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QUESTION 1

The IT department is concerned with budget cuts and needs to implement a new SQL server to support a project. Which of the following is the MOST cost-efficient and secure way to add a new SQL server?

- A. Install and use a virtual server
- B. Lease a web based SQL server from an online hosting service
- C. Buy a low end server to meet the minimal requirements
- D. Lease a server from another company

Correct Answer: A

QUESTION 2

Which of the following functions describes Patch management?

- A. Determining appropriateness, platform destination, and scheduling of operating system and application updates.
- B. Determining appropriateness, platform destination, and scheduling of incremental system backups.
- C. Determining appropriateness, platform destination, and scheduling of router table updates.
- D. Determining appropriateness, platform destination, and scheduling of permission propagations.

Correct Answer: A

QUESTION 3

Which of the following commands would a technician use to map a network share?

- A. NET
- B. NSLOOKUP
- C. IPCONFIG
- D. COPY

Correct Answer: A

QUESTION 4

A company decides to implement two-factor authentication on all of the company computers. In addition to a user password, which of the following is a commonly used item to implement two-factor authentication?

- A. Retinal scanner

- B. Key Lock
- C. RSA token
- D. Privacy Filter

Correct Answer: C

QUESTION 5

When a PC boots, the operating system reports the incorrect day and year for a few minutes before it eventually displays the correct time. Which of the following should the technician do to fix this issue?

- A. Open the PC and replace the CMOS battery
- B. Change the PC to use NTP for time synchronization
- C. Change the time zone from UTC to the correct time zone
- D. Set the date and time manually in the BIOS

Correct Answer: A

QUESTION 6

Privacy filters applied to users computer screens are used to combat which of the following security risks?

- A. Rootkits
- B. Spear phishing
- C. Shoulder surfing
- D. Social Engineering

Correct Answer: C

QUESTION 7

Which of the following are examples of physical security? (Select the two best answers.)

- A. Directory permissions
- B. RSA token
- C. Principle of least privilege
- D. Privacy filter

Correct Answer: BD

QUESTION 8

A PC is powering on but the only activity a technician can see is spinning fans. Which of the following components would MOST likely be at fault for such a condition? (Select TWO).

- A. SATA controller
- B. CPU
- C. Memory
- D. Hard drive
- E. Sound card

Correct Answer: BC

QUESTION 9

Ann reports that upon booting up her workstation the screen says that no boot device is found. She also reports that she hears a faint clicking noise from the workstation. Which of the following is the MOST likely problem?

- A. The hard drive has failed.
- B. The CMOS battery needs to be replaced.
- C. The CPU fan has failed.
- D. The sound card is incorrectly cabled.

Correct Answer: A

QUESTION 10

An alert needs to be sent to the administrator when the CPU stays above 90% for a period of time. Which of the following tools would BEST be used to accomplish this?

- A. Performance Monitor
- B. Task Scheduler
- C. Task Manager
- D. System Configuration

Correct Answer: A

QUESTION 11

The technician is dispatched to a multi-function device that users print and copy from all day. The technician is told pages that are copied all have a line on them on the left hand side of the page. The technician prints a printer test page and does not see the line on the page. The technician's NEXT step would be which of the following?

- A. Replace the toner cartridge to eliminate the lines.
- B. Print from another workstation to recreate the problem.
- C. Close the trouble ticket and document no trouble found.
- D. Copy a printed page to recreate the problem.

Correct Answer: D

QUESTION 12

A technician has just finished installing a new NIC in a desktop. Which of the following should the technician perform NEXT according to the troubleshooting theory?

- A. Test the theory to determine cause
- B. Verify full system functionality
- C. Escalate issue to a manager
- D. Document findings and repairs

Correct Answer: B

QUESTION 13

Anne, an end-user, reports to Joe, a helpdesk technician, that her computer has been redirecting her browser to unknown websites when clicking on search results. Joe runs a malware scan and finds that her computer is infected with malware. Joe uses the anti-malware program to remove the infection but Anne reports that the problem resurfaced the next day. Joe runs the malware scan again and finds the same malware is still infecting Anne's computer. Joe runs several passes of the malware scan to remove the infection but it keeps recurring. Which of the following would MOST likely aid in removing the infection?

- A. Enable Windows User Access Control to ensure the user has proper rights to remove the infected files.
- B. Disable Windows firewall as it may be conflicting with the malware scan.
- C. Run the malware scan in Windows safe mode.
- D. Change the desktop's IP address to a different subnet.

Correct Answer: C

QUESTION 14

A user is unable to reach certain Internet sites and is being redirected to other sites. Which of the following Control

Panel locations could provide information to resolve this issue?

- A. Internet Options > Connections
- B. System > Advanced
- C. Internet Options > Security
- D. Security Center

Correct Answer: A

QUESTION 15

Which of the following paths would a technician use to map a network drive?

- A. //servername\usershare
- B. \\servername\usershare
- C. \\servername/usershare
- D. //servername/usershare

Correct Answer: B

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