# 220-902.239q

**220-902**

**CompTIA A+ Certification Exam**

**Sections**
1. Windows Operating System
2. Security
3. Soft Troubleshooting
4. Op Procedure
5. Mix Questions

**Exam A**

**QUESTION 1**
A user states that when typing in directions on a navigation website, the map is not viewable in a newer web browser. The technician runs updates to Java, but is still unable to view the map. The technician should change which of the following Internet Options?

A. Compatibility view
B. Manage add-ons
C. Clear browser cache
D. Pop-up blocker

**Correct Answer:** A
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**

**QUESTION 2**
A technician has successfully completed a gpupdate from a CMD box of a user's PC and is ready to move to the next user. Which of the following is the appropriate NEXT step? (Select TWO).

A. View the CMD process in Task Manager
B. Type EXIT at the command prompt and press Enter
C. Minimize the CMD box to the taskbar
D. Click the "x" in the top right of the CMD window
E. Select Switch User on the PC

**Correct Answer:** BD
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**


**QUESTION 3**
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?

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 4**
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:**


**QUESTION 5**
A technician is tasked with enabling TLS version 1.0, 1.1, and 1.2 on a client Internet Explorer browser. Which of the following Internet Options Tabs should the technician look to enable the aforementioned TLS settings?

A. Advanced
B. Security
C. Privacy
D. Connections

**Correct Answer:** A
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**

**QUESTION 6**
A technician has completed the installation of Windows 7 and needs to add it to the company's domain. Which of the following Control Panel options should the technician use to complete this task?

A. Homegroup
B. Network and Sharing Center
C. System
D. Credential Manager
E. Administrative Tools

**Correct Answer:** C
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**

**QUESTION 7**
A technician is installing 40 new bare metal computers into the corporate domain. The Windows 8.1 OS and an Office Suite need to be installed as quickly as possible. Which of the following methods of installation would BEST suite the technician's requirements?

A. Perform a standalone installation with discs
B. Create an unattended installation and deploy it at boot up.
C. Deploy an image located on an external device.
D. Utilize the network to install the image.

**Correct Answer:** D
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**

**QUESTION 8**
A programmer installed a modified DLL file and is having problems with Windows not running correctly now. Which of the following commands is BEST used to repair the computer?

A. `msconfig`
B. `format`
C. `dcl`
D. `sfc`

**Correct Answer:** A
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**

**QUESTION 9**
A second hard drive is added to a Windows desktop. A technician must initialize and create volumes on the drive. Which of the following command line utilities should the technician use to accomplish this?

A. robocopy
B. chkdsk
C. DiskPart
D. lvm
E. format

**Correct Answer:** C
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**

**QUESTION 10**
A technician needs to verify and replace important individual system files on a Windows computer. Which of the following will verify and replace protected Windows system files?

A. SFC
B. System Restore
C. ROBOCOPY
D. XCOPY

**Correct Answer:** A
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**


**QUESTION 11**
After several recent application updates, a technician has noticed a marked change in the performance of the OS on a client's computer. Several OS commands no longer seem to function or report "`file not found`" errors. The technician suspects the application updates have overwritten some of the OS files. The technician wishes to repair the OS first. Which of the following would be the NEXT course of action?

A. Edit the system's environmental variables to remove the application's path.
B. Run the System File Checker tool with the /scannow switch.
C. Boot the PC into safe mode and completely uninstall the applications.
D. Use the MSCONFIG to remove the applications from launching upon boot.

**Correct Answer:** B
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**


**QUESTION 12**
After a Windows update operation, a user reports a Windows 8.1 PC with specialized software is experiencing system lockups. The user states the lockups seem to be random, happening regardless of whether the software is running. The lockups also occur while there are no programs running. Which of the following should the technician do FIRST?

A.  Replace the PC's RAM with known good replacement modules
B.  Roll back to a previous restore point using System Restore
C.  Completely uninstall and reinstall any specialized software.
D.  Examine the PC's main system board for distended capacitors.

**Correct Answer:** B
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**


**QUESTION 13**
Which of the following Windows tools allows a user to save system configuration information, system settings, programs, and data files?

A.  Full Data Backup
B.  System Image Backup
C.  System Restore
D.  File backup

**Correct Answer:** C
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**


**QUESTION 14**
In recent versions of the Windows OS, Microsoft has added an advanced version of the command prompt. Which of the following Windows features is this?

A.  Search charm
B.  HyperTerminal
C.  PowerShell
D.  Action Center
E.  DOS

**Correct Answer:** C
**Section: Windows Operating System**

**Explanation**

**Explanation/Reference:**

**QUESTION 15**
A systems administrator wants to install the latest version of Windows on a desktop PC. The administrator wants the option of installing from a USB drive, CD-ROM, or DVD. Which of the following actions would allow the installation of the OS from any of the chosen media types?

A. Create a FAT partition.
B. Load an ISO image.
C. Create a disk partition.
D. Load a recovery image.

**Correct Answer:** B
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**

**QUESTION 16**
A technician is setting up a folder on the network that is available for all users in the executive department. The following requirements were given to the technician:

▪ The folder must only be accessible by the executive group
▪ The folder must be available in Windows Explorer
▪ The folder must be labeled as the E drive

Which of the following should the technician set up on the executives' computers to meet these requirements?

A. Mapped network drive
B. Shared network drive
C. Administrative share
D. Shared folder

**Correct Answer:** A
**Section: Windows Operating System**
**Explanation**

**Explanation/Reference:**

**QUESTION 17**
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 18**
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 19**
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 20**
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 21**
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 22**
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 23**
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 24**
A technician is configuring wireless for a home office. The customer wants to prevent others from accessing the wireless network. The customer has a small number of devices on the network and does not want to have to remember a complicated password. Which of the following should the technician recommend?

A.  Enable MAC filtering
B.  Disable SSID broadcast
C.  Assign static IP addresses
D.  Turn on content filtering

**Correct Answer:** A
**Section: Security**
**Explanation**

**Explanation/Reference:**

**QUESTION 25**
A technician has been notified that recent vulnerabilities have been discovered related to a type of SOHO router. The technician has verified that all connections and settings are appropriate. Which of the following actions should the technician take NEXT?

A.  Change the router firewall settings
B.  Check for and apply a firmware update
C.  Reconfigure the QoS settings
D.  Change router user-names and passwords

**Correct Answer:** B
**Section: Security**
**Explanation**

**Explanation/Reference:**

**QUESTION 26**
A technician needs to quickly destroy data on several hard drives that are no longer wanted. Which of the following methods is MOST effective?

A.  Physical destruction
B.  Quick format
C.  Low level format
D.  Overwrite

**Correct Answer:** A
**Section: Security**

**Explanation**

**Explanation/Reference:**

**QUESTION 27**
Which of the following will help to protect an organization from further data exposure AFTER a list of user passwords has already been leaked due to policy breach? (Select TWO).

A. Use multi-factor authentication
B. Require strong passwords
C. Enable file encryption
D. Educate end users
E. Restrict user permissions

**Correct Answer:** AD
**Section: Security**
**Explanation**

**Explanation/Reference:**

**QUESTION 28**
A technician has been tasked with disposing of hard drives that contain sensitive employee data. Which of the following would be the BEST method to use for disposing of these drives?

A. Recycling
B. Shredding
C. Overwriting
D. Reformatting

**Correct Answer:** B
**Section: Security**
**Explanation**

**Explanation/Reference:**

**QUESTION 29**

Ann, an executive, reports that she received a call from someone asking for information about her email account. Which of the following type of potential security threats does this scenario describe?

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

**Correct Answer:** A
**Section: Security**
**Explanation**

**Explanation/Reference:**

**QUESTION 30**
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 31**
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 32**
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 33**
A turnstile is an example of which of the following forms of physical security?

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

**Correct Answer:** C
**Section: Security**
**Explanation**

**Explanation/Reference:**

**QUESTION 34**
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 35**
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 36**
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 37**
A computer in a doctor's office that has patient data on it is being replaced. Which of the following should be performed to prevent data recovery?

A. Drive wipe
B. Repartition
C. HDD format
D. Delete data

**Correct Answer:** A
**Section: Security**
**Explanation**

**Explanation/Reference:**

**QUESTION 38**
A technician receives a helpdesk ticket about an employee having a problem sending text messages with a company Android smartphone. It has been determined that it is not a carrier issue. Which of the following should the technician perform FIRST?

A. Verify data connectivity
B. Reformat the MicroSD card
C. Replace the SIM card
D. Perform a soft restore

**Correct Answer:** A
**Section: Soft Troubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 39**
A networked PC has started to display adware pop-ups when the user opens the browser. Which of the following best practices should the technician employ
FIRST when responding to the problem?

A.  Disable System Restore
B.  Schedule scans and run updates in safe mode
C.  Quarantine the system
D.  Create a System Restore point

**Correct Answer:** C
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 40**
Joe, a user, states he is unable to use his Android phone after updating the OS. Joe is in a hurry and would like a quick solution that would most likely fix the issue.
Which of the following methods can the technician use?

A.  Initiate a factory reset
B.  Perform a hard reset
C.  Remove the MicroSD card
D.  Rollback the OS update

**Correct Answer:** B
**Section: Soft Troubleshooting**

**Explanation**

**Explanation/Reference:**

**QUESTION 41**
A customer reports that a smartphone is experiencing a very short battery life. The user has been using this phone for a short time and has installed several apps recently. Which of the following might be the cause of the issue?

A. Slow data speeds
B. Defective SD card
C. Unauthorized root access
D. Signal drop or weak signal

**Correct Answer:** C
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 42**
A customer has recently installed several applications on a Windows 7 workstation and is now experiencing slow system performance and spontaneous restarts. After removing some of the recently installed applications, the issue persists. Which of the following tools could the technician use to troubleshoot the problem while preventing data loss?

A. Factory restore
B. SecureBoot
C. msconfig
D. diskpart

**Correct Answer:** C
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 43**
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 to 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 44**
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 45**
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 46**
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 47**
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 48**
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 49**
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 50**
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 51**
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?

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
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 52**
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

**QUESTION 53**
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 54**
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 55**
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 56**
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 57**
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 58**
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 59**
Joe, a user, has connected a tablet to his personal mobile hotspot device in a public location for Internet access. The device display indicates there are two connections instead of just one. Which of the following actions can he perform to prevent this unauthorized access to the device immediately? (Select TWO).

A. Change the SSID to a different broadcast name

B. Add the intruding device to a blocked access list

C. Access the intruder's device and shut it down

D. Shut down the device until the intruder is no longer in the area

E. Set up a WiFi analyzer to identify the intruding device

**Correct Answer:** AB
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 60**
Ann, a customer, reports that when she occasionally works in the office basement, her smartphone battery drains faster than normal and she has poor cellular reception. Which of the following is the reason for the fast battery drain?

A. Unpaired Bluetooth
B. Weak signal
C. Defective SD card
D. Malware

**Correct Answer:** B
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 61**
A system analyst must ascertain why icons are occasionally missing on a user's laptop. The analyst has determined this occurs when the system is docked to a docking station that has multiple monitors. Which of the following is the NEXT troubleshooting step?

A. Establish a theory of a probable cause.
B. Verify full system functionality and implement preventive measures.
C. Establish a plan of action to resolve the problem.
D. Identify the problem.

**Correct Answer:** A
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 62**
Ann, a user, reports that a website the company uses for time and attendance is not performing properly. The technician goes to Ann's computer and troubleshoots the issue. Ann can log into the website and sees her information on the main page. When Ann clicks on a link, to request time off, nothing happens. The technician looks at another user's computer and has the user do all the same steps. The technician notices that when the other user clicks on the same link, another window

opens with the page requested. The technician goes back to Ann with the issue and checks some settings.
Which of the following is MOST likely causing the issue?

A. Invalid certificate
B. Browser hijacking
C. Pop-up blocker
D. Firewall settings

**Correct Answer:** C
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**


**QUESTION 63**
While booting a Linux workstation, a runtime error occurs as the kernel is loading. The error message is written to the screen and then disappears. Which of the following is the system location where this error will be available to reference during troubleshooting?

A. `/var/log/message`
B. `/tmp/logs`
C. `/var/spool`
D. `/etc/sysconfig/kernel`

**Correct Answer:** A
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**


**QUESTION 64**
A technician arrives at a job site to troubleshoot a copier. Which of the following safely procedures are MOST appropriate for this task?

A. Wearing long parts
B. Using an ESD mat
C. Removing jewelry
D. Disabling the circuit breaker

**Correct Answer:** C
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 65**
A user frequently experiences local profile corruption on a Windows OS computer. After the user makes a fourth call to the help desk, a field service technician is sent to assess and resolve the issue. Once on-site, the technician notices the computer, monitor, and locally attached MFD are connected to the same surge suppressor, and the power button has the writing worn off. Which of the following is MOST likely the root cause of the profile corruptions?

A. User error
B. Lack of proper grounding
C. Too many devices on the surge protector
D. Frequent surges

**Correct Answer:** D
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 66**
A user reports no Internet access from a laptop at the office. Other users within the company are also reporting Internet outage. A desktop technician verifies the Internet access is not available, however, the technician is able to access applications and files from the corporate intranet. Which of the following is the NEXT step for the desktop technician to take in this scenario?

A. Provide a workaround by connecting the user to the guest network
B. Start a remote session to reboot the user's computer
C. Document the outage and formulate a plan of action
D. Escalate to the network engineer and describe the issue

**Correct Answer:** C
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 67**
A user is getting an "`Invalid Certificate`" error when browsing to secure sites on the Internet. The error appears for every secure site the user visits. Which of the following should the user do?

A. Ensure HTTPs appears in the address bar.
B. Upgrade the trusted root certificate authority store.
C. Verify the username/password used to log into the PC.
D. Check the date/time settings on the PC

**Correct Answer:** D
**Section: Soft Troubleshooting**
**Explanation**

**Explanation/Reference:**

**QUESTION 68**
A technician suspects that a computer issue is caused by a failed NIC. Following the troubleshooting theory, which of the following is the NEXT step the technician should take?

A. Identify the problem
B. Document findings, actions and outcome
C. Verify full system functionality
D. Establish a theory of probable cause
E. Test the theory to determine cause

**Correct Answer:** E
**Section: Op Procedure**
**Explanation**

**Explanation/Reference:**

**QUESTION 69**
Which of the following is the BEST license type to comply with end user licensing agreement (EULA) terms for commercial software used by multiple users in a corporate environment?

A. Commercial license
B. Enterprise license
C. Seat license
D. Open source license

**Correct Answer:** B
**Section: Op Procedure**
**Explanation**

**Explanation/Reference:**


**QUESTION 70**
In preparation for an operating system upgrade, a technician is tasked with installing additional memory modules in a computer. Which of the following safety steps should be performed FIRST?

A. Use safety goggles
B. Remove jewelry
C. Put on an ESD strap
D. Disconnect power

**Correct Answer:** D
**Section: Op Procedure**
**Explanation**

**Explanation/Reference:**


**QUESTION 71**
Which of the following explains why it is important to secure Personally Identifiable Information (PII)?

A. So phishing attacks are not launched against employees of the organization.
B. So sensitive information, such as corporate passwords, is not stolen.
C. So man-in-the-middle attacks are not launched against the organization.
D. So sensitive information, such as social security numbers, is not stolen.

**Correct Answer:** D
**Section: Op Procedure**

**Explanation**

**Explanation/Reference:**

**QUESTION 72**
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 73**
A virtualization technician in an organization has been notified of a potential vulnerability in a software application running on a virtual machine. Which of the following represents the best practice the technician should take regarding this notification?

A.  If a patch is available, the technician should immediately apply it to the affected machines.
B.  If a patch is available, the technician should apply it to the affected machines after thorough testing.
C.  If a patch is not available, the technician should immediately remove the virtual machine from service.
D.  If a patch is not available, the technician should immediately uninstall the affected application.

**Correct Answer:** B
**Section: Op Procedure**
**Explanation**

**Explanation/Reference:**

**QUESTION 74**
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 75**
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 76**
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

**QUESTION 77**
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 78**
An end user receives an unsolicited and unencrypted email containing a co-workers birth date and social security number. The end user should immediately contact the IT department and report a violation of which of the following policies?

A. DRM
B. EULA
C. IRP
D. PII

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 79**
Which of the following file formats does Android use for application installation?

A. .ipa
B. .api
C. .apk
D. .exe
E. .sdk

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 80**
A technician has decided to upgrade all users' iPhones to the latest model. Which of the following is the FIRST thing the technician should advise the users to do with the old phones before turning them in?

A. Back up the mobile data with a cloud backup service.
B. Enable remote wipe to clear all personal and corporate data.
C. Go into the device settings to remove personal customizations.
D. Factory reset the old phones to ensure the data is no longer on the device.

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 81**
A technician has just installed a video card in a PC. The video card is not working, although it was working fine on the test bench. Which of the following Windows tools should the technician use to start troubleshooting the problem?

A. Task Manager
B. Device Manager
C. System Configuration
D. Computer Management

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 82**
A network administrator notices a new WiFi connection has appeared as a wireless network choice and is always at the top of the list. As a result, users are constantly trying to connect to the wrong network. Which of the following should the administrator do to correct this issue?

A.  Adjust the wireless router antennas to 90 degrees clockwise from the current position.
B.  Ask the new wireless network owner to adjust the radio power level so it is listed below the company's network.
C.  Set all of the WiFi users' wireless profiles to automatically connect to the company network.
D.  Change the company's channel to a lower number than the new network's channel.

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 83**
Which of the following is a security threat that disguises itself as legitimate software?

A.  Trojan
B.  Worm
C.  Virus
D.  Spyware

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 84**
A technician is called into the office during a thunderstorm. Users are reporting that machines are intermittently powering off. Which of the following will BEST prevent user data loss?

A. Auto save
B. A surge protector
C. An ESD mat
D. A UPS

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 85**
A customer reports very slow wireless connection speeds in the new office. Which of the following tools should a technician use to troubleshoot the issue?

A. WiFi analyzer
B. Loopback plug
C. Signal booster
D. Packet sniffer

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 86**
A user is experiencing a software application error. The user contacts a technician for support. Which of the following will allow the user to issue an invitation to the technician in this scenario?

A. Remote desktop
B. Remote assistance
C. telnet
D. FTP

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 87**
A computer was recently infected by malware after a flash drive was plugged in. The user, Ann, indicates she never opened any files or folders from the flash drive.
A technician needs to prevent this from occurring in the future. Which of the following would accomplish this?

A.  BitLocker To Go
B.  Set strong passwords
C.  Disable usermin
D.  Disable AutoRun

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 88**
A user needs to shrink the partition size of a hard drive encrypted with BitLocker. Which of the following is the BEST option to modify the size of the partition?

A.  Credential Manager
B.  Computer Management
C.  Device Manager
D.  TPM Manager

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 89**
Ann, a user, has a phablet for personal and work usage. She finds that her phablet starts to exhibit slow performance after a couple of hours and that the problem worsens as the day goes by. If Ann restarts the device, it works fine for a couple of hours and then starts to run slow again. Which of the following is the BEST action to troubleshoot this problem?

A. Check running apps
B. Reset to factory default
C. Disable cloud syncing
D. Replace the device's battery

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 90**
A user has been granted permission to access the corporate network from a personal smartphone. Which of the following should a technician perform before configuring the phone for access?

A. Check the phone for unauthorized root access
B. Disable the phone's Bluetooth chip
C. Erase all personal data from the phone
D. Check the phone for location tracking

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 91**
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 92**
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 93**
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 94**
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 95**
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**

**Explanation/Reference:**


**QUESTION 96**
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 97**
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 98**
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 99**
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 100**
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 101**
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 102**
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 103**
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 104**
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 105**
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 106**
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 107**
A technician needs to install a clean Windows OS on several laptops in the office. The office is running a 100Base-T network. The owner would like the installations completed as soon as possible. Which of the following installation methods should the technician use?

A. FireWire External Hard Drive
B. PXE-based Network Installation
C. USB 3.0 Flash Drive
D. DVD-ROM

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 108**
Which of the following is the FASTEST way for a user to synchronize data between an iPhone and a work PC?

A. Transfer data via WiFi Direct to the user's laptop.
B. Use Bluetooth to share data from the phone.
C. Connect the iPhone's USB cable and use iTunes.
D. Copy the data from the phone to a MicroSD card.

**Correct Answer:** C
**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 109**
A customer's Windows 7 Home Premium computer displays a stop error and automatically reboots. Which of the following system utilities can a support technician use to find more information about the cause of the error?

A.  Action Center
B.  Event Viewer
C.  File Explorer
D.  Disk Management

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 110**
A user calls the helpdesk reporting that when accessing the company portal, it redirects to an unfamiliar website. Which of the following steps would the technician take to resolve this issue using best practices?

A.  Identify symptoms, quarantine infected system, and create restore point.
B.  Quarantine infected system, identify symptoms, and create restore point.
C.  Identify symptoms, educate end user, and create restore point.
D.  Create restore point, identify symptoms, and quarantine infected system.

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 111**
An administrator must upgrade multiple workstations with a new image being deployed using Windows Deployment Services. Which of the following client-side boot methods initiates the deployment of the new image?

A. USB flash drive
B. CD-ROM
C. PXE
D. GRUB

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 112**
Which of the following would a technician use to search for a specific string within a file name?

A. grep
B. chmod
C. wget
D. sudo

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 113**
A technician installs a new application and restarts the computer. After signing in to Windows, an error message appears stating that the application did not start automatically as intended. After confirming the software has installed correctly, which of the following tools would be used to troubleshoot this problem?

A. msconfig
B. appwiz.cpl
C. gpedit
D. regsrv32

**Correct Answer:** A

**QUESTION 114**
A technician is installing Windows 7 on a computer with a previously used hard drive. After receiving an error, the technician realizes the hard drive does not support this install. Which of the following tasks should the technician perform?

A.  Partition the hard drive in Extended format.
B.  Use Windows Update to download the appropriate driver.
C.  Enable Multiboot in the BIOS.
D.  Convert the file system to NTFS.

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 115**
A technician's is onsite troubleshooting a user's issue and receives a call from another customer. Which of the following is the BEST course of action for the technician to take in this situation?

A.  Let the call go to voicemail and respond when time permits.
B.  Leave the current appointment to assist the calling customer.
C.  Ignore the call and continue with the scheduled itinerary.
D.  Apologize to the customer and answer the call.

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 116**

Several users of a shared computer report that Windows often indicates an improper shutdown was experienced upon power on. Which of the following would be the BEST course of action to determine which user is responsible for causing the issue?

A. Review the System Log
B. Check msconfig utility
C. Checkboot. ini
D. Review the ntuser.dat file

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 117**
After confirming BIOS support, technician has added a second video card and a new sound card to a computer's motherboard. The computer continuously restarts. This is an indication of which of the following.

A. Incompatible sound card
B. Insufficient power supply
C. Insufficient memory
D. Defective video card

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 118**
A computer on a Windows domain has been identified as not having the most current policy. Which of the following tools would a technician run on the local machine to rectify this?

A. gpresult
B. msconfig
C. ipconfig
D. gpupdate

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 119**
A user running Windows 7 has reported that a computer has crashed and a BSOD displayed. The computer was restarted and now the user reports that it is running slower than usual, especially when multiple programs are open at the same time. The technician knows the system has 8GB of memory (2x 4G DIMMS), and suspects that the system has a faulty memory module and has disabled one of the DIMMs. Which of the following would a technician do to confirm that the OS is now only detecting 4GB of memory?

A.  In the Control Panel, click Devices and Printers.
B.  In the Control Panel, click System.
C.  In the Control Panel, click Device Manager.
D.  In the Control Panel, click Performance Information and Tools.

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 120**
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 121**
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 122**
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 123**
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 124**
A user tries to login and receives the error message "The User Profile Service failed to login. User Profile can not be leaded." 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 125**
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 126**
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 127**
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 128**
A technician has cleaned a virus infection off of a PC using corporate approved software. After a short period of time, the infection returned. Updated virus signatures have also detected the presence of a rootkit. Which of the following would be the BEST course of action to resolve the issue?

A.  Run a System Restore to a time before the first infection was cleaned.

B.  Install a second antivirus suite and run both antivirus products concurrently.

C.  Back up the client's data and scan it for infections on a known-working PC.

D.  Reformat the hard drive and reload the operation system and applications

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 129**
SIMULATION
You need to configure your mobile device to send and receive electronic messages from your company. You must use the company's WLAN as all e-mail services are on default non-secure ports. The company's WLAN is broadcasting across the company for easier access. Both incoming and outgoing servers requires login credentials. These are the proper parameters:

▪  Username: tech@techies.com
▪  Password: P@$$w0rd
▪  Outgoing server: mail.techies.com
▪  Incoming server: pop3.techies.com
▪  Company SSID: Techies
▪  40-bit Key: CA:FE:33:71:00

Instructions: When you have completed the simulation, please select the Done button to submit. Once the simulation is submitted, please select the Next button to continue.

**Configure Mobile Device**

Instructions: Configure the settings to send and receive electronic messages from the company.

Settings

WiFi and Networks

Mail

**Correct Answer:** Please review explanation for detailed answer.
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**
Explanation:

WK1 - Full Control

**Instructions: Configure the settings to send and receive electronic messages from the company.**

Back — Mail — Save

Username /email address: tech@techies.com
Password: P@$$w0rd
**Incoming Server:**
Protocol: POP3
⊙ SSL  ○ TLS  ⊙ None
Server address: pop3.techies.com
Port: 993

**Outgoing Server:**
Protocol: SMTP
○ SSL  ● TLS  ⊙ None
Server address: mail.techies.com
Port: 465
☐ Outgoing Server Requires Login
☐ Same as incoming Server
Username
Password

**QUESTION 130**
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 131**
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 132**
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 to 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 133**
A technician is installing a private PC in a public workspace. Which of the following password practices should the technician implement on the PC to secure network access?

A. Remove the guest from the administrators group
B. Disable single sign-on
C. Issue a default strong password for all users
D. Require authentication on wake-up

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 134**
A technician wants to delete all information from a laptop so it is not recoverable, but needs to repurpose the laptop drive for future use. Which of the following is the BEST option to accomplish this task?

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

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 135**
To prevent electrical damage to a PC while working on it, which of the following should be disconnected before work begins?

A. Power cable

B.  Video cable

C.  USB cable

D.  Serial cable

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 136**
A technician is running a Cat 5 cable from the IDF to a user's PC in the office. Which of the following should the technician use for safety reasons?

A.  Dusk mask

B.  ESD strap

C.  Multimeter

D.  Cable tester

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**
Reference https://www.cablinginstall.com/articles/print/volume-9/issue-2/contents/installation/safety-considerations-for-the-cabling-installer.html


**QUESTION 137**
Which of the following is used for building entry and computer access?

A.  Smart card

B.  Personal identity verification card

C.  Hardware tokens

D.  Key fobs

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 138**
Which of the following is a physical device used to prevent tailgating into a facility?

A. Privacy filter
B. ID badge
C. Retinal scanner
D. Mantrap

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 139**
A SOHO customer has taken precautions against malware and viruses on a Windows 8 workstation. After implementing the precautions, standard applications are crashing or failing to start. Which of the following could be used to remedy the customer's issue after a virus scan reports no infections?

A. Use Event Viewer to clear the logs
B. Perform a hard drive defragmentation
C. Turn off DEP for all programs and services
D. Use System Restore to create a restore point

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 140**
A computer repair technician must open a computer case to remove and replace a graphics card. An ESD mat and strap are not available. Which of the following should be done PRIOR to touching the components? (Select two.)

A. Touch both hands to a bare-metal portion of the chassis.
B. Take off shoes and any headwear.
C. Remove all jewelry.
D. Remove the power supply unit.
E. Place the chassis on a non-metal surface.

**Correct Answer:** AC
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**
Reference: https://www.ifixit.com/Answers/View/20807/Do+I+really+need+a+anti-static+strap-mat+for+dismantling+a+desktop

**QUESTION 141**
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 142**
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 143**
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 144**
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

**QUESTION 145**
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 146**
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 147**

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 148**
Which of the following technologies ensures full device encryption on a Windows mobile device?

A. BitLocker
B. UEFI
C. TPM
D. Passcode

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 149**
A technician is troubleshooting a startup failure on a Windows domain controller DNS service. The technician discovers a third-party application is running a database server application that happens to capture the same high-numbered ports as the DNS service. The application service ports cannot be changed due to application design. Which of the following is the BEST solution to resolve this problem?

A. Allow the database application to start up first, and set the DNS service to delayed start
B. Allow the DNS server service to start up first, and set the application service to delayed start
C. Move the third-party database application to a different domain controller
D. Contact the application vendor to find out if the ports it uses can be changed

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 150**
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 151**
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 152**
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?

A. Privacy-Maps
B. Display-Brightness
C. Storage-Photos
D. Mail-Work

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 153**
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 154**
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 155**
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 156**
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:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 157**
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 158**
A technician is working at a help desk firm and receives a call from a user who has experienced repeated BSODs. The technician is scheduled to take a break just after the call comes in. Which of the following is the BEST choice for the technician to make?

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

**Correct Answer:** B

**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 159**
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 160**
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 161**
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 162**
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 163**
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

**QUESTION 164**
Joe, an end user, reports that his computer is displaying numerous pop-up advertisements and is performing very slowly during the workday. Which of the following tools should the technician use FIRST to troubleshoot this issue?

A.  Reinstall the Internet browser software
B.  Run a trusted antivirus scan
C.  Perform a System Restore
D.  Enable the local firewall

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 165**
A user is trying to connect to a new access point with a laptop. The laptop is already able to connect to older access points. The user can see the SSID, but the new access point will not allow the user to connect. The user verifies the correct password is being used. Recently issued devices are able to connect to the new access point. Which of the following is the BEST way to restore this situation?

A.  Enable DHCP on the wireless network
B.  Disable the firewall on the laptop
C.  Upgrade the radio firmware
D.  Clear the DNS cache on the laptop

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 166**
A technician responds to a user's complaint of "stop" errors being received when the user watches company training videos. The technician determines the problem must be a faulty video driver. After installing the latest video driver for the system, rebooting, and testing the system, the error is still present. Which of the following troubleshooting steps does the technician needs to complete at this stage?

A. Verify functionality and implement preventive measures
B. Establish a plan of action to resolve the problem
C. Document the findings, actions, and outcomes
D. Formulate a new theory or escalate

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 167**
A PC technician is configuring IP addresses on a Windows system that has multiple NICs. Which of the following commands would show the IP addresses configured on each network interface?

A. `netconfig`
B. `ifconfig`
C. `ipconfig`
D. `netstat`

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 168**
Which of the following built-in accounts removed in Windows 10?

A. Power User
B. Administrator
C. Guest

D. Standard User

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 169**
Joe, a user, reports he is unable to install an OS on a home computer. An investigation reveals Joe is using an enterprise license key. Which of the following is the MOST likely issue?

A. The wrong media is being used
B. The media is corrupt
C. The hardware is unsupported
D. The boot order is incorrect

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 170**
Multiple users have reported latency issues. After troubleshooting the issue, the technician finds that bandwidth is saturated by non-corporate applications. Which of the following should resolve this issue?

A. Assign static IP addresses
B. Enable MAC filtering
C. Enable content filtering
D. Configure an IPS

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 171**
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 172**
A user is experiencing unexpectedly long boot times and abnormally slow performance on a Windows computer. The technician opens the Task Manager and notices there is extremely high disk utilization with low network utilization, even after a reboot. Which of the following tools should a technician use to diagnose the issue?

A. Regsvr32
B. Computer Management
C. Dr.Watson
D. MSConfig

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 173**
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 174**
Which of the following is the MAIN reason that corporate policies protect access to PII?

A. To protect proprietary company data
B. To reduce the likelihood of identity theft
C. To maintain the integrity of knowledge management systems
D. To limit access to those who "need to know"

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 175**
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 176**
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 177**
An administrator needs to create a new folder on a Windows PC. Which of the following commands should the administrator use?

A. `cd`
B. `md`
C. `sc`
D. `ftp`
E. `mkdir`

**Correct Answer:** E
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 178**
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 179**
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 180**
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 181**
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 182**
A technician is attempting to troubleshoot a Linux home folder issue, but does not remember which directory is current. Which of the following tools should the technician use to find the current directory?

A. dir

B. sudo

C. cd

D. pwd

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 183**
A technician needs to upgrade 20 PCs that have the same hardware specifications. The PCs must be configured with identical settings tailored for the network. Which of the following provides the BEST solution with the LEAST administrative effort?

A. PC backup and multiboot setup

B. PC backup and system image deployment

C. PC backup and OS upgrade

D. PC backup and clean install

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 184**
A technician was told that 50 new computers were delivered. The company's standard Windows image needs to be installed on all of them. Which of the following would be the MOST efficient way to get the image on all 50 computers?

A. Multiboot installation

B. Repair installation

C. Unattended installation

D. Clean installation

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 185**
A company wants to leverage a cloud infrastructure that allows it to keep confidential information away from other companies outside its industry while allowing data to be shared with other companies in the same field. Which of the following is the BEST option to accomplish this task?

A. Public
B. Hybrid
C. Community
D. Private

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 186**
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 187**

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 188**
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 189**
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 190**
A user reports personal files have been renamed and are undecipherable. Images have been to the user's folder that request payment to unlock the files. The technician has quarantined the infected system and disabled System Restore. Which of the following should the technician do to unlock the user's files?

A. Perform a clean installation of Windows
B. Remove the malware and recover the files from a backup
C. Initialize and repartition the hard drive to recover the files
D. Run safe mode to decrypt the user's files

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 191**
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 192**
Users are reporting web browsers are not working. A technician confirms that the end users can navigate to websites using the site's IP address. Which of the following is MOST likely causing this issue?

A. Proxy server
B. DHCP server
C. DNS server
D. SMTP server

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 193**
A help desk technician receives a call from a user stating a program was installed and now random pop-ups are appearing on the computer. The technician notices a lot of suspicious network traffic generated by the user's computer. The technician quarantines the computer and disables System Restore. Which of the following is the NEXT step technician should take?

A. Update the anti-malware software
B. Perform a malware scan in safe mode
C. Set up scheduled scans and updates
D. Educate the end user on best practices

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 194**
Joe, a user, calls the help desk from a coffee shop while on a business trip to report the WiFi hotspot on his phone is extremely slow. The technician runs a speed test from a laptop connected to the hotspot and gets 2000 Kbps. Ann, Joe's coworker with whom he is travelling, also has a hotspot on her phone, and the speed test result on that hotspot is 15 Mbps. The technician checks the hotspot settings on Joe's phone and sees the following:

Network name:Joe's Hotspot
Security:WPA2/PSK

Password:hotspot
Band:2.4 GHz
Client DHCP start address:192.168.23.1

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

A.  Joe should be using WEP security on his hotspot for faster throughput

B.  Someone else is using Joe's hotspot due to a weak password

C.  Joe's hotspot gave him an invalid IP address

D.  Joe is likely in a poor signal area and should try another area

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 195**
A technician wants to deploy a solution that will detect and prevent sensitive information from being saved on external storage. Which of the following should the technician implement?

A.  IPS

B.  FTPS

C.  TPM

D.  DLP

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 196**
When starting a computer, a technician notices the computer displays a blue screen and reboots after POST. The technician completed several updates prior to encountering the blue screen. Which of the following tools would the technician use to resolve this issue?

A.  Disk Management

B. Secure Boot
C. System Restore
D. msconfig
E. fixboot

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 197**
The office of admissions at a university has requested that all staff desktops be replaced with laptops. The staff members frequently go off-site for recruitment purposes and handle sensitive information. The technician is concerned about data leaks if a laptop is stolen. Which of the following is the BEST practice to use in this scenario?

A. Cable locks
B. Biometric security
C. Data encryption
D. Login time restriction
E. LoJack

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 198**
In Windows 8.1, \\E$ is an example of which of the following types of share?

A. EFS
B. Administrative
C. Local
D. NAS

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 199**
A home server rack is being installed in the computer room and is outfitted with a power distribution block. Which of the following safety precautions is required?

A. Cable management
B. Electrostatic discharge mat
C. Equipment grounding
D. Uninterruptible power supply

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 200**
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 201**

A technician is running a Windows Update on a Windows 7 PC. The process usually takes a few minutes before reporting if there are updates, but this time it has taken 30 minutes with no change. Which of the following should the technician do?

A. Use the Microsoft Windows Update Troubleshooter
B. Delete all of the files and folders in the Software Distribution folder
C. Reboot to safe mode and run Windows Update
D. Run the System Update Readiness Tool

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 202**
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 203**
A technician arrives on site to find that two users who have the same model of smartphone are having the same issue with a specific application. Whenever they attempt to launch the application, it fails and gives an error message. Which of the following should the technician do NEXT?

A. Reinstall the application
B. Roll back the application to the earlier version
C. Clear the application cache

D.  Update the OS of the smartphones

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 204**
A technician must remove data from the human resources computers. The technician plans to reuse the drives in the computers. Which of the following data destruction methods should the technician perform to ensure the data is removed completely?

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

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 205**
A technician is setting up a kiosk. The technician needs to ensure the kiosk is secure and users will have access to only the application needed for customer interaction. The technician must also ensure that whenever the computer is rebooted or powered on it logs in automatically without a password. Which of the following account types would the technician MOST likely set up on this kiosk machine?

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

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 206**
When synchronizing a cell phone to an Exchange Email Server, which of the following are MOST likely to be synchronized? (Choose two.)

A. Photos
B. Passwords
C. Bookmarks
D. Notes
E. Music
F. Calendar

**Correct Answer:** DF
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 207**
Which of the following are only available in Windows Professional versions but not Windows Standard versions? (Choose two.)

A. Remote Desktop
B. Join a domain
C. Secure network connections
D. Remote access capability
E. Encryption file service
F. Group Policy Editor

**Correct Answer:** AF
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 208**
A user needs to replace an open-source software package with a commercially licensed package. The user has requested support to complete this task. Which of

the following tools would BEST assist with this task?

A.  Programs
B.  Regedit
C.  Task Manager
D.  MSConfig

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 209**
A domain user logs into a computer and notices there are no mapped network drives connected. The network drives are managed by Group Policy. A technician is dispatched to troubleshoot. Which of the following command-line tools should the technician use to troubleshoot the issue?

A. `gpresult`
B. `nslookup`
C. `net use`
D. `tracert`

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 210**
A technician notices a PC displays a missing DLL error message every time on start up. Which of the following tools should the technician use to find out which application is responsible for the error message?

A.  msinfo32.exe
B.  System Recovery Options
C.  Event Viewer
D.  Programs and Features

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 211**
Joe, a user, returns his computer to the technician who performed a virus removal on it the week before. Joe states that several symptoms returned. Which of the following should the technician have covered previously as part of the original repair?

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

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 212**
A company has just experienced a data breach that affected all mobile devices. Which of the following would BEST secure access to users' mobile devices? (Choose two.)

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

**Correct Answer:** EF
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 213**
Which of the following is an appropriate way to demonstrate professionalism in the workplace?

A. Share customer experiences on social media sites for others to learn from
B. Follow up with the customer to determine if issues were fully resolved
C. Speak in technical jargon to demonstrate knowledge of the subject
D. Send text messages to clients when completing service tickets

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 214**
A technician has replaced several corporate human resources computers and is asked to ensure the information on the drives cannot be retrieved.

Which of the following destruction methods would BEST ensure this data is irretrievable?

A. Overwriting
B. Formatting
C. Shredding
D. Drive wiping

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 215**
A technician needs to disable System Restore prior to a virus cleaning. Which of the following system settings has the System Restore options?

A. MSINFO32
B. Device Manager

C. Control Plane

D. Microsoft Management Console

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 216**
A user reports an issue with an Internet browser. The browser will not allow certain web pages to be viewed and instead forwards the user to a site requesting personal information.

Which of the following tools would BEST prevent this from happening to other employees?

A. Windows Firewall

B. Trusted root certificate

C. Antivirus software

D. Proxy server

E. Anti-malware software

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 217**
As part of a regulatory compliance review, an organization determines it must migrate public cloud services, providing capabilities into the organizations datacenter.

Which of the following does the organization plan to implement?

A. IaaS cloud

B. Private cloud

C. Community cloud

D. Hybrid cloud

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 218**
A user just installed a new SOHO wireless router. The user wants to deter casual attempts to access the wireless network.

Which of the following configuration steps should considered FIRST?

A. Enable MAC filtering
B. Change WPA2 to WEP
C. Disable the SSID broadcast
D. Enable content filtering.

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 219**
A technician is configuring a SOHO network of several Windows 7 PCs for a customer. The customer wants to easily share media and printers between all the PCs.

Which of the following Windows features would BEST accomplish this?

A. Homegroup
B. Workgroup
C. Directory Services
D. Offline Folders

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 220**
A technician receives an end user's computer that displays erratic behavior upon startup. When the technician starts the computer, performance is reduced. A window appears on the screen stating a purchase must be made to disinfect the computer. The technician quarantines the computer and disables System Restore.

Which of the following should the technician do NEXT?

A. Roll back the NIC driver
B. Update and install anti-malware software
C. Configure and enable the email spam filters
D. Verify the security certificate is valid
E. Perform a full system backup

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 221**
An organization has implemented energy efficiency initiatives and wants to maintain the ability to perform late-night system patching.

Which of the following will allow the systems to be energy efficient but continue to receive patches during periods of no usage?

A. PXE booting
B. Proxy settings
C. Hibernation
D. Wake-on-LAN

**Correct Answer:** D
**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 222**
A user reports that CAD drawings are taking an excessive amount of time to load and save. The technician determines that while the files are large, they previously loaded and saved in much less time. The files are located in C:\Users\Engineer\MyDocuments\CAD Files\. The user indicates these drawings are updated frequently.

Which of the following tools should the technician use to help resolve this issue?

A. Chkdsk
B. ReadyBoost
C. Defrag
D. Disk Cleanup Utility

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 223**
A user who works with sensitive data has received a new computer. The user's old computer is in good condition, and the manager has asked IT to repurpose it for a different user.

Which of the following describes best practices for repurposing the computer within the company?

A. Install a new drive in the computer and leave the original drive in place. Install the OS from the factory disks and configure.
B. Destroy the drive with a drill and purchase a new one. Restore the OS from the factory disks and configure.
C. Configure the user with a new profile on the machine with limited privileges, and hide the original user profile.
D. Perform a low-level format on the drive. Restore the OS from the factory disks and configure the computer.

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 224**
A technician needs to load several new computers with the company's customized OS configuration. The technician asks if the systems can be PXE booted.

To save the most time, which of the following should be considered if the technician plans to use PXE to boot the systems?

A. Multiboot
B. Repair installation
C. Upgrade installation
D. Image deployment

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 225**
Which of the following methods BEST ensure data will be inaccessible on a mobile device if it is stolen? (Select two.)

A. Remote wipe
B. Antivirus requirement
C. Full device encryption
D. Remote backup
E. Anti-malware requirement

**Correct Answer:** AC
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 226**
A technician is upgrading the OS of a home PC to Windows 7. The user wants to keep all the files and applications and does not want to do a clean install. The current version installed on the PC is Windows Vista 32-bit.

Which of the following Windows versions is applicable?

A. Windows 7 Ultimate x64
B. Windows 7 Professional x64
C. Windows 7 Professional x86
D. Windows 7 Enterprise x86

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 227**
A user wishes to install applications on a mobile phone via .apk files loaded on a MicroSD card, rather than downloading them from the factory-installed app store.

This practice is referred to as:

A. back-loading
B. top-loading
C. side-loading
D. front-loading

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 228**
A security administrator is developing mobile device hardening standards to protect the confidentiality of data. As part of the baseline, the administrator recommends implementing controls to mitigate risks associated with physical theft.

Which of the following would BEST meet the administrator's requirements?

A. Two-factor authentication
B. BIOS password

C. Mobile tokenization

D. Full-disk encryption

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 229**
A company located in a metropolitan area is surrounded by different public businesses (e.g. coffee shops, library). The security team is concerned that unauthorized neighboring customers will connect to the corporate WiFi, which could result in data breaches.

Which of the following is the BEST solution to reduce the security vulnerability with the least administrative effort?

A. Disabled SSID broadcast

B. Encryption settings

C. Enabled MAC filtering

D. Content filtering

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 230**
A technician is implementing multifactor authentication for a high-security organization. Which of the following physical security technologies should the technician propose for implementation? (Select two.)

A. Strong passwords

B. Fingerprint reader

C. Mantraps

D. Smart cards

E. Cable locks

F. Privacy filters

**Correct Answer:** BD
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 231**
Which of the following software typos should a user install on a smartphone if the user does not want communication to be readable when accessing the Internet through a hotspot?

A. Bluetooth
B. PGP
C. VPN
D. Firewall

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 232**
A smartphone user who has installed a new augmented reality mobile game reports extremely short battery life on the device, even when the game is not being played.

Which of the following should a technician recommend?

A. Restore the phone to factory settings.
B. Turn on airplane mode to save battery.
C. Close the game running in the background.
D. Disconnect the phone form the WiFi network.

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**

**QUESTION 233**
A user brings a personal laptop to the help desk and states that a clicking sound occurs when the laptop is turned on. After troubleshooting the issue, the technician concludes the hard drive needs to be replaced. The help desk does not replace any hardware on personal devices.

Which of the following is the NEXT step the technician should follow?

A.  Dismiss the user's issue and move to the next user
B.  Offer a different repair option to the user
C.  Replace the hard drive and inform the user
D.  Ask concise, close-ended questions

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 234**
An electrical fire starts in a PC on a crowded sales floor of an office building. Which of the following is the BEST way to extinguish the fire and keep all personnel safe?

A.  Use a large container failed with water
B.  Use a "C" labeled fire extinguisher
C.  Use an "A" labeled fire extinguisher
D.  Use a "B" labeled fire extinguisher.
E.  Use a halon fire suppression system.

**Correct Answer:** B
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 235**
Joe, an employee, installs his own version of software on a company-issued laptop and uses the software for corporate work. A technician is alerted to the change

and uninstalls the application.

Which of the following explains the reason why the technician uninstalled the software?

A.  A commercial license is in use.
B.  An open source license is in use.
C.  An enterprise license is in use.
D.  A personal license is in use.

**Correct Answer:** A
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 236**
A user cannot open an encrypted email on a smartphone and calls the help desk for assistance.

Which of the following should the technician help to user verify?

A.  Port 443 used for HTTPS
B.  L2TP use on VPN connection
C.  Correct WPA2 key used
D.  Proper S/MME installation

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 237**
A user has reported that a lab of computes cannot access web-based applications. The technician has verified the network switch is routing traffic correctly and that DHCP has provided each desktop with a unique IP address. Each computer can authenticate to the domain controller and connect to network shares.

Which of the following would MOST likely resolve the issue?

A. Enable certificate services
B. Disable the firewall
C. Edit the gateway address
D. Modify proxy settings

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 238**
After a new OS install, a computer continuously reboots. The OS installation was done using a networked imaging solution. The technician has confirmed the image used was good and has determined an improper boot sequence has been selected.

Which of the following is the MOST likely cause for boot looping?

A. Two instances of OS are installed.
B. Default is set to PXE.
C. Default is set to floppy.
D. Default is set to USB.

**Correct Answer:** D
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**


**QUESTION 239**
A user's PC became infected with a virus after the user attempted to open what appeared to be an MP3 file.

Which of the following folder options MOST likely led to this issue?

A. Always show icons, never thumbnails
B. Always show menus
C. Hide extensions for known file types
D. Show hidden files

**Correct Answer:** C
**Section: Mix Questions**
**Explanation**

**Explanation/Reference:**