Exam Report: C.7 CompTIA 220-902 Certification Practice Exam
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View results by: ◯ Objective Analysis   ⦿ Individual Responses
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Individual Responses

▼ **Question 1:**   Incorrect

Why is it important to have your mobile device charger plugged in while it is receiving an operating system update?

◯ It is not important for the charger to be plugged since the update can be received wirelessly.

◯ Downloads run faster when the charger is plugged in.

◯ The device must be connected to and charging from a computer so the update can be performed from the app store.

➡ ◯ If the battery dies during the update, the operating system could become corrupted.

Explanation

Being plugged in to the charger does not affect the speed of the update, but if the battery dies during the update, the operating system could become corrupted.

Mobile devices can receive their operating system updates wirelessly so the device is no longer required to be logged into the app store (for example, iOS devices are no longer required to be updated through iTunes).

References

LabSim for PC Pro, Section 8.8.
[pcpro2016_all_questions_en.exm MOBTRB_02]

▼ **Question 2:**   Incorrect

On a Windows 10 system, which Task Manager tab would you use to adjust the priority given to a specific program?

◯ Processes

◯ Performance

➡ ◯ Details

◯ Priority

◯ App History

Explanation

Use the Details tab to adjust the priority of a specific program.

The Processes tab lets you view statistics about all running applications; use this tab to stop a program that is not responding. The Performance tab shows you overall system utilization and statistics. The App History tab displays statistics about apps downloaded from the Microsoft Store.

References

LabSim for PC Pro, Section 9.14.
[pcpro2016_all_questions_en.exm TRB_OS_06]

▼ **Question 3:**   Incorrect

A user called the Help Desk because he's having trouble downloading new messages from the company's email server.

The Help Desk technician told him to open a command prompt and try to ping the email server. The technician also told him to check his SMTP and POP3 server IP addresses.

Did the Help Desk technician handle this request correctly?

- ◯ No, the technician should have walked to his desk and conducted the tests for the user.

- ◯ No, the technician should have had the user check his workstation's IP address configuration first.

- ◯ Yes, the request was handled properly.

➡ ◯ No, the technician used jargon that the user probably didn't understand.

Explanation

By using technical jargon, the technician did not handle the request properly. While words like ping, SMTP, POP3, and IP address are familiar to system administrators and Help Desk technicians, most end users are not familiar with these terms.

References

LabSim for PC Pro, Section 2.2.
[pcpro2016_all_questions_en.exm PC16_PROFESSIONALISM_01]

▼ **Question 4:**   Incorrect

Match the disk types on the left with the corresponding descriptions and features on the right. Each disk type may be used once, more than once, or not at all.

Support up to 128 volumes

Dynamic Disks

Use primary and extended partitions

Basic Disks

Supported by all operating systems

Basic Disks

Support volumes that use discontiguous disk space

Dynamic Disks

Store partitioning information in a hidden database on all such disks in the system

Dynamic Disks

Only support volumes made up of contiguous disk space

Basic Disks

Explanation

Basic disks include the following characteristics:

- Use primary and extended partitions
- Supported by all operating systems
- Only support volumes made up of contiguous disk space

Dynamic disks include the following characteristics:

- Support up to 128 volumes
- Support volumes that use discontiguous disk space
- Store partitioning information in a hidden database on all such disks in the system

References

LabSim for PC Pro, Section 5.5.
[pcpro2016_all_questions_en.exm DISK TYPES]

▼ **Question 5:**   Incorrect

You just bought a new computer. This system uses UEFI firmware and comes with Windows 10 preinstalled. You recently accessed the manufacturer's support website and saw that a UEFI firmware update has been released. You download the update. However, when you try to install the update, an error message is displayed indicating the digital signature on the update file is invalid.

Why did this happen?

○ The system has a rootkit malware infection.

○ SecureBoot has been enabled in the UEFI firmware configuration.

○ Interim UEFI updates released since the system was manufactured need to be installed before installing the latest update.

➡ ○ The update file has been tampered with.

Explanation

UEFI requires firmware updates to be digitally signed by the hardware vendor. Using digital signatures, unauthorized changes to firmware updates (such as the insertion of malware) can be detected.

The SecureBoot feature requires that operating systems be digitally signed before they can be booted on the system. The latest UEFI update most likely includes all of the changes implemented in early updates. There is no indication that the system has been infected with rootkit malware in this scenario.

References

LabSim for PC Pro, Section 12.5.
[pcpro2016_all_questions_en.exm BIOSSEC_07]

▼ **Question 6:**   Incorrect

Your computer seems to be running slow. In particular, you notice that the hard drive activity light stays lit constantly when running multiple applications and switching between open windows, even though you aren't saving large files.

What could you do to troubleshoot the problem? (Select two.)

➡ ☐ Use Task Manager to monitor memory utilization.

☐ Use Reliability Monitor to monitor memory utilization.

☐

☐ Use Task Manager to monitor disk activity.

☐ Use Resource Monitor to monitor disk activity.

➡ ☐ Use Resource Monitor to monitor memory utilization.

☐ Use Reliability Monitor to monitor system reliability.

Explanation

In this scenario, you should use either Task Manager or Resource Monitor to monitor memory utilization. Most likely, you will see that the physical RAM is being over-utilized. When physical memory is low, the computer must swap data from memory to hard disk (to the paging file) to make physical memory available for other applications. If you hear the hard drive constantly operating as you work, or if the hard drive light on the front of the system case stays illuminated for long periods of time, the computer is constantly working moving data into and out of memory. The only long-term solution is to add more physical RAM.

Monitoring disk activity with Resource Monitor or Task Manager will not reveal the true source of the problem in this scenario (which is a shortage of physical RAM). Reliability Monitor monitors system errors and is not the appropriate tool to use in this scenario.

References

LabSim for PC Pro, Section 9.3.
[pcpro2016_all_questions_en.exm SYS_PERFORMANCE_03]

▼ **Question 7:**   Incorrect

Which of the following security measures is a form of biometrics?

○ TPM

➡ ○ Fingerprint scanner

○ BIOS password

○ Chassis intrusion detection

Explanation

A fingerprint scanner is a type of biometrics. The fingerprint scanner uses the ridges of your skin known as ridge minutiae. A Trusted Platform Module (TPM) is a special chip on the motherboard that generates and stores cryptographic keys to verify that the hardware has not changed. This value can be used to prevent the system from booting if the hardware has changed. Chassis intrusion detection helps you identify when a system case has been opened. A BIOS password controls access to the BIOS setup program.

References

LabSim for PC Pro, Section 12.7.
[pcpro2016_all_questions_en.exm AUTHORIZATION_07]

▼ **Question 8:**   Incorrect

You recently purchased a new computer running Windows 7 for your company's graphic designer. The graphic designer needs his design fonts removed from his old Windows 2000 computer and placed on his new computer. Assuming the default directories were used during installation for both systems, which action is correct?

➡ ○ Copy the fonts from C:\Winnt\Fonts to C:\Windows\Fonts.

○ Copy the fonts from C:\Winnt\Fonts to C:\Winnt\Fonts.

○ Copy the fonts from C:\Windows\Fonts to C:\Windows\Fonts.

◯ Copy the fonts from C:\Winnt to C:\Windows.

Explanation

You should copy the fonts from C:\Winnt\Fonts to C:\Windows\Fonts. Windows 2000 uses C:\Winnt\Fonts as the default location for fonts, and Windows Vista/7 uses C:\Windows\Fonts as the default location. C:\Winnt and C:\Windows are the default locations for system files in Windows 2000 and Windows Vista, respectively.

References

LabSim for PC Pro, Section 11.1.
[pcpro2016_all_questions_en.exm FILELOC_07]

▼ **Question 9:** 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.)

☐ 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.

☐ Implement SNMP traps on your network switch.

➡ ☐ Implement static IP addressing.

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 SECURITY_BEST_08]

▼ **Question 10:** Incorrect

The immediate preservation of evidence is paramount when conducting a forensic analysis.

Which of the following actions is most likely to destroy critical evidence?

◯ Copying the contents of memory to removable media

◯ Disconnecting the system from the network

➡ ◯ Rebooting the system

◯ Restricting physical access to the system

Explanation

Rebooting or shutting down a compromised system will erase the memory contents. An attacker may load and run a memory-resident program and immediately erase it from the disk. Rebooting

the system will destroy all evidence of the malicious program.

References

LabSim for PC Pro, Section 12.2.
[pcpro2016_all_questions_en.exm PC16 PRESERVING EVIDENCE]

▼ **Question 11:**   Incorrect

You need to install a 32-bit application on a 64-bit version of Windows. Where is the default directory where the application will be installed?

○ %systemdrive%\Applications (32-bit)

○ %systemdrive%\Applications

➡ ○ %systemdrive%\Program Files (x86)

○ %systemdrive%\Program Files

Explanation

On a 64-bit Windows operating system, 32-bit applications are installed in the Program Files (x86) directory.

64-bit applications are installed in the Program Files folder. On a 32-bit operating system, all programs are installed in the Program Files directory (the Program Files (x86) directory doesn't exist).

References

LabSim for PC Pro, Section 9.6.
[pcpro2016_all_questions_en.exm WINDOWS_APP_06]

▼ **Question 12:**   Incorrect

You want to use Hibernation on your Windows notebook. What does it need to have?

○ A minimum of 1 GB of RAM

○ A Pentium IV or better processor

○ UPS

➡ ○ Enough free hard drive space

Explanation

Hibernation saves everything that is in RAM to the hard drive. Therefore, you need at least as much free disk space as you have RAM. Hibernation does not depend on the processor capabilities or the amount of RAM. A UPS is used to supply power to a device if the regular AC power is interrupted.

References

LabSim for PC Pro, Section 8.3.
[pcpro2016_all_questions_en.exm NOTEBOOK_POWER_03]

▼ **Question 13:**   Incorrect

While browsing the Internet, you notice that your browser displays pop-ups containing advertisements that are related to recent keyword searches you have performed.

What is this an example of?

○ Worm

○ Trojan horse

⚪ Grayware

➡️ ⚪ Adware

Explanation

Adware monitors actions that denote personal preferences, then sends pop-ups and ads that match those preferences. Adware is:

- Usually passive.
- Invasive.
- Installed on your machine by visiting a particular Web site or running an application.
- Usually more annoying than harmful.

A worm is a self-replicating virus. Grayware is software that might offer a legitimate service, but which also includes features that you aren't aware of or features that could be used for malicious purposes. A Trojan horse is a malicious program that is disguised as legitimate or desirable software.

References

LabSim for PC Pro, Section 12.6.
[pcpro2016_all_questions_en.exm MALWARE_15]

▼ **Question 14:**   Incorrect

You are configuring the local security policy of a Windows system. You want to require users to create passwords that are at least 10 characters long. You also want to prevent logon after three unsuccessful logon attempts. Which policies should you configure? (Select two.)

➡️ ☐ Account lockout threshold

☐ Account lockout duration

➡️ ☐ Minimum password length

☐ Password complexity

☐ Maximum password age

☐ Enforce password history

Explanation

Set the Minimum password length policy to require a password equal to or longer than the specified length. Set the Account lockout threshold policy to lock an account after the specified number of incorrect logon attempts. Incorrect policy choices for this scenario are: Enforce password history requires users to input a unique (previously unused) password when changing the password. This prevents users from reusing previous passwords. Maximum password age forces users to change the password after the specified time interval. Password complexity prevents using passwords that are easy to guess or easy to crack. It forces passwords to include letters, symbols, and numbers, and also requires passwords of at least 7 characters. However, you cannot configure a longer password length requirement with this policy. Account lockout duration determines the length of time the account will be disabled (in minutes). When the time period expires, the account will be unlocked automatically.

References

LabSim for PC Pro, Section 12.7.
[pcpro2016_all_questions_en.exm AUTHORIZATION_09]

▼ **Question 15:**   Incorrect

You have a Windows system shared by three shift workers. Files that are used by all users are

stored on the D:\ drive in various folders. The users have created hundreds of files on this drive
and sometimes experience difficulty finding the files they need.
What should you do?

     ○ Configure visual settings to optimize performance

     ○ Configure Work Folders for the folders on the D:\ drive

➡ ○ Configure indexing to include the D:\ drive

     ○ Add an additional drive to the system and configure a new Storage Space using the files
       from the old D:\ drive

Explanation

The Windows file search tool runs relatively quickly because it does not search the entire storage
device. Instead, it searches for file within an index that is maintained by the operating system.
You can use the Indexing Options in the Control Panel to customize what file locations are
included in the index.

Storage Spaces are used to pool available storage space from multiple storage devices in the
system. You use Work Folders to make files on the system available across all devices used by
users, even when the system is offline. Visual effects controls how window contents and fonts
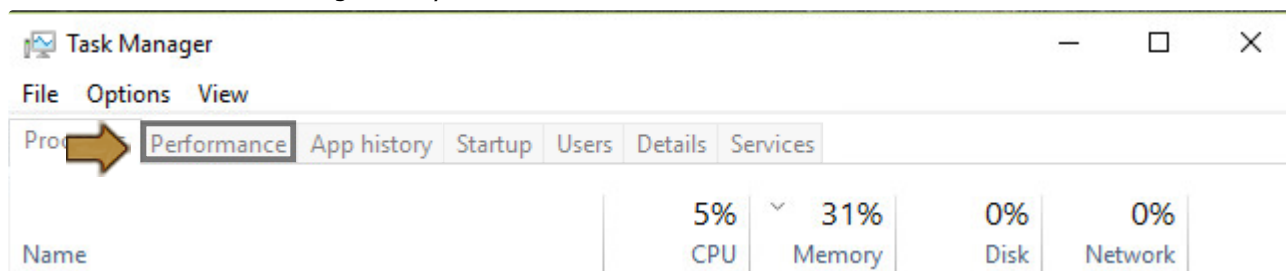appear on the screen.

References

LabSim for PC Pro, Section 9.2.
[pcpro2016_all_questions_en.exm WINDOWS_PREFS_03]

▼ **Question 16:**   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 17:**   Incorrect

You have configured your Windows systems to automatically backup user data every night at

midnight. You also take a system image backup once a month.
What else should you do to ensure that you are protected against data loss? (Select two.)

☐ Configure System Maintenance to automatically defragment system hard drives every night.

☐ Write-protect all backup media.

➡ ☐ Store a copy of all backups off-site.

☐ Restrict restoration privileges to system administrators.

➡ ☐ Regularly test restoration procedures.

Explanation

The only way to ensure that you are protected against data loss is to regularly test your restoration procedures. This activity will reveal whether or not your backup process is functioning properly and whether or not your restoration procedures will actually work. You should also store a redundant copy of your backups at an offsite location. That way, a disaster that affects your main site will (hopefully) not affect the offsite backups.

Restoration privileges should be restricted to trusted staff to prevent confidentiality violations. However, this is a security issue and is not related to the issue of data restoration in this scenario. Write-protecting backup media will provide little protection for the stored data because it can be easily removed.

References

LabSim for PC Pro, Section 9.10.
[pcpro2016_all_questions_en.exm WINDOWS_BACKUP_01]

▼ **Question 18:**   Incorrect

You are responsible for disposing of several old workstations formerly used by accountants in your organization's Finance department. Before being shipped to a computer recycler, you decide to make sure any old data on the hard drives is erased. To do this, you use the Windows XP Installation CDs that came with these systems to delete all partitions from the hard drives. Have you properly prepared theses systems for disposal?

➡ ○ No, you should use disk wiping software to fully erase the drives.

○ No, the Windows XP installer doesn't completely remove disk partitions. You need to use a Linux fdisk utility to completely remove them.

○ No, you need to also repartition and reformat the drives before disposal.

○ Yes, the systems are ready to be recycled.

Explanation

No, you should use disk wiping software to fully erase the drives. The problem here is that partitioning and even reformatting doesn't completely remove old data from the drive. Data could potentially be recovered from the drive. To keep this from happening, you should use disk wiping software to erase the drive and write random characters multiple times to the drive to completely destroy any old data.

References

LabSim for PC Pro, Section 12.3.
[pcpro2016_all_questions_en.exm PHYSICAL_SECURITY_04]

▼ **Question 19:**   Incorrect

To protect user data on a Windows 7 system, you've configured System Restore to automatically

create restore points for the C:\ volume.

Given that your user profile data is stored in the default directory (C:\Users), will this strategy adequately protect your users' data?

- ◯ No, you need to enable File History.

- ◯ Yes, your workstation data is protected.

➡ ◯ No, you need to create a backup of your user data as well.

- ◯ No, you need to implement a RAID 0 array to protect your data.

Explanation

Using restore points alone is an incomplete strategy for protecting user data. You should also use Backup and Restore in Control Panel to backup user data. This is because System Restore on Windows 7 maintains restore points (and prior file versions) on the same hard disk as the data being protected. In the event of a disk failure, all data will be lost, including restore points.

A RAID 0 array does not provide data redundancy. File History is not available on Windows 7 systems.

References

LabSim for PC Pro, Section 9.11.
[pcpro2016_all_questions_en.exm RT WINDOWS_RESTORE_01]

▼ **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

You're using a Linux distribution that uses RPM for package management. Which command would you use to check to see if the **httpd** package, the Apache HTTP Server package, is installed?

- ◯ ps -e

○ apt-get list installed httpd

○ yum search httpd

○ ps -ef

○ apt-get list installed

○ yum info httpd

➡ ○ yum list installed httpd

○ yum list installed

Explanation

On a Linux distribution that uses RPM for package management, entering **yum list installed httpd** at the command line will check to see if the Apache HTTP Server package is installed.

References

LabSim for PC Pro, Section 9.7.
[pcpro2016_all_questions_en.exm LINAPP_02]

▼ **Question 22:**   Incorrect

While using a Windows 8.1 system, you accidentally downloaded and installed a malware package from a phishing email exploit. You were able to reboot the system into Safe Mode and use System Restore to revert the system to point in time before the malware infection occurred.

Given this information, which of the following are true? (Select two.)

☐ You must restore your user data from backup.

☐ The applications installed on the system were not affected when it was reverted to the restore point.

➡ ☐ Your user files were not affected when the system was reverted to the restore point.

➡ ☐ You must reinstall any applications that were installed after the restore point was taken.

☐ All files created or modified since the restore point was created must be restored from backup.

Explanation

After reverting the system to a prior restore point in this scenario, the following facts are true:

• Your user files were not affected when the system was reverted to the restore point.
• You must reinstall any applications that were installed after the restore point was taken.

On Windows 8.1 and later, restore points contain snapshots of system files, registry settings, program files, and any other batch, script, or executable files. When you restore a system to a restore point, previous settings are restored, while subsequent changes are removed. For example, any applications installed after the restore point was created are no longer installed. However, user data is not affected when reverting to a restore point. Any changes made to user data after a restore point is created are retained if the restore point is restored.

References

LabSim for PC Pro, Section 9.11.
[pcpro2016_all_questions_en.exm RT SYSTEM RESTORE 02]

▼ **Question 23:**   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 24:**   Incorrect

You are the PC technician for a company. An employee has gone to a meeting while you fix the computer in her office. She accidentally left a report open next to her computer which states that a friend of yours in accounting will be submitted for review if their poor work performance continues.

Which should you do?

○ Give your friend a heads up about what you found, but don't disclose from where you heard the information.

○ Tell your friend about the report you saw and whose desk it was on.

○ Tell your fellow PC technicians about what you saw and let them decide what to do with the information.

➡ ○ Ignore the paper and tell no one of its contents.

Explanation

You should ignore the paper and tell no one of its contents. Complete confidentiality is expected for any sensitive information that may be found in an employee's office. It is never appropriate to share sensitive, work-related information found in an employee's office with anyone in a company.
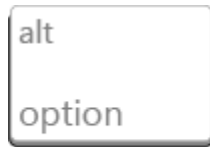
References

LabSim for PC Pro, Section 2.2.
[pcpro2016_all_questions_en.exm PC16_PROFESSIONALISM_07]
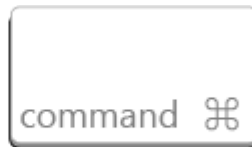
▼ **Question 25:**   Incorrect

Match the Mac key labels on the left with the corresponding Mac key descriptions on the right.
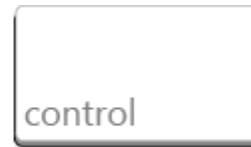
alt			
option	fn	command ⌘	control
A	**B**	**C**	**D**

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 26:**   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 Msinfo32 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 27:**   Incorrect

Which of the following components requires special disposal procedures to comply with environmental guidelines?

- ◯ Video card

- ◯ Hard disk drive

- ◯ Motherboard

➡ ◯ Notebook battery

Explanation

Ni-Cad, NiMH, and other notebook battery types can contain regulated materials. Read the battery's documentation for a description of correct disposal procedures. Incorrect disposal can result in serious fines. While using special recycling services when disposing of computer components is environmentally friendly, most locations do not have laws regarding the disposal of most common components.

References

LabSim for PC Pro, Section 2.1.
[pcpro2016_all_questions_en.exm PC 2016 DISPOSAL]

▼ **Question 28:**   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 Bluray 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 29:**   Incorrect

You have just purchased a new computer that runs Windows 8.1. You would like to transfer all of the applications and user data from your old computer running Windows 7 to the new computer. How can you do this with the least amount of effort?

- ◯ Connect both computers to a network switch. Manually copy application and data directories to the new computer.

- ◯ Move the hard disk from the old computer to the new computer. Reinstall Windows10, using the hard disk from the old computer.

- ◯ Remove the hard disk from the old computer and install it into the new computer. Add shortcuts to your old applications.

➡ ◯ Run Windows Easy Transfer on the old computer and the new computer. Reinstall any applications.

Explanation

Use the Windows Easy Transfer wizard to transfer data and settings between the two computers. You will then need to reinstall any applications on the new computer. The wizard transfers files related to the applications, but applications must be installed within each instance of Windows.

Moving the hard disk or the necessary files will transfer the data, but will not reinstall the applications. Installing Windows onto the old hard disk will not keep installed applications.

References

LabSim for PC Pro, Section 10.4.
[pcpro2016_all_questions_en.exm WINDOWS_POSTINSTALL_08]

▼ **Question 30:**   Incorrect

Your Windows 8.1 system has experienced a serious failure. You decide to use the advanced recovery options provided by the operating system to bring the system back to a usable state. During the recovery process, you want to preserve as much data as possible including apps purchased from the Microsoft Store as well as your user's data files.

Which option should you use?

- ◯ Reset Your PC

- ➡ ◯ Refresh Your PC

- ◯ Recovery partition

- ◯ File History

Explanation

The Refresh Your PC option reinstalls Windows 8.1 on the system, but all user files and settings are preserved. It also retains the apps that came with the PC as well as any apps you installed from the Microsoft Store.

The Reset Your PC option also reinstalls Windows on the system, but no configuration settings or user files are preserved. All apps installed by the user will be removed. Only the default apps that came with Windows will be reinstalled. Using a recovery partition will restore Windows to a usable state, but all user data and apps will be lost in the process. File History can only be used to restore user files. It doesn't protect the system state.

References

LabSim for PC Pro, Section 9.12.
[pcpro2016_all_questions_en.exm RT REFRESH PC 01]

▼ **Question 31:**   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 32:**   Incorrect

You're using a Linux distribution that uses RPM for package management. Which command would you use to install **httpd**, the Apache HTTP Server package, and all its dependencies?

➡ ○ yum install httpd

○ ps -e

○ apt-get install httpd -dep

○ ps -ef

○ yum install httpd -dep

○ yum update httpd

○ apt-get update httpd

○ apt-get install httpd

Explanation

On a Linux distribution that uses RPM for package management, entering yum install httpd at the command line will install the Apache HTTP Server package and all its dependencies. YUM automatically locates and downloads RPM packages for you by searching one or more repositories on the Internet. It can install a software package and all of its dependencies at the same time.

References

LabSim for PC Pro, Section 9.7.

[pcpro2016_all_questions_en.exm LINAPP_01]

▼ **Question 33:**   Incorrect

You are a security consultant and have been hired to evaluate an organization's physical security practices. All employees must pass through a locked door to enter the main work area. Access is restricted using a biometric fingerprint lock. A receptionist is located next to the locked door in the reception area. She uses an iPad application to log any security events that may occur. She also uses her iPad to complete work tasks as assigned by the organization's CEO. Network jacks are provided in the reception area such that employees and vendors can access the company network for work-related purposes. Users within the secured work area have been trained to lock their workstations if they will be leaving them for any period of time.

What recommendations would you make to this organization to increase their security? (Select two.)

➡️ ☐ Disable the network jacks in the reception area.

➡️ ☐ Train the receptionist to keep her iPad in a locked drawer when not in use.

☐ Require users to use screensaver passwords

☐ Replace the biometric locks with smart cards.

☐ Move the receptionist's desk into the secured area.

Explanation

You should recommend the following:

• Disable the network jacks in the reception area. Having these jacks in an unsecured area allows anyone who comes into the building to connect to the company's network.
• Train the receptionist to keep her iPad in a locked drawer when not in use. Tablet devices are small and easily stolen if left unattended.

The receptionist's desk should remain where it is currently located because it allows her to visually verify each employee as they access the secured area. Biometric locks are generally considered more secure than smart cards because cards can be easily stolen. Training users to lock their workstations is more secure than screensaver passwords, although this may be a good idea as a safeguard in case a user forgets.

References

LabSim for PC Pro, Section 12.3.
[pcpro2016_all_questions_en.exm PHYSICAL_SECURITY_01]

▼ **Question 34:**   Incorrect

Which of the following functions are performed by the TPM?

○ Encrypt data on the hard disk drive

○ Generate authentication credentials

➡️ ○ Create a hash based on installed system components

○ Perform bulk encryption

Explanation

A Trusted Platform Module (TPM) is a hardware cryptoprocessor that resides on the motherboard that stores and generates cryptographic keys. Using these keys, the TPM can generate a hash value based on the components installed in the system. The hash value can be used to verify that system components have not been modified when the system boots. Because each system will have a unique hash value, the hash can also be used as a form of identification for the system.

Keys generated by the TPM can be used for encryption and authentication, but the TPM does not perform the actual encryption.

References

LabSim for PC Pro, Section 12.5.
[pcpro2016_all_questions_en.exm BIOSSEC_02]

▼ **Question 35:**   Incorrect

Which port does Telnet use?

- ○ 34
- ➡ ○ 23
- ○ 25
- ○ 80

Explanation

Telnet uses port 23. However, you should avoid using the Telnet protocol for remote access connections because it opens a plain-text, unsecured, remote console connection that can be easily monitored or even hijacked by an attacker.

Port 25 is used by the SMTP protocol. Port 34 is not used by default by any network protocol. Port 80 is used by the HTTP protocol.

References

LabSim for PC Pro, Section 9.5.
[pcpro2016_all_questions_en.exm REMOTE_01]

▼ **Question 36:**   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.

LabSim for PC Pro, Section 8.5.
[pcpro2016_all_questions_en.exm MOBILE_DEVICE_04]

▼ **Question 37:**   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 38:**   Incorrect

You're using a Linux distribution that uses Debian Package Manager (dpkg) for package management. Which command would you use to install **httpd**, the Apache HTTP Server package, and all its dependencies?

◯ ps -ef

◯ yum install httpd

➡ ◯ apt-get install httpd

◯ apt-get install httpd -dep

◯ ps -e

◯ yum install httpd -dep

◯ dpkg install httpd

Explanation

On a Linux distribution that uses Debian Package Manager (dpkg) for package management, entering **apt-get install httpd** at the command line will install the Apache HTTP Server package and all its dependencies. The apt-get command can automatically locate and download Debian packages for you by searching one or more repositories on the Internet. It installs the package and all of its dependencies at the same time.

References

LabSim for PC Pro, Section 9.7.
[pcpro2016_all_questions_en.exm LINAPP_03]

▼ **Question 39:**   Incorrect

A company executive has just bought a new Android mobile device. She wants you to help her make sure it is protected from malware threats.

What options are available and important to use to protect Android devices? (Select two.)

☐ Anti-virus apps for Android have not been developed yet

➡ ☐ Anti-virus apps are available for purchase from Android app stores

➡ ☐ App reviews and ratings will help you choose an effective anti-virus app

☐ Any Android anti-virus app will be about as effective as any other

☐ Android operating system updates are sufficient to protect against malware threats

☐ Android mobile devices, like iOS devices, are not susceptible to malware threats

Explanation

Anti-virus apps are available for purchase from Android app stores but many are not able to protect your Android device from more than 65% of the known malware threats. As you shop for an anti-virus app, be sure to refer to app reviews and ratings to help you choose an effective anti-virus app.

Android devices can be infected by malware so it is important to take steps to protect them.

References

LabSim for PC Pro, Section 8.8.
[pcpro2016_all_questions_en.exm MOBTRB_01]

▼ **Question 40:**   Incorrect

While running a full system scan using your anti-malware software, three files have been identified as possible problems. You want to keep the files intact so you can review them later, but you also need to ensure they can't harm anything else on your computer.

What action should you take?

○ Repair the infected files

○ Delete the files

➡ ○ Quarantine the files

○ Rename the files

Explanation

Quarantine moves the infected file to a secure folder where it cannot be opened or run normally. You might quarantine an infected file that cannot be repaired to see if another tool or utility might be able to recover important data from the file.

During a repair, the virus is removed and the file is placed back in its original state (if possible). Deleting the file removes the file from your system. Renaming the file might not offer sufficient protection because the virus might be able to still run, or it might be able to rename or replace the infected files.

References

LabSim for PC Pro, Section 12.6.
[pcpro2016_all_questions_en.exm MALWARE_07]

▼ **Question 41:**   Incorrect

On a Windows system, which of the following is true of groups?

○ A group allows multiple users to share a single logon.

⇨ ○ Group members have the access rights assigned to the group.

○ Users can log on as the group and have all access rights assigned to the group.

○ Users and local resources, such as printers and shared folders, can be made members of a group. All group members have access to all resources in the same group.

Explanation

A Windows group is used to identify groups of user accounts that have similar access needs. Group members have the permissions and rights assigned to the group. Using groups simplifies administration. Instead of assigning permissions to each individual user account, you can assign permissions to the group, then make user accounts members of the group.

Group accounts cannot be used for logon on a Windows system. Local hardware resources cannot be made members of a group on Windows.

References

LabSim for PC Pro, Section 9.4.
[pcpro2016_all_questions_en.exm WINDOWS_USERS_02]

▼ **Question 42:**   Incorrect

Which of the following tools can you use to start the Print Spooler service if it is currently stopped? (Select three.)

⇨ ☐ Task Manager

⇨ ☐ Net start

☐ Performance Monitor

☐ Device Manager

⇨ ☐ Services console

☐ Msinfo32

Explanation

Use the Services console, the Services tab in Task Manager, or the net start command to start a stopped service.

Use Msinfo32 to view information about running services. Use Device Manager to manage settings and drivers for devices (except for printers). Use Performance Monitor to track resource utilization on the system.

References

LabSim for PC Pro, Section 9.14.
[pcpro2016_all_questions_en.exm TRB_OS_15]

▼ **Question 43:**   Incorrect

In which of the following situations would restoring from a backup be the best option? (Select two.)

⇨ ☐ You accidentally deleted several important e-mails and need to restore them.

☐ You recently installed a new application and now the system behaves erratically.

☐

You need to restore a Windows system after a hard drive failure.

➡️ ☐ You need to restore several word processing files that were accidentally deleted from your Documents folder.

☐ You recently installed a new driver and now the system behaves erratically.

Explanation

You could use a backup to restore lost files and restore lost e-mails. Using a backup allows you to explicitly specify what content you want to restore.

Using a system image would be the appropriate way to restore a system after a hard disk failure. Using a restore point would be best suited to a situation where you've installed a misbehaving application or driver and need to revert the system to a prior state.

References

LabSim for PC Pro, Section 9.12.
[pcpro2016_all_questions_en.exm WINDOWS_RESTORE_07]

▼ **Question 44:**   Incorrect

You want to know more about the usage, command syntax, and the options available with the Linux ifconfig command. What would you enter at the command prompt to display this information about ifconfig?

[   ]   man ifconfig

Explanation

Entering **man ifconfig** will display the manual page for the ifconfig command. It's very similar to the help screen, but it provides more detail.

References

LabSim for PC Pro, Section 1.5.
[pcpro2016_all_questions_en.exm MAN]

▼ **Question 45:**   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 46:   Incorrect

A router on the border of your network receives a packet with a source address that shows it originating from a client on the internal network. However, the packet was received on the router's external interface, which means it originated somewhere on the Internet.

What form of attack has occurred in this scenario?

○ Session hijacking

○ Man-in-the-Middle

○ Sniffing

○ Snooping

➡ ○ Spoofing

Explanation

This is an example of spoofing. Spoofing involves changing or falsifying information in order to mislead or re-direct traffic. In this scenario, the router's external interface cannot receive a valid packet with a source address from the internal network. One must assume that the source address of the packet was faked.

Snooping is the act of spying into private information or communications. One type of snooping is sniffing. Sniffing is the act of capturing network packets in order to examine the contents of communications. 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. Session hijacking is an extension of a Man-in-the-Middle attack where the attacker hijacks an active communication session.

References

LabSim for PC Pro, Section 12.13.
[pcpro2016_all_questions_en.exm TRB_SECURITY_10]

▼ **Question 47:**   Incorrect

Which of the following file extension types can be run from the command prompt? (Select three.)

➡ ☐ .bat

☐ .dll

☐ .sys

➡ ☐ .com

➡ ☐ .exe

Explanation

.exe, .bat, and .com files can all be run stand-alone from the command prompt, while .dll and .sys files work in conjunction with other programs.

References

LabSim for PC Pro, Section 11.2.
[pcpro2016_all_questions_en.exm FILEMAN_01]

▼ **Question 48:**   Incorrect

Which of the following utilities would you use to correct cross-linked clusters within the file system on a Windows workstation?

○

        attrib

  ⚪ fdisk

  ⚪ DiskScan

➡ ⚪ chkdsk

Explanation

Use the chkdsk utility to check the disk for errors and repair them. You can use fdisk to create and delete partitions on older versions of Windows. Use attrib to toggle attributes on individual files.
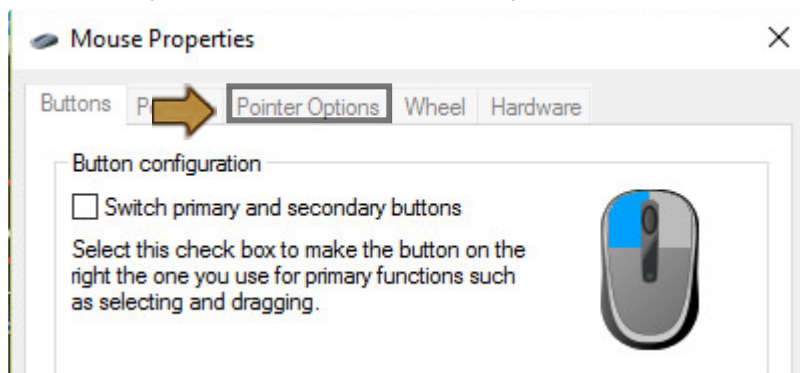
References

LabSim for PC Pro, Section 11.2.
[pcpro2016_all_questions_en.exm WINDOWS_SYSTOOLS_29]

▼ **Question 49:**   Incorrect

While using a new Windows system, you find that the mouse pointer tracks much more slowly on the screen than you would prefer. You want to increase the mouse pointer speed.

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 Pointer Options tab to configure the pointer speed, snap-to, and visibility settings.

The Buttons tab configures the button configuration, double-click speed, and ClickLock 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 01-PB]

▼ **Question 50:**   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 51:**   Incorrect

What is the purpose of the Microsoft Management Console (MMC)? (Select two)

➡️ ☐ Provide a common user interface for performing system administration tasks

☐ Display statistics that tell you about the operation of your computer

➡️ ☐ Provide a shell for running snap-ins

☐ Process requests from other applications or users

☐ View historical data that describe the operating system's stability

Explanation

The Microsoft Management Console (MMC) is a framework that provides a common user interface for performing system administration tasks. Management of a set of related features is done by adding snap-ins to the console. The MMC provides the shell for running these snap-ins, while the snap-ins provide the details for performing specific management tasks. A service is a program that processes requests from other applications or users. Services can start automatically or they might be constantly running in the background, waiting for service requests. Use the Services snap-in to view and manage running services. Performance Monitor displays statistics that tell you about the operation of your computer. Reliability Monitor maintains historical data that describe the operating system's stability.

References

LabSim for PC Pro, Section 9.1.
[pcpro2016_all_questions_en.exm WINDOWS_SYSTOOLS_10]

▼ **Question 52:**   Incorrect

You have an extra disk on your system that has three primary partitions and an extended partition with two logical drives. You want to convert the partitions to simple volumes, preferably without losing any data. What should you do?

➡️ ○ Upgrade the disk to a dynamic disk.

○ Run the convert command.

○ Delete the partitions and re-create them as simple volumes.

○ Run the fixboot command to convert the partition type to GPT.

Explanation

When you upgrade a basic disk to a dynamic disk, existing partitions are converted to simple volumes. You can convert the disk without deleting partitions or losing any data. Use the Convert

command to change the file system from FAT32 to NTFS. The partition table type (either MBR or GPT) does not affect the partition or volume type.

References

LabSim for PC Pro, Section 5.5.
[pcpro2016_all_questions_en.exm CONVERT PARTITIONS_01]

▼ **Question 53:**   Incorrect

Your client has hired you to evaluate their wired network security posture. As you tour their facility, you note the following:

- Server systems are kept in a locked server room.
- User accounts on desktop systems have strong passwords assigned.
- A locked door is used to control access to the work area. Users must use ID badges to enter the area.
- Users connect their personal mobile devices to their computers using USB cables.
- Users work in three 8-hour shifts per day. Each computer is shared by three users. Each user has a limited account on the computer they use.

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

○ Assign users easy-to-remember simple passwords so they won't be tempted to write them down.

➡ ○ Disable the USB ports on user's workstations.

○ Provision each employee with their own computer system.

○ Move the server systems to an empty cubicle in the work area.

Explanation

Users connecting their personal mobile devices to their computers using USB cables represents a significant security risk. Malware could be spread throughout the network. They could also copy sensitive information from the network to the device. Disabling all USB ports on all workstations will prevent this from happening. You should configure the BIOS/UEFI firmware with a password to prevent users from re-enabling the ports.

Moving the server to an empty cubicle and assigning simple passwords will decrease the overall security of the network. It isn't necessary for each employee to have their own dedicated computer system.

References

LabSim for PC Pro, Section 12.1.
[pcpro2016_all_questions_en.exm SECURITY_BEST_09]

▼ **Question 54:**   Incorrect

Which tool would you use to configure the paging file location and size on a Windows system?

○ Hardware and Sound in Control Panel

○ Clock, Language, and Region in Control Panel

○ Administrative Tools in Control Panel

➡ ○ Advanced System Settings in Control Panel

Explanation

You manage virtual memory on a Windows system using Advanced System Settings in Control Panel. You can control the size and the location of the paging file.

You use Hardware and Sound in Control Panel to manage hardware devices, such as printers. You use Administrative Tools to load MMC consoles such as Services or Computer Management. You configure regional and language preferences using Clock, Language, and Region in Control Panel.

References

LabSim for PC Pro, Section 9.13.
[pcpro2016_all_questions_en.exm VIRTMEM_05]

▼ **Question 55:**   Incorrect

You've just installed a wireless access point (WAP) for your organization's network. You know that the radio signals used by the WAP extend beyond your organization's building and are concerned that unauthorized users outside may be able to access your internal network. What can you do to protect the wireless network? (Select two.)

➡ ☐ Use the WAP's configuration utility to reduce the radio signal strength.

☐ Install a radio signal jammer at the perimeter of your organization's property.

☐ Implement a WAP with a shorter range.

➡ ☐ Configure the WAP to filter out unauthorized MAC addresses.

☐ Disable the spread-spectrum radio signal feature on the WAP.

☐ Disable SSID broadcast on the WAP.

Explanation

To increase the security of the wireless network, you can use the WAP's configuration utility to reduce the radio signal strength. This will reduce or even eliminate signal emanation outside of your building. You can also configure the WAP to filter out unauthorized MAC addresses. Enabling MAC address filtering denies access to unauthorized systems.

References

LabSim for PC Pro, Section 12.9.
[pcpro2016_all_questions_en.exm NET_SEC_WIRELESS_07]

▼ **Question 56:**   Incorrect

Which of the following actions adds new features and fixes bugs for anti-malware software?

○ Quarantining infected files and systems

○ Remediating unhealthy computers

➡ ○ Updating the anti-malware engine

○ Automatically downloading definition file updates

Explanation

Updating the anti-malware engine adds new features and fixes bugs.

Downloading definition file updates allows the engine to scan for the most recent threats. Quarantining infected files moves a file to a secure folder where it cannot be opened or run normally. Remediating unhealthy computers is the process of correcting any problems that are found.

References

LabSim for PC Pro, Section 12.6.
[pcpro2016_all_questions_en.exm MALWARE_04]

▼ **Question 57:**   Incorrect

A user reports that he is unable to access data on an external hard drive. You investigate the problem and determine that the USB cable connection to the hard drive is damaged. You replace the cable.

What should you do next?

   ○ Document the problem and solution.

   ○ Create an action plan.

   ○ Determine if escalation is necessary.

➡ ○ Test the solution.

Explanation

After implementing the solution, verify full system functionality. Make sure that the solution has fully fixed the problem and has not caused any other problems. Document the problem and solution after it has been fixed and verified. Determine if escalation is needed and create an action plan before implementing the solution.

References

LabSim for PC Pro, Section 2.5.
[pcpro2016_all_questions_en.exm PC 2016 VERIFY]

▼ **Question 58:**   Incorrect

You have been asked to draft a document related to evidence gathering that contains details about personnel in possession and control of evidence from the time of discovery up through the time of presentation in court.

What type of document is this?

   ○ FIPS-140

   ○ CPS (certificate practice statement)

   ○ Rules of evidence

➡ ○ Chain of custody

Explanation

The chain of custody is a document related to evidence gathering that contains details about personnel in possession and control of evidence from the time of discovery up through the time of presentation in court. A CPS (certificate practice statement) is a document written by a certificate authority outlining their certificate handling, management, and administration procedures. FIPS-140 is a government standard that defines procedures, hardware, and software that can be employed when performing forensic investigations of cyber crime. The rules of evidence are the restrictions that must be adhered to in order to ensure the admissibility of collected evidence.

References

LabSim for PC Pro, Section 12.2.
[pcpro2016_all_questions_en.exm PC16 CHAIN OF CUSTODY DOC]

▼ **Question 59:**   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
Which of the following is the most likely reason Don could not install the application?
personnel comes to Don's machine and installs the application without issue.

○ 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 60:** Incorrect

A salesperson in your organization spends most of her time traveling between customer sites.
After a customer visit, she must complete various managerial tasks, such as updating your
organization's order database. Because she rarely comes back to your home office, she usually
accesses the network from her notebook computer using Wi-Fi access provided by hotels,
restaurants, and airports.

Many of these locations provide unencrypted public Wi-Fi access, and you are concerned that
sensitive data could be exposed. To remedy this situation, you decide to configure her notebook
to use a VPN when accessing the home network over an open wireless connection.

Which key steps should you take when implementing this configuration? (Select two.)

➡ ☐ Configure the browser to send HTTPS requests through the VPN connection.

☐ Configure the VPN connection to use MS-CHAPv2.

☐ Configure the browser to send HTTPS requests directly to the Wi-Fi network without
going through the VPN connection.

☐ Configure the VPN connection to use PPTP.

➡ ☐ Configure the VPN connection to use IPsec.

Explanation

It is generally considered acceptable to use a VPN connection to securely transfer data over an
open Wi-Fi network. As long as strong tunneling ciphers and protocols are used, the VPN provides
sufficient encryption to secure the connection, even though the wireless network itself is not
encrypted. It is recommended that you use IPsec or SSL to secure the VPN, as these protocols
are relatively secure. You should also configure the browser's HTTPS requests to go through the
VPN connection.

To conserve VPN bandwidth and to improve latency, many VPN solutions automatically reroute
web browsing traffic through the client's default network connection instead of through the VPN
tunnel. This behavior would result in HTTP/HTTPS traffic being transmitted over the unsecure
open wireless network instead of through the secure VPN tunnel. Avoid using PPTP with MS-
CHAPv2 in a VPN over open wireless configuration as these protocols are no longer considered
secure.

References

LabSim for PC Pro, Section 12.12.
[pcpro2016_all_questions_en.exm VPN_04]

▼ **Question 61:** 　　　　　Incorrect

What is the least secure place to locate an omnidirectional access point when creating a wireless network?

　○ In common or community work areas

　○ In the center of the building

　○ Above the 3rd floor

➡ ○ Near a window

Explanation

The least secure location for an omnidirectional wireless access point is against a perimeter wall. So, placement near a window would be the worst option from this list of selections.

For the best security, omnidirectional wireless access points should be located in the center of the. This will reduce the likelihood that the wireless network's access radius will extend outside of the physical borders of your environment (i.e. building). It is important to place wireless access points where they are needed, such as in a common or community work area.

References

LabSim for PC Pro, Section 12.9.
[pcpro2016_all_questions_en.exm NET_SEC_WIRELESS_05]

▼ **Question 62:** 　　　　　Incorrect

You want to restrict the hours that the QA Printer is available from Windows. Which tab on the Printer Properties page would you click so you can restrict the hours the printer is available?
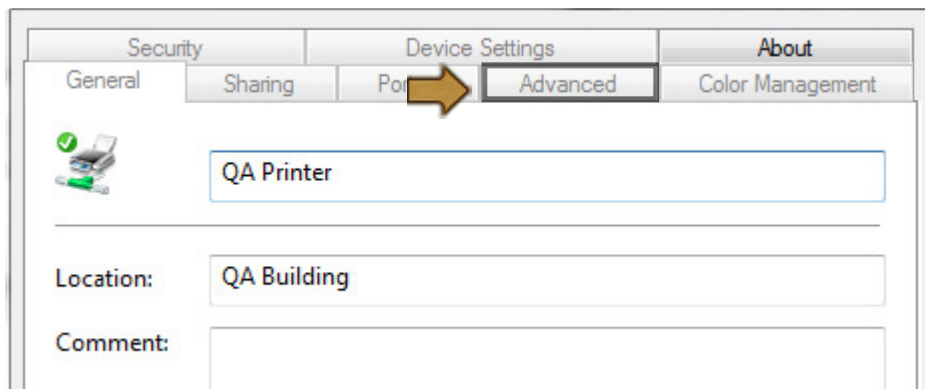
Explanation

To configure when a printer is available, edit the settings on the Advanced tab on the Printer Properties page.

References

LabSim for PC Pro, Section 7.4.
[pcpro2016_all_questions_en.exm PRT_MGMT_04-PB]

▼ **Question 63:** 　　　　　Incorrect

Which of the following is a command line utility that can be used to create, format, and manage partitions and volumes?

　○

○ CHKDSK

➡ ○ DiskPart

○ Disk Management

○ DiskMan

○ Format

Explanation

DiskPart is the command line utility you can use to create, format, and manage partitions and volumes.

Disk Management is the graphical utility you would use to do the same partition and volume creation, formatting, and management tasks you can do with DiskPart. DiskMan does not exist. Format is a command line utility used for formatting disks for use with Windows. CHKDSK is used to find and fix errors on disks, volumes, and files.

References

LabSim for PC Pro, Section 5.5.
[pcpro2016_all_questions_en.exm DISKPART COMMAND]

▼ **Question 64:**   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 65:**   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 66:**   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 inadvertently installed an adware application on his laptop computer. He realized his mistake and used Programs and Features to uninstall it. However, whenever he starts his web browser, his home page is a shopping website of a dubious nature. When he tries to go to a different website, he gets a message that "the proxy server is refusing connections."
>
> The proxy server on your network is functioning properly and the user's laptop should be configured to automatically detect the proxy server settings.
>
> Your task in this lab is to correct the system configuration parameters that were modified by the malware.

References

LabSim for PC Pro, Section 12.11.
[pcpro2016_all_questions_en.exm BADPROXY_EXM]

▼ **Question 67:**   Incorrect

A user reports that he can't send print jobs to a specific printer. You go to the user's computer and reproduce the problem.

What should you do next?

○ Establish the most probable cause.

○ Determine if escalation is necessary.

○ Establish a plan of action.

➡ ○ Determine if anything has changed.

Explanation

After identifying the problem, determine if anything has changed. For example, question the user and identify user changes to computer. From there, you establish a theory of probably cause, and continue through the troubleshooting process. Before you can establish a probable cause, do additional work to see what might have changed. After selecting a probable cause, determine if escalation is required, then create an action plan and implement the solution.

References

LabSim for PC Pro, Section 2.5.
[pcpro2016_all_questions_en.exm PC 2016 IDENTIFY CHANGES]

▼ **Question 68:**   Incorrect

While browsing the Internet on a Windows 10 workstation, the Internet Explorer browser window hangs and stops responding. Which Task Manager tab would you use to end Internet Explorer? (Select two.)

☐ Performance

☐ Users

☐ Services

➡ ☐ Processes

➡ ☐ Details

Explanation

The Processes tab lets you switch to, start, or end an application. You could also use the Details tab to kill the process associated with the Internet Explorer application. Use either tab to stop a program that is not responding.

The Performance tab shows you overall system utilization and statistics. The Services tab shows a list of background services that are running on the system. The Users tab shows a list of all users logged into the system.
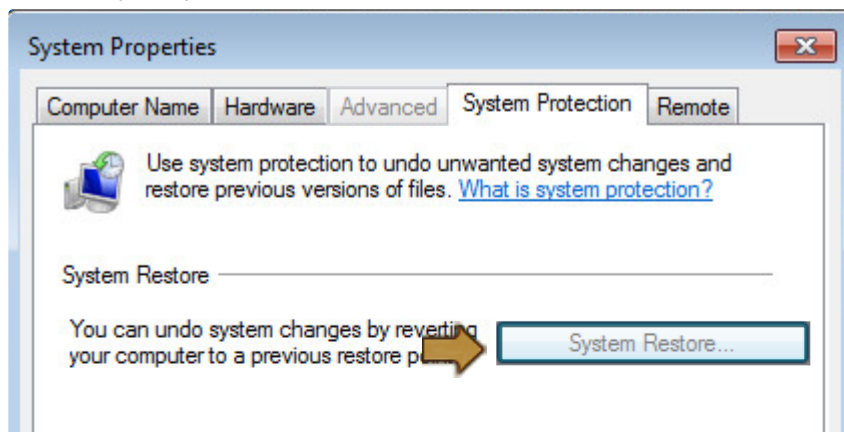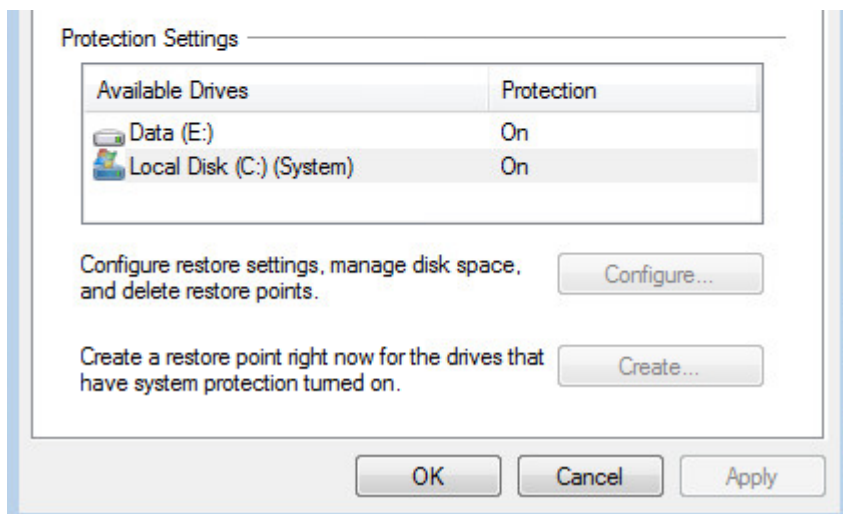
References

LabSim for PC Pro, Section 9.14.
[pcpro2016_all_questions_en.exm TRB_OS_07]

▼ **Question 69:**   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.

Protection Settings

Available Drives	Protection
Data (E:)	On
Local Disk (C:) (System)	On

Configure restore settings, manage disk space, and delete restore points.   [Configure...]

Create a restore point right now for the drives that have system protection turned on.   [Create...]

[OK]   [Cancel]   [Apply]

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 70:**   Incorrect

You have a custom database application that your company has been using for several years. The application worked correctly when your organization used Windows XP systems. Recently, you purchased new Windows 10 systems for your sales team members. Each user is a member of the Users group on the local systems. You install the custom application successfully. When the sales employees log on and try to run the application, the program splash screen loads, but then seems to hang.

What should you do first?

○ Reinstall the application in a directory without spaces in the name.

○ Reconfigure the shortcut to point to the correct file.

➡ ○ Run the application as Administrator.

Explanation

You should first try elevating permissions. Many older applications assume that users have administrator permissions to certain files or folders.

You know that the shortcut is configured correctly because the application starts to load. Reinstalling the application will not correct a problem related to permissions. Windows Reporting will only send you information about software errors.
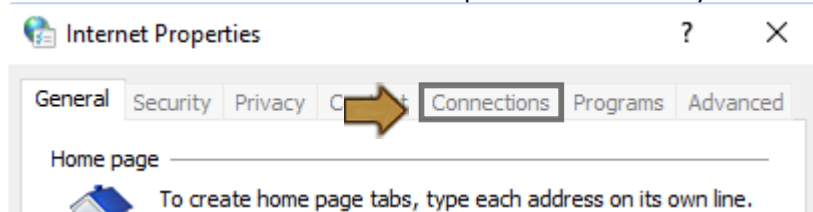
References

LabSim for PC Pro, Section 9.14.
[pcpro2016_all_questions_en.exm TRB_OS_11]

▼ **Question 71:**   Incorrect

You need to configure a Windows workstation with the IP address of the proxy server for your

network. Click the tab in the Internet Properties window that you would use to do this.

Explanation

To configure the IP address of the proxy server, go to Control Panel and select Internet Options. Click the Connections tab and then select LAN settings. In the dialog displayed you can enable a proxy server for the LAN and then enter the proxy server's IP address and port number.

References

LabSim for PC Pro, Section 12.11.
[pcpro2016_all_questions_en.exm PROXY_05-PB]

▼ **Question 72:**   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 73:**   Incorrect

You need to see the temporary files on a machine running Windows 7. Which directory holds the user temporary files, and which environment variable stores the temporary directory path? (Select two.)

- ☐ %temporary%

- ☐ C:\Documents and Settings\username\Local Settings\Temp

- ☐ C:\Users\username\Temp

➡ ☐ %tmp%

➡ ☐ C:\Users\username\AppData\Local\Temp

Explanation

To see the temporary files on a machine running Windows 7 (or Vista), use the %tmp% or %temp% environment variable, or view the C:\Users\username\AppData\Local\Temp directory. The C:\Documents and Settings\username\Local Settings\Temp directory holds temporary files on Windows XP. %temporary% and C:\Users\username\Temp are not valid options.

References

LabSim for PC Pro, Section 11.1.
[pcpro2016_all_questions_en.exm FILELOC_08]

▼ **Question 74:**   Incorrect

Which of the following devices help protect against temporary, above-normal voltages?

- ◯ ESD grounding strap

- ◯ Power strip

- ◯ Grounding wire

➡ ◯ Surge protector

Explanation

A power surge is a temporary increase in excessive voltage to a computer. A surge protector helps protect against power surges. A power strip may or may not include surge protection circuits. An ESD grounding strap should be worn when touching anything inside a computer to avoid shocking computer components by not sharing a common ground.

References

LabSim for PC Pro, Section 2.4.
[pcpro2016_all_questions_en.exm PC 2016 SURGE PROTECTOR]

▼ **Question 75:**   Incorrect

Which of the following security solutions would prevent a user from reading a file which she did not create?

- ◯ BitLocker

- ◯ IPSec

➡ ◯ EFS

- ◯ VPN

Explanation

EFS is a Windows file encryption option that encrypts individual files so that only the user who created the file can open it. Decryption is automatic when the file owner opens it. Other users cannot open the encrypted file unless specifically authorized. 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. 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_03]

▼ **Question 76:**   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 77:**   Incorrect

To prevent ESD when replacing internal computer components, you attach an anti-static wrist strap to your wrist. Where should the other end be fastened? (Select two.)

➡ ☐ Anti-static mat

☐ Screw on the wall power outlet

☐ Ground wire on the power supply

➡ ☐ Metal area on the computer case

☐ Ground wire on the wall power outlet

Explanation

When using an anti-static wrist strap, you should connect the wrist strap to yourself and the other end to a ground such as the clip on the anti-static mat, or to an area on the computer case so that you and the computer are at the same electrical potential. Never connect the wrist strap to a power outlet, power supply, or ground on a power source.

References

LabSim for PC Pro, Section 2.1.
[pcpro2016_all_questions_en.exm PC 2016 WRIST STRAP]

▼ **Question 78:**   Incorrect

As you troubleshoot a problem during a customer appointment, you discover the problem is directly related to the customer's actions. How should you best address the situation?

➡ ○ Tactfully explain the problem without accusing or judging the customer.

○ Ask the customer "What did you do to it?"

○ Fix the problem without saying anything, realizing that you'll probably be back again for the same problem.

○ Explain the problem with abbreviations for well-known components.

Explanation

If the problem is related to user error or is caused by actions taken by the customer, tactfully explain the problem without accusing or judging the customer. Avoid using jargon, abbreviations, and acronyms. When you do use technical terms, take the time to explain them in simple language. Avoid being judgmental, insulting, or calling the customer names.

References

LabSim for PC Pro, Section 2.2.
[pcpro2016_all_questions_en.exm PROFESSIONALISM 11]

▼ **Question 79:**   Incorrect

Your computer has a single hard disk with a single volume used by the C:\ drive. You have previously upgraded the disk to a dynamic disk. The disk has run out of disk space. You need to add more space to the C:\ volume. You add a new hard disk to the computer. What should you do to add space to the C:\ drive?

➡️ ⚪ Create a mount point using space on the second disk

⚪ Span the C:\ volume to the second disk

⚪ Extend the C:\ volume to the second disk

⚪ Strip the C:\ volume to the second disk

Explanation

A mount point is an empty folder on the existing volume that points to another partition. Data saved to the folder is physically saved on the referenced partition. Extending a volume adds space to the volume. Extending a volume using space on a different disk creates a spanned volume. You cannot extend the system volume using space on a second disk. A striped volume uses two equal portions on two disks. You can create a new striped volume, but you cannot stripe an existing volume.

References

LabSim for PC Pro, Section 5.7.
[pcpro2016_all_questions_en.exm CREATE MOUNT POINT]

▼ **Question 80:**   Incorrect

Which printer management components would you use to view the port used by a printer? (Select two.)

☐ Print queue properties

➡️ ☐ Printer properties

☐ Print spooling service

☐ Print queue

➡️ ☐ Print server properties

Explanation

Use the print server properties or the printer properties to view the port used by a printer. The print server properties displays printer ports used on the computer. The printer properties displays the port for the individual printer, as well as all printer ports for the computer. The Print Spooling service is a software process that captures print jobs from applications, places them in the print queue, and then sends each print job to the print device. The print queue is a location on the hard disk that holds print jobs that are waiting to be processed.

References

LabSim for PC Pro, Section 7.4.

[pcpro2016_all_questions_en.exm PRT_MGMT_01]

▼ **Question 81:**   Incorrect

Which option in Control Panel is used to review a Windows system's status and resolve issues?

   ○ Administrative Tools

➡ ○ Action Center

   ○ Windows Firewall

   ○ System

Explanation

You can use the Action Center in Control Panel on Windows 7 systems to:

- Review your computer's status
- Resolve issues

The Action Center displays a list of security and maintenance messages along with suggested resolutions.

You use Windows Firewall in Control Panel to manage your workstation's host-based firewall. You use System in Control Panel to view system information and configure advanced system settings. You use Administrative Tools in Control Panel to access snap-ins such as Computer Management, Services, and Local Security Policy.

References

LabSim for PC Pro, Section 9.1.
[pcpro2016_all_questions_en.exm WINDOWS_PREFS_07]

▼ **Question 82:**   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 ▼

➡ **System and Security**
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
Uninstall a program

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 83:**   Incorrect

Which port must be opened in the firewall of a Windows system in order Remote Desktop connections to be established with it?

➡ ○ 3389

○ 23

○ 123

○ 22

Explanation

The firewall on a Windows system must be configured to allow Remote Desktop traffic through. This is done by opening TCP port 3389 (by default). This port is opened automatically on the Remote Desktop host when remote connections are enabled.

Port 22 is used by the SSH protocol. Port 23 is used by the Telnet protocol. Port 123 is used by the Network Time Protocol.

References

LabSim for PC Pro, Section 9.5.
[pcpro2016_all_questions_en.exm RT REMOTE CON 03]

▼ **Question 84:**   Incorrect

Mission Control is a desktop and windows management utility that is used to access several Mac OS features. Which of the following are Mac features accessed through Mission Control? (Select three.)

☐ Secure Notes

☐ System Preferences

➡ ☐ Dashboard

➡ ☐ All Windows

☐ Boot Camp

➡ ☐ Multiple Desktops

☐ Spotlight

Explanation

Mission Control is a desktop and windows management utility that is used to access several Mac OS features:

- *Multiple Desktops*: At the top of Mission Control is the Multiple Desktops feature that is used

to manage and navigate between multiple desktops.

• *All Windows*: When activated, Mission Control tiles all application windows on the screen and groups multiple windows from the same application together.
• *Dashboard*: From Mission Control, the Dashboard can be accessed, which contains Mac OS widgets.

References

LabSim for PC Pro, Section 1.6.
[pcpro2016_all_questions_en.exm MISSION CONTROL]

▼ **Question 85:**   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 uses 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 86:**   Incorrect

While reviewing video files from your organization's security cameras, you notice a suspicious person using piggy-backing to gain access to your building. The individual in question did not have a security badge.

Which security measure could you implement to keep this from happening in the future?

○ Cable locks

➡ ○ Mantraps

○ Door locks with card readers

○ Lo-jack recovery service

Explanation

You could implement mantraps at each entrance to the facility. A mantrap is a specialized entrance with two doors that creates a security buffer zone between two areas. Once a person enters into the space between the doors, both doors are locked. To enter the facility, authentication must be provided. If authentication is not provided, the intruder is kept in the mantrap until authorities arrive.

Cable locks are used to secure computer hardware. Lo-jack recovery services are used to locate stolen or misplaced computer hardware. Door locks with card readers were already circumvented

in this scenario using the piggy-backing technique.
References
LabSim for PC Pro, Section 12.3.
[pcpro2016_all_questions_en.exm PHYSICAL_SECURITY_08]

▼ **Question 87:** Incorrect

Which of the following remote access mechanisms on a Windows system lets you watch what a user is doing and, if necessary, take control of the user's desktop to perform configuration tasks?

- ◯ Remote Desktop
- ◯ SSH
- ➡ ◯ Remote Assistance
- ◯ Telnet

Explanation

Within a Remote Assistance session, you can see what a user is doing or you can take control of the desktop and perform configuration actions while the user watches.

Remote Desktop lets you connect to a remote system and perform configuration tasks. However, you cannot watch what others do at the desktop and they will not be able to see what you are doing. Telnet and SSH only provide remote access to the console prompt, not the entire graphical desktop.

References
LabSim for PC Pro, Section 9.5.
[pcpro2016_all_questions_en.exm REMOTE_05]

▼ **Question 88:** Incorrect

Which of the following devices can store large amounts of electricity even when unplugged?

- ◯ Hard disk drive
- ◯ LCD monitor
- ◯ DVD optical drive
- ➡ ◯ CRT monitor

Explanation

A cathode ray tube (CRT) can store large amounts of electricity even when unplugged. You should never open a CRT monitor, as the capacitors within the CRT can store enough electricity to be lethal. LCD monitors do not use large capacitors and are much safer to work on than CRT monitors (although the CCFL backlight has mercury vapor in it, which could be harmful if the tube is broken). Optical drives and hard disk drives do not store electricity in sufficient quantity to be harmful.

References
LabSim for PC Pro, Section 2.1.
[pcpro2016_all_questions_en.exm PC 2016 MONITOR SAFETY]

▼ **Question 89:** Incorrect

What is required to control access to the file system using file and folder permissions on a Windows-based computer?

- ◯ EFS

○ Ext4-formatted partition

➡ ○ NTFS-formatted partition

○ FAT32-formatted partition

Explanation

File permissions are only available under Windows for files on a partition formatted with NTFS, not FAT32. The Encrypting File Service (EFS) with Windows encrypts individual files. The Ext4 file system is used on Linux systems.

References

LabSim for PC Pro, Section 5.5.
[pcpro2016_all_questions_en.exm NTFS FEATURES]

▼ **Question 90:**   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]