

220-1002

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220-1002



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Exam A

QUESTION 1

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

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



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- A. Reinstall the application
- B. Roll back the application to the earlier version
- C. Clear the application cache
- D. Update the OS of the smartphones

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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

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

- A. dir
- B. chkdsk
- C. dism
- D. ipconfig
- E. format
- F. diskpart

Correct Answer: BC

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Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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

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

- A. Domain name, location, IP address
- B. Domain name, location, asset ID
- C. Asset ID, MAC address
- D. Location, RFID

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

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 5

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 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

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 8

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 9

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 10

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 11

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?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

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?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

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-site in a secure datacenter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

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 15

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 16

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 17

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?

- A. Task Manager
- B. MSTSC
- C. MSConfig
- D. PerfMon

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

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?

- A. Uninterruptible power supply
- B. Surge protector
- C. Power strip
- D. Power distribution unit

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

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



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- A. Unattended
- B. Clean
- C. Repair
- D. Upgrade

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

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

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stored on the MAC.

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

- A. Time Machine
- B. Snapshot
- C. System Restore
- D. Boot Camp

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

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?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

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?

- A. Reboot the computer
- B. Restart the network services
- C. Roll back the device drivers
- D. Rebuild the Windows profiles

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

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

- A. Brute force
- B. Spoofing
- C. DDoS
- D. Zero-day

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

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 25

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 26

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 27

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 28

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 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 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. Advise 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 33

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 34

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 35

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 36

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?

- A. Uninstall the camera application
- B. Check the application permissions
- C. Reset the phone to factory settings
- D. Update all of the applications on the phone
- E. Run any pending OS updates

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

Which of the following devices provides protection against brownouts?

- A. battery backup
- B. surge suppressor
- C. rack grounding
- D. line conditioner

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

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?

- A. Default SSID
- B. MAC filtering
- C. Power levels
- D. Content filtering
- E. Firewall

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

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

Which of the following boot methods initiates such an upgrade?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

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 42

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

- Two 1GHz CPUs
- 2GB of memory
- 15GB hard drive
- 800 x 600 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 43

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 44

Which of the following is considered government-regulated data?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

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.)

- A. Default SSID
- B. MAC filtering
- C. NAT
- D. QoS
- E. Signal strength
- F. Encryption

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

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.)

- A. Disable guest account

- B. Remove admin permissions
- C. Modify AutoRun settings
- D. Change default credentials
- E. Run OS security updates
- F. Install a software firewall

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

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?

- A. Air filters
- B. Privacy screens
- C. Vacuums
- D. ESD mats

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

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?

- A. Use an antivirus product capable of performing heuristic analysis
- B. Use a host-based intrusion detection system on each computer
- C. Disallow the password caching of accounts in the administrators group

- D. Install a UTM in between PC endpoints to monitor for suspicious traffic
- E. Log all failed login attempts to the PCs and report them to a central server

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

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?

- A. Standard formatting
- B. HD drilling
- C. Low-level formatting
- D. HD partitioning

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

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 51

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.)

- A. Use full device encryption
- B. Enable a pattern lock
- C. Implement remote wipe features
- D. Use device lockout policies
- E. Require complex administrator passwords
- F. Disable unknown application installations

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

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 53

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 54

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?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

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?

- A. Drill
- B. Hammer
- C. Low-level format
- D. Degaussing

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

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?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

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

- A. WPA2
- B. AES
- C. MAC filtering
- D. RADIUS
- E. WPS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

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?

- A. Reboot into safe mode
- B. Check the boot order

- C. Format the drive
- D. Perform Windows Recovery
- E. Run the `chkdsk` command

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

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.)

- A. Screen locks
- B. Screensaver passwords
- C. UEFI passwords
- D. Login time restrictions
- E. Strong passwords
- F. Multifactor authentication
- G. BitLocker
- H. Credential Manager
- I. Smart card
- J. Biometric authentication

Correct Answer: ABG

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

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?

- A. PHI certification
- B. PCI compliance
- C. POTS implementation
- D. PII filtering

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

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 63

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 64

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 65

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 66

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 67

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 68

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?

- A. GPT
- B. Dynamic
- C. Basic
- D. Extended

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

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:

- A. phishing.
- B. zombie.
- C. whaling.
- D. spoofing.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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?

- A. 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.
- B. Validate that the alerts are false positives, and disable security software on the workstation to prevent further false notifications.
- C. Back up the user's files. Restore the system to the original system image designated by corporate IT policies. Restore the user's files.
- D. Request a content filter exception to allow access to the link from the notification. Once available, follow the instructions on the linked site.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

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?

- A. The Internet security options have changed
- B. The operating system updates have changed
- C. The network directory permissions have changed
- D. The user account permissions have changed

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

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?

- A. Backout plan
- B. Contingency plan
- C. Alternative plan
- D. Backup plan

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

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

- A. Unattended installation
- B. Remote installation
- C. Repair installation
- D. Image deployment installation

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

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?

- A. Disconnect the PC from the network
- B. Perform an antivirus scan
- C. Run a backup and restore
- D. Educate the end user

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

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.)

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

Correct Answer: BF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

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

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

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

- 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 78

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 79

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 80

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 81

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 82

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 83

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. It finds a list of processes running a text editor.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84

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

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

- A. Remove any proxy servers configured on the user's browsers.
- B. Assist the user with purchasing an SSL certificate and save the certificate to the desktop.
- C. Disable the SPI firewall on the office's gateway and any other routers.
- D. Instruct the user to ignore the certificate error since the user is connecting to a secure website.
- E. Create an outbound rule in Windows Firewall named after the user's homepage.

F. Run anti-malware scans and download the latest Windows updates.

Correct Answer: AF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85

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?

- A. Performance Monitor
- B. Component Services
- C. Task Manager
- D. Event Viewer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86

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?

- A. Acceptable use policy violations
- B. Server configuration
- C. Chain of custody
- D. Data loss incidents

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

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.)

- A. Universal serial bus locks
- B. Personal identity verification cards
- C. Privacy screen
- D. Entry control roster
- E. Door locks
- F. Privacy window

Correct Answer: EF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

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?

- A. Small hard drive
- B. Insufficient RAM
- C. OS compatibility
- D. Folder permissions

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89

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?

- A. VPN
- B. DHCP
- C. NAT
- D. DNS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

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 91

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 92

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 93

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:

QUESTION 94

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

- A. Multi-boot
- B. Dynamic
- C. PXE
- D. GPT

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95

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).

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

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 96

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

- A. Telnet
- B. SSH
- C. SMB
- D. HTTP
- E. SFTP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97

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

- A. Ping
- B. hwconfig
- C. Nbtstat
- D. Nslookup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 98

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?

- A. Remote desktop protocol
- B. Telnet client
- C. Virtual network computer
- D. Third-party tools
- E. Secure shell

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 99

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

- A. 16MB
- B. 2048MB
- C. 4GB
- D. 1024GB
- E. 2TB
- F. 8TB

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 100

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?

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

Correct Answer: E

Section: (none)

Explanation

Explanation/Reference:

QUESTION 101

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.)

- A. Firewall
- B. Antivirus
- C. Email filtering
- D. ACLs
- E. VPN

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 102

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

- A. Boot the workstation in safe mode and disable the graphics driver system tray menu
- B. Boot the workstation in safe mode with networking and install the latest stable graphics driver
- C. Boot the workstation in safe mode and disable Windows driver signing requirements

D. Boot the workstation in safe mode with Command Prompt and enable Driver Verifier with standard settings

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 103

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

- A. Install to a network drive
- B. Install to a USB drive
- C. Install to a DVD-RW
- D. Install to a secondary internal HDD

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 104

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

- A. Component Services
- B. System Configuration
- C. Security Policy
- D. Local Users and Groups

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 105

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

- A. Risk analysis
- B. End-user acceptance
- C. Backout plan
- D. Plan for change
- E. Business processes
- F. Request for proposal

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 106

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 107

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 108

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

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

- A. A keylogger is running
- B. The computer is part of a botnet
- C. The computer is receiving a DDoS attack
- D. A software firewall is blocking traffic

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 109

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?

- A. Hijacked email
- B. DNS entries
- C. Hosts file
- D. POP3 errors

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 110

A Linux user reports that an application will not open and gives the error. Only one instance of the application may run at one time. A root administrator logs on to the device and opens a terminal. Which of the following pairs of tools will be needed to ensure no other instances of the software are currently running?

- A. `pad` and `chmod`
- B. `sudo` and `vi`
- C. `ls` and `chown`
- D. `ps` and `kill`
- E. `cp` and `rm`

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 111

A technician responds to a report that a user's desktop is operating much slower after upgrading the Windows OS to the latest version. The technician notices responsiveness is erratic, and the symptoms are similar to a failing hard drive. The technician runs a full hardware diagnostic, and all systems pass. The technician checks the properties for each device in Device Manager and the hard disk and the standard AHCI 1.0 serial ATA controller both indicate the following message: `This device is working properly`. Which of the following should the technician attempt that will MOST likely resolve the performance issue?

- A. Roll back the OS upgrade. Continue using the older version of Windows
- B. Reset the PC to its factory conditions. Perform the OS upgrade again

- C. Update the SATA controller driver from the manufacturer's website
- D. Perform a full backup and replace the hard drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 112

Every time a user manually runs an antivirus scan, the workstation becomes unresponsive, and the user has to reboot. A technician is dispatched and sees an antivirus pop-up in the system tray, indicating the computer is severely damaged, and a "click here" button to resolve it. There is a timer in the pop-up, counting down the time until the computer is no longer usable.

Which of the following should the technician do NEXT?

- A. Research the pop-up to see if it is a legitimate malware solution.
- B. Click on the pop-up window to resolve the issue before the time runs out.
- C. Send an email to all staff members warning them of malware on their system.
- D. Disconnect the Ethernet cable from the workstation and disable WiFi.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 113

Which of the following NTFS security settings overrides all other settings?

- A. Deny
- B. Modify
- C. Read
- D. Write

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

