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QUESTION 1

A user wants to use a computer to access files on a nearby laptop Both computers can ping each other, but the user is unable to access any remote files. Which of the following settings should the user change to resolve the issue?

- A. Proxy settings
- B. Default gateway
- C. Firewall exceptions
- D. DNS
- E. QoS

Correct Answer: C

QUESTION 2

A customer has been using a computer to download and copy files to a USB flash drive. The customer accidentally stepped on the power strip, and the computer suddenly powered off. When the computer turned back on, it displayed an error message: No OS found.

Which of the following should a technician perform NEXT?

- A. Connect a UPS.
- B. Repair the OS.
- C. Check the boot order.
- D. Run hardware diagnostics.

Correct Answer: B

QUESTION 3

A technician is troubleshooting a reported wireless connectivity problem with a user\\'s laptop. The 802.11a access point is located in one of the corners of a square office with 100 meter walls, while the user\\'s office is on the opposite corner. The user\\'s laptop is able to wirelessly pair with a printer located in the middle of the office and the user can print in ad hoc mode. Which of the following is the reason the user is unable to connect to the Internet?

- A. 802.11a only supports ad hoc mode.
- B. The laptop NIC is faulty.
- C. RF signal is not received from the WAP.
- D. The printer is not connected to the WAP.

Correct Answer: C

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QUESTION 4

A technician is installing the latest OS on a user\\'s system. The user wants all of the settings and file to remain intact during the installation.

Which of the following upgrade methods should the technician use?

- A. network installation
- B. clean install
- C. in-place upgrade
- D. image deployment

Correct Answer: C

QUESTION 5

The IT department must ensure previously used passwords cannot be reused when users change their passwords. Which of the following password policies should be enforced to meet this requirement? (Select TWO.)

- A. Password complexity
- B. Password history
- C. Password length
- D. Maximum password age
- E. Minimum password age
- F. Lockout threshold

Correct Answer: BE

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