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QUESTION 1

Which of the following helps to prevent virus infections from USB flash drives?

- A. Strong passwords
- B. Password protected screen savers
- C. Disabling the guest account
- D. Disabling the autorun feature

Correct Answer: D

QUESTION 2

On a corporate network, which of the following features would be used to redirect network traffic for filtering or monitoring?

- A. Content Advisor
- B. Proxy Settings
- C. Network Drive Mapping
- D. Local Security Policy

Correct Answer: B

QUESTION 3

Which of the following protocols could a technician use to connect a smartphone to an email server? (Select TWO).

- A. SMTP
- B. POP3
- C. HTTP
- D. SNTP
- E. ICMP

Correct Answer: AB

QUESTION 4

Which of the following is the BEST example of a physical security barrier?

- A. Firewall
- B. Cypherlock
- C. Strong passwords
- D. BitLocker

Correct Answer: B

QUESTION 5

A user states they have rebooted the printer and it is displaying "PC load letter". Which of the following is the MOST likely cause?

- A. The printer needs to be rebooted.
- B. The printer is out of paper.
- C. The fuser needs to be replaced.
- D. The toner cartridge is low.

Correct Answer: B

QUESTION 6

A technician has discovered two PCs with the same name being used on the network. Which of the following BEST describes what has been happening and how to resolve the problem?

- A. Both users can log in but only one can access company shares; both PCs need their network names changed.
- B. Only one user can log in; one PC needs to have its network name changed.
- C. Both users can log in and access company shares; one PC needs to have its network name changed.
- D. Neither user can log in; one PC needs to have its network name changed.

Correct Answer: B

QUESTION 7

New smart phones have features that allow them to be backed up to a remote location. Of which of the following is this an example?

- A. Desktop Manager
- B. iOS
- C. iCloud

D. App Market

Correct Answer: C

QUESTION 8

A technician has booted a computer several times. Each time the technician observes a BSOD with the same stop error. This indicates which of the following?

- A. Incorrectly set hard drive jumpers
- B. Failing hard drive
- C. Bad CPU
- D. Failing network card

Correct Answer: B

QUESTION 9

A technician is having boot issues with a newly built PC, and notices the following jumper configurations for each PATA device:

HARD DRIVE. MASTER OPTICAL DRIVE. CABLE SELECT

Which of the following jumper configurations should be used instead?

- A. HDD. Cable Select; Optical Drive. Master
- B. HDD. Cable Select; Optical Drive. Cable Select
- C. HDD. Slave; Optical Drive. Slave
- D. HDD. Master; Optical Drive. Master

Correct Answer: B

QUESTION 10

A technician is having connectivity issues with a client's machine. The client's wall jack passed testing and the technician also uses a loopback to test the NIC on the PC and it also passed testing. Which of the following tools would a technician use to test between the wall jack and the PC?

- A. Toner probe
- B. Multimeter
- C. Wireless locator
- D. Cable tester

Correct Answer: D

QUESTION 11

A customer wants to use VoIP phones without having to plug them into an electrical outlet. Which of the following switch features would a technician recommend?

- A. QoS
- B. Gigabit
- C. PoE
- D. Wake-on-LAN

Correct Answer: C

QUESTION 12

Which of the following is the default location for Fonts in Windows 7?

- A. C:\System Files\Fonts
- B. C:\Windows\Fonts
- C. C:\Windows\System Files\Fonts
- D. C:\System\Fonts

Correct Answer: B

QUESTION 13

Which of the following is MOST effective in preventing security breaches on a network? (Select THREE).

- A. Bandwidth throttling
- B. Eliminate password history
- C. Enable QoS
- D. Antivirus software
- E. User education
- F. Enforced login/logoff hours

Correct Answer: DEF

QUESTION 14

A computer system uses a large CRT. The display is experiencing display issues around the edges. The technician suspects something in the computing environment is causing the problem. Which of the following should MOST likely be moved to reduce the issue?

- A. Unshielded speakers
- B. Wireless directional antennas
- C. Wireless access points
- D. High speed laser printers

Correct Answer: A

QUESTION 15

Which of the following security threats do shredders help prevent?

- A. Dumpster diving
- B. Malware
- C. Phishing
- D. Worms

Correct Answer: A

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