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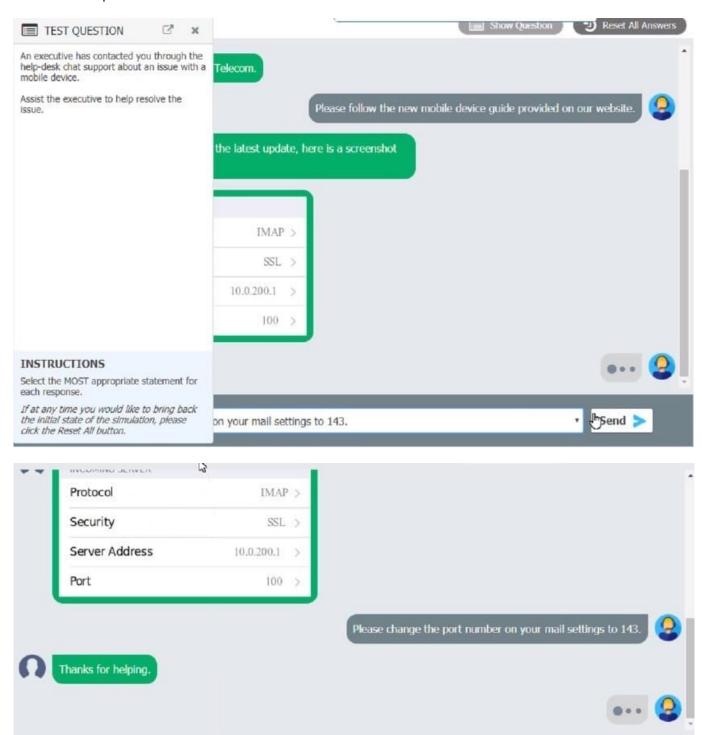
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QUESTION 1

An executive has contacted you through the help-desk chat support about an issue with a mobile device. Assist the executive to help resolve the issue.

Which of the following should be done NEXT?

A. Educate the user on the solution that was performed.

B. Tell the user to take time to fix it themselves next time.

C. Close the ticket out.

D. Send an email to Telecom to inform them of the Issue and prevent reoccurrence.

Correct Answer: A

educating the user on the solution that was performed is a good next step after resolving an issue. This can help prevent similar issues from happening again and empower users to solve problems on their own.

QUESTION 2

During a network outage, a technician discovers a new network switch that was not listed in the support documentation. The switch was installed during a recent change window when a new office was added to the environment. Which of the following would most likely prevent this type of mismatch after next month\\'s change window?

A. Performing annual network topology reviews

B. Requiring all network changes include updating the network diagrams

C. Allowing network changes once per year

D. Routinely backing up switch configuration files

Correct Answer: B

QUESTION 3

A help desk technician runs the following script: Inventory.py. The technician receives the following error message:

How do you want to Open this file?

Which of the following is the MOST likely reason this script is unable to run?

A. Scripts are not permitted to run.

B. The script was not built for Windows.

C. The script requires administrator privileges,

D. The runtime environment is not installed.

Correct Answer: D

The error message is indicating that the script is not associated with any program on the computer that can open and run it. This means that the script requires a runtime environment, such as Python, to be installed in order for it to execute properly. Without the appropriate runtime environment, the script will not be able to run.

QUESTION 4

A technician needs to document who had possession of evidence at every step of the process. Which of the following does this process describe?

A. Rights management

B. Audit trail

C. Chain of custody

D. Data integrity

Correct Answer: C

The process of documenting who had possession of evidence at every step of the process is called chain of custody

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QUESTION 5

A user receives a notification indicating the antivirus protection on a company laptop is out of date. A technician is able to ping the user\\'s laptop. The technician checks the antivirus parent servers and sees the latest signatures have been installed. The technician then checks the user\\'s laptop and finds the antivirus engine and definitions are current. Which of the following has MOST likely occurred?

A. Ransomware

B. Failed OS updates

C. Adware

D. Missing system files

Correct Answer: B

The most likely reason for the antivirus protection on a company laptop being out of date is failed OS updates1. Antivirus software relies on the operating system to function properly. If the operating system is not up-to-date, the antivirus software may not function properly and may not be able to receive the latest virus definitions and updates2 . Therefore, it is important to keep the operating system up-to-date to ensure the antivirus software is functioning properly2.

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