Vendor: CompTIA

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Version: Demo

QUESTION 1

A user reports that a cell phone application is loading slowly and not functioning properly. Which of the following should a technician do FIRST to remedy this issue?

A. Remove and reinstall the application

B. Hard reset the cell phone

C. Reconnect the wireless network connection

D. Close all running applications

Correct Answer: B

QUESTION 2

Which of the following are examples of physical security? (Select TWO).

A. Badges

B. Anti-virus

C. Encryption

D. Firewalls

E. Locked doors

Correct Answer: AE

Reference: http://www.hhs.gov/ocr/privacy/hipaa/administrative/securityrule/physsafeguards.pdf

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QUESTION 3

A client has a computer that is infected with several viruses and spyware. Which of the following should the technician perform FIRST before spyware removal?

A. Run Windows Update

B. Disable system restore

C. Run the chkdsk /r command

D. Disable network cards

Correct Answer: B

Reference: http://www.howtogeek.com/howto/windows-vista/disable-system-restore-in- windows-vista/

QUESTION 4

A small business owner wants to prevent employees from disconnecting company computers from the network jacks and connecting their personal computers. Which of the following must a technician implement to ensure only company authorized computers will be given access when connected to the office network jacks?

A. MAC filtering

B. Disable unused ports

C. Static IP addresses

D. Use computer cable locks

Correct Answer: A

QUESTION 5

A technician needs to create a new directory from a command line on a Windows XP machine. Which of the following commands should be used?

A. MD

B. SFC

C. RD

D. CD

Correct Answer: A

QUESTION 6

A technician is preparing to clean off a malware infection from a Windows XP PC. Which of the following should be disabled prior to starting the cleaning process?

A. System Properties

B. System Restore

C. Remote Desktop

D. Automatic Updates

Correct Answer: B

QUESTION 7

Which of the following data types can be synchronized to a mobile device by default? (Select TWO).

A. Biometric information

B. Pictures

C. Contacts

D. Credentials

E. SMS

Correct Answer: BC

Reference: http://windows.microsoft.com/en-us/windows7/sync-music-pictures-contacts- and-calendars-with-a-mobile-device

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QUESTION 8

A technician is using a test tool that is displaying the current voltage output of a power supply on the tool. Which of the following tools is the technician using?

A. Loopback plug

B. Cable tester

C. POST card

D. Multimeter

Correct Answer: D

QUESTION 9

The system administrator is tasked with installing Windows to 100 computers over the network. The systems administrator needs to remove system-specific identifiers. Which of the following would the system administrator use to accomplish this?

A. Windows Deployment Services

B. Remote Installation Services

C. System Preparation Tool

D. Unattended installation

Correct Answer: C

QUESTION 10

Which of the following BEST prevents attackers from accessing network equipment?

A. Firewall

B. Privacy filter

C. Antivirus software

D. Server

Correct Answer: A

QUESTION 11

A customer calls and reports that when they walk away from their laptop for an extended period of time they have to reconnect to wireless when they get back. Which of the following will MOST likely correct this issue?

A. Disable screensaver

B. Adjust power settings

C. Replace the wireless card

D. Install a higher capacity battery

Correct Answer: B

Reference: http://www.wikihow.com/Adjust-Power-Settings-in-a-Windows-Vista-Laptop

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QUESTION 12

Which of the following command line tools will terminate a non-system process without restarting the computer?

A. Shutdown

B. Kill

C. Erase

D. Break

Correct Answer: B