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https://drive.google.com/drive/folders/1Su_e_zAvboimdrBYk4YFY1hp-Bo29qZi?usp=sharingQUESTION 1309A client reports a laptop does not power on after a lightning storm. The technician diagnoses the problem as being a faulty motherboard. After replacing the motherboard and booting the laptop, the screen remains black, although the laptop displays an image on an external monitor. Which of the following would be the technician's NEXT step?A. Communicate the findings to the client and offer replacement options.B. Explain how to use the laptop with an external monitor and offer to set it up.C. Contact the sales department and provide a quote for a new motherboard.D. Document the repair process and provide a detailed report to the client.

Answer: AQUESTION 1310The general manager installed a popular archive utility. Antivirus software flagged the software because it was also exhibiting malicious behavior. This is an example of which of the following?A. RootkitB. TrojanC. SpywareD. Worm**Answer: B**

QUESTION 1311Which of the following provide the MOST security for PCs and mobile devices? (Choose two.)A. Access control listsB. Multifactor authenticationC. Organizational unitD. Trusted software sourcesE. Pre-shared key**Answer: D**

QUESTION 1312A folder is displayed in green in the tree of the local hard drive. Which of the following would describe what type of folder this is?A. CompressedB. PII C. EFSD. Hidden**Answer: C**QUESTION 1313A technician starts hard drive transfers in a SOHO that will take up to 16 hours to complete. Immediately after starting the transfers, the technician gets warning of a hurricane that will occur overnight. Which of the following is the BEST action to complete before leaving the office?A. Turn off the monitors and printers so they do not overheatB. Unplug the computers, but keep the hard drive transfer runningC. Call the power company to turn off any power coming to the officeD. Ensure the surge suppressors and devices are unplugged from the power sockets**Answer: D**

QUESTION 1314A technician creates a GPO, tests it in a test environment, and deploys it company-wide. After deployment, the accounting department does not seem to be receiving the GPO. The technician suspects another GPO that was specifically deployed to the accounting department is overriding the newly deployed GPO. Which of the following command line tools should the technician use to verify this suspicion in this situation?A. nbstatB. gpresultC. nslookupD. gpupdateE. tasklist**Answer: B**

QUESTION 1315A customer has just experienced a blue screen and the PC will not boot. A technician is dispatched to the customer's site. Which of the following are the FIRST and LAST steps the technician should take? (Choose two.)A. Test the theory to determine the causeB. Document the findingsC. Establish a plan of action to resolve the problem and implement a solutionD. Identify the problemE. Verify full system functionality and implement applicable preventive measuresF. Establish a theory of probable cause**Answer: B**

QUESTION 1316A user purchases a new Android smartphone. After downloading an application from a third-party app store, the user consults a technician about additional applications that have installed automatically. Which of the following BEST explains what has happened?A. Unauthorized location trackingB. Unauthorized camera activationC. Unauthorized account accessD. Unauthorized root access**Answer: D**

QUESTION 1317A user's smartphone is getting a very weak signal from the service provider. One day the user notices the phone has full bars and the signal strength has inexplicably increased. Which of the following tools should be used to verify the user is connecting to a legitimate signal from the phone service provider?A. WiFi analyzerB. Cell tower analyzerC. Spectrum analyzerD. Packet analyzer**Answer: B**

QUESTION 1318A technician is troubleshooting a PC that has been running slow. The technician looks at the resource utilization and notices the user has many programs open. When attempting to open another program, the technician receives a message indicating there are insufficient resources. Which of the following should the technician do to troubleshoot the issue?A. Terminate the running processesB. Increase the page file sizeC. Renew the network connectionD. Run chkdsk**Answer: A**

QUESTION 1319A company has a web application that is in the cloud on a multi-tenant server. The web application is connected to a database that is also in the cloud. Which of the following cloud computing concepts does this describe?A. IaaSB. PaaSC. SaaS D. DaaS**Answer: B**

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