



Reference Solution for 220-1002.97q 220-1002

220-1002

CompTIA A+ Certification Exam: Core 2

Score: 800/1000
Version:
Time Limit: 120 Minutes

Exam A (97 questions)

Question 1

A small office calls a technician to investigate some “invalid certificate” errors from a concerned user. The technician observes that whenever the user 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 2

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 3

A desktop technician is attempting to upgrade several machines to Windows 10. After releasing 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 4

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 5

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 6

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 7

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 8

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 9

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 10

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 11

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 12

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 13

A junior Linux system 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 14

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 15

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 16

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 17

A user calls the help desk regarding a new Windows issues 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 18

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 19

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 20

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 21

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 22

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 23

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 24

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

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

Question 25

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 26

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 27

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 28

Joe, an employee, took a company-issues 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 29

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 30

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 31

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 32

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 33

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 34

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 35

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 36

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 37

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 38

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
800x600 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 39

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

- ☐ .bat
- ☐ .js
- ☐ .sh
- ☒ .vbs

Question 40

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

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

Question 41

A technician is working at a help-desk form 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 42

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 43

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 available
- ☐ Disable the DHCP server
- ☐ Enable QoS management
- ☒ Disable the SSID broadcast
- ☐ Implement WPA encryption

Question 44

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 45

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 46

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 47

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 48

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 49

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 50

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 51

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 52

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 53

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 54

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 be technician adjust to correct this issue?

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

Question 55

Ann, a user, is attempting to log in to her email service form 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 56

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 57

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 58

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 59

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 60

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 61

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 62

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 63

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 64

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 65

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 66

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 67

Which of the following is considered government-regulated data?

- ☒ PII
- ☐ End-user license agreement
- ☐ Digital Millennium Copyright Act
- ☐ DRM

Question 68

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 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

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 71

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 72

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 permission 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 73

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 74

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 75

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 76

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

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

Question 77

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 78

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 79

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 80

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 81

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 82

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

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

Question 83

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 see 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 84

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 85

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 86

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 87

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 88

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

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

Question 89

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 90

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 91

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 92

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 93

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 94

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 95

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 96

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 97

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