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QUESTION 31 After several passes with a malware removal program, the program keeps detecting the same malware infection after a reboot. Which of the following should be done to attempt to remove the offending malware? A. Run the malware removal program while disconnected from the Internet B. Run the malware removal program in Windows Safe Mode C. Reinstall the malware removal program from a trusted source D. Set the malware removal program to run each time the computer is rebooted

Answer: B Explanation: http://www.pcworld.com/article/243818/how_to_remove_malware_from_your_windows_pc.html

QUESTION 32 A user, Joe, calls and states every few hours he is unable to connect to the Internet for several minutes but is able to access internal sites during this time. Which of the following tools would be used to find the issue with the network connection? A. TRACERT B. NETSTAT C. IPCONFIG D. NSLOOKUP

Answer: A Explanation: <http://support.microsoft.com/kb/162326>

QUESTION 33 A technician is trying to prevent a local application from reaching the web due to security concerns. Which of the following solutions could BEST prevent the application from reaching the web? (Select TWO). A. Configure the workstation for a static IP B. Disable all wireless network connections C. Remove shortcuts to the application D. Block the application in Windows Firewall E. Change network location to Work F. Reroute the web address in HOSTS file

Answer: D Explanation: Use Windows firewall to restrict an application from reaching the web. Alternatively you can also reroute the web address in the HOST file.

QUESTION 34 For the last year, a company has gathered statistics on the most common security incidents. The highest percentage deals with opening email attachments that contain malware. Which of the following would mitigate this issue without reducing productivity? A. Annual cyber security education B. Update antivirus signatures more often C. Block all email attachments D. Install an IPS on each workstation

Answer: A Explanation:

http://www.aps.anl.gov/Safety_and_Training/Training/Courses/esh223/start.html QUESTION 35 A company wants to ensure that the latest cyber security threats are known to the employees across the enterprise to minimize occurrences. Which of the following should be implemented? A. Message of the Day B. Email lists C. Company forums D. Regular user education

Answer: D Explanation: Educating user is the best way to combat security threats. After all security threats occur when a human carries it across unknowingly.

QUESTION 36 Which of the following operating systems can be upgraded directly to Windows 7 Professional by a default installation? (Select TWO). A. Windows 7 Home Premium B. Windows Vista Business C. Windows XP Home D. Windows XP Professional 64-bit E. Windows XP Media Center

Answer: A Explanation:

[http://technet.microsoft.com/en-us/library/dd772579\(v=ws.10\).aspx](http://technet.microsoft.com/en-us/library/dd772579(v=ws.10).aspx) QUESTION 37 A technician has finished replacing the network card in a laptop and has verified full system functionality. Which of the following troubleshooting steps should the technician take NEXT? A. Document findings, actions, and outcomes B. Escalate problem to a senior technician C. Re-establish new theory of probable cause D. Perform a full system backup

Answer: A Explanation:

http://ptgmedia.pearsoncmg.com/images/9781587132636/samplechapter/9781587132636_ch04.pdf QUESTION 38 A technician is implementing a SOHO wireless network for Company A that shares a floor with Company B. Which of the following would BEST secure the wireless network so that only Company A employees are allowed access? A. Turning down the radio power level B. Enabling MAC filtering C. Setting a high encryption level D. Disabling the SSID broadcast

Answer: B Explanation:

<http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm> QUESTION 39 A technician enabled remote management on the small office WAP to manage this device from another location. Users are reporting that the WAP has changed its SSID without anyone's knowledge. Which of the following would prevent this from occurring? A. Change to user MAC filtering B. Change default usernames and passwords C. Disable the SSID from broadcasting D. Enable static IP addresses

Answer: B Explanation:

<http://compnetworking.about.com/od/routers/ss/routerpassword.htm> QUESTION 40 A technician has configured the ability to connect to a small office server using remote desktop from a workstation within the office. The technician has reviewed logs that show constant brute force attacks to that server from outside the network. Which of the following would prevent this from occurring? A. Configure the server to use a static IP B. Logically move the server to the DMZ C. Reallocate the server to a different networking closet D. Disable the remote desktop port

Answer: D Explanation:

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