220-1002 Dumps

CompTIA A+ Certification Exam: Core 2

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NEW QUESTION 1
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 2
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 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 3
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 4
A technician has identified malware on a user's system. Which of the following should the technician do NEXT according to malware removal best practices?

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

Answer: D

NEW QUESTION 5
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 6
A user is trying to install a very large .dmg file on a Windows computer but is receiving an error message. Which of the following is causing the error?

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

Answer: C

NEW QUESTION 7
Joe, a user, returns his computer to the technician who performed a virus removal on it the week before. Joe states that several symptoms have returned.
Which of the following should the technician have covered previously as part of the original repair?

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

D. Infected system quarantine

Answer: A

NEW QUESTION 8
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 9
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 10
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 10
Which of the following is the amount of memory a user is limited to with a 32-bit version of Windows?

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

Answer: B

NEW QUESTION 13
A technician wants to deploy a solution to manage a computer remotely. The technician is not allowed to modify any network configuration and is not able to forward any ports on the router to internal devices. Which of the following remote access technologies would be BEST suited for this situation?

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

Answer: C

NEW QUESTION 18
A customer's computer is powered on and working, but the customer is unable to get to any wired network resources, shared drives, printers, or the Internet. Which of the following command-line tools should be used to troubleshoot this scenario?

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

Answer: A

NEW QUESTION 20
Joe, a customer, calls a technician to report a remote computer is demonstrate erratic behavior while he is working on it. The technician verifies the files and directories Joe is working on locally cannot be open in any application, and the computer is extremely slow. Which of the following is the MOST likely cause of this issue?

A. Files disappearing
B. File permission changes

C. Application crash
D. Too many start items

Answer: A

NEW QUESTION 22
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 26
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

Answer: D

NEW QUESTION 27
A user calls a technician to report issues when logging in to a vendor's website. The technician is able to log in successfully before going to the office. However, the technician is unable to log in when in the user's office. The user also informs the technician of strange pop-up notifications. Which of the following are the MOST likely causes of these issues? (Choose two.)

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

Answer: BF

NEW QUESTION 32
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 36
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

Answer: D

NEW QUESTION 37
A client wants a technician to create a PC naming convention that will make the client's PCs easier to track and identify while in use. Which of the following naming convention formats should the technician follow?

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

Answer: C

NEW QUESTION 39
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 40
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 41
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 46
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 47
A user who is running Windows 10 logs into a machine and notices that shared drives are missing, the "My Documents" folder is empty, and personal settings are reset. Which of the following would be required to resolve the issue?

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

Answer: C

NEW QUESTION 51
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 55
Which of the following BEST describes the Guest account on a Windows system?

A. This account is designed to have the ability to set permissions for other users on the syste
B. Users of this account have the capability to perform any operation or task on the system.
C. This account is designed to provide basic permission for completing common daily task

D. Users of this account are restricted from performing things like installing new software.
E. This account is designed for users who require specific administrator rights or permission
F. Users of this account are restricted from installing software but can change time zones.
G. This account is designed for users who require temporary access to a computer and do not need to store user-specific setting
H. Users of this account have very limited permissions.

Answer: D

NEW QUESTION 60
A user's corporate email is missing the shared inbox folders that were present before the user went on vacation. The technician verifies the user is connected to the domain and can still send and receive email. Which of the following is MOST likely causing the missing folders issue?

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

Answer: C

NEW QUESTION 63
A desktop technician is attempting to upgrade several machines to Windows 10. After releasing there is only one disc for the installation, the technician decides to upgrade over the network. Which of the following boot methods initiates such an upgrade?

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

Answer: D

NEW QUESTION 66
Which of the following would MOST likely contain troubleshooting guides?

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

Answer: C

NEW QUESTION 71
A technician arrives on site to find that two users who have the same model on Android smartphone are having the same issue with a specific application. Whenever they attempt to launch the application, it fails and gives an error message. Which of the following should the technician do FIRST?

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

Answer: D

NEW QUESTION 73
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 75
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 78

A technician is working on a Windows 10 PC that is running slowly.
Which of the following commands should the technician use to correct this issue? (Select two.)

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

Answer: BC

NEW QUESTION 79
A user's computer is displaying a black screen. The technician restarts the computer, but the OS still does not load. The technician discovers the OS was patched the previous evening.
Which of the following should the technician attempt NEXT?

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

Answer: A

NEW QUESTION 81
A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error. Which of the following tools should the technician use?

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

Answer: D

NEW QUESTION 86
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 90
A security administrator does some network testing and identifies significant issues with security on desktop computers. As part of remediation, the network administrator is developing documentation based on best practices for applying updates to end users' computers. The network administrator must create the process documentation needed to submit back to the security administrator for approval. Which of the following process documents would the network administrator MOST likely create? (Choose two.)

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

Answer: CD

NEW QUESTION 91
A technician is setting up a kiosk. The technician needs to ensure the kiosk is secure and users will have access to only the application needed for customer interaction. The technician must also ensure that whenever the computer is rebooted or powered on it logs on automatically without a password.
Which of the following account types would the technician MOST likely set up on this kiosk machine?

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

Answer: A

NEW QUESTION 92
A user notices recent print jobs are not printing to the local printer despite printing fine yesterday. There are no errors indicated on the taskbar printer icon. Which

of the following actions should the user take FIRST?

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

Answer: B

NEW QUESTION 94
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 99
Joe, an employee, took a company-issues 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

Answer: C

NEW QUESTION 100
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 105
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 108
A user's phone contains customer's PII. The user cannot have the phone automatically wiped because the data is very valuable. Which of the following is the BEST method of securing the phone?

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

Answer: A

NEW QUESTION 113
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 114
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 116
A technician has installed a second monitor for a customer, but the desktop font sizes do not match. Which of the following display settings should be technician adjust to correct this issue?

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

Answer: A

NEW QUESTION 120
Joe, a user, reports that several of his colleagues have received a suspicious email from his account that he did not send. A technician asks one of the colleagues to forward the email for inspection. After ruling out spoofing, the technician verifies the email originated from the corporate email server.
Which of the following is the FIRST step the technician should take to correct this issue?

A. See if Joe's email address has been blacklisted
B. Change the password on Joe's email account
C. Update the antivirus and perform a full scan on the PC
D. Isolate Joe's computer from the network

Answer: D

NEW QUESTION 123
Which of the following Windows Enterprise OS version Offers BitLocker as a feature that can be enabled?

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

Answer: A

NEW QUESTION 127
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 128
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. If finds a list of processes running a text editor.

Answer: D

NEW QUESTION 130
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 135
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 138
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 143
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 147
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 151
A technician needs to connect to a network switch in a remote location. The technician wants to make sure the data passed over the wire is encrypted so it cannot be read by someone using a sniffer. Which of the following connection protocols should the technician use?

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

Answer: B

NEW QUESTION 152
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 154
A user calls a technician regarding an iOS mobile device that is having problems with standby time after a new update was applied. The technician verifies no new

applications were installed since the update, but the device still has poor standby time even after the update is removed. Which of the following is the MOST likely cause of the issue?

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

Answer: D

NEW QUESTION 157
A technician has just finished installing a secondary OS on a workstation. After rebooting the computer, the technician receives the following error: No OS found.
The technician confirms the boot.ini file is correct.
Which of the following is MOST likely causing this error?

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

Answer: C

NEW QUESTION 160
With which of the following types is a man-in-the-middle attack associated?

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

Answer: B

NEW QUESTION 165
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 167
A technician has been asked to recommend antivirus software for a home PC, but the user does not want to pay for a license. Which of the following license type should the technician recommend?

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

Answer: A

NEW QUESTION 171
A junior Linux system administrator needs to update system software. Which of the following shell commands would allow the administrator to gain the necessary permissions to update the software?

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

Answer: A

NEW QUESTION 173
After a security audit, a technician is tasked with implementing new measures to help secure company workstations. The new policy states that all workstations must be signed off at night, a password is necessary to boot the computer, and encryption must be enabled. Which of the following features should the technician implement to BEST meet these requirements? (Choose three.)

A. Screen locks
B. Screensaver passwords
C. UEFI passwords
D. Login time restrictions
E. Strong passwords

F. Multifactor authentication
G. BitLocker
H. Credential Manager
I. Smart card
J. Biometric authentication

Answer: ABG

NEW QUESTION 176
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 179
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 180
A department in an organization set up a proxy server to manage its Internet stage. A technician is configuring the Windows workstations to use the new proxy server. Which of the following Control Panel utilities should the technician use to configure the setting?

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

Answer: B

NEW QUESTION 183
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 187
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 190
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 193
A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately. With which of the following types of infections are the PCs MOST likely infected? (Select two.)

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

Answer: BE

NEW QUESTION 195
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 200
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 202
A user Is unable to access a network share out can access email. A technician has confirmed the user has the appropriate permissions to access the share. Which of the following commands should the technician use FIRST?

A. ping
B. nslooking
C. net use
D. ipconfig

Answer: B

NEW QUESTION 205
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? (Select 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

Answer: AB

NEW QUESTION 206
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

Answer: A

NEW QUESTION 210
A technician is called to troubleshoot a user's Windows workstation that fails to boot. The user reports that, after updating the workstation's graphics driver to a beta version, the machine gives a "Stop" error on every boot Which of the following should the technician complete to resolve the issue?

A. Boot the workstation in safe mode and disable the graphics driver system tray menu

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

Answer: A

NEW QUESTION 212
An end user is browsing the Internet when multiple browser pages open by themselves. The user notices the PC is running slowly, even while not browsing the internet. Which of the following actions should the user take?

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

Answer: B

NEW QUESTION 216
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 217
Company policy states that users must secure their laptops before leaving the office for the evening Which of the following physical security measures should be used?

A. Cable lock
B. Windows key + L
C. Smart card removal
D. Key fob
E. BIOS password

Answer: A

NEW QUESTION 220
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 225
Which of the following is the MOST secure wireless security protocol?

A. AES
B. WPA
C. WPA2
D. WEP

Answer: A

NEW QUESTION 230
Following an incident, an administrator is gathering forensic evidence from a server for a human resources investigation. Which of the following best practices is MOST important to document throughout the process to maintain integrity of the findings?

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

Answer: C

NEW QUESTION 235

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

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

Answer: A

NEW QUESTION 239
A user's computer reports it has many virus infections and directs the user to call a phone number for assistance. A technician removes the hard drive and virus scans the drive with another computer. The scan does not identify any viruses Which of the following is MOST likely the problem?

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

Answer: D

NEW QUESTION 243
A technician receives a phone call regarding ransomware that has been detected on a PC in a remote office. Which of the following steps should the technician take FIRST?

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

Answer: A

NEW QUESTION 244
A Windows user is attempting to install a local printer and is unsuccessful on permissions.
Which of the following user types BEST describes this user?

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

Answer: A

NEW QUESTION 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 247
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 249
Joe, a customer, calls a technician to report a remote computer is demonstrating erratic behavior while he is working on it. The technician verifies the files and directories. Joe is working on locally cannot be opened in any application, and the computer is running extremely slow. Which of the following is the MOST likely cause of this issue?

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

Answer: D

NEW QUESTION 251
A user calls the help desk regarding a new Windows issue that started in the morning. The user can no longer use any locally attached devices such as a mouse or a printer, and a reboot did not fix the problem Which of the following would MOST likely fix the issue?

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

Answer: A

NEW QUESTION 252
A technician is setting up a SOHO wireless network for a healthcare office that does not have a server. The user requires the highest level of wireless security and various levels of desktop authentication to access cloud resources.
Which of the following protocols and authentication methods should the technician implement? (Select two.)

A. WPA
B. WPA2
C. WEP
D. TKIP
E. RADIUS
F. Multifactor
G. TACACS
H. SSO

Answer: BF

NEW QUESTION 255
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 259
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