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QUESTION 1

Which of the following tools would be used to connect CAT5e cabling to a patch panel?

A. Punch down

B. Wire strippers

C. Loopback plugs

D. Crimper

Correct Answer: A

QUESTION 2

A pest exterminator tries to gain access to a company\\'s computer lab, but the receptionist does not see an extermination scheduled on the calendar and denies the exterminator access to the lab. Which of the following security threats almost occurred?

A. War driving

B. Social engineering

C. Shoulder surfing

D. Phishing

Correct Answer: B

QUESTION 3

A technician is working on an issue and has identified the problem and worked out the cause. Which of the following would MOST likely be the NEXT step the technician should make?

A. Document the cause and solution

B. Inform the user

C. Report to the supervisor

D. Establish a plan of action

Correct Answer: D

QUESTION 4

A technician recently created an email account for a new user, Joe. On the second day, Joe reports his email account is full of spam even though he has not given out his address. Which of the following should the technician do to resolve

the issue?

A. Turn on windows firewall

B. Click the unsubscribe link in the spam

C. Run an anti-spyware scan

D. Install privacy filter

Correct Answer: C

QUESTION 5

A user states that their machine is taking much longer to boot than usual. Which of the following utilities would BEST allow a technician to limit what is launched at startup?

A. APPWIZ.CPL

B. DXDIAG

C. MSCONFIG

D. REGEDIT

Correct Answer: C

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