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QUESTION 1

Which of the following common security threats could be occurring when a user calls and requests his co-worker\\'s password?

A. Shoulder surfing

B. Spyware

C. Phishing

D. Social engineering

Correct Answer: D

Reference: http://www.pcworld.com/article/182180/top_5_social_engineering_exploit_techniques.html

QUESTION 2

A user reports they have no display on their laptop. Which of the following would be checked FIRST in order to narrow down the issue?

A. Swap displays with an extra laptop.

B. Plug an external monitor into the laptop, press the appropriate function keys, and look for an output display.

C. If the power indicator lights are lit assume the motherboard is good and order a replacement display.

D. Remove the display bezel and ensure the display connector is in place.

Correct Answer: B

QUESTION 3

A Windows 7 desktop PC has crashed (i.e. BSOD) several times indicating a possible RAM problem. Which of the following is an OS built-in tool that can be used to test this problem?

A. Windows System Restore

B. Windows System File Checker

C. MSCONFIG

D. Windows Memory Diagnostic

Correct Answer: D

Reference: http://howto.cnet.com/8301-11310_39-57569731-285/test-your-ram-with- windows-memory-diagnostic-tool/

QUESTION 4

A technician has finished replacing the network card in a laptop and has verified full system functionality. Which of the following troubleshooting steps should the technician take NEXT?

A. Document findings, actions, and outcomes

B. Escalate problem to a senior technician

C. Re-establish new theory of probable cause

D. Perform a full system backup

Correct Answer: A

Reference: http://ptgmedia.pearsoncmg.com/images/9781587132636/samplechapter/9781587132636_ch 04.pdf

QUESTION 5

A user receives a phone call from a person claiming to be from technical support. This person knows the user\\'s name and that the user has Windows installed on their computer. The technician directs the user to open Event Viewer and look at some event log entries to demonstrate the effects of a virus on the computer. The technician also asks the user for their user ID and password so that they can clean the computer. This is an example of which of the following security threats?

A. Social engineering

B. Phishing

C. Malware

D. Virus

Correct Answer: A

Reference: http://www.pcworld.com/article/182180/top_5_social_engineering_exploit_techniques.html

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