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- A. 16GB DDR4 memory
- B. 64-bit Windows OS
- C. Dual hexa-core processors
- D. 512GB SSD drive

**Correct Answer:** B

### **QUESTION 301**

A security administrator does some network testing and identifies significant issues with security on desktop computers. As part of remediation, the network administrator is developing documentation based on best practices for applying updates to end users' computers. The network administrator must create the process documentation needed to submit back to the security administrator for approval. Which of the following process documents would the network administrator MOST likely create? (Choose two.)

- A. Risk analysis
- B. End-user acceptance
- C. Backout plan
- D. Plan for change
- E. Business processes
- F. Request for proposal

**Correct Answer:** CD

### **QUESTION 302**

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

**Correct Answer:** D

### **QUESTION 303**

A company is implementing multifactor authentication and requires a solution that utilizes TCP. Which of the following will the company MOST likely select?

- A. SNMP
- B. TACACS+
- C. DHCP
- D. RADIUS
- E. Kerberos

**Correct Answer:** B

### **QUESTION 304**

After connecting to the corporate VPN, a user's workstation is no longer able to browse Internet

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websites. A technician discovers launching a different web browser on the same computer reaches the websites correctly. Which of the following should the technician do NEXT?

- A. Verify the browser's proxy configuration settings
- B. Instruct the user to use the alternate web browser instead.
- C. Disconnect and reconnect from the corporate VPN
- D. Flush the workstation's DNS cache
- E. Scan the user's workstation for malware

**Correct Answer:** A

### **QUESTION 305**

Ann, a customer, calls a technician and states that she is very concerned about the privacy of her home computer and the security of her home network while browsing the Internet. Which of the following would the technician MOST likely discuss with Ann to educate her on security concepts addressing her concerns? (Choose two.)

- A. Firewall
- B. Antivirus
- C. Email filtering
- D. ACLs
- E. VPN

**Correct Answer:** AE

### **QUESTION 306**

While installing a hard drive in a server, the administrator installs an extra physical hard disk. Which of the following technologies will allow the administrator to extend an existing volume onto the extra disk?

- A. Dynamic partitioning
- B. Disk defragmenter
- C. RAID Level 5
- D. Swap partition

**Correct Answer:** A

### **QUESTION 307**

A technician is setting up a computer that needs to be configured so a few users can access it using Remote Desktop. For security reasons, the users should not be able to install software or change system settings. Which of the following Control Panel utilities should the technician use to accomplish this task?

- A. Network and Sharing Center
- B. Sync Center
- C. Credential Manager
- D. User Accounts

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**Correct Answer:** D

### **QUESTION 308**

Ann, an end user, is utilizing a stylus on her tablet. The recognition point is off when she uses the stylus, but it registers in the correct spot when she uses her finger. Which of the following would be the BEST resolution to Ann's issue?

- A. Restart the tablet.
- B. Disable and then reenable Bluetooth.
- C. Calibrate the touchscreen sensor.
- D. Disconnect and then reconnect the stylus.

**Correct Answer:** D

### **QUESTION 309**

The Chief Executive Officer (CEO) of a company receives an email from a local bank. It states the company's account has several suspicious transactions and instructs the CEO to log in immediately to validate the transactions; otherwise, the account will be frozen. Which of the following BEST describes this email?

- A. Spear phishing
- B. Impersonation
- C. Dumpster diving
- D. Whaling

**Correct Answer:** D

### **QUESTION 310**

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

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

**Correct Answer:** B

### **QUESTION 311**

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

**Correct Answer:** A

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### **QUESTION 312**

A user receives an email on a company smartphone. When trying to open the email, the user gets a message stating the email is encrypted, and the user cannot open it. The user forwards the email to a personal email account and receives the same message. The user calls the IT department to ask for help. To decrypt the message, the technician tells the user to contact the sender of the message to be able to exchange:

- A. keys
- B. passwords
- C. root CA
- D. tokens

**Correct Answer: A**

### **QUESTION 313**

A user wants to use a computer to access files on a nearby laptop. Both computers can ping each other, but the user is unable to access any remote files. Which of the following settings should the user change to resolve the issue?

- A. Proxy settings
- B. Default gateway
- C. Firewall exceptions
- D. DNS
- E. QoS

**Correct Answer: C**

### **QUESTION 314**

A technician is troubleshooting an issue affecting all company laptops. All the laptops have exactly the same hardware. The screens present glitches every time the users move their mouse pointers over the screen. The technician discovers there was a recent OS update deployed throughout the company, which includes new versions for video drivers. Restarting the laptop in safe mode will not present the issue. Which of the following should the technician do NEXT?

- A. Roll back the video card device drivers for all computers and escalate the issue to the video card vendor.
- B. Remove the current video drivers from all computers and advise users to work this way until the issue gets fixed.
- C. Advise all users to work in safe mode until the issue gets fixed and escalate the issue to the video card vendor.
- D. Reinstall the OS on all devices in the company to eliminate any traces of the current video drivers, then rerun the updates manually excluding the video drivers.

**Correct Answer: A**

### **QUESTION 315**

Which of the following steps should a technician perform when the Included Windows driver for a video card does not have the needed features?

- A. Install the third-party driver from the manufacturer's website.
- B. Update the included Windows driver from Windows Update

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- C. Flash the firmware on the BIOS to the latest version.
- D. Replace the video card with one that is supported by Windows natively.

**Correct Answer:** B

### **QUESTION 316**

A recent outbreak of a virus has uncovered that a company must put a security template in place to mitigate future virus outbreaks. Which of the following best practices would a technician MOST likely implement as part of the security template? (Select TWO).

- A. Failed attempts lockout policy
- B. Restricting user permissions
- C. Login time restrictions
- D. Setting strong passwords
- E. Patch/update management

**Correct Answer:** BE

### **QUESTION 317**

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

**Correct Answer:** A

### **QUESTION 318**

A user's mobile device has slow data speeds. The user first noticed the slow speeds after downloading a large application to the device. The application download MOST likely caused:

- A. a hardware issue on the device.
- B. the device to run more slowly.
- C. the user to exceed the monthly data limit.
- D. the device to change to WiFi settings.

**Correct Answer:** C

### **QUESTION 319**

A technician receives a call from an end user in the human resources department who needs to load an older stand-alone application on a computer to retrieve employee information. The technician explains the application can be run in compatibility mode, but it will need to be removed as soon as the user obtains the required information. Which of the following BEST describes the technician's concern with loading this application on the user's computer?

- A. Incompatibility
- B. Impact to the network
- C. Impact to the user
- D. Impact to the device