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QUESTION 31A user's mobile device appears to be losing battery life rapidly and often feels warm to the touch, even when it is put away. The device is relatively new, so the user is concerned it is defective. A technician inspects the device and see the following: Which of the following should be changed to resolve this issue? A. Privacy - MapsB. Display - BrightnessC. Storage - PhotosD. Mail - Work

Answer: B QUESTION 32A Windows user is attempting to install a local printer and is unsuccessful on permissions. Which of the following user types BEST describes this user?A. GuestB. Power UserC. AdministratorD. Standard User**Answer: A**

QUESTION 33An end user is browsing the Internet when multiple browser pages open by themselves. The user notices the PC is running slowly, even while not browsing the internet. Which of the following actions should the user take?A. Update antivirus definitionsB. Install anti-malware softwareC. Enable the pop-up blockerD. Reboot the PC**Answer: B** QUESTION 34A desktop technician is attempting to upgrade several machines to Windows 10. After releasing there is only one disc for the installation, the technician decides to upgrade over the network. Which of the following boot methods initiates such an upgrade?A. SSDDB. Optical driveC. Flash driveD. PXE**Answer: D**

QUESTION 35A network administrator wants to plan a major OS upgrade of the router, which acts as a default gateway in an organization. The administrator has documented the purpose of the change, scoped the change, and completed a comprehensive risk analysis. Which of the following is an important part of the change request process for which the administrator still must plan?A. Inform management regarding the anticipated amount of downtimeB. Document a backout plan to roll back changes to the routerC. Configure a redundant data path to eliminate downtimeD. Make the downtime window larger than actually anticipated**Answer: B** QUESTION 36A company brings in contractors several times a year to perform inventory, and the contractors use company supplied laptops. The company's security policy states that once the inventory is completed, the contractors should not be able to log in to the laptops until the next inventory. Which of the following BEST enforces this policy?A. Delete the user accountsB. Disable the user accountsC. Restrict the user accountsD. Reset the user accounts

Answer: A QUESTION 37A wireless access point is going to be configured in a small office located in a crowded building. Which of the following should the installation technician perform to increase the security of the wireless network? (Select two.)A. Reduce the transmit powerB. Reduce the channel availabilityC. Disable the DHCP serverD. Enable QoS managementE. Disable the SSID broadcastF. Implement WPA encryption**Answer: A**

QUESTION 38A technician is installing Windows 7 64-bit OS on a VM but keeps getting errors. The specifications for the malware are: Two 1GHz CPUs2GB of memory15GB hard drive800x600 screen resolutionWhich of the following should the technician do to resolve the problem?A. Increase the number of CPUsB. Increase the amount of memoryC. Increase the amount of hard drive spaceD. Increase the screen resolution**Answer: C**

QUESTION 39A technician is working on a user's workstation and notices a lot of unknown processes running in the background. The user informs the technician that an application was recently downloaded from the Internet. Which of the following types of infection does the user MOST likely have?A. RootkitB. KeyloggerC. TrojanD. Ransomware**Answer: A** QUESTION 40

Which of the following features has undergone the most significant changes from Windows 7 to Windows 10 and greatly simplified the operating system installation process?A. Driver detectionB. Metro interfaceC. Account controlD. PXE installation

Answer: A QUESTION 41Which of the following is considered government-regulated data?A. PIIB. End-user license agreementC. Digital Millennium Copyright ActD. DRM**Answer: A** QUESTION 42A small business has an open WiFi network for employees but does not want customers to connect to the access point. A technician has been dispatched to address the business's concerns. Which of the following configuration settings should the technician change to satisfy the requirements of the business? (Select two.)A. Default SSIDB. MAC filteringC. NATD. QoSE. Signal strengthF. Encryption**Answer: B**

QUESTION 43A security team is auditing a company's network logs and notices that a USB drive was previously inserted into several of the servers. Many login attempts were then successfully performed using common login information. Which of the following actions should be taken to close the vulnerability? (Select two.)A. Disable guest accountB. Remove admin permissionsC. Modify AutoRun settingsD. Change default credentialsE. Run OS security updatesF. Install a software firewall**Answer: AC**

QUESTION 44A Linux system powers on but fails to complete the boot process. Which of the following should be checked FIRST to correct the issue?A. sudoB. lilo/grubC. ifconfigD. ntldr**Answer: B** QUESTION 45A company executive reports receiving numerous bounce-back messages to an inbox. When a technician investigates, it appears the executive did not send any of the

messages that triggered the bounce-back replies. Which of the following is MOST likely to have occurred?

- A. Social engineering
- B. Man-in-the-middle attack
- C. Spear phishing
- D. Email hijacking
- E. Logic bomb

Answer: A!!!RECOMMEND!!!

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