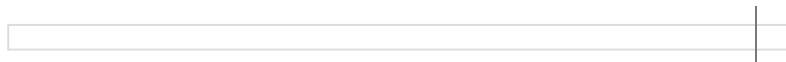Exam Report: C.7 CompTIA 220-902 Certification Practice Exam

Date: 8/29/2018 9:53:53 am   Candidate: Stangl, Thomas (Email: tstangl@ciat.edu)
Time Spent: 0:32 of 01:30:00

Overall Performance

Your Score: 0%

Passing Score: 95%

View results by: ○ Objective Analysis   ● Individual Responses

Individual Responses

▼ **Question 1:**   Incorrect

You want to make sure that you always have the latest patches installed on your workstation for an order entry application created by DataComLink corporation.

What should you do? (Select two.)

➡ ☐ Configure the application to automatically download and install updates as they are released.

☐ Download any patches from the company as you are notified of them.

☐ Configure Windows Update to download and install updates automatically.

☐ Configure Windows Update to download updates for other Microsoft products when Windows is updated.

➡ ☐ Check the DataComLink Website regularly for patches and updates to the software.

Explanation

The best ways to make sure that an application is up to date include the following:

• Manually check the manufacturer's Website regularly for software updates.
• Configure the application to automatically download and install updates as they are released.

Windows Update only works for Microsoft products and some critical driver files. It will not update third-party software. Most software companies do not contact you directly when updates are released.

References

LabSim for PC Pro, Section 9.9.
[pcpro2016_all_questions_en.exm WINDOWS_UPDATES_02]

▼ **Question 2:**   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?

○ SSH

○ Remote Desktop

○ Telnet

➡ ○ Remote Assistance

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 3:**   Incorrect

Mary reports that an application's shortcut icon no longer launches the application. You check
your documentation and find that you have installed a new disk drive in her computer. What
should you do first so Mary can run the application?

➡ ◯ Check the shortcut properties to make sure it is pointing to the correct file location.

◯ Give Mary additional permissions to the application's files and directories.

◯ Remove the disk drive you installed earlier.

◯ Download and install any necessary application updates.

Explanation

The first thing to try would be to verify that the shortcut is pointing to the correct location.
Installing a new disk drive might have modified the drive letters, thereby making the shortcut
path invalid.

References

LabSim for PC Pro, Section 9.14.
[pcpro2016_all_questions_en.exm TRB_OS_10]

▼ **Question 4:**   Incorrect

Which of the following are steps you can take to avoid having your mobile device exploited by a
hacker or infected by a virus? (Select all that apply.)

☐ Avoid anti-virus apps

➡ ☐ Keep the operating system up to date

☐ Turn off location services

☐ Keep an up to date remote backup

☐ Keep your device always in your possession

➡ ☐ Lock the screen with some form of authentication

Explanation

Keeping the operating systems up to date with the latest updates and patches will help because
they often contain fixes for known security issues. Configure the screen lock to require some sort
of authentication to physically access your device.

A remote backup is an essential disaster recovery solution but will not prevent hacker exploitation
or virus infection. Having your device always in your possession, it can still be hacked and
infected by a virus if not protected. Anti-virus apps for Android devices will protect your device
but you should do some research to make sure you get the most effective one. Turning off
locations services does not improve your device's security and it will make it harder to find your
device if you lose it.

References

LabSim for PC Pro, Section 8.7.
[pcpro2016_all_questions_en.exm MOBILE_SEC_01]

▼ **Question 5:**   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?

◯

◯ Recovery partition

◯ File History

➡ ◯ Refresh Your PC

◯ Reset Your PC

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 6:**   Incorrect

You need to install a 32-bit application on a 32-bit version of Windows 10. In which default directory will the application be installed?

◯ %systemdrive%\Program Files (x86)

➡ ◯ %systemdrive%\Program Files

◯ %systemdrive%\Applications (32-bit)

◯ %systemdrive%\Applications

Explanation

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 11.1.
[pcpro2016_all_questions_en.exm FILELOC_06]

▼ **Question 7:**   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 8:**   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 9:**   Incorrect

You have installed anti-malware software on computers at your business. Within a few days, however, you notice that one computer has a virus. When you question the user, she says she did install some software a few days ago, but it was supposed to be a file compression utility. She admits she did not scan the file before running it.

What should you add to your security measures to help prevent this from happening again?

○ Account lockout

○ Proxy server

○ Close unused firewall ports

➡ ○ User awareness training

Explanation

Many anti-malware prevention measures are ineffective if users take actions that put their computers at risk (such as downloading and running files or copying unscanned files to their computers). If users are educated about malware and about the dangers of downloading software, the overall security of the environment improves.

A proxy server controls access to the Internet based on username, URL, or other criteria. Account lockout helps prevent attackers from guessing passwords. Firewall ports might be used by some malware, but will not prevent malware introduced by downloading and installing a file.
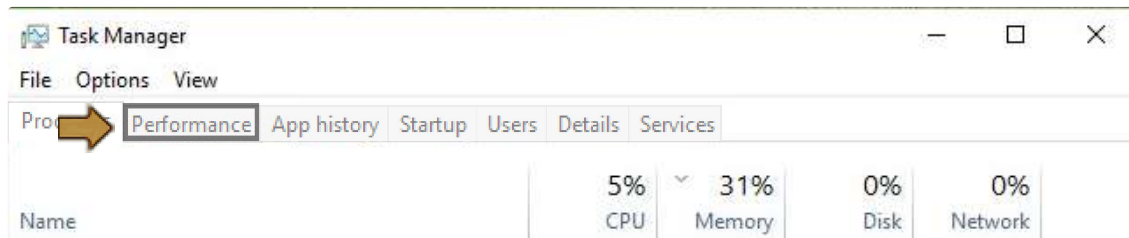
References

LabSim for PC Pro, Section 12.6.
[pcpro2016_all_questions_en.exm TRB_SECURITY_05]

▼ **Question 10:**   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 11:**   Incorrect

Which of the following paths opens the Computer Management tool in Windows 10? (Select two.)

☐ Right-click the Windows icon and select Run. Then enter cmd in the Run field.

➡ ☐ In the Control Panel, open System and Security > Administrative Tools, then double-click the Computer Management icon.

☐ Right-click the Windows icon and then select System.

➡ ☐ Right-click the Windows icon and select Computer Management.

Explanation

Some common ways to start Computer Management include:

- Right-click the Windows icon and select Computer Management.
- In the Control Panel, open System and Security > Administrative Tools, then double-click the Computer Management icon.

On a Windows 10 system, the command prompt is opened by right-clicking the Windows icon, selecting Run, and then entering cmd in the Run field. The System Properties is shown by right-

clicking the Windows icon and then selecting System.

References

LabSim for PC Pro, Section 9.1.
[pcpro2016_all_questions_en.exm WINDOWS_SYSTOOLS_01]

▼ Question 12:   Incorrect

This question includes an image to help you answer the question.   **View Image**

Consider the virtual memory configuration for the Windows 10 system shown in the exhibit.

Given that this Windows 10 system has 16 GB of system RAM and three hard disks installed, which configuration change could you make to the paging file to increase system performance?

- ○ Set the maximum size of the paging file to 32 GB.

- ○ Remove the paging file from the C: volume.

- ➡ ○ Add paging files to the E: and F: volumes.

- ○ Set the initial size of the paging file to 8 GB.

Explanation

You can sometimes achieve a modest increase in system performance by adding paging files to other storage devices in the system. This offloads some of the paging file work to a disk other than the system volume.

However, generally speaking you should keep a paging file on the system volume. Without it, Windows can't create a dump file if the system crashes. With the amount of system RAM installed in this computer, creating a large paging file probably won't increase system performance.

References

LabSim for PC Pro, Section 9.13.
[pcpro2016_all_questions_en.exm RT VIRTUALMEM 01]

▼ Question 13:   Incorrect

You manage a Windows system. You want to view information about your computer including the CPU utilization and information about disk I/O operations.

Which tools could you use to do this? (Select two.)

- ☐ Msconfig

- ☐ Services

- ☐ Device Manager

- ➡ ☐ Performance Monitor

- ➡ ☐ Task Manager

- ☐ Reliability Monitor

Explanation

Use Performance Monitor to track statistics about the operation of your computer. Performance Monitor lets you choose the statistics you want to track. This can also be done with Task Manager; however, you must manually add disk I/O parameters to be monitored.

Use the Services console to manage system services. Use Device Manager to manage hardware devices. Use Msconfig to customize the way the system boots. Reliability Monitor is used to assess a system's overall reliability.

References

LabSim for PC Pro, Section 9.1.
[pcpro2016_all_questions_en.exm WINDOWS_SYSTOOLS_03]

▼ Question 14:   Incorrect

You have a set of DVD-RW discs that have been used to archive files for your latest development

project. You need to dispose of the discs. Which of the following methods should you use to best prevent extracting data from the discs?

○ Write junk data over the discs 7 times

○ Degaussing

○ Delete the data on the discs

➡ ○ Shredding

Explanation

To completely prevent reading data from discs, destroy them using a DVD shredder or crushing. Degaussing only works for magnetic media such as floppy and hard disk drives. Simply deleting data offers little protection. Overwriting the data multiple times is not efficient in this scenario as the discs can simply be destroyed.

References

LabSim for PC Pro, Section 12.3.
[pcpro2016_all_questions_en.exm PHYSICAL_SECURITY_06]

▼ **Question 15:**   Incorrect

While answering Help Desk calls, a field customer calls and complains that he cannot print to a workgroup laser printer.

Which of the following should be the first question you ask?

➡ ○ Have you ever printed to that printer?

○ Have you rebooted and chosen safe mode?

○ Have you checked the cables?

○ Have you rebooted the printer?

Explanation

When a customer reports a problem, it is important to ascertain the extent of the problem. The fact that the user cannot print to a particular printer should first be approached from the standpoint of determining if they ever could and, if so, what has changed since then. Checking cables and restarting the printer are all actions that could be taken to resolve the issue. However, you should first identify the extent of the problem before attempting solutions.

References

LabSim for PC Pro, Section 2.5.
[pcpro2016_all_questions_en.exm PC 2016 1ST STEP]

▼ **Question 16:**   Incorrect

You provide desktop support for a small company. The company has two locations in the same city, but they are several miles away. You get a call from a user who is having problems with an application. He tries to describe what he is doing in the application, but you just can't understand what he is doing that might be causing the problem.

What should you do?

○ Drive to the other location as soon as possible, then watch as the user performs the task.

○ Establish a Remote Desktop connection and perform the task on the user's system.

○ Schedule the user to get more training on using the application.

➡ ○ Establish a Remote Assistance connection and watch what the user is doing.

Explanation

Use Remote Assistance to watch what another user is doing. In the remote session, you can also take control and show the user how to complete the task.

With Remote Desktop, you could try to do the task on the user's computer, but the other user would not be able to see what you were doing.

References

LabSim for PC Pro, Section 9.5.
[pcpro2016_all_questions_en.exm REMOTE_04]

▼ **Question 17:**   Incorrect

What do biometrics use to perform authentication of identity?

➡️ ⚪ Biological attributes

⚪ Ability to perform tasks

⚪ Knowledge of passwords

⚪ Possession of a device

Explanation

Biometrics is based on biological attributes. Biometrics is a strong form of authentication because each person has unique characteristics. When these unique characteristics are used for authentication, they are more reliable and stronger than the best passwords. For example, no two people have the exact same fingerprint or retina pattern.

References

LabSim for PC Pro, Section 12.7.
[pcpro2016_all_questions_en.exm AUTHORIZATION_02]

▼ **Question 18:**   Incorrect

Which of the following security technologies stores identification information in either a magnetic strip, radio frequency transmitter, or hardware contacts to authorize access to a computer?

⚪ Biometric

⚪ ID badge

⚪ Key fob

⚪ SSID

➡️ ⚪ Smart card

Explanation

A smart card contains identification information stored on a magnetic strip, radio frequency transmitter, or hardware contacts that allow it to interact with a smart card reader to authorize access. The reader uses information on the card to allow or deny access.

A biometric is a physical characteristic of a human that can be scanned to control access. A key fob can be used for accessing an automobile, but is not used for computer access. An ID badge can be just a picture with a name on it and may or may not also be a smart card. In Windows, the Local Security Policy is a collection of settings that control how the system behaves. The SSID is the name of a wireless network.

References

LabSim for PC Pro, Section 12.7.
[pcpro2016_all_questions_en.exm AUTHORIZATION_03]

▼ **Question 19:**   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 a plan of action.

➡️ ⚪ Determine if anything has changed.

⚪ Determine if escalation is necessary.

⚪ Establish the most probable cause.

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 20:**   Incorrect

You have an application that renders videos used in your online business. You want to make sure that the application continues to receive adequate attention from the system CPU, even if you open other applications. How can you adjust the amount of attention given to that application?

- ◯ Use Task Manager to switch to the running application.

- ◯ Use Task Manager to modify the processor affinity.

- ◯ Use the Services console to change the startup type to Automatic.

➡ ◯ Use Task Manager to modify the process priority.

Explanation

Use Task Manager to configure the process priority. The priority controls how the system can delay or switch between processes. By default, the system typically gives a higher priority to a process that has active user input or interaction. However, if a process has a priority that is set too high, the system might seem slow and unresponsive when running other programs.

The affinity identifies which processors or processor cores that the process can use. For example, you can configure a process to run only on one of the cores in a quad-core CPU. Switching to an application simply brings that application to the front where you can work with it. The service startup type identifies whether a service starts automatically when the system boots.

References

LabSim for PC Pro, Section 9.1.
[pcpro2016_all_questions_en.exm WINDOWS_SYSTOOLS_21]

▼ **Question 21:**   Incorrect

Which of the following components, used with BitLocker, is a special hardware chip included on the computer motherboard that contains software in firmware that generates and stores cryptographic keys. ?

- ◯ BitLocker partition

- ◯ USB device

- ◯ BIOS/UEFI

➡ ◯ Trusted Platform Module (TPM)

Explanation

A Trusted Platform Module (TPM) is a special hardware chip included on the computer motherboard that contains software in firmware that generates and stores cryptographic keys.

The TPM chip must be enabled in the BIOS/UEFI. A USB device is used to save the BitLocker key on a system that does not have a TPM chip. Implementing BitLocker requires two NTFS partitions.

References

LabSim for PC Pro, Section 12.8.
[pcpro2016_all_questions_en.exm ENCRYPT_06]

▼ **Question 22:**   Incorrect

You have a folder on your Windows computer that you would like to share with members of your development team. Users should be able to view and edit any file in the shared folder. You share

the folder and give Everyone Full Control permission to the shared folder. Users connect to the shared folder and report that they can open the files, but they cannot modify any of the files. What should you do?

○ Install Samba on your workstation, then configure permissions using Samba.

➡ ○ Modify the NTFS permissions on the folder.

○ Create new user accounts for each user and assign the necessary folder permissions.

○ Create a group and make all user accounts members of the group. Grant Full Control share permissions to the group.

Explanation

Access to shared folders on a Windows system are controlled through the combination of share and NTFS permissions. Even though the necessary share permissions have been granted, you need to verify that the NTFS permissions also allow access.

Modifying users and groups will not affect the ability to access the files unless the NTFS permissions are also modified. Use Samba on a Linux system to share folders.

References

LabSim for PC Pro, Section 11.4.
[pcpro2016_all_questions_en.exm SHARED_08]

▼ **Question 23:**   Incorrect

Which of the following protocols can your portable computer use to connect to your company's network via a virtual tunnel through the Internet? (Select two.)

➡ ☐ L2TP

☐ Remote Desktop Protocol (RDP)

➡ ☐ PPTP

☐ VNC

☐ PPPoE

Explanation

PPTP (Point-to-Point Tunneling Protocol) and L2TP (Layer Two Tunneling Protocol) are two VPN (Virtual Private Networking) protocols that let you access your company's network through a public network, such as the Internet.

PPPoE is used for connecting to the Internet through an Ethernet connection to include authentication and accounting. VNC and RDP are remote desktop protocols used for remote administration or remote access of devices.

References

LabSim for PC Pro, Section 12.12.
[pcpro2016_all_questions_en.exm VPN_06]

▼ **Question 24:**   Incorrect

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

What should you do?

○ Walk away and assign the problem to someone else

○ Ignore the user and start working on the computer

➡ ○ Find an interpreter

○ Use hand gestures to communicate

Explanation

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

References

LabSim for PC Pro, Section 2.2.
[pcpro2016_all_questions_en.exm PROFESSIONALISM 12]

▼ **Question 25:**   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?

- ○ Restricting physical access to the system

- ○ Disconnecting the system from the network

- ○ Copying the contents of memory to removable media

➡ ○ Shutting down the system

Explanation

Shutting down or rebooting 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. Shutting down or 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 26:**   Incorrect

You recently installed several applications on a Windows system. After doing so, you notice that the system takes much longer to boot up. You suspect that the new applications include one or more helper applications that are automatically loaded when the system boots. To increase performance, you want to identify any such helper applications and disable them.

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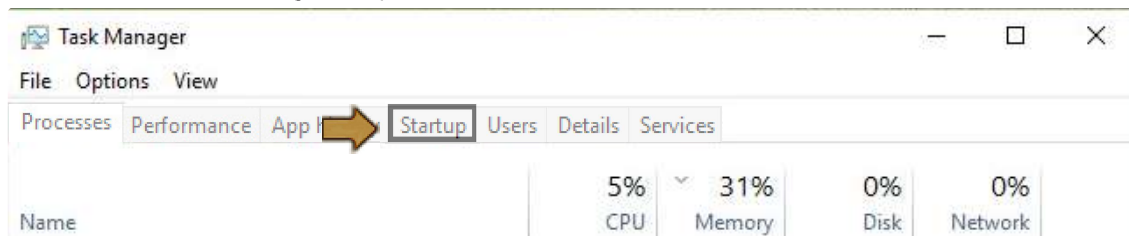
Explanation

In this scenario, you would access the Startup tab and then disable any undesired startup applications.

The Processes tab displays a list of running applications on the system. The Performance tab displays graphs for CPU, memory, disk, and network utilization. The App History tab displays performance statistics for apps from the Microsoft Store that are running on the system. 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 02-PB]

▼ **Question 27:**   Incorrect

One day while trying to start your Windows 10 computer, the system displays the following error:

Windows could not start. Could not read from the selected boot disk. Check boot path and disk hardware.

Which of the following will most likely fix the problem?

○ Boot into the recovery console and run the fixmbr command on the boot volume.

➡ ○ Boot into the recovery environment and run the bootrec /rebuildbcd command.

○ Boot into the recovery environment and restore to a Restore Point.

○ Boot into the recovery console and copy the NTLDR file to the boot volume.

○ Boot into the recovery console and run the bootcfg /rebuild command.

Explanation

This error message is generated when the system cannot find the partition specified in the BCD database where the operating system files are located. For example, the database might be pointing to the D: drive for the operating system files, but that drive does not exist. Run the bootrec /rebuildbcd command to rebuild the boot loader database with a list of valid operating system locations.

The bootcfg /rebuild and fixmbr commands were used in early versions of Windows to fix boot problems. Reverting to a restore point will not fix the damaged boot files in this scenario.

References

LabSim for PC Pro, Section 9.15.
[pcpro2016_all_questions_en.exm SYS_ERROR_18]

▼ **Question 28:**   Incorrect

You have a workstation running Windows Vista Business edition that you would like to upgrade to Windows 10 Enterprise edition. You want to perform the upgrade with the least amount of effort and cost. What should you do?

➡ ○ Purchase a full version of Windows 10; perform a custom installation.

○ Purchase a full version of Windows 10; perform an in-place upgrade.

○ Purchase an upgrade version of Windows 10; perform an in-place upgrade.

○ Purchase an upgrade version of Windows 10; perform a custom installation.

Explanation

You must purchase a full version of Windows 10 when moving from Windows XP and perform a clean installation. An in-place upgrade is only possible when moving from Windows 7 or 8 to Windows 10. Because you are performing a clean installation, all of the user profile data on the Vista installation should be backed up first using WET or USMT. After the installation of Windows 10 is complete, you should restore the user profile data, and then reinstall all applications.

References

LabSim for PC Pro, Section 10.2.
[pcpro2016_all_questions_en.exm WINDOWS_PREINSTALL_05]

▼ **Question 29:**   Incorrect

You have 5 salespersons who work out of your office and who frequently leave their laptops laying on their desk in their cubicles. You are concerned that someone might walk by and take one of these laptops. Which of the following is the best protection to implement to address your concerns?

○ Require strong passwords in the local security policy.

○ Encrypt all company data on the hard drives.

○ Implement screen saver passwords.

➡ ○ Use cable locks to chain the laptops to the desks.

Explanation

The main concern in this case is with laptops being stolen. The best protection against physical theft is to secure the laptops in place using a cable lock. Requiring strong passwords or using encryption might prevent unauthorized users from accessing data on the laptops, but does not prevent physical theft.

References

LabSim for PC Pro, Section 12.3.
[pcpro2016_all_questions_en.exm PHYSICAL_SECURITY_02]

▼ **Question 30:**   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 31:**   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?

➡ ○ Task Scheduler

○ Task Manager

○ Msinfo32

○ Services

○ Msconfig

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 32:**   Incorrect

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

○ Delete user data and applications from the hard drives

○ Reformat the hard drives

○ Include the original operating system discs and product keys with the computers

➡ ○ Use data wiping software to clear the hard drives

Explanation

Data wiping software will sanitize or clean a device by removing all data remnants. Sanitization is

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

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

References

LabSim for PC Pro, Section 12.3.
[pcpro2016_all_questions_en.exm PHYSICAL_SECURITY_05]

▼ **Question 33:**   Incorrect

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

Which tools could you use to do this?

☐ Storage Spaces

☐ Work Folders

➡ ☐ File History

☐ Previous Versions

➡ ☐ Backup and Restore

Explanation

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

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

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

References

LabSim for PC Pro, Section 9.10.
[pcpro2016_all_questions_en.exm RT WINDOWS BACKUP 07]

▼ **Question 34:**   Incorrect

You're troubleshooting a computer running Windows 10. The operating system has halted and a blue screen has been displayed on the monitor with an error message.

What is the first step you should take in troubleshooting the issue?

○ Check the voltage levels on the DC side of the power supply.

➡ ○ Search for the error in Microsoft's knowledgebase.

○ Remove all memory modules and replace them one at a time until the error reappears.

○ Update the BIOS.

○ Uninstall the last application or system update that was installed.

○ Search for the error using an Internet search engine.

Explanation

The first thing you should do when a "blue screen of death" has been displayed is identify the source of the error by searching for the text of the error message in Microsoft's knowledgebase or across the Internet in general using a search engine such as Google. This will help you identify what's causing the problem so you can troubleshoot it.

References

LabSim for PC Pro, Section 9.15.
[pcpro2016_all_questions_en.exm SYS_ERROR_19]

▼ **Question 35:**   Incorrect

Marcus was attempting to tweak the way his Windows 10 workstation boots when he inadvertently corrupted his system boot files. It will now no longer boot to a logon prompt. He boots the system from the Windows installation disc and accesses the Recovery Environment.

What should he do next?

◯ Select Troubleshoot > Advanced Options > Go Back to the Previous Build

◯ Select Troubleshoot > Reset this PC

◯ Select Troubleshoot > Advanced Options > System Restore

➡ ◯ Select Troubleshoot > Advanced Options > Startup Repair

Explanation

He should select **Troubleshoot > Advanced Options > Startup Repair**. This option should be able to fix his startup files.

Resetting the PC would also work, but it is a much more drastic option. You should try simpler recovery options first before moving to more aggressive ones. Reverting to a restore point probably won't fix the problem as System Protection only protects Windows system files, not boot files.

References

LabSim for PC Pro, Section 9.15.
[pcpro2016_all_questions_en.exm SYS_ERROR_03]

▼ **Question 36:**   Incorrect

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

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

☐ Users

☐ Power Users

➡ ☐ Remote Desktop Users

☐ Guests

➡ ☐ Administrators

Explanation

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

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

References

LabSim for PC Pro, Section 9.5.
[pcpro2016_all_questions_en.exm RT REMOTE CON 02]

▼ **Question 37:**   Incorrect

Several users have forwarded you an e-mail stating that your company's health insurance provider has just launched a new web site for all employees. To access the site they are told in

the e-mail to click a link and provide their personal information. Upon investigation, you discover that your company's health insurance provider did not send this e-mail.

What kind of attack just occurred?

➡ ○ Phishing

○ Smurf

○ Piggybacking

○ Denial of service

Explanation

A phishing attack has occurred. In a phishing attack, a spoofed email containing a link to a fake website is used to trick users into revealing sensitive information, such as a username, password, bank account number, or credit card number. Both the email and the website used in the attack appear on the surface to be legitimate.

Piggybacking occurs when an unauthorized person follows behind an authorized person to enter a secured building or area within a building. Piggybacking is also sometimes called tailgating. A denial of service (DoS) attack involves using network mechanisms to flood a particular host with so many bogus requests that it can no longer respond to legitimate network requests. A Smurf attack is a distributed type of DoS attack that inserts a target system's IP address for the source address of ICMP echo request packets, causing a flood of ICMP echo response packets to be sent to a victim system.

References

LabSim for PC Pro, Section 12.4.
[pcpro2016_all_questions_en.exm SOCMED_SECURITY_06]

▼ **Question 38:**   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 8.6.
[pcpro2016_all_questions_en.exm IPADEMAIL]

▼ **Question 39:**   Incorrect

Match each security policy on the left with the appropriate description on the right. Each security policy may be used once, more than once, or not at all.

Provides a high-level overview of the organization's security program.

| | Organizational Security Policy |

Defines an employee's rights to use company property.

| | Acceptable Use Policy |

Identifies the requirements for credentials used to authenticate to company-owned systems.

| | Password Policy |

Identifies a set of rules or standards that define personal behaviors.

| | Code of Ethics |

Sets expectations for user privacy when using company resources.

| | Acceptable Use Policy |

Specifies that user accounts should be locked after a certain number of failed login attempts.

| | Password Policy |

Explanation

An Organizational Security Policy is a high-level overview of the organization's security program. An Acceptable use Policy (AUP) defines an employee's rights to use company property. The AUP should also set expectations for user privacy when using company resources. Password Policy identifies the requirements for passwords used to authenticate to company-owned systems. For example, this policy may specify that user accounts should be disabled or locked out after a certain number of failed login attempts.

References

LabSim for PC Pro, Section 12.1.
[pcpro2016_all_questions_en.exm SECURITY_BEST_11]

▼ **Question 40:**   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 41:**   Incorrect

Which of the following is the term used for a set of programs that acts as an interface between the applications that are running on a computer and the computer's hardware?

○ Kernel

➡ ○ Operating system

○ Command line

○ Utilities

○ Driver

Explanation

An operating system is a set of programs that acts as an interface between the applications that are running on a computer and the computer's hardware. Operating systems perform actions such as:

- Receiving user input from input hardware devices such as the keyboard or mouse
- Sending user output to output hardware devices such as the monitor or a printer
- Controlling the use of processing devices by applications
- Serving as a platform for applications
- Moderating hardware
- Providing security
- Managing the file system

References

LabSim for PC Pro, Section 1.4.
[pcpro2016_all_questions_en.exm OSB_01]

▼ **Question 42:**   Incorrect

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

○ F5

○ F9

○ ALT

➡ ○ F8

Explanation

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

References

LabSim for PC Pro, Section 9.15.
[pcpro2016_all_questions_en.exm SYS_ERROR_01]

▼ **Question 43:**   Incorrect

Your system volume is running out of disk space. You need to extend the system volume to give it more space. Which of the following conditions must be met to extend the system volume? (Select all that apply.)

☐ The volume must be *spanned* to use disk space on a different disk.

➡ ☐ The disk must have contiguous free space on the same disk.

➡ ☐ The system volume must formatted with NTFS.

☐ The system volume must be on a dynamic disk.

☐ The system volume must be on a basic disk.

Explanation

The system volume can only be extended using contiguous free space on the same disk. This is the same for both basic and dynamic disks. Any volume can only be extended if it is unformatted or formatted with NTFS.

The system volume can be on either a basic or dynamic disk. The system volume cannot be extended or spanned to non-contiguous space or to space on another disk.

References

LabSim for PC Pro, Section 5.7.
[pcpro2016_all_questions_en.exm EXTEND VOLUME]

▼ **Question 44:**   Incorrect

You need to install Windows 10 on a new computer system that uses a SATA SSD device to store data. What should you do to complete this installation?

　　○ Add a standard hard disk to the system and install Windows on it instead of the SSD device.

➡ ○ Install Windows in the same way you would a system that uses a standard hard disk drive.

　　○ Load the drivers for the SSD device during the initial phase of the Windows installation.

　　○ Set the SATA configuration in the UEFI firmware to RAID.

Explanation

Because the SSD drive uses a SATA interface, you can install Windows on it in the same way that you would on a standard hard disk drive.

It's unlikely that you would need to load special drivers to access the SSD device. Setting the SATA configuration to RAID in the UEFI firmware would require at least one more identical SSD device to be added to the system and a RAID array be configured before installing Windows.

References

LabSim for PC Pro, Section 10.3.
[pcpro2016_all_questions_en.exm BOOT_METHODS_01]

▼ **Question 45:**   Incorrect

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

　　○ Do not service the computer until the CPU fan also fails.

　　○ Open the power supply and oil the fan.

　　○ Open the power supply and replace the defective fan unit.

➡ ○ Remove and replace the power supply.

Explanation

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

References

LabSim for PC Pro, Section 2.1.
[pcpro2016_all_questions_en.exm PC 2016 POWER SUPPLY SAFETY]

▼ **Question 46:**   Incorrect

You provide desktop support for a small company. The company has two locations in the same city, but they are several miles away. You get a call from a user who is having problems installing a new device. You try to tell the user how to update the driver for the device over the phone, but he is having a hard time understanding your directions and is becoming frustrated.

What should you do?

　　○ Drive to the other location as soon as possible and update the driver.

　　○ Tell the user to wait until you are scheduled to be in that location.

➡ ○ Establish a Remote Desktop connection and update the driver.

　　○ Escalate the call to another technician or your supervisor.

Explanation

As long as it is set up correctly, you can use Remote Desktop to connect to the user's system

remotely. You can then perform tasks as if you were at the computer.

References

LabSim for PC Pro, Section 9.5.
[pcpro2016_all_questions_en.exm REMOTE_06]

▼ **Question 47:**   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

➡ ◯ Task Scheduler

- ◯ Startup folder

- ◯ Services

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 system events. Common tasks that are scheduled to run at regular intervals include backups, system virus scans, and system updates.

Use the Services console to view and manage services on your computer. Use the Msconfig utility to customize the way the Windows system boots.

References

LabSim for PC Pro, Section 9.9.
[pcpro2016_all_questions_en.exm WINDOWS_SYSTOOLS_22]

▼ **Question 48:**   Incorrect

If you want to boot from a hard drive, what must it have?

- ◯ Dynamic partition

➡ ◯ Active partition

- ◯ Extended partition

- ◯ Passive partition

Explanation

The active partition contains the boot sector, which is required to load an operating system. An extended partition is a partition type on a basic disk. An extended partition can exist, but is not required to boot.

References

LabSim for PC Pro, Section 5.5.
[pcpro2016_all_questions_en.exm DRIVE STATUS_01]

▼ **Question 49:**   Incorrect

A user reports that her monitor has stopped working. While troubleshooting the issue, you discover a bad video card in the system. You replace the card and connect the monitor cable to the card.

What should you do next in your troubleshooting strategy?

- ◯ Document the solution.

- ◯ Explain what you did to fix the problem.

- ◯ Implement preventative measures.

➡ ◯ Test the solution.

Explanation

After you implement a solution, you should always verify full system functionality. Sometimes

more than one problem exists, or your solution may not have solved the problem. For example, in this case an incorrect driver for the video card could potentially continue to cause display issues. By verifying system functionality, you can ensure the problem is completely resolved. Explaining what you did, implementing preventative measures, and documenting the solution would occur after you have tested the solution to make sure the problem is completely fixed.

References

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

▼ **Question 50:**   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.)

⬜ Ground wire on the power supply

⬜ Screw on the wall power outlet

➡️ ⬜ Metal area on the computer case

➡️ ⬜ Anti-static mat

⬜ 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 51:**   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 52:**   Incorrect

Which of the following Mac features is used to launch apps, switch between running apps, access the Trash, and also to access specific folders.

○ Mission Control

➡ ○ Dock

○ Terminal

○ Spotlight

Explanation

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

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

References

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

▼ **Question 53:**   Incorrect

You have booted your Windows workstation into Safe Mode and enabled Boot Logging. To which log file is the boot logging information now being written?

○ Bootlog.txt

○ Myboot.txt

➡ ○ Ntbtlog.txt

○ Boot.log

Explanation

When you choose to Enable Boot Logging, entries are written to the Ntbtlog.txt file. This file is created in the %WinDir% folder.

References

LabSim for PC Pro, Section 9.15.
[pcpro2016_all_questions_en.exm SYS_ERROR_02]

▼ **Question 54:**   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.)

☐ Restrict restoration privileges to system administrators.

☐ Write-protect all backup media.

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

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

➡ ☐ 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 55:**   Incorrect

You need to enable a screen saver password on the Windows workstations in your organization. Which Control Panel option should you use to do this?

○ Power Options

➡ ○ Personalization

○ System and Security

○ Windows Firewall

○ Ease of Access

Explanation

Use the Personalization option in Control Panel to enable a screen saver password on a Windows 7 workstation.

References

LabSim for PC Pro, Section 12.3.
[pcpro2016_all_questions_en.exm PHYSICAL_SECURITY_03]

▼ **Question 56:**   Incorrect

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

Click the option you would use to do this.
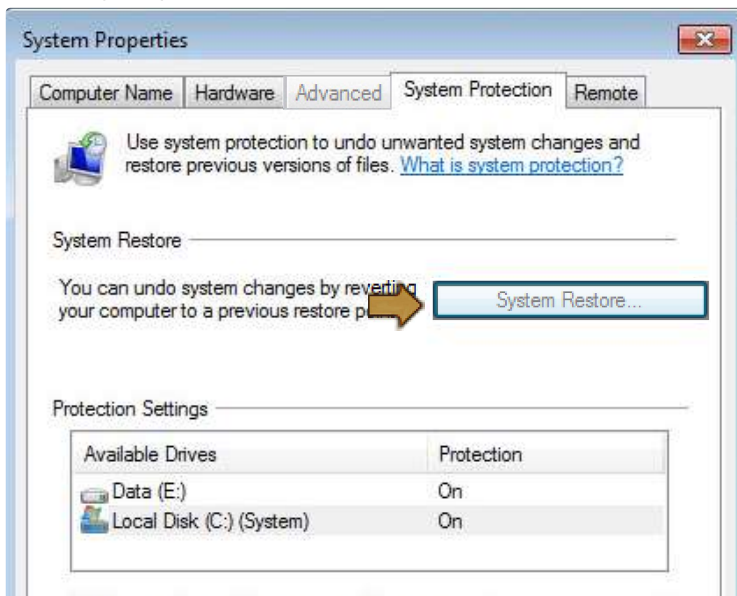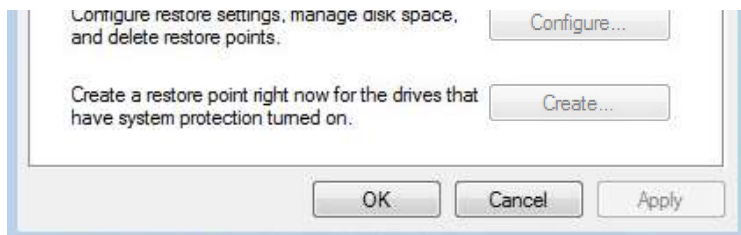
Explanation

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

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

References

LabSim for PC Pro, Section 9.11.
[pcpro2016_all_questions_en.exm RT SYSTEM RESTORE 04-PB]

▼ **Question 57:**   Incorrect

Which of the following measures will make your wireless network less visible to the casual attacker?

- ◯ Implement WPA2 Personal

- ◯ Use a form of authentication other than Open authentication

- ◯ Change the default SSID

➡ ◯ Disable SSID broadcast

- ◯ Implement MAC address filtering

Explanation

Wireless access points are transceivers which transmit and receive radio signals on a wireless network. Each access point has a service set ID (SSID) which identifies the wireless network. By default, access points broadcast the SSID to announce their presence and make it easy for clients to find and connect to the wireless network. You can turn off the SSID broadcast to keep a wireless 802.11 network from being automatically discovered. When SSID broadcasting is turned off, users must know the SSID to connect to the wireless network. This helps to prevent casual attackers from connecting to the network, but any serious hacker with the right tools can still connect to the wireless network.

Using authentication with WPA2 helps prevent attackers from connecting to your wireless network, but does not hide the network. Changing the default SSID to a different value does not disable the SSID broadcast. Implementing MAC address filtering prevents unauthorized hosts from connecting to your WAP, but it doesn't disable the SSID broadcast.

References

LabSim for PC Pro, Section 12.9.
[pcpro2016_all_questions_en.exm NET_SEC_WIRELESS_03]

▼ **Question 58:**   Incorrect

You need to view the contents of */var/log/auth.log* file to get information about the users that have been logging on to the system. The auth.log file is a plain text file so you decide to use the cat command to review the file. However, the display fills up with text for several pages and you can't see the entire file.

What commands can you use to view the content of the *auth.log* file page by page? (Select two.)

- ☐ vi /var/log/auth.log

- ☐ ls /var/log/auth.log

➡ ☐ less /var/log/auth.log

- ☐ grep /var/log/auth.log

➡ ☐ more /var/log/auth.log

- ☐ page /var/log/auth.log

Explanation

Using the **more** command, the contents of the file is output to the screen one page at a time to give you a chance to read the contents of the file; press the space bar to go through the file one page at a time. Using the **less** command does the same thing as the more command, except that is allows you to use the Pg Up and Pg Dn keys to scroll up and down through the file.

References

LabSim for PC Pro, Section 11.5.
[pcpro2016_all_questions_en.exm LINUX_FILES_04]

▼ **Question 59:**   Incorrect

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

- ◯ In common or community work areas

- ◯ Above the 3rd floor

➡ ◯ Near a window

- ◯ In the center of the building

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 building. 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 60:**   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?

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

- ◯ Run the convert command.

- ◯ Run the fixboot command to convert the partition type to GPT.

➡ ◯ Upgrade the disk to a dynamic disk.

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 61:**   Incorrect

To improve the safety of your location and to comply with regulations regarding work environments with hazardous materials, you have been assigned to assemble Material Safety

Data Sheets (MSDS) for all chemicals used in your shop.

How should you get them?

○ Write them yourself after researching the issues.

○ Ask your manager for them.

○ Get them from your local workers safety insurance office.

➡ ○ Download them from the chemical manufacturer's websites.

Explanation

Material Safety Data Sheets (MSDS) are written and made available by the chemical manufacturers. You can download them from the manufacturer's website or check with a representative of that company.

References

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

▼ **Question 62:**   Incorrect

To protect your Windows 7 system, you've used System Restore to automatically protect your system using restore points. You've also used Backup and Restore in Control Panel to configure a nightly backup of your user's data files. Will this adequately protect your system in the event of a hard disk failure?

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

○ Yes, your workstation system is protected.

➡ ○ No, you need to create an image of your Windows system as well.

○ No, you need enable previous file versions in System Restore.

Explanation

You also need to create a system image in addition to a backup of your user data. This will allow you to restore your windows system and your user data in the event of a disk failure. Using a RAID 0 array or implementing previous file versions will not protect your user data or the Windows system in the event of a disk failure.

References

LabSim for PC Pro, Section 9.10.
[pcpro2016_all_questions_en.exm SYSTEM RESTORE_02]

▼ **Question 63:**   Incorrect

An intruder waits near an organization's secured entrance until an employee approaches the entrance and unlocks it with a security badge. The intruder falls in line behind the employee, who assumes the intruder is another employee and holds the door open for her.

What kind of attack just occurred?

○ Smurf

➡ ○ Tailgating

○ Denial of service

○ Phishing

Explanation

A tailgating attack has occurred. Tailgating occurs when an unauthorized person follows behind an authorized person to enter a secured building or area within a building. Tailgating is also sometimes called piggybacking.

In a phishing attack, a spoofed email containing a link to a fake website is used to trick users into revealing sensitive information, such as a username, password, bank account number, or credit card number. Both the email and the website used in the attack appear on the surface to be

legitimate. A denial of service (DoS) attack involves using network mechanisms to flood a particular host with so many bogus requests that it can no longer respond to legitimate network requests. A Smurf attack is a distributed type of DoS attack that inserts a target system's IP address for the source address of ICMP echo request packets, causing a flood of ICMP echo response packets to be sent to a victim system.

References

LabSim for PC Pro, Section 12.4.
[pcpro2016_all_questions_en.exm SOCMED_SECURITY_07]

▼ **Question 64:**   Incorrect

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

- C:\Confidential
- C:\PublicReports

You configure NTFS permissions on the C:\Confidential folder and deny the Read permission to the Users group. For the C:\PublicReports folder, you allow Full Control permission to the Users group. You have not configured any permissions other than the defaults on any other folders or files. You take the following actions:

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

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

　　　◯ Deny Read to Reports.doc; Allow Full Control to Costs.doc

➡️　◯ Allow Full Control to both

　　　◯ Deny Read to both

　　　◯ Allow Full Control to Reports.doc; Deny Read to Costs.doc

Explanation

Users have Allow Full Control to both files in the C:\PublicReports folder.

When you move or copy files to an NTFS partition, the files inherit the permissions configured for the partition and parent folders. If you had configured explicit permissions for the files, then moving the file would retain the explicit permissions assigned to the file.

Copying files to new folders or partitions removes any existing permissions, and only inherited permissions apply.

References

LabSim for PC Pro, Section 11.3.
[pcpro2016_all_questions_en.exm NTFS_05]

▼ **Question 65:**   Incorrect

What is your top priority when responding to emergencies and hazardous situations?

　　　◯ Reduce risk and exposure to litigation.

　　　◯ Prevent the release of hazardous elements into the atmosphere.

　　　◯ Protect your organization's data.

➡️　◯ Ensure the safety of people in the area.

Explanation

Your top priority in responding to events is to protect the safety of individuals. Do this before taking any other actions to protect data or the environment.

References

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

▼ **Question 66:**   Incorrect

You manage two folders in your computer as follows:
- C:\Confidential
- D:\PublicReports

The C:\ drive is formatted with NTFS, and the D:\ drive is formatted with FAT32. In the C:\Confidential folder, you edit the properties for the following two files and assign the Deny Read permission to the Users group:

- Reports.doc
- Costs.doc

You then take the following actions:

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

What happens to the permissions for both files as they are created in the D:\PublicReports folder?

○ Permissions are kept on both files

○ Permissions are removed from Reports.doc but kept for Costs.doc

○ Permissions are kept for Reports.doc but removed from Costs.doc

➡ ○ Permissions are removed from both files

Explanation

Permissions are removed from both files. Moving or copying files to a non-NTFS partition removes any permissions (FAT32 does not support NTFS permissions).

Moving files to the same NTFS partition preserves any permissions. Copying files to another partition (NTFS or otherwise) removes existing permissions. Copied files to an NTFS partition inherit the permissions assigned to the drive or folder; copied files to a non-NTFS partition do not inherit permissions because no permissions exist.

References

LabSim for PC Pro, Section 11.3.
[pcpro2016_all_questions_en.exm NTFS_08]

▼ **Question 67:**   Incorrect

ESD is most likely to occur:

➡ ○ In a cool, dry atmosphere.

○ In a cool, humid atmosphere.

○ In a warm, dry atmosphere.

○ In a warm, humid atmosphere.

Explanation

Electrostatic discharge (ESD) is most likely to occur in a cool, dry atmosphere. A warm and humid atmosphere helps dissipate the buildup of static electricity, hence ESD is less likely to occur.
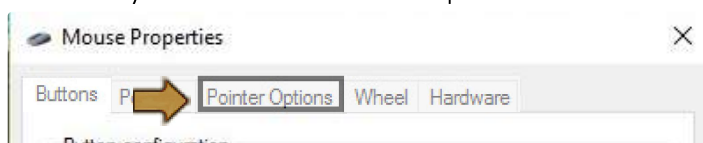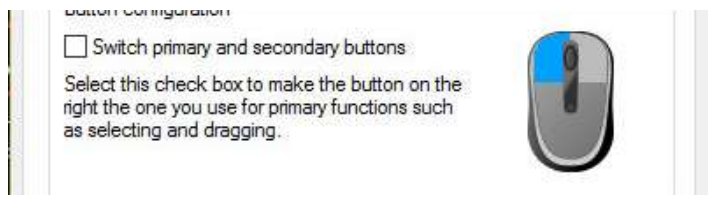
References

LabSim for PC Pro, Section 2.1.
[pcpro2016_all_questions_en.exm PC 2016 ESD COOL DRY]

▼ **Question 68:**   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 69:**   Incorrect

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

What should you do?

○ Instruct the employees to disable their anti-virus software.

○ Instruct the employees to boot into Safe Mode and revert to a prior restore point.

➡ ○ Instruct the employees to activate their Windows installation.

○ Instruct the employees to perform a startup repair from the Advanced Startup Options menu.

Explanation

You have a 30-day grace period in which to activate your Windows product installation. If the grace period expires and you have not completed activation, all features of Windows except the product activation feature will stop working. All customers who purchase retail packaged products or a new computer from an original equipment manufacturer (OEM) have to activate the product.
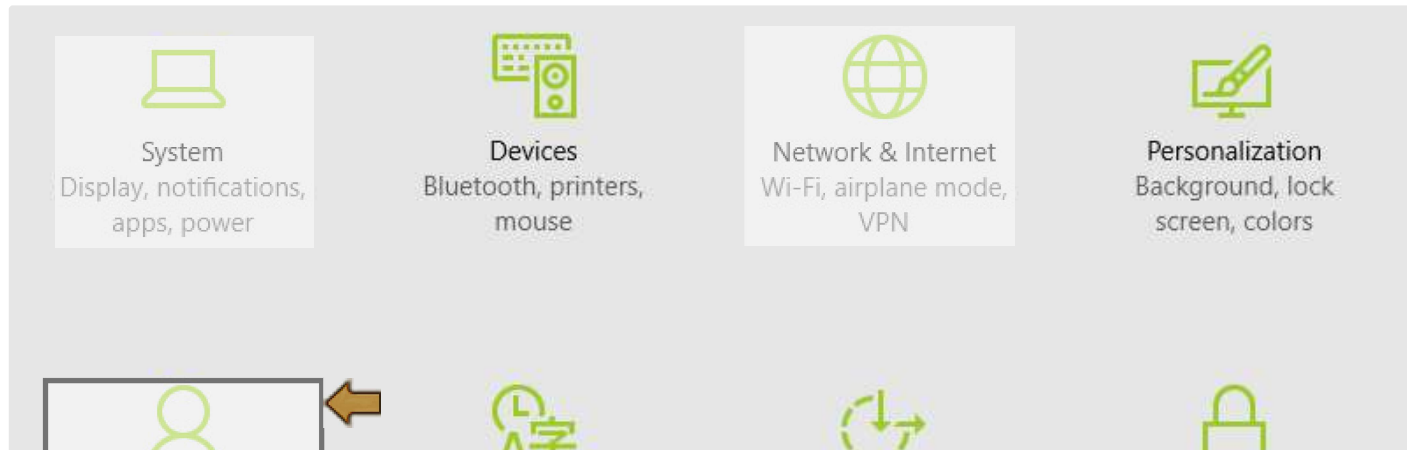
References
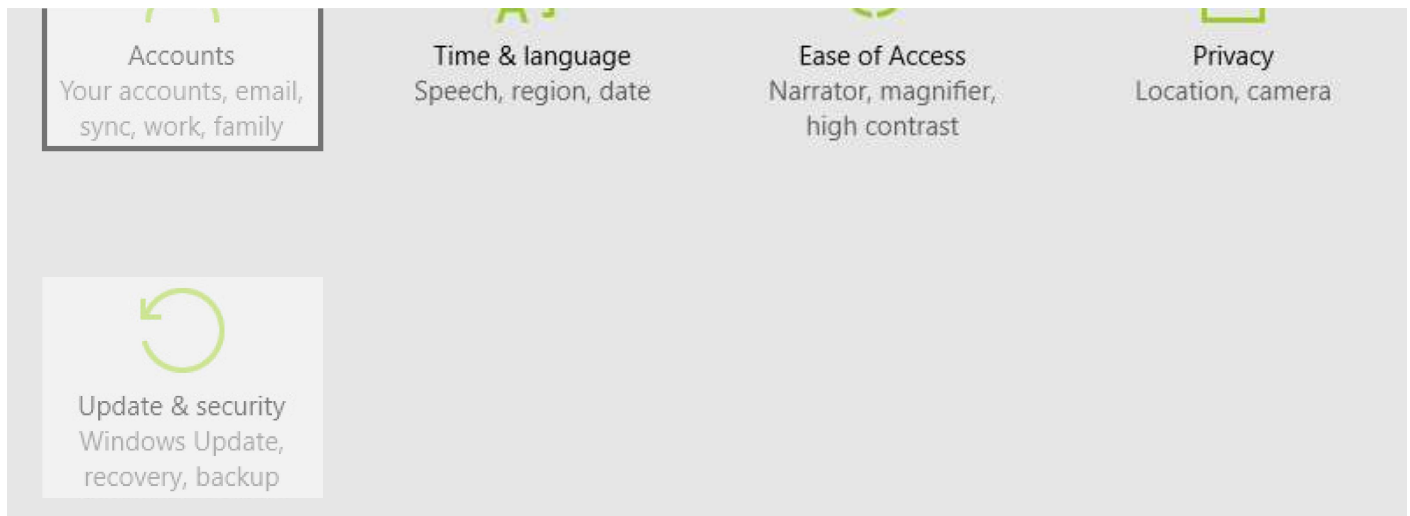
LabSim for PC Pro, Section 10.4.
[pcpro2016_all_questions_en.exm WINDOWS_POSTINSTALL_01]

▼ **Question 70:**   Incorrect

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

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

Accounts
Your accounts, email,
sync, work, family

Time & language
Speech, region, date

Ease of Access
Narrator, magnifier,
high contrast

Privacy
Location, camera

Update & security
Windows Update,
recovery, backup

Explanation

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

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

References

LabSim for PC Pro, Section 9.4.
[pcpro2016_all_questions_en.exm RT ONLINE AUTH 01-PB]

▼ **Question 71:**   Incorrect

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

- ◯ Disabling DHCP

- ◯ Implementing MAC address filtering

➡ ◯ Changing the default administrative password

- ◯ Disabling SSID broadcast

Explanation

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

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

References

LabSim for PC Pro, Section 12.9.
[pcpro2016_all_questions_en.exm NET_SEC_WIRELESS_06]

▼ **Question 72:**   Incorrect

You want to use the Universal Naming Convention (UNC) format to access a shared folder called Pictures on a computer named Home1.

Which of the following is an example of the UNC format?

- ◯ .Home1:Pictures

➡ ◯ \\Home1\Pictures

- ◯

○ Home1:\\Pictures

○ Home1:Pictures

Explanation

Use \\Home1\Pictures to access the shared folder. The UNC format is *Servername\sharename*.

References

LabSim for PC Pro, Section 11.4.
[pcpro2016_all_questions_en.exm SHARED_04]

▼ **Question 73:**   Incorrect

Which of the following protocols can be enabled so email is encrypted on a mobile device?

○ IMAP

○ POP3

➡ ○ SSL

○ SMTP

Explanation

SSL, or Secure Socket Layer, can be enabled so email is encrypted on a mobile device.

IMAP and POP3 are email retrieval protocols. SMTP is the protocol used to route email through the internetwork.

References

LabSim for PC Pro, Section 8.6.
[pcpro2016_all_questions_en.exm MOBILE_NET_03]

▼ **Question 74:**   Incorrect

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

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

➡ ○ In a locked fireproof safe.

○ On a shelf next to the backup device.

○ In a drawer in your office.

○ In a locked room.

Explanation

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

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

References

LabSim for PC Pro, Section 12.3.
[pcpro2016_all_questions_en.exm WINDOWS_BACKUP_04]

▼ **Question 75:**   Incorrect

Users have been experiencing periodic system lockups that generate the same error message. After checking Microsoft's Web site, you find that a hotfix is available to address the issue. What should you do next?

○ Wait until the next service pack comes out.

○ Deploy the hotfix for users who have experienced problems.

➡ ○ Deploy the hotfix on a test computer.

⭘ Deploy the hotfix immediately on all company computers.

Explanation

Before deploying a hotfix, you should test it to make sure that you can successfully apply the fix, that the fix corrects the problem, and that it does not cause any undesired problems. After testing, you should deploy the hotfix on all computers. Though the hotfix will be included in the next service pack, you should not wait until the service pack is released if you have problems that can be resolved by the hotfix.

References

LabSim for PC Pro, Section 9.9.
[pcpro2016_all_questions_en.exm WINDOWS_UPDATES_06]

▼ **Question 76:**   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?

⭘ The file extension has been changed to prevent it from running.

➡ ⭘ 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.

⭘ It has been deleted from your system.

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 77:**   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 implement a RAID 0 array to protect your data.

⭘ Yes, your workstation data is protected.

⭘ No, you need to enable File History.

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

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 78:**   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 **-dep**

○ yum update httpd

○ apt-get install httpd

○ apt-get update httpd

○ ps **-ef**

➡ ○ yum install httpd

○ ps **-e**

○ apt-get install httpd **-dep**

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 79:**   Incorrect

What would you enter at the command prompt on a Linux system to display the IP addresses and the subnet masks assigned to each network interface on a Linux system?

| ifconfig

Explanation

The **ifconfig** command displays the IP addresses and the subnet masks assigned to each network interface installed on a Linux system.

References

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

▼ **Question 80:**   Incorrect

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

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

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

What is the best way for you to respond?

➡ ○ Set up a time where you can sit down with the employee and show him how to complete common tasks.

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

○ Inform the employee that there isn't anything wrong with the program and that he simply does not know how to use it correctly.

○ Tell the employee to ask their co-workers how to use the program if he come across further problems.

Explanation

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

mean that it isn't a high priority to the employee.

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

References

LabSim for PC Pro, Section 2.2.
[pcpro2016_all_questions_en.exm PC16_PROFESSIONALISM_02]

▼ **Question 81:**   Incorrect

You have a small network. All computers are running Windows 7. You have created a HomeGroup for your network. You have a laptop that you use at work that runs Windows 7 Professional. You connect the laptop to the network. You are unable to see shared files on other computers. What should you do?

- ○ Reconfigure NTFS permissions on all shared resources.

- ○ Set the profile for the network connection to Home.

➡ ○ Join the laptop to the HomeGroup.

- ○ Create a HomeGroup on the laptop; add other computers to that HomeGroup.

Explanation

To access resources in a HomeGroup, the computer must join the HomeGroup. Setting the network type to Home and enabling Network Discovery are all necessary, but by themselves will not allow resource access until the HomeGroup is joined. You can only create a single HomeGroup on a LAN segment; because one already exists, you will not be able to create a new one on the laptop.

References

LabSim for PC Pro, Section 6.13.
[pcpro2016_all_questions_en.exm HOMEGROUP_01]

▼ **Question 82:**   Incorrect

Which command would you use to copy all files and subdirectories in a directory, including empty subdirectories?

- ○ copy /n

- ○ xcopy /s

- ○ copy /v

➡ ○ xcopy /e

Explanation

Use xcopy /e to copy directories and subdirectories, including empty ones.

xcopy /s copies directories and subdirectories, but not empty ones. Use copy /n to copy a single directory with the short filenames. Use copy /v to verify the files after the copy.

References

LabSim for PC Pro, Section 11.2.
[pcpro2016_all_questions_en.exm FILEMAN_04]

▼ **Question 83:**   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.)

➡ ☐ Dashboard

➡ ☐ All Windows

☐ Secure Notes

☐ Spotlight

☐ System Preferences

☐ Boot Camp

➡ ☐ Multiple Desktops

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 84:**   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?

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

➡ ○ Configure indexing to include the D:\ drive

○ Configure visual settings to optimize performance

○ Configure Work Folders for the folders on the 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 85:**   Incorrect

What is the name of the set of features that improves the visual appearance of Windows? These features include, but are not limited to, the following:

- Glass effects
- Window animations
- Flip 3D
- Snap
- Shake

[_____]   Aero

Explanation

Windows Aero is a set of features that improves the visual appearance of Windows. Features of Aero include:

- Glass effects on window borders that make borders semi-transparent (translucent).
- Window animations when windows are opened or closed.
- Taskbar thumbnails show the contents of an open window when you move the mouse over items on the taskbar.
- Windows Flip shows thumbnails of running programs when you use the Alt + Tab keys to switch between running programs.
- Aero Flip 3D is activated with the Window+Tab key shows an expanded 3D view of running programs.
- The Show Desktop button (on the right side of the Taskbar) hides all open windows. Hovering over the button makes the content of all open windows disappear (called Peek).
- Snap is a new feature that maximizes a window as you drag its border to the edge of the screen. Snapping multiple windows on the screen tiles them side-by-side. In Windows 10, Snap is limited to four apps on the desktop and two apps on a tablet.
- Shake lets you hide all but the current window. Click the top window border and shake the mouse to hide or unhide all other open windows.

References

LabSim for PC Pro, Section 1.4.
[pcpro2016_all_questions_en.exm AERO VERSIONS]

▼ **Question 86:**   Incorrect

Which operating system(s) include the following features?

- Cortana
- Cloud storage
- Continuum
- Microsoft Store
- Microsoft Edge

   ○ Windows 10 and Windows 7

   ○ Mac

   ○ Mac and Linux

   ○ Linux

➡ ○ Windows 10

Explanation

Windows 10 has the following new features:

- Customizable Start Menu--Let's you to organize your apps and shortcuts.
- Microsoft Store--Allows you to purchase music, videos, games, and apps.
- Cortana--Provides you with a personal assistant for web searching. This feature is only available in the United States, United Kingdom, China, France, Italy, Germany, and Spain. This feature is hardware dependent.
- Microsoft Edge--Let's you to take write and highlight web pages in the Edge web browser. This feature is hardware dependent.
- Windows Hello--Uses face and fingerprint sign in. This feature is hardware dependent.
- Photos app--Organizes photos and videos in one location.
- Cloud storage--Provides integrated access to OneDrive, which provides free storage space in the cloud (optional).
- Continuum--Allows you to switch between PC, tablet, and phones modes. This feature is hardware dependent.

References

LabSim for PC Pro, Section 1.4.
[pcpro2016_all_questions_en.exm PC 2016 WINDOWS FEATURES]

▼ **Question 87:**   Incorrect

What is a cookie?

➡ ○ A file saved on your hard drive that tracks Web site preferences and use.

   ○ A malicious program that runs when you read an e-mail attachment.

○ A malicious program that disguises itself as a useful program.

○ An executable file that runs in the background and tracks Internet use.

Explanation

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

References

LabSim for PC Pro, Section 12.6.
[pcpro2016_all_questions_en.exm MALWARE_12]

▼ **Question 88:** Incorrect

While trying to log on, a user accidentally typed the wrong password three times, and now the system is locked because he entered too many incorrect passwords. He still remembers his password, but he just typed it wrong. He needs access as quickly as possible. What should you do?

➡ ○ Unlock the account

○ Enable the account

○ Have the user wait for the account to be unlocked automatically

○ Change the password for the account

Explanation

With the account lockout policy configured, an account will be locked (and cannot be used for logon) when a specified number of incorrect passwords are entered. You can unlock a locked account by editing the account properties in Local Users and Groups. Depending on the policy settings, locked accounts might be unlocked automatically after a period of time. However, to allow immediate access, manually unlock the account.

A disabled account cannot be used for logon. Accounts are not disabled automatically, and enabling an account does not unlock it. Changing the password is not required because the user still remembers the correct password.

References

LabSim for PC Pro, Section 12.7.
[pcpro2016_all_questions_en.exm AUTHORIZATION_10]

▼ **Question 89:** 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 90:**   Incorrect

Which of the following is another name for the paging file?

   ○ Upper memory

   ○ Extended memory

   ○ Random access memory

➡ ○ Virtual memory

Explanation

A paging (swap) file on a storage device is sometimes called virtual memory because it mimics real memory (though at a much slower speed).

The process of moving data from RAM to disk (and back) is known as swapping or paging. Random Access Memory (RAM) is used as a temporary data storage location and is called physical memory. The terms extended and upper memory refer to memory above the first megabyte of address space in PC systems with older processors.

References

LabSim for PC Pro, Section 9.13.
[pcpro2016_all_questions_en.exm VIRTMEM_03]