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220-1002

CompTIA A+ Certification Exam: Core 2

Version 8.0

Score: 800/1000

Version:

Time Limit: 120 Minutes

Exam A (185 questions)

Question 1

A user's computer is suspected of hosting illegal files. The IT department has removed the computer and placed it in a secured, cypher-locked room, where it will remain until the local authorities arrive.

Which of the following actions should the IT department perform NEXT?

- ☐ Preserve data integrity
- ☐ Identify violations of acceptable use
- ☐ Collect evidence of illegal activity
- ☐ Report through proper channels

Question 2

A network administrator wants to plan a major OS upgrade of the router, which acts as a default gateway in an organization. The administrator has documented the purpose of the change, scoped the change, and completed a comprehensive risk analysis.

Which of the following is an important part of the change request process for which the administrator still must plan?

- ☐ Inform management regarding the anticipated amount of downtime
- ☐ Document a backout plan to roll back changes to the router
- ☐ Configure a redundant data path to eliminate downtime
- ☐ Make the downtime window larger than actually anticipated

Question 3

A user has reported that a computer is running extremely slow when opening applications. A technician checks the computer and needs to verify memory utilization. Which of the following tools should the technician use to begin troubleshooting the issue?

- ☐ Task Scheduler
- ☐ Device Manager
- ☐ Drive Status
- ☐ Performance

Question 4

A technician is PXE booting a computer.

Which of the following is the technician MOST likely performing on the computer?

- ☐ Image deployment
- ☐ Multiboot configuration
- ☐ In-place upgrade
- ☐ System repair

Question 5

A user is requesting a solution that will prevent file corruption and ensure a graceful shutdown while providing at least one hour of uptime in case of extreme weather conditions.

Which of the following should a technician recommend?

- ☐ Uninterruptible power supply
- ☐ Surge protector
- ☐ Power strip
- ☐ Power distribution unit

Question 6

Users notify the help desk of an email that was just received. The email came from the help desk's email address and asked the users to click on an embedded link.

This email is BEST described as:

- ☐ phishing.
- ☐ zombie.
- ☐ whaling.
- ☐ spoofing.

Question 7

A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately.

With which of the following types of infections are the PCs MOST likely infected? (Choose two.)

- ☐ Spyware
- ☐ Zombies
- ☐ Virus
- ☐ Ransomware
- ☐ Worm
- ☐ Botnet

Question 8

Joe, a customer, calls a technician to report a remote computer is demonstrating erratic behavior while he is working on it. The technician verifies the files and directories. Joe is working on locally cannot be opened in any application, and the computer is running extremely slow.

Which of the following is the MOST likely cause of this issue?

- ☐ Files disappearing
- ☐ File permission changes
- ☐ Application crash
- ☐ Too many startup items

Question 9

A user contacts a technician to troubleshoot server errors. The user explains that some files will not open on the server, the data backups are operational, and the weather has been bad. The technician notices missing time slots in the event log.

Which of the following should the technician replace to prevent these issues in the future?

- ☐ System memory
- ☐ Surge protector
- ☐ Hard drives
- ☐ Battery backup

Question 10

Which of the following operating systems utilizes the web browser named Edge, replacing its older browser software?

- ☐ Windows 7
- ☐ Windows 8
- ☐ Windows 8.1
- ☐ Windows 10

Question 11

A SOHO technician recently moved some data from one server to another to increase storage capacity. Several users are now reporting they cannot access certain shares on the network. When the users attempt to access the shares, they get the following error: Access Denied. The technician confirms the users are all in the proper security groups and have the proper access, but they are still unable to access the shares.

Which of the following are the MOST likely reasons for these issues? (Choose two.)

- ☐ Administrative share permissions
- ☐ Mapped drives
- ☐ Group Policy hours restriction
- ☐ Denied write/delete permissions
- ☐ Disabled proxy settings

Question 12

Which of the following is a reason to use WEP over WPA?

- ☐ Device compatibility
- ☐ Increased security
- ☐ TACACS
- ☐ Multifactor authentication

Question 13

A technician receives a phone call regarding ransomware that has been detected on a PC in a remote office.

Which of the following steps should the technician take FIRST?

- ☐ Disconnect the PC from the network
- ☐ Perform an antivirus scan
- ☐ Run a backup and restore
- ☐ Educate the end user

Question 14

Which of the following provide the BEST security for a server room? (Choose two.)

- ☐ Badge reader
- ☐ Bollard
- ☐ Biometric lock
- ☐ Cable lock
- ☐ USB token
- ☐ Privacy window shades

Question 15

Which of the following techniques is used by malicious employees to obtain user passwords?

- ☐ Main-in-the-middle
- ☐ Phishing
- ☐ Tailgating
- ☐ Shoulder surfing

Question 16

The IT department has installed new software in the folder C:\Program Files\Business Application\. Ann, a user, runs the business application and tries to save her work. When doing so, Ann receives the following error:

Cannot save file C: \Program Files\Business Application\file1.wrk – Access is denied.

Which of the following would be the MOST secure solution to this error?

- ☐ Add Ann to the local Power Users group
- ☐ Set the software to save to the %APPDATA% folder
- ☐ Add Ann to the local administrator group
- ☐ Give Ann write access to C:\Program Files\
- ☐ Give Ann permission to elevate her permissions through a UAC prompt

Question 17

A manager with a restricted user account receives the following error message:

Windows Update cannot currently check for updates because the service is not running.

The manager contacts the help desk to report the error. A technician remotely connects to the user's computer and identifies the problem.

Which of the following should the technician do NEXT?

- ☐ Reboot the computer
- ☐ Restart the network services
- ☐ Roll back the device drivers
- ☐ Rebuild the Windows profiles

Question 18

A technician received 300 old desktops following a recent computer upgrade. After taking inventory of the old machines, the technician must destroy the data on the HDDs.

Which of the following would be the MOST effective method to accomplish this task?

- ☐ Drill
- ☐ Hammer
- ☐ Low-level format
- ☐ Degaussing

Question 19

Joe, a user, reports that several of his colleagues have received a suspicious email from his account that he did not send. A technician asks one of the colleagues to forward the email for inspection. After ruling out spoofing, the technician verifies the email originated from the corporate email server.

Which of the following is the FIRST step the technician should take to correct this issue?

- ☐ See if Joe's email address has been blacklisted
- ☐ Change the password on Joe's email account
- ☐ Update the antivirus and perform a full scan on the PC
- ☐ Isolate Joe's computer from the network

Question 20

A user is attempting to install an application and receives an error stating there is not enough space to install the application.

Which of the following did the user overlook?

- ☐ Installation method
- ☐ System requirements
- ☐ OS compatibility
- ☐ File permissions

Question 21

A desktop technician is attempting to upgrade several machines to Windows 10. After realizing there is only one disc for the installation, the technician decides to upgrade over the network.

Which of the following boot methods initiates such an upgrade?

- ☐ SSD
- ☐ Optical drive
- ☐ Flash drive
- ☐ PXE

Question 22

Which of the following installation methods will allow a technician to resolve issues that may arise while the installation is being performed?

- ☐ Unattended installation
- ☐ Remote installation
- ☐ Repair installation
- ☐ Image deployment installation

Question 23

A user's phone contains customer's PII. The user cannot have the phone automatically wiped because the data is very valuable.

Which of the following is the BEST method of securing the phone?

- ☐ Fingerprint lock
- ☐ Passcode lock
- ☐ Swipe lock
- ☐ PIN lock

Question 24

A user calls a technician to report issues when logging in to a vendor's website. The technician is able to log in successfully before going to the office. However, the technician is unable to log in when in the user's office. The user also informs the technician of strange pop-up notifications.

Which of the following are the MOST likely causes of these issues? (Choose two.)

- ☐ System files have been deleted
- ☐ Proxy settings are configured improperly
- ☐ The OS has been updated recently
- ☐ There are disabled services on the vendor website
- ☐ Program file permissions have changed recently
- ☐ There is a rogue anti-malware program

Question 25

A customer's computer is powered on and working, but the customer is unable to get to any wired network resources, shared drives, printers, or the Internet. Which of the following command-line tools should be used to troubleshoot this scenario?

- ☐ Ping
- ☐ hwconfig
- ☐ Nbtstat
- ☐ Nslookup

Question 26

A client wants a technician to create a PC naming convention that will make the client's PCs easier to track and identify while in use.

Which of the following naming convention formats should the technician follow?

- ☐ Domain name, location, IP address
- ☐ Domain name, location, asset ID
- ☐ Asset ID, MAC address
- ☐ Location, RFID

Question 27

A customer is pressuring a project manager to get things done on time. Which of the following has the project manager failed to do in this case?

- ☐ Follow up with the customer after project completion
- ☐ Maintain a positive attitude during the project.
- ☐ Disclose project experiences on social media
- ☐ Communicate with the customer clearly.

Question 28

Which of the following installation types would require the use of an answer file to install the OS?

- ☐ Unattended
- ☐ Clean
- ☐ Repair
- ☐ Upgrade

Question 29

A user reports that a cell phone application is loading slowly and not functioning properly. Which of the following should a technician do FIRST to remedy this issue?

- ☐ Remove and reinstall the application.
- ☐ Hard reset the cell phone.
- ☐ Reconnect the wireless network connection.
- ☐ Close all running applications

Question 30

Which of the following Windows OS technologies is used to store remote data accessed via a WAN connection on local servers for user access?

- ☐ BranchCache
- ☐ Swap partition
- ☐ Domain access
- ☐ Proxy server

Question 31

Joe, an end user, just changed his network password. A pop-up box appears a few minutes later, prompting him to enter his password. Joe enters his new network password and is able to continue working. A few minutes later, the same pop-up box appears again, asking him to enter his network password.

Which of the following Control Panel utilities can Joe use to help with this situation?

- ☐ Credential Manager
- ☐ Network and Sharing Center
- ☐ Security and Maintenance
- ☐ Troubleshooting

Question 32

A technician has just finished installing a secondary OS on a workstation. After rebooting the computer, the technician receives the following error: No OS found. The technician confirms the boot.ini file is correct.

Which of the following is MOST likely causing this error?

- ☐ The computer has GRUB Legacy installed
- ☐ Windows Startup services are not running
- ☐ An incompatible partition is marked as active
- ☐ An unsupported version of Windows is installed

Question 33

A user is trying to install a very large .dmg file on a Windows computer but is receiving an error message.

Which of the following is causing the error?

- ☐ Small hard drive
- ☐ Insufficient RAM
- ☐ OS compatibility
- ☐ Folder permissions

Question 34

Which of the following steps should a technician take FIRST to prevent an electrical hazard when repairing a PC?

- ☐ Put on an ESD strap.
- ☐ Place components on an ESD mat
- ☐ Disconnect the power before servicing the PC
- ☐ Place the PC on a grounded work bench

Question 35

A security team is auditing a company's network logs and notices that a USB drive was previously inserted into several of the servers. Many login attempts were then successfully performed using common login information.

Which of the following actions should be taken to close the vulnerability? (Choose two.)

- ☐ Disable guest account
- ☐ Remove admin permissions
- ☐ Modify AutoRun settings
- ☐ Change default credentials
- ☐ Run OS security updates
- ☐ Install a software firewall

Question 36

A systems administrator has discovered a folder on the server with numerous inappropriate pictures and videos, which is in violation of the company's AUP.

Which of the following would be the NEXT appropriate act?

- ☐ Promptly notify the administrator's immediate supervisor
- ☐ Rename the folder on the server, and notify the information security officer
- ☐ Move the folder to another location on the server, and notify the local authorities
- ☐ Ask the owner to move the files from the server to a local computer

Question 37

A user's mobile device appears to be losing battery life rapidly and often feels warm to the touch, even when it is put away. The device is relatively new, so the user is concerned it is defective. A technician inspects the device and sees the following:

Storage Settings:	26GB Used (6GB Free) Photos 15GB Music 5GB Messages 3GB Apps 2GB
Usage Settings:	Calls 800MB Maps 3.2GB Messages 120MB News 250MB Weather 40MB
Mail Settings:	WorkPush PersonalFetch(15 minutes)
Privacy Settings:	App Store While Using Maps Always Email Never Weather Always Calendar While Using Messages While Using Photos Always
Display Settings:	Brightness Auto Auto-Lock Never Night Mode Disabled

Which of the following should be changed to resolve this issue?

- ☐ Privacy – Maps
- ☐ Display – Brightness
- ☐ Storage – Photos
- ☐ Mail – Work

Question 38

Joe, a user, notifies Ann, a technician, of a message that is displaying on his screen. The message has taken over the entire screen, and no icons are displayed. Joe, further explains that the message still appears after several reboot attempts. Upon further inspection of the affected PC, Ann notices a request for cryptocurrency payment to obtain the unlock key.

Which of the following is MOST likely the cause?

- ☐ Ransomware
- ☐ Cryptomining
- ☐ Rootkit
- ☐ Keylogger

Question 39

A technician receives an invalid certificate error when visiting a website with port 443 enabled. Other computers on the same LAN do not exhibit this symptom.

Which of the following needs to be adjusted on the workstation to fix the issue?

- ☐ Date and time
- ☐ UEFI boot mode
- ☐ Logon times
- ☐ User access control

Question 40

Joe, a user who is travelling for business, reports that his mobile phone was getting approximately 35 Mbps for the first few days of his trip, but now it is only getting around 500 Kbps. Joe uses the device as a GPS to visit customers and as a hotspot to check work email and watch movies online.

Which of the following is the MOST likely cause of Joe's slow data speeds?

- ☐ Joe's data transmission is over the limit
- ☐ The phone needs to be rebooted from overuse
- ☐ The use of GPS interferes with data speeds
- ☐ There is unintended Bluetooth pairing

Question 41

A technician has set up a new computer for a customer and needs to add a login with administrative privileges. Which of the following tools should the technician use?

- ☐ Component Services
- ☐ System Configuration
- ☐ Security Policy
- ☐ Local Users and Groups

Question 42

A small business has an open wireless network so vendors can connect to the network without logging in. The business owners are concerned that a nearby company is connecting and using the wireless connection without permission.

If the small business requires that the network remain open, which of the following configuration settings should be changed to address these concerns?

- ☐ Default SSID
- ☐ MAC filtering
- ☐ Power levels
- ☐ Content filtering
- ☐ Firewall

Question 43

Ann, an end user, is working with highly regulated data and often notices the high volume of traffic in her work area. Ann requests help with limiting the exposure of data as people walk by.

Which of the following security measures should be used?

- ☐ Biometric device
- ☐ Common access card
- ☐ Cable lock
- ☐ Privacy screen
- ☐ Mantrap

Question 44

A user's smartphone is making the camera shutter noise even when the user is not taking pictures. When the user opens the photo album, there are no new pictures.

Which of the following steps should be taken FIRST to determine the cause of the issue?

- ☐ Uninstall the camera application
- ☐ Check the application permissions
- ☐ Reset the phone to factory settings
- ☐ Update all of the applications on the phone
- ☐ Run any pending OS updates

Question 45

A technician is working at a help desk firm and receives a call from a user who has experienced repeated BSODs. The technician is scheduled to take a break just after the call comes in.

Which of the following is the BEST choice for the technician to make?

- ☐ Politely ask the user to call back
- ☐ Ask another technician to take the call
- ☐ Troubleshoot the issue for the user
- ☐ Input the issue as a ticket and escalate to Tier 2
- ☐ Put the user on hold and troubleshoot after the scheduled break

Question 46

A user's mobile device is losing its battery charge very quickly. The user reports a 90% charge at 9:00 a.m., but has 22% battery by 1:00 p.m. The user has installed several applications, and the phone is a relatively new, high-end phone. The user claims most of the usage involves checking emails for a few minutes three or four times per hour.

Which of the following should a technician perform FIRST to diagnose the issue properly?

- ☐ Check the applications and their resource usage.
- ☐ Order a replacement battery and see if the phone maintains its charge.
- ☐ Configure the email software to work on a fetch schedule instead of the push setting.
- ☐ Wipe the phone entirely and reset all settings to their default states.
- ☐ Decrease the screen brightness to 30%.
- ☐ Uninstall all the applications on the phone and see if the battery issues remain.

Question 47

Which of the following can be applied directly to an organizational unit in Active Directory to provide security to both the user and the machine?

- ☐ Folder Redirection
- ☐ Group Policy
- ☐ Security Groups
- ☐ Home Folder

Question 48

A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error.

Which of the following tools should the technician use?

- ☐ Performance Monitor
- ☐ Component Services
- ☐ Task Manager
- ☐ Event Viewer

Question 49

Joe, a customer, requests to have a technician rename his laptop to the name of his favorite sports team. Which of the following documents **MUST** the technician consider before performing this action?

- ☐ Acceptable use policy
- ☐ Inventory management
- ☐ EULA
- ☐ MDM policy

Question 50

A small office's wireless network was compromised recently by an attacker who brute forced a PIN to gain access. The attacker then modified the DNS settings on the router and spread malware to the entire network.

Which of the following configurations **MOST** likely allowed the attack to take place? (Choose two.)

- ☐ Guest network
- ☐ TKIP
- ☐ Default login
- ☐ Outdated firmware
- ☐ WPS
- ☐ WEP

Question 51

A technician is repairing a computer.

Which of the following should the technician do to protect the computer from accidental voltage spikes?

- ☐ Practice electrical fire safety.
- ☐ Clean tools properly before use.
- ☐ Remove any jewelry.
- ☐ Connect a proper ESD strap.

Question 52

Which of the following encryption methods is used by WPA2 to improve data security as compared to previous wireless encryption protocols?

- ☐ AES
- ☐ TKIP
- ☐ S/MIME
- ☐ 3DES

Question 53

A technician arrives on site to find that two users who have the same model on Android smartphone are having the same issue with a specific application.

Whenever they attempt to launch the application, it fails and gives an error message. Which of the following should the technician do FIRST?

- ☐ Reinstall the application
- ☐ Roll back the application to the earlier version
- ☐ Clear the application cache
- ☐ Update the OS of the smartphones

Question 54

A company has hired a new IT firm to manage its network switches and routers. The firm is geographically separated from the company and will need to be able to securely access the devices.

Which of the following will provide the ability to access these devices?

- ☐ Telnet
- ☐ SSH
- ☐ RDP
- ☐ VNC

Question 55

A technician is troubleshooting a printer issue on a Windows computer and wants to disable the printer to test a theory.

Which of the following should the technician use to accomplish this?

- ☐ Devices and Printers
- ☐ Sync Center
- ☐ Device Manger
- ☐ Power Options

Question 56

A user's Windows laptop has become consistently slower over time. The technician checks the CPU utilization and sees that it varies between 95% and 100%. After the technician closes some running applications, the CPU utilization drops to approximately 20%, and the laptop runs much faster. The next day the same user calls again with the same problem.

Which of the following is a tool the technician can use to resolve the issue?

- ☐ Task Manager
- ☐ MSTSC
- ☐ MSConfig
- ☐ PerfMon

Question 57

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous login across the network, some of which are attempting to access workstations and servers to which the user does not have access.

Which of the following should the network administrator do NEXT?

- ☐ Delete the user's AD account.
- ☐ Decrease the user's AD privileges.
- ☐ Disable the user's AD account.
- ☐ Reset the password on the user's AD account.

Question 58

Which of the following user types should be used in a Windows environment to grant Internet access without allowing the permanent storage of files on the system?

- ☐ Local Administrator
- ☐ Standard User
- ☐ Power User
- ☐ Guest User

Question 59

Ann, an employee at a company, calls the help desk to report issues logging on to a vendor's website. Joe, the technician, is able to log in successfully with his credentials before going to Ann's office. However, when he attempts to log in from Ann's office, Joe experiences the same issue. Ann asks Joe questions about the new software installed on the laptop from the pop-up notification.

Which of the following are the NEXT steps Joe should take to resolve the issue? (Choose two.)

- ☐ Ask Ann for her credentials to verify and log on to the vendor's website from Ann's laptop
- ☐ Verify Ann's laptop has the correct browser settings
- ☐ Check all browser cached files on Ann's laptop and log on to another vendor's website
- ☐ Attempt to log on to another vendor's website from Ann's laptop
- ☐ Ask Ann about the notification and review the installed programs
- ☐ Reinstall the browser, reboot the laptop, and check the vendor's website again

Question 60

A technician responds to a call from a user who claims to have a virus on a workstation. The technician observes the following notification from the system tray:

There are 1033 infected files on this computer. Click here to disinfect.

The link is blocked by the corporate content filter and displays a message stating the site contains known malware.

Which of the following should the technician complete to secure the computer with MINIMAL impact to the user?

- ☐ Compare the startup items and services to a known clean image, and remove any startup items not found in the other image. Run an anti-malware scan.
- ☐ Validate that the alerts are false positives, and disable security software on the workstation to prevent further false notifications.
- ☐ Back up the user's files. Restore the system to the original system image designated by corporate IT policies. Restore the user's files.
- ☐ Request a content filter exception to allow access to the link from the notification. Once available, follow the instructions on the linked site.

Question 61

Following an incident, an administrator is gathering forensic evidence from a server for a human resources investigation.

Which of the following best practices is MOST important to document throughout the process to maintain integrity of the findings?

- ☐ Acceptable use policy violations
- ☐ Server configuration
- ☐ Chain of custody
- ☐ Data loss incidents

Question 62

A technician logs on to a Linux computer and runs the following command:

```
ps -aux | grep vi
```

Which of the following MOST accurately describes the effect of the command?

- ☐ It kills any running programs starting with the letters vi.
- ☐ It opens a list of directories that start with the letters vi.
- ☐ It creates a new file named grep in the current working directory.
- ☐ It finds a list of processes running a text editor.

Question 63

Joe, a user, returns his computer to the technician who performed a virus removal on it the week before. Joe states that several symptoms have returned.

Which of the following should the technician have covered previously as part of the original repair?

- ☐ End-user education
- ☐ Pre-installation environment cleaning
- ☐ Disabling of System Restore
- ☐ Infected system quarantine

Question 64

Joe, a technician, receives notification that a share for production data files on the network is encrypted. Joe suspects a crypto virus is active. He checks the rights of the network share to see which departments have access. He then searches the user directories of those departmental users who are looking for encrypted files. He narrows his search to a single user's computer.

Once the suspected source of the virus is discovered and removed from the network, which of the following should Joe do NEXT?

- ☐ Educate the end user on safe browsing and email habits.
- ☐ Scan and remove the malware from the infected system.
- ☐ Create a system restore point and reboot the system.
- ☐ Schedule antivirus scans and perform Windows updates.

Question 65

Ann, an end user, is utilizing a stylus on her tablet. The recognition point is off when she uses the stylus, but it registers in the correct spot when she uses her finger.

Which of the following would be the BEST resolution to Ann's issue?

- ☐ Restart the tablet.
- ☐ Disable and then reenable Bluetooth.
- ☐ Calibrate the touchscreen sensor.
- ☐ Disconnect and then reconnect the stylus.

Question 66

A user reports malware activity on an isolated workstation used for testing. It is running an end-of-life OS, and a USB drive is the only method used to transfer files. After removing the malware and replacing the USB drive with a brand new one, the technician gives the approval to use the equipment. The next day the user reports the same malware activity is present after powering on the system.

Which of the following did the technician forget to do to prevent reinfection?

- ☐ Connect to the network and update the OS with the latest security patches
- ☐ Scan and clean the USB device used to transfer data from the equipment
- ☐ Disable System restore and remove all restore points from the system
- ☐ Update the local antivirus and set it to scan automatically every evening

Question 67

A junior Linux systems administrator needs to update system software.

Which of the following shell commands would allow the administrator to gain the necessary permissions to update the software?

- ☐ sudo
- ☐ chmod
- ☐ grep
- ☐ pwd

Question 68

SIMULATION

A user has installed two new drives in one of the computers in the computer lab and has been unable to format Disk1 from the command prompt.

The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive F. The second partition must be 512,000 MB in size and mapped to drive G.

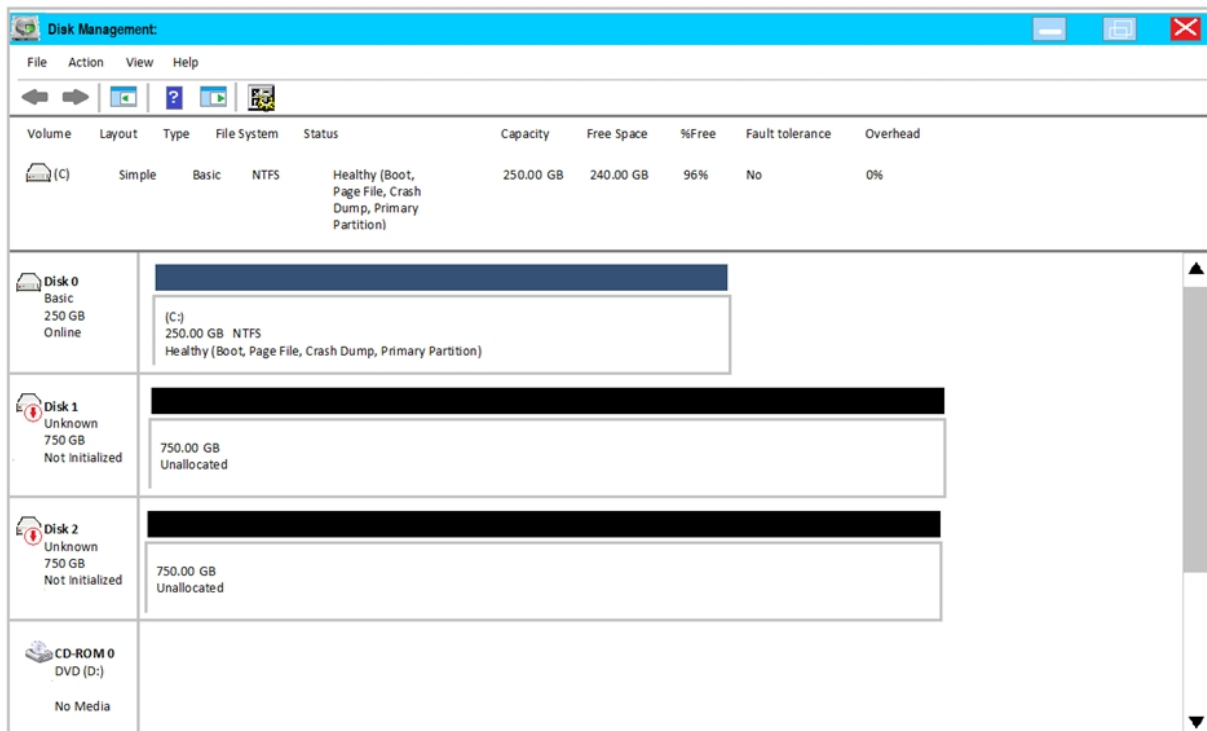
The new partitions must be formatted to ensure that user's files can be secured from other users and that the disk must be configured to account for future redundancy.

Make sure to maintain a consistent file system.

INSTRUCTIONS:

Conduct the necessary steps within the Disk Manager to accomplish these tasks.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.



Question 69

A technician is installing Windows 7 64-bit OS on a VM but keeps getting errors. The specifications for the machine are:

Two 1GHz CPUs
2GB of memory
15GB hard drive
800 × 600 screen resolution

Which of the following should the technician do to resolve the problem?

- ☐ Increase the number of CPUs
- ☐ Increase the amount of memory
- ☐ Increase the amount of hard drive space
- ☐ Increase the screen resolution

Question 70

An employee reported that a suspicious individual was looking through the recycle bin.

Which of the following types of social engineering threats is this?

- ☐ Phishing
- ☐ Spear phishing
- ☐ Dumpster diving
- ☐ Impersonation

Question 71

A network administrator has given a technician documentation detailing the switchports the technician will need to patch in for a network upgrade.

Which of the following documents did the network administrator MOST likely give to the technician?

- ☐ Process diagram
- ☐ Physical network diagram
- ☐ Fiber backbone diagram
- ☐ Logical topology diagram

Question 72

An office manager emails a technical support contractor about a new desktop for one of the workers. The office manager provides a specific configuration for the desktop. The technician notes the request will require the purchase of a new system. New system purchases are not in the scope of the support agreement.

Which of the following should the technician do NEXT?

- ☐ Create a risk analysis report for review
- ☐ Submit a change order for approval
- ☐ Insist the worker accepts the standard desktop
- ☐ Document the request and place the order

Question 73

A technician accessed a network share from a computer joined to workgroup. The technician logged in as "user1" and directed the computer to save the username and password. Several weeks later, the technician wants to log in to this network share using the administrator account. The computer does not prompt for a username and password, but it automatically logs in to the network share under the "user1" account.

Which of the following would allow the technician to log in using the "administrator" username?

- ☐ Use the command: net use Z: \\fileserver\share
- ☐ Go to the Sync Center and disable the offline files feature.
- ☐ Delete the "user" account for the network share in Credential Manager.
- ☐ Join the computer and file server to a domain and delegate administrator rights to "user1".
- ☐ Use the Advanced Sharing options in the Network and Sharing Center and enable "turn on network discovery".

Question 74

Which of the following security methods BEST describes when a user enters a username and password once for multiple applications?

- ☐ SSO
- ☐ Permission propagation
- ☐ Inheritance
- ☐ MFA

Question 75

Which of the following is the maximum RAM limit of a Windows 32-bit version?

- ☐ no limit
- ☐ 4GB
- ☐ 8GB
- ☐ 32GB

Question 76

A technician is working on a virtual server migration project. The technician has already completed the SOW; however, the servers will not work without a critical network configuration that was missed in the original SOW. The technician needs to make the adjustments quickly.

Which of the following best practice processes should the technician perform NEXT?

- ☐ Obtain end-user acceptance for the proposed changes and submit a change plan for additional work.
- ☐ Submit the changes to the change board for approval.
- ☐ Notify the change team of the changes needed and perform the changes.
- ☐ Escalate to stakeholders and obtain override approval for out-of-scope changes.
- ☐ Document the changes and perform the work.

Question 77

Joe, a user, calls the help desk from a coffee shop while on a business trip to report the WiFi hotspot on his phone is extremely slow. The technician runs a speed test from a laptop connected to the hotspot and gets 200Kbps. Ann, Joe's coworker with whom he is travelling, also has a hotspot on her phone, and the speed test result on that hotspot is 15Mbps. The technician checks the hotspot settings on Joe's phone and sees the following:

Network name:	Joe's Hotspot
Security:	WPA2/PSK
Password:	hotspot
Band:	2.4GHz
Client DHCP start address:	192.168.23.1

Which of the following is the MOST likely cause of the problem?

- ☐ Joe should be using WEP security on his hotspot for faster throughput
- ☐ Someone else is using Joe's hotspot due to weak password
- ☐ Joe's hotspot gave him an invalid IP address
- ☐ Joe is likely in a poor signal area and should try another area

Question 78

Ann, a customer, calls a technician and states that she is very concerned about the privacy of her home computer and the security of her home network while browsing the Internet. Which of the following would the technician MOST likely discuss with Ann to educate her on security concepts addressing her concerns? (Choose two.)

- ☐ Firewall
- ☐ Antivirus
- ☐ Email filtering
- ☐ ACLs
- ☐ VPN

Question 79

Joe, a systems administrator, is setting up a risk management plan for the IT department. Part of the plan is to take daily backups of all servers. The server backups will be saved locally to NAS.

Which of the following can Joe do to ensure the backups will work if needed?

- ☐ Frequently restore the servers from backup files and test them
- ☐ Configure the backups to restore to virtual machines for quick recovery
- ☐ Set up scripts that automatically rerun failed backup jobs
- ☐ Set up alerts to let administrators know when backups fail
- ☐ Store copies of the backups off-side in a secure datacenter

Question 80

A technician needs to edit a protected .dll file but cannot find the file in the System32 directory.

Which of the following Control Panel utilities should the technician use?

- ☐ System
- ☐ Display
- ☐ Folder Options
- ☐ Indexing Options

Question 81

A technician is cleaning up a warehouse and has several old CRT monitors and UPS units. The technician removes the batteries from the UPSs and wants to comply with proper disposal techniques.

Which of the following should the technician do NEXT to proceed with disposal of the batteries?

- ☐ Place securely in trash receptacles.
- ☐ Refer to the manufacturer's specific usage.
- ☐ Review the material safety data sheet.
- ☐ Conduct an Internet search of disposal techniques.

Question 82

Which of the following is the amount of memory a user is limited to with a 32-bit version of Windows?

- ☐ 2GB
- ☐ 4GB
- ☐ 8GB
- ☐ 16GB

Question 83

A SOHO technician needs to upgrade two computers quickly and is not concerned about retaining user settings. The users currently have Windows 8 and want to upgrade to Windows 10.

Which of the following installation methods would the technician MOST likely use to accomplish this quickly?

- ☐ Unattended installation
- ☐ Remote network installation
- ☐ In-place upgrade
- ☐ Clean installation

Question 84

Which of the following provide the MOST security for PCs and mobile devices? (Choose two.)

- ☐ Access control lists
- ☐ Multifactor authentication
- ☐ Organizational unit
- ☐ Trusted software sources
- ☐ Data loss prevention
- ☐ Pre-shared key

Question 85

Which of the following file types should be opened when executing a PowerShell script?

- ☐ .bat
- ☐ .vbs
- ☐ .sh
- ☐ .ps1
- ☐ .psd

Question 86

A security administrator does some network testing and identifies significant issues with security on desktop computers. As part of remediation, the network administrator is developing documentation based on best practices for applying updates to end users' computers. The network administrator must create the process documentation needed to submit back to the security administrator for approval. Which of the following process documents would the network administrator MOST likely create? (Choose two.)

- ☐ Risk analysis
- ☐ End-user acceptance
- ☐ Backout plan
- ☐ Plan for change
- ☐ Business processes
- ☐ Request for proposal

Question 87

Which of the following threats uses personalized information in an attempt at obtaining information?

- ☐ Whaling
- ☐ Impersonation
- ☐ Spoofing
- ☐ Spear phishing

Question 88

A technician is recycling PCs to be reused by a middle school.

Which of the following methods is MOST appropriate for ensuring data has been removed from the PCs?

- ☐ Standard formatting
- ☐ HD drilling
- ☐ Low-level formatting
- ☐ HD partitioning

Question 89

A technician recently installed a new secondary hard drive in a Windows 10 desktop. After the installation, the computer displayed the following error message: No Operating System Found. However, after unplugging the new hard drive, the error message no longer appeared. The technician then reconnected the new drive to continue troubleshooting.

Which of the following steps should the technician take NEXT?

- ☐ Reboot into safe mode
- ☐ Check the boot order
- ☐ Format the drive
- ☐ Perform Windows Recovery
- ☐ Run the chkdsk command

Question 90

Which of the following should be enacted to reduce a company's liability and exposure to a potential lawsuit?

- ☐ Acceptable use policy
- ☐ Incident documentation policy
- ☐ Password compliance policy
- ☐ Change control policy

Question 91

Which of the following is a community-supported, open-source OS used for both servers and workstations?

- ☐ iOS
- ☐ Windows 10
- ☐ Linux
- ☐ OS X

Question 92

A technician is installing a private PC in a public workspace.

Which of the following password practices should the technician implement on the PC to secure network access?

- ☐ Remove the guest account from the administrators group
- ☐ Disable single sign-on
- ☐ Issue a default strong password for all users
- ☐ Require authentication on wake-up

Question 93

Which of the following is considered government-regulated data?

- ☐ PHI
- ☐ End-user license agreement
- ☐ Digital Millennium Copyright Act
- ☐ DRM

Question 94

Joe, a technician, has his daily plans forwarded to him by his supervisor. Upon arrival to the second support call of the day, Joe realizes the issue will require much more time than initially scheduled, and several support calls will not be completed. Which of the following would be the appropriate action for Joe?

- ☐ Contact his supervisor so the supervisor can make scheduling changes.
- ☐ Move the appointments to the next business day.
- ☐ Reach out to a colleague to assist in completing the jobs.
- ☐ Continue to work on the current call, and get to the other as soon as possible.

Question 95

Ann, a user, calls the help desk regarding an issue on her laptop. While working remotely, she appears to be connecting to WiFi but is unable to retrieve her corporate email. The wireless name is listed as "ConnectMe" and appears as unsecure.

Which of the following should the help desk perform to fix the issue?

- ☐ Remote into Ann's system and restart the wireless adapter
- ☐ Ask Ann to open a browser and watch for a redirect page
- ☐ Advise Ann to plug an Ethernet cable into her laptop
- ☐ Direct Ann to run an antivirus program on her laptop

Question 96

A technician is in the process of upgrading Windows 8 to Windows 10. The technician needs to make sure all of the applications, user profiles, documents, and PST files are preserved.

Which of the following methods would the technician MOST likely perform on the computer?

- ☐ Unattended installation
- ☐ Refresh upgrade
- ☐ Clean installation
- ☐ In-place upgrade

Question 97

A SOHO customer has recently experienced a major hurricane. The customer has no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again.

Which of the following recommendations should the contractor give to the customer? (Choose two.)

- ☐ Backup testing
- ☐ Cloud storage
- ☐ Local storage backups
- ☐ Data recovery
- ☐ Hot site
- ☐ Waterproof devices

Question 98

Ann, a user, has purchased a new Android phone and is attempting to access a public hotspot. When she opens a browser, she gets a message indicating the page cannot be displayed. She notices there is a “?” in the radio icon in the toolbar. She has verified Bluetooth is active, airplane mode is off, and tethering is turned on. She uses the cell phone to call a technician for assistance.

Which of the following is the MOST likely issue Ann is experiencing?

- ☐ There is unauthenticated wireless connectivity
- ☐ She has exceeded the data allowance
- ☐ The phone is only 3G capable
- ☐ It is an unrooted phone
- ☐ The SIM card was not activated
- ☐ A data plan was not purchased

Question 99

After a security audit, a technician is tasked with implementing new measures to help secure company workstations. The new policy states that all workstations must be signed off at night, a password is necessary to boot the computer, and encryption must be enabled.

Which of the following features should the technician implement to BEST meet these requirements? (Choose three.)

- ☐ Screen locks
- ☐ Screensaver passwords
- ☐ UEFI passwords
- ☐ Login time restrictions
- ☐ Strong passwords
- ☐ Multifactor authentication
- ☐ BitLocker
- ☐ Credential Manager
- ☐ Smart card
- ☐ Biometric authentication

Question 100

A manager requests remote access to a server after hours and on weekends to check data. The manager insists on using the server.

Before granting the access, which of the following is the MOST important step a technician can take to protect against possible infection?

- ☐ Create a policy to remove Internet access from the server during off hours
- ☐ Set the local antivirus software on the server to update and scan daily
- ☐ Ensure the server is patched with the latest security updates
- ☐ Educate the manager on safe Internet browsing practices

Question 101

A company brings in contractors several times a year to perform inventory, and the contractors use company-supplied laptops. The company's security policy states that once the inventory is completed, the contractors should not be able to log in to the laptops until the next inventory.

Which of the following BEST enforces this policy?

- ☐ Delete the user accounts
- ☐ Disable the user accounts
- ☐ Restrict the user accounts
- ☐ Reset the user accounts

Question 102

Which of the following types of scripts would be seen on the user end of a web page?

- ☐ .bat
- ☐ .js
- ☐ .sh
- ☐ .vbs

Question 103

Which of the following built-in accounts was removed in Windows 10?

- ☐ Power User
- ☐ Administrator
- ☐ Guest
- ☐ Standard User

Question 104

An end user is browsing the Internet when multiple browser pages open by themselves. The user notices the PC is running slowly, even while not browsing the Internet.

Which of the following actions should the user take?

- ☐ Update antivirus definitions
- ☐ Install anti-malware software
- ☐ Enable the pop-up blocker
- ☐ Reboot the PC

Question 105

A technician has identified malware on a user's system.

Which of the following should the technician do NEXT according to malware removal best practices?

- ☐ Enable System Restore and create a restore point so no data is lost
- ☐ Educate the user about how to avoid malware in the future
- ☐ Update the antivirus software and run a full system scan
- ☐ Move the infected system to a lab with no network connectivity

Question 106

A user notices recent print jobs are not printing to the local printer despite printing fine yesterday. There are no errors indicated on the taskbar printer icon.

Which of the following actions should the user take FIRST?

- ☐ Check to ensure the printer selected is the default printer
- ☐ Check the status of the print server queue
- ☐ Cancel all documents and print them again
- ☐ Check that the printer is not offline print mode

Question 107

A small office calls a technician to investigate some “invalid certificate” errors from a concerned user. The technician observes that whenever the user attempts to access a secure website from the Windows desktop, this error is encountered. No other users in the office are experiencing this error.

Which of the following should the technician do NEXT? (Choose two.)

- ☐ Remove any proxy servers configured on the user’s browsers.
- ☐ Assist the user with purchasing an SSL certificate and save the certificate to the desktop.
- ☐ Disable the SPI firewall on the office’s gateway and any other routers.
- ☐ Instruct the user to ignore the certificate error since the user is connecting to a secure website.
- ☐ Create an outbound rule in Windows Firewall named after the user’s homepage.
- ☐ Run anti-malware scans and download the latest Windows updates.

Question 108

An employee contacts the help desk because the battery in a company-provided smartphone lasts only a short period of time when the worker is in the office. Which of the following would MOST likely reduce this symptom? (Select TWO).

- ☐ Close applications when tasks are completed.
- ☐ Increase the time to dim the screen automatically.
- ☐ Increase the frequency for syncing corporate email.
- ☐ Set the smartphone display to maximum brightness.
- ☐ Connect to the office WiFi network automatically.
- ☐ Disable 802.11ac and use mobile data exclusively.

Question 109

A user believes there is a virus on a laptop. The user installs additional real-time protection antivirus software but is now experiencing extremely slow performance on the laptop.

Which of the following should a technician do to resolve the issue and avoid recurrence?

- ☐ Activate real-time protection on both antivirus software programs
- ☐ Uninstall one antivirus software program and install a different one
- ☐ Run OS updates
- ☐ Enable the quarantine feature on both antivirus software programs
- ☐ Remove the user-installed antivirus software

Question 110

While attempting to install a new program, an end user is notified the workstation meets the memory requirements, but it does not meet the requirements for free space. Due to time constraints, the user needs a quick way to install and access the program. Which of the following is the user's BEST option given the situation?

- ☐ Install to a network drive
- ☐ Install to a USB drive
- ☐ Install to a DVD-RW
- ☐ Install to a secondary internal HDD

Question 111

A SOHO user calls a technician and wants to secure a home network. The SOHO user needs to have protection from physical connections and ensure that employees cannot access applications or personal emails. Which of the following would the technician MOST likely configure on the new network device to accommodate this SOHO user's request? (Select TWO).

- ☐ MAC filtering
- ☐ Default SSID
- ☐ Radio power levels
- ☐ Content filtering
- ☐ Physical security

Question 112

Which of the following technologies can be utilized in a wireless network environment to provide secure SSO access for WiFi and network resources?

- ☐ WPA2
- ☐ AES
- ☐ MAC filtering
- ☐ RADIUS
- ☐ WPS

Question 113

Corporate management is concerned about the security of the company's mobile phones, in the event they are lost or stolen. Management instructs the IT staff to ensure the data on the devices is not accessible by unauthorized users.

Which of the following would provide the BEST level of protection in this scenario? (Choose two.)

- ☐ Use full device encryption
- ☐ Enable a pattern lock
- ☐ Implement remote wipe features
- ☐ Use device lockout policies
- ☐ Require complex administrator passwords
- ☐ Disable unknown application installations

Question 114

Which of the following features has undergone the most significant changes from Windows 7 to Windows 10 and greatly simplified the operating system installation process?

- ☐ Driver detection
- ☐ Metro interface
- ☐ Account control
- ☐ PXE installation

Question 115

Which of the following is the memory limitation of a 32-bit OS?

- ☐ 16MB
- ☐ 2048MB
- ☐ 4GB
- ☐ 1024GB
- ☐ 2TB
- ☐ 8TB

Question 116

Joe, an employee, took a company-issued Windows laptop home, but is having trouble connecting to any of the shares hosted on his home media server. Joe has verified he is connected to the Internet.

Which of the following would explain why Joe cannot access his personal shares?

- ☐ An IP conflict is present
- ☐ A corporate VPN is enabled
- ☐ A firewall exception must be set
- ☐ HomeGroup must be enabled

Question 117

With which of the following types is a man-in-the-middle attack associated?

- ☐ Brute force
- ☐ Spoofing
- ☐ DDoS
- ☐ Zero-day

Question 118

A Windows user is attempting to install a local printer and is unsuccessful based on permissions.

Which of the following user types BEST describes this user?

- ☐ Guest
- ☐ Power User
- ☐ Administrator
- ☐ Standard User

Question 119

Which of the following is the MOST secure wireless security protocol?

- ☐ AES
- ☐ WPA
- ☐ WPA2
- ☐ WEP

Question 120

A department in an organization set up a proxy server to manage its Internet stage. A technician is configuring the Windows workstations to use the new proxy server.

Which of the following Control Panel utilities should the technician use to configure the setting?

- ☐ Internet Options – Advanced
- ☐ Internet Options – Connections
- ☐ Internet Options – Security
- ☐ Internet Options – Content
- ☐ Internet Options – Privacy

Question 121

A technician is installing the latest OS on a user's system. The user wants all of the settings and files to remain intact during the installation.

Which of the following upgrade methods should the technician use?

- ☐ network installation
- ☐ clean install
- ☐ in-place upgrade
- ☐ image deployment

Question 122

A customer purchased a 3TB HDD to use with a Windows 7 PC and wants to have letter "J" assigned only to the drive.

Which of the following types of partitioning should be performed to give the customer full use of the 3 TB drive?

- ☐ GPT
- ☐ Dynamic
- ☐ Basic
- ☐ Extended

Question 123

Ann, an external user, has received several calls from a company asking why she has been sending the company communications with internal users' names in the "from field". Ann calls a technician and explains she has not been sending any communications and would like this issue fixed. The technician investigates and determines the PC is not infected with any viruses or malware.

Which of the following should the technician check NEXT?

- ☐ Hijacked email
- ☐ DNS entries
- ☐ Hosts file
- ☐ POP3 errors

Question 124

A technician is contacted by a user who is working from home but is unable to connect to any office resources (e.g., files, printers). The user is able to access the Internet.

Which of the following should the technician check FIRST?

- ☐ VPN
- ☐ DHCP
- ☐ NAT
- ☐ DNS

Question 125

A corporate network was recently infected by a malicious application on a flash drive that downloaded sensitive company files and injected a virus, which spread onto the network.

Which of the following best practices could have prevented the attack?

- ☐ Implementing strong passwords
- ☐ Changing default credentials
- ☐ Disabling AutoRun
- ☐ Removing Guest account
- ☐ Encrypting data

Question 126

Which of the following BEST describes the purpose of an ESD mat?

- ☐ Protects against accidental static discharge
- ☐ Protects against dust/dirt contamination
- ☐ Protects against accidental scratches
- ☐ Protects against accidental water damage

Question 127

Which of the following would MOST likely contain troubleshooting guides?

- ☐ Acceptable use policy
- ☐ Topology diagram
- ☐ Knowledge base
- ☐ Incident documentation

Question 128

A company's security policy does not allow USB drives to be available in workstations. However, an exception needs to be made for a user. The network administrator changes the policy for the user.

Which of the following commands should the administrator run on the user's workstation?

- ☐ chkdsk
- ☐ netstat
- ☐ gpupdate
- ☐ diskpart

Question 129

A customer's computer is having difficulty opening programs and regularly receives error messages regarding low system resources. Which of the following performance setting changes would BEST help the customer temporarily until a proper upgrade can be made?

- ☐ Data execution prevention
- ☐ Page-file size
- ☐ Visual effects
- ☐ Processor scheduling

Question 130

An end user's PC is taking a long time to boot.

Which of the following operations would be the BEST to resolve this issue with minimal expense? (Choose two.)

- ☐ Remove applications from startup
- ☐ Defragment the hard drive
- ☐ Install additional RAM
- ☐ Install a faster hard drive
- ☐ End the processes in Task Manager
- ☐ Run the Disk Cleanup utility

Question 131

A user is working on a shared computer and attempts to open the email application, which freezes when opened. A technician logs into the computer, and the email application works without issue. The technician has the user log back in, but the application still freezes when opened. Which of the following is the NEXT step the technician should take to resolve the issue?

- ☐ Check for and apply software updates
- ☐ Perform repair installation on the application
- ☐ Add the user to the local administrators group
- ☐ Rebuild the user's mail profile

Question 132

After a virus has been spread unknowingly via USB removable hard drives, a technician is tasked with limiting removable hard drive access to certain network users. USB ports are used for many devices, including scanners, printers, and signature pads, so a policy is created to deny access to removable hard drives only. When testing the policy, a removable drive is plugged in but can still be accessed.

Which of the following command-line tools should the technician use to apply the new policy?

- ☐ grupdate
- ☐ diskpart
- ☐ gpresult
- ☐ net use

Question 133

A user who is running Windows XP calls a technician to upgrade the computer to a newer Windows OS. The user states the computer has only 1GB of RAM and 16GB of hard drive space with a 1.7GHz processor.

Which of the following OSs should the technician recommended to ensure the BEST performance on this computer?

- ☐ Windows 7
- ☐ Windows 8
- ☐ Windows 8.1
- ☐ Windows 10

Question 134

A technician has been dispatched to resolve a malware problem on a user's workstation. The antivirus program discovered several hundred potential malware items on the workstation and removed them successfully. The technician decides to schedule daily scans on the system, enables System Restore, and creates a restore point.

Which of the following should the technician do NEXT?

- ☐ Run the scan again to ensure all malware has been removed
- ☐ Quarantine the infected workstation from the network
- ☐ Install all of the latest Windows Updates to patch the system
- ☐ Educate the user on safe browsing practices

Question 135

A technician is attempting to repair a Windows computer that is infected with malware. The machine is quarantined but still cannot boot into a standard desktop.

Which of the following is the most likely NEXT step?

- ☐ Disable System Restore.
- ☐ Create a restore point.
- ☐ Apply system updates.
- ☐ Restart into safe mode.

Question 136

A Mac user's operating system became corrupted, and files were deleted after malware was downloaded. The user needs to access the data that was previously stored on the MAC.

Which of the following built-in utilities should be used?

- ☐ Time Machine
- ☐ Snapshot
- ☐ System Restore
- ☐ Boot Camp

Question 137

When a user browses to a favorite website on a Windows laptop, a different website opens. A technician installs an additional web browser, but it also opens to the same unfamiliar site. The technician resets the web browser settings back to default, but the issue persists.

Which of the following troubleshooting steps should the technician complete NEXT?

- ☐ Change the browser's home page
- ☐ Check the Windows host file
- ☐ Update the default web browser
- ☐ Restore Windows to a previous date

Question 138

Which of the following devices provides protection against brownouts?

- ☐ battery backup
- ☐ surge suppressor
- ☐ rack grounding
- ☐ line conditioner

Question 139

A user's personal settings are not saving, and a technician suspects the user's local Windows profile is corrupt. The technician wants to check the size of the ntuser.dat file, but it does not appear in the user's profile directory. Which of the following Control Panel utilities should the technician use to correct this?

- ☐ Folder Options
- ☐ Sync Center
- ☐ Display Settings
- ☐ User Accounts

Question 140

A user reports that when opening a web browser, the initial page loads to a search engine the user does not recognize. When the user performs searches on the site, the results are often irrelevant, and there are many pop-ups.

Which of the following should a technician do to resolve these issues? (Choose two.)

- ☐ Reset the user's browser to default settings
- ☐ Delete the user's cached images, temporary files, and cookies
- ☐ Reboot the user's computer and install a secondary antivirus
- ☐ Convince the user to use a different web browser that is currently unaffected
- ☐ Download the update to the user's web browser of choice
- ☐ Remove any unapproved applications from the user's startup items

Question 141

A project team is organized to implement a new wireless solution for a school. The team has already done the network diagrams and knows the locations that will need to be addressed in the project. The team is in the process of creating an SOW for the project as a whole and needs to add the critical pieces to the SOW to complete it and move to the next stage.

Which of the following would the project team MOST likely add to the SOW?

- ☐ Risk analysis
- ☐ Plan to change
- ☐ Backout plan
- ☐ Change board approvals

Question 142

A technician repaired a laptop for a customer. The customer then complained the repair took too long and questioned the steps the technician took to fix the problem.

Which of the following should the technician do NEXT?

- ☐ Provide documentation of the repair to the customer
- ☐ Allow the customer to voice concerns and post the story to social media later
- ☐ Inform the customer the job is done and return to the office
- ☐ Defend each step and why it was necessary

Question 143

A technician is working on a user's workstation and notices a lot of unknown processes running in the background. The user informs the technician that an application was recently downloaded from the Internet.

Which of the following types of infection does the user MOST likely have?

- ☐ Rootkit
- ☐ Keylogger
- ☐ Trojan
- ☐ Ransomware

Question 144

A technician performs a virus cleaning on a computer that has been redirecting all browsers to a phishing website. System Restore was turned off before the cleaning. The technician runs the machine through several scanners, and then tests for redirection. A smaller number of sites are still redirecting to the phishing website. The antivirus software correctly blocks the website.

Which of the following should the technician do NEXT?

- ☐ Check the contents of the hosts file
- ☐ Do a System Restore to a date before the infection
- ☐ Rerun the antivirus scan with higher sensitivity
- ☐ Rebuild the OS on the machine

Question 145

A technician wants to deploy a solution to manage a computer remotely. The technician is not allowed to modify any network configuration and is not able to forward any ports on the router to internal devices. Which of the following remote access technologies would be BEST suited for this situation?

- ☐ Remote desktop protocol
- ☐ Telnet client
- ☐ Virtual network computer
- ☐ Third-party tools
- ☐ Secure shell

Question 146

An employee is unable to view in-office network folders while working at home.

Which of the following is the MOST likely cause of the problem?

- ☐ Untrusted software
- ☐ Outdated antivirus
- ☐ MDM policies
- ☐ Inactive VPN

Question 147

Which of the following BEST describes the Guest account on a Windows system?

- ☐ This account is designed to have the ability to set permissions for other users on the system. Users of this account have the capability to perform any operation or task on the system.
- ☐ This account is designed to provide basic permissions for completing common daily tasks. Users of this account are restricted from performing things like installing new software.
- ☐ This account is designed for users who require specific administrator rights or permissions. Users of this account are restricted from installing software but can change time zones.
- ☐ This account is designed for users who require temporary access to a computer and do not need to store user-specific settings. Users of this account have very limited permissions.

Question 148

Ann, a user, is attempting to log in to her email service from a third-party email client on her phone. When Ann enters her usual username and password, she receives an error message saying the credentials are invalid. Ann then decides to reset her email password, but after the reset, the new credentials still do not work in the third-party email client.

Which of the following settings or features is responsible for the problems Ann is experiencing?

- ☐ Full device encryption
- ☐ Account lock
- ☐ Multifactor authentication
- ☐ Strong password requirements

Question 149

A computer becomes infected with malware, which manages to steal all credentials stored on the PC. The malware then uses elevated credentials to infect all other PCs at the site. Management asks the IT staff to take action to prevent this from reoccurring.

Which of the following would BEST accomplish this goal?

- ☐ Use an antivirus product capable of performing heuristic analysis
- ☐ Use a host-based intrusion detection system on each computer
- ☐ Disallow the password caching of accounts in the administrators group
- ☐ Install a UTM in between PC endpoints to monitor for suspicious traffic
- ☐ Log all failed login attempts to the PCs and report them to a central server

Question 150

During the firmware upgrade of a web server, a power outage occurred. The outage caused a failure within the upgrade.

Which of the following plans must be implemented to revert back to the most recent version of the firmware?

- ☐ Backout plan
- ☐ Contingency plan
- ☐ Alternative plan
- ☐ Backup plan

Question 151

A user's computer is displaying a black screen. The technician restarts the computer, but the OS still does not load. The technician discovers the OS was patched the previous evening.

Which of the following should the technician attempt NEXT?

- ☐ Reboot into safe mode and roll back the updates
- ☐ Repair the Windows Registry
- ☐ Configure boot options in the BIOS
- ☐ Disable Windows services and applications

Question 152

A technician is running updates on a Windows PC. Some of the updates install properly, while others appear as failed. While troubleshooting, the technician restarts the PC and attempts to install the failed updates again. The updates continue to fail.

Which of the following is the FIRST option to check?

- ☐ Visit the Microsoft Update website to see if there is an issue with a specific update
- ☐ Look up the error number associated with the failed update
- ☐ Look at the system Event Viewer to find more information on the failure
- ☐ Download the failed update to install manually

Question 153

A technician is disposing of computer hardware that contains PHI. The drive must be reusable.

Which of the following methods should be used?

- ☐ Degauss
- ☐ Drive wipe
- ☐ Standard format
- ☐ Low-level format

Question 154

A wireless access point is going to be configured in a small office located in a crowded building.

Which of the following should the installation technician perform to increase the security of the wireless network? (Choose two.)

- ☐ Reduce the transmit power
- ☐ Reduce the channel availability
- ☐ Disable the DHCP server
- ☐ Enable QoS management
- ☐ Disable the SSID broadcast
- ☐ Implement WPA encryption

Question 155

A technician is called to troubleshoot a user's Windows workstation that fails to boot. The user reports that, after updating the workstation's graphics driver to a beta version, the machine gives a "Stop" error on every boot. Which of the following should the technician complete to resolve the issue?

- ☐ Boot the workstation in safe mode and disable the graphics driver system tray menu
- ☐ Boot the workstation in safe mode with networking and install the latest stable graphics driver
- ☐ Boot the workstation in safe mode and disable Windows driver signing requirements
- ☐ Boot the workstation in safe mode with Command Prompt and enable Driver Verifier with standard settings

Question 156

A user's corporate email is missing the shared inbox folders that were present before the user went on vacation. The technician verifies the user is connected to the domain and can still send and receive email.

Which of the following is MOST likely causing the missing folders issue?

- ☐ The Internet security options have changed
- ☐ The operating system updates have changed
- ☐ The network directory permissions have changed
- ☐ The user account permissions have changed

Question 157

A new business will be using credit cards in a physical location as well as its web presence.

Which of the following does the business need?

- ☐ PHI certification
- ☐ PCI compliance
- ☐ POTS implementation
- ☐ PII filtering

Question 158

A technician has been asked to recommend antivirus software for a home PC, but the user does not want to pay for a license.

Which of the following license types should the technician recommend?

- ☐ Open license
- ☐ Personal license
- ☐ Corporate license
- ☐ Enterprise license

Question 159

A SOHO user reports desktop applications are performing slowly, and no emails have been received all morning. A technician remotes in and determines Internet pages load slowly or not at all, CPU performance is normal, and the local router can successfully ping. The remote connection drops periodically.

Which of the following steps should the technician take NEXT to resolve the problem?

- ☐ Reboot into safe mode, uninstall the latest OS update, and run a repair on the OS
- ☐ Update the antivirus software, run an antivirus scan, verify the browser settings, and check all email settings
- ☐ Reboot to BIOS setup, verify the TPM is enabled, and start a System Restore from safe mode
- ☐ Send a test email, open a command prompt to check the file system, and empty the browser cache

Question 160

Which of the following devices are MOST likely to have a grounding wire attached to them based on the manufacturer's design? (Choose two.)

- ☐ UPS
- ☐ Server rack
- ☐ PoE phone
- ☐ Desktop printer
- ☐ Modem
- ☐ Patch panel

Question 161

A user's computer is running slow even when only one program is open. A technician discovers the CPU is running at 100%, and there is a significant amount of outgoing network traffic.

Which of the following is MOST likely causing the high resource usage?

- ☐ A keylogger is running
- ☐ The computer is part of a botnet
- ☐ The computer is receiving a DDoS attack
- ☐ A software firewall is blocking traffic

Question 162

A technician must remove data from the human resources computers. The technician plans to reuse the drives in the computers.

Which of the following data destruction methods should the technician perform to ensure the data is removed completely?

- ☐ Degaussing
- ☐ Standard format
- ☐ Overwrite
- ☐ Low-level format

Question 163

Which of the following would a technician use to store memory chips from a laptop safely after an upgrade?

- ☐ Mylar bags
- ☐ Cardboard boxes
- ☐ Antistatic containers
- ☐ Paper envelopes

Question 164

A technician is working on a Windows 10 PC that is running slowly.

Which of the following commands should the technician use to correct this issue? (Choose two.)

- ☐ dir
- ☐ chkdsk
- ☐ dism
- ☐ ipconfig
- ☐ format
- ☐ diskpart

Question 165

A company has just experienced a data breach that affected all mobile devices.

Which of the following would BEST secure access to user's mobile devices? (Choose two.)

- ☐ Full device encryption
- ☐ Remote backup application
- ☐ SSO authentication
- ☐ Device profiles update
- ☐ OS security updates
- ☐ Biometric authentication

Question 166

A systems administrator needs to add security to the server room.

Which of the following would provide the BEST security for the room? (Choose two.)

- ☐ Universal serial bus locks
- ☐ Personal identity verification cards
- ☐ Privacy screen
- ☐ Entry control roster
- ☐ Door locks
- ☐ Privacy window

Question 167

A user calls a technician regarding an iOS mobile device that is having problems with standby time after a new update was applied. The technician verifies no new applications were installed since the update, but the device still has poor standby time even after the update is removed. Which of the following is the MOST likely cause of the issue?

- ☐ Zero-day malware
- ☐ Safari code injection
- ☐ OS corruption
- ☐ Overheating
- ☐ Time sync failure

Question 168

A technician has installed a second monitor for a customer, but the desktop font sizes do not match.

Which of the following display settings should the technician adjust to correct this issue?

- ☐ Resolution
- ☐ Refresh rate
- ☐ Extended monitor
- ☐ Color depth

Question 169

A small business has an open WiFi network for employees but does not want customers to connect to the access point. A technician has been dispatched to address the business's concerns.

Which of the following configuration settings should the technician change to satisfy the requirements of the business? (Choose two.)

- ☐ Default SSID
- ☐ MAC filtering
- ☐ NAT
- ☐ QoS
- ☐ Signal strength
- ☐ Encryption

Question 170

A user's smartphone is experiencing limited bandwidth when at home. The user reports to a technician that the device functions properly when at work or in the car.

Which of the following troubleshooting steps should the technician take NEXT?

- ☐ Reset the device's network settings
- ☐ Check the data usage statistics on the device
- ☐ Verify the SSID with which the device is associated
- ☐ Run any pending application or OS updates

Question 171

Joe, a customer, has informed a Tier 2 help desk technician that a computer will not boot up. After about ten minutes of troubleshooting, Joe is increasingly concerned and claims that the technician is wasting his time because he has already tried everything that has been suggested.

Which of the following should the technician do?

- ☐ Since Joe is concerned about time, suggest calling back later when Joe has more time to troubleshoot
- ☐ Record the call and send it to the local intranet for future technicians to learn how to deal with calls like this one
- ☐ Ask more open-ended questions to see if the issue can be narrowed down in order to properly identify the issue and save time
- ☐ Inform the customer that there is a troubleshooting script that must be followed to get the issue resolved

Question 172

A user who is running Windows 10 logs into a machine and notices that shared drives are missing, the "My Documents" folder is empty, and personal settings are reset.

Which of the following would be required to resolve the issue?

- ☐ Remove the registry entry and rename the local account folder
- ☐ Delete or rename the local user folder
- ☐ Run DISM and re-add the local power user account
- ☐ Remove the user account in Credential Manager and restart the PC

Question 173

In which of the following file extension types would a user expect to see the command. "net use T:\server\files"?

- ☐ .bat
- ☐ .vbs
- ☐ .js
- ☐ .py

Question 174

A new company policy states that all end-user access to network resources will be controlled based on the users' roles and responsibilities within the organization.

Which of the following security concepts has the company just enabled?

- ☐ Certificates
- ☐ Least privilege
- ☐ Directory permissions
- ☐ Blacklists

Question 175

A technician needs to connect to a network switch in a remote location. The technician wants to make sure the data passed over the wire is encrypted so it cannot be read by someone using a sniffer. Which of the following connection protocols should the technician use?

- ☐ Telnet
- ☐ SSH
- ☐ SMB
- ☐ HTTP
- ☐ SFTP

Question 176

A network administrator needs to be able to securely connect to a local router from within the office.

Which of the following protocols should the administrator ensure is enabled on the router?

- ☐ RDP
- ☐ SSH
- ☐ TFTP
- ☐ HTTP

Question 177

A technician is setting up a SOHO wireless network for a healthcare office that does not have a server. The user requires the highest level of wireless security and various levels of desktop authentication to access cloud resources.

Which of the following protocols and authentication methods should the technician implement? (Choose two.)

- ☐ WPA
- ☐ WPA2
- ☐ WEP
- ☐ TKIP
- ☐ RADIUS
- ☐ Multifactor
- ☐ TACACS
- ☐ SSO

Question 178

A technician is setting up a kiosk. The technician needs to ensure the kiosk is secure and users will have access to only the application needed for customer interaction. The technician must also ensure that whenever the computer is rebooted or powered on it logs in automatically without a password.

Which of the following account types would the technician MOST likely set up on this kiosk machine?

- ☐ Guest
- ☐ Administrator
- ☐ Power User
- ☐ Remote Desktop User

Question 179

Ann, a user, calls a technician and reports that her PC will not boot. The technician confirms the memory, power supply, and monitor are all working. The technician runs internal diagnostics on the PC, but the hard drive is not recognized.

Which of the following messages will be displayed?

- ☐ NTLDR not found
- ☐ No boot device available
- ☐ Operating system not found
- ☐ BIOS ROM checksum error

Question 180

A team needs to deploy a temporary server room at a site to provide support during construction.

Which of the following should they use at this site while setting up the server room?

- ☐ Air filters
- ☐ Privacy screens
- ☐ Vacuums
- ☐ ESD mats

Question 181

A sales representative regularly modifies confidential files on a laptop and needs them to be available all the time. The sales representative will be on a six-month business trip in two weeks. A technician has been asked to assist the sales representative with saving files.

Which of the following is the BEST method to implement to prevent any data loss for the sales representative?

- ☐ Give the sales representative a USB security lock.
- ☐ Encrypt the laptop's image on the server.
- ☐ Create a redundant cloud storage drive.
- ☐ Give the sales representative an external hard drive.

Question 182

An administrator is setting up a Windows terminal server.

Which of the following settings should the administrator modify to increase server security? (Choose two.)

- ☐ Change the default access port
- ☐ Enforce password complexity
- ☐ Put the terminal server into the router's DMZ
- ☐ Disable logon time restrictions
- ☐ Block all unused ports on the LAN smart switch
- ☐ Use the local client certificate for server authentication

Question 183

A user calls the help desk regarding a new Windows issue that started in the morning. The user can no longer use any locally attached devices, such as a mouse or a printer, and a reboot did not fix the problem.

Which of the following would MOST likely fix the issue?

- ☐ Roll back updates
- ☐ Disable the Windows Update service
- ☐ Check for updates
- ☐ Restore hidden updates

Question 184

Joe, an end user, has been prompted to provide his username and password to access the payroll system.

Which of the following authentication methods is being requested?

- ☐ Single-factor
- ☐ Multifactor
- ☐ RADIUS
- ☐ TACACS

Question 185

Which of the following must be enabled to configure 20 new machines to be booted over a network?

- ☐ Multi-boot
- ☐ Dynamic
- ☐ PXE
- ☐ GPT