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Latest Version: 6.0

Question: 1

What is the primary purpose of booting Windows into Safe Mode?

- A. access the internet securely
- B. perform a system backup
- C. troubleshoot and resolve system issues
- D. install new hardware

Answer: C

Explanation:

Safe Mode is a diagnostic mode of Windows that starts the operating system with a minimal set of drivers and services. It is primarily used for troubleshooting and resolving system issues, as it helps isolate problems that may not occur in the standard operating mode.

Question: 2

Which of the following is a common application compatibility requirement that can affect hardware performance?

- A. RAM requirements
- B. monitor resolution
- C. connection type
- D. keyboard layout

Answer: A

Explanation:

RAM requirements are a common application compatibility requirement that can significantly affect hardware performance; insufficient RAM can lead to slow operation or crashes in applications.

Question: 3

What is the first step to set up a new external display on a MacOS system?

- A. Connect the external display to the Mac using the appropriate cable.
- B. Open the Terminal application and enter a command to detect displays.
- C. Access System Preferences > Security & Privacy and adjust settings for external displays.

Answer: A

Explanation:

To set up a new external display on MacOS, the first step is to physically connect the display to the Mac using the appropriate cable, which will allow the system to detect the external monitor.

Question: 4

What is the primary purpose of following safety procedures when working with computer hardware?

- A. improve the performance of the hardware
- B. prevent electrical shocks and ESD (Electrostatic Discharge)
- C. reduce the need for equipment maintenance
- D. comply with company policies only

Answer: B

Explanation:

The primary purpose of following safety procedures when working with computer hardware is to prevent electrical shocks and ESD (Electrostatic Discharge). These procedures are essential for ensuring the safety of individuals and protecting sensitive electronic components from damage.

Question: 5

What is a key difference between traditional antivirus software and Endpoint Detection and Response (EDR) or Extended Detection and Response (XDR) solutions?

- A. tivirus provides advanced threat hunting capabilities compared to EDR/XDR solutions.
- B. tivirus solutions are primarily cloud-based, while EDR/XDR solutions are locally installed on endpoints.
- C. R/XDR solutions are only effective against known malware, whereas antivirus protects against both known and unknown threats.
- D. tivirus focuses on detecting and removing known malware and viruses, while EDR/XDR monitors and analyzes endpoint activities for suspicious behavior.

Answer: D

Explanation:

The key difference between traditional antivirus software and EDR/XDR solutions lies in their approach to cybersecurity. Antivirus software primarily uses signature-based detection to identify and remove known malware and viruses. In contrast, EDR/XDR solutions provide more advanced capabilities by continuously monitoring endpoint activities in real-time. This proactive approach allows EDR/XDR solutions to detect and respond to potential threats based on behavioral anomalies, even if the threats are previously unknown or have no identifiable signature. This capability makes EDR/XDR solutions particularly effective in defending against sophisticated cyber threats that may evade traditional antivirus measures.

Question: 6

What is one of the primary features of Cisco Webex that enhances remote support capabilities?

- A. bex only allows video conferencing with no screen sharing capabilities.
- B. bex provides integration with third-party applications for streamlined workflows.
- C. bex requires users to install separate software for remote desktop control.
- D. bex cannot be used on mobile devices.

Answer: B

Explanation:

Cisco Webex is a versatile remote access and collaboration tool that provides features such as video conferencing, screen sharing, and remote desktop control. Its ability to integrate with third-party applications helps streamline workflows and improve user productivity during remote support sessions. Webex is also accessible on mobile devices, allowing support technicians to assist users from anywhere.

Question: 7

What is the primary purpose of USB (Universal Serial Bus) ports on a computer?

- A. To increase the computer's processing power.
- B. To enhance the graphics performance of the computer.
- C. To connect external devices for data transfer and power supply.

Answer: C

Explanation:

The primary purpose of USB ports on a computer is to connect external devices for data transfer and power supply, making them essential for interacting with various peripherals.

Question: 8

When should a help desk technician escalate a security issue to a specialized team?

- A. ly if the user requests it.
- B. en the help desk is busy and they want to offload the issue.
- C. en a user reports phishing attempts in their email.
- D. en the issue is beyond their knowledge or expertise.

Answer: D

Explanation:

Help desk technicians must recognize when an issue requires escalation to a specialized team, especially in cases involving security threats such as phishing, malware, or unauthorized access attempts. Escalation is warranted when the issue is complex, beyond the technician's expertise, or involves potential data breaches. Proper escalation ensures that the issue is addressed by the appropriate personnel who can handle it effectively.

Question: 9

What is the primary purpose of a default gateway in a network?

- A. connect devices within the same local network
- B. route traffic from a local network to other networks
- C. assign IP addresses to devices on the network
- D. resolve domain names to IP addresses

Answer: B

Explanation:

The primary purpose of a default gateway in a network is to route traffic from a local network to other networks, allowing devices to communicate with external resources beyond their local subnet.

Question: 10

What is the first step a user should take when connecting an external hard drive to a MacOS device to ensure it is properly recognized by the system?

- A. check the USB cable for any visible damage
- B. connect the external hard drive to the USB port
- C. format the external hard drive before connecting it
- D. start the Mac before connecting the external hard drive

Answer: B

Explanation:

To properly mount an external hard drive on a MacOS device, the user must first connect the drive to the USB port. Once connected, the drive should appear on the desktop or in Finder, allowing access to its contents.

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