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QUESTION 1

A user is locked out of the local user account on a UEFI-based workgroup computer. A technician is trying to use a third the USB drive to run the program. Which of the following would be the BEST way to fix the issue?

A. Start up in safe mode, verify the USB device in Device Manager, restart the computer, and boot from USB.

B. Disable Secure Boot, restart the computer, and boot from USB

C. Use Bootsect.exe to modify the boot priority. restart the computer, and boot from USB.

D. Boot into recovery console, navigate to the USB drive, and boot from USB.

Correct Answer: B

QUESTION 2

Which of the following must a systems administrator employ to protect the contents of all corporate machines?

A. Regulatory policy

B. Password policy

C. Acceptable use policy

D. Compliance policy

Correct Answer: D

QUESTION 3

A technician received a call stating that all files in a user\\'s documents folder appear to be changed, and each of the files now has a .lock file extension.

Which of the following actions is the FIRST step the technician should take?

A. Run a live disk clone

B. Run a fill antivirus scan

C. Use a batch file to rename the files

D. Disconnect the machine form the network

Correct Answer: D

QUESTION 4

A user\\'s PC has become infected with malware that has a known remediation, Which of the fallowing would MOST

likely prevent this from happening again?

A. Create a restore point.

B. Utilize a preinstallation environment.

C. Disable System Restore.

D. Keep software up to date.

Correct Answer: D

QUESTION 5

A user has been receiving reply emails from many contacts but the content of the emails is not familiar and the user did not send the original messages. The user calls the help desk for assistance. Which of the following is the BEST way the technician can fix this problem?

A. Perform an antivirus scan

B. Perform a refresh/restore

C. Perform an IDS upgrade

D. Perform a reinstall of the email client

Correct Answer: A

QUESTION 6

SIMULATION

A technician has installed two new drives in a computer in the computer lab. Disk1 will be utilized for user and application data

> Disk2 has already been properly configured and has production data on it The technician has been unable to format the appropriate disk from the command prompt.

The lab requirements state that Disk1 should be a dynamic disk that contains two partitions. The first partition needs to be 256.000 MB and mapped to drive F. The , second partition needs to be 512.000 MB , and mapped to drive G.

The new partitions must be formatted to prevent each user\'s files from being accessed by other users, and the disk must be configured to account for future redundancy.

A consistent file system must be maintained on the machine.
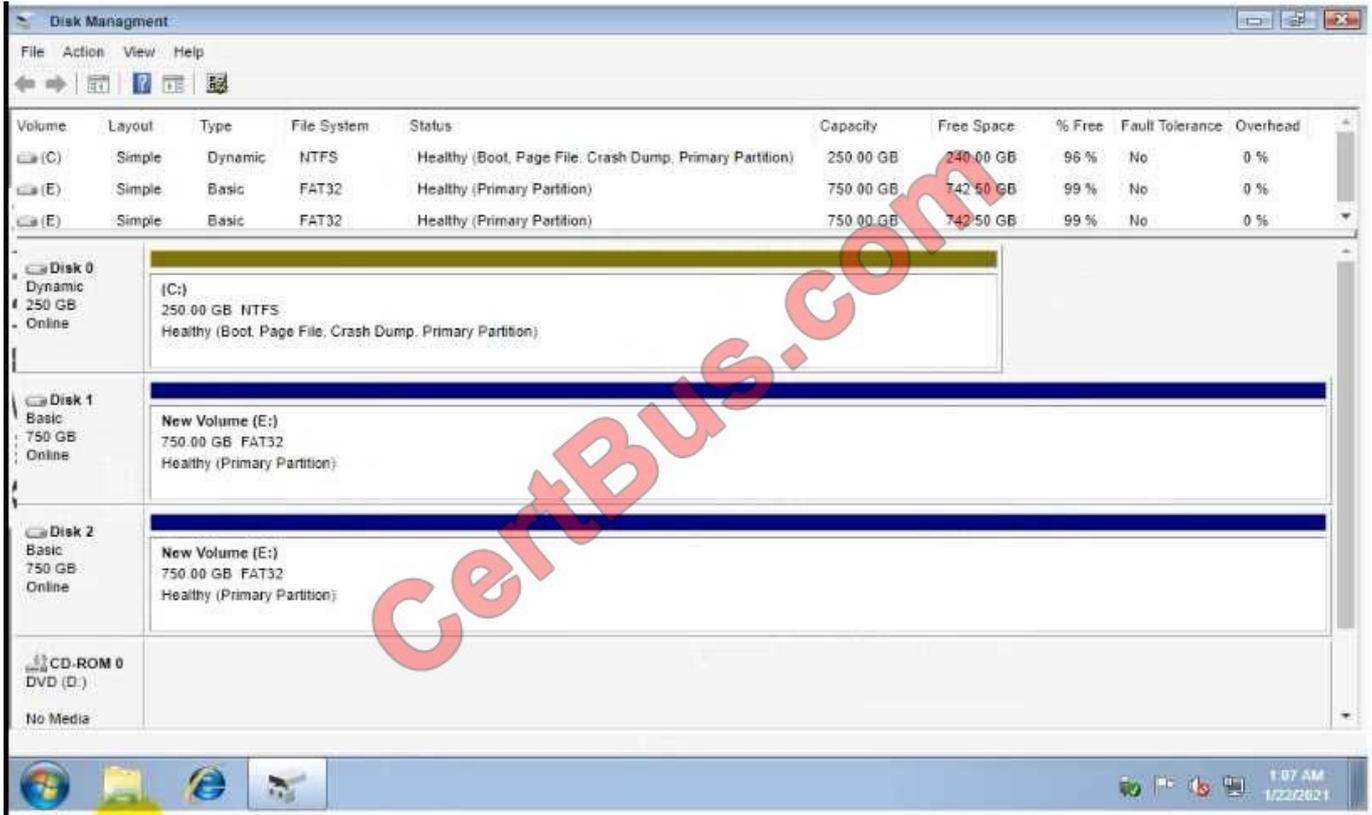
INSTRUCTIONS Conduct the necessary steps within the Disk Manager to accomplish these tasks If at any time you would like to bring back the initial state of the simulation, please click the Reset Alt button

A. Check the answer in explanation.
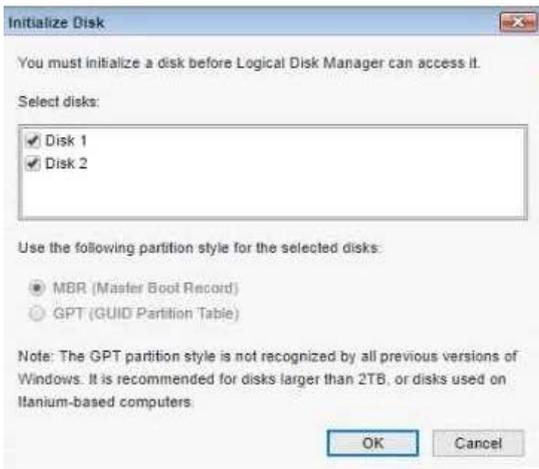
Correct Answer: A

See the below.

Click on Disk 0 Basic 250 GB online and select Convert to Dynamic Disk

Click on Disk 1 Unknown 750 GB Not in use and click on initialize Disk

After this Click on Disk 2 Basic 750 GB Online and setup New Simple Volume

New Simple Volume
New Spanned Volume
New Striped Volume
New Mirrored Volume
New RAID-5 Volume

Properties

Help

New Simple Volume Wizard

Specify a volume Size
Choose a volume size that is between the maximum and minimum sizes.

Maximum disk space in MB	768000
Minimum disk space in MB	8
Simple volume size in MB	768000

< Back   Next   Cancel

QUESTION 7

A technician replaced the hard drive for the organization\\'s Chief Financial Officer (CFO). The technician wants to reuse the old drive in another system, Which of the following actions would be MOST appropriate?

A. Format the drive.

B. Degauss the drive.

C. Wipe the drive.

D. Drill the drive.

E. Shred the drive.

Correct Answer: C

QUESTION 8

A user attempts to log in to a Windows PC, but the computer returns to the login screen after entering the correct username and password. A technician inspects the logs in Event Viewer and finds a message that corresponds to the user\\'s login attempts:

The user profile for Userl5 could not be loaded. Ntuser.dat is missing or corrupt.

Which of the following would be MOST appropriate for resolving this issue?

A. Boot into safe mode and log in as User15 Remove extraneous startup programs

B. Go into System -> Advanced System Settings and remove the User15 profile.

C. Run the command sfc /scannow.

D. Delete the C:\Users\User15\ directory from the computer.

Correct Answer: A

QUESTION 9

A technician encounters a previously unidentified issue. The technician conducts some research, finds a solution, and resolves the issue. According to best practices, which of the following should the technician do so the issue can be addressed if it is encountered again?

A. Inform the immediate supervisor about the findings.

B. Email all the other technicians to explain the problem and resolution.

C. Enter the resolution in the ticket and close it.

D. Add the findings to the knowledge base

Correct Answer: D

QUESTION 10

A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error. Which of the following tools should the technician use?

A. Performance Monitor

B. Component Services

C. Task Manager

D. Event Viewer

Correct Answer: D

QUESTION 11

An IT manager receives an email from an upset. The customer has been reporting an issue with a computer virus for a weeks. The customer has already put in a support ticket for the issue and left phone messages with IT support requesting an update on when the issue might be fixed, but the customer\\'s call s has not been returned. The IT manager knows the IT staff is very busy and not purchased ignore the customer.

Which of the should the do to address customer\\'s complaint?

A. Contact the customer and explain the IT staff a busy. and the customer will have to wait for service.

B. Contact the customer and attempt to get more details on the issue, and then assign a technician to follow up with the

customer.

C. Contact the customer and attempt to fix the issue without assigning it to a technician.

D. Contact the customer and recommend that the customer call the IT support desk to troubleshoot the issue.

Correct Answer: B

QUESTION 12

Which of the following types filesystems is in use when data is endiphered on a disk using a key?

A. exFAT

B. HFS

C. FAT

D. EFS

Correct Answer: D

QUESTION 13

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

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 14

A company brings in contractors several times a year to perform inventory, and the contractors use company supplied laptops. The company\\'s security policy states that once the inventory is completed, the contractors should not be able to

log in to the laptops until the next inventory.

Which of the following BEST enforces this policy?

A. Delete the user accounts

B. Disable the user accounts

C. Restrict the user accounts

D. Reset the user accounts

Correct Answer: B

QUESTION 15

Some of a company\\'s computers were manually configured to bypass the DNS servers for connections to a connections to a fileshare server. A technician needs to ensure at the computers use DNS to reach resources on the network.

Which of the following should the technician do to confirm all the computers use only DNS?

A. Delete al alias record entries in DNS.

B. Ensure al computers are using the same subnet.

C. Reset the Windows Firewall settings to default.

D. Remove all entities in the hosts file

Correct Answer: D

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