



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 customer purchased a 3TB HDD to use with a Windows 7 PC and wants to have letter "J" assigned only to the drive. Which of the following types of partitioning should be performed to give the customer full use of the 3 TB drive?

- A. GPT
- B. Dynamic
- C. Basic
- D. Extended

Answer: A

NEW QUESTION 5

A SOHO technician recently moved some data from one server to another to increase storage capacity. Several users are now reporting they cannot access certain shares on the network. When the users attempt to access the shares, they get the following error: Access Denied. The technician confirms the users are all in the proper security groups and have the proper access, but they are still unable to access the shares. Which of the following are the MOST likely reasons for these issues? (Select two.)

- A. Administrative share permissions
- B. Mapped drives
- C. Group Policy hours restriction
- D. Denied write/delete permissions
- E. Disabled proxy settings

Answer: BD

NEW QUESTION 6

Which of the following file types should be opened when executing a PowerShell script?

- A. .bat
- B. .vbs
- C. .sh
- D. .ps1
- E. .psd

Answer: D

NEW QUESTION 7

Which of the following is the maximum RAM limit of a Windows 32-bit version?

- A. no limit
- B. 4GB
- C. 8GB
- D. 32GB

Answer: B

NEW QUESTION 8

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 9

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 10

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 10

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 14

A company's security policy does not allow USB drives to be available in workstations. However, an exception needs to be made for a user. The network administrator changes the policy for the user. Which of the following commands should the administrator run on the user's workstation?

- A. chkdsk
- B. netstat
- C. gpupdate
- D. diskpart

Answer: C

NEW QUESTION 17

A user is trying to install a very large .dmg file on a Windows computer but is receiving an error message. Which of the following is causing the error?

- A. Small hard drive
- B. Insufficient RAM
- C. OS compatibility
- D. Folder permissions

Answer: C

NEW QUESTION 18

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 23

Which of the following must be enabled to configure 20 new machines to be booted over a network?

- A. Multi-boot
- B. Dynamic
- C. PXE
- D. GPT

Answer: C

NEW QUESTION 25

Which of the following is the amount of memory a user is limited to with a 32-bit version of Windows?

- A. 2GB
- B. 4GB
- C. 8GB
- D. 16GB

Answer: B

NEW QUESTION 30

A technician wants to deploy a solution to manage a computer remotely. The technician is not allowed to modify any network configuration and is not able to forward any ports on the router to internal devices. Which of the following remote access technologies would be BEST suited for this situation?

- A. Remote desktop protocol
- B. Telnet client
- C. Virtual network computer
- D. Third-party tools
- E. Secure shell

Answer: C

NEW QUESTION 34

An office manager emails a technical support contractor about a new desktop for one of the workers. The office manager provides a specific configuration for the desktop. The technician notes the request will require the purchase of a new system. New system purchases are not in the scope of the support agreement. Which of the following should the technician do NEXT?

- A. Create a risk analysis report for review

- B. Submit a change order for approval
- C. Insist the worker accepts the standard desktop
- D. Document the request and place the order

Answer: B

NEW QUESTION 35

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 37

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 41

A sales representative regularly modifies confidential files on a laptop and needs them to be available all the time. The sales representative will be on a six-month business trip in two weeks. A technician has been asked to assist the sales representative with saving files.

Which of the following is the BEST method to implement to prevent any data loss for the sales representative?

- A. Give the sales representative a USB security lock.
- B. Encrypt the laptop's image on the server.
- C. Create a redundant cloud storage drive.
- D. Give the sales representative an external hard drive.

Answer: C

NEW QUESTION 46

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 48

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 51

A team needs to deploy a temporary server room at a site to provide support during construction. Which of the following should they use at this site while setting up the server room?

- A. Air filters
- B. Privacy screens
- C. Vacuums
- D. ESD mats

Answer: A

NEW QUESTION 53

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? (Choose 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: BF

NEW QUESTION 55

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 58

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: C

NEW QUESTION 60

Which of the following security methods BEST describes when a user enters a username and password once for multiple applications?

- A. SSO
- B. Permission propagation
- C. Inheritance
- D. MFA

Answer: A

NEW QUESTION 61

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: C

NEW QUESTION 63

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 66

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 syste

- 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 setting
- H. Users of this account have very limited permissions.

Answer: D

NEW QUESTION 69

A desktop technician is attempting to upgrade several machines to Windows 10. After releasing there is only one disc for the installation, the technician decides to upgrade over the network. Which of the following boot methods initiates such an upgrade?

- A. SSD
- B. Optical drive
- C. Flash drive
- D. PXE

Answer: D

NEW QUESTION 74

Which of the following would MOST likely contain troubleshooting guides?

- A. Acceptable use policy
- B. Topology diagram
- C. Knowledge base
- D. Incident documentation

Answer: C

NEW QUESTION 77

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 79

A technician arrives on site to find that two users who have the same model on Android 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 FIRST?

- 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 81

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 82

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 85

A technician is cleaning up a warehouse and several old CRT monitors and UPS units. The technician removes the batteries from the UPSs and wants to comply with proper disposal techniques.

Which of the following should the technician do NEXT to proceed with disposal of the batteries?

- A. Place security In trash receptacles
- B. Refer to the manufacture's specific usage
- C. Review the material safety data sheet
- D. Conduct an Internal search of disposal techniques

Answer: C

NEW QUESTION 86

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 90

A technician is working on a Windows 10 PC that is running slowly.

Which of the following commands should the technician use to correct this issue? (Select two.)

- A. dir
- B. chdsk
- C. dism
- D. ipconfig
- E. format
- F. diskpart

Answer: BC

NEW QUESTION 94

A user's computer is displaying a black screen. The technician restarts the computer, but the OS still does not load. The technician discovers the OS was patched the previous evening.

Which of the following should the technician attempt NEXT?

- A. Reboot into safe mode and roll back the updates
- B. Repair the Windows Registry
- C. Configure boot options in the BIOS
- D. Disable Windows services and applications

Answer: A

NEW QUESTION 97

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 102

A user reports malware activity on an isolated workstation used for testing It is running an end-of-life OS. and a USB drive is the only method used to transfer files After removing the malware and replacing the USB drive with a brand new one. the technician gives the approval to use the equipment. The next day the user reports the same malware activity is present after powering on the system Which of the following did the technician forget to do to prevent reinfection?

- A. Connect to the network and update the OS with the latest security patches
- B. Scan and dean the USB device used to transfer data from the equipment
- C. Disable System Restore and remove all restore points from the system
- D. Update the local antivirus and set it to scan automatically every evening

Answer: D

NEW QUESTION 103

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 108

A security administrator does some network testing and identifies significant issues with security on desktop computers. As part of remediation, the network administrator is developing documentation based on best practices for applying updates to end users' computers. The network administrator must create the process documentation needed to submit back to the security administrator for approval. Which of the following process documents would the network administrator MOST likely create? (Choose two.)

- A. Risk analysis
- B. End-user acceptance
- C. Backout plan
- D. Plan for change
- E. Business processes
- F. Request for proposal

Answer: CD

NEW QUESTION 113

A SOHO user reports desktop applications are performing slowly, and no emails have been received all morning. A technician remotes in and determines Internet pages' load slowly or not at all, CPU performance is normal, and the local router can successfully ping. The remote connection drops periodically. Which of the following steps should the technician take NEXT to resolve the problem?

- A. Reboot into safe mode, uninstall the latest OS update, and run a repair on the OS
- B. Update the antivirus software, run an antivirus scan, verify the browser settings, and check all email settings
- C. Reboot to BIOS setup, verify the TPM is enabled, and start a System Restore from safe mode
- D. Send a test email, open a command prompt to check the file system, and empty the browser cache

Answer: B

NEW QUESTION 115

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

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

Answer: A

NEW QUESTION 118

In which of the following file extension types would a user expect to see the command. "net use T:\server\files'?

- A. .bat
- B. .vbs
- C. .js
- D. .py

Answer: A

NEW QUESTION 120

After a virus has been spread unknowingly via USB removable hard drives, a technician is tasked with limiting removable hard drive access to certain network users. USB ports are used for many devices, including scanners, printers, and signature pads, so a policy is created to deny access to removable hard drives only. When testing the policy, a removable drive is plugged in but can still be accessed. Which of the following command-line tools should the technician use to apply the new policy?

- A. grupdate
- B. diskpart
- C. gpresult
- D. net use

Answer: A

NEW QUESTION 122

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 126

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

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

Answer: C

NEW QUESTION 128

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 131

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 132

A user's computer is suspected of hosting illegal files. The IT department has removed the computer and placed it in a secured, cypher-locked room, where it will remain until the local authorities arrive. Which of the following actions should the IT department perform NEXT?

- A. Preserve data integrity
- B. Identify violations of acceptable use
- C. Collect evidence of illegal activity
- D. Report through proper channels

Answer: A

NEW QUESTION 133

A user's phone contains customer's PII. The user cannot have the phone automatically wiped because the data is very valuable. Which of the following is the BEST method of securing the phone?

- A. Fingerprint lock
- B. Passcode lock
- C. Swipe lock
- D. PIN lock

Answer: A

NEW QUESTION 137

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 142

A small business has an open WiFi network for employees but does not want customers to connect to the access point. A technician has been dispatched to address the business's concerns. Which of the following configuration settings should the technician change to satisfy the requirements of the business? (Select two.)

- A. Default SSID
- B. MAC filtering
- C. NAT
- D. QoS
- E. Signal strength
- F. Encryption

Answer: BE

NEW QUESTION 144

A technician is repairing a computer. Which of the following should the technician do to protect the computer from accidental voltage spikes?

- A. Practice electrical fire safety.
- B. Clean tools properly before use.
- C. Remove any jewelry.
- D. Connect a proper ESD strap.

Answer: D

NEW QUESTION 148

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 149

A technician has installed a second monitor for a customer, but the desktop font sizes do not match. Which of the following display settings should be technician adjust to correct this issue?

- A. Resolution
- B. Refresh rate
- C. Extended monitor
- D. Color depth

Answer: A

NEW QUESTION 152

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 153

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 158

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 159

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 164

Which of the following Windows Enterprise OS version Offers BitLocker as a feature that can be enabled?

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

Answer: A

NEW QUESTION 167

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 169

Which of the following BEST describes the purpose of an ESD mat?

- A. Protects against accidental static discharge
- B. Protects against dust/dirt contamination
- C. Protects against accidental scratches
- D. Protects against accidental water damage

Answer: A

NEW QUESTION 171

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 174

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 179

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 180

A technician has just finished installing a secondary OS on a workstation. After rebooting the computer, the technician receives the following error: No OS found. The technician confirms the boot.ini file is correct. Which of the following is MOST likely causing this error?

- A. The computer has GRUB Legacy installed
- B. Windows Startup services are not running
- C. An incompatible partition is marked as active
- D. An unsupported version of Windows is installed

Answer: C

NEW QUESTION 183

A technician has been asked to recommend antivirus software for a home PC, but the user does not want to pay for a license. Which of the following license type should the technician recommend?

- A. Open license
- B. Personal license
- C. Corporate license
- D. Enterprise license

Answer: A

NEW QUESTION 184

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 186

After a security audit, a technician is tasked with implementing new measures to help secure company workstations. The new policy states that all workstations must be signed off at night, a password is necessary to boot the computer, and encryption must be enabled. Which of the following features should the technician implement to BEST meet these requirements? (Choose three.)

- A. Screen locks
- B. Screensaver passwords
- C. UEFI passwords
- D. Login time restrictions
- E. Strong passwords
- F. Multifactor authentication
- G. BitLocker
- H. Credential Manager
- I. Smart card
- J. Biometric authentication

Answer: ABG

NEW QUESTION 189

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 191

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 196

A user has reported that a computer is running extremely slow when opening applications. A technician checks the computer and needs to verify memory utilization. Which of the following tools should the technician use to begin troubleshooting the issue?

- A. Task Scheduler
- B. Device Manager
- C. Drive Status
- D. Performance

Answer: D

NEW QUESTION 201

A network administrator has given a technician documentation detailing the switchports the technician will need to patch in for a network upgrade. Which of the following documents did the network administrator MOST likely give to the technician?

- A. Process diagram
- B. Physical network diagram
- C. Fiber backbone diagram
- D. Logical topology diagram

Answer: B

NEW QUESTION 205

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 208

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 212

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 213

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 218

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 220

A technician repaired a laptop for a customer. The customer then complained the repair took too long and questioned the steps the technician took to fix the problem. Which of the following should the technician do NEXT?

- A. Provide documentation of the repair to the customer
- B. Allow the customer to voice concerns and post the story to social media later
- C. Inform the customer the job is done and return to the office
- D. Defend each step and why it was necessary

Answer: A

NEW QUESTION 224

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 225

A technician recently installed a new secondary hard drive in a Windows 10 desktop. After the installation, the computer displayed the following error message: No Operating System Found. However, after unplugging the new hard drive, the error message no longer appeared. The technician then reconnected the new drive to continue troubleshooting. Which of the following steps should the technician take NEXT?

- A. Reboot into safe mode
- B. Check the boot order
- C. Format the drive
- D. Perform Windows Recovery
- E. Run the chkdsk command

Answer: B

NEW QUESTION 228

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 233

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 235

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 238

A user's computer reports it has many virus infections and directs the user to call a phone number for assistance. A technician removes the hard drive and virus scans the drive with another computer. The scan does not identify any viruses Which of the following is MOST likely the problem?

- A. Rootkit
- B. Zero-day malware
- C. Rogue antivirus
- D. Old virus definitions

Answer: D

NEW QUESTION 241

A technician receives a phone call regarding ransomware that has been detected on a PC in a remote office. Which of the following steps should the technician take FIRST?

- A. Disconnect the PC from the network
- B. Perform an antivirus scan
- C. Run a backup and restore
- D. Educate the end user

Answer: A

NEW QUESTION 244

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 247

A technician has set up a new computer for a customer and needs to add a login with administrative privileges. Which of the following tools should the technician use?

- A. Component Services
- B. System Configuration
- C. Security Policy
- D. Local Users and Groups

Answer: D

NEW QUESTION 248

Joe, a customer, calls a technician to report a remote computer is demonstrating erratic behavior while he is working on it. The technician verifies the files and directories. Joe is working on locally cannot be opened in any application, and the computer is running extremely slow. Which of the following is the MOST likely cause of this issue?

- A. Files disappearing
- B. File permission changes
- C. Application crash
- D. Too many startup items

Answer: D

NEW QUESTION 250

A user calls the help desk regarding a new Windows issue 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 252

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 255

Which of the following technologies is used by malicious employees to obtain user passwords?

- A. Main-in-the-middle
- B. Phishing
- C. Tailgating
- D. Shoulder surfing

Answer: D

NEW QUESTION 260

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