



Reference Solution for 220-1002.108q 220-1002

220-1002

CompTIA A+ Certification Exam: Core 2

Score: 800/1000

Version:

Time Limit: 120 Minutes

Exam A (108 questions)

Question 1

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 2

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 3

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 4

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 5

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 6

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 7

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 8

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 9

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 10

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 11

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

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

Question 12

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 13

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 14

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

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

Question 15

Which of the following would MOST likely contain troubleshooting guides?

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

Question 16

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 17

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 18

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 19

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 20

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 21

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 22

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 23

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 24

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 25

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 26

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 27

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 28

Which of the following devices provides protection against brownouts?

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

Question 29

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 30

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 31

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 32

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

- ☒ AES
- ☐ WPA
- ☐ WPA2
- ☐ WEP

Question 33

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 34

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 35

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 36

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 37

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 38

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 39

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 40

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 41

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 42

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 43

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 44

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 45

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 46

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

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

Question 47

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 48

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 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

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

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

Question 51

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 52

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 53

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 54

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 55

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 56

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 57

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 58

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 59

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 60

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 61

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 62

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 63

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 64

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 65

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 66

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 67

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 68

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 69

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 70

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 71

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 72

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 73

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 74

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

- ☐ .bat
- ☐ .js
- ☐ .sh
- ☒ .vbs

Question 75

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 76

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 77

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 78

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 79

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 80

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 81

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

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

Question 82

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 83

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 84

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 85

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 86

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

- ☐ no limit
- ☒ 4GB
- ☐ 8GB
- ☐ 32GB

Question 87

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 88

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 89

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 90

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 91

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 92

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 93

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 94

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 95

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 96

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 97

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 98

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 99

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

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

Question 100

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 101

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 102

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 103

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-site in a secure datacenter

Question 104

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 105

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 106

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 107

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 108

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