

View results by:  Objective Analysis  Individual Responses

## Individual Responses

### ▼ Question 1: Incorrect

Which of the following protocols establish a secure connection and encrypt data for a VPN?  
(Select three.)

- ➔  L2TP
- FTP
- RDP
- ➔  IPSec
- ➔  PPTP

### Explanation

A virtual private network (VPN) uses an encryption protocol (such as IPSec, PPTP, or L2TP) to establish a secure communication channel between two hosts, or between one site and another site. Data that passes through the unsecured network is encrypted and protected. The Remote Desktop Protocol (RDP) is used by Windows Terminal Services based applications, including Remote Desktop. FTP is used for transferring files and will not establish a secure connection.

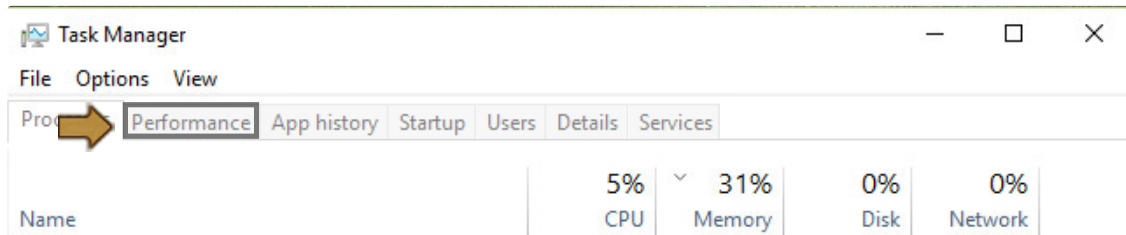
### References

LabSim for PC Pro, Section 12.8.  
[pcpro2016\_all\_questions\_en.exm ENCRYPT\_04]

### ▼ Question 2: Incorrect

You need to use Task Manager to analyze memory utilization on a Windows system. For example, you need to see how much system RAM is currently in use and how much is available.

Click on the tab in Task Manager that you would use to do this.



### Explanation

In this scenario, you would access the Performance tab and then select the Memory graph. When you do, various memory utilization statistics are displayed.

The Processes tab displays a list of running applications on the system. The App History tab displays performance statistics for apps from the Microsoft Store that are running on the system. The Startup tab displays a list of applications that are automatically launched at system boot. The Users tab displays utilization statistics for each user logged into the system. The Details tab displays extended information about each process running on the system. The Services tab is used to view information about the services configured on the system.

### References

LabSim for PC Pro, Section 9.3.

[pcpro2016\_all\_questions\_en.exm RT PERF MON 01-PB]

▼ **Question 3:** [Incorrect](#)

What would you enter at the command prompt on a Linux system to display the present working directory?

pwd

### Explanation

Use **pwd** to show the present working directory.

### References

LabSim for PC Pro, Section 1.5.

[pcpro2016\_all\_questions\_en.exm PWD]

▼ **Question 4:** [Incorrect](#)

Mary and Pablo share a workstation doing customer support. Mary works in the morning, and Pablo works in the evening. One day Mary is helping a customer with a support issue. Because her shift is over, she creates a Word document with details about the customer she is helping. She saves it to the C:\Customer folder on the computer. When Pablo comes in, he is unable to open the file. What should you do?

- Modify the permissions on the document.
- Have Pablo log in using Mary's user account.
- Edit the local security policy and modify user rights.
- Call Mary back and have her print the document.

### Explanation

You should modify the permissions on the document. When Mary saved the document, she became the document owner and has all permissions to the document. Pablo obviously does not have the correct permissions to the folder or the document. User rights in the local security policy control the ability to perform actions on the system such as shutting the system down. File access is controlled through permissions.

### References

LabSim for PC Pro, Section 11.3.

[pcpro2016\_all\_questions\_en.exm NTFS\_03]

▼ **Question 5:** [Incorrect](#)

Where are fonts stored on a Windows 7 system?

- %systemroot%\Documents and Settings\Fonts\
- %systemroot%\Fonts\
- %systemdrive%\Documents and Settings\Fonts\
- %systemdrive%\Fonts\

### Explanation

On all versions of Windows, fonts are stored in the %systemroot%\Fonts\ directory. For Windows 7, %systemroot% is C:\Windows by default. The %systemdrive% variable identifies the drive where Windows is installed (by default the C:\ drive). The %systemdrive%\Documents and Settings\ folder holds user profiles for Windows 2000 and XP.

### References

LabSim for PC Pro, Section 11.1.

[pcpro2016\_all\_questions\_en.exm FILELOC\_11]

▼ **Question 6:** [Incorrect](#)

Match the Mac key labels on the left with the corresponding Mac key descriptions on the right.



The primary modifier key on Apple systems, used like the Ctrl key on a Windows system

C

Primarily used for text document navigation

D

Used for application and navigation shortcuts

A

Typically only found on Apple notebooks and is used to access the F1–F12 keys on the keyboard

B

## Explanation

The *Command* key is the primary modifier key on Apple systems. For users familiar with Windows systems, the Command key can be thought of as the Ctrl key.

The *Option* key is used for application shortcuts and navigation shortcuts. For example, Option+Right/Left Arrow navigates between words in a text document.

The *Control* key is primarily used for text document navigation. For example, Control+H deletes the character to the left of the cursor.

The *Fn* key is typically only found on Apple notebooks and is used to access the F1–F12 keys on the keyboard.

## References

LabSim for PC Pro, Section 1.6.

[pcpro2016\_all\_questions\_en.exm MAC\_KEYS]

### Question 7: Incorrect

You manage the desktop computers at your company. You are in charge of 100 computers, all of which run Windows 7. You want to upgrade all computers to Windows 10. Prior to the upgrade, you need to verify the compatibility of each computer with Windows 10. You want to gather the necessary information as quickly as possible. What should you do?

- Use the Microsoft Assessment and Planning Toolkit (MAP).
- Use the User State Migration Tool (USMT).
- Run the Windows 7 Upgrade Advisor.
- Run the Windows 8 Upgrade Assistant.

## Explanation

For upgrades on larger networks, you can use the Microsoft Assessment and Planning Toolkit (MAP) to automatically scan multiple computers and identify each computer's compatibility for an upgrade to Windows 10. MAP checks hardware compatibility, identifies the availability of updated device drivers, and recommends a migration path to Windows 10.

The Windows 7 Upgrade Advisor tests each computer's compatibility with Windows 7 instead of Windows 10. The same is true of the Windows 8 Upgrade Assistant. Use the User State Migration Tool (USMT) to transfer user settings and data from the old installation to the new installation.

## References

LabSim for PC Pro, Section 10.2.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_PREINSTALL\_08]

### Question 8: Incorrect

You have two computers: ComputerA is running Windows 7 and ComputerB is running Windows 8.1. You need to transfer user profile information and data files from ComputerA to ComputerB.

Which tools could you use to do this? (Select two. Each answer is a complete solution.)

- File Settings and Transfer Wizard
- ➔  USMT
- ➔  Windows Easy Transfer
- Upgrade Advisor
- Upgrade Assistant

## Explanation

With Windows 7 and 8.1, there are two migration tools you can use to transfer user profile information and data files:

- Windows Easy Transfer (WET) is designed for user data migrations in small environments or for a single computer.
- User State Migration Tool (USMT) is an advanced tool designed for larger environments involving many computers.

Legacy Windows XP systems used the File and Settings Transfer Wizard to transfer user profiles and data. It is not available in modern versions of Windows. Use the Upgrade Advisor and Upgrade Assistant tool to determine your computer's hardware readiness for modern versions of Windows.

## References

LabSim for PC Pro, Section 10.4.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_POSTINSTALL\_07]

### ▼ Question 9: Incorrect

You've just finished installing a wireless access point for a client. Which action best protects the access point from unauthorized tampering with its configuration settings?

- ➔  Changing the administrative password
- Disabling DHCP
- Disabling SSID broadcast
- Implementing MAC address filtering

## Explanation

To prevent administrative access to the access point, change the default administrator password. If you do not change the password, users can search the Internet for the default password and use it to gain access to the access point and make configuration changes.

Disabling SSID broadcast, disabling DHCP, and using MAC address filtering helps prevent unauthorized access to the wireless network.

## References





LabSim for PC Pro, Section 12.9.

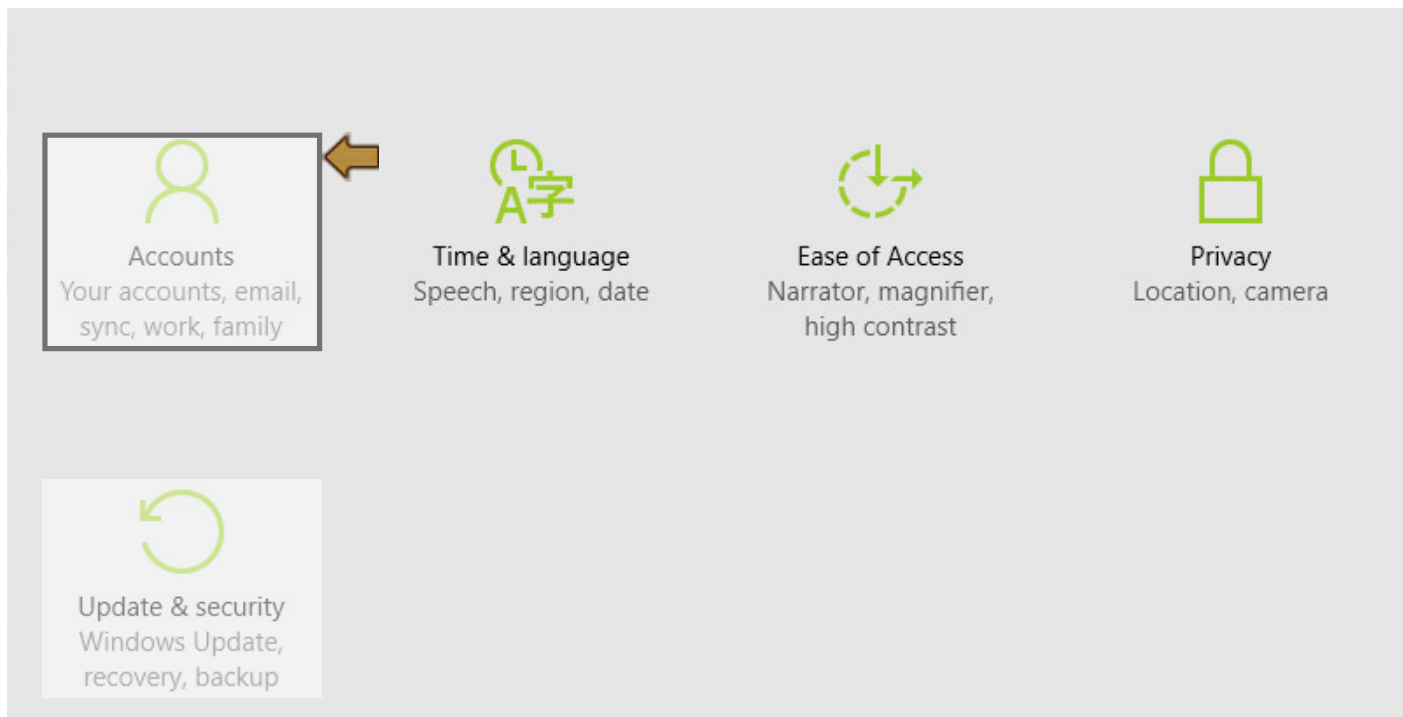
[pcpro2016\_all\_questions\_en.exm NET\_SEC\_WIRELESS\_06]

### ▼ Question 10: Incorrect

You recently installed a Windows 10 system. During the installation process, you elected to sign into the system using a local user account. After using the system for a time, you decide to begin using an online Microsoft account to authenticate to the system instead.

Click the option you would use in the Settings app to do this.

 <p>System Display, notifications, apps, power</p>	 <p>Devices Bluetooth, printers, mouse</p>	 <p>Network &amp; Internet Wi-Fi, airplane mode, VPN</p>	 <p>Personalization Background, lock screen, colors</p>
---	---	--	--



## Explanation

To associate a local user account with an online Microsoft user account on a Windows 10 system, you select **Accounts > Your email and accounts** in the Settings app and then **select Sign in with a Microsoft account**.

The Network and Internet option in the Settings app is used to configure network connections. The System option is used to configure system settings such as display resolution, notifications, and power options. The Update and Security option is used to configure automatic updates, backups, and Windows activation.

## References

LabSim for PC Pro, Section 9.4.  
[pcpro2016\_all\_questions\_en.exm RT ONLINE AUTH 01-PB]

### ▼ Question 11: Incorrect

You have responded to a call from a customer who is having problems with his computer. After troubleshooting the problem, you discover the switch on the power strip was off. After switching it on, all of the components and their functionality return to normal.

Which of the following is the best way to explain what the problem was to the customer?

- "That was probably the easiest problem I've ever fixed. I am surprised you had to call in. Thanks for making my day! All I had to do was flip this little switch. You're good to go."
- "All I did was flip the power strip switch on. You probably bumped it by accident. And that accident just cost you about \$80. But don't feel bad, accidents happen to everyone. Although, this one could have been easily avoided."
- "I found this power strip switch in the off position. Now that it's on, it looks like everything is working. It appears as though that was the problem. Can you confirm that the problem has been resolved?"
- "Next time you need to call, check this power strip switch. It was turned off. That's why nothing worked. If I were you—and luckily I'm not—I would have checked this first and saved both of our time."

## Explanation

In this case, the following is the best way to explain the problem to the customer:

"I found this power strip switch in the off position. Now that it's on, it looks like everything is

working. It appears as though that was the problem. Can you confirm that the problem has been resolved?"

The response is clear and not judgmental or insulting. In addition, you are asking the customer to make sure that the problem no longer existed. You should never insult, judge, or belittle a customer in any way, even if the problem is directly related to their actions.

## References

LabSim for PC Pro, Section 2.2.

[pcpro2016\_all\_questions\_en.exm PC16\_PROFESSIONALISM\_06]

### ▼ Question 12: Incorrect

You need to create a user account on a Windows system that can create files, run applications, and install printers when the driver for the printer already exists on the computer. You want the user to have only the minimum rights necessary on the computer.

Which group should this user be a member of?

- Administrators
- Remote Desktop Users
- Guests
- Users

## Explanation

Members of the Users group can use the computer but they cannot perform system administration tasks. They also may not be able to run legacy applications. Members of the Users group can save files to their own directories and run installed applications. They cannot share directories or install printers if the driver is not yet installed. They also cannot view or modify system files.

Making the user a member of the Administrators groups would give the user too many rights. Members of the Remote Desktop Users group are only allowed to access the system remotely using the Remote Desktop Client.

## References

LabSim for PC Pro, Section 9.4.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_USERS\_06]

### ▼ Question 13: Incorrect



To answer this question, complete the lab using information below.

Launch Lab

You did not complete the lab correctly.

You work as the IT Administrator for a small corporate network. The receptionist, Maggie Brown, uses an iPad to manage employee schedules and messages. Her email settings on the device are configured to communicate with an IMAP mail server over insecure port 143.

Also, you have just deployed a new wireless access point called CorpNet and Maggie needs to connect using the new password.

1. Your first task is to use the **Mail, Contacts, Calendars** configuration option to go to Maggie Brown's email account settings and change the advanced configuration to **Use SSL** to securely communicate with the IMAP server over server port **993**.
2. Your second task is to connect Maggie to the new CorpNet wireless access point through the Wi-Fi configuration. Type in the password, **@CorpNetWeRSecure!&** for the new WI-FI connection.

## References

LabSim for PC Pro, Section 8.5.

[pcpro2016\_all\_questions\_en.exm IPADEMAIL]

### ▼ Question 14: Incorrect

Which printer permission would you assign to a user so that she can pause the printer?

- Print
- ➔  Manage this printer
- Pause printers
- Manage documents

## Explanation

Users with the Manage this printer permission can pause the printer and edit the printer properties, but cannot manage any documents waiting to be printed. Users with the Manage documents permission can manage all documents in the queue (i.e., pause, resume, delete, or rearrange the order). Users with the Print permission can print using the printer. The Pause printers permission does not exist.

## References

LabSim for PC Pro, Section 7.4.

[pcpro2016\_all\_questions\_en.exm PRT\_MGMT\_03]

### ▼ Question 15: Incorrect

Under what conditions should you choose exFAT over FAT32 or NTFS? (Select two.)

- ➔  When formatting removable flash devices
- When creating a volume less than 10 MB in size
- ➔  When storing files larger than 4 GB in size
- When formatting removable hard drives
- When the device needs to be readable by other operating systems, such as MacOS or Linux

## Explanation

exFAT was designed to optimize storage for removable flash devices. Windows currently does not support using exFAT for hard drives. exFAT supports file sizes over 4 GB (FAT32 has a 4 GB file size limitation). Use FAT32 when creating a volume smaller than 10 MB.

## References

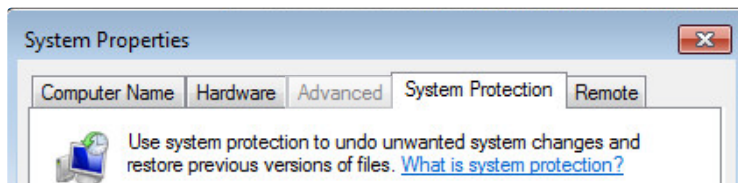
LabSim for PC Pro, Section 10.3.

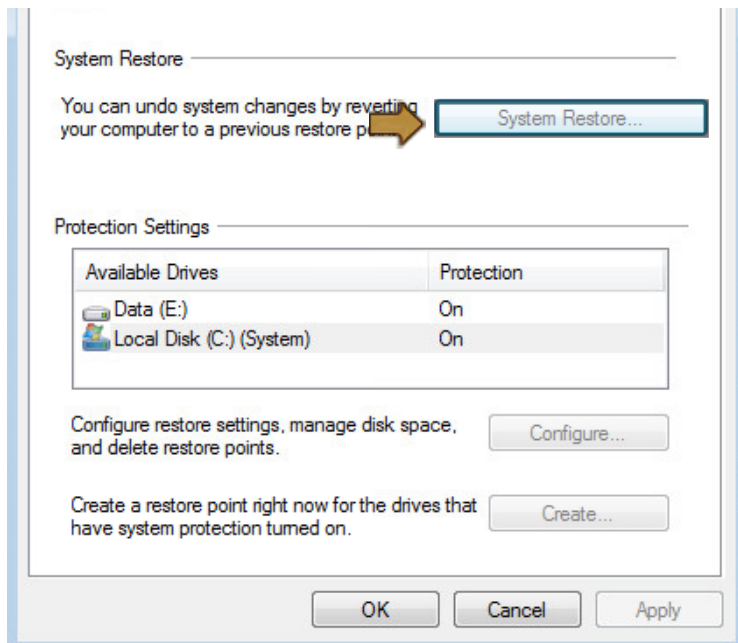
[pcpro2016\_all\_questions\_en.exm EXFAT\_01]

### ▼ Question 16: Incorrect

System Restore has been enabled for all volumes on a Windows 7 system. Recently, a new network driver was installed on the system. However, the driver code contained bugs and now your network board no longer functions. You are unable to access the Internet to download an older version of the driver. You need to revert the system to a prior restore point that was taken before the driver was installed.

Click the option you would use to do this.





## Explanation

Select the **System Restore** option to revert the system to a prior restore point. This will restore the system to the state it was in when the restore point was taken, including the network board driver.

You enable system protection on a volume by clicking Configure. The Create option is used to manually create a restore point. The Advanced tab is used to manage advanced system settings, such as visual effects and virtual memory.

## References

LabSim for PC Pro, Section 9.11.

[pcpro2016\_all\_questions\_en.exm RT SYSTEM RESTORE 04-PB]

### ▼ Question 17: Incorrect

To increase security on your company's internal network, the administrator has disabled as many ports as possible. Now, however, you can browse the Internet, but you are unable to perform secure credit card transactions when making purchases from ecommerce websites.

Which port needs to be enabled to allow secure transactions?

- 23
- 443
- 80
- 21
- 69

## Explanation

To perform secure transactions, SSL on port 443 needs to be enabled. HTTPS uses port 443 by default.

## References

LabSim for PC Pro, Section 12.10.

[pcpro2016\_all\_questions\_en.exm FIREWALL\_03]

### ▼ Question 18: Incorrect

What is a cookie?

- A malicious program that disguises itself as a useful program.
- A file saved on your hard drive that tracks Web site preferences and use.



- An executable file that runs in the background and tracks Internet use.
- A malicious program that runs when you read an e-mail attachment.

### Explanation

A cookie is a file saved on your hard drive that tracks Web site preferences and use. Many legitimate Web sites use cookies to remember your preferences and make the Web sites easier to use. However, other sites can use cookies to track personal information. Spyware is a program that runs in the background and reports Internet use to servers on the Internet. A Trojan horse is a malicious program that disguises itself as a useful program. Programs do not run when you simply read an e-mail attachment. However, many malicious script programs are disguised as simple text files and can cause damage if you run the script file.

### References

LabSim for PC Pro, Section 12.6.  
[pcpro2016\_all\_questions\_en.exm MALWARE\_12]

#### ▼ Question 19: Incorrect

You have installed anti-malware software that checks for viruses in e-mail attachments. You configure the software to quarantine any files with problems. You receive an e-mail with an important attachment, but the attachment is not there. Instead, you see a message that the file has been quarantined by the anti-malware software. What has happened to the file?

- It has been deleted from your system.
- ➔  It has been moved to a folder on your computer.
- The infection has been removed, and the file has been saved to a different location.
- The file extension has been changed to prevent it from running.

### Explanation

Quarantine moves the infected file to a secure folder where it cannot be opened or run normally. By configuring the software to quarantine any problem files, you can view, scan, and possibly repair those files. Quarantine does not automatically repair files. Deleting a file is one possible action to take, but this action removes the file from your system.

### References

LabSim for PC Pro, Section 12.6.  
[pcpro2016\_all\_questions\_en.exm MALWARE\_05]

#### ▼ Question 20: Incorrect

You use your computer to type documents in Portuguese that will be sent to Brazil. You purchase a second keyboard designed specifically for Portuguese.

Which option in Control Panel would you use to configure your computer for the new keyboard so you can switch between the Portuguese and English keyboards?

- System and Security
- Hardware and Sound
- Appearance and Personalization
- ➔  Clock, Language, and Region

### Explanation

Use the Clock, Language, and Region option in Control Panel to manage language support for your system. An input language identifies the language, font, and keyboard layouts that can be used on the system.

You use Hardware and Sound to configure hardware, such as adding a new printer. You use System and Security to configure system-wide settings such as File History and Storage Spaces. You use Appearance and Personalization to manage the desktop theme.

### References

LabSim for PC Pro, Section 9.2.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_PREFS\_02]

▼ **Question 21:** Incorrect

Which of the following Windows command line utilities would you use to realign the file structure on the disk to optimize performance?

- chkdsk
- Disk Management
- fdisk

➔  defrag

### Explanation

Use the defrag command to place files in contiguous order on the disk and thus realign the file structure to optimize performance. Use chkdsk to search the system for lost allocation units and corrupted files. The fdisk utility can be used on older versions of Windows to create, and delete partitions. You can use Disk Management to access the properties of a volume and then run the Defragmentation graphical utility from there.

### References

LabSim for PC Pro, Section 5.9.

[pcpro2016\_all\_questions\_en.exm DEFRAG\_01]

▼ **Question 22:** Incorrect

Which tool can you use to view (but not modify) hardware and configuration information for your computer?

- ➔  Msinfo32
- Msconfig
- Event Viewer
- The System applet in Control Panel

### Explanation

Use MSInfo32 (System Information) to gather information about your computer, to diagnose issues with your computer, or to access other tools that are included with Windows. You can only view, but not modify, configuration settings in Msinfo32. Use the System Configuration Utility (Msconfig.exe) to configure the system startup options. Use Event Viewer to view logs about programs, system events, and security. Each entry is listed as a warning, error, or information event. The System option in Control Panel can be used to manage system settings such as Remote Desktop and System Protection.

### References

LabSim for PC Pro, Section 9.1.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_SYSTOOLS\_02]

▼ **Question 23:** Incorrect

You have an application that you would like to run every Monday at 3 p.m. on your Windows workstation. Which tool would you use to configure the application to run automatically?

- Msconfig
- Msinfo32
- Services
- Task Manager

➔  Task Scheduler

### Explanation

The Task Scheduler is a tool that you can use to automatically start an application or run a script based on events. Triggers identify conditions that start the task. Triggers include day and time,

logon, and in response to other system events.

You use the Services MMC to view and manage services on your computer. You use the Msconfig utility to configure how the Windows operating system will boot. You use Msinfo32 to view system information. You can use Task Manager to configure startup applications, but you can't use it to automatically run an application at a specific time.

## References

LabSim for PC Pro, Section 9.6.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_APP\_10]

### ▼ Question 24: Incorrect

A small business named BigBikes, Inc. has hired you to evaluate their wireless network security practices. As you analyze their facility, you note the following:

- They use an 802.11a wireless network.
- The wireless network SSID is set to BWLAN.
- The wireless network is not broadcasting the network SSID.
- The wireless network uses WPA2 with AES security.
- Omnidirectional access points are positioned around the periphery of the building.

Based on this information, what should you recommend your client do to increase their wireless network security?

- Upgrade to an 802.11g wireless network.
- Enable SSID broadcast.
- ➔  Implement directional access points.
- Change the SSID to something similar to BigBikeInc.
- Configure the wireless network to use WEP security.

## Explanation

You should recommend that they implement directional access points along the periphery of the building. Using omnidirectional APs in these locations can cause the wireless network radio signal to emanate outside the building, making it readily available to malicious individuals.

Enabling SSID broadcasts and using an SSID that is easily identifiable reduces the security of the wireless network; as would switching to WEP security. Switching to an 802.11g network offers no speed or security benefits and would require retrofitting all wireless equipment in the organization.

## References

LabSim for PC Pro, Section 12.9.

[pcpro2016\_all\_questions\_en.exm NET\_SEC\_WIRELESS\_10]

### ▼ Question 25: Incorrect

You are the PC technician for a company. You received the following email from an employee:

My email doesn't work. I keep getting email sent back to me, and I can't find any of my old emails. I don't think that the email program has ever worked well.

When you arrive at the user's desk, you ask him to show you how they usually go about their email tasks. You quickly determine that the problem is not with the program, but that the user needs to be trained on how to use the program. You have several important work tasks that need to be completed by the end of the day, and this is not high on your priority list.

What is the best way for you to respond?

- Inform the employee that there isn't anything wrong with the program and that he simply does not know how to use it correctly.
- ➔  Set up a time where you can sit down with the employee and show him how to complete common tasks.
- Tell the employee to ask their co-workers how to use the program if he come across further problems.
-

Direct the employee to the email program's help utility.

### Explanation

You should meet with the employee at a later time and show him how to use the email program. Even though teaching employees how to use their email isn't your biggest priority, that doesn't mean that it isn't a high priority to the employee.

Bluntly telling an employee that they don't know how to use a program properly is not respectful or helpful. You should not redirect questions to coworkers. If it is a problem that you can address yourself, it is your responsibility to provide assistance. Telling the employee to use the help utility in the email program may not be sufficient in educating them. You can tell them about the help utility for future reference, but do your best to answer any of their questions directly while you're working with them.

### References

LabSim for PC Pro, Section 2.2.

[pcpro2016\_all\_questions\_en.exm PC16\_PROFESSIONALISM\_02]

#### ▼ Question 26: Incorrect

Which of the following is the name of the core of the operating system that is loaded into memory when the system boots up? This part of the operating system is responsible for

- Controlling security
- Managing the file system
- Providing a platform for applications to run on

Central processing unit

Desktop

Driver

Interface

➔  Kernel

### Explanation

The *kernel* is the core of the operating system that is loaded into memory when the system boots up. The kernel is responsible for

- Controlling security
- Managing the file system
- Providing a platform for applications to run on

### References

LabSim for PC Pro, Section 1.4.

[pcpro2016\_all\_questions\_en.exm OSB\_03]

#### ▼ Question 27: Incorrect

You need to protect the user data on a Windows 10 system.

Which tools could you use to do this?

➔  Backup and Restore

➔  File History

Previous Versions

Storage Spaces

Work Folders

### Explanation

User data on a Windows 10 system can be protected using the following tools:

- File History can be used to protect user data. All user profile files (such as documents, music, and videos) are automatically backed up at a regular interval to a second storage device in the system.
- Backup and Restore can be used to back up user data to backup media on a specified

schedule.

Previous Versions was used on Windows 7 to provide a similar function to File History on Windows 8.1 and later. Storage Spaces are used to aggregate storage space from multiple storage devices in the system. Work Folders are used to make files available on other devices, even when the main system is offline.

## References

LabSim for PC Pro, Section 9.10.  
[pcpro2016\_all\_questions\_en.exm RT WINDOWS BACKUP 07]

### ▼ Question 28: Incorrect



To answer this question, complete the lab using information below.

[Launch Lab](#)

You did not complete the lab correctly.

You work as the IT Administrator for a small corporate network. A user accidentally installed an adware application on his laptop computer. He realized his mistake and used Programs and Features to uninstall it. However, whenever he starts Internet Explorer, it still automatically goes to a shopping site that appears to be dubious in nature.

Your task in this lab is to correct the system configuration parameter that was modified by the adware.

## References

LabSim for PC Pro, Section 12.11.  
[pcpro2016\_all\_questions\_en.exm HOMEPAGE SECURITY]

### ▼ Question 29: Incorrect

You need to protect the user data on a Windows 8.1 system.

Which tools could you use to do this?

- Backup and Restore
- NTBackup
- File History
- Previous Versions

## Explanation

User data on a Windows 8.1 system can be protected using File History. All user profile data (such as documents, music, and videos) are automatically backed up at a regular interval to a second storage device in the system.

Backup and Restore is not available on Windows 8. NTBackup is an older backup utility that was provided on earlier versions of Windows. It is not available on Windows 7 or later. Previous Versions was used on Windows 7 to provide a similar function to File History on Windows 8.1 and later.

## References

LabSim for PC Pro, Section 9.10.  
[pcpro2016\_all\_questions\_en.exm RT WINDOWS BACKUP 06]

### ▼ Question 30: Incorrect

When running a program on a Windows system, you get an error message indicating that a specific DLL file cannot be located. What should you try first to fix the problem?

- Move the file that cannot be located to the Windows system directory.

- Add memory to the system.
- Reboot and try the program again.
- Reinstall the program.
- ➔  Check the working (Start In) directory identified by the shortcut.

### Explanation

The first thing to try would be to check the working (Start In) directory specified by the shortcut. The program looks in the start-in directory to locate necessary support files.

### References

LabSim for PC Pro, Section 9.14.  
[pcpro2016\_all\_questions\_en.exm TRB\_OS\_09]

#### ▼ Question 31: Incorrect

You have a Windows 7 computer that was recently upgraded from Windows XP. An installed application worked fine in Windows XP, but now does not run in Windows 7. You have checked the application vendor's website, but there is no update available.

Which options should you try to run the application? (Select two.)

- Make all users who need to run the application members of the local Administrators group.
- Run the application in its own memory space.
- ➔  Run the application in XP Mode.
- ➔  Run the application in compatibility mode.

### Explanation

You can try two options:

- Use the compatibility mode in Windows to run older applications as if they were running under a different operating system version. Older applications are often written to require full system access, which is not allowed on Windows Vista because of UAC. Compatibility mode creates a shim or a layer that makes the application think it has access to the system that is typically denied in Windows 7.
- Run the application in XP Mode. Windows XP Mode (XPM) is a virtual machine package for Windows Virtual PC that provides a pre-installed, licensed copy of Windows XP Professional that you can use to run XP applications.

Granting users administrative privileges gives them rights to the entire system, not just to the single application. On Windows 7, most applications already run in a separate memory space.

### References

LabSim for PC Pro, Section 9.14.  
[pcpro2016\_all\_questions\_en.exm SYS\_ERROR\_07]

#### ▼ Question 32: Incorrect

Which of the following are true regarding the recovery partition on a Windows system?

- The recovery partition is created during a Startup Repair to store a temporary backup image of your Windows system.
- The recovery partition contains a Windows image that is periodically updated with the latest data from the running Windows system.
- ➔  The recovery partition can be used to restore the system to its original state when it shipped from the manufacturer.
- The recovery partition is used by the System Restore service to store restore points.
- The recovery partition can be used to restore user data.

## Explanation

A recovery partition is a partition created by some manufacturers on their computers' hard drives that contains image files or software that can be used to restore the system to its original state when it shipped from the factory.

The image within the recovery partition is static and is not updated by the Windows system, nor is it used by the System Restore service. It can't be used to restore user data.

## References

LabSim for PC Pro, Section 9.12.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_RESTORE\_04]

### ▼ Question 33: Incorrect

Which tool would you use to create and delete partitions on hard drives?

- Services
- Device Manager
- Disk Management
- Explorer

## Explanation

Use Disk Management to view, modify, and create partitions. Use Device Manager to update drivers and manage device-specific settings. Use the Services console to start and stop processes that run in the background. Use Explorer to view the contents of a volume, or to format a drive.

## References

LabSim for PC Pro, Section 5.7.

[pcpro2016\_all\_questions\_en.exm DISK\_MANAGEMENT\_02]

### ▼ Question 34: Incorrect

Which file system path is the default location for system files in Windows 10?

- C:\Program Files (x86)
- C:\Windows\System32
- C:\System32
- C:\Windows
- C:\Windows\Program Files (x86)

## Explanation

In Windows 10, the default location of system files is C:\Windows.

## References

LabSim for PC Pro, Section 11.1.

[pcpro2016\_all\_questions\_en.exm FILELOC\_12]

### ▼ Question 35: Incorrect

You are the network administrator for a small company. You purchase eight copies of Windows at a local retail outlet. You install Windows successfully on eight computers in the office. A month later you start receiving calls from those who have used those copies of Windows saying that they are no longer able to log on to their computers.

What should you do?

- Instruct the employees to disable their anti-virus software.
- Instruct the employees to perform a startup repair from the Advanced Startup Options menu.
- Instruct the employees to activate their Windows installation.
- Instruct the employees to boot into Safe Mode and revert to a prior restore point.

## Explanation

You have a 30-day grace period in which to activate your Windows product installation. If the grace period expires and you have not completed activation, all features of Windows except the product activation feature will stop working. All customers who purchase retail packaged products or a new computer from an original equipment manufacturer (OEM) have to activate the product.

## References

LabSim for PC Pro, Section 10.4.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_POSTINSTALL\_01]

### ▼ Question 36: Incorrect

You want to use a protocol that can encapsulate other LAN protocols and carry the data securely over an IP network. Which of the following protocols is suitable for this task?

- SLIP
- PPP
- PPTP
- NetBEUI

## Explanation

PPTP is used with VPNs, which allow you to send data securely over a public network.

## References

LabSim for PC Pro, Section 12.12.

[pcpro2016\_all\_questions\_en.exm VPN\_05]

### ▼ Question 37: Incorrect

Match the virtualization implementations on the left with the appropriate characteristic on the right. Each type of implementation may be used once, more than once, or not at all.

The virtual machine completely simulates a physical computer system.

Full virtualization

Operating systems do not need modification to run within virtual machines.

Full virtualization

Only some of the components of a virtual machine are virtualized.

Partial virtualization

Guest operating systems directly access hardware resources in the hypervisor host system.

Paravirtualization

## Explanation

In full virtualization, the virtual machine completely simulates a real physical host. This allows most operating systems and applications to run within the virtual machine without being modified in any way.

In partial virtualization, only some of the components of the virtual machine are virtualized. The operating system uses some virtual components and some real physical hardware components in the actual device where the hypervisor is running.

In paravirtualization, the hardware is not virtualized. All of the guest operating systems running on the hypervisor directly access various hardware resources in the physical device; components are not virtual.

## References

LabSim for PC Pro, Section 10.5.

[pcpro2016\_all\_questions\_en.exm VIRTUAL\_MACHINE\_05]

### ▼ Question 38: Incorrect

A user reports that her system is running slow when saving files. You determine that you will need to upgrade her hard disk. You identify the components that are required and decide to



schedule the repair for later that afternoon.

Up to this point, which step have you forgotten in your troubleshooting process?

- Verify system functionality.
- Perform a backup.
- Create an action plan.
- Implement the solution.

### Explanation

You need to perform a backup before making changes. The backup could be used to restore current settings or data in the event of additional issues resulting from the troubleshooting process. You have already established a probable cause and created an action plan. Verifying and documenting the solution occurs after the problem has been resolved.

### References

LabSim for PC Pro, Section 2.5.  
[pcpro2016\_all\_questions\_en.exm PC 2016 BACKUP]

#### ▼ Question 39: Incorrect

You use productivity apps on your iPad tablet device while traveling between client sites. You're concerned that you may lose your iPad while on the road and want to protect the data stored on it from being compromised. Currently, your iPad uses a 4-digit PIN number for a passcode. You want to use a more complex alpha-numeric passcode. You also want all data on the device to be erased if the wrong passcode is entered more than 10 consecutive times. What should you do? (Select two.)

- Enable the Erase Data option.
- Disable the Simple Passcode option.
- Enable the Complex Passcode option.
- Enable the Require Passcode option.
- Enable the Restrictions option.
- Enable the Wipe Drive option.

### Explanation

To use a complex alpha-numeric passcode, you must disable the Simple Passcode option under Settings > General. To cause all data on the device to be erased if the wrong passcode is entered more than 10 consecutive times, you must enable the Erase Data option located in the same screen.

The Require Passcode option is enabled automatically regardless of what type of passcode you have configured. The Restrictions option is used to restrict access to specific apps. There're no Complex Passcode and Wipe Drive options on an iPad.

### References

LabSim for PC Pro, Section 8.5.  
[pcpro2016\_all\_questions\_en.exm MOBILE\_DEVICE\_04]

#### ▼ Question 40: Incorrect

Your anti-malware software has detected a virus on your Windows 10 system. However, the anti-malware software is unable to remove it, and when you try to delete the files, you can't because they are in use.

What should you try first?

- Update the anti-malware definition files
- Run Sfc.exe
- Reset the operating system

- ➔  Boot into Safe Mode and try removing the malware

## Explanation

If a malware process is running and you are unable to stop it, try booting into Safe Mode, then run the scanning software to locate and remove the malware (or delete the files manually). Safe Mode loads only the required drivers and processes.

Anti-malware definition files are used to identify a virus; in this case, the anti-malware software has already detected the virus so the files are sufficiently up-to-date to detect the virus. Resetting the operating system might be necessary, but should only be tried after all other measures have failed. Sfc.exe checks and repairs system files.

## References

LabSim for PC Pro, Section 12.13.  
[pcpro2016\_all\_questions\_en.exm TRB\_SECURITY\_01]

### ▼ Question 41: Incorrect

Which of the following are safe methods of lifting heavy objects? (Select two.)

- Pull up with your arms
- ➔  Bend your knees with your back straight
- Bend at the waist
- Use a lifting strap around the object and your neck
- ➔  Lift with your legs

## Explanation

When lifting heavy objects, bend your knees and keep your back straight, using your legs to lift objects. The other lifting methods listed may cause serious injury.

## References

LabSim for PC Pro, Section 2.1.  
[pcpro2016\_all\_questions\_en.exm PC 2016 SAFE LIFTING]

### ▼ Question 42: Incorrect

You want to configure your Windows 10 workstation such that it can get Windows updates directly from other Windows 10 systems on the network that have already downloaded them from Microsoft.

Click the option you would use in the Settings app to do this.

## Choose how updates are installed

Automatic (recommended) ▼

Keep everything running smoothly. We'll restart your device automatically when you're not using it. Updates won't download over a metered connection (where charges may apply).

Give me updates for other Microsoft products when I update Windows.

Defer upgrades  
[Learn more](#)

[View your update history](#)

[Choose how updates are delivered](#) ➔

## Get Insider Preview builds

Be one of the first to see future updates and improvements to Windows and provide feedback.

Get started

### Explanation

If you select the Choose How Updates are Delivered option in the Settings app, you can configure your system to get Windows update directly from Microsoft or from other workstations on the local network that have already download the updates your system needs. You can also configure your system to deliver updates to other Windows 10 systems.

### References

LabSim for PC Pro, Section 9.9.

[pcpro2016\_all\_questions\_en.exm RT WINDOWS UPDATE 01-PB]

#### ▼ Question 43: Incorrect

Which of the following is the most secure security protocol for wireless networks?

- WPA2
- WPA
- 802.11n
- BitLocker
- WEP

### Explanation

WEP, WPA, and WPA2 are all security protocols for wireless networks. However, WPA2 provides much stronger security than WEP or WPA.

802.11n is a wireless standard with specific parameters for wireless data transmission. BitLocker is a Microsoft solution that provides hard drive disk encryption.

### References

LabSim for PC Pro, Section 12.9.

[pcpro2016\_all\_questions\_en.exm NET\_SEC\_WIRELESS\_01]

#### ▼ Question 44: Incorrect

Which of the following is the best device to deploy to protect your private network from a public untrusted network?

- Gateway
- Firewall
- Router
- Hub

### Explanation

A firewall is the best device to deploy to protect your private network from a public untrusted network. Firewalls are used to control traffic entering and leaving your trusted network environment. Firewalls can manage traffic based on source or destination IP address, port number, service protocol, application or service type, user account, and even traffic content. Routers offer some packet-based access control, but not as extensive as that of a full-fledged firewall. Hubs and gateways are not sufficient for managing the interface between a trusted and an untrusted network.

### References

LabSim for PC Pro, Section 12.10.

[pcpro2016\_all\_questions\_en.exm FIREWALL\_05]

▼ **Question 45:** Incorrect

Drag each definition on the left to its corresponding performance counter on the right. Each definition may be used once, more than once, or not at all.

Disk  
Queue  
Length

The number of read and write requests that are waiting to be processed.

Processor  
utilization

The amount of time the processor spends performing non-idle tasks.

Commit  
Charge

The amount of memory that has been assigned to running processes.

Disk Time

The amount of time that the disk subsystem is busy reading from and writing to disk.

Page File    Memory  
Usage        Pages per  
              Second



The number of hard faults that occur each second.

## Explanation

Be familiar with the following system performance utilization statistics:

- Processor utilization is the amount (percentage) of time the processor spends doing non-idle tasks.
- The % Disk Time statistic identifies the percentage of time that the disk subsystem is busy reading from and writing to disk.
- The average disk queue length tells you the number of read and write requests that are typically waiting to be processed.
- The commit charge identifies how much memory has been assigned to running processes.
- The memory pages per second statistic identifies the number of hard faults that occur each second.

## References

LabSim for PC Pro, Section 9.3.

[pcpro2016\_all\_questions\_en.exm RT PERF MON 03]

▼ **Question 46:** Incorrect

Which of the following is true of the Guest user account on a Windows system?

- It can view files but not run applications.
- It is disabled by default.
- It cannot shut down the system.
- It can view but not modify system files.

## Explanation

The Guest user account is disabled by default on a Windows system. You must explicitly enable it to allow the account to be used for logon.

The Guest account can view some files and run most applications. However, it cannot view or modify system files. The Guest account can shut down the system.

## References

LabSim for PC Pro, Section 9.4.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_USERS\_01]

▼ **Question 47:** Incorrect

A customer complains of a slowly-operating Windows system. In researching the problem, you notice that the computer's hard disk drive light stays illuminated for long periods of time as more applications are loaded. To speed up the computer, which of the following components should you consider upgrading?

- System board
- CPU
- Memory
- Hard disk drive

## Explanation

When a Windows-based computer does not have sufficient memory, data is often written to the paging file on the system hard disk drive. To speed up the computer, you should add more memory so the computer does not need to rely on virtual memory. Memory is often the first component you should consider upgrading to improve performance. Upgrading the CPU could result in faster performance, but the fact that the hard disk light is on constantly indicates heavy use of virtual memory.

## References

LabSim for PC Pro, Section 9.14.

[pcpro2016\_all\_questions\_en.exm TRB\_OS\_04]

▼ **Question 48:** Incorrect

A user within your organization received an email relating how an account containing a large sum of money has been frozen by the government of a small Middle Eastern nation. The user was offered a 25% share of this account if she would help the sender transfer it to a bank in the United States. The user responded and was instructed to wire \$5,000 to the sender to facilitate the transfer. She complied, but has not heard from the sender since.

What type of attack occurred in this scenario?

- Vishing
- Eavesdropping
- Nigerian 419 scam
- Man-in-the-Middle

## Explanation

A phishing attack has occurred in this scenario. This particular attack is sometimes referred to as a *Nigerian 419 scam* and is very common.

Vishing is similar to phishing but instead of an email, the attacker uses Voice over IP (VoIP) to gain sensitive information. Eavesdropping refers to an unauthorized person listening to conversations of employees or other authorized personnel discussing sensitive topics. A Man-in-the-Middle attack is a technological attack where a malicious person intercepts network communications between two hosts, posing as the sender to the receiver and as the receiver to the sender.

## References

LabSim for PC Pro, Section 12.13.

[pcpro2016\_all\_questions\_en.exm TRB\_SECURITY\_08]

▼ **Question 49:** Incorrect

You need to configure settings for a USB printer that you have just connected to your Windows 7 system. Which option in Control Panel should you use to do this?

- Network and Internet

System and Security

Hardware and Sound

Appearance and Personalization

## Explanation

You can view (and configure) printers on Windows 7 by clicking on Hardware and Sound in Control Panel. The System and Security area in Control Panel is used to access the Action Center, configure the Windows Firewall, and configure automatic backups. Network and Internet is used to manage network connections. Appearance and Personalization is used to configure desktop themes and screen resolution.

## References

LabSim for PC Pro, Section 9.1.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_PREFS\_08]

### ▼ Question 50: Incorrect

Which of the following is a myth regarding electrostatic discharge (ESD)?

- Sitting down or standing up from a chair can create static electricity.
- If you can't feel ESD, the surge is not sufficient to harm computer components.
- Simply touching an object can create static electricity. You do not have to rub the object.
- Most often, ESD degrades computer components, and they fail at a later date.

## Explanation

To be felt, an ESD charge has to reach levels of approximately 3,000 volts. Some computer components can be destroyed by discharges as low as 20 or 30 volts. The other statements about ESD are true.

## References

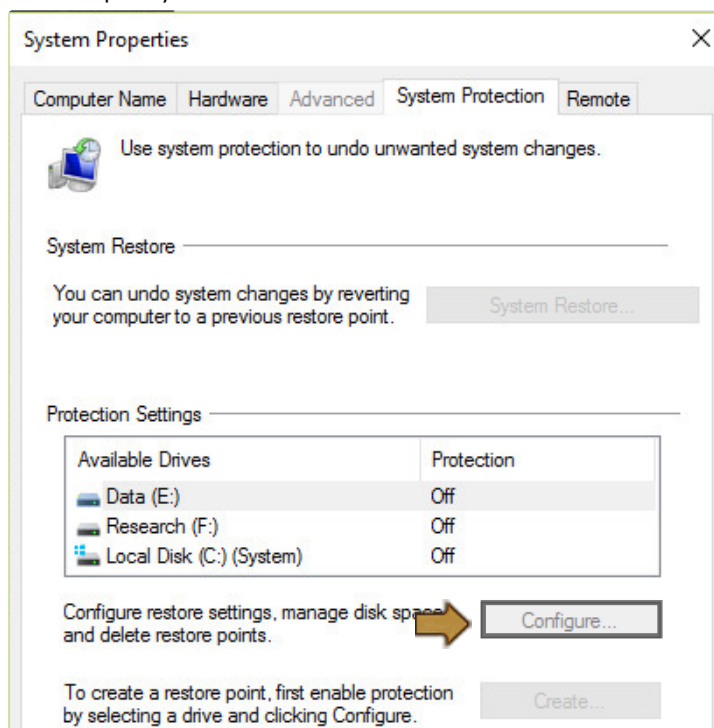
LabSim for PC Pro, Section 2.1.

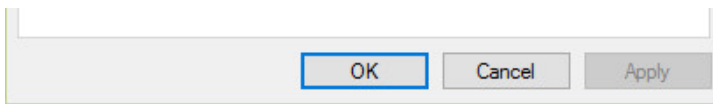
[pcpro2016\_all\_questions\_en.exm PC 2016 ESD MYTH]

### ▼ Question 51: Incorrect

System Restore is currently disabled for all volumes on a Windows 10 system. You need to enable System Protection for the C: volume.

Click the option you would select to do this.





## Explanation

To enable system protection in this scenario, you would select the C: volume from the Available Drives list and then click **Configure**.

The System Restore option is used to revert the system to an existing restore point. The Create option is used to manually create a restore point. However, this can't be done until System Protection is first enabled on the volume. The Advanced tab is used to manage advanced system settings, such as visual effects and virtual memory.

## References

LabSim for PC Pro, Section 9.11.

[pcpro2016\_all\_questions\_en.exm RT SYSTEM RESTORE 03-PB]

### ▼ Question 52: Incorrect

You want a security solution that protects the entire hard drive, preventing access even when it is moved to another system. Which solution would you choose?

- BitLocker
- VPN
- EFS
- IPsec

## Explanation

BitLocker is a Microsoft security solution which encrypts the entire contents of a hard drive, protecting all files on the disk. BitLocker uses a special key which is required to unlock the hard disk. You cannot unlock/decrypt a drive simply by moving it to another computer. EFS is a Windows file encryption option, but only encrypts individual files. Encryption and decryption is automatic and dependent upon the file's creator and whether other users have read permissions. A virtual private network (VPN) uses an encryption protocol (such as IPsec, PPTP, or L2TP) to establish a secure communication channel between two hosts, or between one site and another site. Data that passes through the unsecured network is encrypted and protected.

## References

LabSim for PC Pro, Section 12.8.

[pcpro2016\_all\_questions\_en.exm ENCRYPT\_02]

### ▼ Question 53: Incorrect

Which option used with the copy command makes sure that all copied files are written correctly after they have been copied?

- /a
- /v
- /n
- /y

## Explanation

The copy /v command verifies files after they are copied. copy /a specifies that the file is an ASCII text file. The copy /n command copies files using short filenames. The copy /y command will not prompt you before each overwrite operation.

## References

LabSim for PC Pro, Section 11.2.

[pcpro2016\_all\_questions\_en.exm FILEMAN\_08]

### ▼ Question 54: Incorrect

Which of the following Mac features is used to launch apps, switch between running apps, access

the Trash, and also to access specific folders.

- Spotlight
- Mission Control
- Dock
- Terminal

## Explanation

The *Dock* is the main taskbar in Mac OS. The Dock is used to launch apps, switch between running apps, access the Trash, and also access specific folders.

Terminal is Mac OS's command line interface utility. It is extremely similar to the terminal used in Linux systems. Spotlight is an indexing utility that can perform system-wide searches to locate folders, files, apps, and Internet results that contain the specified search phrase. Mission Control is a desktop and windows management utility that is used to access several Mac OS features.

## References

LabSim for PC Pro, Section 1.6.

[pcpro2016\_all\_questions\_en.exm DOCK]

### ▼ Question 55: Incorrect

Which tool in Windows 10 would you use to browse all networks and shared folders to which a user has access? (Select three.)

- Network Neighborhood
- Network
- Computer Management
- Windows Explorer
- File Explorer
- Computer

## Explanation

In Windows 10, *Network* acts as a built-in network browser showing all networks and shared folders to which the user has access. This same information can be viewed in *Computer* and *File Explorer*. Network Neighborhood was used in previous Windows versions, but was replaced by My Network Places in Windows 2000, Me, and XP and by Network in Windows Vista, Windows 7, and Windows 8. Computer Management and Device Manager are used to manage hardware and software in the Windows system and can't be used to browse the network.

Windows Explorer was replaced by File Explorer in Windows 10.

## References

LabSim for PC Pro, Section 11.4.

[pcpro2016\_all\_questions\_en.exm SHARED\_09]

### ▼ Question 56: Incorrect

Your organization employs a group of traveling salespeople who need to access the corporate home network through the Internet while they are on the road. You want to funnel remote access to the internal network through a single server. Which solution should you implement?

- VPN concentrator
- DMZ
- Host-to-host VPN
- Site-to-site VPN

## Explanation

With a remote access VPN, a server on the edge of a network (called a VPN concentrator) is



configured to accept VPN connections from individual hosts. Hosts that are allowed to connect using the VPN connection are granted access to resources on the VPN server or the private network.

A demilitarized zone (DMZ), also called a screened subnet, is a buffer network (or subnet) that sits between the private network and an untrusted network (such as the Internet). With a host-to-host VPN, two hosts establish a secure channel and communicate directly with each other. With a site-to-site VPN, the routers on the edge of each site establish a VPN connection with the router at the other location.

## References

LabSim for PC Pro, Section 12.12.

[pcpro2016\_all\_questions\_en.exm VPN\_03]

### ▼ Question 57: Incorrect

What is the best countermeasure against social engineering?

- ➔  User awareness training
- Acceptable use policy
- Strong passwords
- Access auditing

## Explanation

The best countermeasure to social engineering is user awareness training. If users understand the importance of security and the restrictions on types of information, they are less likely to reveal confidential information or perform unauthorized activities at the prompting of a stranger or a claimed identity over the phone.

## References

LabSim for PC Pro, Section 12.4.

[pcpro2016\_all\_questions\_en.exm SOCMED\_SECURITY\_04]

### ▼ Question 58: Incorrect

You are troubleshooting a Windows 7 system that won't boot. The system appears to initialize just fine and post completes correctly. However, Windows doesn't load, and an error message is displayed on the screen, indicating that the BOOTMGR is missing. You determine that this is a symptom of a corrupt or missing boot sector.

To fix the issue, you do the following:

1. Boot the system from the Windows 7 installation DVD.
2. Access the Recovery Environment.
3. Open a Command window.

Enter the command you can run at the command prompt to address this issue.

bootrec /fixboot

## Explanation

The **bootrec /fixboot** command repairs the boot sector.

## References

LabSim for PC Pro, Section 9.15.

[pcpro2016\_all\_questions\_en.exm SYS\_ERROR\_23]

### ▼ Question 59: Incorrect

A user asks you to perform a task that you do not know how to do and is not in the scope of your job duties.

What is the best way to respond?

- ➔  Explain to the user that this is not a task you can perform, but you will do your best to contact someone who can perform the task.
- Tell the user that they will need to find someone else to take care of their problem.
- Tell the user that isn't in your job description and move on with your current task.

- Try to perform the task by yourself.

## Explanation

The best way to respond is to explain to the user that this is not a task you can perform, but you will do your best to contact someone who can take care of the job and arrange for them to perform the task.

You should never try to perform a task that is beyond your ability or job description. You could end up making the problem worse. If there is ever a task that you can't perform, you should not leave it up to the user to find the correct people. This can make a user feel overwhelmed or abandoned.

## References

LabSim for PC Pro, Section 2.2.

[pcpro2016\_all\_questions\_en.exm PC16\_PROFESSIONALISM\_03]

### ▼ Question 60: Incorrect

Your computer has a single NTFS partition used for the C: drive with the following folders:

- C:\Confidential
- C:\PublicReports

In the C:\Confidential folder, you edit the properties for the following two files and assign the Deny Read permission to the Users group:

- Reports.doc
- Costs.doc

The C:\PublicReports folder allows the Full Control permission to the Users group. There are no other permissions assigned except for the default permissions. You then take the following actions:

- Move Reports.doc from C:\Confidential to C:\PublicReports.
- Copy Costs.doc from C:\Confidential to C:\PublicReports.

What permissions do members of the Users group have to these two files in the C:\PublicReports folder?

- Allow Full Control to Reports.doc; Deny Read to Costs.doc
- Allow Full Control to both
- ➔  Deny Read to Reports.doc; Allow Full Control to Costs.doc
- Deny Read to both

## Explanation

Users have Deny Read to the Reports.doc file; moving the file to the new folder on the same drive preserves the NTFS permissions assigned to the file.

Users have Allow Full Control to the Costs.doc file; copying the file to the new folder removes any existing NTFS permissions so that only inherited permissions apply.

## References

LabSim for PC Pro, Section 11.3.

[pcpro2016\_all\_questions\_en.exm NTFS\_06]

### ▼ Question 61: Incorrect

Which system utility would you use to troubleshoot hardware devices, examine and control the resources used by specific devices, and install updated device drivers?

- Msconfig
- Msinfo32
- Services console
- ➔  Device Manager

- System Restore

## Explanation

Use Device Manager to troubleshoot hardware devices, examine and control the resources used by specific devices, and install updated device drivers.

System Restore takes periodic snapshots, called restore points, of the system configuration. The Msconfig utility is used to customize the way the system boots. The Msiinfo32 utility is used to view system configuration and hardware information. The Services console is used to manage system services.

## References

LabSim for PC Pro, Section 9.1.  
[pcpro2016\_all\_questions\_en.exm WINDOWS\_SYSTOOLS\_24]

### ▼ Question 62: Incorrect

The D:\ drive in your computer has been formatted with NTFS. The Mary user account has been assigned the following permissions:

- Allow Full Control to the D:\Reports folder
- Deny Full Control to the D:\Sales folder
- Deny Full Control to the D:\Reports\2010reports.doc file
- Allow Full Control to the D:\Sales\2010sales.doc file

What effective permissions does Mary have to both files?

- Allow Full Control to D:\Reports\2010reports.doc; Deny Full Control to D:\Sales\2010sales.doc
- ➔  Deny Full Control to both
- Allow Full Control to both
- Deny Full Control to D:\Reports\2010reports.doc; Allow Full Control to D:\Sales\2010sales.doc

## Explanation

Mary has Deny Full Control to both files. With NTFS permissions, Deny permissions always override Allow permissions, regardless of whether the permissions are inherited or explicitly assigned to a file.

## References

LabSim for PC Pro, Section 11.3.  
[pcpro2016\_all\_questions\_en.exm NTFS\_09]

### ▼ Question 63: Incorrect

Which of the following is true of online software activation? (Select three.)

- ➔  With personal software licenses, the limit is usually 1-3 online activations.
- ➔  Persistent activation may require the license to be continuously re-activated online at a preconfigured interval.
- With enterprise licenses, the software vendor tracks how many times each license code is activated and automatically charges the enterprise for activations above the license limit.
- ➔  Before running a newly installed application, the user must activate their license online on the software vendor's website.
- The software vendor does not track how many times each license code is activated, but uses persistent activation to annually audit the number of licenses being used.
- Since the license account information is stored online, it is usually not affected by operating system upgrades or migrations.

## Explanation

Online software activation

- Requires users to activate their software online with the vendor before they can run a newly installed application. For personal software licenses, the limit is usually 1-3 activations.
- Allows the software vendor to track how many times each license code is activated and to block further activations after the license limit has been met.
- Can be done as a one-time activation. With one-time activation, the license is activated once, usually right after the product is installed. Once activated, the product remains activated.
- Can require persistent activation. With persistent activation, the license is continuously re-activated online at a preconfigured interval. This allows the software vendor to deactivate installations if the conditions of the license agreement have been violated.
- Can be affected by operating system upgrades or migrations, which can deactivate the software.

## References

LabSim for PC Pro, Section 9.8.

[pcpro2016\_all\_questions\_en.exm DRM\_04]

### ▼ Question 64: Incorrect

A user works primarily in your organization's production area. However, she frequently needs to access data stored on her Windows 10 desktop system in her office while on the production floor. She would like to be able to use a system in the production area to remotely access her desktop system using a network connection.

Which groups on her desktop system could you make her user account a member of to enable this configuration? (Select two.)

- Users
- ➔  Administrators
- Power Users
- Guests
- ➔  Remote Desktop Users

## Explanation

Only users who are members of the Administrators or Remote Desktop Users groups are allowed to establish Remote Desktop sessions with a Windows system. Either group may be used; however, in this scenario, the best option would probably be to make her a member of the Remote Desktop Users group instead of Administrators to avoid granting her too many permissions and rights.

Members of the Power Users, Users, and Guests groups are not allowed to establish Remote Desktop connections with a Windows system.

## References

LabSim for PC Pro, Section 9.5.

[pcpro2016\_all\_questions\_en.exm RT REMOTE CON 02]

### ▼ Question 65: Incorrect

Which of the following is a form of attack that tricks victims into providing confidential information, such as identity information or logon credentials, through emails or Websites that impersonate an online entity that the victim trusts, such as a financial institution or well-known e-commerce site?

- ➔  Phishing
- Social engineering
- Fraggie attack
- Session hijacking

## Explanation

Phishing tricks victims into providing confidential information, such as identity information or logon credentials, through emails or Websites that impersonate an online entity that the victim trusts, such as a financial institution or well-known e-commerce site. Phishing is a specific form of

social engineering. A fraggle attack uses spoofed UDP packets to flood a victim with echo requests using a bounce network, thus it is similar to Smurf. Session hijacking takes over a logon session from a legitimate client, thus impersonating the user and taking advantage of their established communication link.

## References

LabSim for PC Pro, Section 12.4.  
[pcpro2016\_all\_questions\_en.exm SOCMED\_SECURITY\_02]

### ▼ Question 66: Incorrect

You are preparing for an installation of 64-bit Windows 10 on a computer that is currently running a 64-bit version of Windows 7. You perform a hardware inventory on the computer and note the following:

- Processor = 2.0 GHz
- Free Hard Drive Space = 200 GB
- RAM = 1 GB
- DVD drive = 18x
- 100 Mbps NIC

You need to prepare this computer to ensure that it meets the minimum hardware requirements of Windows 10. What should you do?

- Add another hard drive with a minimum of 500 GB of free space.
- Upgrade to a Blu-ray optical drive.
- ➔  Upgrade to at least 2 GB of RAM.
- Upgrade to a 2.5 GHz or faster processor.

## Explanation

The minimum memory requirement for a 64-bit Windows 10 installation is 2 GB (more is recommended). The minimum requirements for running 64-bit Windows 10 are listed below:

- 1 GHz or faster processor
- 2 GB RAM
- 20 GB of free disk space
- DirectX 9 graphics device with WDDM 1.0 or higher driver
- 800 x 600 display

## References

LabSim for PC Pro, Section 10.2.  
[pcpro2016\_all\_questions\_en.exm WINDOWS\_PREINSTALL\_03]

### ▼ Question 67: Incorrect

You need to enable Remote Desktop on a user's Windows 10 system so that you can manage it over the network from your office.

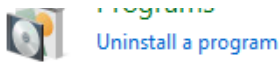
Click the option you would use in Control Panel to do this.

### Adjust your computer's settings

View by: Category ▼

The screenshot shows the Windows 10 Settings application with the 'System and Security' category selected. The 'System and Security' category is highlighted with a blue box and a blue arrow pointing to it. Below it, the following categories are visible:

- System and Security** (highlighted)
  - Review your computer's status
  - Save backup copies of your files with File History
  - Backup and Restore (Windows 7)
  - Find and fix problems
- Network and Internet**
  - View network status and tasks
  - Choose homegroup and sharing options
- Hardware and Sound**
  - View devices and printers
  - Add a device
- Programs**
- User Accounts**
  - Change account type
- Appearance and Personalization**
  - Change the theme
  - Adjust screen resolution
- Clock, Language, and Region**
  - Add a language
  - Change input methods
  - Change date, time, or number formats
- Ease of Access**
  - Let Windows suggest settings
  - Optimize visual display



## Explanation

To enable Remote Desktop on a Windows 10 system, you access Control Panel and select **System and Security > Allow remote access**.

The Network and Internet option in Control Panel is used to manage network connections. The User Accounts option is used to manage user accounts.

## References

LabSim for PC Pro, Section 9.5.

[pcpro2016\_all\_questions\_en.exm RT REMOTE CON 01-PB]

### ▼ Question 68: Incorrect

Besides protecting a computer from under-voltages, a typical UPS also performs which other actions? (Select two.)

- Conditions the power signal
- Prevents ESD
- Protects network cabling from EMI
- Prevents electric shock
- Protects from over-voltages

## Explanation

A typical UPS protects a computer from overvoltages as well as undervoltages. Also, because the quality of the electrical signal provided by a UPS battery is not as good as the AC power from the wall outlet, UPS devices often have built-in line conditioners.

## References

LabSim for PC Pro, Section 2.4.

[pcpro2016\_all\_questions\_en.exm PC 2016 UPS FEATURES]

### ▼ Question 69: Incorrect

You need to backup user data on a Windows 10 system. The computer has a single SSD storage device installed that contains both the Windows operating system (in C:\Windows) and user profile data (in C:\Users). You plan to do the following:

- Use Backup and Restore to backup user data.
- Run the backup automatically every night at 11 P.M.
- Store the backups in the C:\Backups folder.
- Include a system image in each backup.

Will this configuration work?

- No, system image backups can't be scheduled with Backup and Restore. They must be run manually.
- No, backups created with Backup and Restore can't be stored on the same drive containing the information being backed up.
- No, Windows 10 does not include the Backup and Restore utility. File History must be used instead.
- Yes, all of the requirements for using Backup and Restore have been met.

## Explanation

The configuration in the scenario will not work because backups created with the Backup and Restore utility can't be stored on the same drive containing the information being backed up. To fix this issue, a second hard disk or an external storage device needs to be added to the system.

Windows 10 includes both File History and Backup and Restore utilities. System image backups can be included within a scheduled file backup.

## References

LabSim for PC Pro, Section 9.10.

[pcpro2016\_all\_questions\_en.exm RT WINDOWS BACKUP 08]

▼ **Question 70:** Incorrect

You work at the IT Help Desk in your company. An employee calls to report a problem with her workstation and a service ticket is assigned to you. You respond to the service ticket immediately and arrive at the employee's workstation within minutes; however, when you begin speaking to her, you can't understand what she is saying because she is speaking Spanish, and you do not understand Spanish.

What should you do?

- Walk away and assign the problem to someone else
- Use hand gestures to communicate
- Ignore the user and start working on the computer

➔  Find an interpreter

## Explanation

If you do not understand the language of a customer, then find an interpreter before solving the problem. Refusing to help will most-likely confuse, irritate, or offend the customer. You may be able to solve the problem without talking to the customer, but this action might take longer to discover the problem, and does not reflect professionalism in the workplace. Using hand gestures will most likely not work at all for technical communications.

## References

LabSim for PC Pro, Section 2.2.

[pcpro2016\_all\_questions\_en.exm PROFESSIONALISM 12]

▼ **Question 71:** Incorrect

Which of the following will help reduce the threat of static discharge when working on computer hardware? (Select two.)

- Leave the system plugged into a grounded wall outlet.
- Place your hardware on an insulating layer of 1/4 inch Styrofoam.
- ➔  Store unused components in static shielding bags.
- ➔  Remain in physical contact with the server chassis at all times.
- Reduce the humidity in the room to around 30%.
- Touch the leads on the PC components with your finger to dissipate any static charge.

## Explanation

To reduce the threat of static discharge when working on PC hardware, you should:

- Store unused components in static shielding bags.
- Remain in physical contact with the server chassis at all times.

Reducing the humidity will actually increase the likelihood of a static discharge. Leaving the system plugged into a grounded wall outlet may theoretically reduce the likelihood of a static discharge, but it's also extremely dangerous and should never be done. Always unplug your systems before working on them. Using Styrofoam near computer components will increase the build up of static electricity and should be avoided. You should never touch the leads of a component. If a static discharge occurs, the current will be carried directly to the most sensitive parts of the component.

## References

LabSim for PC Pro, Section 2.1.

[pcpro2016\_all\_questions\_en.exm PC 2016 ESD1]

▼ **Question 72:** Incorrect

You have implemented a regular backup schedule for a Windows system, backing up data files every night and creating a system image backup once a week. For security reasons, your company has decided to not store a redundant copy of the backup media at an offsite location.

Where would be the next best place to keep your backup media?

- In a locked in a room.
- On a shelf next to the backup device.
- In a drawer in your office.
- In a locked fireproof safe.

## Explanation

If you can't store backup tapes at an offsite location, you should make sure that the backup tapes are locked up (for security), and that measures are taken to protect the tapes from a disaster (such as a fire).

Strategies such as locking the tapes in a different room, keeping them on a shelf, or storing them in a drawer do not address both concerns.

## References

LabSim for PC Pro, Section 9.10.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_BACKUP\_04]

### ▼ Question 73: Incorrect

What type of authentication would require a user fingerprint or face recognition to get past the screen lock on a mobile device and get access to the device?

biometric authentication

## Explanation

A **biometric** authentication system attempts to identify a person based on metrics, or a mathematical representation, of the subject's biological attributes such as a fingerprint or a face recognition.

## References

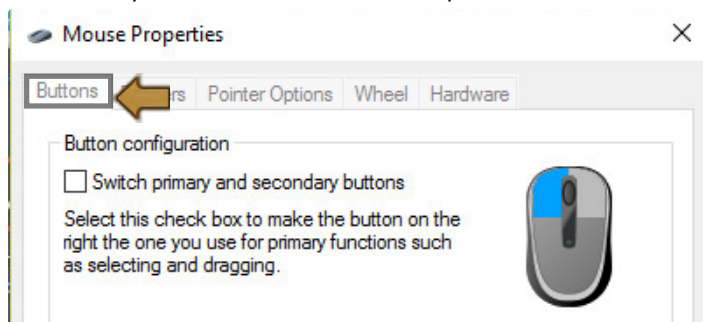
LabSim for PC Pro, Section 8.7.

[pcpro2016\_all\_questions\_en.exm MOBILE\_SEC\_05]

### ▼ Question 74: Incorrect

While using a new Windows system, you find that the double-click speed setting on the mouse pointer is set much slower than you would prefer. You want to increase the double-click speed setting.

Click the tab you would use in the Mouse Properties window to do this.



## Explanation

Mouse properties can be set in Control Panel by going to Hardware and Sound > Mouse. You use the Buttons tab to configure the button configuration, double-click speed, and ClickLock settings.

You use the Pointer Options tab to configure the pointer speed, snap-to, and visibility settings. The Pointers tab configures the pointer scheme. The Wheel tab configures vertical and horizontal scrolling settings. The Hardware tab is used to configure driver settings.

## References



LabSim for PC Pro, Section 9.2.  
[pcpro2016\_all\_questions\_en.exm RT MOUSE PREFS 02-PB]

▼ **Question 75:** Incorrect

Which of the following forms of networking is highly susceptible to eavesdropping (data interception) and must be secured accordingly?

- Dial-up
- ➔  Wireless
- ISDN
- DSL
- Satellite

### Explanation

All forms of networking are potentially vulnerable to eavesdropping. Wireless networks by definition broadcast network transmissions openly and therefore can be detected by outsiders. Subsequently wireless networks should maintain data encryption to minimize the risk of transmitting information to unintended recipients.

### References

LabSim for PC Pro, Section 12.8.  
[pcpro2016\_all\_questions\_en.exm ENCRYPT\_05]

▼ **Question 76:** Incorrect

Which term refers to a software implementation of a computer system that executes programs like a physical machine?

- Physical host
- ➔  Virtual machine
- Hypervisor
- Workload management

### Explanation

A virtual machine is a software implementation of a computer system that executes programs like a physical machine. A virtual machine functions as a self-contained and autonomous system.

A hypervisor is a thin layer of software that resides between the virtual operating system(s) and the hardware. The physical host is the actual hardware that the hypervisor software runs on. Workload management relates to the portability of virtual machines.

### References

LabSim for PC Pro, Section 10.5.  
[pcpro2016\_all\_questions\_en.exm VIRTUAL\_MACHINE\_02]

▼ **Question 77:** Incorrect

What is the surest way to prevent the loss of important information on your mobile device if it is lost, stolen, destroyed, or there is a natural disaster?

- Configure your device to backup important data to your personal computer.
- Don't put important information on your mobile device.
- ➔  Configure your device to remotely backup important data to the Cloud.
- Only use apps, such as email apps, that store data on the app provider's servers.

### Explanation

The surest way to prevent the loss of important information on your mobile device is to configure your device to remotely backup important data to the Cloud.

Backing up data to your personal computer is not a bad idea, but if there's a natural disaster your

data is safer in the Cloud than it is on a single machine that could be damaged in the same disaster that affects your mobile device. Not putting important information on your mobile device is a practical impossibility, as is only using apps that store data (like messages in gmail) on the app provider's servers.

## References

LabSim for PC Pro, Section 8.8.

[pcpro2016\_all\_questions\_en.exm MOBTRB\_03]

### ▼ Question 78: Incorrect

Your organization is frequently visited by sales reps. While on-site, they frequently plug their notebook systems into any available wall jack, hoping to get Internet connectivity. You are concerned that allowing them to do this could result in the spread of malware throughout your network.

What should you do? (Select two.)

- Implement SNMP traps on your network switch.
- ➔  Implement static IP addressing.
- Enable port analysis on your network switch.
- ➔  Implement MAC address filtering.
- Implement private IP addressing with a Network Address Translation (NAT) router facing the Internet.

## Explanation

You should consider enabling MAC address filtering. MAC filtering is configured on your network switches and is used to restrict network access to only systems with specific MAC addresses. You could also consider assigning static IP addresses to your network hosts. By not using DHCP, visitor laptops connected to a wired Ethernet jack won't receive a valid IP address and won't be able to communicate with other hosts on your network.

Implementing SNMP traps, port analysis, or a NAT router will not prevent visitors from connecting to your network.

## References

LabSim for PC Pro, Section 12.9.

[pcpro2016\_all\_questions\_en.exm NET\_SEC\_WIRED\_02]

### ▼ Question 79: Incorrect

Match the Windows version on the left with the appropriate system requirements or features on the right. Each Windows version may be used only once.

1 GHz processor (support for PAE, NX, and SSE2 not required)

Windows 7

800 MHz processor

Windows Vista

Metro design interface

Windows 8/8.1

2 GB RAM for a 64-bit system

Windows 10

## Explanation

Both Windows 10 and Windows 8/8.1 require 2 GB RAM for a 64-bit system, but only Windows 8/8.1 uses the metro design interface.

Windows versions 10, 8/8.1 and 7 each require a 1 GHz processor, but Windows 7 does not require the processor to support PAE, NX, and SSE2.

Windows Vista only requires an 800 MHz processor.

## References

LabSim for PC Pro, Section 10.2.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_PREINSTALL\_14]

### ▼ Question 80: Incorrect

Match the operating system attribute on the left to the correct description on the right.

Ability to use multiple processing devices.

Multiprocessing

Ability to run multiple applications simultaneously.

Multitasking

Ability to run multiple parts of an application simultaneously.

Multithreading

## Explanation

Some operating systems also have attributes such as:

- **Multiprocessing** is the ability to use multiple processing devices.
- **Multitasking** is the ability to run multiple applications simultaneously.
- **Multithreading** is the ability to run multiple parts of an application simultaneously.

## References

LabSim for PC Pro, Section 1.4.

[pcpro2016\_all\_questions\_en.exm OSB\_02]

### ▼ Question 81: Incorrect

A malicious person calls an employee from a cell phone. She tells the employee that she is the vice president over the Accounting department in the employee's company. She relates that she has forgotten her password demands that the employee give her his password so that she can access the reports she needs for an upcoming presentation. She threatens to fire the employee if he does not comply.

What kind of attack has occurred in this scenario?

- Phishing
- Eavesdropping
- ➔  Masquerading
- Piggybacking

## Explanation

A masquerading attack has occurred. Masquerading involves an attacker convincing authorized personnel to grant them access to protected information by pretending to be someone who is authorized and/or requires that access. Usually, the attacker poses as a member of senior management. A sense of urgency is typically fabricated to motivate the user to act quickly.

## References

LabSim for PC Pro, Section 12.4.

[pcpro2016\_all\_questions\_en.exm SOCMED\_SECURITY\_08]

### ▼ Question 82: Incorrect

Don is an accountant in the Finance department, and for the last several months has been testing an online accounting program. After speaking with his manager, Don receives permission to download a streamlined version of the software, which requires a local installation. After downloading, Don tries to install the application on his Windows 10 workstation, but the operating system does not allow it. Out of frustration, he calls the Help Desk. The Help Desk personnel comes to Don's machine and installs the application without issue.

Which of the following is the most likely reason Don could not install the application?

- Incorrect service pack level
- ➔  Insufficient permissions

- Insufficient disk space
- Failed device driver

## Explanation

Most likely, Don cannot install the application because he has insufficient permissions. The Help Desk personnel has permissions to install applications, but Don does not. Insufficient space would keep an application from installing if it required more space than what is available, but in this case the Help Desk personnel was able to install it without issue. Device drivers are only needed for devices connecting to the computer, such as a keyboard or mouse. Service packs generally contain security-related hotfixes and do not affect the ability to install legitimate applications.

## References

LabSim for PC Pro, Section 9.14.  
[pcpro2016\_all\_questions\_en.exm TRB\_OS\_03]

### ▼ Question 83: Incorrect

You need to boot a Windows 7 system into Safe Mode. Which key should you press during the system boot to access the Advanced Boot Options menu?

- F9
- ALT
- F5
- F8

## Explanation

When working with Windows 7 and earlier, pressing the F8 button during the system boot brings up the Advanced Boot Options menu. This option is not available on Windows 8 and later.

## References

LabSim for PC Pro, Section 9.15.  
[pcpro2016\_all\_questions\_en.exm SYS\_ERROR\_01]

### ▼ Question 84: Incorrect

Which of the following best describes the use of Libraries in Windows?

- An indexing service that catalogues the contents of your hard drive for easy search and file categorization.
- Special folders that group files and folders, possibly stored in both local or network locations, into a single logical folder.
- A simple way of sharing files and resources on a small home network.
- Special folders that hold files of the same type (such as pictures, music, or video).

## Explanation

The Libraries feature is used to group files and folders, stored both locally and on network locations, into a single logical folder. When you open a library, you see the files and folders associated with that library as if they were in a single folder, even though the library contents might exist in several different locations in the file system. While Libraries can be used to group files of the same type, that is not their only purpose. System folders (such as My Pictures or My Videos) are typically used to group files by type. All files in these folders are within the same folder, unlike Libraries that logically group files from multiple locations. HomeGroups are a simple way of sharing resources and managing authentication to resources on a home network.

## References

LabSim for PC Pro, Section 11.1.  
[pcpro2016\_all\_questions\_en.exm FILELOC\_01]

### ▼ Question 85: Incorrect

You're using a Linux distribution that uses RPM for package management. Which command would you use to display a list of all packages available for installation within the Internet

repositories configured on this system?

- yum show all
- apt-get list
- ➔  yum list available
- ps -ef
- yum show available
- yum list all
- ps -e
- apt-get list available

### Explanation

On a Linux distribution that uses RPM for package management, entering **yum list available** at the command line will display a list of all packages available for installation within the Internet repositories yum is configured to use on this system.

### References

LabSim for PC Pro, Section 9.7.

[pcpro2016\_all\_questions\_en.exm LINAPP\_04]

▼ **Question 86:** Incorrect

Which tool can you use in Control Panel to control how times, dates, numbers, and currency are formatted and displayed for your computer?

- ➔  Clock, Language, and Region
- Administrative Tools
- Advanced System Settings
- Appearance and Personalization

### Explanation

Use the Clock Language, and Region option in Control Panel to control how times, dates, numbers, and currency are formatted and displayed, and to manage language capabilities for your system.

You use Administrative Tools to access MMC consoles such as Services and Computer Management. You use Advanced System Settings to access Device Manager and configure remote access settings. You use Appearance and Personalization to configure the desktop theme.

### References

LabSim for PC Pro, Section 9.2.

[pcpro2016\_all\_questions\_en.exm WINDOWS\_PREFS\_01]

▼ **Question 87:** Incorrect

The fan in a 450-Watt power supply is malfunctioning. What action should you take?

- Do not service the computer until the CPU fan also fails.
- ➔  Remove and replace the power supply.
- Open the power supply and replace the defective fan unit.
- Open the power supply and oil the fan.

### Explanation

Dangerous voltages can remain inside power supplies even when they are unplugged. Do not attempt any repairs on a power supply except completely replacing the power supply unit.

## References

LabSim for PC Pro, Section 2.1.

[pcpro2016\_all\_questions\_en.exm PC 2016 POWER SUPPLY SAFETY]

### ▼ Question 88: Incorrect

You have a computer running Windows 7. You need to format a 64 GB flash drive as a single volume. You want the drive to support quick removal, and minimize memory and processor use when reading and writing to the drive. Which file system should you choose?

- FAT64
- FAT16
- FAT32
- NTFS

## Explanation

exFAT (FAT64) was designed for removable storage devices (such as USB flash drives) to overcome the 32 GB volume size and 4 GB file size limitation of FAT32. exFAT does not have the additional memory and processing overhead and problems that can occur on removable storage when using NTFS.

## References

LabSim for PC Pro, Section 10.3.

[pcpro2016\_all\_questions\_en.exm FAT64\_01]

### ▼ Question 89: Incorrect

You have purchased new computers and will be disposing of your old computers. Instead of recycling the computers, you decide to resell them by placing an ad on the Internet. These computers were previously used for storing sensitive information. What should you do prior to getting rid of the computers?

- Include the original operating system discs and product keys with the computers
- Delete user data and applications from the hard drives
- Reformat the hard drives
- Use data wiping software to clear the hard drives

## Explanation

Data wiping software will sanitize or clean a device by removing all data remnants. Sanitization is necessary because deleting, overwriting, and reformatting (even multiple times) does not remove all data remnants. Sanitization securely removes sensitive data from storage media and is designed to solve the data remanence problem for devices that will be reused. It is the best way to remove Personally Identifiable Information (PII) from a hard disk before reuse.

Deleting data and applications from the hard drives or reformatting the drive will not permanently remove data from the system. Many tools can recover deleted files.

## References

LabSim for PC Pro, Section 12.3.

[pcpro2016\_all\_questions\_en.exm PHYSICAL\_SECURITY\_05]

### ▼ Question 90: Incorrect

A user needs to copy a file from an NTFS partition to a FAT32 partition. The file has NTFS permissions and the following attributes: Read only (R) and Encryption. When the folder is copied, which of the following is true?

- None of the NTFS permissions or attributes are retained on the file.
- The R attribute is retained on the file.
- Only the NTFS permissions are retained on the file.
- The attributes and NTFS permissions are retained on the file.

- The R and encryption attribute are retained on the file.

## Explanation

Only the Read only (R) attribute is retained, and not the encryption attribute, nor the NTFS permissions. The FAT32 file system only supports the following attributes: R, H, S, and A. When you copy files from an NTFS partition to a FAT32 partition, attributes not available under FAT32 do not remain with the file. Moving NTFS files to a non-NTFS partition removes the permissions.

## References

LabSim for PC Pro, Section 11.3.

[pcpro2016\_all\_questions\_en.exm NTFS\_01]