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**220-1002**



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**CompTIA A+ Certification Exam: Core 2**

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## Exam A

### QUESTION 1

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?



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- 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 2

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 3**

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 4**

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 5**

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 6**

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 7**

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 8**

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 9**

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 10**

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 11**

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? (Select 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 12**

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 13**

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 14**

A technician has identified malware on a user's system. Which of the following should the technician do NEXT according to malware removal best practices?

- 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 15**

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 16**

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 17**

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



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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 18**

A MAC user's operating system became corrupted, and files were deleted after malware was downloaded. The user needs to access the data that was previously stored on the MAC. Which of the following built-in utilities should be used?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 19**

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 20**

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 21**

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.



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

- A. Spyware
- B. Zombies
- C. Virus

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- D. Ransomware
- E. Worm
- F. Botnet

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 22**

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

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

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 23**

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 24**

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 25**

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 26**

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 27**

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

- 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 28**

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 29**

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 30**

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 31**

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? (Select 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 32**

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? (Select 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 33**

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 34**

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 35**

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 36**

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 37**

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 38**

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 39**

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 40**

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? (Select two.)

- A. Reduce the transmit power
- B. Reduce the channel availability
- 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 41**

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 42**

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 43**

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 44**

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? (Select 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 45**

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 46**

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

- A. Files disappearing
- B. File permission changes
- C. Application crash
- D. Too many startup items

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 47**

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 48**

A technician repaired a laptop for a customer. The customer then complained the repair took too long and questioned the steps the technician took to fix the problem. Which of the following should the technician do NEXT?

- A. Provide documentation of the repair to the customer
- B. Allow the customer to voice concerns and post the story to social media later

- C. Inform the customer the job is done and return to the office
- D. Defend each step and why it was necessary

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 49**

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 50**

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 51**

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 52**

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 53**

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 54**

A corporate network was recently infected by a malicious application on a flash drive that downloaded sensitive company files and injected a virus, which spread onto the network. Which of the following best practices could have prevented the attack?

- A. Implementing strong passwords
- B. Changing default credentials
- C. Disabling AutoRun
- D. Removing Guest account
- E. Encrypting data

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 55**

A technician has installed a second monitor for a customer, but the desktop font sizes do not match. Which of the following display settings should be technician adjust to correct this issue?

- A. Resolution

- B. Refresh rate
- C. Extended monitor
- D. Color depth

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 56**

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 57**

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 58**

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

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 59**

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 60**

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 61**

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 62**

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 63**

A network administrator needs to be able to securely connect to a local router from within the office. Which of the following protocols should the administrator ensure is enabled on the router?

- A. RDP
- B. SSH
- C. TFTP
- D. HTTP

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 64**

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 65**

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 66**

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 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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **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

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **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:

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

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 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 72**

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 73**

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:**



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