

## Exam Questions 220-902

CompTIA A+ Certification Exam (902)

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#### NEW QUESTION 1

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

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

**Answer: B**

#### NEW QUESTION 2

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

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

**Answer: C**

#### NEW 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

**Answer: C**

#### NEW QUESTION 4

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

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

**Answer: D**

#### NEW QUESTION 5

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

**Answer: D**

#### NEW QUESTION 6

A PC technician notices that the printers deployed via a new Group Policy are not showing up on the workstation. Which of the following commands should be run on the PC?

- A. extract
- B. robocopy
- C. gpupdate
- D. tasklist

**Answer: C**

#### NEW QUESTION 7

A technician is instructed to configure a new workstation to boot the OS from the network. The technician must enable which of the following FIRST?

- A. PXE
- B. WOL
- C. WiFi
- D. UPNP

**Answer: A**

#### NEW QUESTION 8

A customer with a PC has requested assistance setting up Windows 7 parental controls within the web browser. The customer would like to limit how much time a child can spend on a particular website. Which of the following tabs under Internet Options will allow the user to create those settings?

- A. Privacy
- B. Advanced
- C. Security
- D. Content

**Answer:** D

#### NEW QUESTION 9

A technician is troubleshooting a PC with multiple volumes. To verify which are active and assigned drive letters, the technician should use the LIST function of which of the following commands?

- A. extract
- B. diskpart
- C. bootrec
- D. chkdsk

**Answer:** B

#### NEW QUESTION 10

A technician is tasked with installing Windows on numerous network PCs. Which of the following is the QUICKEST method for getting a standard configuration to the PCs?

- A. Prebuilt image using PXE
- B. Single solid state/flash drive with answer file
- C. Hot swappable image drive
- D. Internal hard drive partition with the image

**Answer:** A

#### NEW QUESTION 10

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

**Answer:** A

#### NEW QUESTION 13

A technician is tasked with setting up a user's webmail on a tablet, phone, and laptop. The user would like the data synced to all three devices. Which of the following items can be synced to the devices via webmail? (Select THREE).

- A. Free/busy
- B. Programs
- C. Documents
- D. Calendar
- E. Favorites
- F. Social media
- G. Contacts

**Answer:** ADG

#### NEW QUESTION 16

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

**Answer:** A

#### NEW QUESTION 17

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

**Answer:**

C

#### NEW QUESTION 19

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)

**Answer:** C

#### NEW QUESTION 23

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

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

**Answer:** A

#### NEW QUESTION 27

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

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

**Answer:**

#### NEW QUESTION 31

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

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

**Answer:** B

#### NEW QUESTION 34

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

**Answer:** A

#### NEW QUESTION 37

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

**Answer:** A

#### NEW QUESTION 41

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

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

**Answer:** D

#### NEW QUESTION 45

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

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

**Answer:** C

#### NEW QUESTION 49

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

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

**Answer:** B

#### NEW QUESTION 50

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

**Answer:** A

#### NEW QUESTION 54

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

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

**Answer:** B

#### NEW QUESTION 59

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

**Answer:** AD

#### NEW QUESTION 60

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

**Answer:** B

#### NEW QUESTION 62

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

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

**Answer:** D

#### NEW QUESTION 67

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

**Answer:** C

#### NEW QUESTION 68

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

**Answer:** A

#### NEW QUESTION 72

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

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

**Answer:** B

#### NEW QUESTION 77

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

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

**Answer:** B

#### NEW QUESTION 82

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

**Answer:** D

#### NEW QUESTION 86

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

**Answer:** A

#### NEW QUESTION 91

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

**Answer:** C

#### NEW QUESTION 96

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

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

**Answer: C**

#### NEW QUESTION 100

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

**Answer: A**

#### NEW QUESTION 103

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

**Answer: D**

#### NEW QUESTION 106

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

**Answer: A**

#### NEW QUESTION 111

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

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

**Answer: D**

#### NEW QUESTION 115

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

**Answer: B**

#### NEW QUESTION 117

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



**Answer:** D

#### NEW QUESTION 118

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.

**Answer:** D

#### NEW QUESTION 123

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

**Answer:** E

#### NEW QUESTION 124

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 safely goggles to protect from the cathodes

**Answer:** B

#### NEW QUESTION 126

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

- A. The technician should replace the power supply
- B. The technician should review disposal regulations
- C. The technician should check the environment
- D. The technician should remove jewelry

**Answer:** D

#### NEW QUESTION 129

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 handlin

**Answer:** B

#### NEW QUESTION 132

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 ou

**Answer:** A

#### NEW QUESTION 136

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

**Answer:** B

#### NEW QUESTION 141

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 shar

**Answer:** D

#### NEW QUESTION 143

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

**Answer:** D

#### NEW QUESTION 148

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

**Answer:** C

#### NEW QUESTION 150

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

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

**Answer:** A

#### NEW QUESTION 155

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

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

**Answer:** C

#### NEW QUESTION 158

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

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

**Answer:** C

#### NEW QUESTION 162

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 configure

**Answer:** A

#### NEW QUESTION 167

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

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

**Answer:** C

#### NEW QUESTION 171

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

**Answer:** C

#### NEW QUESTION 172

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

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

**Answer:** C

#### NEW QUESTION 174

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

**Answer:** A

#### NEW QUESTION 175

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

**Answer:** C

#### NEW QUESTION 176

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

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

**Answer:** D

#### NEW QUESTION 177

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

**Answer:** B

#### NEW QUESTION 181

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

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

**Answer:** B

#### NEW QUESTION 184

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

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

**Answer:** B

#### NEW QUESTION 188

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

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

**Answer:** A

#### NEW QUESTION 193

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

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

**Answer:** A

#### NEW QUESTION 197

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

**Answer:** A

#### NEW QUESTION 199

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 sca

**Answer:** B

#### NEW QUESTION 200

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

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

**Answer:** D

#### NEW QUESTION 203

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

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

**Answer:** B

#### NEW QUESTION 205

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

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

**Answer:** D

#### NEW QUESTION 208

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

**Answer:** D

#### NEW QUESTION 210

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 offic

**Answer:** B

#### NEW QUESTION 215

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

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

**Answer:** CD

#### NEW QUESTION 220

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

**Answer:** D

#### NEW QUESTION 222

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
- D. ini
- E. Review the ntuser.dat file

**Answer:** A

#### NEW QUESTION 225

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

**Answer:** BE

#### NEW QUESTION 227

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

**Answer:** C

#### NEW QUESTION 229

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

**Answer:** B

#### NEW QUESTION 234

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

**Answer:** C

#### NEW QUESTION 236

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

**Answer:** D

#### NEW QUESTION 240

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

**Answer:**

B

#### NEW QUESTION 245

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

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

**Answer: C**

#### NEW QUESTION 248

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

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

**Answer: B**

#### NEW QUESTION 253

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

**Answer: B**

#### NEW QUESTION 258

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

**Answer: A**

#### NEW QUESTION 260

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

**Answer: B**

#### NEW QUESTION 265

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

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

**Answer: C**

#### NEW QUESTION 269

Data on full disk encrypted drives using BitLocker is MOST secure from loss when combined with which of the following technologies?

- A. USB authentication token
- B. Filesystem access controls
- C. Trusted platform module
- D. Fingerprint reader

**Answer:**



C

#### NEW QUESTION 270

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

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

**Answer: C**

#### NEW QUESTION 272

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

**Answer: C**

#### NEW QUESTION 275

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

- A. Install more physical memory.
- B. Increase the size of the virtual hard drive.
- C. Install a different hypervisor.
- D. Reduce physical memory allocated to the VM.
- E. Clear temporary files in the VM.
- F. Install additional physical hard drive

**Answer: AD**

#### NEW QUESTION 279

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

**Answer: D**

#### NEW QUESTION 283

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

**Answer: A**

#### NEW QUESTION 287

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

**Answer: A**

#### NEW QUESTION 291

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

**Answer:** B

#### NEW QUESTION 294

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

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

**Answer:** D

#### NEW QUESTION 299

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

- A. Power cable
- B. Video cable
- C. USB cable
- D. Serial cable

**Answer:** A

#### NEW QUESTION 300

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

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

**Answer:** B

#### NEW QUESTION 302

A user tries to login and receives the error message "The User Profile Service failed to login. User Profile cannot be loaded." Which of the following should be the FIRST method to troubleshoot the issue?

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

**Answer:** B

#### NEW QUESTION 307

You need to configure your mobile device to send and receive electronic messages from your company. Your mobile device must be able to truly synchronize the message state with your desktop, so that when a message is read on your desktop, it is marked as read on your mobile device. These are the proper parameters:

- Email address: tech@techies.com
- Password: P@\$\$w0rd
- Pop.techies.com Port: 110 Security: None
- IMAP.techies.com Port: 993 Security: SSL
- smtp.techies.com Port: 465 Security: TLS
- Company SSID: Techies
- Security: WPA2
- Passphrase: P@\$\$w0rd
- SSID is not broadcasted

Instructions: You are not authorized to use the Company's WLAN. The outgoing server does not require login credentials. When you have completed the simulation, please select the done button to submit your answer.

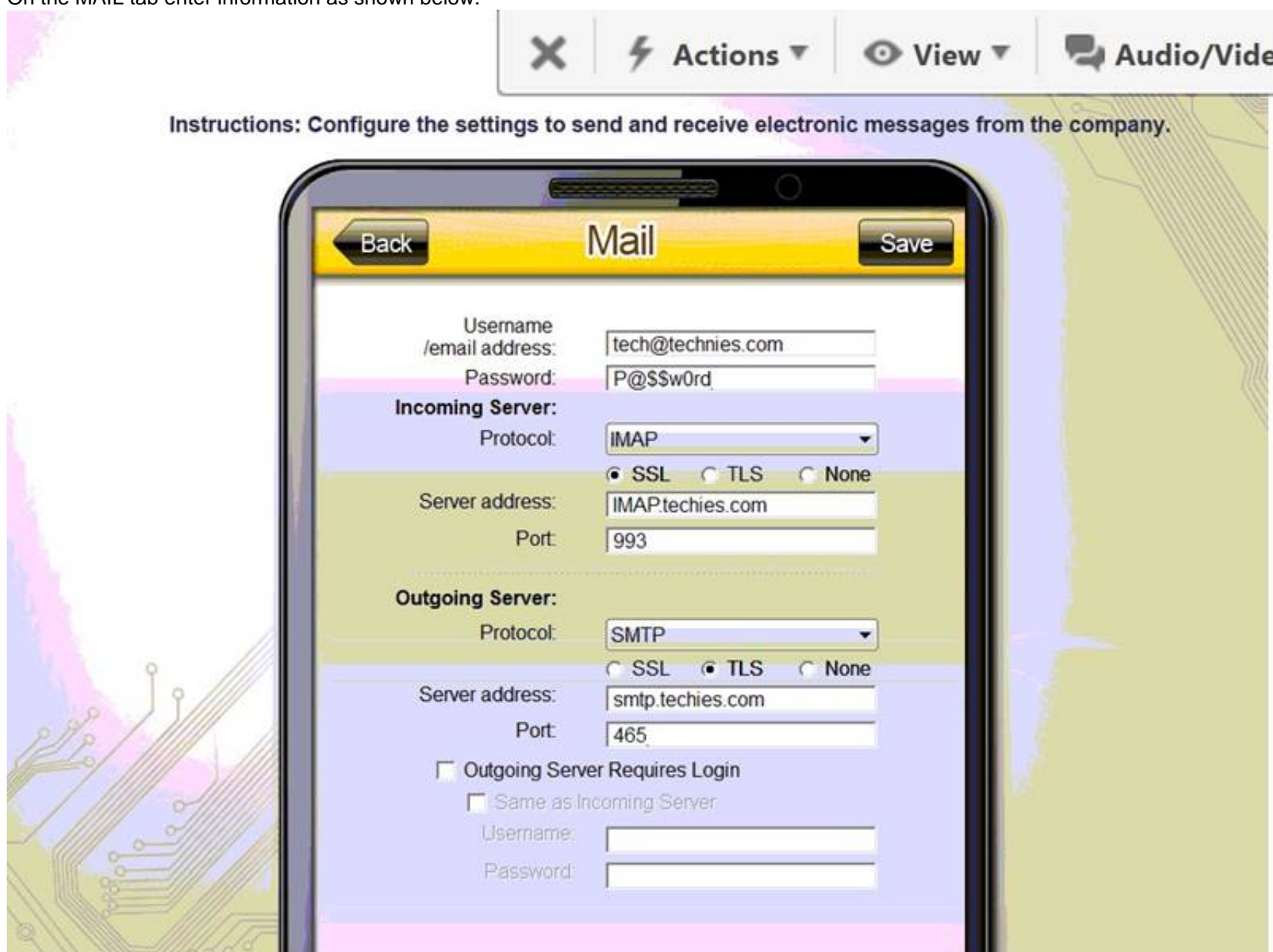






**Answer:**

**Explanation:** Since we are instructed to not use the company's WLAN we only need to worry about the email settings and ignore the WiFi and Networks tab. On the MAIL tab enter information as shown below:



Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 7.23.48 AM.png That should be all that is needed.

#### NEW QUESTION 309

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

**Answer:** D

#### NEW QUESTION 312

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

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

**Answer:** D

#### NEW QUESTION 313

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

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

**Answer:** A

#### NEW QUESTION 316

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

- A. DHCP reservations
- B. SSID broadcast deactivation
- C. MAC filtering
- D. Two-factor authentication

**Answer:** A

#### NEW QUESTION 317

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

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

**Answer:** D

#### Explanation:

Reference

[http://knowledge.seagate.com/articles/en\\_US/FAQ/184619en](http://knowledge.seagate.com/articles/en_US/FAQ/184619en)

#### NEW QUESTION 320

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

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

**Answer:** C

#### NEW QUESTION 324

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

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

**Answer:** BD

#### NEW QUESTION 327

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

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

**Answer:** D

#### NEW QUESTION 332

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

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

**Answer:** B

#### NEW QUESTION 335

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

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

**Answer:** AF

#### NEW QUESTION 338

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

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

**Answer:** ABF

#### NEW QUESTION 339

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

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

**Answer:** D

#### NEW QUESTION 342

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

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



**Answer:** A

**NEW QUESTION 345**

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

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

**Answer:** B

**NEW QUESTION 346**

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

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

**Answer:** A

**NEW QUESTION 348**

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

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

**Answer:** A

**NEW QUESTION 353**

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

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

**Answer:** D

**NEW QUESTION 357**

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

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

**Answer:** B

**NEW QUESTION 358**

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

**Answer:** B

**NEW QUESTION 359**

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

**Answer:** C

#### NEW QUESTION 360

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

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

**Answer:** C

#### NEW QUESTION 361

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

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

**Answer:** D

#### NEW QUESTION 366

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

**Answer:** B

#### NEW QUESTION 368

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

**Answer:** A

#### NEW QUESTION 373

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 375

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

**Answer:** E

#### NEW QUESTION 379

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

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

**Answer:** B

#### NEW QUESTION 381

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

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

**Answer:** A

#### NEW QUESTION 385

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

**Answer:** AFH

#### NEW QUESTION 387

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

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

**Answer:** A

#### NEW QUESTION 388

A technician is upgrading the memory on a laptop in the field. The technician has misplaced the ESD strap. Which of the following should the technician do?

- A. Return to the shop and obtain a replacement strap
- B. Conduct the upgrade using ESD bags as mitts
- C. Employ effective self-grounding techniques
- D. Improvise an ESD strap with a length of copper wire

**Answer:** C

#### NEW QUESTION 391

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

- A. Reinstall the application
- B. Roll back the application to the earlier version
- C. Clear the application cache
- D. Update the OS of the smartphones

**Answer:** D

#### NEW QUESTION 394

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

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

E. LoJack

**Answer:** C

**NEW QUESTION 396**

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

- A. Multiboot installation
- B. Repair installation
- C. Unattended installation
- D. Clean installation

**Answer:** C

**NEW QUESTION 399**

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

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

**Answer:** A

**NEW QUESTION 403**

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

**Answer:** D

**NEW QUESTION 405**

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

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

**Answer:** C

**NEW QUESTION 406**

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

**Answer:** D

**Explanation:** Reference [https://epic.org/security/computer\\_search\\_guidelines.txt](https://epic.org/security/computer_search_guidelines.txt)

**NEW QUESTION 409**

A user's smartphone is getting a very weak signal from the service provider. One day the user notices the phone has full bars and the signal strength has inexplicably increased. Which of the following tools should be used to verify the user is connecting to a legitimate signal from the phone service provider?

- A. WiFi analyzer
- B. Cell tower analyzer
- C. Spectrum analyzer
- D. Packet analyzer

**Answer:** B

**NEW QUESTION 411**

Which of the following is the MAIN reason that corporate policies protect access to PII?

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

**Answer:** B

#### NEW QUESTION 413

A SOHO customer has recently experienced a major hurricane. The customer had 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? (Choose two.)

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

**Answer:** BE

#### NEW QUESTION 414

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

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

**Answer:** BE

#### NEW QUESTION 418

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

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

**Answer:** C

#### NEW QUESTION 419

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

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

**Answer:** C

#### NEW QUESTION 421

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 424

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 425**

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 427**

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

**Answer:** D

**NEW QUESTION 430**

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

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

**Answer:** B

**NEW QUESTION 432**

A user has reported that when a document is being edited a pop-up appears and locks the workstation. The pop-up states that federal authorities have detected illegal copyrighted material on the workstation. The technician removes the malware and creates a restore point. Which of the following should the technician perform NEXT before closing the report?

- A. Contact the local computer emergency response team
- B. Quarantine the workstation for possible infections
- C. Train the user on safe Internet browsing
- D. Restore to an earlier state and disable System Restore

**Answer:** C

**NEW QUESTION 436**

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

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

**Answer:** C

**NEW QUESTION 438**

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

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

**Answer:** A

**NEW QUESTION 443**

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

- A. Assign static IP addresses



- B. Enable MAC filtering
- C. Enable content filtering
- D. Configure an IPS

**Answer:** C

#### NEW QUESTION 446

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

**Answer:** A

#### NEW QUESTION 449

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

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

**Answer:** A

#### NEW QUESTION 451

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

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

**Answer:** DF

#### NEW QUESTION 456

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

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

**Answer:** D

#### NEW QUESTION 460

Which of the following BEST describes kernel panic?

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

**Answer:** C

#### NEW QUESTION 463

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

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

**Answer:** E

#### NEW QUESTION 467

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

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

**Answer:** A

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

#### NEW QUESTION 471

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 logout.
- C. Require screensaver password.
- D. Use data encryption.

**Answer:** C

#### NEW QUESTION 472

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

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

**Answer:** DE

#### NEW QUESTION 477

A technician is troubleshooting a PC that has been running slow. The technician looks at the resource utilization and notices the user has many programs open. When attempting to open another program, the technician receives a message indicating there are insufficient resources. Which of the following should the technician do to troubleshoot the issue?

- A. Terminate the running processes
- B. Increase the page file size
- C. Renew the network connection
- D. Run chkdsk

**Answer:** A

#### NEW QUESTION 481

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

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

**Answer:** B

#### NEW QUESTION 486

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

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

**Answer:** BD

#### NEW QUESTION 491

A technician installs Windows 7 on a 4TB hard drive. Which of the following should the technician choose when initializing the drive for the machine to access all the disk space?

- A. GPT
- B. FAT32
- C. MBR

D. exFAT

**Answer:** B

#### NEW QUESTION 494

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

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

**Answer:** C

#### NEW QUESTION 499

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

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

**Answer:** B

#### NEW QUESTION 504

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

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

**Answer:** B

#### NEW QUESTION 506

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

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

**Answer:** A

#### NEW QUESTION 509

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

- A. Strong passwords
- B. Fingerprint reader
- C. Mantraps
- D. Smart cards
- E. Cablelocks
- F. Privacy filters

**Answer:** AD

#### NEW QUESTION 511

While working on a user's computer a technician notices no prompt appears when a process runs with administrative credentials. The technician wants to make sure the user is warned to ensure rogue processes do not run with elevated privileges. Which of the following Control Panel utilities would allow the technician to modify this setting?

- A. Administrative Tools
- B. File Explorer Options
- C. Credential Manager
- D. User Account Control

**Answer:** A

#### NEW QUESTION 516

A user has installed a new application. After installing the application another application stops functioning and displays a missing DLL message. After determining which DLL has been deleted and finding it on the system, which of the following tools should be used to correct the error?

- A. REGSRV32
- B. DEFRAG
- C. MSCONFIG
- D. NTLDR

**Answer:** A

#### NEW QUESTION 520

A user contacts the help desk regarding a suspected malware infection. Which of the following actions should the help desk technician perform FIRST?

- A. Run System Restore
- B. Restart the computer
- C. Repair the antivirus program
- D. Isolate the system

**Answer:** B

#### NEW QUESTION 524

A technician installs new software on a customer's Windows 8 1 computer and is getting a missing DLL error. The technician verifies that the DLL file is located in the proper directory. Which of the following tools could be used to resolve this issue?

- A. grub
- B. rogsvr32
- C. defrag
- D. tracert

**Answer:** D

#### NEW QUESTION 528

An analyst needs to identify the volumes configured for a workstation being deployed for a new user. Which of the following OS tools provides a graphical representation of volumes configured on a system?

- A. Performance Monitor
- B. Windows Explorer
- C. Disk Management
- D. Task Manager
- E. Device Manager

**Answer:** A

#### NEW QUESTION 532

Which of the following physical security measures would inexpensively prevent the theft of a computer within an office building? (Select TWO)

- A. Mantrap
- B. Cable locks
- C. ID badges
- D. Entry control rosters
- E. Biometrics
- F. Locked doors

**Answer:** AF

#### NEW QUESTION 535

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

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

**Answer:** B

#### NEW QUESTION 536

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

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

**Answer:** C

#### NEW QUESTION 537

A user reports an issue with an Internet browser. The browser will not allow certain web pages to be viewed and instead forwards the user to a site requesting personal information. Which of the following tools would BEST prevent this from happening to other employees?

- A. Windows Firewall
- B. Trusted root certificate
- C. Antivirus software
- D. Proxy server
- E. Anti-malware software

**Answer:** D

#### NEW QUESTION 539

A customer calls and reports that upon launching the Windows built-in calculator application a UAC dialog appears requiring the customer to enter the password for administrative access. Which of the following is MOST likely to be causing this?

- A. The system has a Trojan infection.
- B. The parental controls have been enabled.
- C. Ransomware is present on the system.
- D. Only administrators can run the calculator applicatio

**Answer:** C

#### NEW QUESTION 542

When setting up new Windows PCs in a mixed network environment with Mac OS X, which of the following file system types would enable users to read and write data to USB flash drives from either OS without modifications?

- A. CDFS
- B. ext4
- C. exFAT
- D. ext3

**Answer:** C

#### NEW QUESTION 546

A company executive reports receiving numerous bounce-back messages to an inbox. When a technician investigates, it appears the executive did not send any of the messages that triggered the bounce-back replies. Which of the following is MOST likely to have occurred?

- A. Social engineering
- B. Man-in-the-middle attack
- C. Spear phishing
- D. Email hijacking
- E. Logic bomb

**Answer:** A

#### NEW QUESTION 549

A Linux system powers on but fails to complete the boot process. Which of the following should be checked FIRST to correct the issue?

- A. sudo
- B. lilo/grub
- C. ifconfig
- D. ntldr

**Answer:** B

#### NEW QUESTION 552

A user needs assistance setting up auto-sync on a Windows 8 phone. Which of the following tools is MOST appropriate for this scenario?

- A. Google Sync
- B. OneNote
- C. Dropbox
- D. Amazon Cloud Sync

**Answer:** A

#### NEW QUESTION 553

Which of the following user groups had default administrative permissions in previous versions of Windows, but now has no default user rights in Windows 7 and above?

- A. Power Users
- B. Performance Monitor Users
- C. Administrators
- D. Guests
- E. Users

**Answer:** C

#### NEW QUESTION 557

A technician is configuring a SOHO network of several Windows 7 PCs for a customer. The customer wants to easily share media and printers between all the PCs. Which of the following Windows features would BEST accomplish this?

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

**Answer:** C

#### NEW QUESTION 559

A Windows user reports that at system startup and when certain programs are launched a computer displays a message that says several .dll files are missing. Which of the following should a technician do to attempt to restore the missing system files?

- A. Run the SFC utility.
- B. Use msconfig.
- C. Use Computer Management.
- D. Runregsvr32.

**Answer:** C

#### NEW QUESTION 561

A technician is attempting to create a hidden administrative share. Administrative shares can be created by using which of the following symbols after the drive letter or share name?

- A. #
- B. \$
- C. !
- D. &

**Answer:** B

#### NEW QUESTION 563

Which of the following is MOST likely a server with an associated MX record?

- A. Print server
- B. Web server
- C. File server
- D. Mail server

**Answer:** D

#### NEW QUESTION 565

Which of the following types of security threats is used to attempt to learn a user's password?

- A. Spoofing
- B. Spear phishing
- C. Zero day
- D. Brute forcing

**Answer:** D

#### NEW QUESTION 566

Ann, a smartphone user receives an in-app notification that her third party note taking app has an update that requires additional permissions. The update requires access to connected storage, including networked resources, and the ability to enable or disable airplane mode. She has consulted the company's IT department about the situation. Which of the following is the BEST course of action for the IT department to recommend?

- A. Accept the app update
- B. Uninstall the app
- C. Postpone the app update
- D. Refuse the app update

**Answer:** A

#### NEW QUESTION 568

A Chief Executive Officer (CEO) needs to back up a Macintosh desktop so all notes are completely secured. Which of the following applications should the CEO use to accomplish this?

- A. Spotlight
- B. Boot Camp
- C. Apple Configurator
- D. Time Machine

**Answer:** D



#### NEW QUESTION 572

A technician is troubleshooting a Windows machine that is unable to boot Attempts to boot into safe mode result in the system continuously rebooting. To repair the computer without losing data the technician should boot:

- A. using factory recovery partition
- B. using preinstallation environment
- C. with POST on verbose mode
- D. with BIOS default settings

**Answer:** C

#### NEW QUESTION 575

Ann a technician, operates a humanitarian relief business that often requires travel to harsh environments with a number of computers and equipment An upcoming relief effort will require her to travel to a dry and dusty location Which of the following items should Ann plan to bring to protect her equipment from the elements'? (Select TWO)

- A. Heating elements
- B. Compressed air cans
- C. Extra computer cases
- D. Spare cables
- E. Humidifier
- F. Oxygen tanks

**Answer:** BE

#### NEW QUESTION 576

A technician is upgrading hard drives on several workstations however the office would like to convert the old SATA drives into external drives for additional storage Which of the following would be the BEST method of ensuring the drives do not contain any PII prior to reusing the drives?

- A. Quick format
- B. Low-level format
- C. Degauss the drive
- D. Convert to a new file system

**Answer:** A

#### NEW QUESTION 578

A user receives a call from someone who claims to be part of the IT department. The IT caller instructs the user to provide the IP address of the user's computer. Which of the following actions should the user take NEXT?

- A. Assume a social engineering attack and disconnect
- B. Provide the caller with the information requested
- C. Contact the IT department for confirmation
- D. Receive advice from a coworker on the situation

**Answer:** A

#### NEW QUESTION 580

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