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Number: 220-902
Passing Score: 800
Time Limit: 120 min



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220-902

CompTIA A+ Certification Exam

Sections

1. Windows Operating System
2. Other OpSysTech
3. Security
4. Soft Troubleshooting
5. Op Procedure
6. Mix Questions

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Exam A

QUESTION 1

An administrator is in a Remote Assistance session, sharing a user's desktop. While trying to map a shared network drive for the user, an "access denied" error is encountered while using the user's credentials. Which of the following should be the administrator's NEXT step?



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- A. Ensure the user's account is not locked out
- B. Use the fully qualified domain name of the share
- C. Open the location with administrator privileges
- D. Try mapping with a different drive letter

Correct Answer: C

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 2

Ann, a user, discovers that all of her documents will not open. The documents open properly on another computer. Which of the following tools will be the FASTEST for a technician to use to allow the documents to open?

- A. Backup
- B. Recovery Image
- C. chkdsk
- D. System Restore

Correct Answer: D

Section: Windows Operating System

Explanation

Explanation/Reference:

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QUESTION 3

Which of the following network hosts would MOST likely provide the services needed to allow client access to Internet web pages?

- A. File server
- B. Web server
- C. WINS server
- D. Proxy server

Correct Answer: D

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 4

Which of the following best practices is used to fix a zero-day vulnerability on Linux?

- A. Scheduled backup
- B. Scheduled disk maintenance
- C. Patch management
- D. Antivirus update

Correct Answer: C

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 5

A technician is installing Bluetooth speakers in a conference room. Which of the following will be the average operating range of the speakers?

- A. 10 feet (3 meters)
- B. 15 feet (5 meters)
- C. 30 feet (9 meters)
- D. 45 feet (14 meters)

Correct Answer: C
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 6

A user has a Windows 8.1 RT operating system and wants to add additional programs to the computer. Which of the following is available for installing more applications?

- A. Microsoft Store
- B. DVD
- C. Google Play
- D. iTunes

Correct Answer: A
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 7

An administrator has a virtual client running but cannot receive network connectivity. The host workstation is able to access the network. Which of the following would the administrator check on the host to repair the problem?

- A. The cable connected to the network
- B. Virtual host network adapter
- C. USB host adapter
- D. The domain of the virtual machine

Correct Answer: B
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 8

A Google account on an Android device by default will synchronize to which of the following locations?

- A. Cloud
- B. SSD
- C. PC desktop
- D. MicroSD

Correct Answer: A

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 9

How would a technician install Windows OS on a MAC OS computer without using third-party software?

- A. Terminal
- B. Boot Disk
- C. Disk Utility
- D. Boot Camp

Correct Answer: D

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 10

A user wants to configure a smartphone to save all attachments from an Outlook.com email to a cloud-based service. Which of the following would be BEST to use to accomplish this?

- A. Google Drive
- B. iCloud
- C. One Drive
- D. FTP

Correct Answer: C
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 11

Virtual machines provide users with the ability to do which of the following?

- A. Extend 32-bit machines to 64-bits
- B. Share hardware resources
- C. Increase the network download speed
- D. Use less memory in the machine

Correct Answer: B
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 12

Which of the following features of a mobile device operates the touch screen?



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- A. Gyroscope
- B. Digitizer
- C. Accelerometer
- D. Geotracking

Correct Answer: B
Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 13

A technician has been tasked with limiting the users who can connect to a network printer located centrally within an office environment. Which of the following tools would be the BEST to utilize to achieve this goal?

- A. VPN
- B. ACL
- C. RDP
- D. DLP

Correct Answer: B

Section: Security

Explanation

Explanation/Reference:

QUESTION 14

An end user has reported not receiving emails sent by a specific customer. Which of the following is the MOST likely cause of this issue?

- A. The HIPS device is blocking the messages
- B. The access control list is blocking the messages
- C. The email filter has quarantined the messages
- D. The firewall is blocking the sender's email address

Correct Answer: C

Section: Security

Explanation

Explanation/Reference:

QUESTION 15

A new user reports trying to login to a workstation but, when pressing CTRL+ALT+DEL, they are asked for a PIN. Which of the following should be done NEXT?

- A. Enter all passwords they have used in the past
- B. Verify a smart card has been issued
- C. Check the network cable
- D. Reboot the computer

Correct Answer: B

Section: Security

Explanation

Explanation/Reference:

QUESTION 16

A user, Ann, has reported that she lost a laptop. The laptop had sensitive corporate information on it that has been published on the Internet. Which of the following is the FIRST step in implementing a best practice security policy?

- A. Require biometric identification to log into the laptop.
- B. Require multifactor authentication to log into laptop.
- C. Require laptop hard drives to be encrypted.
- D. Require users to change their password at frequent intervals.
- E. Require users to have strong passwords.

Correct Answer: C

Section: Security

Explanation

Explanation/Reference:

QUESTION 17

The type of security threat that uses computers or other networks to accept and pass on viruses is called:

- A. phishing.
- B. botnets.
- C. logic bomb.
- D. man-in-the-middle.

Correct Answer: B

Section: Security**Explanation****Explanation/Reference:****QUESTION 18**

Joe, a user, just downloaded a game onto his company phone. When he is not using the device, it unexpectedly dials unrecognized numbers and downloads new content. Joe is the victim of which of the following?

- A. Trojan horse
- B. Spyware
- C. Social engineering
- D. Worms

Correct Answer: A

Section: Security**Explanation****Explanation/Reference:****QUESTION 19**

A technician is attempting to manually migrate a user's profile from one Windows PC to another. Files in the user's My Documents folder cannot be copied. Some files in question have green letters in the filenames. Which of the following file systems is causing this to occur?

- A. exFAT
- B. COMPRESSED
- C. EFS
- D. NTFS

Correct Answer: C

Section: Security**Explanation****Explanation/Reference:****QUESTION 20**

When securing a mobile device, which of the following types of screen locks is the MOST secure?

- A. Fingerprint lock
- B. Swipe lock
- C. Passcode lock
- D. Face lock

Correct Answer: A

Section: Security

Explanation

Explanation/Reference:

QUESTION 21

A technician has upgraded four computers and would like to securely repurpose the hard drives for later use. Which of the following should the technician do to the drives to prepare them for later use?

- A. chkdsk
- B. Degauss
- C. Quick format
- D. Drive wipe

Correct Answer: D

Section: Security

Explanation

Explanation/Reference:

QUESTION 22

A technician is configuring a SOHO wireless router for a small business with three employees. After the three employees' laptops have successfully connected to the wireless network, the company would like to prevent additional access to the wireless network. The technician enables WPA2 on the wireless router. Which of the following additional settings should the technician change?

- A. Enable MAC filtering
- B. Disable SSID broadcast
- C. Reduce radio power level
- D. Update router firmware

Correct Answer: A

Section: Security

Explanation

Explanation/Reference:

QUESTION 23

A technician is configuring a new Windows computer for a home office. Which of the following steps should the technician take to secure the workstation? (Select TWO).

- A. Rename default accounts
- B. Disable Windows Update
- C. Configure single sign-on
- D. Run gpupdate tool
- E. Disable guest account
- F. Disable Action Center pop-ups

Correct Answer: AE

Section: Security

Explanation

Explanation/Reference:

QUESTION 24

Which of the following prevention methods is considered to be digital security?

- A. RFID badge
- B. Mantrap
- C. Biometrics
- D. Firewalls
- E. ID badge

Correct Answer: D

Section: Security

Explanation

Explanation/Reference:

QUESTION 25

Which of the following Windows features would be used to encrypt a single file or folder?

- A. EFS
- B. NTFS
- C. BitLocker
- D. Security

Correct Answer: A

Section: Security

Explanation

Explanation/Reference:

QUESTION 26

A turnstile is an example of which of the following forms of physical security?



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- A. Entry control roster
- B. Biometrics
- C. Mantrap
- D. Cipher lock

Correct Answer: C

Section: Security

Explanation

Explanation/Reference:

QUESTION 27

A user wants to save a file into another user's directory, but the file save is denied. Which of the following is the MOST likely reason the file save cannot be completed?

- A. The user must be a member of the Users group
- B. The user requires write permissions to the folder
- C. The user requires read permission to the folder
- D. The user must be a member of the Administrators group

Correct Answer: B

Section: Security

Explanation

Explanation/Reference:

QUESTION 28

A user leaves the workstation frequently and does not want sensitive material to be accessed. In addition, the user does not want to turn off the computer every time in the evening. Which of the following is the BEST solution for securing the workstation?

- A. Set a strong password that requires a renewal every 30 days.
- B. Run a screensaver after one minute of nonuse and fingerprint lock for afterhours.
- C. Apply a screen lock after five minutes of nonuse and login time restrictions for afterhours.
- D. Require a password and fingerprint lock afterhours.

Correct Answer: C

Section: Security

Explanation

Explanation/Reference:

QUESTION 29

A technician is configuring a SOHO router to ensure network computers can only use secured protocols on the Internet. Which of the following ports should be allowed?

- A. 143
- B. 23
- C. 443

- D. 3269
- E. 3389

Correct Answer: C

Section: Security

Explanation

Explanation/Reference:

QUESTION 30

An end-user is attempting to access a file-sharing site to download files shared by a customer, but is receiving a message stating the site has been blocked. Which of the following is the MOST likely cause of this issue?

- A. Antivirus software
- B. Internet connectivity issues
- C. Ransomware infection
- D. Content-filtering

Correct Answer: D

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 31

Joe, an end-user, reports that the PC he uses periodically logs off his user account and displays a message that updates are being installed. Which of the following is the MOST likely cause of this issue?

- A. Time of day restrictions are enabled on the machine
- B. Scheduled antivirus scans and updates are enabled on the machine
- C. Remote desktop is enabled and an administrator has logged into the machine
- D. Automatic Windows Update is enabled on the machine

Correct Answer: D

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 32

A user advises that a computer is displaying pop-ups when connected to the Internet. After updating and running anti-malware software, the problem persists and the technician finds that two rogue processes cannot be killed. Which of the following should be done NEXT to continue troubleshooting the problem?

- A. Run msconfig to clean boot the computer
- B. Run Event Viewer to identify the cause
- C. Run System Restore to revert to previous state
- D. Run Recovery Console to kill the processes

Correct Answer: A

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 33

A user reports that any URL entered redirects to the same web page. A technician concludes that the user's computer has been compromised. Which of the following tools would the technician use to resolve the issue?

- A. Last known good configuration
- B. Anti-malware
- C. System restore
- D. Rogue antivirus

Correct Answer: B

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 34

A user's email inbox is suddenly receiving dozens of rejection messages from various mail servers. Which of the following would the technician perform to BEST solve the issue?

- A. Change the user's email password.
- B. Enable spam filtering on the email account.
- C. Change the email account from POP to IMAP.
- D. Disable the user's email account.

Correct Answer: A

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 35

A user's smartphone runs very slow at the end of the day. When the user restarts the phone in the morning, it runs at its normal speed. Which of the following should be done throughout the day to BEST resolve this issue?

- A. Reset the smartphone to factory default.
- B. Uninstall any unused apps.
- C. Close all running apps.
- D. Charge the smartphone.

Correct Answer: C

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 36

After installing a critical update from Windows Update, a user accidentally types an incorrect URL into the browser and malware is automatically installed. The malware disables the computer's antivirus software and Internet connection. Which of the following would be the BEST tool to remove the malware without risking loss of the user's data?

- A. Run System Restore
- B. Reinstall Windows with the Repair Option
- C. Reinstall Windows on top of itself
- D. Run System File Checker

Correct Answer: A

Section: Soft Troubleshooting**Explanation****Explanation/Reference:****QUESTION 37**

Joe, a user, is using his smartphone for navigation while driving. As he drives, an icon frequently appears on the screen informing the user additional information is required to log in. Which of the following is causing this?

- A. Unintended WiFi connections
- B. Cellular data roaming notifications
- C. Weak cellular signal
- D. Unintended Bluetooth connections

Correct Answer: A

Section: Soft Troubleshooting**Explanation****Explanation/Reference:****QUESTION 38**

An engineer working with large detailed CAD files notices over time that the workstation is taking significantly longer to open files that used to launch quickly. Other applications work fine, and the engineer confirms all of the data has been backed up the night before. A technician determines that the workstation is about two years old. Which of the following would be the technician's FIRST step in troubleshooting the problem?

- A. Run defrag on the hard drive
- B. Restore the CAD files from backup
- C. Replace the hard drive
- D. Remove and reinstall the CAD software

Correct Answer: A

Section: Soft Troubleshooting**Explanation****Explanation/Reference:**

QUESTION 39

Joe, an end-user, reports that the Windows PC he is using automatically locks when he leaves his desk and walks to a printer to retrieve documents. Joe is then required to type in his username and password to unlock the computer. The technician looks at the settings on the PC and notices that the screensaver and screen-lock options are grayed out on the computer and cannot be changed. Which of the following is the MOST likely cause of this issue?

- A. Domain-level group policies
- B. Antivirus domain-level policies
- C. Corrupted registry settings
- D. Incorrect local-level user policies

Correct Answer: A

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 40

A Windows workstation is suspected of having malicious software that created an infected start-up item or service. Which of the following tools would a technician use to test this theory?

- A. chkdsk
- B. msconfig
- C. dxdiag
- D. ipconfig

Correct Answer: B

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 41

A user reports unexpected icons appearing on the desktop. The technician identifies that the symptoms point to a malware infection. Which of the following procedures would be performed NEXT?

- A. Quarantine infected system
- B. Schedule scans and run updates

- C. Report the issue to the information security officer
- D. Disable System Restore (in Windows)
- E. Educate end user

Correct Answer: A

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 42

A user updates the video driver on the computer and it requests a restart after installation. The computer never gets past the loading Windows page without rebooting. Which of the following should the technician use to resolve this issue without losing any vital files or programs?

- A. Emergency Repair Disk
- B. Restore from OEM image
- C. System Recovery
- D. Restore from backup

Correct Answer: C

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 43

A user is having issues with a Windows computer. Upon loading the operating system, several messages appear referring to a DLL file that cannot be found. Which of the following would be the BEST course of action for the technician to perform NEXT?



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- A. Copy the DLL file from a working PC and use the regsvr32 command to load the file
- B. Run the Windows Update utility to manually reinstall the DLL file

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- C. Run the defrag utility to correct any fragmentation that may have damaged the file
- D. Research the DLL file to identify the application it corresponds to before continuing

Correct Answer: D

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 44

A user, Ann, receives a phone call from the company's mail administrator who indicates her email account has been disabled due to high volumes of emails being sent in a very short period of time. Which of the following types of attack has the user experienced?

- A. Virus infection
- B. Man-in-the-middle attack
- C. Phishing attack
- D. Malware infection

Correct Answer: A

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 45

A mobile phone has started to respond slowly and erratically. The user has done a soft reset and the problem still exists. Which of the following is the BEST step the user can take to fix this problem?

- A. Perform a force stop
- B. Reset to factory default
- C. Upgrade to a larger battery
- D. Close running apps

Correct Answer: B

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 46

A user reports browsing the Internet is slow and an icon with a picture of a person with a headset keeps asking them to “click here for help.” The user has clicked on the icon to try to resolve the slowness but all that happens is the computer redirects them to a website to purchase software. Which of the following should be performed FIRST to resolve the issue?

- A. Create a restore point
- B. Run O/S updates
- C. Train the user of malicious software
- D. Identify the type of malware

Correct Answer: D

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 47

A technician receives a call regarding a PC's slow performance. The client states that most applications are slow to respond; boot up and shutdown take much longer than they used to. Hard drive diagnostics pass, but there are error messages in the event viewer stating that the file system is corrupt. Which of the following should the technician do NEXT?

- A. Reload the OS using FAT32 instead of NTFS.
- B. Change the disk from basic to dynamic.
- C. Run chkdsk with the /r switch and reboot the PC.
- D. Open the defrag utility and run a drive analysis.

Correct Answer: C

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 48

A technician has just fixed a user's PC and successfully removed a virus and malware from the machine. Which of the following is the LAST thing the technician should do?

- A. Educate the user regarding Internet browsing best practices
- B. Update the anti-malware software on the user's PC
- C. Schedule scans and run updates
- D. Enable system restore and create restore point

Correct Answer: A

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 49

Ann, a user, states that after installing an update on her iPhone, the WiFi starts to malfunction. The WiFi icon is displaying that it has connectivity but she is still unable to browse. Which of the following could be the issue?

- A. PRAM needs to be reset
- B. iCloud is corrupted
- C. The router needs to be rebooted
- D. The upgrade needs to be uninstalled

Correct Answer: A

Section: Soft Troubleshooting

Explanation

Explanation/Reference:

QUESTION 50

Joe, a user, returned yesterday from a trip where he utilized the GPS function of his mobile device. He now notices the battery is rapidly draining. Which of the following can Joe MOST likely do to resolve the issue without a loss of data?

- A. Restart the mobile device.
- B. Update the device's firmware.
- C. Uninstall the GPS-enabled app.
- D. Readjust the location settings.

Correct Answer: D

Section: Soft Troubleshooting**Explanation****Explanation/Reference:****QUESTION 51**

A customer calls the help desk to report an issue. The customer suggests that the problem is hardware related, but the technician knows from the description that this is not the case. Which of the following is the BEST course of action for the technician?

- A. Follow the customer's prescribed course of action.
- B. Convince the customer to take a better course of action to resolve the issue.
- C. Explain why the customer's prescribed course of action is incorrect.
- D. Acknowledge the customer's input, but follow another course of action.

Correct Answer: D

Section: Op Procedure**Explanation****Explanation/Reference:****QUESTION 52**

A customer has made several trouble calls to the help desk and is very irate. The technician that receives the call has learned that the issue has not yet been resolved. The technician politely asks the customer to explain the issue, and learns that the problem needs to be escalated. Which of the following should the technician do once the problem has been escalated?

- A. Communicate status with customer and ensure successful call transfer
- B. Remain on the line until the issue is resolved
- C. Inform the customer that the issue cannot be resolved at this level
- D. Tell customer that patience will be needed

Correct Answer: A

Section: Op Procedure**Explanation****Explanation/Reference:**

QUESTION 53

A customer is reporting a burning smell coming from a CRT monitor. Which of the following should be taken into consideration before attempting to resolve the customer's issue?

- A. Disconnect power before inspecting the CRT power supply
- B. CRT monitors should be serviced by qualified personnel
- C. Have compressed air available to clear out the debris
- D. Wear safety goggles to protect from the cathodes

Correct Answer: B

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 54

A technician has purchased a new surge protector to protect equipment in the production environment. The surge protector's features safeguard the connected equipment by directing surges to the:

- A. path of shortest conductance.
- B. path of lowest inductance.
- C. path of highest voltage.
- D. path of least resistance.

Correct Answer: D

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 55

A new help desk technician receives a trouble call from a user. The issue is something the technician has never encountered before, and does not know where to begin troubleshooting. The FIRST course of action is for the technician to:

- A. tell the customer the issue needs to be escalated to a higher tier technician.
- B. ask the customer if they would mind holding for no more than two minutes to check resources.
- C. tell the customer this is the first time encountering the issue and to please be patient.

D. ask the customer to please hold while a senior technician is consulted regarding the issue.

Correct Answer: B

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 56

A technician is working on a home theater PC in a location where the electrical system may not be properly grounded. As the technician is finishing the installation, which of the following should the computer technician do before connecting a cable TV line to a TV tuner card?

- A. Perform self-grounding
- B. Unplug the computer power cable
- C. Use an ESD strap
- D. Require the electrical system be brought up to code

Correct Answer: B

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 57

When dealing with a difficult customer, which of the following is the BEST way to handle the situation?

- A. Do not argue with the customer and/or be defensive
- B. Use technical terms to assure customer confidence
- C. Escalate the customer's issue to a supervisor
- D. Sympathize with the customer about issue

Correct Answer: A

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 58

A technician troubleshooting a computer finds a faulty video card and needs to replace it. Which of the following safety procedures should be used to prevent damaging the new part?

- A. Ground the computer and remove jewelry.
- B. Self ground and handle the new card by the edges.
- C. Place the computer on an ESD mat.
- D. Attach an ESD strap to the new card during handling.

Correct Answer: B

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 59

A technician opens a customer's computer and sees large amounts of accumulated dust. Which of the following is the BEST method of removing the dust from the computer?

- A. Use compressed air to free the dust from the components and remove it with an ESD vacuum.
- B. Dampen an ESD cloth with denatured alcohol and use it to gently wipe the dust away.
- C. Use a shop vacuum with enough power to ensure all dust has been removed.
- D. Remove as much dust as possible by hand and use compressed air to blow the rest out.

Correct Answer: A

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 60

A technician has been given a PC that is not powering up. After brief troubleshooting, the technician comes to the conclusion the power supply needs to be replaced. Which of the following is the NEXT step in the process of performing the repair?

- A. The technician should replace the power supply
- B. The technician should review disposal regulations

- C. The technician should check the environment
- D. The technician should remove jewelry

Correct Answer: D

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 61

A manager suspects a user has obtained movies protected by copyright using a torrent client. An incident response technician responds and verifies the user has indeed been violating company policy. Which of the following would be the next BEST step for this technician to perform?

- A. Secure the workstation in a limited access facility.
- B. Document the incident, purge all policy violating materials.
- C. Immediately delete all unauthorized materials.
- D. Reprimand the user and apply a content filter to their profile.

Correct Answer: A

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 62

A customer is experiencing issues with email and calls the help desk. The technician determines it would help clarify the issue if the customer agrees to share their desktop. Prior to establishing a Remote Desktop Assistance connection with a customer, a technician should ask the customer to:

- A. close any items of a personal nature.
- B. reboot the computer and log back in.
- C. capture a screen-shot of the error message.
- D. take steps to reproduce the error.

Correct Answer: A

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 63

A user calls the help desk because a folder containing critical business files is missing from the local drive. The user is adamant that the folder was there the previous day, and cannot understand why it is gone. The technician views the properties of the parent folder and sees a back up listed on the "Prior Versions" tab. According to the theory of troubleshooting, which of the following is the technician's NEXT step?

- A. Establish a theory of probable cause
- B. Establish a plan of action and implement the solution
- C. Document findings, actions and outcomes
- D. Verify full system functionality and implement preventive measures

Correct Answer: A

Section: Op Procedure

Explanation

Explanation/Reference:

QUESTION 64

A newly deployed Windows PC cannot connect to the antivirus server on the local network for updates, but it can connect to other file servers and printers without issue. Which of the following is the MOST likely cause of this issue?

- A. The PC's Windows firewall is misconfigured
- B. The PC has an incorrect IP address configured
- C. The PC is on the wrong wireless network
- D. The PC does not have remote assistance turned on

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 65

Ann, an end user, receives a call from someone claiming to be from the help desk and asking for her username and password to prevent her email box from being deleted immediately. Which of the following BEST describes this type of attack?

- A. Shoulder surfing
- B. Man-in-the-middle
- C. Social engineering
- D. Ransomware

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 66

Which of the following is the BEST option to prevent data breaches on lost mobile devices?

- A. Install a locator application on the mobile device so that it can be traced.
- B. Apply a restriction to lock the device after a certain number of failed login attempts.
- C. Configure the device to remote wipe as soon as it is reported lost.
- D. Utilize the fingerprint scanner and passcode for multifactor authentication.

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 67

A PC technician has been asked to verify certain Group Policies applied on a workstation. Which of the following commands should be run on the workstation?

- A. extract
- B. tasklist
- C. gpupdate
- D. gpresult
- E. chkdsk

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 68

A user is configuring the email settings on a smartphone. Which of the following configurations will allow the user to synchronize email from multiple devices?

- A. IMAP
- B. S/MIME
- C. POP3
- D. SMTP

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 69

Which of the following features is being used when a smartphone is used to purchase a product at a retail kiosk?

- A. NFC
- B. Virtual assistant
- C. SDK
- D. Bluetooth

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 70

Which of the following security threats happens when another person enters a secured area with an authorized person?

- A. Tailgating

- B. Shoulder surfing
- C. Spoofing
- D. Phishing

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 71

Which of the following is a risk of implementing a BYOD policy?

- A. Introducing malware onto the network
- B. DHCP may fail due to incompatibility
- C. Different encryption technology
- D. Higher risk of phishing attacks

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 72

A company is concerned about users tailgating into restricted areas. In order to prevent unauthorized users from following others, which of the following should be implemented?

- A. Biometric locks
- B. CCTV
- C. Mantraps
- D. Badge readers

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 73

An administrator wants to give a user limited access rights in Windows Vista so that the user can install printers and create local user accounts. Which of the following accounts should the administrator create for the user?



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

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 74

A user reports the Internet connection is not working on the corporate network. After running through the troubleshooting steps, the administrator finds the computer has a valid IP address, can connect to network shares, and can view local intranet pages in the web browser. The administrator tries navigating to a public Internet page and it times out. Which of the following should the technician configure next?

- A. Hosts files
- B. IPv6 settings
- C. Proxy settings
- D. Lmhosts files

Correct Answer: C

Section: Mix Questions

Explanation

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Explanation/Reference:

QUESTION 75

A user reports several technicians have been unable to solve a problem and requests that the technician on the phone comes out to fix the problem because the user is unable to work. After the technician has effectively communicated a willingness to help, which of the following is the NEXT step?

- A. Allow the user to speak with a supervisor.
- B. Identify the problem.
- C. Establish a theory.
- D. Immediately go to the user's office.

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 76

An IPS appliance is installed on the network. Which of the following is the purpose of the IPS?

- A. To check the network for unwanted activity
- B. To check and stop unwanted activity
- C. To provide connectivity to the network
- D. To test the resilience of the network

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 77

A user wants to be able to access email from all devices. Which of the following formats should be used to allow this synchronization?

- A. SMTP
- B. iCal

- C. POP3
- D. IMAP

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 78

Which of the following tasks is automatically added to the task scheduler in Windows to keep hard disk performance up?

- A. defrag
- B. chkdsk
- C. cleanmgr
- D. diskpart

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 79

A user notices the social media apps are constantly updated with the user's precise location. The user is worried about privacy and would like to keep this information from being broadcast online. Which of the following features should the user adjust in order to accomplish this?

- A. Geotracking
- B. Filtering
- C. WiFi
- D. Tethering

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 80

A user's personal laptop was hacked. A technician troubleshooting the issue discovers the user used the numbers 123456789 as their account password. The user has not changed the password in two years. Which of the following best practices should the technician recommend the user implement to prevent future hacking? (Select TWO).

- A. Configure screen saver
- B. Set a strong password
- C. Set login time restrictions
- D. Use a more secure browser
- E. Change the password frequently

Correct Answer: BE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 81

A technician would like to remove the dust inside of a desktop computer. Which of the following should the technician use to MINIMIZE exposure to the dust while protecting internal hardware components? (Select TWO).

- A. Mask
- B. ESD mat
- C. ESD strap
- D. Antistatic bag
- E. Safety goggles
- F. Rubber gloves

Correct Answer: AE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 82

A company has subscribed to a cloud service, paying monthly for a block of services and being billed incrementally when they exceed the monthly fee. Which of the following cloud concepts does this represent?

- A. Measured service
- B. Rapid elasticity
- C. On-demand
- D. Resource pooling

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 83

Which of the following Windows utilities would MOST likely be used to identify system errors?

- A. System Restore
- B. Event Viewer
- C. Security Center
- D. Windows Defender

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 84

A user frequently travels with a Windows laptop and connects to several wireless networks. At a new location, the user reports that the locally shared printers are not available on the wireless connection. Which of the following would be causing the issue?

- A. The location profile is set to public.
- B. Workgroup is disabled.
- C. The proxy settings are misconfigured.
- D. Remote assistance is not configured.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 85

A technician is noticing extremely slow performance on a computer and would like to see what application is consuming resources. Which of the following tools should the technician use to view the system performance?

- A. msconfig
- B. Task Manager
- C. Event Viewer
- D. netmon

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 86

A user has a new web email account and asks a technician for help with setting up email on a tablet. The user would like for the email to only be stored on this tablet. Which of the following email server setting types would the technician use to accomplish this task?

- A. POP3
- B. IMAP
- C. S/MIME
- D. SMTP

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 87

A technician is installing a wireless network and wants to limit the signal available outside the building. Which of the following would help accomplish this?

- A. Place directional antennas
- B. Use omni-directional antennas
- C. Enable MAC filtering
- D. Disable SSID broadcast

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 88

Which of the following commands are used from a Linux command line interface to elevate a user's access level to administrative privilege? (Select TWO).

- A. chmod
- B. passwd
- C. sudo
- D. su
- E. runas
- F. pwd

Correct Answer: CD

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 89

A support technician is using virtualization software on a Windows 7 Enterprise PC to test Windows 8.1 Enterprise for a future deployment. When operating the Windows 8.1 VM, performing tasks in the host operating system becomes considerably slower. Which of the following options may improve performance in the host operating system? (Select TWO).

- A. Install more physical memory.
- B. Increase the size of the virtual hard drive.

- C. Install a different hypervisor.
- D. Reduce physical memory allocated to the VM.
- E. Clear temporary files in the VM.
- F. Install additional physical hard drives.

Correct Answer: AD

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 90

A technician is in need of a device that would give the BEST network protection within a single device. Which of the following devices would the technician use?

- A. NLX
- B. IDS
- C. UTM
- D. ATX

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 91

A user needs their email set up on their iOS device. The email needs to synchronize all changes made with the server and the PC. Which of the following would the technician use to accomplish this?

- A. IMAP
- B. SMTP
- C. SMNP
- D. POP3

Correct Answer: A

Section: Mix Questions

Explanation**Explanation/Reference:****QUESTION 92**

A user needs to connect securely to the company network while working from a hotel room. Which of the following would the user need available to accomplish this?

- A. AES
- B. VPN
- C. UTM
- D. WPA2

Correct Answer: B

Section: Mix Questions

Explanation**Explanation/Reference:****QUESTION 93**

A technician is tasked with analyzing computer settings managed by Microsoft Group Policy configuration. The technician wants to print a report to an HTML file for offline review. Which of the following Windows command line tools would allow the technician to accomplish this task?

- A. gpedit.msc
- B. gpupdate
- C. gpresult
- D. gpmmc.msc

Correct Answer: C

Section: Mix Questions

Explanation**Explanation/Reference:****QUESTION 94**

A technician has just upgraded RAM on a user's workstation from 4GB to 8GB. The technician now wants to adjust the page file size on the system to the recommended Microsoft settings. Which of the following should be entered for the "Min" portion of the page file setting if using these best practices?

- A. 4096MB
- B. 8192MB
- C. 12288MB
- D. 16328MB

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 95

A technician has been informed by the IT security manager that a vulnerability has been discovered in the wireless router. The vulnerability could allow an attacker to take remote control of the device. Which of the following should the technician perform to address the issue?

- A. Power off the device
- B. Install an add-on card
- C. Update the WiFi antenna
- D. Update firmware

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 96

While navigating a Windows machine through command prompt, which of the following commands will a technician use to display the contents of the current folder?

- A. cd
- B. dir
- C. md
- D. rd

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 97

A technician is using a domain account to access files located on a server at the path \\computername\C\$. The technician receives an "Access denied" error message. Which of the following is MOST likely the cause of the error?

- A. The server is no longer accepting connections since reaching its limit of open shares.
- B. The password is incorrect, requiring the user to reset it before authentication will proceed.
- C. The username should be prefixed by the domain, followed by a backslash (e.g., domain\username).
- D. The account does not have local administrative permissions to access the server share.

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 98

A user in a corporate environment needs to have a laptop device repaired and takes the device to the appropriate technician. Which of the following should the technician offer to the user in order to maintain professionalism?

- A. Ask to user to wait in the area while repairs are being made.
- B. Offer a temporary loaner laptop for the user to work on.
- C. Inform the user that it will be ready "sometime" and to come back later.
- D. Ask the user to bring the laptop back when the department is less busy.

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 99

Joe, a technician, arrives onsite at a customer's home. Upon entering the home, Joe notices an unpleasant odor. In response to this, Joe pinches his nose and holds his breath. After Joe leaves, the customer reports the behavior to Joe's supervisor. The supervisor decides the issue must be addressed. Which of the following topics would the supervisor be MOST likely to cover?

- A. Maintaining good communications with the customer
- B. Maintaining good personal hygiene
- C. Avoiding being judgmental
- D. Avoid dismissing the customer's problems

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 100

A technician is working a trouble ticket for a user. After addressing the issue, the technician asks the user to verify functionality. The user confirms the system is functioning, but the computer's speakers now emit an irritating noise. The technician states this is a byproduct of the solution, and the user will eventually get used to the noise. Which of the following professionalism principles is the technician failing to address?

- A. Avoiding being judgmental
- B. Avoiding dismissal of the customer's problems
- C. Avoiding an argument with the customer
- D. Maintaining a positive attitude

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 101

A recent data breach has revealed that compromised files contained employee photos, names, and addresses. This information is sensitive because it is considered to be:

- A. a detriment to employer/employee relations.
- B. personally identifiable information.

- C. a violation of information access policies.
- D. proof of employee corporate affiliation.

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 102

An IT manager needs to reimage 30 computers in a lab. The image has already been created and is ready to be deployed via the network. Which of the following tasks should be completed FIRST?

- A. Boot from PXE.
- B. Install Windows using DVD.
- C. Reboot computers with USB drive.
- D. Press F8 while rebooting.

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 103

A technician has imported a .dll to fix a missing .dll issue on a PC. The application still does not run correctly and is reporting that the .dll is missing. Which of the following tools would the technician use to complete the import of the .dll?

- A. gpresult
- B. msconfig
- C. regedit
- D. gpupdate
- E. regsrv32

Correct Answer: E

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 104

A technician is tasked to install a 4TB SATA hard disk. Which of the following partitioning technologies should the technician use to satisfy these requirements?



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- A. GPT
- B. Logical
- C. MBR
- D. Extended

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 105

A technician is tasked to change the number of CPU cores available to the OS to enhance productivity. Which of the following tools would allow the technician to perform this task?

- A. msconfig
- B. perfmon
- C. taskmgr
- D. dxdiag

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

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QUESTION 106

A technician is tasked with removing a virus file that created a custom service. The technician has located the file to be removed using an antivirus scanner, but the scanner did not successfully remove the file. When the technician attempts to manually remove the file, an error message appears that says, "The file is in use by another program." Which of the following tools would be the BEST to use to correct the issue?

- A. Terminal
- B. SFC
- C. Event Viewer
- D. Services Console
- E. Recovery Console

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 107

The system administrator is tasked with installing Windows to 100 computers over the network. The systems administrator needs to remove system-specific identifiers. Which of the following would the system administrator use to accomplish this?

- A. Windows Deployment Services
- B. Remote Installation Services
- C. System Preparation Tool
- D. Unattended installation

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 108

A technician needs to repurpose a hard drive that has confidential information on it. Which of the following methods is MOST appropriate?

- A. Incineration
- B. Overwrite
- C. Degauss
- D. Quick format

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 109

A network administrator has moved several users' folders to a different server. After mapping to the new shared drive, the users can access each other's' files. Which of the following could be the cause of this issue?

- A. Administrator permissions
- B. File permissions
- C. File fragmentation
- D. Network segmentation

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 110

A technician is trying to perform a new installation of an operating system on a computer without an optical drive. Which of the following boot sources can be used?

- A. Windows easy transfer
- B. Copy of SYSTEM folder
- C. USMT
- D. Flash drive

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 111

A user wants to reuse a flash drive and ensure that no one can view the previous data. Which of the following is the BEST way to accomplish this?

- A. Delete the files
- B. Perform a full format
- C. Degauss the drive
- D. Make the files hidden

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 112

An administrator has verified that a PC has no Internet connectivity. Using ipconfig shows that the IP address for the machine is completely different than the assigned network address. After using `ipconfig /release` and `ipconfig /renew`, the computer is still assigned the same address. Which of the following is MOST likely the cause of the issue?

- A. The NIC drivers are not properly installed
- B. HomeGroup is misconfigured
- C. DHCP server is unavailable
- D. A static IP address is configured

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 113

A user tries to login and receives the error message "The User Profile Service failed to login. User Profile can not be loaded." Which of the following should be the

FIRST method to troubleshoot the issue?

- A. Use Automated System Recovery
- B. Boot PC into Safe Mode
- C. Use System File Checker
- D. Perform hardware diagnostics

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 114

A technician is removing malware from a computer in safe mode and is having trouble with one of the infected files. The anti-malware suite is unable to remove or quarantine it and the system will not let the technician manually delete it, even though it is not in use. Which of the following can the technician use to remove the file?

- A. Open the `defrag` utility and run a full analysis and defragmentation of the hard drive.
- B. Boot from a pre-installation environment CD and delete the file from the hard drive.
- C. Run `attrib` followed by the file name with the `-h` switch from the command prompt.
- D. Install a second full antivirus suite onto the system and run another removal scan.

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 115

A user starts up a PC and notices it appears to boot from CD or DVD-ROM, but after a few seconds continues to boot into Windows. Once Windows starts up, Media Player opens and starts playing music. Which of the following is MOST likely occurring?

- A. The boot order in the BIOS is incorrectly set
- B. The machine was improperly shutdown
- C. The Media Player software has been recently updated.

D. A disc has been left in the CD/DVD-ROM drive

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 116

Which of the following is a security best practice?

- A. Use multifactor VPN authentication.
- B. Use only commercially licensed software.
- C. Use only WiFi instead of Ethernet cabling.
- D. Use only solid state hard drives in servers.

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 117

Which of the following Linux commands is used to configure an Ethernet address?

- A. `ifconfig`
- B. `traceroute`
- C. `ipconfig`
- D. `chmod`

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 118

A technician is installing a new router at a computer that wants to protect the configuration of the DMZ. To prevent unauthorized remote access, which of the following should the technician perform when installing a new wireless router?

- A. Secure the room the router is stored in
- B. Change the default password on the router.
- C. Disable SSID broadcasting
- D. Ensure that all cables to the router are shielded

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 119

A user wants to see the file extensions for all files when navigating the desktop's file structure. Which of the following Control Panel utilities should the technician access to configure the display of file extensions?

- A. System
- B. User Accounts
- C. Personalization
- D. Administrative Tools
- E. Folder Options

Correct Answer: E

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 120

A corporate customer has contacted a technician about a database issue. After a reboot, no one can connect to the database. When the technician arrives on-site, the database service is not started. The technician starts the service, and the database comes up without issue. After some testing, the technician realizes the database service is coming up too quickly on startup before dependent services can start. Which of the following is the BEST solution?

- A. Set the database service to 'Automatic (Delayed Start)'

- B. Show the customer how to manually start the service
- C. Create a scheduled task that will start the service on reboot.
- D. Set the service to manual and write a script to start it on reboot.

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 121

An employee was arrested after it was determined that an office computer was used for illegal activity that damaged the company. Which of the following **MUST** be documented on the employee's computer to ensure the evidence is admissible on court?

- A. Software inventory
- B. Personality identifiable information
- C. Security best practices
- D. Chain of custody

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

Reference https://epic.org/security/computer_search_guidelines.txt

QUESTION 122

A technician needs to format a new drive on a workstation. The technician will need to configure read attributes to specific local files and write extended attributes to specific folders. Which of the following will allow the technician to configure these settings in a Windows environment?

- A. ext4
- B. HFS+
- C. FAT32
- D. NTFS

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 123

An administrator is installing a WAP in a fitness center. There will only be five devices that should have access to this, and they are all company owned. Users do not want to put in a password when they connect these devices to the wireless. Given this scenario, which of the following is the MOST secure method of deployment?

- A. Disable SSID broadcasting
- B. Media access control filtering
- C. Disable ports 80 and 443 on the access point
- D. Lower radio power levels

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 124

A technician wants to change the security level for a set of internal websites accessed frequently by a user. Which of the following Control Panel utilities would allow the technician to complete this task?

- A. Windows Firewall
- B. Credential Manager
- C. Network and Sharing Center
- D. Internet Options
- E. Homegroup

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 125

Utilizing login information for social media platforms or email providers without requiring additional credentials is commonly referred to as.....

- A. system federation
- B. mutual authentication
- C. single sign-in
- D. multifactor authentication

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 126

Joe, an employee, took a company-issued Windows laptop home, but is having trouble connecting to any of the shares hosted on his home media server Joe has verified he is connected to the Internet. Which of the following would explain why Joe cannot access his personal shares?

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 127

A technician wants to decrease the risk of unauthorized users being able to use an unattended computer. Which of the following actions should the technician take to accomplish this goal?

- A. Restrict user permissions.
- B. Configure failed attempts lockout.
- C. Require screensaver password.
- D. Use data encryption.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 128

A user has become a victim of data harvesting. The user wants to know more about the potential for mobile device application security issues. Which of the following settings should a technician advise the user to change on the user's mobile device? (Select three.)

- A. Location tracking
- B. Camera activation
- C. Data transmission limit
- D. System lockouts
- E. Developer options
- F. Accessibility
- G. Synchronization
- H. Storage

Correct Answer: AFH
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 129

As part of a security review at a financial institution, the organization evaluates the potential implementation of physical controls intended to prevent an unauthorized person from following someone into a secure facility. Which of the following controls would BEST address the organization's requirements?

- A. Biometrics
- B. Proximity sensors
- C. Mantraps
- D. ID badges

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

Reference <http://www.datacenterjournal.com/what-is-a-mantrap-and-do-you-need-one/>

QUESTION 130

A technician has been tasked with ensuring all of the company software vulnerabilities are fixed. Which of the following should be used to complete this task?

- A. Scheduled reboots
- B. Regular backups
- C. Task scheduler
- D. Patch management

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 131

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: E

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 132

A novice user is trying to change the password on a Linux system. The user is attempting to use command line functions. Which of the following commands should

be used?

- A. passwd
- B. pwd
- C. chown
- D. chmod

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

Reference: <https://www.cyberciti.biz/faq/linux-set-change-password-how-to/>

QUESTION 133

A new virus has been spreading via USB flash drives when they are plugged in. An administrator has been tasked with securing the workstations. Which of the following should be done FIRST?

- A. Disable Autorun features
- B. Update security software definitions
- C. Force encryption on all removable drives
- D. Force users to change their passwords

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 134

A customer has started a cloud initiative and would like to make the log-in process to a different application easier for users. The customer has also requested the login process initiate from the same portal. As a technician, which of the following tools will be the BEST solution?

- A. MFA
- B. SSO
- C. RDP
- D. LDAP

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 135

A customer brings in a PC for repair. The technician attentively listens as the customer describes the problem with the PC. Once the customer has finished describing the problem, which of the following should the technician do to ensure the information is accurately documented? (Choose two.)

- A. Ask questions to clarify the scope of the problem.
- B. Complete the process as quickly as possible to begin the repair process.
- C. Ensure the customer is educated regarding the correct terminology for the problem.
- D. Restate the issue to verify understanding.
- E. Notate all information exactly as the customer describes.
- F. Search online resources related to the customer's issue to ensure accuracy.

Correct Answer: DE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 136

Which of the following is the proper way to dispose rechargeable batteries?

- A. Shred
- B. Recycle
- C. Dispose in trash
- D. Incinerate

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 137

Which of the following types of attacks is MOST likely to occur if an attacker utilizes an HTTPS proxy?

- A. Man-in-the-middle
- B. Spear phishing
- C. Zero day
- D. Social engineering

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

Reference <https://www.securityweek.com/hackers-can-intercept-https-urls-proxy-attacks>

QUESTION 138

Which of the following is used to assist developers with programming applications for mobile devices and taking advantage of built-in features?

- A. SDK
- B. SCP
- C. GUI
- D. GPS

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 139

A company has drivers with PII and other sensitive information on them. There are several drives that need to be disposed of in a short time due to federal regulations, so a technician hires a media destruction company to perform the work. Which of the following should be requested from the company?

- A. Copy of the contract for the completed work
- B. Certificate for a Certificate Authority
- C. Certificate of destruction
- D. Receipt of payment for work completed

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 140

A technician has contacted a vendor, informing them they need to RMA a faulty memory stick. Which of the following should the technician use to BEST protect this component from further damage during shipment?

- A. Antistatic bags
- B. Plastic box
- C. Cardboard box
- D. Bubble wrap
- E. Padded envelope

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 141

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 sees the following.

Which of the following should be changed to resolve this issue?



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- A. Privacy-Maps
- B. Display-Brightness

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- C. Storage-Photos
- D. Mail-Work

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 142

A home user receives a call from a technician who claims to be with a virus control company. The technician explains that the user's PC is infected with harmful viruses. The technician instructs the user how to get to the Event Viewer where all errors can be seen. The technician claims this problem can be fixed for money. Which of the following threats has the user been a victim of?

- A. Phishing
- B. Social engineering
- C. Man-in-the-middle
- D. Spoofing

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 143

A Windows PC suffered a bad update, so a systems administrator removed the update. Which of the following tools should the systems administrator run to ensure the Windows files are not corrupted?

- A. MSConfig
- B. Sfc
- C. Defrag
- D. Chkdsk

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

Reference: <https://support.microsoft.com/en-us/help/929833/use-the-system-file-checker-tool-to-repair-missing-or-corrupted-system>

QUESTION 144

The digitizer on a user's smartphone intermittently stops working. Which of the following is MOST likely the issue?

- A. Screen orientation
- B. Software update
- C. Screen brightness
- D. Calibration

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 145

A systems administrator wants to test a tool to enhance productivity but does not want to run it in the live production environment. The systems administrator has a powerful PC running Windows 8.1. Which of the following should the systems administrator set up to test the tool on the PC without changing the base configuration?

- A. Native Windows
- B. Virtualization
- C. Emulation
- D. Safe mode

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 146

A technician is upgrading to a 4TB hard drive and wants to have six partitions. Which of the following allows a Windows boot partition to meet these requirements?

- A. PRIMARY
- B. NTFS
- C. FAT32
- D. GPT

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 147

Which of the following combinations provides the STRONGEST authentication security?

- A. Hardware token
- B. Username and password
- C. Smart card with PIN
- D. Voice then fingerprint recognition

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 148

A user wants to restore an application's security settings to an iOS device, but an Internet connection is unavailable. Which of the following tools can assist with mitigating this issue?

- A. Time machine
- B. Apple Configurator
- C. Device stage
- D. iCloud

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 149

Which of the following statements is true regarding the differences between a 32-bit and 64-bit OS?

- A. A 32-bit version of the OS will not run on 64-bit hardware, but a 64-bit OS will run on 32-bit hardware.
- B. A 32-bit version of the OS requires twice the number of CPU clock cycles to write the same amount of data as a 64-bit OS.
- C. A 64-bit version of the OS will address memory in eight octets.
- D. A 64-bit version of the OS will write data to disk in block sizes of eight octets

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 150

A coworker asks a technician for help understanding an email request while the technician is on a call assisting a user. Which of the following is the BEST response the technician can give the coworker?

- A. Inform the coworker help will be given when the call is over
- B. Multitask and assist the coworker while on the call
- C. Politely ask if the user minds being placed on hold
- D. Refer the coworker to a supervisor

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 151

A technician in a call center is on a particularly frustrating repair call. Which of the following BEST represents what the technician should do during the call?

- A. Insist the customer call back later
- B. Ensure the customer takes a satisfaction survey
- C. Document all relevant facts regarding the call
- D. Escalate the call to the next tier of support

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 152

A company wants all new PCs to have a standard sleep and hibernate schedule. Which of the following would allow this to be accomplished?

- A. Adjust the power plan to Energy Saver
- B. Schedule nightly shutdowns
- C. Import a customized power plan
- D. Change the settings in the BIOS

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 153

A technician at a corporation receives an instant message from a user who states the new department shared drive that was given through managed settings is missing from the user's PC. Which of the following tools should the technician use to BEST troubleshoot the missing shared drive?

- A. chmod
- B. ipconfig
- C. msconfig
- D. nslookup
- E. gpresult

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 154

A technician is performing an OS upgrade and is provided with an ISO installation file. The customer's computer is running Windows 8. The computer does not have an internal optical drive. Which of the following boot methods would be the BEST to perform the upgrade with the latest amount of effort?

- A. USB
- B. SSD
- C. PXE
- D. CDR

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 155

A user's computer has detected a S.M.A.R.T error. Which of the following should the user run to diagnose the issue?

- A. Scheduled disk maintenance
- B. System Restore utility
- C. Disk maintenance utilities
- D. Driver/firmware updates

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

Reference http://knowledge.seagate.com/articles/en_US/FAQ/184619en

QUESTION 156

A client reports a laptop does not power on after a lightning storm. The technician diagnoses the problem as being a faulty motherboard. after replacing the

motherboard and booting the laptop, the screen remains black, although the laptop displays an image on an external monitor. Which of the following would be the technician's NEXT step?

- A. Communicate the findings to the client and offer replacement options.
- B. Explain how to use the laptop with an external monitor and offer to set it up.
- C. Contact the sales department and provide a quote for a new motherboard.
- D. Document the repair process and provide a detailed report to the client.

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 157

The general manager installed a popular archive utility. Antivirus software flagged the software because it was also exhibiting malicious behavior. This is an example of which of the following?

- A. Rootkit
- B. Trojan
- C. Spyware
- D. Worm

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 158

A folder is displayed in green in the tree of the local hard drive. Which of the following would describe what type of folder this is?

- A. Compressed
- B. PII
- C. EFS
- D. Hidden

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 159

A technician starts hard drive transfers in a SOHO that will take up to 16 hours to complete. Immediately after starting the transfers, the technician gets warning of a hurricane that will occur overnight. Which of the following is the BEST action to complete before leaving the office?

- A. Turn off the monitors and printers so they do not overheat
- B. Unplug the computers, but keep the hard drive transfer running
- C. Call the power company to turn off any power coming to the office
- D. Ensure the surge suppressors and devices are unplugged from the power sockets

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 160

A technician creates a GPO, tests it in a test environment, and deploys it company-wide. After deployment, the accounting department does not seem to be receiving the GPO. The technician suspects another GPO that was specifically deployed to the accounting department is overriding the newly deployed GPO. Which of the following command line tools should the technician use to verify this suspicion in this situation?

- A. nbtstat
- B. gpresult
- C. nslookup
- D. gpupdate
- E. tasklist

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 161

A technician for an enterprise company is determining the best method to keep the organization's Windows PCs up to date with OS security patches. Which of the following options would be MOST appropriate to deploy?

- A. Invest in a server solution to deploy virtual hosted desktops for all users
- B. Enable Windows updates to be installed manually by users
- C. Validate OS security patches in a test environment before pushing them to user machines
- D. Outsource OS security patch management to a third-party solution provider

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 162

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 recommend 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: Mix Questions

Explanation

Explanation/Reference:

QUESTION 163

The network administrator is investigating latency on a WiFi network. The administrator discovers a number of unidentified devices connected and wishes to limit access to only authorized users. Which of the following will BEST meet the requirement?

- A. Assign static IP addresses
- B. Enable MAC filtering
- C. Disable SSID broadcast
- D. Limit the DHCP scope

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 164

A user has changed the MAC address of a laptop to gain access to a network. This is an instance of:

- A. spoofing
- B. brute force
- C. man-in-the-middle
- D. a botnet

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 165

A technician performs an in-place upgrade from Windows 7 to 8.1. After the upgrade is complete, a user reports that a frequently used file will not open. Instead, the user is prompted to search the Windows Store for an appropriate program to open the file. Which of the following should the technician do FIRST?

- A. Install the most recent Windows updates
- B. Verify the USMT worked properly
- C. Reconfigure the default program for the file type
- D. Perform System Restore
- E. Reinstall the program that is usually used to open the file

Correct Answer: A

Section: Mix Questions**Explanation****Explanation/Reference:****QUESTION 166**

A technician is working on a computer when the PC suddenly experiences a blue screen and restarts before the technician can note the error message. The computer boots up normally, and the technician now wants to know which error message was displayed. Which of the following should the technician use to help troubleshoot the issue?

- A. `sfc`
- B. `msconfig`
- C. `regedit32`
- D. `eventvwr`
- E. `msinfo32`

Correct Answer: D

Section: Mix Questions**Explanation****Explanation/Reference:****QUESTION 167**

A home user reports the PC is running slow, and pop-up advertisements are appearing on screen. The user can access the Internet and performs an antivirus scan. A technician is now troubleshooting the problem and cannot update the antivirus to the latest definitions or navigate to the vendor's support website. Which of the following is the BEST next step to resolve this issue?

- A. Uninstall the antivirus program and apply operating system patches
- B. Utilize a different antivirus program and scan method
- C. Format and reinstall
- D. Reinstall the antivirus program from a shared executable

Correct Answer: B

Section: Mix Questions**Explanation****Explanation/Reference:**

QUESTION 168

Which of the following are examples of possession authentication? (Choose three.)

- A. Key fob
- B. RFID badge
- C. Passphrase
- D. PIN
- E. Passwords
- F. Smartphone
- G. Fingerprint reader

Correct Answer: ABF

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 169

An employee installed a new application on a shared Windows 10 PC. The next day, it becomes the employee who installed the application is the only one who has access to the application. Which of the following types of user accounts does the employee MOST likely have?

- A. Administrator
- B. Guest
- C. Super user
- D. Standard user
- E. Limited user

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 170

A technician has been tasked with remotely imaging a computer tab. The imaging process is failing because there is no response from the computers over the

network. Which of the following should the technician perform to resolve the issue? (Choose two.)



- A. Configure remote desktop connection
- B. Configure BIOS to enable Wake-on-LAN
- C. Configure BIOS to enable SSH
- D. Configure automatic updates
- E. Configure startup applications
- F. Configure BIOS to enable PXE boot

Correct Answer: AB

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 171

A domain administrator has applied a Group Policy that restricts the installation of USB devices. The technician has asked the domain administrator to exempt this policy for a computer that needs to have a USB digital camera installed. Once the domain administrator has exempted the computer from the policy, which of the following is the BEST command for the technician to run locally on the computer so the digital camera can be installed without waiting?

- A. `grupdate /?`
- B. `grupdate /bootings`
- C. `grupdate /force`
- D. `grupdate /logoff`
- E. `grupdate /sync`

Correct Answer: E

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 172

A user reports that a cell phone application is loading slowly and not functioning properly. Which of the following should a technician do FIRST to remedy this issue?

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

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 173

A user reports the screen on a mobile device frequently dims even when the device settings are not being changed. Which of the following is MOST likely the cause?

- A. Faulty backlight
- B. High contrast mode
- C. Auto-brightness
- D. Power saving mode

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 174

To implement additional security on a small office wireless network, the administrator disables the DHCP server on the wireless router. To ensure traffic from specific network interfaces is able to traverse the router, which of the following should be used to limit traffic?

- A. DHCP reservations
- B. SSID broadcast deactivation

- C. MAC filtering
- D. Two-factor authentication

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 175

A user wants to connect a Windows notebook computer to an external desktop monitor, keyboard, and mouse. However, each time the user closes the notebook lid, the computer shuts down automatically. Which of the following options in the Power Settings menu should the technician select to prevent the automatic shutdown?

- A. Do nothing
- B. Sleep
- C. Hibernate
- D. Shut down

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 176

A client wants a technician to create a PC naming convention that will make the client's PCs easier to track and identify while in use. Which of the following naming convention formats should the technician follow?

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

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 177

As part of a BYOD program, the organization requires BYOD users to register devices prior to using them on the organization's network. The registration process logs a unique identifier assigned to every mobile phone produced. Which of the following must be collected during the registration process?

- A. IMEI
- B. MIMO
- C. IMSI
- D. MAPI

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 178

When working on a system, Joe, a technician, needs to prevent computer component failure by following a few simple rules. Joe is handling internal components but is not using an ESD strap. After opening the computer, which of the following should Joe do NEXT?

- A. Remove dust from the system
- B. Ground himself to the chassis
- C. Unplug the power cable
- D. Use an antistatic bag

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 179

A technician is configuring settings on a Windows PC and wants to temporarily disable the UAC prompt. Which of the following Control Panel options would allow the technician to accomplish this task?

- A. Windows Firewall
- B. User Accounts
- C. Administrative Tools
- D. Parental Controls

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 180

A technician has a single computer that continually shuts down every evening for no apparent reason and must be turned on each day. The technician has verified hibernate and sleep settings do not exist on the computer and the computer power is not the problem. Which of the following would the technician use to troubleshoot the root cause of the random shut downs? (Choose two.)

- A. System Restore
- B. Event Viewer
- C. Safe mode
- D. System file checker
- E. Logs
- F. MSConfig

Correct Answer: BE

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 181

A technician for a large accounting firm is in the process of delivering all assets for retired equipment to a third-party vendor. The equipment contains printers, laptops, desktops, and hard drives. Which of the following should the technician receive from the third-party vendor for audit and compliance purposes?

- A. Sensitive and proprietary data
- B. Certificate of destruction
- C. Equipment security logs

D. Incident reports

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 182

After completing a fresh Windows 7 installation for a customer, a technician wants to ensure the OS files are hidden and protected from accidental deletion or alteration. Which of the following locations should the technician view to make this change?

- A. Control Panel – folder options
- B. Insert Windows disc – i386 folder
- C. Start menu – run - REGEDIT
- D. Right-click desktop - view

Correct Answer: A

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 183

A SOHO user calls a technician and reports that after an on-site technician replaced all of the ink cartridges in a printer, characters are not printing clearly. Which of the following is the BEST course of action for the technician to take NEXT?

- A. Reinstall the printer drivers
- B. Train the user on how to calibrate the printer
- C. Suggest the user replace the ink cartridges
- D. Recommend replacing the printer

Correct Answer: B

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 184

A technician has received new computers to upgrade the marketing department on a large company. The old computers are to be refreshed and donated as part of company policy. Data contained on the drives needs to be inaccessible prior to donation. Which of the following methods BEST achieves this goal?

- A. Single drive wipe
- B. Degaussing
- C. Low-level format
- D. Multipass overwrite

Correct Answer: D

Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 185

Which of the following BEST describes kernel panic?

- A. An OS feature that provides an administrator with the ability to override the boot sequence if fault detection has occurred
- B. An OS call that results from rootkit malware being detected and the system rebooting in safe mode
- C. A low-level OS function that handles any fatal errors by sending an image of the system's memory to disk
- D. A condition in the OS where low-level system calls are preempted by lower priority services, resulting in an unstable operating environment

Correct Answer: C

Section: Mix Questions

Explanation

Explanation/Reference:



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