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QUESTION 1

Which of the following operating systems is capable of fully utilizing more than 4GB of system RAM?

- A. Windows Vista Ultimate
- B. Windows 7 32-bit
- C. Windows 7 64-bit
- D. Windows XP Professional

Correct Answer: C

Reference: <http://www.zdnet.com/blog/hardware/max-memory-limits-for-64-bit-windows-7/4254>

QUESTION 2

A user, Ann, reports that she suspects her workstation has malware. Joe, the technician, confirms malware exists and starts the process of removing the malware. Which of the following is the FIRST step he should take in removing the malware?

- A. Disable antivirus
- B. Disable system restore
- C. Enable hard drive encryption
- D. Format the hard drive

Correct Answer: B

Reference: <http://antivirus.about.com/od/windowsbasics/a/systemrestore.htm>

QUESTION 3

A technician notices a computer is overheating after 30 minutes of use. Which of the following is the MOST likely cause?

- A. Clogged temporary file folders
- B. Internal dust buildup
- C. Incorrect input voltage setting
- D. ACPI is disabled

Correct Answer: B

Reference: <http://pcrepairaugustaga.com/computer-dust-free/>

QUESTION 4

A technician installs Windows 7 on a 4TB hard drive. Which of the following should the technician choose when initializing the drive for the machine to access all the disk space?

- A. GPT
- B. FAT32
- C. MBR
- D. exFAT

Correct Answer: B

QUESTION 5

A customer states their laptop screen is very dim. In order to avoid going to the client site, which of the following is the FIRST action the customer should perform?

- A. Increase the resolution
- B. Use function keys
- C. Reboot the laptop
- D. Go to the Power Options in Control Panel

Correct Answer: B

Reference: <http://www.tomshardware.com/forum/70976-35-laptop-screen-visible>

QUESTION 6

A technician has been informed by the IT security manager that a vulnerability has been discovered in the wireless router. The vulnerability could allow an attacker to take remote control of the device. Which of the following should the technician perform to address the issue?

- A. Power off the device
- B. Install an add-on card
- C. Update the WiFi antenna
- D. Update firmware

Correct Answer: D

QUESTION 7

The computer starts up and runs for less than a minute before shutting down or locking up. This is a symptom of:

- A. Overheating.
- B. Incompatible RAM.
- C. A faulty hard drive.
- D. A bad internal USB hub.

Correct Answer: A

Reference: <http://lifehacker.com/5570909/how-to-prevent-your-computer-from-overheating-and-why-its-important>

QUESTION 8

A user took pictures of a vacation using a new Android smartphone. Family and friends inform the user that some of the pictures have made the local news. Which of the following cloud services does the user MOST likely need to change to remediate the privacy concerns?

- A. iCloud
- B. Google Sync
- C. iTunes
- D. OneDrive

Correct Answer: B

QUESTION 9

An administrator has advised against providing any information over the phone as a way to prevent against which of the following threats?

- A. Session hijacking
- B. Social engineering
- C. Man-in-the-middle
- D. Shoulder surfing

Correct Answer: B

QUESTION 10

A user states that they see a warning on their screen about an IP conflict. Which of the following is MOST likely the cause?

- A. A static IP address is assigned to the workstation

- B. A bad router
- C. A bad switch
- D. The computer is getting an APIPA address

Correct Answer: A

QUESTION 11

Which of the following security threats involve shoulder surfing and phone phishing?

- A. Man-in-the-Middle
- B. Social engineering
- C. Trojan virus
- D. Spyware

Correct Answer: B

Reference: <http://www.webroot.com/us/en/home/resources/tips/online-shopping-banking/secure-what-is-social-engineering>

QUESTION 12

A technician is trying to prevent a local application from reaching the web due to security concerns. Which of the following solutions could BEST prevent the application from reaching the web? (Select TWO).

- A. Configure the workstation for a static IP
- B. Disable all wireless network connections
- C. Remove shortcuts to the application
- D. Block the application in Windows Firewall
- E. Change network location to Work
- F. Reroute the web address in HOSTS file

Correct Answer: DF

QUESTION 13

A technician would like to ensure all previous data is erased before reloading Windows 7 Home Premium onto a laptop. Which of the following procedures would accomplish this?

- A. Virtual RAID configuration

- B. Quick format
- C. New partition
- D. Full format

Correct Answer: D

QUESTION 14

A technician is about to put a computer back into service that has not been turned on for many months. It was healthy when taken out of service and boots quickly without any problems. Which of the following actions would be a best practice to begin computer maintenance? (Select TWO).

- A. Run a full antivirus scan.
- B. Defragment the hard disk.
- C. Run antivirus updates.
- D. Run Windows updates.
- E. Configure the firewall to access the Internet.

Correct Answer: CD

You have to update the system. Run antivirus updates because antivirus changes frequently as new viruses are discovered. Run Windows updates to keep the system updated and ready to use.

QUESTION 15

A website that attempts to mimic a bank website with malicious intent is known as which of the following?

- A. Malware
- B. Shoulder surfing
- C. Social engineering
- D. Phishing

Correct Answer: D

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