



# CompTIA

## Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2

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#### NEW QUESTION 1

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 2

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 3

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 4

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 5

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 6

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 7

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 recommended 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 8

Which of the following installation methods will allow a technician to resolve issues that may arise while the installation is being performed?

- A. Unattended installation
- B. Remote installation
- C. Repair installation
- D. Image deployment installation

**Answer:** D

#### NEW QUESTION 9

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 10

During the firmware upgrade of a web server, a power outage occurred. The outage caused a failure within the upgrade. Which of the following plans must be implemented to revert back to the most recent version of the firmware?

- A. Backout plan
- B. Contingency plan
- C. Alternative plan
- D. Backup plan

**Answer:** D

#### NEW QUESTION 10

A technician is disposing of computer hardware that contains PHI. The drive must be reusable. Which of the following methods should be used?

- A. Degauss
- B. Drive wipe
- C. Standard format
- D. Low-level format

**Answer:** B

#### NEW QUESTION 13

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

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

**Answer:** A

#### NEW QUESTION 16

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

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- B. Outdated antivirus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

**Answer:** D

#### NEW QUESTION 21

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 25

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

Which of the following security measures should be used?

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

**Answer:** D

#### NEW QUESTION 29

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

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

**Answer:** BE

#### NEW QUESTION 31

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

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

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

**Answer:** A

#### NEW QUESTION 35

Which of the following can be applied directly to an organizational unit in Active Directory to provide security to both the user and the machine?

- A. Folder Redirection
- B. Group Policy
- C. Security Groups
- D. Home Folder

**Answer:** C

#### NEW QUESTION 36

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 39

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 41

A technician is installing Windows 7 64-bit OS on a VM but keeps getting errors. The specifications for the malware are:  
Two 1GHz CPUs 2GB of memory 15GB hard drive  
800x600 screen resolution  
Which of the following should the technician do to resolve the problem?

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

**Answer:** C

#### NEW QUESTION 43

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

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

**Answer:** B

#### NEW QUESTION 45

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 48

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

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

**Answer:** C

#### NEW QUESTION 50

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

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

**Answer:** A

#### NEW QUESTION 53

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 54

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 56

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

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

**Answer:** A

#### NEW QUESTION 60

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 63

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

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

**Answer:** D

#### NEW QUESTION 66

Which of the following types of scripts would be seen on the user end of a web page?

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

**Answer:** D

#### NEW QUESTION 68

Ann, a customer, calls a technician and states that she is very concerned about the privacy of her home computer and the security of her home network while browsing the Internet. Which of the following would the technician MOST likely discuss with Ann to educate her on security concepts addressing her concerns? (Choose two.)

- A. Firewall
- B. Antivirus
- C. Email filtering
- D. ACLs
- E. VPN

**Answer:** AE

#### NEW QUESTION 72

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 73

Which of the following is considered government-regulated data?

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

**Answer:** A

#### NEW QUESTION 76

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

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

**Answer:** C

#### NEW QUESTION 79

A technician is recycling PCs to be reused by a middle school. Which of the following methods is MOST appropriate for ensuring data has been removed from the PCs?

- A. Standard formatting
- B. HD drilling
- C. Low-level formatting
- D. HD partitioning

**Answer:** C

#### NEW QUESTION 83

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 84

A computer becomes infected with malware, which manages to steal all credentials stored on the PC. The malware then uses elevated credentials to infect all other PCs at the site. Management asks the IT staff to take action to prevent this from reoccurring. Which of the following would BEST accomplish this goal?

- A. Use an antivirus product capable of performing heuristic analysis
- B. Use a host-based intrusion detection system on each computer
- C. Disallow the password caching of accounts in the administrators group
- D. Install a UTM in between PC endpoints to monitor for suspicious traffic
- E. Log all failed login attempts to the PCs and report them to a central server

**Answer:** D

#### NEW QUESTION 88

Joe, a customer, requests to have a technician rename his laptop to the name of his favorite sports team. Which of the following documents MUST the technician consider before performing this action?

- A. Acceptable use policy
- B. Inventory management
- C. EULA
- D. MDM policy

**Answer:** B

#### NEW QUESTION 91

A technician is working at a help-desk form 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 92

A network administrator needs to be able to securely connect to a local router from within the office. Which of the following protocols should the administrator ensure is enabled on the router?

- A. RDP
- B. SSH
- C. TFTP
- D. HTTP

**Answer:** B

#### NEW QUESTION 97

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 99

A systems administrator needs to add security to the server room.

Which of the following would provide the BEST security for the room? (Choose two.)

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

**Answer:** EF

#### NEW QUESTION 104

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 109

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 114

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 119

Which of the following devices are MOST likely to have a grounding wire attached to them based on the manufacturer's design? (Select two.)

- A. UPS
- B. Server rack
- C. PoE phone
- D. Desktop printer
- E. Modem
- F. Patch panel

**Answer:** AB

#### NEW QUESTION 120

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 125

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 126

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 128

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 132

Users notify the help desk of an email that was just received. The email came from the help desk's email address and asked the users to click on an embedded link. This email is BEST described as:

- A. phishing.
- B. zombie.
- C. whaling.
- D. spoofing.

**Answer:** D

#### NEW QUESTION 137

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 142

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

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

**Answer:** C

#### NEW QUESTION 147

A technician logs on to a Linux computer and runs the following command: `ps -aux | grep vi`  
Which of the following MOST accurately describes the effect of the command?

- A. It kills any running programs starting with the letters vi.
- B. It opens a list of directories that start with the letters vi.
- C. It creates a new file named grep in the current working directory.
- D. It finds a list of processes running a text editor.

**Answer:** D

#### NEW QUESTION 152

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 155

A SOHO user calls a technician and wants to secure a home network. The SOHO user needs to have protection from physical connections and ensure that employees cannot access applications or personal emails. Which of the following would the technician MOST likely configure on the new network device to accommodate this SOHO user's request? (Select TWO).

- A. MAC filtering
- B. Default SSID
- C. Radio power levels
- D. Content filtering
- E. Physical security

**Answer:** DE

#### NEW QUESTION 156

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 160

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 165

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

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

**Answer:** AF

#### NEW QUESTION 167

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

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

**Answer:** C

#### NEW QUESTION 170

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

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

**Answer:** C

#### NEW QUESTION 174

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 179

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous login across the network, some of which are attempting to access workstations and servers to which the user does not have access. Which of the following should the network administrator do NEXT?

- A. Delete the user's AD account.
- B. Decrease the user's AD privileges.
- C. Disable the user's AD account.
- D. Reset the password on the user's AD account.

**Answer:** C

#### NEW QUESTION 181

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-site in a secure datacenter

**Answer:** D

#### NEW QUESTION 185

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

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

**Answer:** BE

#### NEW QUESTION 189

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

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

**Answer:** AC

#### NEW QUESTION 194

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 198

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 199

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

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

**Answer:** D

#### NEW QUESTION 203

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 207

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

Which of the following would MOST likely fix the issue?

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

**Answer:** A

#### NEW QUESTION 210

A user contacts a technician to troubleshoot server errors. The user explains that some files will not open on the server, the data backups are operational, and the weather has been bad. The technician notices missing time slots in the event log. Which of the following should the technician replace to prevent these issues in the future?

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

**Answer:** D

#### NEW QUESTION 215

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 220

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 222

A technician is PXE booting a computer. Which of the following is the technician MOST likely performing on the computer?

- A. Image deployment
- B. Multiboot configuration
- C. In-place upgrade
- D. System repair

**Answer:** A

#### 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 226

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

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

**Answer:** BD

#### NEW QUESTION 230

A SOHO user calls a technician and wants to secure a home network. The SOHO user needs to have protection from physical connection and ensure that employees cannot applications or personal emails. Which of the following would the technician MOST likely configure on the network device to accommodate the SOHO user's request? (Select TWO)

- A. MAC filtering
- B. Default SSID
- C. Ratio power levels
- D. Content filtering



E. Physical security

**Answer:** BE

#### 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 237

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

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

**Answer:** B

#### NEW QUESTION 240

A Windows user is attempting to install a local printer and is unsuccessful on permissions. Which of the following user types BEST describes this user?

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

**Answer:** A

#### NEW QUESTION 245

A user's computer is running slow even when only one program is open. A technician discovers the CPU is running at 100%, and there is a significant amount of outgoing network traffic. Which of the following is MOST likely causing the high resource usage?

- A. A keylogger is running
- B. The computer is part of a botnet.
- C. The computer is receiving a DDOS attack
- D. A software is blocking traffic

**Answer:** A

#### NEW QUESTION 248

A systems administrator has discovered a folder on the server with numerous inappropriate pictures and videos, which is in violation of the company's AUP. Which of the following would be the NEXT appropriate act?

- A. Promptly notify the administrator's immediate supervisor
- B. Rename the folder on the server, and notify the information security officer
- C. Move the folder to another location on the server, and notify the local authorities
- D. Ask the owner to move the files from the server to a local computer

**Answer:** A

#### NEW QUESTION 253

Which of the following installation types would require the use of an answer file to install the OS?

- A. Unattended
- B. Clean
- C. Repair
- D. Upgrade

**Answer:** A

#### NEW QUESTION 256

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

- A. Activate real-time protection on both antivirus software programs
- B. Uninstall one antivirus software program and install a different one



- C. Run OS updates
- D. Enable the quarantine feature on both antivirus software programs
- E. Remove the user-installed antivirus software

**Answer:** E

#### NEW QUESTION 258

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

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

**Answer:** A

#### NEW QUESTION 262

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 265

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 266

Ann, an end user, is utilizing a styles on her table. The recognition point is off when she uses the stylus, but it registers In the correct spool when she her finger. Which of the following would be the BEST resolution to issue?

- A. Restart the table
- B. Disable and then renewable Bluetooth
- C. Calibrate the touchscreen sensor
- D. Disconnect and then reconnect the stylus

**Answer:** C

#### NEW QUESTION 270

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:** D

#### NEW QUESTION 275

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 278

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