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## Exam Code: MB0-001

## Exam Name: CompTIA Mobility+ Certification Exam

**Exam A**

**QUESTION 1**
Which of the following would be used to enforce a policy requiring two-factor authentication on certain mobile devices?

A. Username and password
B. Facial recognition and PIN
C. Pattern unlock and password
D. Fingerprint and retina scan

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 2**
An employee reports a network connectivity issue to the helpdesk. Which of the following steps should be taken before escalating the issue?

A. Identify and document the issue, questioning the obvious
B. Attempt to resolve the network issue by rebooting a server
C. Ask the user to remote their machine and wait 15 minutes before calling back
D. Document resolution outcomes and lessons learned

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 3**
Which of the following can be applied to a mobile device to support a corporate mandate which does not allow Internet gambling activities?

A. Network IDS
B. Host IDS
C. Software antivirus
D. Content filtering

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 4**
When setting up a wireless access point for 802.11g, the user must ensure mobile devices utilize which of the following frequency bands?

A. 2.4 MHz

B. 5 MHz
C. 5 GHz

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 5**
Which of the following is a topology that uses multiple access points to communicate with each other to pass data?

A. Filter
B. Mesh
C. Modulate
D. Backhaul

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 6**
The mobility team has been tasked with placing Wi-Fi access points in a conference room. They have been provided with a floor plan by the building architect. Which of the following are components of a predictive wireless audit? (Select TWO).

A. Oscilloscope
B. Spectrum analysis
C. Distance to nearest cellular tower
D. Construction materials used in the walls
E. Time Domain Reflectometer

**Correct Answer:** BD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 7**
The mobility team is evaluating new smartphones for deployment from multiple vendors. Which of the following items is a concern for the adherence to IT Policy? (Select TWO).

A. No API for remote management
B. The ability to set complex passwords
C. Lack of business applications on the vendor application store
D. The resolution of the display
E. Duration of the battery life

**Correct Answer:** AB
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 8**
An end-user has notified the helpdesk that a tablet was left in a taxi-cab. Which of the following is the order of response?

A. Wipe device, track device, escalate
B. Wipe device, confirm end-user identity, escalate
C. Confirm end-user identity, determine policy response, report incident
D. Confirm end-user identity, unlock device, track device

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 9**
The IT department has been contacted by Joe, an end-user, reporting he is unable to login to his smart phone. Which of the following would cause this issue?

A. The certificate for the Wi-Fi has expired
B. Passwords must be changed after a certain amount of days
C. Updates are required to the OS
D. The device is not connected to the Internet

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 10**
The IT department is contacted by Joe, an end-user, who is unable to connect to the corporate IPsec VPN from outside of his corporate network. Joe confirms he can connect to popular web pages. Which of the following would cause this issue?

A. Port 80 is blocked
B. Port 587 is blocked
C. Port 4200 is blocked
D. Port 5223 is blocked

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 11**
Which of the following is a cellular technology that supports data and voice at the same time?

A. APN
B. GSM
C. GPRS
D. EDVO

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 12**
Which of the following device configuration parameters could be used to change how the mobile device data is routed back to a company on a cellular network?

A. VLAN ID
B. APN

C. SSID
D. IMEI

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 13**
Which of the following is used so that mobile devices can continue to communicate with a mobile device management service if multiple front-end servers are configured?

A. Cellular tower
B. Network load-balancer
C. Traffic shaper
D. Proxy server

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 14**

Which of the following secure protocols is used for Microsoft Exchange ActiveSync communications traffic?

A. HTTPS
B. MAPI
C. SMTP
D. SFTP

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 15**
Which of the following entities performs the final testing and approval of the mobile device before being publically released?

A. Mobile operator/carrier
B. IT department
C. Retailer
D. End user

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 16**
Which of the following solution features will lower overall support costs for a large scale mobile device deployment?

A. Compliance management
B. Self-service portal
C. Security policy management
D. Location-based Services

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 17**
Which of the following items are valid placements for an MDM solution? (Select TWO).

A. SaaS
B. Cellular tower
C. Access point
D. On-premise
E. Hotspots

**Correct Answer:** AD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 18**
Which of the following sequences is the BEST way to implement a mobile device management solution?

A. Setup server(s), configure, go-live, test, make necessary changes, and on-board devices
B. Gather requirements, setup server(s), management sign-off, and go-live
C. Create certificates, setup server(s), go-live, and on-board devices
D. Pilot test group, receive feedback, make necessary changes, receive sign-off, and go-live

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 19**
Which of the following tasks can assist to on-board mobile devices into a mobile device management solution? (Select TWO).

A. Integrating with LDAP
B. Compliance reporting
C. Using self-service portal
D. Activation of mobile devices
E. Entering IMEI numbers

**Correct Answer:** AC
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 20**
Which of the following must be used to successfully deploy an in-house developed application?

A. LDAP server
B. Application certificate store
C. Content management solution
D. Enterprise application store

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 21**
Which of the following provides information on potential security risks and threats impacting administration of

mobile devices?

A. Review security incidents within the given industry
B. Document security incident response and escalate
C. Recovery of lost mobile devices
D. Verification of security certificates

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 22**
A network administration team will not be able to support an MDM project within the requested timeline. Which of the following would be the BEST option for deploying the Mobile Device Management software?

A. Software as a Service Solution
B. Stand Alone Solution
C. Private cloud hosted externally
D. Multi-Instance on Premise Solution

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 23**
Joe, a user, has noticed that his corporate-owned device has been stolen. Which of the following actions should Joe take FIRST?

A. Report the incident
B. Revoke the device certificate
C. Monitor device activity
D. Capture logs

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 24**
While at a conference, Ann, a user, is attempting to sync data from her device back to the corporate server. Ann has a cellular signal, however the sync will not complete. Which of the

following is MOST likely causing the issue?

A. Content filtering
B. Network saturation
C. Device provisioning

D. Device storage

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 25**
Which of the following capabilities would ensure that employees do not access an application after leaving a specified physical location?

A. Wide area network
B. Geo-fencing
C. Captive portals
D. Near field communication

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 26**
An organization is going to deploy a BYOD model to allow users to provision their personally owned devices to receive email on their mobile devices. Which of the following should be completed before allowing users to self provision their devices? (Select TWO).

A. Directory service setup
B. Profile creation
C. Mobile application distribution
D. Administrative permissions
E. Device activation

**Correct Answer:** AB
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 27**
Which of the following is a messaging protocol that protects the confidentiality of email content?

A. SSMTP
B. POP3
C. SFTP
D. IMAP

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 28**
Ann, a user, called to report an issue related to authenticating to her mobile device. After resolving the issue, which of the following is the FINAL task that should be completed by the mobility administrator according to troubleshooting best practices?

A. Establish a theory of probable cause
B. Verify full system functionality
C. Document findings, actions, and outcomes
D. Implement preventative measures

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 29**
After installation of an MDM solution within an organization, the organization should ensure that all users of mobile devices agree to rules stated in which of the following documents?

A. End-user licensing agreement
B. Service level agreement
C. Acceptable use policy
D. Content filter policy

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 30**
The Chief Information Officer (CIO) has allowed employees to use their personal devices to access the enterprise guest wireless network. The organization has decided to deploy network configurations through a profile. Which of the following should be specified within the profile for the personal devices? (Select TWO).

A. IPsec configuration
B. Password expiration date
C. Wireless SSID
D. VPN configuration
E. Authentication methods

**Correct Answer:** CE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 31**
An organization is concerned with employees using cellular data in excess of the established usage thresholds.

Which of the following would be BEST for the organization to implement?

A. Application metering
B. Data capture
C. Telecom expense management
D. Carrier billing

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 32**
Which of the following layers of the OSI model deals with the use of MAC addresses?

A. Application layer
B. Transport layer
C. Physical layer
D. Datalink layer

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 33**
Which of the following layers of the OSI model is responsible for routing protocols and IP addresses?

A. Network layer
B. Datalink layer
C. Application layer
D. Session layer

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 34**
A technician receives a ticket that Ann, a wireless customer, cannot access her email. As part of the troubleshooting process, the technician has finished establishing a plan of action to resolve the problem. Which of the following is the NEXT logical step the technician should take?

A. Verify full system functionality
B. Document findings
C. Gather information
D. Implement the solution

**Correct Answer:** D

**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 35**
A technician receives a trouble ticket that Joe, a wireless customer, cannot access his email. As part of the troubleshooting process, the technician gathered information and identified the symptoms. Which of the following is the NEXT logical step in troubleshooting?

A. Test the theory
B. Document findings and outcomes
C. Establish a theory to determine the cause
D. Implement the solution

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 36**
Which of the following can be used to secure data at rest? (Select TWO).

A. VPN
B. AES
C. SSL
D. 3DES
E. IPsec

**Correct Answer:** BD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 37**
Which of the following are used to secure data in transit? (Select TWO).

A. IPsec
B. WPA
C. Block level encryption
D. FTP
E. File level encryption

**Correct Answer:** AB
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 38**
Ann, a wireless customer, cannot access her email. A technician found that Ann lost access to her email at the same time an update was pushed to all customers. Which of the following is the NEXT troubleshooting step?

A. Revert to last known good configuration on device
B. Revert back to a previous state on the email server
C. Verify that other customers cannot access email
D. Reload Ann's email client

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 39**
In case of loss or theft, which of the following methods is used to prevent corporate-based data being compromised?

A. Access control list
B. Password policy
C. Firewall
D. Full-disk encryption

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 40**
Which of the following is the BEST method of access control on a mobile device?

A. AES
B. PIN
C. Screen saver
D. Encryption

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 41**
Executive management asks about threats that can affect multiple mobile devices. Which of the following needs to be addressed? (Select TWO).

A. Data loss
B. Travel
C. DLP
D. Device cloning

E. IPS

**Correct Answer:** AD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 42**
A Corporate Security Officer (CSO) asks that a wireless risk assessment be completed. Which of the following threats should be taken into account? (Select TWO).

A. Rogue access point
B. New employee
C. Firewall
D. NAT
E. Warpathing

**Correct Answer:** AE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 43**
Which of the following is an example of encryption for data at rest?

A. WPA2
B. SSH
C. TLS
D. AES

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 44**
Which of the following is a best practice for configuring mobile network access control?

A. Device password
B. Certificate authentication
C. IPsec VPN
D. ActiveSync

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 45**
Which of the following are ways to minimize the risks associated with allowing mobile devices on an organization's network? (Select TWO).

A. BYOD
B. Firewall
C. ActiveSync
D. IDS/IPS
E. Reporting

**Correct Answer:** BD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 46**
Which of the following is the BEST way to ensure Joe, a terminated employee, no longer has access to the company network on his mobile device?

A. Factory reset
B. Disable cellular access
C. Revoke certificate
D. Close enterprise mail account

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 47**
Which of the following frequencies fall under the unlicensed spectrum for WiFi network access? (Select TWO).

A. 1 GHz
B. 2.4 GHz
C. 3 GHz
D. 3.5 GHz
E. 5 GHz

**Correct Answer:** BE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 48**
While connected to the company's wireless network, users are experiencing connection issues and reporting slow network speeds. Which of the following actions is the BEST method to identify the issue?

A. Perform wireless survey for wireless network coverage
B. Perform firmware updates on all affected wireless devices
C. Perform wireless network upgrade to resolve connectivity issues
D. Perform airspace scanning with a spectrum analyzer for interference

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 49**
Company employees are reporting wireless network connectivity issues. Which of the following can cause interference for the company wireless network? (Select TWO).

A. Microwave ovens
B. Refrigerators
C. Nearby cell phone towers
D. Vending machines
E. Bluetooth devices

**Correct Answer:** AE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 50**
A company wants to deploy a wireless network for their employees and guests. Employee and guest networks should be separated for security and privacy. Which of the following can be implemented to meet these requirements? (Select TWO).

A. TCP
B. UDP
C. APN
D. SSID
E. VLAN

**Correct Answer:** DE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 51**
Which of the following encryption methods will be the BEST way to secure the company wireless network?

A. WAP
B. WPA-TKIP
C. WEP
D. WPA2/CCMP

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 52**
Which of the following encryption methods is BEST for data at rest on mobile devices?

A. ECC
B. DES
C. 3DES
D. AES

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 53**
Guests are allowed to use the company wireless network for Internet access only by connecting to the guest SSID through a captive portal for authentication. Guests reported that they connected to the Internet without captive portal authentication. Which of the following would BEST explain this problem?

A. Directory services authentication failure
B. DHCP failure
C. DNS failure
D. Rogue access point

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 54**
UMTS belongs to which of the following generation of mobile cellular systems?

A. 1G
B. 2G
C. 2.5G
D. 3G

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 55**
Which of the following cellular technologies divides digital cellular channels into three separate time slots for a

more efficient manner of transporting data than previous methods?

A. RFID
B. 2.5G
C. UTRAN
D. TDMA

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 56**
Which of the following RF behaviors would MOST likely be seen because of heavy snow?

A. Refraction
B. Diffraction
C. Mirroring
D. Absorption

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 57**
Which of the following describes dynamically switching from one cellular tower to the next without dropping connectivity in cellular and WiFi networks?

A. Bouncing
B. Roaming
C. Failover
D. 3-way handshake

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 58**
Joe, a network technician, has been using the company smart phone to fulfill his job role. Joe must return the company smart phone at the end of his shift. Upon retrieving the smart phone at the start of his shift, the phone is not sending text nor making phone calls. Other coworkers were not experiencing these issues. Which of the following is the MOST likely problem?

A. Joe is encountering a jamming attack.
B. The smart phone is out of reach from the cellular tower.
C. The smart phone's network mode setting was changed from automatic to manual.
D. The smart phone battery option is conflicting with the network mode options.

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 59**
The chief executive officer (CEO) is reporting extreme latency issues with three new wireless access points. The CEO and the financial department stream stock quotes all day through their tablets. The total number of wireless users in the building is 280. Which of the following is the MOST probable cause?

A. The wireless access points are not utilizing a wireless network controller.
B. The wireless access points are experiencing a high level of interference because of newly installed cubicles.
C. The wireless access points are not broadcasting.
D. The wireless access points areover utilized.

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 60**
Which of the following are known as mobile device identifiers? (Select TWO).

A. UMTS
B. SCEP
C. SMTP
D. IMEI
E. ICCID

**Correct Answer:** DE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 61**
Administrators receive a call saying Joe, a user, is not receiving email on his mobile device, although all other functions are normal. Which of the following are the MOST likely actions to perform to troubleshoot the problem? (Select TWO).

A. Ask if the device is powered on
B. Look into the MDM portal for device status and logs
C. Ask if Joe is located in a basement
D. Check for account status
E. Ping the device

**Correct Answer:** BD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 62**
Which of the following protocols is required for iOS device MDM enrollments?

A. VPN
B. HTTP
C. APNS
D. IPSEC

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 63**
Which of the following are considered security protocols? (Select THREE).

A. TLS
B. GCM
C. POP3
D. SSL
E. IMAP
F. 3DES
G. SMTP

**Correct Answer:** ADF
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 64**
All VPN connectivity and syncing has stopped for both cellular and WiFi customers. Which of the following would be a common cause? (Select TWO).

A. Latency
B. Content filtering misconfigured
C. Servers are down
D. APNS and GCM Failure
E. Certificates

**Correct Answer:** CE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 65**
Administrators are receiving calls that captive portals are unavailable even though sufficient WiFi signals are available. Which of the following would be the MOST likely cause?

A. VPN Tunnels
B. RSA Tokens
C. CDMA
D. TDMA

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 66**
Which of the following is the BEST way to renew an expired remote employee's device certificates?

A. Email the certificates to the personal email account so the employee can import them
B. Remote into the device and update the certificates with administrative rights
C. Ask the employee to perform a device level wipe and reactivate the device on MDM
D. Have the employee delete all policies and reactivate the device on MDM

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 67**
Which of the following protocols is primarily used for transporting email?

A. DNS
B. POP
C. SMTP
D. FTP

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 68**
Which of the following protocols ensures reliable communication?

A. TCP
B. UDP
C. MAC
D. IP

**Correct Answer:** A

**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 69**
Which of the following protocols is used to configure devices and to gather information for reporting?

A. POP3
B. PoE
C. SNMP
D. MIB

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 70**
Which of the following ports is used for relaying email?

A. Port 21
B. Port 22
C. Port 23
D. Port 25

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 71**
Which of the following methods would MOST likely prevent a laptop from being booted without the correct key or password?

A. File level encryption
B. Full-disk encryption
C. Folder level encryption
D. Removable media encryption

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 72**
A device that maliciously transmits on the same frequency as another device, which would prevent normal wireless communication, is an example of:

A. Spoofing
B. Sandboxing
C. Jamming
D. Rooting

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 73**
Forwarding authentication requests to a centralized server would be the role of which of the following? (Select TWO).

A. RADIUS
B. APNS
C. SIEM
D. TACACS+
E. Multifactor authentication

**Correct Answer:** AD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 74**
An access point that is on a network without authorization would be defined as a(n):

A. Lightweight access point.
B. Rogue access point.
C. Wireless access point.
D. Autonomous access point.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 75**
Malicious software that is designed to appear as a legitimate program would be defined as a:

A. trojan.
B. DDoS.
C. rogue access point.
D. man-in-the-middle attack.

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 76**
Preventing USB flash drives from being used in mobile devices could be accomplished with which of the following?

A. Software firewalls
B. Hardware firewalls
C. Intrusion prevention systems
D. Physical port disabling

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 77**
Which of the following changes with the increase in frequency?

A. Wavelength
B. Amplitude
C. Bandwidth
D. Throughput

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 78**
When multiple signals arrive at a certain location at a given time and disrupt radio signal reception, this is called:

A. Interference.
B. Refraction.
C. Jamming.
D. Absorption.

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 79**
An antenna that propagates its signal in 360 degrees is called which of the following?

A. Semi-directional

B. Parabolic
C. Directional
D. Omni-directional

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 80**
A radio signal bounces off hard surfaces and arrives at a point via multiple paths. Which of the following describes this phenomenon?

A. Reflection
B. Attenuation
C. Absorption
D. Refraction

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 81**
Which of the following phenomenon results in decreased signal levels due to passing through a solid structure?

A. Reflection
B. Absorption
C. Attenuation
D. Refraction

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 82**
When a new building WiFi system is installed, a map is built in order to understand where the system provides access to the network. Which of the following maps will aid the help desk technician in troubleshooting connectivity issues?

A. Coverage map
B. Site map
C. Signal map
D. Nmap

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 83**
Joe, a help desk technician, is receiving multiple calls that WiFi is not working in a new area of the building. Joe determines that the coverage should be adequate. Which of the following would be the recommended escalation procedure?

A. Log analysis
B. Spectrum analysis
C. Protocol analyzer
D. Penetration testing

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 84**
It takes a user 20 seconds or more to send mail from a remote location, and experiences intermittent slowness during web browsing. The technician determines that the network signal is adequate. There is a large meeting in the conference room adjacent to the user. Which of the following conditions is MOST likely occurring?

A. Email congestion
B. Bandwidth optimization
C. Content filtering
D. Network latency

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 85**

After upgrading the email program, a user cannot access email. The technician verifies the email account is configured properly. Which of the following should be checked for accuracy? (Select TWO).

A. SNMP settings
B. Operating system version
C. Email server address
D. Network account name
E. MAC address

**Correct Answer:** CD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 86**
Which of the following is required to connect to a WiFi network?

A. Authentication
B. SSID
C. VLAN
D. DNS server

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 87**
High availability procedures include which of the following?

A. Load balancing
B. VLAN tagging
C. Traffic shaping
D. Usage monitoring

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 88**
A user traveling overseas is in a place where there is access to WiFi. The user can receive email and talk using VoIP, but cannot place or receive phone calls. Which of the following is the MOST likely cause of this issue?

A. The phone will need a new SIM card
B. Incompatible cellular technology
C. ICCID needs to be changed
D. IMEI needs to be changed

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 89**
After registering a device for use with the corporate MDM server, Joe, a user, is unable to receive corporate email. Joe can send and receive personal email, SMS messages, access Internet sites from his device, and place phone calls. Other users are able to access their email from the same server. Which of the following is the MOST likely cause of the problem?

A. The device no longer meets MDM security requirements
B. The WiFi antenna is disabled
C. Joe's mailbox is empty on the server

D. The corporate firewall is not configured properly

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 90**
The proper order to configure a mobile device for use with an MDM system is:

A. install client, sign in to server, accept certificates, install profiles.
B. install profiles, install client, accept certificates, sign in to server.
C. sign in to server, install profiles, install client, accept certificates.
D. sign in to server, install profiles, accept certificates, install client.

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 91**
The correct sequence for deploying a new security profile in an MDM server is:

A. deploy to test group, observe results, create policy, deploy profile.
B. create policy, deploy to test group, observe results, deploy profile.
C. observe results, deploy profile, create policy, deploy to test group.
D. deploy profile, observe results, create policy, deploy to test group.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 92**
Which of the following technologies isolates the internal network from the outside world?

A. Email server
B. Rogue access point
C. DNS server
D. DMZ

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 93**
Which of the following topologies should an engineer consider when designing a wireless LAN?

A. Bus
B. Star
C. Mesh
D. Token ring

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 94**
Joe, a mobile user, calls the help desk inquiring about his access to the Campus Area Network (CAN). The administrator uses the troubleshooting methodology to determine that the Access Point is unable to connect to the main campus. The administrator visits building B and notices that the Access Point has failed. Which of the following is the MOST likely cause of the problem?

A. The Smart Device is on the wrong VLAN.
B. Joe called the administrator using his Smart Device.
C. The PoE adapter did not recover.
D. Network traffic dropped because of a bad NIC.

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 95**
All executive offices are being equipped with a laptop, smart phone, tablet, and printers. The laptop is able to communicate with the other devices through Bluetooth technology. Which of the following is being created in this scenario?

A. SSID
B. VLAN
C. Hotspot
D. PAN

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 96**
Ann, an employee, works remotely most of the time, only visiting the office for quarterly meetings. During one of these visits, a wireless technician picks up a new network that seems to be broadcasting from Ann's laptop. Which of the following types of networks has the technician encountered?

A. WLAN
B. Point-to-point

C. VPN

D. Ad-hoc

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 97**
A wireless administrator has been tasked with ensuring all WAPs backup their configurations on a daily basis at a 24/7 operations center. This backup cannot take place over the wireless network without interrupting operations. Which of the following should be implemented to meet these requirements?

A. QoS

B. Traffic shaping

C. Backhauling traffic

D. Off-hours backups

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 98**
Which of the following disaster recovery principles would allow Joe, a user, to download his phone contacts from a lost phone to a new phone without regaining physical possession of the device?

A. Device backups to a remote server

B. Device backups to a SIM card

C. Server backups to a cloud provider

D. Device backups to internal memory

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 99**
A corporation provides their board members with tablets, preloaded with materials containing sensitive information, at each board meeting. Prior to one of the quarterly meetings, the operating system for the tablet is updated to include mandatory cloud storage of all information on the devices. Which of the following actions can be taken to maintain usability for these tablets while reducing the risk of leaking sensitive information to an

outside party?

A. Revoke tablet certificates from trusted sources and cloud sites
B. Block communication from the tablets to the cloud storage provider
C. Remove communication from the tablets to external networks
D. Harden the tablets to only allow connections from trusted sources

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 100**
After months of planning and testing an MDM solution has been rolled out to a multinational organization. Which of the following should occur NEXT to ensure administration and upkeep of this solution in the future?

A. Post-implementation feedback
B. Software development lifecycle management
C. Post-pilot lessons learned
D. End-user license agreement roll-out

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

Topic 2, Volume B

**QUESTION 101**
An insurance company has employees responding to a regional disaster through use of mobile printers and tablet devices. Which of the following options should be allowed on mobile devices to ensure the employees are able to route through a number of impassable road ways in order to aid customers as quickly as possible?

A. Location services
B. PAN
C. Geo-fencing
D. Self-service portals

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 102**
Joe, an employee, from a company with a BYOD policy synchronizes his mobile device information to his home computer on a weekly basis. After connecting to Joe's corporate network for the first time, all of his stored files are no longer recognized by his home computer. Which of the following policies is MOST likely causing this issue to occur?

A. Encryption of all device information

B. Remote wipe
C. Application and OS patching on the mobile device
D. OS patching on the home computer

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 103**
After Ann, an employee, connects to the corporate network, her mobile device data usage spikes and menu options appear differently than before. Which of the following is MOST likely causing both of these issues to occur?

A. Device backups
B. Device encryption
C. Patching on the mobile device
D. VPN connection initialization

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 104**
Which of the following can be used to ensure login credentials are secured when in transit from a mobile device's browser to a web server? (Select THREE).

A. 3DES
B. DES
C. MD5
D. HTTPS
E. SSL
F. TLS
G. AES

**Correct Answer:** DEF
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 105**
An information security consultant has recommended that mobile devices for special agents use two-factor authentication. Which of the following would fulfill this requirement?

A. Key fob and swipe card
B. Pattern swipe and facial scan
C. Finger print and retina scan
D. PIN and complex password

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 106**
An administrator is tasked with remotely wiping the Chief Information Officer's (CIO's) device after it is reported stolen. Which of the following should be reviewed to determine if authentication attempts have failed after the device was stolen?

A. Logon attempts on the MDM server
B. Review cellular logs
C. Location services on the device
D. Accounts lockout on the network ID

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 107**
Joe, an employee, contacts the database administrator about an issue with a local database on his hard drive. Which of the following questions would be MOST helpful in determining the next step in troubleshooting?

A. What is the state of the database service?
B. What is the error message being received?
C. Is there a connection to the Internet?
D. What is the password being used to access the database?

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 108**
An outside firm has been hired to conduct a penetration test on a company. The firm informs the company of what tools may be used, when the test will be completed, and the IP addresses they will be attacking from. The IPS is setup to ignore all alerts geared around the tools during this timeframe. Which of the following is at risk of occurring in this scenario?

A. Content filter misconfiguration
B. False negative
C. Authentication failure
D. False positive

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 109**
The main difference between CDMA and TDMA is that:

A. TDMA splits the channel into sequential slices while CDMA uses wide spectrum.
B. TDMA uses a single tone to generate modulation while CDMA uses multiple channels modulation.
C. TDMA only works in GSM systems while CDMA does not support GSM.
D. TDMA uses carrier sense multiple access while CDMA uses collision detection.

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 110**
Ann, a contractor, has conducted a passive wireless site survey of a theatre. She noticed that the control room uses sound proof walls reinforced with a metal mesh. Which of the following should Ann recommend to provide adequate wireless coverage throughout the theatre?

A. One 802.11n access point, with dual antennas, placed in the middle of the theatre is sufficient to cover all areas.
B. One 802.11ac access point should be placed in the middle of the theatre. The AP directional antenna should point to the control room.
C. Full mesh, high-density, access point coverage should be provided through the theatre, with a wireless repeater in the control room. The repeater should be part of the wireless mesh.
D. Access points should be placed through the theatre with a dedicated access point in the control room. The AP in the control room should be hard wired to the network.

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 111**
Which of the following are the MAIN differences between a lightweight access point and an autonomous access point? (Select THREE).

A. Autonomous access points support multiple channels
B. Lightweight access points require a central controller after being configured
C. Lightweight access points must be preconfigured
D. Autonomous access points can operate independently once configured
E. Multiple lightweight access points take less time to manage
F. Lightweight access points support fewer users

**Correct Answer:** BDE
**Section: (none)**
**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 112**
Which of the following is often used when minimal data degradation does NOT impact the overall quality at the receiver's end?

A. TCP
B. IPv6
C. UDP
D. NAT

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 113**
Lightning strikes and damages the only cellular tower used for wireless coverage at a remote vacation resort. Which of the following design elements would have guaranteed uninterrupted wireless communication at the resort?

A. Implement a cold site
B. Implement redundancy
C. Implement a warm site
D. Install an enterprise UPS at the tower site

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 114**
The mobile workforce keeps cached survey data on their mobile devices. Which of the following should the organization implement to ensure minimal data loss due to damaged devices?

A. Data restoration procedures should be implemented and tested annually.
B. A backup policy should be implemented and enforced on all the devices used by the mobile workforce.
C. Mandatory backup and restoration training should be administered to all members of the mobile workforce.
D. A remote wipe policy should be implemented and employees should report damaged devices immediately.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 115**
An organization wants to ensure that personnel are automatically alerted and ready to unload merchandise when a shipping container is approaching the warehouse. Which of the following would allow the organization to implement automatic alerting?

A. Geo-fencing
B. Cloud computing
C. Geo-caching
D. High availability

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 116**
An organization wants to allow employees to use personal mobile devices for business purposes, but requires adherence to corporate mandates. Which of the following should the organization implement?

A. A B2B agreement
B. A BYOD policy
C. A B2C agreement
D. An RFC

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 117**
A large organization, with multiple remote locations, is looking for a way to securely provision company-owned mobile devices. Which of the following would be BEST to use for MDM enrollments?

A. LDAP
B. IMEI
C. SCEP
D. ICCID

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 118**
Corporate users have been assigned locked-down mobile devices where the ability to add, remove, or update the software and operating system has been disabled. Which of the following can be used to approve centralized device updates?

A. Problem management
B. Incident management
C. Change management
D. Asset management

**Correct Answer:** C

**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 119**
Which of the following should be implemented when a personally owned mobile device is used to access business sensitive data, and the company is concerned with users extracting the company's sensitive data from the device?

A. Device lock and remote wipe should be enforced on the personal device.
B. A software container policy should wrap and encrypt both the user and company data.
C. Encryption should be enabled when company data is transmitted and received.
D. A secure container device policy should separate company data from personal data.

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 120**
A generic mobile operating system is developed by a third party, and then is customized by the mobile wireless carrier to fit each specific device's hardware. Which of the following should the administrator do FIRST, when updating enterprise owned devices?

A. The administrator should configure the mobile management server to automatically push the wireless carrier's OS.
B. The administrator should download the OS from the third party, apply hardware changes, and then push the OS.
C. The administrator should push the updated OS developed by the third party through the mobile management server.
D. The administrator should consult the mobile wireless carrier release notes and upgrade procedure.

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 121**
Ann, a user, wants to configure the email client on her newly purchased mobile device. Ann wants to ensure that the phone email client and the email server stay synchronized at all times, and that offline changes to the read status of an email will be synchronized once the phone is online. Which of the following should she configure?

A. IMAP
B. SSMTP
C. POP
D. SMTP

**Correct Answer:** A
**Section: (none)**

**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 122**
An administrator wants to configure two-factor authentication on all enterprise-owned mobile devices. Which of the following should the administrator configure?

A. Username and password
B. Face recognition and PIN
C. Face recognition and thumbprint
D. Pattern lock and PIN

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 123**
Which of the following would allow a mobile device administrator to automatically correlate mobile device logs, and receive customized alerts based on predetermined activity patterns?

A. SMTP
B. Syslog
C. SIEM
D. SNMP

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 124**
Which of the following should a mobile administrator deploy to prevent sensitive company information from being transmitted to an employee's personal email account?

A. Transmission encryption
B. DLP system
C. Content filter
D. Mobile antivirus

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 125**
An application displays a 3D world clock and calendar when the screen is locked. Which of the following will be MOST impacted by this application?

A. Device battery life
B. Device power supply
C. User authorization prior to being installed
D. Mobile storage for cached data

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 126**
Two children have been given new phones by their parents with the GPS tracking feature enabled. Both phones are powered on and have connectivity. Which of the following is the MOST likely cause of why the parents are unable to track their children's location?

A. The children's phones did not come with a removable SD card.
B. The GPS on the parent's phone is not enabled.
C. The location service is not working properly.
D. The phone is only connected to three satellites.

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 127**
An administrator has installed a network based security appliance. The security appliance was placed between the email server and the company's Internet gateway. Employees are now reporting issues with email synchronization. Which of the following is the MOST likely reason for the issue?

A. The SSL certificate on all employees' mobile devices has expired.
B. The employees are reporting what is known to be a false positive.
C. A required port is being blocked by the newly installed network device.
D. The email server must be reconfigured to account for the security appliance.

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 128**
Which of the following is a characteristic of 802.11a?

A. 802.11a uses dual band.
B. 802.11a is unable to stream video.
C. 802.11a uses 5 GHz.
D. 802.11a uses 2.4 GHz.

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 129**
Which of the following is a BEST practice when selecting corporate cellular hardware devices?

A. Choose based on frequency hopping capabilities
B. Choose the AP from one vendor and terminals from others
C. Choose devices from the same wireless carrier
D. Choose devices based on user preference

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 130**
When mobile users roam from one point of a building to another, their connection drops and they have to reinitiate pending downloads. The administrator determines that the signal is weak in certain areas of the building. Which of the following is the BEST way of addressing this issue?

A. Identify areas as known dead zones for wireless connectivity
B. Increase the signal strength in the mobile device
C. Use a different SSID while roaming the building
D. Strengthen AP signal and AP device placement

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 131**
An administrator is tasked with implementing disk encryption for information stored on a mobile device with at least 128-bits of strength. Which of the following should be applied to meet this requirement?

A. AES
B. SSL
C. SHA-1
D. DES

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 132**
Joe, a corporate MDM administrator, needs to implement device encryption. Which of the following would provide the BEST encryption?

A. Data in transit encryption
B. Block level device encryption
C. Folder level device encryption
D. Whole device encryption

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 133**
Which of the following should MOST likely be used at corporate headquarters to secure transmission between a mobile device and a wireless access point?

A. VPN
B. SSL
C. WPA2
D. TLS

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 134**
Which of the following is MOST likely to be used by default for WPA2?

A. AES
B. TKIP
C. WEP
D. 3DES

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 135**
During the e-discovery process, a litigation hold has been placed on information stored in several areas, including the mobile device of the Chief Financial Officer (CFO). Which of the following steps should be taken to prove the data integrity of information on this device during the investigation?

A. Review logging on the device and connecting MDM server
B. Isolate the device and apply chain of custody controls
C. Encrypt information stored internally on the device

D. Hash information stored on the device

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 136**
An administrator has been informed that one of the systems on the corporate network has been compromised. Which of the following steps should the administrator take NEXT to initiate proper incident response?

A. Take screen shots and copy logs from the affected machine, storing these in a secured environment.
B. Use MD5 on the system and backup the current image if the system is virtual.
C. Isolate the device and perform a device wipe.
D. Alert the incident response team and await further instruction on procedures.

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 137**
Which of the following involves a key exchange which introduces the vulnerability of a man-in-the- middle attack?

A. SSL
B. RSA
C. Kerberos
D. PKI

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 138**
An administrator noticed a number of mobile devices are downloading applications from

unauthorized mobile application stores. Which of the following has MOST likely occurred?

A. Jamming
B. Jailbreaking
C. Out-of-date virus definitions
D. Keylogging

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 139**
An administrator has been tasked with correlating system logs to identify brute force attacks. Which of the following would allow for this as well as a centralized location to review system logs?

A. NIDS
B. SIEM
C. NIPS
D. DLP

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 140**
Which of the following devices can be used to block a list of known malicious IP addresses at the furthest edge of a corporate network?

A. Network firewall
B. Software firewall
C. NIDS
D. HIPS

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 141**
Ann, an attacker, has spoofed a mobile device serial number so she can connect to the MDM environment. Which of the following would an administrator check to uncover this attack?

A. Review the SIEM logs on a corporate network to determine authentication issues
B. Review certificate revocations by the MDM
C. Review connection attempts to the network from that phone's serial number
D. Review recent connection locations, looking for an abnormal location

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 142**
Ann, an end-user reports, that she cannot access popular web pages unless she enters the IPv4 address of the site. Which of the following ports is MOST likely blocked for the device?

A. 25
B. 53

C. 80
D. 443

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 143**
Which of the following allows devices to access an organization's WiFi network before ensuring that they conform to policy?

A. Captive portal
B. SCEP portal
C. TKIP portal
D. Administrative portal

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 144**
Which of the following is a capability of geo-fencing?

A. Enable SDLC on device
B. Disable corporate firewall
C. Enable POE-injector of device
D. Disable camera on device

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 145**
Which of the following technologies allows secure communication with a previously unverified entity?

A. VPN
B. IMAP
C. TKIP
D. PKI

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 146**
Which of the following helps ensure that a correct channel is configured for an access point?

A. Geo-fencing analysis
B. Directory analysis
C. Firewall analysis
D. Spectrum analysis

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 147**
Which of the following technologies allows a network administrator to force traffic to be cached by a network device?

A. Proxies
B. Certificates
C. Roaming
D. Biometrics

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 148**
In the troubleshooting process, which of the following steps help identify the problem? (Select TWO).

A. Provide additional training
B. Capture logs
C. Implement preventative measures
D. Document the findings and outcomes
E. Identify symptoms

**Correct Answer:** BE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 149**
While troubleshooting a problem reported by an end-user, which of the following steps comes between establishing a plan of action and implementing the plan of action?

A. Gather information
B. Verify full system functionality
C. Question the user

D. Identify potential effects

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 150**
Which of the following is the MOST important consideration for in-house application development?

A. Attenuation
B. Platform
C. Topology
D. Firmware

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 151**
A user is able to view unauthorized websites using a secure MDM browser on a device. Which of the following is BEST used for troubleshooting the issue?

A. Group membership
B. Firewall port configuration
C. Certificate authentication
D. Firmware version

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 152**
Joe, a user, has multiple devices and is continually locked out of his user account. In which of the following locations should the administrator look to determine which device is MOST likely causing the problem?

A. Firewall Logs
B. Access Control Server
C. Access Point
D. Access Control List

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 153**
Corporate policy stipulates user accounts only be granted to employees; however, many departments within the organization use private consultants to assist with various projects. Which of the following allows consultants network access without compromising security? (Select TWO).

A. Provide open wireless access.
B. Provide wireless guest network access.
C. Provide an internal user account.
D. Provide VPN access.
E. Provide a CAT5 cable.

**Correct Answer:** BD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 154**
A well-known security organization has released an alert regarding an exploit that could affect a popular mobile device. Which of the following steps should the mobile device administrator take NEXT?

A. Force all users to change their pass codes.
B. Alert the user community.
C. Update firewall configuration.
D. Monitor the device logs.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 155**
Disabling which of the following jeopardizes device performance if enrolled in an MDM? (Select TWO).

A. APNS
B. SSMTP
C. RDP
D. ICMP
E. GCM

**Correct Answer:** AE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 156**
An administrator can control network access to enterprise resources using which of the following?

A. AES encryption
B. SNMP

C. DNS
D. PKI

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 157**
A user lost access to an internal network resource (e.g. application or intranet site) but is still receiving company email. The administrator should FIRST check for:

A. AMAC address conflict.
B. Network connectivity.
C. Group policy misconfiguration.
D. Network saturation.

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 158**
Joe, a user, normally has access to internal network resources while in the office. Suddenly, his mobile device is not able to access any of the resources. Which of the following is the FIRST item to check in the troubleshooting process?

A. Whether the device is connected to the WiFi network
B. Whether the device is connected to the cellular network
C. Whether a VPN misconfiguration exists on the device
D. Whether a port misconfiguration exists on the device

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 159**
A user in a hotel is unable to see the hotel captive WiFi portal. Which of the following is the MOST likely explanation?

A. Encryption problem
B. VPN is active
C. APN issues
D. Location services problem

**Correct Answer:** B
**Section: (none)**

**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 160**
Ann, a user, is unable to access new applications that are assigned to her department in the corporate application store. Which of the following is the MOST likely cause?

A. VPN issues
B. Incorrect user group
C. Certificate problem
D. Poor network connectivity

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 161**
When configuring user groups that use separate applications managed by the MDM solution, it is important that each group has its own:

A. Policy
B. AUP
C. APNS
D. High availability

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 162**
Which of the following is a best practice for protecting mobile devices that use RDP to access highly sensitive information? (Select TWO).

A. Block network connectivity
B. Block internal storage
C. Block personal backup
D. Block firewall traffic
E. Block SD storage

**Correct Answer:** BE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 163**
Which of the following provides recourse in the event a third party application vendor causes application or

network outages because of updates?

A. SLA
B. Sandboxing
C. EULA
D. Network segmentation

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 164**
Which of the following strategies helps mitigate risk of data loss in a BYOD solution?

A. Firewalling
B. Content filtering
C. Antivirus implementation
D. Containerization

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 165**
Ann, a user, is in another country using her device, but when using the browser to find local restaurants she is seeing the search engine site for her home country. Which of the following is the MOST likely cause?

A. Roaming is disabled
B. Browser cache is full
C. VPN is active
D. GPS is disabled

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 166**
A user on a mobile device is unable to access a video-sharing website. Other network connectivity is working normally. Which of the following actions should the administrator perform to troubleshoot the situation? (Select TWO).

A. Check MAC address
B. Check APNS
C. Check user group
D. Check WiFi settings
E. Check MDM policy

**Correct Answer:** CE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 167**
Which of the following ports is used as alternate SMTP?

A. 25
B. 443
C. 587
D. 2175

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 168**
An administrator receives a call from Ann, a user, after wiping her device. The server does not allow Ann to re-enroll the device, while other users are able to enroll their devices successfully. The administrator confirms that Ann's account is not the problem. Which of the following can cause this?

A. Group policy is misconfigured
B. Ann has locked out her directory account
C. The password was entered incorrectly in the self service portal
D. Policy limits one device per person

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 169**
Which of the following is an example of a faraday cage?

A. Location that blocks API policies
B. Secured enterprise datacenter
C. Location that blocks RF signals
D. Area that secures unauthorized individuals from accessing the datacenter

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 170**

Which of the following can be either broadcasted or hidden?

A. GPRS
B. PAN
C. SSID
D. WiMAX

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 171**
Which of the following services can be used to improve streaming traffic across networks?

A. UDP
B. DoS
C. SMTP
D. QoS

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 172**
Which of the following devices can handle a full data backup from a device? (Select TWO).

A. SD card
B. SIM card
C. RF device
D. USB drive
E. RFID

**Correct Answer:** AD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 173**
A replicated network at another location is used as part of which of the following?

A. Network backhauling
B. RAID 1
C. Incident response
D. Disaster recovery

**Correct Answer:** D
**Section: (none)**

**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 174**
Which of the following is the correct sequence for promoting changes from development to production?

A. Quality Assurance, Development, Production
B. Development, Documentation, Production
C. Development, Quality Assurance, Production
D. Document, Development, Quality Assurance, Production

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 175**
Which of the following allows for secondary servers to assume traffic load in case of a primary failure?

A. Clustering
B. RAID 10
C. Disk parity
D. High availability

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 176**
BYOD is a concept that combines which of the following aspects of mobility?

A. Usability and security
B. Security and recovery
C. Security and performance
D. Usability and carrier agreements

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 177**
Which of the following BEST facilitates OTA on-boarding?

A. De-provisioning
B. Change management

C. Device certificate
D. Reset device
E. Device wipe

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 178**
Joe, an end-user, reports that his smart phone has been lost. Which of the following should a helpdesk staff member perform FIRST?

A. Call the phone number associated with the device.
B. Follow the approved response to the incident.
C. Lock or disable all of Joe's network accounts.
D. Initiate a remote wipe of Joe's device.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 179**
Ann, a user, reports that her touch screen enabled device is activating various icons and randomly calling people. Which of the following is the MOST likely cause of the issue?

A. Incomplete backup
B. The screen is dirty
C. Sync issues
D. RF interference

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 180**
Joe, a user, is unable to use the mapping features on his GPS enabled mobile device. The device is not able to show his exact point on the map included. Which of the following is the MOST likely cause?

A. Location services are disabled
B. Syncing has been disabled
C. Cellular latency is high
D. No cellular signal is available

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 181**
An organization needs to configure and deploy dozens of new mobile devices at a central location for use at various off-site locations. Which of the following deployment methods should the organization implement?

A. Image and deploy
B. Server push of applications
C. Mandatory Access Control
D. Remote control of devices

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 182**
Which of the following is the BEST practice to maintain awareness of new technologies?

A. Checking vendor websites and the Internet for updates after encountering issues
B. Attending a primary industry trade show annually
C. Periodically checking vendor websites for updated news and software releases
D. Registering for email updates from appropriate vendors, OEMs, and related companies

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 183**
Given a WiFi deployment using the 2.4GHz band, which of the following channels are the BEST for multiple mobile channel access deployment?

A. 1, 2, 3
B. 1, 6, 11
C. 3, 5, 7
D. 36, 40, 44

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 184**
Given an enterprise WLAN deployment, which of the following access point types is BEST to use?

A. SOHO

B. Point-to-point
C. Point-to-multipoint
D. Lightweight

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 185**
A wireless network administrator finds that many users are unable to achieve a link-speed of more than 130Mbps. Which of the following is the MOST likely cause?

A. 802.11b is enabled on the network
B. Switches are set to half-duplex
C. NAC is enabled
D. The device supports only 2.4GHz

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 186**
A company has locations worldwide and needs to push promotional videos, a total of 10GB in size, to mobile devices in each region. Which of the following is the BEST content distribution method to minimize impact on company network?

A. OTA
B. VPN
C. Centralized distribution
D. Decentralized distribution

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 187**
Which of the following ports are used by APNS? (Select TWO).

A. 2175
B. 2195
C. 2196
D. 3389
E. 8080

**Correct Answer:** BC
**Section: (none)**

**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 188**
A company replicates their MDM system to a geographically separate backup site. Which of the following is the BEST option to restore normal operations as soon as possible, in the event the
main site goes down?

A. Cold site
B. Hot site
C. Intermediate site
D. Warm site

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 189**
Which of the following is the BEST configuration for mission critical applications such as email that require load-balancing?

A. Active/Active
B. Active/Passive
C. Active
D. Passive/Passive

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 190**
A company does not wish to provide the WiFi network password to their employees. Which of the following is the BEST option to allow employees to connect to the company's WiFi if devices are managed by MDM?

A. Have an administrator configure each employee's mobile device
B. Push encrypted WiFi profile to mobile devices
C. Give MAC-based access to mobile devices
D. Give IMEI-based access to mobile devices

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 191**
Which of the following is the BEST practice to create groups within MDM server?

A. Manually create groups
B. Use VLANS
C. Use ACL
D. Use directory services

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 192**
Which of the following application development methods delivers the BEST performance?

A. Hybrid
B. Native
C. Java
D. Web app

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 193**
Which of the following is the BEST model to deploy managed in-house applications?

A. Cloud storage service
B. Company web server
C. Enterprise application store
D. Email attachments

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 194**
An MDM console works with which of the following layers of the OSI model?

A. Application
B. Session
C. Transport
D. Presentation

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 195**
Joe, an employee, is unable to unlock his mobile device and has forgotten the device password. Which of the following is the BEST way to resolve this issue?

A. Replace the certificate
B. Reset the password
C. Perform a soft reset of the device
D. Perform a hard reset of the device

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 196**
Which of the following is the definition of jailbreak?

A. Locking down a device and disabling all applications
B. Bypassing OEM OS security controls
C. Wiping personal data and returning the device to factory settings
D. Theft of a device and use by an unauthorized user

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 197**
Ann, a user, can no longer receive corporate email on her mobile device, but she has Internet access and can receive her web-based personal email. Which of the following is the MOST likely cause?

A. The device is having latency issues.
B. The mail client needs to be reinstalled.
C. The device is roaming.
D. The email server is down.

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 198**
A user's mobile phone will not keep a charge. Which of the following troubleshooting steps should a technician take to assist the user? (Select TWO).

A. Check device backlight

B. Check the connector
C. Check operating system
D. Check cellular data
E. Check the power supply

**Correct Answer:** BE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 199**
Which of the following technologies is considered PAN?

A. HSPA+
B. Bluetooth
C. Edge
D. IR

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 200**
Access points function at which of the following layers of the OSI model?

A. 2
B. 3
C. 4
D. 7

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

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**QUESTION 201**
Roaming between APs takes place in which of the following layers of the OSI model?

A. Data Link
B. Transport
C. Session
D. Presentation

**Correct Answer:** A
**Section: (none)**

**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 202**
Joe, a user, reports that he does not have connectivity in WLAN. Which of the following is the FIRST approach a mobile technician should take for troubleshooting?

A. Use ICMP echo through ping
B. Check if DNS is providing name resolution
C. Use packet sniffer to investigate
D. Check if DHCP server is functioning

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 203**
Which of the following protocols is preferred for VoIP communication?

A. MAC
B. UDP
C. TCP
D. NAT

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 204**
Joe, a user, has problems connecting to the wireless network when he changes locations. Joe has a good signal and enters his credentials correctly, but cannot connect to the wireless network in the new location. Which of the following is the BEST course of action?

A. Check if the mobile device can be powered on in any location of the building
B. Check if Joe's password is still valid in the new location
C. Check whether new location blocks Joe's MAC address
D. Check if Joe is provided with the right IP address at the new location

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 205**
Which of the following is the BEST approach when installing 802.11 access points in a building to ensure that

everyone will get a signal to attach to the WLAN?

A. Configure the adjacent access points in adjacent channel order
B. Configure the adjacent access points to use the same channel
C. Configure the adjacent access points to use channels that do not interfere with each other
D. Configure all the access points in the same floor on the same channel but different floors in different channels

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 206**
Which of the following is the BEST approach when configuring server-based management in

A. Mobile devices need their own server and should be configured as their own server-client.
B. Mobile devices can be configured just like any other device in the network based on requirement.
C. Mobile devices should be treated different than other device as they need more IP addresses.
D. Mobile devices should be configured on their own on the server regardless of the requirement.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 207**
Which of the following is correct while designing/implementing mobility?

A. More wavelength is required in order to cover all the users in crowded areas
B. More mobile controllers and antennas are required in the crowded areas
C. More users require more applications to be loaded in the crowded areas
D. More frequencies are required in the crowded areas, one antenna is adequate

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 208**
Joe, a mobile user, claims he is unable to connect to resources on the WiFi network. Joe has a good signal and an IP address assigned to his device. Which of the following is the BEST troubleshooting technique that the administrator can take?

A. Verify that Joe is able to connect to the cellular network.
B. Verify that Joe is logged on to the network.
C. Check the IP address to ensure it is in the correct range.
D. Check the MAC address of the device.

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 209**
Which of the following is a WiFi topology that occurs when Ann, an end-user, configures her laptop to be a WiFi access point to which another device connects?

A. Gateway
B. Bluetooth
C. DMZ
D. Ad-hoc

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 210**
Which of the following technologies allows multiple network devices to have the same public source IPv4 address when communicating with other devices on the Internet?

A. DHCP
B. DNS
C. NAT
D. MAC address

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 211**
If an application stores data on corporate servers, which of the following is a technique to ensure that data is available even if someone accidentally deletes it?

A. Ensure that each server uses RAID 5
B. Perform regular backups of the servers
C. Install load balancers in front of multiple servers
D. Require VPN to access the corporate servers

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 212**

Which of the following technologies allows multiple devices to use a single source of authentication for access to services?

A. Proxy services
B. Trusted platform module
C. Directory services
D. VPN concentrator

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 213**
Which of the following is MOST likely to benefit from an MDM solution to support multiple platforms?

A. BYOD
B. Enterprise application store
C. Self-service portal
D. Onsite support kiosk

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 214**
Which of the following conditions are required for an administrator to be able to use an MDM solution to remote wipe a lost device? (Select TWO).

A. The device has network connectivity.
B. The device is locked.
C. The device's PIN is longer than 8 characters.
D. The device has an active VPN connection.
E. The device is enrolled with the MDM.

**Correct Answer:** AE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 215**
Which of the following is the BEST technique to segregate corporate data from personal data on end-user devices?

A. Use an application that requires multifactor authentication
B. Use an application to sandbox device content
C. Require a specific version of TPM
D. Force all traffic over a corporate VPN

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 216**
For a device that has corporate data segregated from personal data, if the device is destroyed and replaced, which of the following must be available to ensure the BEST end-user experience on the replacement device? (Select TWO).

A. Backup of corporate data
B. Backup of full-disk encryption key
C. Device PIN
D. Backup of MDM enrollment certificate
E. Backup of personal data

**Correct Answer:** AE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 217**
An application is installed through the enterprise MDM application store. An upgrade is issued and a single device does not receive the upgrade as expected. Which of the following is the MOST likely cause?

A. The user does not have a certificate installed.
B. The user is assigned to the incorrect directory services group.
C. The application store is unavailable or has experienced a temporary outage.
D. The application was not signed.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 218**
An email password prompt appears on a device after a specific interval. Which of the following is the MOST likely cause?

A. The email server was recently upgraded and mailbox configurations changed.
B. The user's mailbox has exceeded the corporate size limits.
C. The device battery level is low, requiring charging in order to sync password information.
D. A password was reset according to corporate security policy guidelines.

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 219**
When addressing BYOD local backups, it is best practice to do which of the following?

A. Restore the device to factory settings
B. Allow personal backups at regular intervals
C. Encrypt and password protect backups
D. Save the backup to another source

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 220**
A potential security breach has occurred that requires a device policy change to mitigate the risk. The default policy sync interval is four hours. Which of the following should occur immediately?

A. Mobile administrator should manually push the changed policy to affected devices.
B. Mobile administrator should allow the policy change to occur at the regularly scheduled interval.
C. Mobile administrator should send a company-wide email alert.
D. Mobile administrator should quarantine any affected devices.

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 221**
Which of the following is required to leverage Kerberos for authentication to internal resources from an external mobile device?

A. MDM
B. Firewall
C. SHA
D. Gateway

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 222**
If Android devices are synching email successfully, but iOS devices are not, which of the following is the MOST likely scenario?

A. Firewall port blocking 25

B. Firewall port blocking 2195-2196
C. Firewall port blocking 5223-5225
D. Firewall port blocking 5228

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 223**
A solution which tracks and organizes the usage and cost of voice and data is referred to as:

A. TEM.
B. MaaS.
C. SaaS.
D. B2B.

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 224**
An MDM client was recently installed on a device. The user has reported decreased battery life. Which of the following can be edited to increase battery life?

A. OS version
B. Email push settings
C. Password requirements
D. Speaker settings

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 225**
A user's device has not checked-in with MDM for a long period of time. Which of the following would be the MOST likely cause?

A. VPN is turned off
B. Email account was removed
C. PIN was changed
D. MDM profile was removed

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 226**
Ann, a user, is unable to login to the network from her mobile device. Which of the following is the FIRST step a help desk administrator should take to resolve this issue?

A. Wipe Ann's device
B. Lock Ann's device
C. Verify password was entered correctly
D. Reset Ann's password

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 227**
Which of the following is the BEST way to mitigate risk associated with a BYOD deployment?

A. Content filtering
B. Virtualization
C. Containerization
D. WPA2

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 228**
Ann, a user, has removed or turned off the MDM solution on her device triggering an alert to the network administrator. The network administrator should respond by performing which of the following?

A. Lock the device
B. Wipe the device
C. Quarantine the device
D. Initiate company policy

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 229**
If a user's device is compromised, it is best practice to FIRST:

A. Wipe the device.
B. Capture the logs.

C. Lock the device.
D. Document the incident.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 230**
Which of the following is the BEST way to ensure users de-provisioned from directory services are also de-provisioned from the MDM solution?

A. Remove user certificate
B. LDAP to MDM
C. SCEP sync with MDM
D. Re-enroll in MDM

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 231**
Which of the following would help mitigate threats inherent in legacy operating systems?

A. Using a telecommunications carrier
B. Using a device hardware provider
C. Using an OS vendor
D. Using an MDM

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 232**
Ann, a user, reports there is a power outage and she is unable to access the Internet or the company network. Which of the following would MOST likely cause this issue?

A. Certificate expiration
B. VPN failure
C. WiFi is unavailable
D. Device battery is low

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 233**
It is possible to switch between which of the following technologies?

A. GPRS and GSM
B. LTE and TDMA
C. EDGE and CSD
D. GSM and WiMAX

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 234**
Which of the following are considered part of a site coverage map? (Select TWO).

A. Capacity survey
B. Wireless survey
C. Cellular site survey
D. Traffic routing
E. Traffic shaping

**Correct Answer:** BC
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 235**
A network system that pushes a network identity out into the public Internet is known as which of the following?

A. DNS
B. DHCP
C. TCP
D. UDP

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 236**
VPN transmitting data over secure connections is an example of which of the following layers of the OSI model?

A. Layer 1
B. Layer 4
C. Layer 6

D. Layer 7

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 237**
HTTP is run over which of the following ports? (Select TWO).

A. 25
B. 80
C. 110
D. 443
E. 8080

**Correct Answer:** BE
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 238**
Joe, a user, states that his email is no longer being delivered on his mobile device. Which of the following is MOST likely the issue?

A. A port is blocked on MDM servers
B. The device screen password is incorrect
C. The public app store password is incorrect
D. The email account password is locked out

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 239**
Ann, a user, states she is not receiving a requested enterprise application. The administrator confirms all other users are able to receive applications without error. Which of the following is the MOST likely cause?

A. Directory services group settings
B. DMZ server connections
C. Public app store settings
D. Private app store settings

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**

Explanation:

**QUESTION 240**
Joe, a user, is receiving errors from an application service indicating a token has been redeemed and is not available. Which of the following should the administrator check to determine the issue?

A. Directory service settings
B. MDM application store configuration
C. DMZ server connections
D. Private application store

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 241**
A mobile administrator receives a call from Joe, an end user, who finished a successful iOS upgrade while traveling but none of his data was restored. Joe backed up his data before he left his home network. Which of the following would cause this issue?

A. Joe's synchronization software account has not been setup.
B. The machine does not have Joe's synchronization software installed.
C. The mobile device backup was corrupt and unable to load.
D. Joe ran out of signal strength during the restore.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 242**
Which of the following is considered a native push technology on iOS systems?

A. POP3
B. GPRS
C. APNS
D. MAPI

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 243**
When an application is assigned to a group profile:

A. it is assigned to all administrative users by default.
B. it is assigned to all users in the group.

C. it is removed from all users in the group.

D. it is assigned to all other groups.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 244**
An administrator receives a call from an executive who had been traveling. The executive informed the administrator that upon returning the service provider bill is much larger than expected. Which of the following MOST likely occurred?

A. Traffic shaping

B. Roaming

C. Latency

D. Content filtering

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 245**
A user is concerned with device availability while traveling. Which of the following would MOST likely help to conserve battery life? (Select TWO).

A. Read email less often

B. Lower screen brightness

C. Lower volume levels

D. Turn off location services

E. Turn off phone between calls

**Correct Answer:** BD
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 246**
Joe, a user, reports that he is no longer receiving email on his device. Joe's directory services account password was updated earlier that day. Which of the following will resolve this issue?

A. Reboot the phone by pulling the battery

B. Update device account with new password

C. Update directory services information

D. Change Joe's password again and push to device

**Correct Answer:** B
**Section: (none)**

**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 247**
Ann, a user, reports that her calendar is always an hour different than actual time. Which of the following would cause this issue?

A. Calendar sync
B. Time zone
C. Connection to mail server
D. Battery level

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 248**
Which of the following is considered best practice for secure backup of enterprise data?

A. Use full-disk encryption
B. Use encrypted SD cards
C. Use encrypted home network storage
D. Use encrypted corporate servers

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 249**
Joe, an end-user, files a help ticket stating that after recently downloading an application, all of his corporate data vanished. Which of the following describes this issue?

A. Restricted data usage
B. Device network connectivity
C. Certificate management
D. Compliance policies

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 250**
Which of the following is the entry point between external resources and internal servers?

A. VPN concentrator

B. Gateway
C. Access point
D. Switch

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 251**
Which of the following are contained in a secure mobile device profile? (Select TWO).

A. SSL certificate
B. WAP MAC address
C. Device passcode
D. Administrator password
E. Remote lock security question

**Correct Answer:** AC
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 252**
Which of the following are the MOST important benefits of grouping profiles? (Select TWO).

A. Monitor corporate versus personally owned devices
B. Improves monitoring of network security
C. Enable features tailored to job requirements
D. Enhances value of social media/collaboration
E. Reduces device costs through bulk rates

**Correct Answer:** AC
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 253**
Ann, a user, wishes to share an Internet connection via a portable hot-spot. Which of the following needs to be in place for sharing to occur?

A. WPA2-PSK
B. SSID
C. Firewall
D. Bluetooth

**Correct Answer:** B
**Section: (none)**

**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 254**
Ann, a user, is concerned about her power class 3 Bluetooth device not having the distance she believes it should. Specifically, Ann reports that after moving more than 15 feet (4.6 meters) away from the paired device the connection is lost. Which of the following is the MOST likely cause?

A. Bluetooth connectivity requires line of sight for connections.
B. Interference from other devices is disrupting the connection.
C. 15 feet (4.6 meters) is the maximum distance for power class 3 devices.
D. The device is not properly paired for maximum distance.

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 255**
Joe, a user, wishes to implement a wireless network. The wireless connectivity needs to be available at the maximum distance possible without any additional access points or repeaters. Which of the following technologies provides the maximum native distance?

A. 802.11a
B. 802.11b
C. 802.11g
D. 802.11n

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 256**
Which of the following should be done FIRST after installing a new operating system on a mobile

A. Full testing of backups and restores on the device
B. Incremental backup of all corporate data on the device
C. Full restore of all applications on the device
D. Differential backup of all corporate data on the device

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 257**
Which of the following will help in restoring data in the event of loss of the mobile device?

A. Backup of all data to an internal SIM
B. Installing a third-party geo-tracking application
C. Backup of all data to a third-party server
D. Encryption of all internal data on the device

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 258**
Which of the following standards will MOST likely require polling intervals as opposed to push intervals?

A. POP
B. APNS
C. SMTP
D. MAPI

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 259**
Which of the following is a characteristic of APNS?

A. It is a non-push technology
B. It is considered to be platform dependent
C. It is considered to be platform independent
D. The connection is not encrypted

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 260**
Which of the following is considered a best practice when maintaining awareness of new technologies?

A. Applying all firmware patches released by vendors
B. Continually testing the effects of all new risks and threats
C. Subscribing to operating system vendor sources only
D. Subscribing to multiple sources related to the technology in question

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 261**
A user is issued a new device. The old device has been turned into the IT department. Which of the following should be considered when de-provisioning the old device?

A. Batch provisioning
B. Encryption needs
C. Migration needs
D. Remote wiping

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 262**
Joe, a user, reports that his touch enabled mobile device no longer responds to any input on the screen. Which of the following is the MOST likely cause?

A. Cellular latency is causing slow screen updates
B. A new application was installed
C. A new screen protector was applied improperly
D. Joe entered an incorrect PIN too many times

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 263**
Joe, a user, reports that after installing a new application his device no longer boots completely. Instead the device shows a vendor splash screen and immediately reboots, repeating the process. Which of the following is MOST likely necessary to resolve the issue?

A. Uninstall the new application causing the errors
B. Use OTA to restore the phone to a previous state
C. Apply a root kit to help uninstall the application
D. Reset the device to factory default

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 264**
In WiFi, loss of signal strength over distance is a result of which of the following?

A. Attenuation

B. Refraction
C. Reflection
D. Absorption

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 265**
Users in the corporate office are reporting dropped calls on their wireless VoIP phones. The issues occur most commonly when walking down the hall. The administrator has ensured adequate coverage and capacity throughout the building. Which of the following is the MOST likely cause?

A. Network saturation
B. Expired certificates
C. Cellular signal strength
D. AP roaming configuration

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 266**
All employees are unable to connect their corporate laptops to the company's internal WiFi. No configuration changes were made and the corporate laptops can successfully authenticate to the guest network via its captive portal. Which of the following is the MOST likely cause?

A. Incorrect PSK
B. Expired certificate
C. Firewall rules
D. ISP is down

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 267**
Users are having trouble connecting to the intranet site from one area of the network using mobile devices. Where should the mobile device administrator begin the troubleshooting process?

A. Contact the firewall administrator and have them examine the firewall logs
B. Contact the network administrator and ask them to reboot the router
C. Contact the webmaster and ask them to restart services on Intranet web server
D. Contact an end user and attempt to duplicate the problem

**Correct Answer:** D

**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 268**
Users in a building report difficulty connecting and slow performance when using mobile devices. The issue is intermittent and is limited to certain areas of the building. Which of the following is the
MOST probable cause?

A. Insufficient number of wireless access points
B. Interference from a specific user's personal hotspot
C. Misconfigured firewall settings
D. Insufficient signal strength from the wireless LAN controller

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 269**
Users report that while at work they are unable to access an application from the Internet on their personal mobile devices. The administrator has been asked to determine what could be causing the problem. Which of the following is the BEST area to begin troubleshooting?

A. DHCP server
B. Wireless LAN controller
C. Internet router
D. Enterprise firewall

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 270**
Which of the following is the MOST efficient way to immediately notify administrators of telecommunication vendor changes that affect mobile devices?

A. RSS feeds
B. Certificates
C. Industry publications
D. POTS

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 271**
Which of the following is the BEST way to provide ongoing training to administrators for MDM vendor changes?

A. Industry tradeshows
B. Podcasts
C. Industry publications
D. SMS messaging

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 272**
Ann, an administrator, is at a tradeshow and wishes to exchange contact information with a vendor. Which of the following can she use? (Select TWO).

A. IR
B. DMZ
C. NFC
D. DNS
E. CSD

**Correct Answer:** AC
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 273**
Which of the following protocols can be used to establish a secure terminal session?

A. Telnet
B. SSH
C. TLS
D. VPN

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 274**
Which of the following services can be used to locate a lost or stolen device?

A. Geo-clustering
B. Geo-location
C. Geo-fencing
D. Geo-caching

**Correct Answer:** B
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 275**
A company with limited IT resources is planning to implement a BYOD program which will require enrollment of thousands of mobile devices. Which of the following is the BEST enrollment approach?

A. Use a captive portal
B. Use mobile application management solution
C. Have IT administrators enroll all devices
D. Use self-service enrollment portal

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 276**
Which of the following protocols is used for dynamic addressing?

A. DHCP
B. DNS
C. NAT
D. SMTP

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 277**
Which of the following is an application development methodology?

A. Change management
B. Hybrid
C. Native
D. SDLC

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 278**
Which of the following is the name of the messaging service Android developers can use within their applications to send messages to Android devices?

A. IMAP
B. APNS
C. POP
D. GCM

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 279**
Which of the following should be monitored on mobile devices to mitigate the risk of a keylogger being installed?

A. IPS false negatives
B. Software firewall false positives
C. Content filtering denials
D. Malware definition updates

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

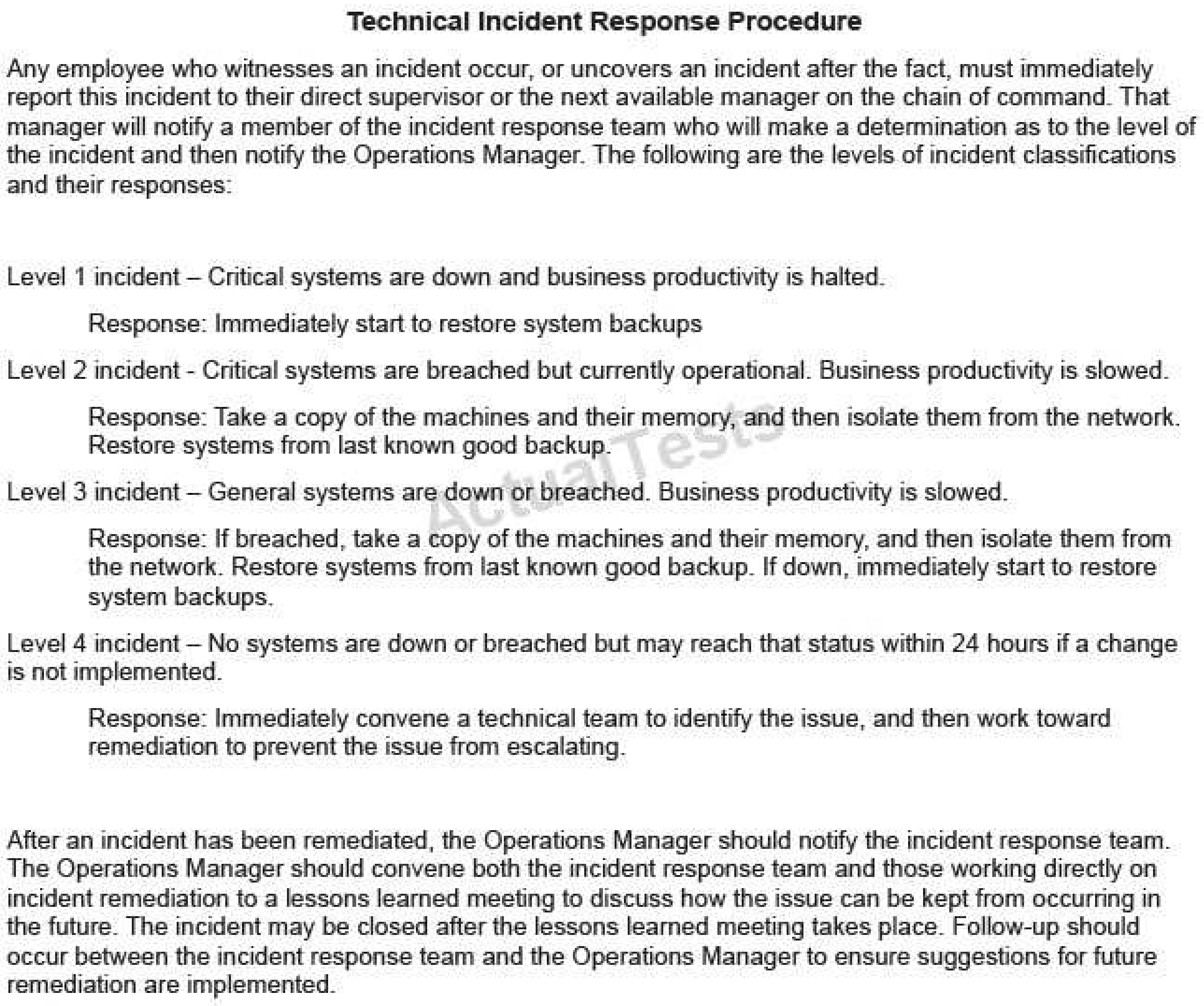
**QUESTION 280**
When Ann, an employee, connects her personal USB device to the network she is informed the device will be encrypted and all information will no longer be readable outside the corporate network. Which of the following describes the cause of this occurrence?

A. The personal device was infected with malware.
B. The personal device has been quarantined by antivirus software.
C. DLP has been recently implemented.
D. An attacker has hacked into her machine.

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 281**
-- Exhibit



### Technical Incident Response Procedure

Any employee who witnesses an incident occur, or uncovers an incident after the fact, must immediately report this incident to their direct supervisor or the next available manager on the chain of command. That manager will notify a member of the incident response team who will make a determination as to the level of the incident and then notify the Operations Manager. The following are the levels of incident classifications and their responses:

Level 1 incident – Critical systems are down and business productivity is halted.

> Response: Immediately start to restore system backups

Level 2 incident - Critical systems are breached but currently operational. Business productivity is slowed.

> Response: Take a copy of the machines and their memory, and then isolate them from the network. Restore systems from last known good backup.

Level 3 incident – General systems are down or breached. Business productivity is slowed.

> Response: If breached, take a copy of the machines and their memory, and then isolate them from the network. Restore systems from last known good backup. If down, immediately start to restore system backups.

Level 4 incident – No systems are down or breached but may reach that status within 24 hours if a change is not implemented.

> Response: Immediately convene a technical team to identify the issue, and then work toward remediation to prevent the issue from escalating.

After an incident has been remediated, the Operations Manager should notify the incident response team. The Operations Manager should convene both the incident response team and those working directly on incident remediation to a lessons learned meeting to discuss how the issue can be kept from occurring in the future. The incident may be closed after the lessons learned meeting takes place. Follow-up should occur between the incident response team and the Operations Manager to ensure suggestions for future remediation are implemented.

-- Exhibit --

Please refer to the attached incident response procedure. Which of the following would Joe, an administrator, do NEXT after discovering one of his critical servers has been breached?

A. Take a copy of the machines, including memory

B. Hash an image of the machine and isolate it from the network

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C. Notify his supervisor or next available manager in the chain of command

D. Immediately start to restore backups for the systems

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 282**

Which of the following MUST be implemented in conjunction with storage encryption to ensure data on a mobile device is secured?

A. Hashing
B. SSL
C. Password
D. TLS

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 283**
The board members of a financial institution have been supplied with tablets to conduct their annual meeting. Information discussed in the board room is sensitive in nature and should not be allowed onto the Internet. The operating system on the tablets has been updated to backup all information to the cloud. Which of the following would allow the administrator to learn about this feature before the meeting takes place in one week?

A. The vendor's technical weekly review
B. An annual security conference that occurs in two weeks
C. The vendor's monthly magazine
D. The vendor's daily feature announcement

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 284**
Ann, a user, cannot access the company WiFi. She states that the WiFi signal is present and she has chosen the right SSID; however, each time Ann tries to access the network, she gets rejected.

Which of the following is the BEST method to determine whether the mobile device is authorized to connect to the WiFi network?

A. Check if Ann is placed in the DMZ location of the company
B. Ensure the authentication server is up and running
C. Check the ACL for Ann's device MAC entry
D. Ensure the firewalls are all activated for that particular SSID

**Correct Answer:** C
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 285**
Joe, a technician, is assigned to design a wireless network for a SOHO that has to be able to support video streaming with an acceptable throughput, have good coverage for the building, and be able to support multiple channels with a full duplex capability. Which of the following is the BEST device to choose to support these

requirements?

A. 802.11n AP with MIMO

B. 802.11g AP with omni-directional antennas

C. 802.11a AP with point-multipoint antennas

D. Bluetooth PAN

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 286**
Which of the following BEST describes the network elements for 3G and 4G cellular technologies?

A. Mobile device, access point, router, and layer three switch

B. Antenna, mobile device, WiFi device, and domain server name

C. Group policy, mobile ACL, wireless controller, and WiFi

D. Mobile base station and mobile switching center

**Correct Answer:** D
**Section: (none)**
**Explanation**

**Explanation/Reference:**
Explanation:

**QUESTION 287**
A technician has been given a task to implement a WiFi network in an office located on the second floor of a shopping mall with many other WiFi access points. The budget is limited so the technician has to use existing public devices to proceed. Which of the following is the BEST security implementation?

A. Create a security group policy and add all required devices

B. Reduce the access points' power strength and hide the SSID

C. Hide the SSID and implement WEP encryption for mobile device authentication

D. Add additional access points to the infrastructure

**Correct Answer:** A
**Section: (none)**
**Explanation**

**Explanation/Reference:**