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QUESTION 1

Ann, an employee at a company, calls the help desk to report issues logging on to a vendor's website. Joe, the technician, is able to log in successfully with his credentials before going to Ann's office. However, when he attempts to log in from Ann's office, Joe experiences the same issue. Ann asks Joe questions about the new software installed on the laptop from the pop-up notification.

Which of the following are the NEXT steps Joe should take to resolve the issue? (Select two.)

- A. Ask Ann for her credentials to verify and log on to the vendor's website from Ann's laptop
- B. Verify Ann's laptop has the correct browser settings
- C. Check all browser cached files on Ann's laptop and log on to another vendor's website
- D. Attempt to log on to another vendor's website from Ann's laptop
- E. Ask Ann about the notification and review the installed programs
- F. Reinstall the browser, reboot the laptop, and check the vendor's website again

Correct Answer: CE

QUESTION 2

A user's antivirus software is reporting several infections and prompting the user to pay full version to remove the threats. A technician notices the corporate approved antivirus software has not been upgraded in months. Which of the following should the technician do NEXT to remove the threat?

- A. Connect the hard drive to another computer and reinstall the operating system.
- B. Remove all lines that are not comment from the host file and set it to ready only.
- C. Pay for the upgrade to remove the threats and install an trusted antivirus.
- D. Permission inheritance

Correct Answer: A

QUESTION 3

A network administrator recently learned users have been accessing websites that are restricted based on content by the firewall. To prevent users from circumventing the firewall rules, which of the following Windows settings should the administrator locks to prevent them from being changed?

- A. Default gateway
- B. Proxy server
- C. WINS server

D. DHCP settings

Correct Answer: B

QUESTION 4

A technician is removing malware from a workstation. The malware was installed via a phishing attack, which was initiated from a link that was included in an email.

Which of the following should the technician do to address this issue? (Choose two.)

- A. Ensure the anti-rootkit utility is up to date and run it to remove the threat.
- B. Update the host firewall to block port 80 on the workstation.
- C. Restore the system using the last known-good configuration from the recovery console.
- D. Ensure antivirus is up to date and install the latest patches.
- E. Educate the user on verifying email links by hovering over them before clicking.
- F. Ensure endpoint protection is up to date and run the utility to remove the threat.

Correct Answer: CE

QUESTION 5

Which of the following file types should be opened when executing a PowerShell script?

- A. .bat
- B. .vbs
- C. .sh
- D. .ps1
- E. .psd

Correct Answer: D

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