CompTIA Exactquestions 220-802 Questions & Answers

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COMPTIA 220-802 EXAM QUESTIONS & ANSWERS

Exam Name: CompTIA A+ Certification Exam (220-802)

Exactquestions

QUESTION 1
A user is having trouble connecting to the Internet.
Which of the following commands should a technician use, from the user s workstation, to ensure that the workstation has a valid IP address?

A. NETSTAT
B. PING
C. IPCONFIG
D. TRACERT

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which of the following operating systems supports full BitLocker functionality.?

A. Windows XP
B. Windows 7 Professional
C. Windows Vista Home
D. Windows 7 Enterprise

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
Which of the following should a technician do FIRST to secure a mobile device?

A. Assign a passcode
B. Download updates
C. Disable GPS
D. Install antivirus

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
A virtual machine running locally would be BEST utilized in which of the following situations?

A. On a PC with minimal RAM
B. Patch testing before rollout
C. Thick client configuration

D. Gaming workstation configuration

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
A user states that the computer takes a long time to load the desktop after login. Which of the following tools should be used to help remediate the problem?

A. Disk Management
B. FIXMBR
C. MSCONFIG
D. SFC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
A technician would like to ensure all previous data is erased before reloading Windows 7 Home Premium onto a laptop.
Which of the following procedures would accomplish this?

A. Virtual RAID configuration
B. Quick format
C. New partition
D. Full format

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
A technician believes a machine loaded with Windows XP Professional has issues with file integrity of the core OS components.
Which of the following commands could be used to both check and replace damaged files?

A. SFC /SCANNOW

B. CHKDSK /R /F
C. FORMAT C:
D. DISKPART

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
A technician is tasked with building three systems that are capable of utilizing the new Windows HomeGroup functionality.
Which of the following versions of Windows would need to be used?

A. Windows 7 or Windows Vista
B. Windows Vista only
C. Windows XP Professional x64 Edition
D. Windows 7 only

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following security threats does NOT use software to extract sensitive information or credentials?

A. Grayware
B. Shoulder surfing
C. Malware
D. Man-in-the-Middle exploits

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
A user s computer keeps producing a low virtual memory alert and the speed of the system degrades afterwards.
Which of the following Control Panel locations can provide information to review and correct this issue?

A. System > Remote
B. System > Hardware
C. System > System Restore
D. System > Advanced

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 11
A user states their workstation will not reach the login screen. Which of the following commands can be used to write a new partition boot sector to the system partition in the Recovery Console?

A. FIXMBR
B. BOOTCFG
C. FIXBOOT
D. DISKPART

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
A user wants to change the functionality that occurs when the laptop lid is closed. Which of the following Control Panel options is the MOST direct way to adjust this?

A. Display
B. Power Options
C. Personalization
D. Device Management

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
Which of the following Control Panel items will allow for easy streaming of pictures, music, and videos to other Windows 7 PCs?

A. Ease of Access Center
B. AutoPlay
C. Sync Center
D. HomeGroup

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
A user regularly has to walk away from their computer and is worried someone may access their workstation. Which of the following would BEST prevent this?

A. Lock the workstation
B. Shutdown the computer
C. Logon using the unprivileged guest account
D. Set the screensaver password

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
ams.

QUESTION 15
A user is installing Windows 7 on a PC with a RAID card. The user has verified all of the cables are connected correctly, but the installation media does not detect any hard drives. Which of the following should the user do to help detect the hard drives?

A. Press F8 when prompted
B. Hit the refresh button to force a re-detect
C. Enable PATA in the BIOS
D. Select load driver

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following accounts is MOST restrictive?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
A user has not received any new emails on their smartphone in the last two days. The user is able to access the Internet without any problems.
Which of the following should the user do FIRST?

A. Restart the smartphone
B. Reconfigure the smartphone email account
C. Resynchronize the smart phone
D. Update the operating system

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
ams.

QUESTION 18
For any given 802.11n wireless Internet signal, which of the following is needed to establish a connection?

A. MAC address filtering
B. Windows password
C. Proper SSID
D. SSL certificate

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
A user reports that a file they shared out on their computer for another network user is not accessible to the third party. The user insists they specifically gave this third party Allow rights for Read and Write access. Which of the following could explain the problem at hand?

A. The parent folder has explicit Allow rights set for this user.
B. The parent folder has explicit Deny rights set for this user.
C. The user forgot to share the parent folder and only shared the specific file.
D. The parent folder likely has the archive attribute enabled.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
A consultant is looking to consolidate six company servers onto one physical system. Which of the following requirements is MOST important on the new setup to ensure stable functionality of the virtual environment?

A. Client hardware requirements
B. Server software security requirements
C. Server hardware resources
D. Network resources

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
ams.

QUESTION 21

A user reports that every time they use a search engine and click on a link to go to a website, they instead are taken to a site blocked by their company s content filter. The user is not trying to go to the blocked site and needs to be able to successfully use the search engine to complete their assignment. Which of the following tools would a technician use to BEST resolve this issue?

A. Anti-malware software
B. Factory pre-installation
C. System restore
D. Recovery console

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
After being infected with a virus, a user s computer does not recognize the user as having local administrator rights to the computer. After troubleshooting the issue, a technician determines the computer needs to be rebuilt and data needs to be restored from the user s backup. Which of the following tools would BEST reset the computer to how it worked when first purchased?

A. Recovery Console
B. Factory restore CD
C. Anti-malware software
D. System Restore

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
The shared folder named C$ is an example of which of the following?

A. Local share
B. Permission propagation
C. Inheritance
D. Administrative share

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Which of the following is BEST used to prevent other people from viewing a user s computer screen?

A. Anti-virus software
B. Key fob

C. Biometric device

D. Privacy filter

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
A pest exterminator tries to gain access to a company s computer lab, but the receptionist does not see an extermination scheduled on the calendar and denies the exterminator access to the lab. Which of the following security threats almost occurred?

A. War driving

B. Social engineering

C. Shoulder surfing

D. Phishing

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
Which of the following can be used as an appropriate boot device?

A. USB drive

B. HDMI

C. OEM recovery media

D. FDISK

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A user tries to connect to the Internet using a dial-up modem and receives a No dial tone detected message. Which of the following is the FIRST thing the technician should check to troubleshoot the issue?

A. Check if the cable is connected on the modem s phone RJ-45 port.

B. Check if the cable is connected on the modem s line RJ-11 port.

C. Check if the cable is connected on the modem s line RJ-45 port.

D. Check if the cable is connected on the modem s phone RJ-11 port.

Correct Answer: B
Section: (none)
Explanation

QUESTION 28
Which of the following software types would need to be installed on a mobile device to help prevent ams.

data from being viewed if the device is lost?

A. Remote wipe
B. Antivirus
C. GPS locator
D. Remote backup application

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
Which of the following is the BEST tool to verify the cable is plugged into the correct port on the patch panel?

A. Cable certifier
B. Punch down
C. Toner probe
D. Cable tester

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
Which of the following is the BEST tool for a technician to use to make sure the network wires are securely fastened in a wall jack?

A. Crimper
B. Small flat screwdriver
C. Wire strippers
D. Punch down

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
Which of the following is the BEST tool for a technician to use to make sure the network cable is securely fastened in the RJ-45 connector?

A. Cable tester

B. Crimper
C. Small flat screwdriver
D. Punch down

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
A technician is using the troubleshooting theory to help resolve a problem that is occurring with a client s machine. The technician has verified system functionally. Which of the following is the NEXT step in the troubleshooting theory?

A. Identify the problem
B. Establish a plan of action to resolve the problem
C. Test the theory to determine cause
D. Document findings, actions, and outcomes

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
A client reports that their VoIP phone screen displays duplicate IP address. Which of the following is the FIRST action to try to resolve this problem?

A. Change MAC address settings
B. Call the vendor
   ams.
C. Try another LAN connection
D. Reboot the phone

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
After an installation of a video adapter, the screen on a Windows 7 system cannot be seen. Which of the following Windows 7 functions will resolve this?

A. Component Management
B. Startup Repair
C. Device Manager
D. Task Manager

Correct Answer: B

QUESTION 35
A user gets an error message that the trust relationship to the domain has been broken. Which of the following can be done to resolve this from the client desktop?

A. Re-join the computer to the domain
B. Reboot the PC as the domain will automatically rebuild the relationship
C. Update the BIOS using the latest version
D. Run CHKDSK

Correct Answer: A

QUESTION 36
Which of the following resources is MOST important for accessing remote virtual environments on a client machine?

A. Network speed
B. CPU speed
C. High speed memory
D. Drive space

Correct Answer: A

QUESTION 37
A computer program that functions normally while quietly installing malicious software on a machine is known as a:

A. DDoS attack.
B. Worm.
C. Phishing attack.
D. Trojan.

Correct Answer: D

QUESTION 38
Which of the following security threats is BEST mitigated through proper user training?

A. A Worm

B. Rootkits

C. Social Engineering

D. Browser Adware

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
A user sent an email requesting that a technician check if a computer is on and connected to the ams.

Internet so the user can login from home.
Which of the following commands in the command prompt would a technician use to verify if the computer is on and connected without having to go to the computer?

A. NSLOOKUP

B. NETSTAT

C. PING

D. IPCONFIG

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
A technician recently removed spyware from a computer and now the user is getting error messages about system files.
Which of the following tools would a technician use to verify all system files are intact and in their original versions?

A. Repair Disk

B. SFC

C. FIXMBR

D. ASR

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
A technician gets a call from a customer stating that their computer will not boot. They are getting the following error invalid system disk .
Which of the following should the technician check FIRST?

A. Verify the operating system is installed correctly.

B. Verify that all removable drives are empty.
C. Verify Boot.ini is on the hard drive.
D. Verify the computer will boot into safe mode.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
The practice of following an authorized person through an entrance without using a badge to defeat security is called:

A. tailgating.
B. spamming.
C. shredding.
D. phishing.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Turnstiles and other mantraps will prevent which of the following security threats?

A. Shoulder surfing
B. Tailgating
C. Rootkits
D. Viruses

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which of the following encryption standards is found on older wireless devices and provides minimal ams.

security?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
An IR printer stops working for half of an office while the other half is able to print.
Which of the following should be checked FIRST?

A. Proper lighting
B. Paper levels
C. Physical obstructions
D. Printer share name

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
If a computer does not have an optical drive, which of the following is the MOST efficient method to install an operating system?

A. Emergency Restore CD
B. Floppy disk
C. USB flash drive
D. Bluetooth connection

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
Which of the following is the MAXIMUM number of primary partitions that can be created on a hard drive with FAT32?

A. 2
B. 4

C. 6
D. 8

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Phishing is:

A. an infection that causes a web browser to go to a different site than the one intended from a search result page.
B. a technique used to obtain financial information from a user mimicking a legitimate website.
C. an infection that causes a computer to behave erratically by playing music and launching browser windows.
D. a technique used to obtain financial information from a user by compiling information from social networks and their friends.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
The computer starts up and runs for less than a minute before shutting down or locking up.
This is a symptom of:

A. overheating.
    ams.
B. incompatible RAM.
C. a faulty hard drive.
D. a bad internal USB hub.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
When the computer is turned on it emits a series of beeps and does not POST. This can be caused by a bad:

A. CMOS battery.
B. video card.
C. IDE cable.
D. floppy cable.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
A technician needs to decrease the time it takes to install an operating system on 100 computers. Which of the following installations would the technician use to reduce hands-on time spent on each computer?

A. Upgrade installation
B. USB installation
C. Unattended installation
D. Clean installation

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
A technician is configuring a PC that will have confidential information stored on it. To ensure that only authorized users can access this PC, which of the following should the technician do? (Select TWO).

A. Disable the guest account
B. Install antivirus applications
C. Disable DHCP
D. Change the SSID
E. Change the default username

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
A company recently had a security breach and is now required to increase the security on their workstations. A technician has been tasked to harden all the workstations on the network.
Which of the following should the technician do?

A. Enable Windows automatic updates
B. Enable screensaver required passwords
C. Enable MAC filtering
D. Enable wireless encryption

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A technician recently installed a new video card in a PC. The PC already has integrated video on the motherboard. When the technician turns on the PC, there is no video.
Which of the following is MOST likely the cause?

A. The motherboard BIOS version is out of date.
   ams.
B. The incorrect video card drivers are installed.

C. The power connector for the video card is unplugged.

D. The video card is unsupported by the motherboard.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
A user receives a phone call from a person claiming to be from technical support. This person knows the user s name and that the user has Windows installed on their computer. The technician directs the user to open Event Viewer and look at some event log entries to demonstrate the effects of a virus on the computer. The technician also asks the user for their user ID and password so that they can clean the computer.
This is an example of which of the following security threats?

A. Social engineering

B. Phishing

C. Malware

D. Virus

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
A user has just purchased a wireless router for their home. Which of the following should be done to BEST secure the router from unauthorized access? (Select TWO).

A. Change router default logins

B. Change the security settings on their computer

C. Set encryption on the router

D. Update router firmware

E. Change the encryption on the computer s wireless adapter

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
A user s CRT display is not displaying colors correctly. Turning the display to the right or left sometimes temporarily corrects the problem.
Which of the following should the technician check?

A. The video card display driver

B. The CRT power cable

C. The video cable

D. The CRT On Screen Display (OSD)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
A Windows user states that every time they hit certain letter keys on their notebook, a number appears instead of the letter.
Which of the following items is MOST likely the cause of this problem?

A. The user enabled sticky keys.
B. The user changed the keyboard character set.
C. The user enabled accessibility options.
D. The user enabled num lock.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
A Windows 7 desktop PC has crashed (i.e. BSOD) several times indicating a possible RAM problem. Which of the following is an OS built-in tool that can be used to test this problem?

A. Windows System Restore
B. Windows System File Checker
C. MSCONFIG
D. Windows Memory Diagnostic

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which of the following should be regularly scheduled to fix hard drive errors?

A. Defragmentation
B. Check Disk
C. System Restore
D. Antivirus Scan

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
A user is experiencing slow performance with their computer. A technician suspects the computer has a virus and runs antivirus software. A virus is found and removed, but the performance issue is not resolved.
Which of the following should the technician perform NEXT?

A. Document findings, actions, and outcomes
B. Establish a plan of action to resolve the problem
C. Re-establish a new theory or escalate
D. Implement preventative measures

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
After replacing a motherboard on a customer s laptop for a no sound issue, a technician realizes that ams.

there is intermittent wireless connectivity on the laptop. Which of the following should the technician perform FIRST?

A. Reinstall the driver of the WiFi card.
B. Check to see if there is a wireless switch on the laptop and its current position.
C. Replace the wireless card because it is not fully compatible with the new motherboard.
D. Check if the WiFi antenna is connected properly to the wireless card.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
The benefit of MAC filtering in wireless networking is that the network:

A. is encrypted.
B. is not visible.
C. uses static IP addresses.
D. is more secure.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A technician is trying to request a new IP address to a customer s computer through the command prompt.
Which of the following commands should the technician use?

A. ipconfig /flushdns
B. ipconfig /renew

C. ipconfig /all
D. ipconfig /release

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
A technician wants to know the MAC address of a computer. Which of the following commands would the technician use?

A. IPCONFIG
B. NSLOOKUP
C. NETSTAT
D. PING

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
A computer starts to boot then quickly shuts down.
Which of the following should the technician use to troubleshoot this issue?

A. Toner probe
B. Power supply tester
C. Loopback plugs
D. Events logs

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A client has a computer that is infected with several viruses and spyware. Which of the following should the technician perform FIRST before spyware removal?

A. Run Windows Update
B. Disable system restore
C. Run the chkdsk /r command
D. Disable network cards

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
A PC is running slower than usual.
Which of the following tools would BEST diagnose the possible bottleneck?

A. CHKDSK
B. Device Manager
C. Task Scheduler
D. Task Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
In a SOHO wireless network, which of the following prevents unauthorized users from accessing confidential data?

A. Reduce broadcast power
B. Change SSID name
C. Set encryption
D. Enable MAC filtering

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
Which of the following commands is used to map a network drive?

A. NBTSTAT
B. NET USE
C. NETMAP
D. NETSTAT

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
A technician recently setup a new wired network and wants to ensure only their computers can use it. Which of the following is the MOST secure way to accomplish this?

A. Make sure the computers are using strong passwords.

B. Enable an intrusion detection system.
C. Assign the computers static IP addresses.
D. Disable the extra ports on the router.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
Which of the following would be the BEST format for optical media?

A. FAT32
B. EXT3
C. CDFS
   ams.
D. NTFS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
After updating the device drivers for a video adapter, a user reports they are only able to view a portion of the screen and the text is very large.
Which of the following is MOST likely the cause?

A. Refresh rate set too low
B. Refresh rate set too high
C. Resolution set too low
D. Resolution set too high

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
After connecting a laptop to an external monitor, no display is detected and the monitor goes into sleep mode.
Which of the following should be attempted FIRST to correct the problem? (Select TWO).

A. Change the input mode on the monitor
B. Reboot the operating system
C. Reload the display adapter drivers
D. Toggle the display using the keyboard shortcut
E. Verify network connectivity

Correct Answer: AD

QUESTION 75
Which of the following security measures is usually found in a laptop?

A. Biometrics
B. Bollard
C. Hypervisor
D. Key fobs

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
A technician notices that a computer is making a loud clicking noise but continues to run. System speed is barely affected, but they cannot access certain drives.
These are the symptoms of which of the following?

A. Failing second hard drive
B. Failing system hard drive
C. Bad CMOS chip
D. Bad CPU fan

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
Which of the following is the BEST way to get rid of dead pixels on a laptop screen?

A. Replace the inverter
B. Replace the back bezel
C. Replace back light
D. Replace the LCD

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
A technician is tasked with upgrading a network card on a Windows 7 Professional PC. The technician installs the network card, loads Windows XP drivers that came with the network card, and reboots the PC. Upon

rebooting, the computer blue screens and the technician cannot get the computer to boot up properly.
Which of the following should the technician perform to resolve this issue without any data loss? (Select TWO).

A. Remove network drivers
B. Install Windows XP Service Pack 3
C. Reinstall Windows 7 Professional
   ams.
D. Install Windows 7 Service Pack 1
E. Boot up in safe mode

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
The Aero feature is found in which of the following operating systems? (Select TWO).

A. Windows 7 Home Premium
B. Windows 7 Starter
C. Windows Vista Enterprise
D. Windows XP Media Center
E. Windows XP 64-bit Professional

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
An audio visual company has decided that they want to migrate from Windows XP Professional SP2. The
company has a domain network. A technician is tasked with selecting an operating system.
Which of the following should the technician select?

A. Windows 7 Home Premium
B. Windows Vista Home Premium
C. Windows 7 Professional
D. Windows XP Media Center

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
A technician is installing and configuring a SOHO wireless network for a client. The client only wants five
authorized computers to connect to the network with a defined IP range. Which of the following should the
technician configure on the router? (Select TWO).

A. DMZ
B. DHCP
C. ARP
D. SSID
E. MAC filtering

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
A user calls the helpdesk and states that they suddenly cannot connect to the Internet or any other network resources. The user is on a company network that uses DHCP. The technician runs IPCONFIG from the command prompt and the PC has an IP address of 0.0.0.0. Which of the following steps should the technician perform FIRST to troubleshoot this issue?

A. Check the network cable
B. Replace network card
C. Assign a static IP address
D. Reinstall the network drivers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
A technician has installed the hardware for a SOHO wired network. Which of the following is the FIRST step to securing the network?

A. Enable MAC filtering
B. Change default usernames and passwords
C. Disable unused ports
D. Assign static IP addresses

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following is a security threat that uses email to trick users?

A. Phishing
B. Virus
C. Spyware
D. Shoulder surfing

QUESTION 85
A technician is diagnosing a PC running Windows 7 which has been affected with an NTLDR is missing error message.
Which of the following command line tools would BEST resolve the problem?

A. Fixboot
B. CHKDSK
C. Scandisk
D. DEFRAG

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
A technician is repairing a workstation that exhibits random reboots at odd times of the day. Which of the following should be performed FIRST when troubleshooting the issue? (Select TWO).

A. Check the PSU integrity
B. Check the CMOS battery
C. Check the video card integrity
D. Check the memory integrity
E. Check the optical drive integrity

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
A technician would like to map a network drive.
Which of the following indicates the correct path for mapping a network drive?

A. \\share\servername
B. \\username\servername
C. \\password\share
D. \\servername\share

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
Which of the following user accounts should be renamed to adhere to security best practices?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
A wireless network is experiencing intermittent connectivity.
Which of the following would BEST resolve this issue?

A. Enable MAC filtering
B. Change broadcast channel
C. Enable wireless encryption
D. Disable SSID broadcasting

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
A user states when they press certain letters on their laptop s keyboard, a number is displayed on the screen.
Which of the following can the technician perform to resolve this issue?

A. Change the character mapping
B. Turn off number lock
C. Replace the keyboard
D. Update the keyboard drivers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
Which of the following home computer synchronization methods are possible with an iOS device? (Select TWO).

A. Infrared
B. USB
C. FireWire

D. Wi-Fi

E. Parallel

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
A customer states their laptop screen is very dim. In order to avoid going to the client site, which of the following is the FIRST action the customer should perform?

A. Increase the resolution

B. Use function keys

C. Reboot the laptop

D. Go to the Power Options in Control Panel

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
A technician has a computer locked in a cabinet in the office that shares a printer and some files. The computer must remain on.
Which of the following Control Panel options would be used to control the users that are able to shut the ams.

computer down?

A. Power options

B. Security center

C. Local security policy

D. System

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
A customer states that another technician just removed some viruses and now they are not able to connect to websites such as Windows Update, but are able to connect to others. Which of the following is the MOST likely cause of the issue?

A. NIC driver is damaged

B. Not all viruses have been fixed

C. Internet Explorer cache is full

D. Host file has been manipulated

Correct Answer: D

QUESTION 95
A user has setup a SOHO and needs to implement a network configuration that allows for sharing of devices and files across the network without the complexity of a centralized server.
Which of the following would be MOST appropriate?

A. PAN
B. WorkGroup
C. Domain
D. WAN

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
A customer is concerned about a computer that repeatedly beeps when attempting to power on.
Which of the following is MOST likely the cause?

A. Network cable is unplugged
B. USB 2.0 is plugged into USB 1.1 port
C. RAM not seated properly
D. Optical media was left in the drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
A customer reports that after a technician cleaned up a rogue antivirus program, the customer cannot browse the web.
Which of the following should the technician check to resolve the situation?

A. Browsing history
B. Firewall settings
C. User privileges
D. Proxy settings

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
A technician has 50 identical computers that need to be upgraded to the Windows 7 OS, and are capable of booting from the network. They are running a Gigabit network with a Windows deployment server.
Which of the following will be the BEST to use in this scenario?

A. UEFI
B. Windows 7 DVD
C. PXE
D. USB flash

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
Which of the following tools would be used to connect CAT5e cabling to a patch panel?

A. Punch down
B. Wire strippers
C. Loopback plugs
D. Crimper

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
A service technician is installing a second hard drive on a desktop PC running Windows 7. The second hard drive is the same make and model of the first hard drive. The technician would like to provide data redundancy. Which of the following should the technician use to accomplish this?

A. Disk Management
B. Device Manager
   ams.
C. System Configuration
D. Data Sources

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101
A technician is trying to troubleshoot an issue on a Windows 7 computer remotely, but is unable to PING the computer. The technician verified that the computer is turned on, has network connectivity, and can get to the Internet.
Which of the following is MOST likely the issue?

A. The technician does not have permissions
B. Local security policy settings is incorrect
C. Wake-on-LAN is disabled
D. Windows firewall is enabled

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 102
A technician is working on a workstation that is receiving read/write failures when trying to access a particular file.
Which of the following commands should the technician use to resolve this issue?

A. DISKPART
B. FORMAT
C. CHKDSK
D. FDISK

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 103
A technician is tasked with changing the account lockout threshold to 30 minutes in Windows 7. Which of the following should the technician use to accomplish this task?

A. User Access Control
B. Windows Security Center
C. Local Security Policy
D. Users and Groups

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104
A technician is creating an image that will be used to deploy Windows 7 to 100 PCs. Which of the following tools should be used to accomplish this?

A. SYSPREP
B. Windows 7 Advisor
C. CHKDSK
D. DISKPART

Correct Answer: A

QUESTION 105
A technician is having boot issues with a newly built PC, and notices the following jumper configurations for each PATA device:
HARD DRIVE. MASTER
OPTICAL DRIVE. CABLE SELECT
Which of the following jumper configurations should be used instead?

A. HDD.Cable Select; Optical DrivE.Master
B. HDD.Cable Select; Optical DrivE.Cable Select
C. HDD.Slave; Optical DrivE.Slave
D. HDD.Master; Optical DrivE.Master

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
A technician troubleshoots a broken PC only to find that a strong burning odor is coming from inside the case. Which of the following parts MOST likely experienced a level of electrical burn?

A. PSU
B. Processor
C. CMOS battery
D. Hard drive
   ams.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 107
A computer is showing the No boot device found message even though a technician has verified that the hard drive is set as Device 1 in the BIOS boot order.
Which of the following causes is MOST likely at play?

A. A 40-pin cable was used instead of an 80-pin cable to connect the HDD.
B. The hard drive is disconnected.
C. The hard drive has corrupted sectors and needs a CHKDSK scan.
D. Both PATA devices are incorrectly set to the master jumper setting.

Correct Answer: D
Section: (none)
Explanation

QUESTION 108
A technician would like to limit computer access to certain users.
Which of the following should be configured?

A. Advanced security
B. Boot.ini file
C. System configuration
D. Local security policy

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
ams.

QUESTION 109
A user s computer will not boot. A technician notices four indicator lights on the backside of the computer. Two of the lights are green, and two are amber. Which of the following documentation should the technician read to determine what the lights are indicating?

A. Network diagram
B. Computer manual
C. Asset management
D. Wiring scheme

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
A technician is reconfiguring an email account for off-line mode. Which of the following will describe the expected time of account synchronization with the email server?

A. It will depend on the SMTP settings of the email server.
B. It will depend on the time when the account was last synchronized.
C. It will depend on the POP settings of the email server.
D. There is no off-line mode for email.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
An entry level network analyst calls and is not sure which Windows OS features to use to check for users who are currently logged on.
Which of the following features would BEST assist this analyst?

A. Task Manager
B. MSCONFIG
C. Disk Management
D. Administrative Tools

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 112
A technician has a client s laptop that is randomly shutting down. Which of the following is the FIRST step of the troubleshooting theory that the technician will perform to resolve the laptop s issue?

A. Document finding, actions, and outcomes
B. Identify the problem
C. Establish a theory
D. Establish a plan of action to resolve the problem

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 113
Which of the following tools and test equipment is routinely magnetized and should be used with caution around magnetic media?

A. Screwdrivers
B. Power supply testers
C. Cable testers
D. Pliers

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114
Which of the following commands may be used on a computer, running Windows 7, to stop a single process from the command line?

A. ERASE
B. KILL
C. SHUTDOWN
D. DEL

Correct Answer: B

QUESTION 115
New smart phones have features that allow them to be backed up to a remote location.
Of which of the following is this an example?

A. Desktop Manager
B. iOS
C. iCloud
D. App Market
   ams.

Correct Answer: C

QUESTION 116
A technician discovers a networked computer has been infected with a zero day virus. Which of the following is the FIRST thing that should be done to the workstation?

A. Document the symptoms of the virus.
B. Turn off the computer using the power switch.
C. Unplug it from the network.
D. Run an antivirus update and then a full scan.

Correct Answer: C

QUESTION 117
Which of the following is the BEST definition of what an accelerometer does?

A. Prolongs battery life
B. Calculates the rotation of a device
C. Measures velocity in a given direction
D. Makes the device run with more speed

Correct Answer: C

QUESTION 118
Which of the following are examples of physical security? (Select TWO).

A. Badges
ams.
B. Anti-virus
C. Encryption
D. Firewalls
E. Locked doors

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119
Which of the following would be the BEST way to combat social engineering?

A. User education
B. Deny social networks through the firewall
C. Badges
D. Strong password usage

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 120
A user is reporting their web browser is not going to the site they are attempting to access.
Which of the following would BEST resolve this?

A. Delete all Internet cookies.
B. Ensure the user is not utilizing a proxy server.
ams.
C. Remove all Internet shortcuts.
D. Clear all Internet cache and saved passwords.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 121
The technician is dispatched to a user s home to secure a wireless network. The SOHO user has only one
system to connect wirelessly, yet wishes to protect their Wi-Fi from unauthorized use. Which of the following will
BEST meet the user s requirements?

A. Configure the router to allow access by MAC address.
B. Configure the use of DHCP.
C. Configure the use of static IP addresses.

D. Configure the network to utilize a proxy.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 122
A user has installed a new wireless router and is unable to connect their game console to the manufacturer s
service.
Which of the following should the technician look for FIRST?

A. Ensure the game system has a static IP address.
B. Contact the manufacturer to see if service is available.
C. Ensure the game system has updated firmware.
D. Ensure the correct ports are open.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
A user reports that they cleared a paper jam and now cannot print. The technician reseats the paper and then
prints a test page from the printer. A test page sent from the workstation does not print. Which of the following
actions should the technician take FIRST? ams.

A. Clear the print queue.
B. Check the printer connection.
C. Reboot the computer.
D. Stop and start the printer.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 124
A workstation is making a loud clicking noise that is originating from the hard drive and it is not booting.
Which of the following should the technician do FIRST?

A. Visit the hard disk vendor s site and run a hardware check on the drive.
B. Put the hard drive in another system and back up all data from it.
C. Run CHKDSK immediately and replace the drive if it is bad.
D. Format the drive and restore from a previous image.

Correct Answer: B
Section: (none)
Explanation

QUESTION 125
A user on a domain network cannot install software that they need. Which of the following user groups is this user MOST likely associated with?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 126
A user reports that their PC boots up to a screen that reads OS not found . Which of the following would be the MOST likely cause of this problem?

A. There are conflicting operating systems.
   ams.
B. Not enough memory is available.
C. The system has a BSOD.
D. The user has a USB key attached.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 127
Which of the following paths would a technician use to map a network drive?

A. //servername\usershare
B. \\servername\usershare
C. \\servername/usershare
D. //servername/usershare

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 128
Which of the following is considered a method of physical security?

A. Strong passwords

B. Cipher locked doors
C. NTFS
D. Firewall

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 129
Which of the following ports MUST be open in order for Remote Desktop to function?

A. 53
B. 80
C. 3389
D. 5900

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 130
A user wants to quickly install the most recent security patch released. Which of the following options can be selected from the Windows Update website?

A. Custom settings
B. Advanced settings
C. Automatic settings
D. Express settings

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 131
A technician needs to configure their neighbor s iPad. The neighbor wants to access their work email. The technician requires some information from their neighbor s work IT department. Which of the following information does the technician need?

A. IP address and domain
B. Server and domain
C. Server and gateway
D. IP address and DNS

Correct Answer: B
Section: (none)
Explanation

QUESTION 132
Which of the following commands can be used in Windows XP to modify when the CHKDSK command runs?

A. CONVERT
B. IPCONFIG
C. CHKNTFS
D. SCANDSK

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 133
A technician is installing a webcam in a nursery for a user to monitor their baby. The user wants to ensure that the webcam is not broadcasting externally.
Which of the following would the technician implement on the SOHO router to prevent the broadcast?

A. Enable MAC filtering
B. Enable static IPs
C. Block the outbound port
D. Change the default SSID

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 134
A user installed a new SOHO router and new wireless NICs to increase their transmission speed from 802.11b to 802.11g with the manufacturer's default settings. The user lives in an apartment building and is still experiencing slowness to the Internet after the installations. Which of the following is the MOST secure option that a technician could implement to resolve this issue?

A. Hide the SSID
B. Assign static IP addresses
C. Enable MAC filtering
   ams.
D. Disable the WAN port

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 135

A custom configured PC with a powerful processor, high-end video, upgraded audio, and increased cooling would be MOST suited to which of the following applications?

A. Thin client
B. Gaming PC
C. Virtualization workstation
D. Thick client

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 136
When comparing laptops and tablet PCs which of the following is true?

A. Tablets typically have higher resolution displays
B. Laptops typically have a longer battery life
C. Laptops typically use touch screen displays
D. Tablets typically use solid state drives

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 137
Which of the following is the MOST secure method, short of physical destruction, that would be used to ensure that data on a hard drive cannot be recovered?

A. Use a degaussing tool
B. Format the drive
C. Use an overwrite program
D. Repartition the drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
ams.

QUESTION 138
A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet.
Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

A. Assign static IP addresses
B. Disable new VLANS
C. Disable unused ports
D. Disable PoE

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 139
A user would like to run a copy of Windows XP for testing; however, the user is currently using a Windows 7 PC.
Which of the following technologies should a technician recommend in order for the user to have access to both systems simultaneously?

A. Purchase a second PC
B. KVM switch
C. Dual boot
D. Virtualization

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 140
Windows Virtual PC is designed to:

A. allow a user to run older programs in a Windows XP environment.
B. allow a user to share a printer to any user on the Internet.
C. give the user the ability to run multiple operating systems on a tablet.
D. give the user the ability to run 64-bit applications in virtual mode.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 141
The technician is dispatched to look at a user s laptop. The user reports the system shuts down after 30 minutes of field use. The technician notices the battery is not fully charging. Which of the following should the technician perform to resolve this?

A. Remove the battery and connect it to a commercial battery charger.
B. Discharge the battery using a static mat.
C. Change the power setting on the laptop to use less power.
D. Replace the battery.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 142
A technician is installing a new wired router and needs to disable all the ports currently not in use. The documentation for router mentions the web interface for the router is available by default at 192.168.1.1.
In which of the following ways would the technician go about doing this?

A. Place labels on top of all the ports that are not to be used.
   ams.
B. Manually set the IP address to 10.168.1.1, and then access the website at 192.168.1.1.
C. Use an Internet browser to access the router configuration at 192.168.1.1.
D. Use Windows Explorer and search for a file called 192.168.1.1.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 143
A technician is changing out a toner cartridge in a high volume printer. As they are removing the empty cyan cartridge, a large amount of blue powder falls out onto rollers in the immediate area.
Which of the following should the technician do NEXT?

A. Immediately leave the scene and sound an emergency to security.
B. Use a toner vacuum to remove the spilled toner from the undesired surfaces.
C. Use compressed air to remove the spilled toner from the undesired surfaces.
D. Use the maintenance kit to remove and replace the affected parts.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 144
An administrator has taken steps to secure a SOHO wired network, but as a result the users report that they can no longer access the Internet but can still see other computers on the network.
Which of the following would have caused this issue?

A. Port 80 has been disabled
B. Port 3389 has been enabled
C. MAC filtering has been enabled
D. LDAP has been disabled

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 145
Which of the following mobile phone features redirects the screen orientation as the user turns their phone?

A. GPS
B. Geotracking
C. Locator application
ams.
D. Gyroscope

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 146
Which of the following BEST represents a security vulnerability of mobile devices? (Select TWO).

A. Unauthorized downloads
B. Viruses
C. Improper file permissions
D. Phishing
E. Theft

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 147
When connecting a Bluetooth device to a mobile device, which of the following BEST describes the purpose of discovery mode?

A. Allows two Bluetooth devices to connect to each other without a mobile device
B. Disconnects all devices and connects to the closest powered on device
C. Allows a peripheral to be contacted by the mobile device
D. Instructs the phone to seek out all nearby devices and connect to them

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 148
A user launches a software application on their Android tablet device. Once the software has loaded, the user reports that when turning the tablet to work the application in landscape mode, the software does not automatically adjust to landscape mode.
ams.

Which of the following is the cause of the issue?

A. The auto-adjust setting is not enabled in the operating system.

B. The tablet is running low on power and disabled landscape mode.
C. The application was not developed to react to changes to the gyroscope.
D. The user did not switch the tablet to landscape mode.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 149
Which of the following explains why a tablet OS loads quicker than a laptop OS?

A. A tablet requires less power to operate than a laptop.
B. A tablet has a smaller circuit board than a laptop.
C. A SATA drive loads data much faster than an IDE drive.
D. A SSD drive loads data much faster than a SATA drive.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 150
A user recently purchased a new high-end graphics card, and would like to run their existing games through an
LCD TV at 1080p. However, when the installation is complete, none of the games appear correctly on the LCD
TV.
Which of the following is the MOST likely cause?

A. The LCD TV response rate is not fast enough for gaming.
B. The PC games cannot be run to an external display.
C. The games do not support a 1920x1080 resolution.
D. The LCD TV driver is not supported by the Windows operating system.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 151
A technician is taking apart a laptop in order to replace an internal part. During this process, which of the
following represents a best practice?

A. Only perform the work on a plastic counter top
   ams.
B. Never use a power tool to remove screws from the case
C. Label the screws according to where they came from
D. When working on the bottom of a laptop, always leave the screen open

Correct Answer: C

QUESTION 152
A user reports an issue of intermittent Read / Write errors occurring on their PC. Which of the following actions would a technician MOST likely take?

A. Run FDISK on the drive
B. Update definitions and run a virus scan
C. Low level format the drive
D. Run CHKDSK on the drive

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 153
Which of the following display types may be practical for a laptop format, but has limited uses due to heat considerations?

A. LCD
B. Plasma
C. LED
D. CRT

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 154
Which of the following allows a hidden backdoor to be used for access to workstations on the Internet?

A. Firmware
B. Rootkits
C. SQL injection
D. Cross-side scripting

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference: