone lasts only a short period of time when the worker is in the office. Which of the following would MOST likely reduce this symptom? (Select TWO).

- A. Close applications when tasks are completed.
- B. Increase the time to dim the screen automatically.
- C. Increase the frequency for syncing corporate email.
- D. Set the smartphone display to maximum brightness.
- E. Connect to the office WiFi network automatically.
- F. Disable 802.11ac and use mobile data exclusively.

Correct Answer: AE

QUESTION 178

Which of the following devices are MOST likely to have a grounding wire attached to them based on the manufacturer's design? (Select two.)

- A. UPS
- B. Server rack
- C. PoE phone
- D. Desktop printer
- E. Modem
- F. Patch panel

Correct Answer: AB

QUESTION 179

Ann, an employee at a company, calls the help desk to report issues logging on to a vendor's website. Joe, the technician, is able to log in successfully with his credentials before going to Ann's office. However, when he attempts to log in from Ann's office, Joe experiences the same issue. Ann asks Joe questions about the new software installed on the laptop from the pop-up notification. Which of the following are the NEXT steps Joe should take to resolve the issue? (Select two.)

- A. Ask Ann for her credentials to verify and log on to the vendor's website from Ann's laptop
- B. Verify Ann's laptop has the correct browser settings
- C. Check all browser cached files on Ann's laptop and log on to another vendor's website
- D. Attempt to log on to another vendor's website from Ann's laptop
- E. Ask Ann about the notification and review the installed programs
- F. Reinstall the browser, reboot the laptop, and check the vendor's website again

Correct Answer: CE

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QUESTION 180

Which of the following is a community supported, open source OS used for both services and workstations?

- A. IOS
- B. Windows 10
- C. Linux
- D. OS X

Correct Answer: C

QUESTION 181

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 182

A technician has just finished installing a secondary OS on a workstation. After rebooting the computer, the technician receives the following error: No OS found. The technician confirms the boot.ini file is correct. Which of the following is MOST likely causing this error?

- A. The computer has GRUB Legacy installed
- B. Windows Startup services are not running
- C. An incompatible partition is marked as active
- D. An unsupported version of Windows is installed

Correct Answer: C

QUESTION 183

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

Correct Answer: A

QUESTION 184

A technician is troubleshooting a printer issue on a Windows computer and wants to disable the printer to test a theory. Which of the following should the technician use to accomplish this?

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- A. Devices and Printers
- B. Sync Center
- C. Device Manger
- D. Power Options

Correct Answer: C

QUESTION 185

A technician is working on a user's workstation and notices a lot of unknown processes running in the background. The user informs the technician that an application was recently downloaded from the Internet. Which of the following types of infection does the user MOST likely have?

- A. Rootkit
- B. Keylogger
- C. Trojan
- D. Ransomware

Correct Answer: A

QUESTION 186

A user's phone contains customer's PII. The user cannot have the phone automatically wiped because the data is very valuable. Which of the following is the BEST method of securing the phone?

- A. Fingerprint lock
- B. Passcode lock
- C. Swipe lock
- D. PIN lock

Correct Answer: A

QUESTION 187

Users notify the help desk of an email that was just received. The email came from the help desk's email address and asked the users to click on an embedded link. This email is BEST described as:

- A. phishing.
- B. zombie.
- C. whaling.
- D. spoofing.

Correct Answer: D

QUESTION 188

A user reports slow performance on a computer. A technician checks the computer and finds the RAM utilization is very high. The technician restarts the computer, and the RAM use is still high. The technician discovers a program running in the background is using most of the RAM. The user only uses this program once at the end of the year to produce a report. Which of the following steps should the technician take to improve the computer's performance?

- A. Uninstall and reinstall the program.
- B. Perform a repair installation of the program
- C. Install the latest updates for the program.

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D. Disable the program on startup.

Correct Answer: A

QUESTION 189

A technician is recycling PCs to be reused by a middle school. Which of the following methods is MOST appropriate for ensuring data has been removed from the PCs?

- A. Standard formatting
- B. HD drilling
- C. Low-level formatting
- D. HD partitioning

Correct Answer: C

QUESTION 190

A SOHO customer has recently experienced a major hurricane. The customer has no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again. Which of the following recommendations should the contractor give to the customer? (Select two.)

- A. Backup testing
- B. Cloud storage
- C. Local storage backups
- D. Data recovery
- E. Hot site
- F. Waterproof devices

Correct Answer: BE

QUESTION 191

A technician receives a phone call regarding ransomware that has been detected on a PC in a remote office. Which of the following steps should the technician take FIRST?

- A. Disconnect the PC from the network
- B. Perform an antivirus scan
- C. Run a backup and restore
- D. Educate the end user

Correct Answer: A

QUESTION 192

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