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**220-902**

**CompTIA A+ Certification Exam**

**Sections**

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

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## Exam A

### QUESTION 1

A technician is remotely connecting to a workstation using SSH to transfer a security hotfix. Which of the following command line tools would the technician use to create a directory to store the hotfix?



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

**Correct Answer: D**

**Section: Windows Operating System**

**Explanation**

**Explanation/Reference:**

### QUESTION 2

A small office experiences frequent power outages. Upon rebooting the Windows workstations after each power outage, users report the inability to open shared files. Which of the following **MUST** a technician configure to resolve this issue in the future?

- A. Check the "Reconnect at logon" checkbox for the mapped network drive
- B. Connect all computers in the office to UPS devices
- C. Re-map the mapped network drive with the domain administrator account
- D. Replace the hard drives on the file server hosting the shared files

**Correct Answer: A**

**Section: Windows Operating System**

**Explanation**

**Explanation/Reference:**

**QUESTION 3**

Which of the following updates should be performed on a regular basis to ensure the OS has the latest security patches?

- A. Anti-malware updates
- B. Driver updates
- C. Windows updates
- D. Firmware updates

**Correct Answer: C**

**Section: Windows Operating System**

**Explanation**

**Explanation/Reference:**

**QUESTION 4**

A technician is performing a clean install of Windows on a new hard drive from a factory DVD, but the computer does not recognize the optical disc. A “non-system disk or disk error” is observed. Which of the following should the technician do FIRST?

- A. Update the motherboard firmware
- B. Check the cables
- C. Replace the optical drive
- D. Check the BIOS setting

**Correct Answer: D**

**Section: Windows Operating System**

**Explanation**

**Explanation/Reference:**

**QUESTION 5**

An administrator has a new workstation that has been loaded with the Windows OS and configured with the proper IP settings. The workstation needs to be added to the corporation's domain. Which of the following utilities will the administrator access to configure this setting?

- A. System Properties
- B. System Information

- C. System Protection
- D. System Management

**Correct Answer:** A

**Section:** Windows Operating System

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

A technician is attempting to remove malware from a customer's workstation. Which of the following Control Panel utilities should the technician use?

- A. Folder Options > View hidden files
- B. System > Performance
- C. Display Settings > Refresh rate
- D. Internet Options > Privacy

**Correct Answer:** A

**Section:** Windows Operating System

**Explanation**

**Explanation/Reference:**

#### **QUESTION 7**

Which of the following should be used to ensure that a Windows OS is functioning optimally?

- A. Driver updates
- B. Scheduled backups
- C. Application updates
- D. Restore points

**Correct Answer:** A

**Section:** Windows Operating System

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

A technician needs to log into a user's computer to fix the user's corrupt local profile. Which of the following connectivity tools will allow the technician to connect to the user's computer?

- A. Remote Assistance
- B. Virtual Private Network
- C. Computer Management
- D. Remote Desktop

**Correct Answer: D**

**Section: Windows Operating System**

**Explanation**

**Explanation/Reference:**

**QUESTION 9**

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 10**

A user is unable to find the preferred default network printer in the printers list in the user profile. Which of the following is the FIRST step that should be taken?

- A. Map printer
- B. Reboot computer
- C. Check to see if printer is turned on
- D. Log in as a different user and see if printer is mapped

**Correct Answer: A**

**Section: Windows Operating System**

**Explanation**

**Explanation/Reference:**

**QUESTION 11**

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 12**

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 13**

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 14

A company that manages its own cloud, while utilizing a third-party vendor to help manage storage, is implementing which of the following infrastructure types?

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

**Correct Answer:** A

**Section:** Other OpSysTech

**Explanation**

**Explanation/Reference:**

#### QUESTION 15

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 16**

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 17**

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 18**

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 19**

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 20**

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 21**

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 22**

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 23**

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 24**

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?



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- 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 25**

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 26**

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 27**

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 28**

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 29**

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 30**

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 31**

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 32**

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 33**

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 34**

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 35**

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 36**

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 37**

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 38**

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 39**

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 40**

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 41**

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 42**

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 43**

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 44**

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 45**

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 46**

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 47**

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 48**

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 49**

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 50**

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 51**

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 52**

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 53**

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 54**

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 55**

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

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



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

**Explanation/Reference:**

**QUESTION 56**

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

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

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

**Explanation/Reference:**

**QUESTION 57**

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

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

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

**Explanation/Reference:**

**QUESTION 58**

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

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

**Correct Answer:** B

**Section:** Op Procedure

**Explanation**

**Explanation/Reference:**

**QUESTION 59**

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 60**

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

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

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

**Explanation/Reference:**

**QUESTION 61**

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 62**

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 63**

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



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

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 64**

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 65**

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 66**

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 67**

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 68**

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 69**

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 70**

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 71**

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 72**

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 73**

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 74**

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 75**

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 76**

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 77**

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 78**

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 79**

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

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

**Correct Answer:** BE

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 80**

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 81**

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 82**

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 83**

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 84**

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?



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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 85**

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 86**

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 87**

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 88**

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 89**

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 90**

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 91**

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 92**

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 93**

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

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

**Correct Answer: C**

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

**Explanation/Reference:**

**QUESTION 94**

A technician has been informed by the IT security manager that a vulnerability has been discovered in the wireless router. The vulnerability could allow an attacker



to take remote control of the device. Which of the following should the technician perform to address the issue?

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

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 95**

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

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

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 96**

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

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

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

**Explanation/Reference:**

**QUESTION 97**

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 98**

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 99**

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 100**

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 101**

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 102**

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 103**

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 104**

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 105**

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 106**

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 107**

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 108**

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 109**

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

- A. The boot order in the BIOS is incorrectly set
- B. The machine was improperly shutdown
- C. The Media Player software has been recently updated.
- D. A disc has been left in the CD/DVD-ROM drive

**Correct Answer:** D

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

#### **QUESTION 110**

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 111**

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 112**

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 113**

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 114**

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 115**

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

- A. Set the database service to 'Automatic (Delayed Start)'
- B. Show the customer how to manually start the service
- C. Create a scheduled task that will start the service on reboot.
- D. Set the service to manual and write a script to start it on reboot.

**Correct Answer:** A

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 116**

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 117**

A file is moved from one folder to another within the same disk volume. Which of the following will happen to the permissions on the file?

- A. The file will get the permissions of both folders
- B. The file will get the permissions of the destination folder
- C. The file will keep the original permissions
- D. The file will have all permissions removed

**Correct Answer: C**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 118**

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 119**

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 120**

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](https://epic.org/security/computer_search_guidelines.txt)

#### **QUESTION 121**

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 122**

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 123**

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 124**

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 125**

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 126**

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 127**

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 128**

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?



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- 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 129**

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

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**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 130**

A small business has an open wireless network so vendors can connect to the network without logging in. The business owners are concerned that a nearby company is connecting and using the wireless connection without permission. If the small business requires that the network remain open, which of the following configuration settings should be changed to address these concerns?

- A. Default SSID
- B. MAC filtering
- C. Power levels
- D. Content filtering
- E. Firewall

**Correct Answer: E**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 131**

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 132**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 133**

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

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

**Correct Answer: A**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 134**

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 135**

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 136**

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 137**

A user has installed several applications, which has led to critical OS files being overwritten by files supplied by the application's creator. Which of the following commands and switches should a technician run to restore OS files to their original versions?

- A. `sfc /scannow`
- B. `chkdsk /r`
- C. `tasklist /svc`
- D. `gpupdate /force`

**Correct Answer:** A  
**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 138**

A user's smartphone is experiencing limited bandwidth when at home. The user reports to a technician that the device functions properly when at work or in the car. Which of the following troubleshooting steps should the technician take NEXT?

- A. Reset the device's network settings
- B. Check the data usage statistics on the device
- C. Verify the SSID with which the device is associated
- D. Run any pending application or OS updates

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

**Explanation/Reference:**

**QUESTION 139**

A security team is auditing a company's network logs and notices that a USB drive was previously inserted into several of the servers. Many login attempts were than successfully performed using common login information. Which of the following actions should be taken to close the vulnerability? (Select two.)

- A. Disable guest account
- B. Remove admin permissions
- C. Modify AutoRun settings
- D. Change default credentials
- E. Run OS security updates
- F. Install a software firewall

**Correct Answer:** AD

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 140**

A technician is upgrading a computer to Windows 7 Professional 64-bit version. The current OS is Windows Vista 32-bit. Which of the following methods should the technician use?

- A. Windows 7 Professional x64 DVD and select upgrade option
- B. Windows 7 Professional x64 DVD and select custom install
- C. Windows 7 Professional x86 DVD and select remote install
- D. Windows 7 Professional x86 in-place upgrade

**Correct Answer:** B

**Section:** Mix Questions

**Explanation**

**Explanation/Reference:**

**QUESTION 141**

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 142**

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 143**

A PC technician issues the following command in a terminal window

```
cat passwd
```

The output of the command is garbled and unreadable. Which of the following BEST explains this output?

- A. The passwd file is a binary file
- B. The passwd file is a system file
- C. The passwd file cannot be edited
- D. The technician does not have proper permissions

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

**Explanation/Reference:**

**QUESTION 144**

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 145**

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 146**

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

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

**Correct Answer: B**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 147**

Which of the following combinations provides the STRONGEST authentication security?

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

**Correct Answer: D**

**Section: Mix Questions**

**Explanation**

**Explanation/Reference:**

**QUESTION 148**

A 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 149**

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 150**

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:**





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