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CompTIA A+ Certification Exam: Core 2

Exam A

QUESTION 1
Which of the following threats uses personalized information in an attempt at obtaining information?

A. Whaling
B. Impersonation
C. Spoofing
D. Spear phishing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
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?

A. Date and time
B. UEFI boot mode
C. Logon times
D. User access control

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
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?

A. Internet Options – Advanced
B. Internet Options – Connections
C. Internet Options – Security
D. Internet Options – Content
E. Internet Options – Privacy

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Which of the following is the amount of memory a user is limited to with a 32-bit version of Windows?

A. 2GB
B. 4GB
C. 8GB
D. 16GB

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
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?

A. Politely ask the user to call back
B. Ask another technician to take the call
C. Troubleshoot the issue for the user
D. Input the issue as a ticket and escalate to Tier 2
E. Put the user on hold and troubleshoot after the scheduled break

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

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?

A. Fingerprint lock
B. Passcode lock
C. Swipe lock
D. PIN lock

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which of the following devices are MOST likely to have a grounding wire attached to them based on the manufacturer's design? (Choose two.)

A. UPS
B. Server rack
C. PoE phone

D. Desktop printer

E. Modem

F. Patch panel

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
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?

A. The computer has GRUB Legacy installed

B. Windows Startup services are not running

C. An incompatible partition is marked as active

D. An unsupported version of Windows is installed

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
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?

A. Remove the guest account from the administrators group

B. Disable single sign-on

C. Issue a default strong password for all users

D. Require authentication on wake-up

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
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?

A. An IP conflict is present
B. A corporate VPN is enabled
C. A firewall exception must be set
D. HomeGroup must be enabled

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
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?

A. Activate real-time protection on both antivirus software programs
B. Uninstall one antivirus software program and install a different one
C. Run OS updates
D. Enable the quarantine feature on both antivirus software programs
E. Remove the user-installed antivirus software

Correct Answer: E
Section: (none)

Explanation

Explanation/Reference:

QUESTION 12
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?

A. Windows 7
B. Windows 8
C. Windows 8.1
D. Windows 10

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
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?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
Which of the following security methods BEST describes when a user enters a username and password once for multiple applications?

A. SSO
B. Permission propagation
C. Inheritance
D. MFA

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
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 on automatically without a password.

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

A. Guest
B. Administrator
C. Power User
D. Remote Desktop User

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
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 type should the technician recommend?

A. Open license
B. Personal license
C. Corporate license
D. Enterprise license

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
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?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
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.)

A. Backup testing
B. Cloud storage

C. Local storage backups

D. Data recovery

E. Hot site

F. Waterproof devices

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
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?

A. Visit the Microsoft Update website to see if there is an issue with a specific update

B. Look up the error number associated with the failed update

C. Look at the system Event Viewer to find more information on the failure

D. Download the failed update to install manually

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
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?

A. System

B. Display

C. Folder Options

D. Indexing Options

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
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?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
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?

A. Reboot into safe mode, uninstall the latest OS update, and run a repair on the OS
B. Update the antivirus software, run an antivirus scan, verify the browser settings, and check all email settings

C. Reboot to BIOS setup, verify the TPM is enabled, and start a System Restore from safe mode
D. Send a test email, open a command prompt to check the file system, and empty the browser cache

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
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?

A. Untrusted software
B. Outdated antivirus
C. MDM policies
D. Inactive VPN

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
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?

A. Process diagram
B. Physical network diagram
C. Fiber backbone diagram
D. Logical topology diagram

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 25
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?

A. `grupdate`
B. `diskpart`
C. `gpresult`
D. `net use`

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
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.)

A. Spyware
B. Zombies
C. Virus
D. Ransomware
E. Worm
F. Botnet

Correct Answer: BE
Section: (none)

Explanation

Explanation/Reference:

QUESTION 27
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?

A. Full device encryption
B. Account lock
C. Multifactor authentication
D. Strong password requirements

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
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?

A. End-user education
B. Pre-installation environment cleaning
C. Disabling of System Restore
D. Infected system quarantine

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
In which of the following file extension types would a user expect to see the command. "`net use T:\\server\files`'?

A. .bat
B. .vbs
C. .js
D. .py

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
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?

A. System memory
B. Surge protector
C. Hard drives
D. Battery backup

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following steps should a technician take FIRST to prevent an electrical hazard when repairing a PC?

A. Put on an ESD strap.
B. Place components on an ESD mat

C. Disconnect the power before servicing the PC

D. Place the PC on a grounded work bench

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
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 nor recognized.

Which of the following messages will be displayed?

A. `NTLDR not found`

B. `No boot device available`

C. `Operating system not found`

D. `BIOS ROM checksum error`

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
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?

A. Remote into Ann's system and restart the wireless adapter

B. Ask Ann to open a browser and watch for a redirect page

C. Advice Ann to plug an Ethernet cable into her laptop

D. Direct Ann to run an antivirus program on her laptop

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
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?

A. Risk analysis
B. Plan to change
C. Backout plan
D. Change board approvals

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
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?

A. Roll back updates
B. Disable the Windows Update service
C. Check for updates
D. Restore hidden updates

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
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.)

A. Remove applications from startup
B. Defragment the hard drive
C. Install additional RAM
D. Install a faster hard drive
E. End the processes in Task Manager
F. Run the Disk Cleanup utility

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
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.)

A. WPA
B. WPA2
C. WEP
D. TKIP
E. RADIUS
F. Multifactor
G. TACACS
H. SSO

Correct Answer: BF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
A technician is PXE booting a computer.

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

A. Image deployment
B. Multiboot configuration
C. In-place upgrade
D. System repair

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
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.)

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

Correct Answer: CE

Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
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?

A. Privacy – Maps

B. Display – Brightness
C. Storage – Photos
D. Mail – Work

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
A Windows user is attempting to install a local printer and is unsuccessful on permissions.

Which of the following user types BEST describes this user?

A. Guest
B. Power User
C. Administrator
D. Standard User

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
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?

A. Update antivirus definitions
B. Install anti-malware software
C. Enable the pop-up blocker
D. Reboot the PC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
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?

A. SSD
B. Optical drive
C. Flash drive
D. PXE

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
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?

A. Inform management regarding the anticipated amount of downtime
B. Document a backout plan to roll back changes to the router
C. Configure a redundant data path to eliminate downtime
D. Make the downtime window larger than actually anticipated

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
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?

A. Delete the user accounts
B. Disable the user accounts
C. Restrict the user accounts
D. Reset the user accounts

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
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.)

A. Reduce the transmit power
B. Reduce the channel availably
C. Disable the DHCP server
D. Enable QoS management
E. Disable the SSID broadcast
F. Implement WPA encryption

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
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?

A. Increase the number of CPUs
B. Increase the amount of memory
C. Increase the amount of hard drive space
D. Increase the screen resolution

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
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?

A. Rootkit
B. Keylogger
C. Trojan

D. Ransomware

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
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?

A. Driver detection
B. Metro interface
C. Account control
D. PXE installation

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
Which of the following is considered government-regulated data?

A. PII
B. End-user license agreement
C. Digital Millennium Copyright Act
D. DRM

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51

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.)

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

Correct Answer: AF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52

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?

A. Unattended installation
B. Refresh upgrade
C. Clean installation
D. In-place upgrade

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
Which of the following is the MOST secure wireless security protocol?

A. AES
B. WPA
C. WPA2
D. WEP

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
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?

A. Installation method
B. System requirements
C. OS compatibility
D. File permissions

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
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?

A. Biometric device

B. Common access card

C. Cable lock

D. Privacy screen

E. Mantrap

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
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?

A. Run the scan again to ensure all malware has been removed

B. Quarantine the infected workstation from the network

C. Install all of the latest Windows Updates to patch the system

D. Educate the user on safe browsing practices

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
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?

A. Reset the device's network settings

B. Check the data usage statistics on the device

C. Verify the SSID with which the device is associated

D. Run any pending application or OS updates

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
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?

A. `chkdsk`

B. `netstat`

C. `gpupdate`

D. `diskpart`

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
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?

A. Preserve data integrity

B. Identify violations of acceptable use

C. Collect evidence of illegal activity

D. Report through proper channels

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which of the following would a technician use to store memory chips from a laptop safely after an upgrade?

A. Mylar bags
B. Cardboard boxes
C. Antistatic containers
D. Paper envelopes

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
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?

A. See if Joe's email address has been blacklisted
B. Change the password on Joe's email account
C. Update the antivirus and perform a full scan on the PC
D. Isolate Joe's computer from the network

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62

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?

A. Check to ensure the printer selected is the default printer
B. Check the status of the print server queue
C. Cancel all documents and print them again
D. Check that the printer is not offline print mode

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63

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?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64

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

Which of the following methods should be used?

A. Degauss

B. Drive wipe

C. Standard format

D. Low-level format

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Which of the following provide the MOST security for PCs and mobile devices? (Choose two.)

A. Access control lists

B. Multifactor authentication

C. Organizational unit

D. Trusted software sources

E. Data loss prevention

F. Pre-shared key

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Which of the following BEST describes the purpose of an ESD mat?

A. Protects against accidental static discharge

B. Protects against dust/dirt contamination

C. Protects against accidental scratches

D. Protects against accidental water damage

Correct Answer: A

QUESTION 67
Which of the following is a reason to use WEP over WPA?

A. Device compatibility
B. Increased security
C. TACACS
D. Multifactor authentication

Correct Answer: B

QUESTION 68
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?

A. Change the browser's home page
B. Check the Windows host file
C. Update the default web browser
D. Restore Windows to a previous date

Correct Answer: B

QUESTION 69
Which of the following Windows OS technologies is used to store remote data accessed via a WAN connection on local servers for user access?

A. BranchCache
B. Swap partition
C. Domain access
D. Proxy server

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
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?

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

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 71
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?

A. Remove the registry entry and rename the local account folder
B. Delete or rename the local user folder
C. Run DISM and re-add the local power user account
D. Remove the user account in Credential Manager and restart the PC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
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?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
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?

A. Disable System Restore.
B. Create a restore point.
C. Apply system updates.
D. Restart into safe mode.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
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?

A. Local Administrator
B. Standard User
C. Power User
D. Guest User

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
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.)

A. Full device encryption
B. Remote backup application
C. SSO authentication
D. Device profiles update
E. OS security updates
F. Biometric authentication

Correct Answer: AF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
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?

A. Devices and Printers
B. Sync Center
C. Device Manger
D. Power Options

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
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?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
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?

A. Degaussing
B. Standard format
C. Overwrite
D. Low-level format

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
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?

A. Check the applications and their resource usage.
B. Order a replacement battery and see if the phone maintains its charge.
C. Configure the email software to work on a fetch schedule instead of the push setting.

D. Wipe the phone entirely and reset all settings to their default states.
E. Decrease the screen brightness to 30%.
F. Uninstall all the applications on the phone and see if the battery issues remain.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
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?

A. Data execution prevention
B. Page-file size
C. Visual effects
D. Processor scheduling

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
Which of the following is a community-supported, open-source OS used for both servers and workstations?

A. iOS
B. Windows 10
C. Linux
D. OS X

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
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?

A. Acceptable use policy
B. Inventory management
C. EULA
D. MDM policy

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
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?

A. Remove and reinstall the application.
B. Hard reset the cell phone.
C. Reconnect the wireless network connection.
D. Close all running applications

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following types of scripts would be seen on the user end of a web page?

A. .bat
B. .js

C. .sh

D. .vbs

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
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?

A. Folder Redirection

B. Group Policy

C. Security Groups

D. Home Folder

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
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?

A. Folder Options

B. Sync Center

C. Display Settings

D. User Accounts

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference: