220-1002

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Exam A

QUESTION 1
An administrator is setting up a Windows terminal server.

Which of the following settings should the administrator modify to increase server security? (Choose 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

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which of the following threats uses personalized information in an attempt at obtaining information?

A. Whaling
B. Impersonation
C. Spoofing

D. Spear phishing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
A department in an organization set up a proxy server to manage its Internet stage. A technician is configuring the Windows workstations to use the new proxy server.

Which of the following Control Panel utilities should the technician use to configure the setting?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 5
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
A technician is working at a help desk firm and receives a call from a user who has experienced repeated BSODs. The technician is scheduled to take a break just after the call comes in.

Which of the following is the BEST choice for the technician to make?

A. Politely ask the user to call back
B. Ask another technician to take the call
C. Troubleshoot the issue for the user
D. Input the issue as a ticket and escalate to Tier 2
E. Put the user on hold and troubleshoot after the scheduled break

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Joe, an employee, took a company-issued Windows laptop home, but is having trouble connecting to any of the shares hosted on his home media server. Joe has verified he is connected to the Internet.

Which of the following would explain why Joe cannot access his personal shares?

A. An IP conflict is present
B. A corporate VPN is enabled
C. A firewall exception must be set
D. HomeGroup must be enabled

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
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

Correct Answer: E
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
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 types should the technician recommend?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13

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? (Choose two.)

A. Backup testing
B. Cloud storage

C. Local storage backups
D. Data recovery
E. Hot site
F. Waterproof devices

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
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

Correct Answer: D
Section: (none)
Explanation
Explanation/Reference:

QUESTION 16
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
QUESTION 18
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
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.

https://vceplus.com

Which of the following built-in utilities should be used?

A. Time Machine
B. Snapshot

C. System Restore
D. Boot Camp

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
QUESTION 20
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
A manager with a restricted user account receives the following error message:

`Windows Update cannot currently check for updates because the service is not running.`

The manager contacts the help desk to report the error. A technician remotely connects to the user's computer and identifies the problem.

Which of the following should the technician do NEXT?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 22
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? (Choose two.)

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

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
With which of the following types is a man-in-the-middle attack associated?

A. Brute force
B. Spoofing
C. DDoS
D. Zero-day

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately.

With which of the following types of infections are the PCs MOST likely infected? (Choose two.)

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

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Ann, a user, is attempting to log in to her email service form a third-party email client on her phone. When Ann enters her usual username and password, she receives an error message saying the credentials are invalid. Ann then decides to reset her email password, but after the reset, the new credentials still do not work in the third-party email client.

Which of the following settings or features is responsible for the problems Ann is experiencing?

A. Full device encryption
B. Account lock
C. Multifactor authentication
D. Strong password requirements

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
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

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
QUESTION 31
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`

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
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 plug an Ethernet cable into her laptop
D. Direct Ann to run an antivirus program on her laptop

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
An end user's PC is taking a long time to boot.

Which of the following operations would be the BEST to resolve this issue with minimal expense? (Choose two.)

A. Remove applications from startup
B. Defragment the hard drive
C. Install additional RAM
D. Install a faster hard drive
E. End the processes in Task Manager
F. Run the Disk Cleanup utility

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which of the following devices provides protection against brownouts?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
Ann, a user, has purchased a new Android phone and is attempting to access a public hotspot. When she opens a browser, 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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37

A small business has an open wireless network so vendors can connect to the network without logging in. The business owners are concerned that a nearby company is connecting and using the wireless connection without permission.

If the small business requires that the network remain open, which of the following configuration settings should be changed to address these concerns?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39

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 sees the following:

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

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

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 40
A Windows user is attempting to install a local printer and is unsuccessful based on permissions.

Which of the following user types BEST describes this user?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42

A desktop technician is attempting to upgrade several machines to Windows 10. After realizing 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
A wireless access point is going to be configured in a small office located in a crowded building.

Which of the following should the installation technician perform to increase the security of the wireless network? (Choose two.)

A. Reduce the transmit power
B. Reduce the channel availably
C. Disable the DHCP server
D. Enable QoS management
E. Disable the SSID broadcast
F. Implement WPA encryption

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
A technician is installing Windows 7 64-bit OS on a VM but keeps getting errors. The specifications for the machine are:

- Two 1GHz CPUs
- 2GB of memory
- 15GB hard drive
- 800 × 600 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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
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? (Choose two.)

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

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
A technician is installing the latest OS on a user's system. The user wants all of the settings and files 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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
Which of the following techniques is used by malicious employees to obtain user passwords?

A. Main-in-the-middle

B. Phishing

C. Tailgating

D. Shoulder surfing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51

A technician received 300 old desktops following a recent computer upgrade. After taking inventory of the old machines, the technician must destroy the data on the HDDs.

Which of the following would be the MOST effective method to accomplish this task?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52

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 clean 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

Correct Answer: D
Section: (none)
Explanation
Explanation/Reference:

QUESTION 53
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
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 the technician adjust to correct this issue?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
QUESTION 55
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
QUESTION 57
A user's smartphone is experiencing limited bandwidth when at home. The user reports to a technician that the device functions properly when at work or in the car.

Which of the following troubleshooting steps should the technician take NEXT?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
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`

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
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

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
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.

Correct Answer: D
Section: (none)
Explanation
Explanation/Reference:

QUESTION 64
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
Which of the following Windows OS technologies is used to store remote data accessed via a WAN connection on local servers for user access?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
A technician accessed a network share from a computer joined to workgroup. The technician logged in as "user1" and directed the computer to save the username and password. Several weeks later, the technician wants to log in to this network share using the administrator account. The computer does not prompt for a username and password, but it automatically logs in to the network share under the "user1" account.

Which of the following would allow the technician to log in using the "administrator" username?

A. Use the command: `net use Z: \\fileserver\share`
B. Go to the Sync Center and disable the offline files feature.

C. Delete the "user" account for the network share in Credential Manager.
D. Join the computer and file server to a domain and delegate administrator rights to "user1".
E. Use the Advanced Sharing options in the Network and Sharing Center and enable "turn on network discovery".

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
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.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
Which of the following user types should be used in a Windows environment to grant Internet access without allowing the permanent storage of files on the system?

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

Correct Answer: D

Section: (none)
Explanation

Explanation/Reference:
QUESTION 73
A technician is troubleshooting a printer issue on a Windows computer and wants to disable the printer to test a theory.

Which of the following should the technician use to accomplish this?

A. Devices and Printers
B. Sync Center
C. Device Manger
D. Power Options

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
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

Correct Answer: EF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
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.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
A technician is contacted by a user who is working from home but is unable to connect to any office resources (e.g., files, printers). The user is able to access the Internet.

Which of the following should the technician check FIRST?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
A user's mobile device is losing its battery charge very quickly. The user reports a 90% 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 a 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 applications and their resource 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 entirely and reset all settings to their default states.

E. Decrease the screen brightness to 30%.

F. Uninstall all the applications on the phone and see if the battery issues remain.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
Which of the following is a community-supported, open-source OS used for both servers and workstations?

A. iOS

B. Windows 10

C. LinuxD. OS X

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85

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

A. .bat

B. .vbs

C. .sh

D. .ps1

E. .psd

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86

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

Correct Answer: C

Section: (none)

Explanation

QUESTION 87

A customer is pressuring a project manager to get things done on time. Which of the following has the project manager failed to do in this case?

A. Follow up with the customer after project completion
B. Maintain a positive attitude during the project.
C. Disclose project experiences on social media
D. Communicate with the customer clearly.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88

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.

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89

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

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
A customer's computer is powered on and working, but the customer is unable to get to any wired network resources, shared drives, printers, or the Internet. Which of the following command-line tools should be used to troubleshoot this scenario?

A. Ping
B. hwconfig
C. Nbtstat
D. Nslookup

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
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 toolsE. Secure shell

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
Which of the following is the memory limitation of a 32-bit OS?

A. 16MB
B. 2048MB
C. 4GB
D. 1024GB
E. 2TB
F. 8TB

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93

A user is working on a shared computer and attempts to open the email application, which freezes when opened. A technician logs into the computer, and the email application works without issue. The technician has the user log back in, but the application still freezes when opened. Which of the following is the NEXT step the technician should take to resolve the issue?

A. Check for and apply software updates
B. Perform repair installation on the application
C. Add the user to the local administrators group
D. Rebuild the user's mail profile

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95

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 user's BEST option given the situation?

A. Install to a network drive

B. Install to a USB drive

C. Install to a DVD-RW

D. Install to a secondary internal HDD

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
QUESTION 96
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
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

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
Joe, a technician, has his daily plans forwarded to him by his supervisor. Upon arrival to the second support call of the day, Joe realizes the issue will require much more time than initially scheduled, and several support calls will not be completed. Which of the following would be the appropriate action for Joe?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
Which of the following operating systems utilizes the web browser named Edge, replacing its older browser software?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
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 firewall is blocking traffic

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101
A technician is cleaning up a warehouse and has 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 securely in trash receptacles.
B. Refer to the manufacturer's specific usage.
C. Review the material safety data sheet.
D. Conduct an Internet search of disposal techniques.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 102

Ann, an external user, has received several calls from a company asking why she has been sending the company communications with internal users' names in the "from field". Ann calls a technician and explains she has not been sending any communications and would like this issue fixed. The technician investigates and determines the PC is not infected with any viruses or malware.

Which of the following should the technician check NEXT?

A. Hijacked email
B. DNS entries
C. Hosts file
D. POP3 errors

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 103

Joe, an end user, just changed his network password. A pop-up box appears a few minutes later, prompting him to enter his password. Joe enters his new network password and is able to continue working. A few minutes later, the same pop-up box appears again, asking him to enter his network password.

Which of the following Control Panel utilities can Joe use to help with this situation?

A. Credential Manager
B. Network and Sharing Center
C. Security and Maintenance
D. Troubleshooting

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104

A technician is working on a virtual server migration project. The technician has already completed the SOW; however, the servers will not work without a critical network configuration that was missed in the original SOW. The technician needs to make the adjustments quickly.

Which of the following best practice processes should the technician perform NEXT?

A. Obtain end-user acceptance for the proposed changes and submit a change plan for additional work.
B. Submit the changes to the change board for approval.
C. Notify the change team of the changes needed and perform the changes.
D. Escalate to stakeholders and obtain override approval for out-of-scope changes.
E. Document the changes and perform the work.

Correct Answer: E
Section: (none)
Explanation
Explanation/Reference:

QUESTION 105
Ann, an end user, is utilizing a stylus on her tablet. The recognition point is off when she uses the stylus, but it registers in the correct spot when she uses her finger.

Which of the following would be the BEST resolution to Ann's issue?

A. Restart the tablet.
B. Disable and then reenable Bluetooth.
C. Calibrate the touchscreen sensor.
D. Disconnect and then reconnect the stylus.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 106
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 107

Joe, a user, notifies Ann, a technician, of a message that is displaying on his screen. The message has taken over the entire screen, and no icons are displayed. Joe, further explains that the message still appears after several reboot attempts. Upon further inspection of the affected PC, Ann notices a request for cryptocurrency payment to obtain the unlock key.
Which of the following is MOST likely the cause?

A. Ransomware
B. Cryptomining
C. Rootkit
D. Keylogger

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108

A user receives an email on a company smartphone. When trying to open the email, the user gets a message stating the email is encrypted, and the user cannot open it. The user forwards the email to a personal email account and receives the same message. The user calls the IT department to ask for help. To decrypt the message, the technician tells the user to contact the sender of the message to be able to exchange:

A. keys
B. passwords

C. root CA

D. tokens

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
A Linux user reports that an application will not open and gives the error. `Only one instance of the application may run at one time.` A root administrator logs on to the device and opens a terminal. Which of the following pairs of tools will be needed to ensure no other instances of the software are currently running?

A. `pad` and `chmod`

B. `sudo` and `vi`

C. `ls` and `chown`

D. `ps` and `kill`

E. `cp` and `rm`

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
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 AHCI 1.0 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 upgrade. Continue using the older version of Windows

B. Reset the PC to its factory conditions. Perform the OS upgrade again

C. Update the SATA controller driver from the manufacturer's website
D. Perform a full backup and replace the hard drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference: