

Latest Version: 6.0

Question: 1

A user calls the IT help desk and explains that all the data on the user's computer is encrypted. The user also indicates that a pop-up message on the screen is asking for payment in Bitcoins to unlock the encrypted data.

The user's computer is MOST likely infected with which of the following?

Response:

- A. Botnet
- B. Spyware
- C. Ransomware
- D. Rootkit

Answer: C

Question: 2

Which of the following workstation operating systems uses NTFS for the standard filesystem type?

Response:

- A. macOS
- B. Windows
- C. Chrome OS
- D. Linux

Answer: C

Question: 3

A network engineer needs to update a network firewall, which will cause a temporary outage. The network engineer submits a change request form to perform the required maintenance.

If the firewall update fails, which of the following is the NEXT step?

Response:

- A. Perform a risk analysis.
- B. Execute a backout plan.
- C. Request a change approval.
- D. Acquire end user acceptance.

Answer: B

Question: 4

A user reports being unable to access the Internet or use wireless headphones on a mobile device. The technician confirms the headphones properly connect to another device. Which of the following should the technician do to solve the issue?

Response:

- A. Turn off airplane mode.
- B. Connect to a different service set identifier.
- C. Test the battery on the device.
- D. Disable near-field communication.

Answer: A

Question: 5

Which of the following Linux commands will display a directory of files?

Response:

- A. chown
- B. ls
- C. chmod
- D. cls

Answer: B

Question: 6

A technician is installing M.2 devices in several workstations. Which of the following would be required when installing the devices?

Response:

- A. Air filtration
- B. Heat-resistant gloves
- C. Ergonomic floor mats
- D. Electrostatic discharge straps

Answer: D

Question: 7

A user's Windows desktop continuously crashes during boot. A technician runs the following command in safe mode and then reboots the desktop: `c:\Windows\system32> sfc /scannow`

Which of the following BEST describes why the technician ran this command?

Response:

- A. The user's profile is damaged.
- B. The system files are corrupted.
- C. The hard drive needs to be defragmented.
- D. The system needs to have a restore performed.

Answer: B

Question: 8

A technician has been directed to dispose of hard drives from company laptops properly. Company standards require the use of a high-powered magnet to destroy data on decommissioned hard drives.

Which of the following data destruction methods should the technician choose?

Response:

- A. Degaussing
- B. Drilling
- C. Incinerating
- D. Shredding

Answer: A

Question: 9

A sales staff member recently left a laptop at a hotel and needs a new one immediately. After remotely wiping the old laptop, a support technician prepares to take a new laptop out of inventory to begin the deployment process.

Which of the following should the technician do FIRST?

Response:

- A. Recycle all the cardboard and other shipping materials appropriately.
- B. Confirm the shipping address for the new laptop with the sales staff member.
- C. Document the serial numbers and usernames for asset management.
- D. Call the hotel and demand the old laptop be sent back to the repair depot.

Answer: C

