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QUESTION 1

A user calls the help desk to report that Windows installed updates on a laptop and rebooted overnight. When the laptop started up again, the touchpad was no longer working. The technician thinks the software that controls the touchpad might be the issue. Which of the following tools should the technician use to make adjustments?

- A. eventvwr.msc
- B. perfmon.msc
- C. gpedit.msc
- D. devmgmt.msc

Correct Answer: D

The technician should use devmgmt.msc tool to make adjustments for the touchpad issue after Windows installed updates on a laptop. Devmgmt.msc is a command that opens the Device Manager, which is a utility that allows users to view and manage the hardware devices and drivers installed on a computer. The technician can use the Device Manager to check the status, properties and compatibility of the touchpad device and its driver, and perform actions such as updating, uninstalling or reinstalling the driver, enabling or disabling the device, or scanning for hardware changes. Eventvwr.msc is a command that opens the Event Viewer, which is a utility that allows users to view and monitor the system logs and events. The Event Viewer may provide some information or clues about the touchpad issue, but it does not allow users to manage or troubleshoot the device or its driver directly. Perfmon.msc is a command that opens the Performance Monitor, which is a utility that allows users to measure and analyze the performance of the system

QUESTION 2

Which of the following security methods supports the majority of current Wi-Fi-capable devices without sacrificing security?

- A. WPA3
- B. MAC filtering
- C. RADIUS
- D. TACACS+

Correct Answer: A

QUESTION 3

A macOS user needs to create another virtual desktop space. Which of the following applications will allow the user to accomplish this task?

- A. Dock
- B. Spotlight

- C. Mission Control
- D. Launchpad

Correct Answer: C

application that will allow a macOS user to create another virtual desktop space is Mission Control Mission Control lets you create additional desktops, called spaces, to organize the windows of your apps. You can create a space by entering Mission Control and clicking the Add button in the Spaces bar. You can also assign apps to specific spaces and move between them easily.

QUESTION 4

A user has a license for an application that is in use on a personal home laptop. The user approaches a systems administrator about using the same license on multiple computers on the corporate network.

Which of the following BEST describes what the systems administrator should tell the user?

- A. Use the application only on the home laptop because it contains the initial license.
- B. Use the application at home and contact the vendor regarding a corporate license.
- C. Use the application on any computer since the user has a license.
- D. Use the application only on corporate computers.

Correct Answer: B

Use the application at home and contact the vendor regarding a corporate license. The user should use the application only on the home laptop because it contains the initial license. The user should contact the vendor regarding a corporate license if they want to use the application on multiple computers on the corporate network

QUESTION 5

A customer is requesting help with a technical issue. Which of the following techniques should the technician use to properly evaluate and correct the customer concern?

- A. Have a videoconference using the customer's personal phone so the customer can share the screen.
- B. Ask yes or no questions so that the answers are clear.
- C. Use open-ended questions to get additional information.
- D. Ask for the customer's password so the issue can be resolved quickly and directly by the technician.

Correct Answer: C