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Version: 9.0
 Question: 1
A network administrator is unable to install programs on a workstation. Which of the following is MOST likely the reason the administrator is not able to install applications?

A. The workstation is victim of a denial of service attack.
B. The username is not authenticating on the network.
C. The username is not part of the local administrator group.
D. The administrator has not applied appropriate security patches.

Answer: C

Question: 2

A technician has been tasked with limiting the users who can connect to a network printer located centrally within an office environment. Which of the following tools would be the BEST to utilize to achieve this goal?

A. VPN
B. ACL
C. RDP
D. DLP

Answer: B

Question: 3
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The customer reports their PC freezes up everyday around the same time. Which of the following utilities would be BEST to check for any error codes?

A. Windows Updates
B. Task Scheduler
C. Event Viewer
D. Performance Monitor

Answer: C

Question: 4

A user is looking for the Application Data directory in their profile but cannot see it. Which of the following Control Panel options would correct this?

A. System
B. Display

C. User Accounts
D. Folder Options

Answer: D

Question: 5

A user has downloaded and installed a browser add-on that causes the browser to hang. The PC has very slow system response when rebooted. Which of the following should a technician do to troubleshoot this problem?

A. Run System Restore, update antivirus program, and run an antivirus scan.
B. Remove all Internet temporary files, run an antivirus scan, and reboot using Last Known Good Configuration.
C. Remove all temporary files, turn off System Restore, update and run an antivirus scan.
D. Run an antivirus scan, Run Disk Cleanup, and reboot into Safe Mode.

Answer: C

Question: 6

A large magnet is placed too close to a CRT monitor. Which of the following will MOST likely occur?

A. Dead pixels
B. Flickering image
C. No image on screen
D. Distorted image

Answer: D