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Question 1

A user reports that an Android mobile device takes a long time to boot, and all applications crash when launched. The user installed the applications from a third-party website. Which of the following steps should the technician complete to diagnose the issue?

Options:

A- Scan the system for malware.

B- Clear the web browser cache.

C- Enroll the device in an MDM system.

D- Confirm the compatibility of the applications with the OS.

Answer:

A

Explanation:

When an Android device experiences slow boot times and application crashes after installing apps from a third-party website, scanning the system for malware is a critical first step. Third-party sources can often host malicious software that can compromise device

performance and security. A malware scan can identify and remove such threats, potentially resolving the performance issues and application instability. Clearing the web browser cache, enrolling the device in an MDM system, and confirming app compatibility are useful steps but do not address the immediate concern of potential malware introduced by third-party app installations.

Question 2

Which of the following features can be used to ensure a user can access multiple versions of files?

Options:

A- Multiple desktops

B- Remote Disc

C- Time Machine

D- FileVault

Answer:

C

Explanation:

Time Machine is a backup feature available in macOS that automatically makes hourly backups for the past 24 hours, daily backups for the past month, and weekly backups for all previous months to an external drive or NAS. It allows users to recover the entire system or specific files from any point in time, ensuring access to multiple versions of files. This feature is particularly useful for reverting to earlier versions of a document or recovering a file that has been accidentally deleted or altered. The other options, such as Multiple Desktops, Remote Disc, and FileVault, do not provide versioning capabilities for file access.

Question 3

Question Type: MultipleChoice

A user is unable to start a computer following a failed Windows 10 update. When trying to start the computer, the user sees a blue screen of death. Which of the following steps should a technician take to diagnose the issue?

Options:

A- Perform a safe mode boot.

B- Run the System Restore wizard.

C- Start the computer in the last known-good configuration.

D- Reset the BIOS settinqs.

Answer:

A

Explanation:

Booting in safe mode is the initial step to diagnose a computer experiencing a blue screen of death (BSOD) following a failed Windows 10 update. Safe mode starts the computer with a minimal set of drivers and services, allowing troubleshooting and identification of the problematic software or driver causing the BSOD. This mode provides a safer environment to uninstall recent updates or drivers, perform system scans, and restore the system if necessary. Other options like System Restore wizard, last known-good configuration, and resetting BIOS settings may be subsequent steps but do not directly diagnose the issue as effectively as booting in safe mode.

Question 4

Question Type: **MultipleChoice**

Multiple users routinely record log-in information in readily accessible areas. Which of the following is the best way to mitigate this issue?

Options:

A- Trusted sources

B- Valid certificates

C- User training

D- Password manager

Answer:

D

Explanation:

Using a password manager is the best way to mitigate the issue of users recording their login information in accessible areas. Password managers securely store and encrypt passwords and login details, reducing the need for users to write down or remember multiple complex passwords. This approach enhances security by encouraging the use of strong, unique passwords for different accounts without the risk of forgetting them or the unsafe practice of writing them down. Trusted sources, valid certificates, and user training are important security measures but do not directly address the problem of managing multiple secure passwords as effectively as a password manager does.

Question 5

An administrator needs to back up the following components of a single workstation:

* The installation of the operating system

* Applications

* User profiles

* System settings

Which of the following backup methods can the administrator use to ensure the workstation is properly backed up?

Options:
A- Differential

B- Image

C- Synthetic

D- Archive

Answer:

B

Explanation:

An image backup captures a complete snapshot of the entire system at a specific point in time, including the operating system, installed applications, user profiles, and system settings. This method is most suitable for backing up the components listed in the question because it ensures that every aspect of the workstation, from the core OS to individual user settings, is preserved and can be restored in its entirety. This is crucial for quickly recovering a system to a fully operational state after a failure or when migrating to new hardware. Other methods like differential, synthetic, and archive backups do not provide the comprehensive one-step restoration capability that an image backup offers for the complete system recovery.

Question 6

Question Type: MultipleChoice

A user received an alert from a Windows computer indicating low storage space. Which of the following will best resolve this issue?

Options:

A- Reviewing System Information

B- Running Disk Cleanup

C- Editing the Registry

D- Checking the Performance Monitor

E- Increasing the memory

Answer:

B