

# CompTIA

## Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2



#### NEW QUESTION 1

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 then 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

**Answer:** AC

#### NEW QUESTION 2

A technician receives an invalid certificate error when visiting a website with port 443 enabled. Other computers on the same LAN do not exhibit this symptom. Which of the following needs to be adjusted on the workstation to fix the issue?

- A. Date and time
- B. UEFI boot mode
- C. Logon times
- D. User access control

**Answer:** A

#### NEW QUESTION 3

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

Storage Settings:	26GB Used (6GB Free) Photos 15GB Music 5GB Messages 3GB Apps 2GB
Usage Settings:	Calls 800MB Maps 3.2GB Messages 120MB News 250MB Weather 40MB
Mail Settings:	WorkPush PersonalFetch(15 minutes)
Privacy Settings:	App Store While Using Maps Always Email Never Weather Always Calendar While Using Messages While Using Photos Always
Display Settings:	Brightness Auto Auto-Lock Never Night Mode Disabled

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

**Answer:** B

#### NEW QUESTION 4

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

**Answer:** D

#### NEW QUESTION 5

A company has hired a new IT firm to manage its network switches and routers.

The firm is geographically separated from the company and will need to be able to securely access the devices. Which of the following will provide the ability to access these devices?

- A. Telnet
- B. SSH
- C. RDP
- D. VNC

**Answer: B**

#### NEW QUESTION 6

An employee contacts the help desk because the battery in a company-provided smartphone lasts only a short period of time when the worker is in the office.

Which of the following would MOST likely reduce this symptom? (Select TWO).

- A. Close applications when tasks are completed.
- B. Increase the time to dim the screen automatically.
- C. Increase the frequency for syncing corporate email.
- D. Set the smartphone display to maximum brightness.
- E. Connect to the office WiFi network automatically.
- F. Disable 802.11ac and use mobile data exclusively.

**Answer: AE**

#### NEW QUESTION 7

A manager with a restricted user account receives the following error message: Windows Update cannot currently check for updates because the service is not running.

The manager contacts the help desk to report the error. A technician remotely connects to the user's computer and identifies the problem. Which of the following should the technician do NEXT?

- A. Reboot the computer
- B. Restart the network services
- C. Roll back the device drivers
- D. Rebuild the Windows profiles

**Answer: B**

#### NEW QUESTION 8

A technician has identified malware on a user's system. Which of the following should the technician do NEXT according to malware removal best practices?

- A. Enable System Restore and create a restore point so no data is lost
- B. Educate the user about how to avoid malware in the future
- C. Update the antivirus software and run a full system scan
- D. Move the infected system to a lab with no network connectivity

**Answer: D**

#### NEW QUESTION 9

A user who is running Windows XP calls a technician to upgrade the computer to a newer Windows OS. The user states the computer has only 1GB of RAM and 16GB of hard drive space with a 1,7GHz processor.

Which of the following OSs should the technician recommend to ensure the BEST performance on this computer?

- A. Windows 7
- B. Windows 8
- C. Windows 8.1
- D. Windows 10

**Answer: A**

#### NEW QUESTION 10

Joe, a user, returns his computer to the technician who performed a virus removal on it the week before. Joe states that several symptoms have returned.

Which of the following should the technician have covered previously as part of the original repair?

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

**Answer: A**

#### NEW QUESTION 10

A user is attempting to install an application and receives an error stating there is not enough space to install the application. Which of the following did the user overlook?

- A. Installation method

- B. System requirements
- C. OS compatibility
- D. File permissions

**Answer:** B

**NEW QUESTION 13**

A user is requesting a solution that will prevent file corruption and ensure a graceful shutdown while providing at least one hour of uptime in case of extreme weather conditions. Which of the following should a technician recommend?

- A. Uninterruptible power supply
- B. Surge protector
- C. Power strip
- D. Power distribution unit

**Answer:** A

**NEW QUESTION 15**

An employee is unable to view in-office network folders while working at home. Which of the following is the MOST likely cause of the problem?

- A. Untrusted software
- B. Outdated antivirus
- C. MDM policies
- D. Inactive VPNs

**Answer:** D

**NEW QUESTION 17**

A customer's computer is powered on and working, but the customer is unable to get to any wired network resources, shared drives, printers, or the Internet. Which of the following command-line tools should be used to troubleshoot this scenario?

- A. Ping
- B. Iwconfig
- C. Nbtstat
- D. Nslookup

**Answer:** A

**NEW QUESTION 22**

Ann, an end user, is working with highly regulated data and often notices the high volume of traffic in her work area. Ann requests help with limiting the exposure of data as people walk by.

Which of the following security measures should be used?

- A. Biometric device
- B. Common access card
- C. Cable lock
- D. Privacy screen
- E. Mantrap

**Answer:** D

**NEW QUESTION 24**

A small office's wireless network was compromised recently by an attacker who brute forced a PIN to gain access. The attacker then modified the DNS settings on the router and spread malware to the entire network.

Which of the following configurations MOST likely allowed the attack to take place? (Select two.)

- A. Guest network
- B. TKIP
- C. Default login
- D. Outdated firmware
- E. WPS
- F. WEP

**Answer:** CF

**NEW QUESTION 27**

A technician is working on a user's workstation and notices a lot of unknown processes running in the background. The user informs the technician that an application was recently downloaded from the Internet.

Which of the following types of infection does the user MOST likely have?

- A. Rootkit
- B. Keylogger
- C. Trojan
- D. Ransomware

**Answer:** A

#### NEW QUESTION 32

Which of the following Windows OS technologies is used to store remote data accessed via a WAN connection on local servers for user access?

- A. BranchCache
- B. Swap partition
- C. Domain access
- D. Proxy server

**Answer:** A

#### NEW QUESTION 36

An administrator is setting up a Windows terminal server. Which of the following settings should the administrator modify to increase server security? (Select two.)

- A. Change the default access port
- B. Enforce password complexity
- C. Put the terminal server into the router's DMZ
- D. Disable logon time restrictions
- E. Block all unused ports on the LAN smart switch
- F. Use the local client certificate for server authentication

**Answer:** BE

#### NEW QUESTION 39

Joe, a technician, receives notification that a share for production data files on the network is encrypted. Joe suspects a crypto virus is active. He checks the rights of the network share to see which departments have access. He then searches the user directories of those departmental users who are looking for encrypted files. He narrows his search to a single user's computer. Once the suspected source of the virus is discovered and removed from the network, which of the following should Joe do NEXT?

- A. Educate the end user on safe browsing and email habits.
- B. Scan and remove the malware from the infected system.
- C. Create a system restore point and reboot the system.
- D. Schedule antivirus scans and perform Windows updates.

**Answer:** D

#### NEW QUESTION 42

A user's personal settings are not saving, and a technician suspects the user's local Windows profile is corrupt. The technician wants to check the size of the ntuser.dat file, but it does not appear in the user's profile directory. Which of the following Control Panel utilities should the technician use to correct this?

- A. Folder Options
- B. Sync Center
- C. Display Settings
- D. User Accounts

**Answer:** A

#### NEW QUESTION 44

Ann, a user, has purchased a new Android phone and is attempting to access a public hot-spot. When she gets a message indicating the page cannot be displayed. She notices there is a "?" in the radio icon in the toolbar.

She has verified Bluetooth is active, airplane mode is off, and tethering is turned on. She uses the cell phone to call a technician for assistance. Which of the following is the MOST likely issue Ann is experiencing?

- A. There is unauthenticated wireless connectivity
- B. She has exceeded the data allowance
- C. The phone is only 3G capable
- D. It is an unrooted phone
- E. The SIM card was not activated
- F. A data plan was not purchased

**Answer:** A

#### NEW QUESTION 47

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

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

**Answer:** C

#### NEW QUESTION 50

A technician is installing Windows 7 64-bit OS on a VM but keeps getting errors. The specifications for the malware are:

Two 1GHz CPUs 2GB of memory 15GB hard drive

800x600 screen resolution

Which of the following should the technician do to resolve the problem?

- A. Increase the number of CPUs
- B. Increase the amount of memory
- C. Increase the amount of hard drive space
- D. Increase the screen resolution

**Answer:** C

**NEW QUESTION 54**

Which of the following is a reason to use WEP over WPA?

- A. Device compatibility
- B. Increased security
- C. TACACS
- D. Multifactor authentication

**Answer:** B

**NEW QUESTION 56**

Which of the following steps should a technician take FIRST to prevent an electrical hazard when repairing a PC?

- A. Put on an ESD strap.
- B. Place components on an ESD mat
- C. Disconnect the power before servicing the PC
- D. Place the PC on a grounded work bench

**Answer:** C

**NEW QUESTION 57**

Which of the following BEST describes the Guest account on a Windows system?

- A. This account is designed to have the ability to set permissions for other users on the system.
- B. Users of this account have the capability to perform any operation or task on the system.
- C. This account is designed to provide basic permission for completing common daily task
- D. Users of this account are restricted from performing things like installing new software.
- E. This account is designed for users who require specific administrator rights or permission
- F. Users of this account are restricted from installing software but can change time zones.
- G. This account is designed for users who require temporary access to a computer and do not need to store user-specific settings
- H. Users of this account have very limited permissions.

**Answer:** D

**NEW QUESTION 59**

A user's corporate email is missing the shared inbox folders that were present before the user went on vacation. The technician verifies the user is connected to the domain and can still send and receive email. Which of the following is MOST likely causing the missing folders issue?

- A. The Internet security options have changed
- B. The operating system updates have changed
- C. The network directory permissions have changed
- D. The user account permissions have changed

**Answer:** C

**NEW QUESTION 63**

A technician performs a virus cleaning on a computer that has been redirecting all browsers to a phishing website. System Restore was turned off before the cleaning. The technician runs the machine through several scanners, and then tests for redirection. A smaller number of sites are still redirecting to the phishing website. The antivirus software correctly blocks the website. Which of the following should the technician do NEXT?

- A. Check the contents of the hosts file
- B. Do a System Restore to a date before the infection
- C. Rerun the antivirus scan with higher sensitivity
- D. Rebuild the OS on the machine

**Answer:** A

**NEW QUESTION 67**

Corporate management is concerned about the security of the company's mobile phones, in the event they are lost or stolen. Management instructs the IT staff to ensure the data on the devices is not accessible by unauthorized users. Which of the following would provide the BEST level of protection in this scenario? (Choose two.)

- A. Use full device encryption
- B. Enable a pattern lock
- C. Implement remote wipe features
- D. Use device lockout policies
- E. Require complex administrator passwords
- F. Disable unknown application installations

**Answer:** AC



#### NEW QUESTION 68

Ann, a user, calls the help desk regarding an issue on her laptop. While working remotely, she appears to be connecting to WiFi but is unable to retrieve her corporate email. The wireless name is listed as “ConnectMe” and appears as unsecure. Which of the following should the help desk perform to fix the issue?

- A. Remote into Ann's system and restart the wireless adapter
- B. Ask Ann to open a browser and watch for a redirect page
- C. Advice Ann to pug an Ethernet cable into her laptop
- D. Direct Ann to run an antivirus program on her laptop

**Answer: B**

#### NEW QUESTION 70

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

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

**Answer: AF**

#### NEW QUESTION 73

Joe, a technician, has his daily plans forwarded to him by his supervisor. Upon arrival to the external to the second support call of the day, Joe realizes the issue will require much more time than initially scheduled, and several support calls will not be completed. Which of the following would be the appropriate action for Joe?

- A. Contact his supervisor so the supervisor can make schedule changes.
- B. Move the appoints to the next business day.
- C. Reach out to a colleague to assist in completing the jobs.
- D. Continue to work on the current call, and get to the others as soon as possible.

**Answer: A**

#### NEW QUESTION 74

While attempting to install a new program, an end user is notified the workstation meets the memory requirements, but it does not meet the requirements for free space. Due to time constraints the user needs a quick way to install and access the program. Which of the following is the BEST option given the solution?

- A. Install to a network drive
- B. Install to a USB drive
- C. Install to a DVD-RW
- D. Install to a security internal\_HDD

**Answer: A**

#### NEW QUESTION 77

A project team is organized to implement a new wireless solution for a school. The team has already done the network diagrams and knows the locations that will need to be addressed in the project. The team is in the process of creating an SOW for the project as a whole and needs to add the critical pieces to the SOW to complete it and move to the next stage.

Which of the following would the project team MOST likely add to the SOW?

- A. Risk analysis
- B. Plan to change
- C. Backout plan
- D. Change board approvals

**Answer: C**

#### NEW QUESTION 79

A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error. Which of the following tools should the technician use?

- A. Performance Monitor
- B. Component Services
- C. Task Manager
- D. Event Viewer

**Answer: D**

#### NEW QUESTION 80

A technician is attempting to repair a Windows computer that is infected with malware. The machine is quarantined but still cannot boot into a standard desktop. Which of the following is the most likely NEXT step?

- A. Disable System Restore.

- B. Create a restore point.
- C. Apply system updates.
- D. Restart into safe mode.

**Answer:** D

**NEW QUESTION 81**

A Linux user report that an application will not open and gives the error only one instance of the application may run at one time. A root administrator logs on ot the device and opens terminal. Which of the following pairs of tools will be needed to ensure no other instance of the software are correctly running?

- A. Pad and chmod
- B. Node and vi
- C. Is an chown
- D. Ps and kill
- E. Op and rm

**Answer:** D

**NEW QUESTION 84**

Which of the following is considered government-regulated data?

- A. PII
- B. End-user license agreement
- C. Digital Millennium Copyright Act
- D. DRM

**Answer:** A

**NEW QUESTION 87**

Which of the following is a community supported, open source OS used for both services and workstations?

- A. IOS
- B. Windows 10
- C. Linux
- D. OS X

**Answer:** C

**NEW QUESTION 91**

An employee reported that a suspicious individual was looking through the recycle bin. Which of the following types of social engineering threats is this?

- A. Phishing
- B. Spear phishing
- C. Dumpster diving
- D. Impersonation

**Answer:** C

**NEW QUESTION 94**

A user notices recent print jobs are not printing to the local printer despite printing fine yesterday. There are no errors indicated on the taskbar printer icon. Which of the following actions should the user take FIRST?

- A. Check to ensure the printer selected is the default printer
- B. Check the status of the print server queue
- C. Cancel all documents and print them again
- D. Check that the printer is not offline print mode

**Answer:** B

**NEW QUESTION 98**

Which of the following technologies can be utilized in a wireless network environment to provide secure SSO access for WiFi and network resources?

- A. WPA2
- B. AES
- C. MAC filtering
- D. RADIUS
- E. WPS

**Answer:** D

**NEW QUESTION 100**

A systems administrator needs to add security to the server room.  
Which of the following would provide the BEST security for the room? (Choose two.)

- A. Universal serial bus locks



- B. Personal identity verification cards
- C. Privacy screen
- D. Entry control roster
- E. Door locks
- F. Privacy window

**Answer:** EF

#### NEW QUESTION 102

Ann, a user, calls a technician and reports that her PC will not boot. The technician confirms the memory, power supply, and monitor are all working. The technician runs internal diagnostics on the PC, but the hard drive is not recognized. Which of the following messages will be displayed?

- A. NTLDR not found
- B. No boot device available
- C. Operating system not found
- D. BIOS ROM checksum error

**Answer:** B

#### NEW QUESTION 103

A company brings in contractors several times a year to perform inventory, and the contractors use company supplied laptops. The company's security policy states that once the inventory is completed, the contractors should not be able to log in to the laptops until the next inventory. Which of the following BEST enforces this policy?

- A. Delete the user accounts
- B. Disable the user accounts
- C. Restrict the user accounts
- D. Reset the user accounts

**Answer:** A

#### NEW QUESTION 106

Which of the following would a technician use to store memory chips from a laptop safely after an upgrade?

- A. Mylar bags
- B. Cardboard boxes
- C. Antistatic containers
- D. Paper envelopes

**Answer:** C

#### NEW QUESTION 107

A technician is installing the latest OS on a user's system. The user wants all of the settings and file to remain intact during the installation. Which of the following upgrade methods should the technician use?

- A. network installation
- B. clean install
- C. in-place upgrade
- D. image deployment

**Answer:** C

#### NEW QUESTION 108

A SOHO technician needs to upgrade two computers quickly and is not concerned about retaining user settings. The users currently have Windows 8 and want to upgrade to Windows 10.

Which of the following installation methods would the technician MOST likely use to accomplish this quickly?

- A. Unattended installation
- B. Remote network installation
- C. In-place upgrade
- D. Clean installation

**Answer:** A

#### NEW QUESTION 109

Which of the following devices provides protection against brownouts?

- A. battery backup
- B. surge suppressor
- C. rack grounding
- D. line conditioner

**Answer:** A

#### NEW QUESTION 112

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

**Answer:** B

#### NEW QUESTION 114

A user calls a technician to report issues when logging in to a vendor's website. The technician is able to log in successfully before going to the office. However, the technician is unable to log in when in the user's office. The user also informs the technician of strange pop-up notifications. Which of the following are the MOST likely causes of these issues? (Select TWO).

- A. System files have been deleted
- B. Proxy settings are configured improperly
- C. The OS has been updated recently.
- D. There are disabled services on the vendor website.
- E. Program file permissions have changed recently.
- F. There is a rogue anti-malware program.

**Answer:** DF

#### NEW QUESTION 119

A technician has been dispatched to resolve a malware problem on a user's workstation. The antivirus program discovered several hundred potential malware items on the workstation and removed them successfully. The technician decides to schedule daily scans on the system, enables System Restore, and creates a restore point. Which of the following should the technician do NEXT?

- A. Run the scan again to ensure all malware has been removed
- B. Quarantine the infected workstation from the network
- C. Install all of the latest Windows Updates to patch the system
- D. Educate the user on safe browsing practices

**Answer:** C

#### NEW QUESTION 124

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 200Kbps. 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 15Mbps. The technician checks the hotspot settings on Joe's phone and sees the following:

<b>Network name:</b>	<b>Joe's Hotspot</b>
<b>Security:</b>	<b>WPA2/PSK</b>
<b>Password:</b>	<b>hotspot</b>
<b>Band:</b>	<b>2.4GHz</b>
<b>Client DHCP start address:</b>	<b>192.168.23.1</b>

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 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

**Answer:** B

#### NEW QUESTION 127

Which of the following should be enacted to reduce a company's liability and exposure to a potential lawsuit?

- A. Acceptable use policy
- B. Incident documentation policy
- C. Password compliance policy
- D. Change control policy

**Answer:** C

#### NEW QUESTION 130

A technician responds to a report that a user's desktop is operating much slower after upgrading the Windows OS to the latest version. The technician notices responsiveness is erratic, and the symptoms are similar to a failing hard drive. The technician runs a full hardware diagnostic, and all systems pass. The technician checks the properties for each device in Device Manager, and the hard disk and the standard AHC11.0 serial ATA controller both indicate the following message: This device is working properly. Which of the following should the technician attempt that will MOST likely resolve the performance issue?

- A. Roll back the OS upgrad
- B. Continue using the older version of Windows.

- C. Reset the PC to its factory conditions Perform the OS upgrade again.
- D. Update the SATA controller driver from the manufacturer's website.
- E. Perform a full backup and replace the hard drive.

**Answer:** D

#### NEW QUESTION 133

A technician is troubleshooting a print issue on a Windows computer and want to disable the printer to test a theory, Which of the following should the technician use to accomplish this?

- A. Devices and Printer
- B. Sync Center
- C. Device Manager
- D. Power Option

**Answer:** D

#### NEW QUESTION 135

Joe, a user who is travelling for business, reports that his mobile phone was getting approximately 35 Mbps for the first few days of his trip, but now it is only getting around 500 Kbps. Joe uses the device as a GPS to visit customers and as a hotspot to check work email and watch movies online. Which of the following is the MOST likely cause of Joe's slow data speeds?

- A. Joe's data transmission is over the limit
- B. The phone needs to be rebooted from overuse
- C. The use of GPS interferes with data speeds
- D. There is unintended Bluetooth pairing

**Answer:** A

#### NEW QUESTION 139

A user reports that when opening a web browser the initial page loads to a search engine the user does not recognize When the user performs searches on the site, the results are often irrelevant, and there are many pop-ups Which of the following should a technician do to resolve these issues? (Select TWO)

- A. Reset the user's browser to default settings
- B. Delete the user's cached images, temporary files, and cookies
- C. Reboot the user's computer and install a secondary antivirus
- D. Convince the user to use a different web browser that is currently unaffected
- E. Download the update to the user's web browser of choice
- F. Remove any unapproved applications from the user's startup items

**Answer:** AF

#### NEW QUESTION 141

Joe, a customer, has informed a Tier 2 help desk technician that a computer will not boot up. After about ten minutes of troubleshooting, Joe is increasingly concerned and claims that the technician is wasting his time because he has already tried everything that has been suggested. Which of the following should the technician do?

- A. Since Joe is concerned about time, suggest calling back later when Joe has more time to troubleshoot
- B. Record the call and send it to the local intranet for future technicians to learn how to deal with calls like this one
- C. Ask more open-ended questions to see if the issue can be narrowed down in order to properly identify the issue and save time
- D. Inform the customer that there is a troubleshooting script that must be followed to get the issue resolved

**Answer:** C

#### NEW QUESTION 143

A manager requests remote access to a server after hours and on weekends to check data. The manager insists on using the server. Before granting the access, which of the following is the MOST important step a technician can take to protect against possible infection?

- A. Create a policy to remove Internet access from the server during off hours
- B. Set the local antivirus software on the server to update and scan daily
- C. Ensure the server is patched with the latest security updates
- D. Educate the manager on safe Internet browsing practices

**Answer:** C

#### NEW QUESTION 146

A technician needs to connect to a network switch in a remote location. The technician wants to make sure the data passed over the wire is encrypted so it cannot be read by someone using a sniffer. Which of the following connection protocols should the technician use?

- A. Telnet
- B. SSH
- C. SMB
- D. HTTP
- E. SFTP

**Answer:** B

#### NEW QUESTION 151

A user's Windows laptop has become consistently slower over time. The technician checks the CPU utilization and sees that it varies between 95% and 100%. After the technician closes some running applications, the CPU utilization drops to approximately 20%, and the laptop runs much faster. The next day the same user calls again with the same problem. Which of the following is a tool the technician can use to resolve the issue?

- A. Task Manager
- B. MSTSC
- C. MSConfig
- D. PerfMon

**Answer:** A

#### NEW QUESTION 153

A user calls a technician regarding an iOS mobile device that is having problems with standby time after a new update was applied. The technician verifies no new applications were installed since the update, but the device still has poor standby time even after the update is removed. Which of the following is the MOST likely cause of the issue?

- A. Zero-day malware
- B. Safari code injection
- C. OS corruption
- D. Overheating
- E. Time sync failure

**Answer:** D

#### NEW QUESTION 155

A junior Linux system administrator needs to update system software. Which of the following shell commands would allow the administrator to gain the necessary permissions to update the software?

- A. sudo
- B. chmod
- C. grep
- D. pwd

**Answer:** A

#### NEW QUESTION 158

Joe, a systems administrator, is setting up a risk management plan for the IT department. Part of the plan is to take daily backups of all servers. The server backups will be saved locally to NAS.

Which of the following can Joe do to ensure the backups will work if needed?

- A. Frequently restore the servers from backup files and test them
- B. Configure the backups to restore to virtual machines for quick recovery
- C. Set up scripts that automatically rerun failed backup jobs
- D. Set up alerts to let administrators know when backups fail
- E. Store copies of the backups off-side in a secure datacenter

**Answer:** D

#### NEW QUESTION 159

A network administrator wants to plan a major OS upgrade of the router, which acts as a default gateway in an organization. The administrator has documented the purpose of the change, scoped the change, and completed a comprehensive risk analysis. Which of the following is an important part of the change request process for which the administrator still must plan?

- A. Inform management regarding the anticipated amount of downtime
- B. Document a backout plan to roll back changes to the router
- C. Configure a redundant data path to eliminate downtime
- D. Make the downtime window larger than actually anticipated

**Answer:** B

#### NEW QUESTION 163

A SOHO customer has recently experienced a major hurricane. The customer has no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again. Which of the following recommendations should the contractor give to the customer? (Select two.)

- A. Backup testing
- B. Cloud storage
- C. Local storage backups
- D. Data recovery
- E. Hot site
- F. Waterproof devices

**Answer:** BE

#### NEW QUESTION 166

Which of the following provide the BEST security for a server room? (Select two.)

- A. Badge reader
- B. Bollard
- C. Biometric lock
- D. Cable lock
- E. USB token
- F. Privacy window shades

**Answer:** AC

**NEW QUESTION 167**

Which of the following encryption methods is used by WPA2 to improve data security as compared to previous wireless encryption protocols?

- A. AES
- B. TKIP
- C. S/MIME
- D. 3DES

**Answer:** A

**NEW QUESTION 168**

A department in an organization set up a proxy server to manage its Internet stage. A technician is configuring the Windows workstations to use the new proxy server. Which of the following Control Panel utilities should the technician use to configure the setting?

- A. Internet Options – Advanced
- B. Internet Options – Connections
- C. Internet Options – Security
- D. Internet Options – Content
- E. Internet Options – Privacy

**Answer:** B

**NEW QUESTION 169**

Which of the following NTFS security settings overrides all other settings?

- A. Deny
- B. Modify
- C. Read
- D. Write

**Answer:** D

**NEW QUESTION 172**

A user calls the help desk regarding a new Windows issues that started in the morning. The user can no longer use any locally attached devices, such as a mouse or a printer, and a reboot did not fix the problem.

Which of the following would MOST likely fix the issue?

- A. Roll back updates
- B. Disable the Windows Update service
- C. Check for updates
- D. Restore hidden updates

**Answer:** A

**NEW QUESTION 175**

A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately. With which of the following types of infections are the PCs MOST likely infected? (Select two.)

- A. Spyware
- B. Zombies
- C. Virus
- D. Ransomware
- E. Worm
- F. Botnet

**Answer:** BE

**NEW QUESTION 178**

A user contacts a technician to troubleshoot server errors. The user explains that some files will not open on the server, the data backups are operational, and the weather has been bad. The technician notices missing time slots in the event log.

Which of the following should the technician replace to prevent these issues in the future?

- A. System memory
- B. Surge protector
- C. Hard drives
- D. Battery backup



**Answer:** D

**NEW QUESTION 179**

A technician is in the process of upgrading Windows 8 to Windows 10. The technician needs to make sure all of the applications, user profiles, documents, and PST files are preserved. Which of the following methods would the technician MOST likely perform on the computer?

- A. Unattended installation
- B. Refresh upgrade
- C. Clean installation
- D. In-place upgrade

**Answer:** B

**NEW QUESTION 180**

Which of the following built-in accounts was removed in Windows 10?

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

**Answer:** A

**NEW QUESTION 182**

A user's smartphone is making the camera shutter noise even when the user is not taking pictures. When the user opens the photo album, there are no new pictures. Which of the following steps should be taken FIRST to determine the cause of the issue?

- A. Uninstall the camera application
- B. Check the application permissions
- C. Reset the phone to factory settings
- D. Update all of the applications on the phone
- E. Run any pending OS updates

**Answer:** B

**NEW QUESTION 185**

A technician is called to troubleshoot a user's Windows workstation that fails to boot. The user reports that, after updating the workstation's graphics driver to a beta version, the machine gives a "Stop" error on every boot Which of the following should the technician complete to resolve the issue?

- A. Boot the workstation in safe mode and disable the graphics driver system tray menu
- B. Boot the workstation in safe mode with networking and install the latest stable graphics driver.
- C. Boot the workstation in safe mode and disable Windows driver signing requirements
- D. Boot the workstation in safe mode with Command Prompt and enable Driver Verifier with standard settings

**Answer:** A

**NEW QUESTION 187**

Ann, an employee at a company, calls the help desk to report issues logging on to a vendor's website. Joe, the technician, is able to log in successfully with his credentials before going to Ann's office. However, when he attempts to log in from Ann's office, Joe experiences the same issue. Ann asks Joe questions about the new software installed on the laptop from the pop-up notification.

Which of the following are the NEXT steps Joe should take to resolve the issue? (Select two.)

- A. Ask Ann for her credentials to verify and log on to the vendor's website from Ann's laptop
- B. Verify Ann's laptop has the correct browser settings
- C. Check all browser cached files on Ann's laptop and log on to another vendor's website
- D. Attempt to log on to another vendor's website from Ann's laptop
- E. Ask Ann about the notification and review the installed programs
- F. Reinstall the browser, reboot the laptop, and check the vendor's website again

**Answer:** CE

**NEW QUESTION 192**

A technician responds to a call from a user who claims to have a virus on a workstation. The technician observes the following notification from the system tray: There are 1033 infected files on this computer. Click here to disinfect.

The link is blocked by the corporate content filter and displays a message stating the site contains known malware. Which of the following should the technician complete to secure the computer with MINIMAL impact to the user?

- A. Compare the startup items and services to a known clean image, and remove any startup items not found in the other image
- B. Run an anti-malware scan.
- C. Validate that the alerts are false positives, and disable security software on the workstation to prevent further false notifications.
- D. Back up the user's file
- E. Restore the system to the original system image designated by corporate IT policies
- F. Restore the user's files.
- G. Request a content filter exception to allow access to the link from the notification
- H. Once available, follow the instructions on the linked site.

**Answer:** A



#### NEW QUESTION 193

An end user is browsing the Internet when multiple browser pages open by themselves. The user notices the PC is running slowly, even while not browsing the internet. Which of the following actions should the user take?

- A. Update antivirus definitions
- B. Install anti-malware software
- C. Enable the pop-up blocker
- D. Reboot the PC

**Answer:** B

#### NEW QUESTION 198

A new company policy states that all end-user access to network resources will be controlled based on the users' roles and responsibilities within the organization. Which of the following security concepts has the company just enabled?

- A. Certificates
- B. Least privilege
- C. Directory permissions
- D. Blacklists

**Answer:** B

#### NEW QUESTION 201

A customer's computer is having difficulty opening programs and regularly receives error messages regarding low system resources. Which of the following performance settings changes would BEST help customer temporarily until upgrade can be made?

- A. Data execution prevention
- B. Page-file size
- C. Visual effects
- D. Processor scheduling

**Answer:** B

#### NEW QUESTION 204

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. Data loss prevention
- F. Pre-shared key

**Answer:** BD

#### NEW QUESTION 208

Joe, an end user, has been prompted to provide his username and password to access the payroll system. Which of the following authentication methods is being requested?

- A. Single-factor
- B. Multifactor
- C. RADIUS
- D. TACACS

**Answer:** A

#### NEW QUESTION 213

Following an incident, an administrator is gathering forensic evidence from a server for a human resources investigation. Which of the following best practices is MOST important to document throughout the process to maintain integrity of the findings?

- A. Acceptable use policy violations
- B. Server configuration
- C. Chain of custody
- D. Data loss incidents

**Answer:** C

#### NEW QUESTION 218

A technician received 300 old desktops following a recent computer upgrade. After taking inventory of the old machines, the technician must destroy the data on the HDDs. Which of the following would be the MOST effective method to accomplish this task?

- A. Drill
- B. Hammer
- C. Low-level format
- D. Degaussing

**Answer:** D

**NEW QUESTION 223**

A user's mobile device is losing its battery charge very quickly. The user reports charge at 9:00 a.m. but has 22% battery by 1:00 p.m. The user has installed several applications, and the phone is relatively new, high-end phone. The user claims most of the usage involves checking emails for a few minutes three or four times per hour. Which of the following should a technician perform FIRST to diagnose the issue properly?

- A. Check the application and their resources usage.
- B. Order a replacement battery and see if the phone maintains its charge.
- C. Configure the email software to work on a fetch schedule instead of the push setting
- D. Wipe the phone screen brightness to 30%.
- E. Uninstall all the applications on the phone and see if the battery issues remain.

**Answer:** A

**NEW QUESTION 224**

A technician is contacted by a user who is working from home but is unable to connect to any office resources (e.g., files, printers). The user is able to access the Internet.

Which of the following should the technician check FIRST?

- A. VPN
- B. DHCP
- C. NAT
- D. DNS

**Answer:** A

**NEW QUESTION 228**

The IT department has installed new software in the folder C:\Program Files\Business Application\. Ann, a user, runs the business application and tries to save her work. When doing so, Ann receives the following error:

Cannot save file C:\Program Files\Business Application\file1.wrk – Access is denied.

Which of the following would be the MOST secure solution to this error?

- A. Add Ann to the local Power Users group
- B. Set the software to save to the %APPDATA% folder
- C. Add Ann to the local administrator group
- D. Give Ann write access to C:\Program Files\
- E. Give Ann permission to elevate her permissions through a UAC prompt

**Answer:** E

**NEW QUESTION 233**

A user who is running Windows 10 logs into a machine and notices that shared drives are missing, the "My Documents" folder is empty, and personal settings are reset. Which of the following would be required to resolve the issue?

- A. Remove the registry entry and rename the local account folder.
- B. Delete or rename the local user folder.
- C. Run DISM and re-add the local power user account.
- D. Remove the user account in Credential Manager and restart the PC.

**Answer:** D

**NEW QUESTION 236**

A technician is running updates on a Windows PC. Some of the updates install properly, while others appear as failed. While troubleshooting, the technician restarts the PC and attempts to install the failed updates again. The updates continue to fail. Which of the following is the FIRST option to check?

- A. Visit the Microsoft Update website to see if there is an issue with a specific update
- B. Look up the error number associated with the failed update
- C. Look at the system Event Viewer to find more information on the failure
- D. Download the failed update to install manually

**Answer:** B

**NEW QUESTION 241**

A Windows user is attempting to install a local printer and is unsuccessful on permissions.

Which of the following user types BEST describes this user?

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

**Answer:** A

**NEW QUESTION 245**

A user believes there is a virus on a laptop. The user installs additional real-time protection antivirus software but is now experiencing extremely slow performance on the laptop. Which of the following should a technician do to resolve the issue and avoid recurrence?

- A. Activate real-time protection on both antivirus software programs
- B. Uninstall one antivirus software program and install a different one
- C. Run OS updates
- D. Enable the quarantine feature on both antivirus software programs
- E. Remove the user-installed antivirus software

**Answer:** E

#### **NEW QUESTION 247**

A new business will be using credit cards in a physical location as well as its web presence. Which of the following does the business need?

- A. PHI certification
- B. PCI compliance
- C. POTS implementation
- D. PII filtering

**Answer:** B

#### **NEW QUESTION 249**

A MAC user's operating system became corrupted, and files were deleted after malware was downloaded. The user needs to access the data that was previously stored on the MAC. Which of the following built-in utilities should be used?

- A. Time Machine
- B. Snapshot
- C. System Restore
- D. Boot Camp

**Answer:** A

#### **NEW QUESTION 252**

A small office calls a technician to investigate some "invalid certificate" errors from a concerned user. The technician observes that whenever the user to access a secure website from the Windows desktop, this error is encountered. No other users in the office are experiencing this error. Which of the following should the technician do NEXT? (Choose two.)

- A. Remove any proxy servers configured on the user's browsers.
- B. Assist the user with purchasing an SSL certificate and save the certificate to the desktop.
- C. Disable the SPI firewall on the office's gateway and any other routers.
- D. Instruct the user to ignore the certificate error since the user is connecting to a secure website.
- E. Create an outbound rule in Windows Firewall named after the user's homepage.
- F. Run anti-malware scans and download the latest Windows updates.

**Answer:** AF

#### **NEW QUESTION 255**

A corporate network was recently infected by a malicious application on a flash drive that downloaded sensitive company files and injected a virus, which spread onto the network. Which of the following best practices could have prevented the attack?

- A. Implementing strong passwords
- B. Changing default credentials
- C. Disabling AutoRun
- D. Removing Guest account
- E. Encrypting data

**Answer:** D

#### **NEW QUESTION 259**

A technician needs to edit a protected .dll file but cannot find the file in the System32 directory. Which of the following Control Panel utilities should the technician use?

- A. System
- B. Display
- C. Folder Options
- D. Indexing Options

**Answer:** C

#### **NEW QUESTION 261**

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