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QUESTION 1

A user\'s laptop hard drive contains sensitive information. The user often plugs the laptop into the corporate network. A sensitive file from the laptop has been found on another user\'s laptop.

How could the user have prevented this breach?

A. Disable file and print sharing on the laptop.

B. Delete unused drives from network.

C. Remove shared keys from the key ring.

D. Set the read-only attribute on the files.

Correct Answer: A

QUESTION 2

A user\'s operating system is set to automatically update as updates are released. However, last week\'s updates failed to download.

Which of the following should the user do FIRST to install the updates?

A. Reference the OS manufacturer\'s website.

B. Run a virus scan to remove viruses.

C. Reinstall the operating system.

D. Change the automatic update schedule.

E. Manually download the updates.

Correct Answer: E

QUESTION 3

Which of the following is the BEST reason to change a wireless router\'s default SSID?

A. To make it easier to identify in a location with several routers.

B. To make the network feel more personal.

C. To make it more difficult to join.

D. To make the network secure.

Correct Answer: A

QUESTION 4

Which of the following allows for the FASTEST printer connections?

A. Bluetooth

B. USB

C. Parallel

D. Serial

Correct Answer: B

QUESTION 5

Malware that has an embedded keylogger to capture all of the keystrokes and steal logins is considered:

A. adware

B. spyware

C. ransomware

D. phishing

Correct Answer: B

QUESTION 6

A technician is creating a WiFi network to which anyone can connect without entering a key.

With which of the following should the technician configure the wireless network?

A. Shared

B. Open

C. WPS

D. WPA

Correct Answer: B

QUESTION 7

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A technician has added an external hard drive to a personal computer. The hard drive is powered on, but the computer does not see the new hard disk.

Which of the following is the FIRST thing the technician should check?

A. The power cable

B. The OS version for compatibility

C. The hard drive firmware revision

D. The data cable

Correct Answer: D

QUESTION 8

Which of the following is the MOST sensitive Personally Identifiable Information (PII) and should be shared cautiously and only with trusted resources?

A. Email address

B. Phone number

C. Mother\\'s maiden name

D. Last name

Correct Answer: C

QUESTION 9

A user reports an inability to access the Internet on a new SOHO router. On further investigation, a technician notices that the wireless network is not visible.

Which of the following is the MOST likely cause?

A. SSID broadcast is disabled

B. Wireless password has changed

C. Firmware update is required

D. WPA2 is enabled

Correct Answer: A

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QUESTION 10

Which of the following operating systems is available for free and can be modified by anyone?

A. Windows

B. Linux

C. Mac OS

D. Chrome OS

Correct Answer: B

QUESTION 11

Which of the following software types BEST facilitates collaboration?

A. Personal information manager

B. Video editing software

C. Instant messaging software

D. CAD software

Correct Answer: C

QUESTION 12

Which of the following data connections would provide a user the BEST Internet availability while traveling?

A. Workstation with only RJ-45 connectors

B. Smartphone with cellular service

C. Laptop with Bluetooth wireless connectivity

D. Tablet connected to a SOHO wireless network

Correct Answer: B

QUESTION 13

A user wants to run a major update on a laptop. Which of the following should be considered before running any major updates?

A. Restore folders from back up

B. Change administrator account password

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C. Back up important folders

D. Print all personal documents

Correct Answer: C

QUESTION 14

Which of the following devices has a 15-pin 3 row connector?

A. Joystick port

B. VGA monitor

C. Parallel port

D. Serial port

Correct Answer: B

The VGA monitor uses a 15-pin 3 row connector to connect to a video adapter. Older Color Graphic

Array (CGA) video standard monitors use 9- pin connectors to connect to DB-9 female connectors on CGA adapters.

Answer option D is incorrect. Serial port is the primary means for connecting modems and mouse to a computer. There are two types of serial port connectors, 9-pin and 25-pin. The word serial refers to the that data is sent in series, one bit at

a time, over a single wire. This design is significantly slower than sending 8 bits at a time via a parallel channel, but serial signals can travel much farther without degradation. Answer option A is incorrect. The joystick port has a 15-pin 2 row

male connector. Answer option C is incorrect. A parallel port is a 25-pin 2 row female connector on the back of a PC.

It is used to connect printers, scanners, etc. A parallel port transfers information between computers and peripheral devices 8 bits at a time.

ECP, EPP, and SPP are types of parallel ports.

QUESTION 15

A technician wants to keep a router up to date.

Which of the following MUST be updated regularly?

A. SSID

B. Administrator password

C. Wireless encryption

D. Firmware

Correct Answer: D

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