220-902.exam.169q

GRATISEXAM
Free Practice Exams

https://www.gratisexam.com/

220-902

CompTIA A+ Certification Exam

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

Exam A

QUESTION 1
An end user needs to completely re-install Windows 7 on a home computer but it did not come with any OS discs. How would a technician accomplish this?

A. Recovery partition
B. Primary partition
C. System restore
D. System refresh

Correct Answer: A
Section: Windows Operating System
Explanation

Explanation/Reference:

QUESTION 2
A technician needs to perform a backup while a system is running. Which of the following services allows this task to be accomplished?

A. Robocopy
B. Shadow copy
C. Xcopy
D. System restore

Correct Answer: B
Section: Windows Operating System
Explanation

Explanation/Reference:

QUESTION 3

A technician has been tasked with loading the operating system on every PC with a blank hard drive on a network. The technician wishes to install the operating system with minimal physical interaction with the PCs. Which of the following is the BEST way to accomplish this?

A. Clone the operating system from an image onto optical media.
B. Use the original software media to load the operation system on every PC.
C. Set up a central image that the PCs can load from a PXE boot.
D. Create an image and copy it from a USB drive using an unattended answer file.

Correct Answer: C
Section: Windows Operating System
Explanation

Explanation/Reference:

QUESTION 4
A network administrator needs to connect to resources from an offsite location while ensuring the traffic is protected. Which of the following should the administrator use to gain access to the secure network?

A. SSH
B. VPN
C. SFTP
D. RDP

Correct Answer: B
Section: Windows Operating System
Explanation

Explanation/Reference:

QUESTION 5
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 6
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 7
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 8
Which of the following tools is used to type or paste recovery commands directly into a Linux box?

A. Shell/terminal
B. Backup/time machine
C. Command/cmd
D. Restore/snapshot

Correct Answer: A
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 9
A technician is installing Bluetooth speakers in a conference room. Which of the following will be the average operating range of the speakers?

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

Correct Answer: C
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 10
A user has a Windows 8.1 RT operating system and wants to add additional programs to the computer. Which of the following is available for installing more applications?

A. Microsoft Store
B. DVD
C. Google Play

D. iTunes

Correct Answer: A
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 11
An administrator has a virtual client running but cannot receive network connectivity. The host workstation is able to access the network. Which of the following would the administrator check on the host to repair the problem?

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

Correct Answer: B
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 12
A Google account on an Android device by default will synchronize to which of the following locations?

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

Correct Answer: A
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 13
How would a technician install Windows OS on a MAC OS computer without using third-party software?

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

Correct Answer: D
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 14
A user wants to configure a smartphone to save all attachments from an Outlook.com email to a cloud-based service. Which of the following would be BEST to use to accomplish this?

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

Correct Answer: C
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 15

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

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

Correct Answer: B
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 16
A technician contacts the network administrator to request a list of all static IP addresses in the building. Which of the following server roles would the technician MOST likely review to find that information?

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

Correct Answer: A
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 17
The type of security threat that uses computers or other networks to accept and pass on viruses is called:

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

Correct Answer: B

QUESTION 18
Joe, a user, just downloaded a game onto his company phone. When he is not using the device, it unexpectedly dials unrecognized numbers and downloads new content. Joe is the victim of which of the following?

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

Correct Answer: A
Section: Security
Explanation

Explanation/Reference:

QUESTION 19
A technician is attempting to manually migrate a user's profile from one Windows PC to another. Files in the user's My Documents folder cannot be copied. Some files in question have green letters in the filenames. Which of the following file systems is causing this to occur?

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

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 20

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

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

Correct Answer: A
Section: Security
Explanation

Explanation/Reference:

QUESTION 21
A technician 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 22
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 23
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 24
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

QUESTION 25
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 26
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 27
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 28
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 29
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 30
Joe, an end-user, reports that the PC he uses periodically logs off his user account and displays a message that updates are being installed. Which of the following is the MOST likely cause of this issue?

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

Correct Answer: D
Section: Soft Troubleshooting
Explanation

Explanation/Reference:

QUESTION 31
A user advises that a computer is displaying pop-ups when connected to the Internet. After updating and running anti-malware software, the problem persists and the technician finds that two rogue processes cannot be killed. Which of the following should be done NEXT to continue troubleshooting the problem?

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

Correct Answer: A
Section: Soft Troubleshooting
Explanation

QUESTION 32
A user reports that any URL entered redirects to the same web page. A technician concludes that the user's computer has been compromised. Which of the following tools would the technician use to resolve the issue?

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

Correct Answer: B
Section: Soft Troubleshooting
Explanation

Explanation/Reference:

QUESTION 33
A user's email inbox is suddenly receiving dozens of rejection messages from various mail servers. Which of the following would the technician perform to BEST solve the issue?

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

Correct Answer: A
Section: Soft Troubleshooting
Explanation

Explanation/Reference:

QUESTION 34
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 35
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 36
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 37
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 38
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 39
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 40
A user, Ann, receives a phone call from the company's mail administrator who indicates her email account has been disabled due to high volumes of emails being sent in a very short period of time. Which of the following types of attack has the user experienced?

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

Correct Answer: A
Section: Soft Troubleshooting
Explanation

Explanation/Reference:

QUESTION 41
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 42
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 43
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 44
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 45
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 46
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 47
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 48
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 49
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 50
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 51
A technician is working on a home theater PC in a location where the electrical system may not be properly grounded. As the technician is finishing the installation, which of the following should the computer technician do before connecting a cable TV line to a TV tuner card?

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

Correct Answer: B
Section: Op Procedure
Explanation

Explanation/Reference:

QUESTION 52
A technician troubleshooting a computer finds a faulty video card and needs to replace it. Which of the following safety procedures should be used to prevent damaging the new part?

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

Correct Answer: B
Section: Op Procedure
Explanation

Explanation/Reference:

QUESTION 53
A technician opens a customer's computer and sees large amounts of accumulated dust. Which of the following is the BEST method of removing the dust from the computer?

A. Use compressed air to free the dust from the components and remove it with an ESD vacuum.

B. Dampen an ESD cloth with denatured alcohol and use it to gently wipe the dust away.

C. Use a shop vacuum with enough power to ensure all dust has been removed.

D. Remove as much dust as possible by hand and use compressed air to blow the rest out.

Correct Answer: A
Section: Op Procedure
Explanation

Explanation/Reference:

QUESTION 54
A manager suspects a user has obtained movies protected by copyright using a torrent client. An incident response technician responds and verifies the user has indeed been violating company policy. Which of the following would be the next BEST step for this technician to perform?

A. Secure the workstation in a limited access facility.

B. Document the incident, purge all policy violating materials.

C. Immediately delete all unauthorized materials.

D. Reprimand the user and apply a content filter to their profile.

Correct Answer: A
Section: Op Procedure
Explanation

Explanation/Reference:

QUESTION 55
A customer is experiencing issues with email and calls the help desk. The technician determines it would help clarify the issue if the customer agrees to share their desktop. Prior to establishing a Remote Desktop Assistance connection with a customer, a technician should ask the customer to:

A. close any items of a personal nature.

B. reboot the computer and log back in.

C. capture a screen-shot of the error message.

D. take steps to reproduce the error.

Correct Answer: A

QUESTION 56
A user calls the help desk because a folder containing critical business files is missing from the local drive. The user is adamant that the folder was there the previous day, and cannot understand why it is gone. The technician views the properties of the parent folder and sees a back up listed on the "Prior Versions" tab. According to the theory of troubleshooting, which of the following is the technician's NEXT step?

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

Correct Answer: A
Section: Op Procedure
Explanation

Explanation/Reference:

QUESTION 57
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 58
Which of the following is the BEST option to prevent data breaches on lost mobile devices?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 59
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 60
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 61
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 62
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 63
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 64
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 65
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 66
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 67
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

QUESTION 68
An administrator wants to give a user limited access rights in Windows Vista so that the user can install printers and create local user accounts. Which of the following accounts should the administrator create for the user?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 69
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 70
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 71
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 72
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 73
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 74
A technician is installing a wireless network and wants to limit the signal available outside the building. Which of the following would help accomplish this?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 75
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 76
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 77
Which of the following Windows OS capabilities allows modern Windows versions to run applications written for older versions natively?

A. Microsoft Virtual PC
B. Compatibility mode
C. Hyper-V

D. Virtual XP mode

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 78
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 79
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 80
A user recently purchased a video card for gaming purposes. The user installed the appropriate drivers and validated they work using vendor-supplied test tools. However, while gaming, the speed of the case fans increases, the entire system locks up, and the user must hard boot to restart the computer. Which of the following is the MOST likely cause of this issue?

A. Unsupported operating system
B. Unacceptable CPU type and speed
C. Insufficient airflow and cooling
D. Inadequate video RAM amount

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 81
An end user calls the company's IT service desk to report an inability to open encrypted emails on a mobile device. Which of the following BEST represents a possible cause?

A. A valid certificate suitable for S/MIME is not installed.
B. Emails received by the user lack suitable digital signatures.
C. SSL/TLS certificates stored on the device are expired.
D. The sender did not have the addressee's public certificate.

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 82
An office manager mistakenly uninstalled a valuable application. Which of the following utilities may allow the manager to correct this issue?

A. System Restore
B. Computer Management
C. Disk Management
D. System Configuration

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 83
Which of the following commands are used from a Linux command line interface to elevate a user's access level to administrative privilege? (Select TWO).

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

Correct Answer: CD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 84
A user needs their email set up on their iOS device. The email needs to synchronize all changes made with the server and the PC. Which of the following would the technician use to accomplish this?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 85
A user in a corporate environment needs to have a laptop device repaired and takes the device to the appropriate technician. Which of the following should the technician offer to the user in order to maintain professionalism?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 86
Joe, a technician, arrives onsite at a customer's home. Upon entering the home, Joe notices an unpleasant odor. In response to this, Joe pinches his nose and holds his breath. After Joe leaves, the customer reports the behavior to Joe's supervisor. The supervisor decides the issue must be addressed. Which of the following topics would the supervisor be MOST likely to cover?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 87
A technician is working a trouble ticket for a user. After addressing the issue, the technician asks the user to verify functionality. The user confirms the system is functioning, but the computer's speakers now emit an irritating noise. The technician states this is a byproduct of the solution, and the user will eventually get used to the noise. Which of the following professionalism principles is the technician failing to address?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 88
A recent data breach has revealed that compromised files contained employee photos, names, and addresses. This information is sensitive because it is considered to be:

A. a detriment to employer/employee relations.
B. personally identifiable information.
C. a violation of information access policies.
D. proof of employee corporate affiliation.

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 89
An IT manager needs to reimage 30 computers in a lab. The image has already been created and is ready to be deployed via the network. Which of the following tasks should be completed FIRST?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 90
A technician is tasked to install a 4TB SATA hard disk. Which of the following partitioning technologies should the technician use to satisfy these requirements?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 91
A technician is tasked to change the number of CPU cores available to the OS to enhance productivity. Which of the following tools would allow the technician to perform this task?

A. msconfig
B. perfmon
C. taskmgr

D. dxdiag

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 92
A technician is tasked with removing a virus file that created a custom service. The technician has located the file to be removed using an antivirus scanner, but the scanner did not successfully remove the file. When the technician attempts to manually remove the file, an error message appears that says, "The file is in use by another program." Which of the following tools would be the BEST to use to correct the issue?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 93
The system administrator is tasked with installing Windows to 100 computers over the network. The systems administrator needs to remove system-specific identifiers. Which of the following would the system administrator use to accomplish this?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 94
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 95
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 96
A computer is displaying a pop-up message demanding payment or the hard drive will be encrypted. Which of the following BEST describes this type of malware?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 97
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 98
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

QUESTION 99
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

QUESTION 100
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

QUESTION 101
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 102
A user wants to reuse a flash drive and ensure that no one can view the previous data. Which of the following is the BEST way to accomplish this?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 103
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 104
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 105
SIMULATION
Two components of Genericware2.0 are causing performance issues on a Windows 7 PC. One Generic 2.0 component is currently not responding and needs to be disabled upon reboot. To prevent further performance issues ensure both components are no longer running upon reboot, without making any other changes to the current system or without deleting registry keys or shortcuts.

Instructions: When you have completed the simulation, please select the done button to submit your answer.

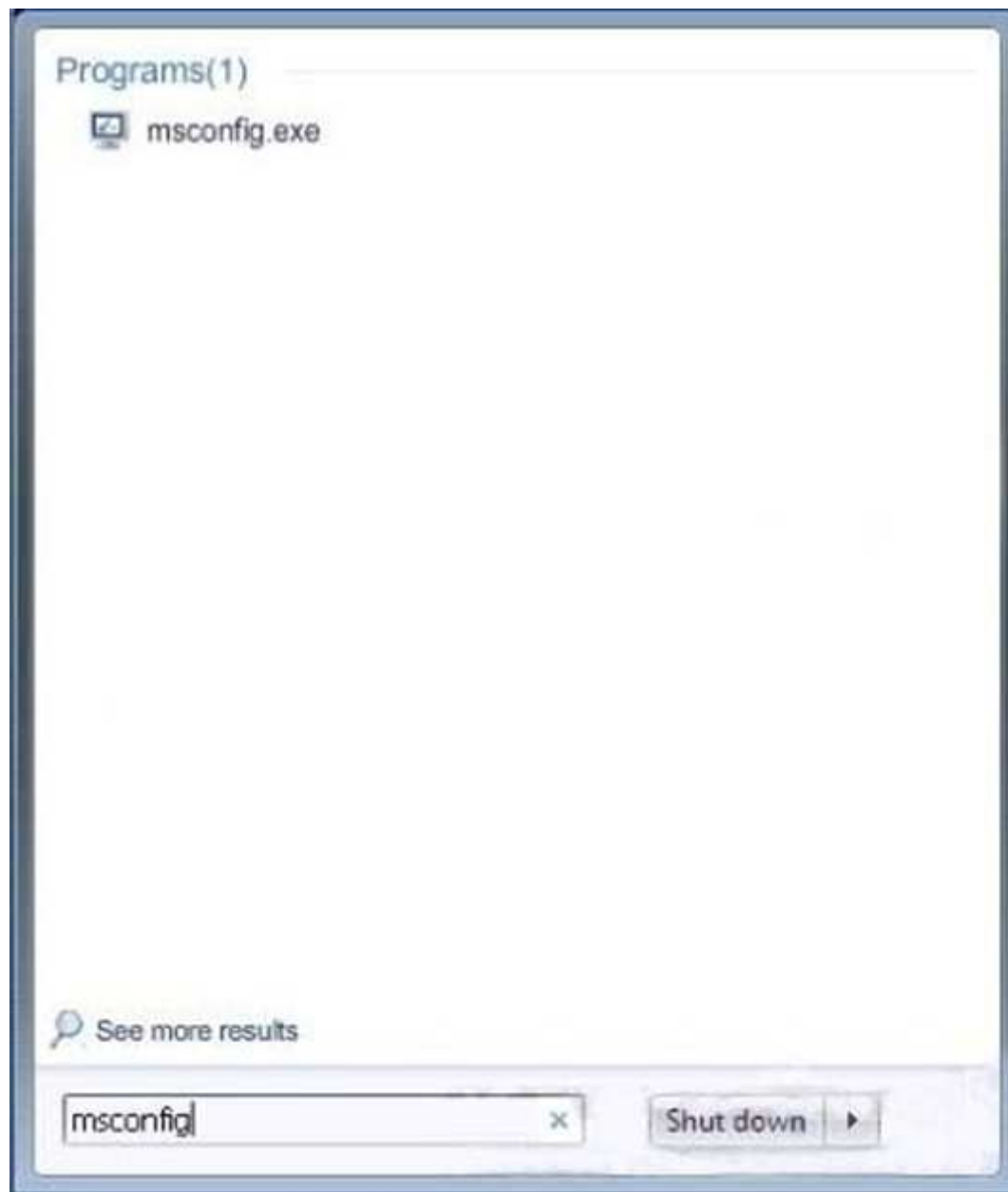**Correct Answer:** Please review explanation for detailed answer.
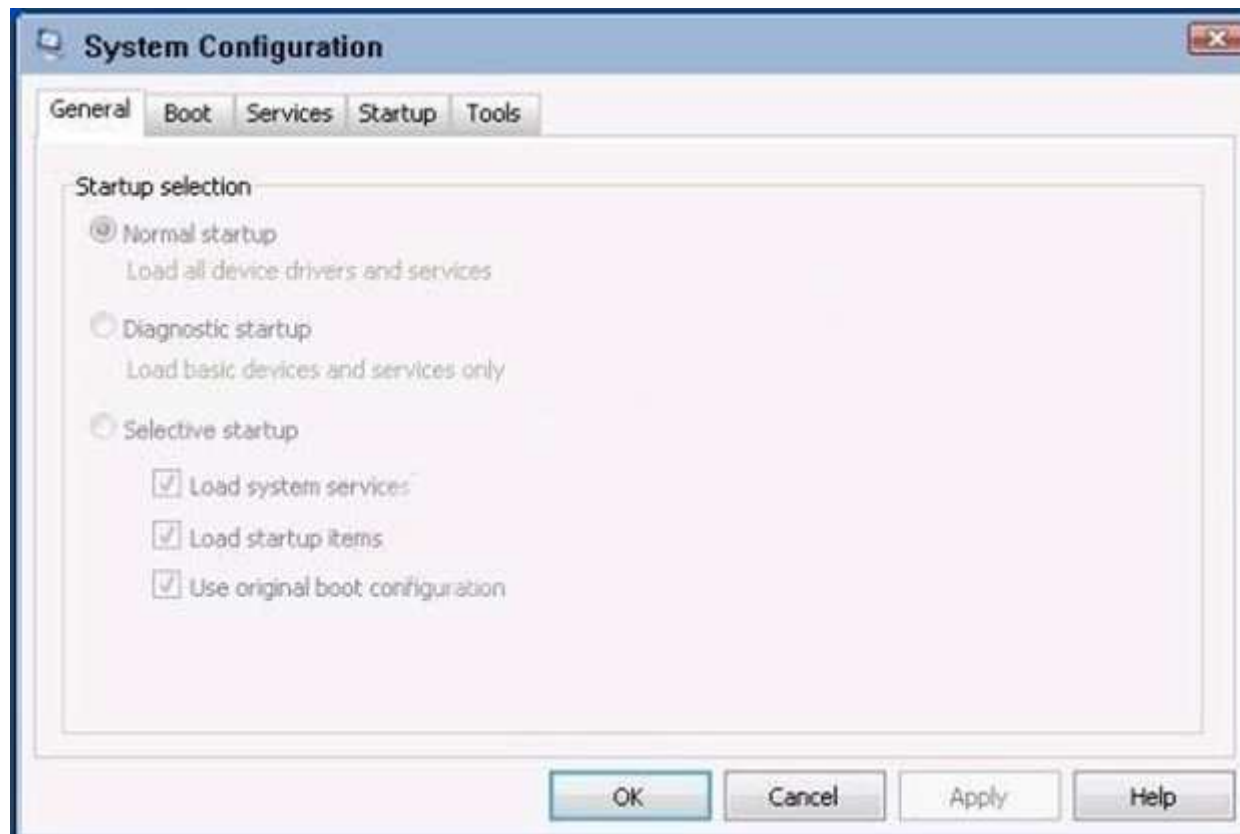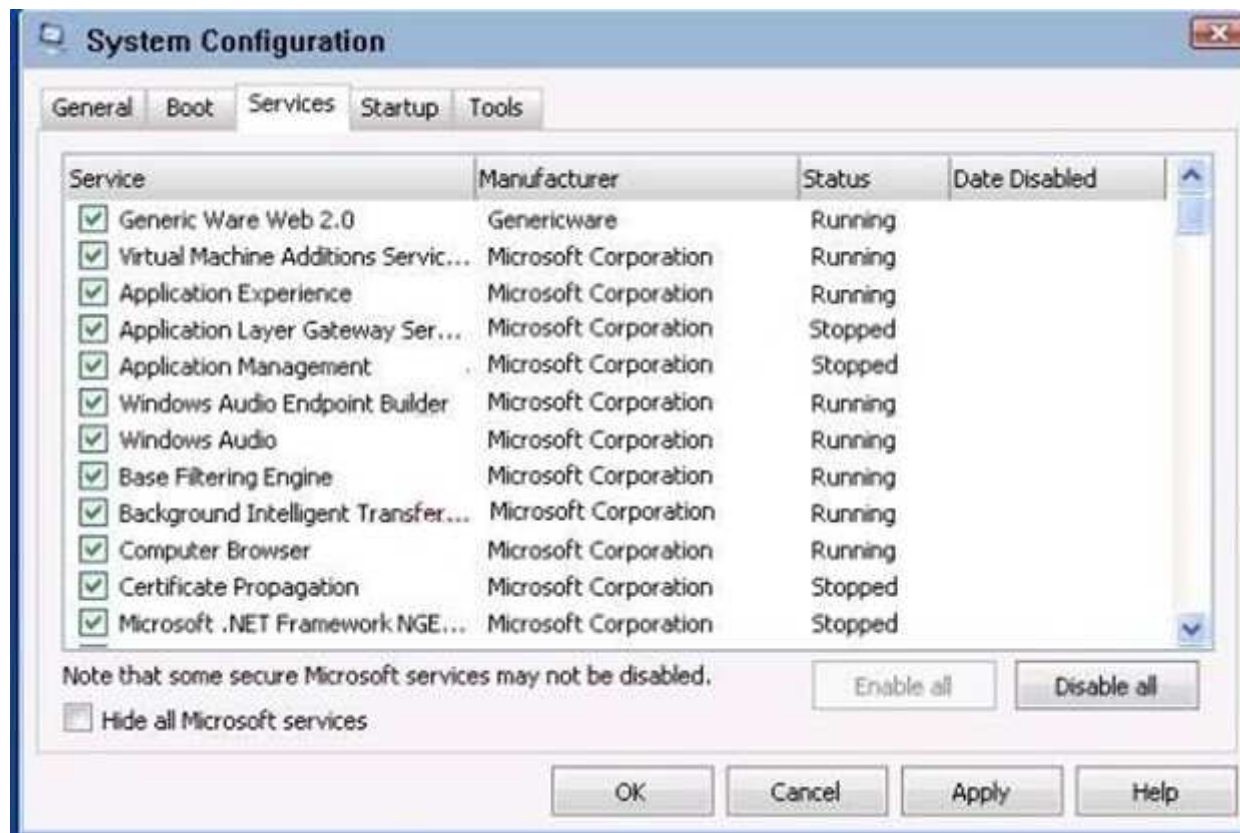**Section: Mix Questions**
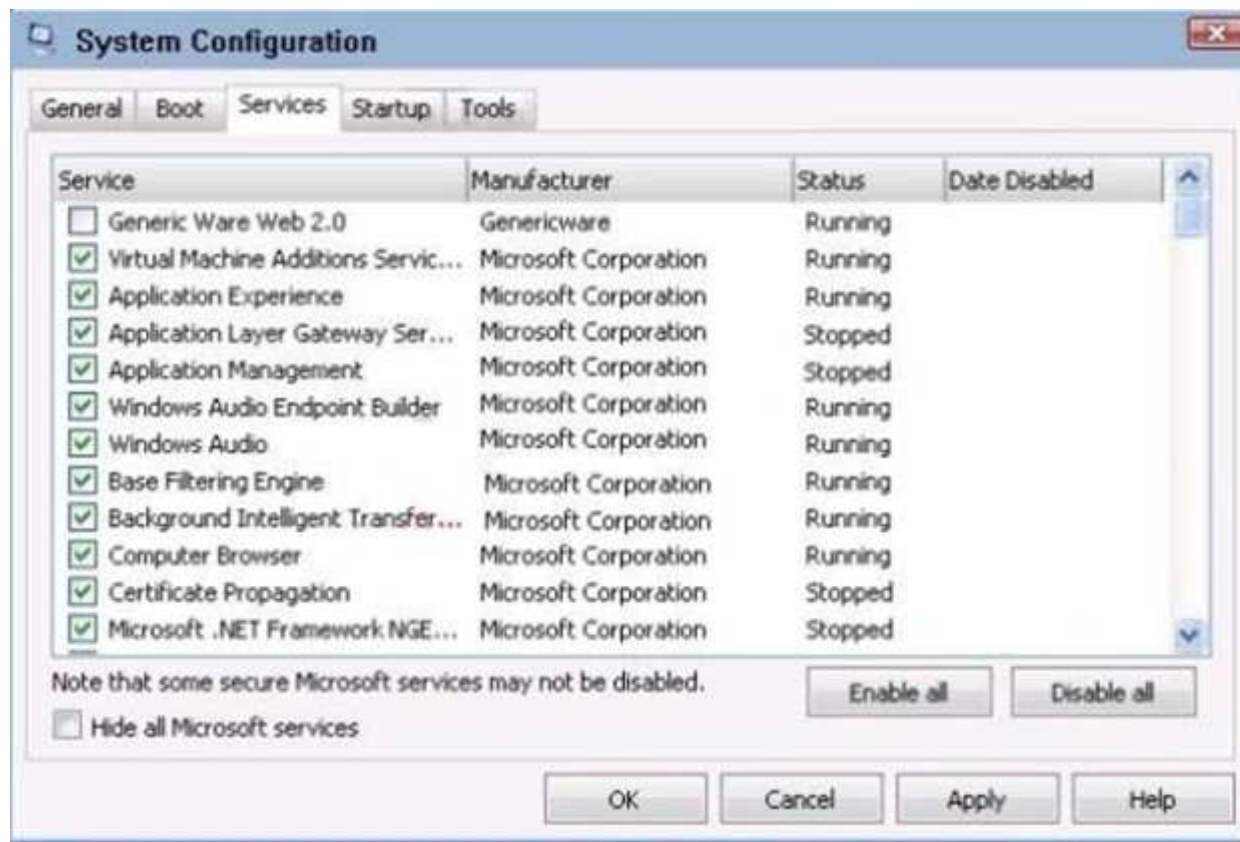**Explanation**

Explanation/Reference:
Explanation:

Please check the below images for detailed steps to do:

Programs(1)

🖥 msconfig.exe

🔍 See more results

| msconfig | ✕ | Shut down ▶ |

This is a simple one, you will start on the Windows Desktop, "Go to the Start menu and type in the search bar ?SCONFIG". after you're done click on Startup and remove the Tick from the application name provided by the sim (genware.exe I think). When this is done, "Click on the Services tab, and remove the tick from the application name provided by the sim. After that's finished click Apply and OK". and you're "Done".

Tip: In disable startup program called "genware2.0" just go to start type msconfig and it will be in start-up column and also in service. Then go to start find folder startup and remove programs icon from that folder you don't have to remove it from trash.

QUESTION 106
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 107
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 108
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 109
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 110
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 111
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 112
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 113
A technician wants to change the security level for a set of internal websites accessed frequently by a user. Which of the following Control Panel utilities would allow the technician to complete this task?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 114
Utilizing login information for social media platforms or email providers without requiring additional credentials is commonly referred to as……

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 115
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 116
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 117
As part of a security review at a financial institution, the organization evaluates the potential implementation of physical controls intended to prevent an unauthorized person from following someone into a secure facility. Which of the following controls would BEST address the organization's requirements?

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

Correct Answer: C
Section: Mix Questions
Explanation

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

QUESTION 118
A technician has been tasked with ensuring all of the company software vulnerabilities are fixed. Which of the following should be used to complete this task?

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

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 119
A novice user is trying to change the password on a Linux system. The user is attempting to use command line functions. Which of the following commands should be used?

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

Correct Answer: A
Section: Mix Questions
Explanation

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

QUESTION 120
A customer has started a cloud initiative and would like to make the log-in process to a different application easier for users. The customer has also requested the login process initiate from the same portal. As a technician, which of the following tools will be the BEST solution?

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

Correct Answer: B
Section: Mix Questions

Explanation

Explanation/Reference:

QUESTION 121
A customer brings in a PC for repair. The technician attentively listens as the customer describes the problem with the PC. Once the customer has finished describing the problem, which if the following should the technician do to ensure the information is accurately documented? (Choose two.)

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

Correct Answer: DE
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 122
Which of the following is the proper way to dispose rechargeable batteries?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 123

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

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

Correct Answer: A
Section: Mix Questions
Explanation

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

QUESTION 124
A technician has a requirement to be able to stage several servers on demand and with little notice. The technician has decided to use cloud technologies. Which of the following technologies should the technician use in this case?

A. PaaS
B. SaaS
C. IaaS
D. RaaS

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:
Reference https://rubygarage.org/blog/iaas-vs-paas-vs-saas

QUESTION 125
After successfully removing malware from a user's Windows OS PC, a technician confirms the machine had been infected for many months. Two weeks after removing the malware, the malware inadvertently returns. The technician MOST likely forgot to:

A. install antivirus updates
B. disable and enable System Restore
C. update the firewall rules
D. quarantine the system for 30 days

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 126
A user needs access to files within a shared folder on a Linux server. The user is mapped to the folder but cannot access the files. Which of the following tools should the technician use to give the user access to these files? (Select two.)

A. groups
B. netshare
C. chown
D. chmod
E. apt-get
F. passwd

Correct Answer: CD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 127
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 128
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 129
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 130
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 131
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 132
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 133
A technician is upgrading to a 4TB hard drive and wants to have six partitions. Which of the following allows a Windows boot partition to meet these requirements?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 134
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

QUESTION 135
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 136
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 137
Users on the corporate network are reporting that accessing folders is very slow on internal network servers. Which of the following should the technician

troubleshoot to resolve this problem?

A. DHCP server

B. Web server

C. File server

D. Proxy server

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 138
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 139
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: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 140
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 141
A user has stated a workstation is having problems loading certain websites. The user claims to have clicked on a link from a web page and nothing happened. However, other websites are displaying correctly. The technician advises the user to clear the browser cache and try again, but that does not fix the issue. Which of the following is the MOST likely cause in this scenario?

A. The user's account expired
B. The pop-up blocker is enabled
C. The user is right-clicking on the link
D. The browser is incompatible with certain websites

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 142
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 143
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 144
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 145
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 146
A user's computer has detected a S.M.A.R.T error. Which of the following should the user run to diagnose the issue?

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

Correct Answer: D
Section: Mix Questions

Explanation

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

QUESTION 147
A user is having difficulty with a recently installed application in Windows 7 and needs to make changes to a configuration file. A technician instructs the user to navigate to the application data to make the changes, but the user is unable to locate it. Which of the following should the technician instruct the user to do to find the appropriate folder? (Choose two.)

A. Type %Windir% in the Windows Explorer bar
B. Toggle the hidden system files option
C. Make the user a local admin on the PC
D. Type %Appdata% in the Windows Explorer bar
E. Reinstall the application using the recommended settings
F. Change the password and disable the local guest account

Correct Answer: BD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 148
The general manager installed a popular archive utility. Antivirus software flagged the software because it was also exhibiting malicious behavior. This is an example of which of the following?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 149
Which of the following provide the MOST security for PCs and mobile devices? (Choose two.)

A. Access control lists
B. Multifactor authentication
C. Organizational unit
D. Trusted software sources
E. Pre-shared key

Correct Answer: D
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 150
A small office owner has asked a technician to ensure all users in the office have the ability to access the wireless network but that the network is not accessible outside the building. Which of the following should the technician recommend? (Choose two.)

A. Change the static IP addresses
B. Change the antenna placement
C. Change the default SSID
D. Change the radio power level
E. Change the encryption type
F. Change the content filtering settings

Correct Answer: BD
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 151
A technician for an enterprise company is determining the best method to keep the organization's Windows PCs up to date with OS security patches. Which of the following options would be MOST appropriate to deploy?

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

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 152
A technician is troubleshooting an application install on a Linux PC and cannot install the application. Which of the following would be the BEST tool for the technician to use to install the application?

A. `pwd`
B. `su`
C. `sudo`
D. `ls`
E. `sfc`

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 153
The network administrator is investigating latency on a WiFi network. The administrator discovers a number of unidentified devices connected and wishes to limit access to only authorized users. Which of the following will BEST meet the requirement?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 154
A user has changed the MAC address of a laptop to gain access to a network. This is an instance of:

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 155
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 156
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 157
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 158

A client has requested a workspace environment configuration that will allow employees to work in a virtual space for specific projects, but when working on other projects, allow them to work locally. Which of the following is the BEST solution for this virtual configuration?

A. Multiheaded client
B. Thin client
C. Zero client
D. Thick client

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 159
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 160
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 161
A technician is troubleshooting a computer that has been infected with a virus. Upon rebooting, the computer states that NTLDR is missing. The computer cannot boot into safe mode, and reinstalling the OS is not an option. Which of the following is the BEST option to use to restore the machine to a bootable state?

A. Remove the CMOS battery
B. Run Startup Repair
C. Format the C drive
D. Repair the MBR and then reboot

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 162
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 163
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 164
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 165
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 166
When working on a system, Joe, a technician, needs to prevent computer component failure by following a few simple rules. Joe is handling internal components but is not using an ESD strap. After opening the computer, which of the following should Joe do NEXT?

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

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 167
After completing a fresh Windows 7 installation for a customer, a technician wants to ensure the OS files are hidden and protected from accidental deletion or alteration. Which of the following locations should the technician view to make this change?

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

Correct Answer: A
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 168
A mobile device user is concerned about security. The user wants to use multifactor authentication on the device. Which of the following would BEST accomplish this?

A. Passcode lock and swipe lock
B. Fingerprint lock and passcode lock
C. Picture passcode and pin lock
D. Face lock and fingerprint lock

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 169
When a user browses to a favorite website on a Windows laptop, a different website opens. A technician installs an additional web browser, but it also opens to the same unfamiliar site. The technician resets the web browser settings back to default, but the issue persists. Which of the following troubleshooting steps should the technician complete NEXT?

A. Change the browser's home page
B. Check the Windows host file
C. Update the default web browser
D. Restore Windows to a previous date

Correct Answer: B
Section: Mix Questions
Explanation

Explanation/Reference: