Exam Questions 220-902

CompTIA A+ Certification Exam (902)

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NEW QUESTION 1
A technician has been tasked with loading the operating system on every PC with a blank hard drive on a network. The technician wishes to install the operating system with minimal physical interaction with the PCs. Which of the following is the BEST way to accomplish this?

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

Answer: C

NEW QUESTION 2
Which of the following updates should be performed on a regular basis to ensure the OS has the latest security patches?

A. Anti-malware updates
B. Driver updates
C. Windows updates
D. Firmware updates

Answer: C

NEW QUESTION 3
A technician is attempting to remove malware from a customer's workstation. Which of the following Control Panel utilities should the technician use?

A. Folder Options > View hidden files
B. System > Performance
C. Display Settings > Refresh rate
D. Internet Options > Privacy

Answer: A

NEW QUESTION 4
A PC technician notices that the printers deployed via a new Group Policy are not showing up on the workstation. Which of the following commands should be run on the PC?

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

Answer: C

NEW QUESTION 5
A technician is instructed to configure a new workstation to boot the OS from the network. The technician must enable which of the following FIRST?

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

Answer: A

NEW QUESTION 6
An administrator is in a Remote Assistance session, sharing a user's desktop. While trying to map a shared network drive for the user, an "access denied" error is encountered while using the user's credentials. Which of the following should be the administrator's NEXT step?

A. Ensure the user's account is not locked out
B. Use the fully qualified domain name of the share
C. Open the location with administrator privileges
D. Try mapping with a different drive letter

Answer: C

NEW QUESTION 7
A technician is troubleshooting a PC with multiple volumes. To verify which are active and assigned drive letters, the technician should use the LIST function of which of the following commands?

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

Answer: B

NEW QUESTION 8
A technician is remotely connecting to a workstation using SSH to transfer a security hotfix. Which of the following command line tools would the technician use to create a directory to store the hotfix?

A. dir
B. rd
C. cd
D. md

Answer: D

NEW QUESTION 9
A small office experiences frequent power outages. Upon rebooting the Windows workstations after each power outage, users report the inability to open shared files. Which of the following MUST a technician configure to resolve this issue in the future?

A. Check the "Reconnect at logon" checkbox for the mapped network drive
B. Connect all computers in the office to UPS devices
C. Re-map the mapped network drive with the domain administrator account
D. Replace the hard drives on the file server hosting the shared files

Answer: A

NEW QUESTION 10
A user is unable to find the preferred default network printer in the printers list in the user profile. Which of the following is the FIRST step that should be taken?

A. Map printer
B. Reboot computer
C. Check to see if printer is turned on
D. Log in as a different user and see if printer is mapped

Answer: A

NEW QUESTION 10
A technician is tasked with setting up a user's webmail on a tablet, phone, and laptop. The user would like the data synced to all three devices. Which of the following items can be synced to the devices via webmail? (Select THREE).

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

Answer: ADG

NEW QUESTION 12
A company that manages its own cloud, while utilizing a third-party vendor to help manage storage, is implementing which of the following infrastructure types?

A. Hybrid
B. Community
C. Private
D. Public

Answer: A

NEW QUESTION 17
A user wants to configure a smartphone to save all attachments from an Outlook.com email to a cloud-based service. Which of the following would be BEST to use to accomplish this?

A. Google Drive
B. iCloud
C. One Drive
D. FTP

Answer: C

NEW QUESTION 18
An administrator has a virtual client running but cannot receive network connectivity. The host workstation is able to access the network. Which of the following would the administrator check on the host to repair the problem?

A. The cable connected to the network
B. Virtual host network adapter
C. USB host adapter
D. The domain of the virtual machine

Answer:

B

NEW QUESTION 21
Virtual machines provide users with the ability to do which of the following?

A. Extend 32-bit machines to 64-bits
B. Share hardware resources
C. Increase the network download speed
D. Use less memory in the machine

Answer: B

NEW QUESTION 25
Which of the following best practices is used to fix a zero-day vulnerability on Linux?

A. Scheduled backup
B. Scheduled disk maintenance
C. Patch management
D. Antivirus update

Answer: C

NEW QUESTION 30
Which of the following features of a mobile device operates the touch screen?

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

Answer: B

NEW QUESTION 35
Which of the following tools is used to type or paste recovery commands directly into a Linux box?

A. Shell/terminal
B. Backup/time machine
C. Command/cmd
D. Restore/snapshot

Answer: A

NEW QUESTION 38
An end user has reported not receiving emails sent by a specific customer. Which of the following is the MOST likely cause of this issue?

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

Answer: C

NEW QUESTION 39
The type of security threat that uses computers or other networks to accept and pass on viruses is called:

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

Answer: B

NEW QUESTION 43
A technician needs to quickly destroy data on several hard drives that are no longer wanted. Which of the following methods is MOST effective?

A. Physical destruction
B. Quick format
C. Low level format
D. Overwrite

Answer: A

NEW QUESTION 48
A user wants to save a file into another user's directory, but the file save is denied. Which of the following is the MOST likely reason the file save cannot be

completed?

A. The user must be a member of the Users group
B. The user requires write permissions to the folder
C. The user requires read permission to the folder
D. The user must be a member of the Administrators group

Answer: B

NEW QUESTION 52
Which of the following prevention methods is considered to be digital security?

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

Answer: D

NEW QUESTION 57
Which of the following Windows features would be used to encrypt a single file or folder?

A. EFS
B. NTFS
C. BitLocker
D. Security

Answer: A

NEW QUESTION 61
A network administrator is unable to install programs on a workstation. Which of the following is MOST likely the reason the administrator is not able to install applications?

A. The workstation is victim of a denial of service attack.
B. The username is not authenticating on the network.
C. The username is not part of the local administrator group.
D. The administrator has not applied appropriate security patch

Answer: C

NEW QUESTION 66
Ann, an executive, reports that she received a call from someone asking for information about her email account. Which of the following type of potential security threats does this scenario describe?

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

Answer: A

NEW QUESTION 69
A turnstile is an example of which of the following forms of physical security?

A. Entry control roster
B. Biometrics
C. Mantrap
D. Cipher lock

Answer: C

NEW QUESTION 71
When securing a mobile device, which of the following types of screen locks is the MOST secure?

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

Answer: A

NEW QUESTION 74
A technician has been notified that recent vulnerabilities have been discovered related to a type of SOHO router. The technician has verified that all connections and settings are appropriate. Which of the following actions should the technician take NEXT?

A. Change the router firewall settings
B. Check for and apply a firmware update
C. Reconfigure the QoS settings
D. Change router user-names and passwords

Answer: B

NEW QUESTION 79
A technician is configuring a SOHO router to ensure network computers can only use secured protocols on the Internet. Which of the following ports should be allowed?

A. 143
B. 23
C. 443
D. 3269
E. 3389

Answer: C

NEW QUESTION 84
A Windows workstation is suspected of having malicious software that created an infected start-up item or service. Which of the following tools would a technician use to test this theory?

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

Answer: B

NEW QUESTION 88
Joe, a user, states he is unable to use his Android phone after updating the OS. Joe is in a hurry and would like a quick solution that would most likely fix the issue. Which of the following methods can the technician use?

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

Answer: B

NEW QUESTION 93
Joe, a user, returned yesterday from a trip where he utilized the GPS function of his mobile device. He now notices the battery is rapidly draining. Which of the following can Joe MOST likely do to resolve the issue without a loss of data?

A. Restart the mobile device.
B. Update the device's firmware.
C. Uninstall the GPS-enabled app.
D. Readjust the location settings.

Answer: D

NEW QUESTION 97
Joe, a user, is using his smartphone for navigation while driving. As he drives, an icon frequently appears on the screen informing the user additional information is required to log in. Which of the following is causing this?

A. Unintended WiFi connections
B. Cellular data roaming notifications
C. Weak cellular signal
D. Unintended Bluetooth connections

Answer: A

NEW QUESTION 101
A technician has just fixed a user's PC and successfully removed a virus and malware from the machine. Which of the following is the LAST thing the technician should do?

A. Educate the user regarding Internet browsing best practices
B. Update the anti-malware software on the user's PC
C. Schedule scans and run updates
D. Enable system restore and create restore point

Answer: A

NEW QUESTION 106

A technician receives a call regarding a PC's slow performance. The client states that most applications are slow to respond; boot up and shutdown take much longer than they used to. Hard drive diagnostics pass, but there are error messages in the event viewer stating that the file system is corrupt. Which of the following should the technician do NEXT?

A. Reload the OS using FAT32 instead of NTFS.
B. Change the disk from basic to dynamic.
C. Run chkdsk with the /r switch and reboot the PC.
D. Open the defrag utility and run a drive analysi

Answer: C

NEW QUESTION 111
A customer has recently installed several applications on a Windows 7 workstation and is now experiencing slow system performance and spontaneous restarts. After removing some of the recently installed applications, the issue persists. Which of the following tools could the technician use to troubleshoot the problem while preventing data loss?

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

Answer: C

NEW QUESTION 112
Ann, a user, states that after installing an update on her iPhone, the WiFi starts to malfunction. The WiFi icon is displaying that it has connectivity but she is still unable to browse. Which of the following could be the issue?

A. PRAM needs to be reset
B. iCloud is corrupted
C. The router needs to be rebooted
D. The upgrade needs to be uninstalled

Answer: A

NEW QUESTION 113
A mobile phone has started to respond slowly and erratically. The user has done a soft reset and the problem still exists. Which of the following is the BEST step the user can take to fix this problem?

A. Perform a force stop
B. Reset to factory default
C. Upgrade to a larger battery
D. Close running apps

Answer: B

NEW QUESTION 116
An end-user is attempting to access a file-sharing site to download files shared by a customer, but is receiving a message stating the site has been blocked. Which of the following is the MOST likely cause of this issue?

A. Antivirus software
B. Internet connectivity issues
C. Ransomware infection
D. Content-filtering

Answer: D

NEW QUESTION 118
A user reports that any URL entered redirects to the same web page. A technician concludes that the user's computer has been compromised. Which of the following tools would the technician use to resolve the issue?

A. Last known good configuration
B. Anti-malware
C. System restore
D. Rogue antivirus

Answer: B

NEW QUESTION 120
A user, Ann, receives a phone call from the company's mail administrator who indicates her email account has been disabled due to high volumes of emails being sent in a very short period of time. Which of the following types of attack has the user experienced?

A. Virus infection
B. Man-in-the-middle attack
C. Phishing attack
D. Malware infection

Answer: A

NEW QUESTION 123
A customer reports that a smartphone is experiencing a very short battery life. The user has been using this phone for a short time and has installed several apps recently. Which of the following might be the cause of the issue?

A. Slow data speeds
B. Defective SD card
C. Unauthorized root access
D. Signal drop or weak signal

Answer: C

NEW QUESTION 124
An engineer working with large detailed CAD files notices over time that the workstation is taking
significantly longer to open files that used to launch quickly. Other applications work fine, and the engineer confirms all of the data has been backed up the night before. A technician determines that the workstation is about two years old. Which of the following would be the technician's FIRST step in troubleshooting the problem?

A. Run defrag on the hard drive
B. Restore the CAD files from backup
C. Replace the hard drive
D. Remove and reinstall the CAD software

Answer: A

NEW QUESTION 125
Joe, an end-user, reports that the PC he uses periodically logs off his user account and displays a message that updates are being installed. Which of the following is the MOST likely cause of this issue?

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

Answer: D

NEW QUESTION 126
A customer is experiencing issues with email and calls the help desk. The technician determines it would help clarify the issue if the customer agrees to share their desktop. Prior to establishing a Remote Desktop Assistance connection with a customer, a technician should ask the customer to:

A. close any items of a personal nature.
B. reboot the computer and log back in.
C. capture a screen-shot of the error message.
D. take steps to reproduce the erro

Answer: A

NEW QUESTION 128
A manager suspects a user has obtained movies protected by copyright using a torrent client. An incident response technician responds and verifies the user has indeed been violating company policy. Which of the following would be the next BEST step for this technician to perform?

A. Secure the workstation in a limited access facility.
B. Document the incident, purge all policy violating materials.
C. Immediately delete all unauthorized materials.
D. Reprimand the user and apply a content filter to their profil

Answer: A

NEW QUESTION 133
A customer has made several trouble calls to the help desk and is very irate. The technician that receives the call has learned that the issue has not yet been resolved. The technician politely asks the customer to explain the issue, and learns that the problem needs to be escalated. Which of the following should the technician do once the problem has been escalated?

A. Communicate status with customer and ensure successful call transfer
B. Remain on the line until the issue is resolved
C. Inform the customer that the issue cannot be resolved at this level
D. Tell customer that patience will be needed

Answer: A

NEW QUESTION 134
A technician has been given a PC that is not powering up. After brief troubleshooting, the technician comes to the conclusion the power supply needs to be replaced. Which of the following is the NEXT step in the process of performing the repair?

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

D. The technician should remove jewelry

Answer: D

NEW QUESTION 138
A technician troubleshooting a computer finds a faulty video card and needs to replace it. Which of the following safety procedures should be used to prevent damaging the new part?

A. Ground the computer and remove jewelry.
B. Self ground and handle the new card by the edges.
C. Place the computer on an ESD mat.
D. Attach an ESD strap to the new card during handlin

Answer: B

NEW QUESTION 143
A technician opens a customer's computer and sees large amounts of accumulated dust. Which of the following is the BEST method of removing the dust from the computer?

A. Use compressed air to free the dust from the components and remove it with an ESD vacuum.
B. Dampen an ESD cloth with denatured alcohol and use it to gently wipe the dust away.
C. Use a shop vacuum with enough power to ensure all dust has been removed.
D. Remove as much dust as possible by hand and use compressed air to blow the rest ou

Answer: A

NEW QUESTION 145
A technician is working on a home theater PC in a location where the electrical system may not be properly grounded. As the technician is finishing the installation, which of the following should the computer technician do before connecting a cable TV line to a TV tuner card?

A. Perform self-grounding
B. Unplug the computer power cable
C. Use an ESD strap
D. Require the electrical system be brought up to code

Answer: B

NEW QUESTION 149
A user starts up a PC and notices it appears to boot from CD or DVD-ROM, but after a few seconds continues to boot into Windows. Once Windows starts up, Media Player opens and starts playing music. Which of the following is MOST likely occurring?

A. The boot order in the BIOS is incorrectly set
B. The machine was improperly shutdown
C. The Media Player software has been recently updated.
D. A disc has been left in the CD/DVD-ROM drive

Answer: D

NEW QUESTION 150
An end user calls the company's IT service desk to report an inability to open encrypted emails on a mobile device. Which of the following BEST represents a possible cause?

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

Answer: A

NEW QUESTION 152
The system administrator is tasked with installing Windows to 100 computers over the network. The systems administrator needs to remove system-specific identifiers. Which of the following would the system administrator use to accomplish this?

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

Answer: C

NEW QUESTION 155
A technician is tasked with analyzing computer settings managed by Microsoft Group Policy configuration. The technician wants to print a report to an HTML file for offline review. Which of the following Windows command line tools would allow the technician to accomplish this task?

A. gpedit.msc

B. gpupdate
C. gpresult
D. gpmc.msc

Answer: C

NEW QUESTION 158
A corporate customer has contacted a technician about a database issue. After a reboot, no one can connect to the database. When the technician arrives on-site, the database service is not started. The technician starts the service, and the database comes up without issue. After some testing, the technician realizes the database service is coming up to quickly on startup before dependent services can start. Which of the following is the BEST solution?

A. Set the database service to 'Automatic (Delayed Start)"
B. Show the customer how to manually start the service
C. Create a scheduled task that will start the service on reboot.
D. Set the service to manual and write a script to start it on reboo

Answer: A

NEW QUESTION 160
A user frequently travels with a Windows laptop and connects to several wireless networks. At a new location, the user reports that the locally shared printers are not available on the wireless connection. Which of the following would be causing the issue?

A. The location profile is set to public.
B. Workgroup is disabled.
C. The proxy settings are misconfigured.
D. Remote assistance is not configure

Answer: A

NEW QUESTION 161
Which of the following file formats does Android use for application installation?

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

Answer: C

NEW QUESTION 162
Which of the following is the FASTEST way for a user to synchronize data between an iPhone and a work PC?

A. Transfer data via WiFi Direct to the user's laptop.
B. Use Bluetooth to share data from the phone.
C. Connect the iPhone's USB cable and use iTunes.
D. Copy the data from the phone to a MicroSD car

Answer: C

NEW QUESTION 163
A user wants to reuse a flash drive and ensure that no one can view the previous data. Which of the following is the BEST way to accomplish this?

A. Delete the files
B. Perform a full format
C. Degauss the drive
D. Make the files hidden

Answer: B

NEW QUESTION 166
A technician has decided to upgrade all users' iPhones to the latest model. Which of the following is the FIRST thing the technician should advise the users to do with the old phones before turning them in?

A. Back up the mobile data with a cloud backup service.
B. Enable remote wipe to clear all personal and corporate data.
C. Go into the device settings to remove personal customizations.
D. Factory reset the old phones to ensure the data is no longer on the device.

Answer: A

NEW QUESTION 171
A recent data breach has revealed that compromised files contained employee photos, names, and addresses. This information is sensitive because it is considered to be:

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

Answer: B

NEW QUESTION 173
A technician is running a Cat 5 cable from the IDF to a user's PC in the office. Which of the following should the technician use for safety reasons?

A. Dusk mask
B. ESD strap
C. Multimeter
D. Cable tester

Answer: C

Explanation: Reference https://www.cablinginstall.com/articles/print/volume-9/issue-2/contents/installation/safety-considerations-for- th

NEW QUESTION 177
A user needs their email set up on their iOS device. The email needs to synchronize all changes made with the server and the PC. Which of the following would the technician use to accomplish this?

A. IMAP
B. SMTP
C. SMNP
D. POP3

Answer: A

NEW QUESTION 179
A technician is installing Windows 7 on a computer with a previously used hard drive. After receiving an error, the technician realizes the hard drive does not support this install. Which of the following tasks should the technician perform?

A. Partition the hard drive in Extended format.
B. Use Windows Update to download the appropriate driver.
C. Enable Multiboot in the BIOS.
D. Convert the file system to NTF

Answer: D

NEW QUESTION 184
A technician has been informed by the IT security manager that a vulnerability has been discovered in the wireless router. The vulnerability could allow an attacker to take remote control of the device. Which of the following should the technician perform to address the issue?

A. Power off the device
B. Install an add-on card
C. Update the WiFi antenna
D. Update firmware

Answer: D

NEW QUESTION 188
Several users of a shared computer report that Windows often indicates an improper shutdown was experienced upon power on. Which of the following would be the BEST course of action to determine which user is responsible for causing the issue?

A. Review the System Log
B. Check msconfig utility
C. Checkboo
D. ini
E. Review the ntuser.dat file

Answer: A

NEW QUESTION 191
A user's personal laptop was hacked. A technician troubleshooting the issue discovers the user used the numbers 123456789 as their account password. The user has not changed the password in two years. Which of the following best practices should the technician recommend the user implement to prevent future hacking? (Select TWO).

A. Configure screen saver
B. Set a strong password
C. Set login time restrictions
D. Use a more secure browser
E. Change the password frequently

Answer:

BE

NEW QUESTION 194
A user notices the social media apps are constantly updated with the user's precise location. The user is worried about privacy and would like to keep this information from being broadcast online. Which of the following features should the user adjust in order to accomplish this?

A. Geotracking
B. Filtering
C. WiFi
D. Tethering

Answer: A

NEW QUESTION 196
Which of the following Linux commands is used to configure an Ethernet address?

A. ifconfig
B. traceroute
C. ipconfig
D. chmod

Answer: A

NEW QUESTION 201
Which of the following is a physical device used to prevent tailgating into a facility?

A. Privacy filter
B. ID badge
C. Retinal scanner
D. Mantrap

Answer: D

NEW QUESTION 204
Ann, an end user, receives a call from someone claiming to be from the help desk and asking for her username and password to prevent her email box from being deleted immediately. Which of the following BEST describes this type of attack?

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

Answer: C

NEW QUESTION 206
A user needs to connect securely to the company network while working from a hotel room. Which of the following would the user need available to accomplish this?

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

Answer: B

NEW QUESTION 211
Which of the following is a risk of implementing a BYOD policy?

A. Introducing malware onto the network
B. DHCP may fail due to incompatibility
C. Different encryption technology
D. Higher risk of phishing attacks

Answer: A

NEW QUESTION 213
A user running Windows 7 has reported that a computer has crashed and a BSOD displayed. The computer was restarted and now the user reports that it is running slower than usual, especially when multiple programs are open at the same time. The technician knows the system has 8GB of memory (2x 4G DIMMS), and suspects that the system has a faulty memory module and has disabled one of the DIMMs. Which of the following would a technician do to confirm that the OS is now only detecting 4GB of memory?

A. In the Control Panel, click Devices and Printers.
B. In the Control Panel, click System.
C. In the Control Panel, click Device Manager.
D. In the Control Panel, click Performance Information and Tool

Answer: B

NEW QUESTION 218
A technician would like to remove the dust inside of a desktop computer. Which of the following should the technician use to MINIMIZE exposure to the dust while protecting internal hardware components? (Select TWO).

A. Mask
B. ESD mat
C. ESD strap
D. Antistatic bag
E. Safety goggles
F. Rubber gloves

Answer: AE

NEW QUESTION 221
An IPS appliance is installed on the network. Which of the following is the purpose of the IPS?

A. To check the network for unwanted activity
B. To check and stop unwanted activity
C. To provide connectivity to the network
D. To test the resilience of the network

Answer: B

NEW QUESTION 223
A network administrator has moved several users' folders to a different server. After mapping to the new shared drive, the users can access each other's' files. Which of the following could be the cause of this issue?

A. Administrator permissions
B. File permissions
C. File fragmentation
D. Network segmentation

Answer: B

NEW QUESTION 228
Data on full disk encrypted drives using BitLocker is MOST secure from loss when combined with which of the following technologies?

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

Answer: C

NEW QUESTION 230
A technician needs to repurpose a hard drive that has confidential information on it. Which of the following methods is MOST appropriate?

A. Incineration
B. Overwrite
C. Degauss
D. Quick format

Answer: D

NEW QUESTION 235
An administrator must upgrade multiple workstations with a new image being deployed using Windows Deployment Services. Which of the following client-side boot methods initiates the deployment of the new image?

A. USB flash drive
B. CD-ROM
C. PXE
D. GRUB

Answer: C

NEW QUESTION 238
A technician has just installed a video card in a PC. The video card is not working, although it was working fine on the test bench. Which of the following Windows tools should the technician use to start troubleshooting the problem?

A. Task Manager
B. Device Manager
C. System Configuration
D. Computer Management

Answer: B

NEW QUESTION 241
A user has been granted permission to access the corporate network from a personal smartphone. Which of the following should a technician perform before configuring the phone for access?

A. Check the phone for unauthorized root access
B. Disable the phone's Bluetooth chip
C. Erase all personal data from the phone
D. Check the phone for location tracking

Answer: A

NEW QUESTION 245
An end user receives an unsolicited and unencrypted email containing a co-worker's birth date and social security number. The end user should immediately contact the IT department and report a violation of which of the following policies?

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

Answer: D

NEW QUESTION 247
To prevent electrical damage to a PC while working on it, which of the following should be disconnected before work begins?

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

Answer: A

NEW QUESTION 250
Ann, a user, has a phablet for personal and work usage. She finds that her phablet starts to exhibit slow performance after a couple of hours and that the problem worsens as the day goes by. If Ann restarts the device, it works fine for a couple of hours and then starts to run slow again. Which of the following is the BEST action to troubleshoot this problem?

A. Check running apps
B. Reset to factory default
C. Disable cloud syncing
D. Replace the device's battery

Answer: A

NEW QUESTION 254
A user wants to be able to access email from all devices. Which of the following formats should be used to allow this synchronization?

A. SMTP
B. iCal
C. POP3
D. IMAP

Answer: D

NEW QUESTION 258
To implement additional security on a small office wireless network, the administrator disables the DHCP server on the wireless router. To ensure traffic from specific network interfaces is able to traverse the router, which of the following should be used to limit traffic?

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

Answer: A

NEW QUESTION 262
A user has installed several applications, which has led to critical OS files being overwritten by files supplied by the application's creator. Which of the following commands and switches should a technician run to restore OS files to their original versions?

A. sfc /scannow
B. chkdsk /r
C. tasklist /svc
D. gpupdate /force

Answer: A

Explanation: Reference https://support.microsoft.com/en-us/help/929833/use-the-system-file-checker-tool-to-repair-missing-or- corrupte

NEW QUESTION 263
Joe, a user, reports he is unable to install an OS on a home computer. An investigation reveals Joe is using an enterprise license key. Which of the following is the MOST likely issue?

A. The wrong media is being used
B. The media is corrupt
C. The hardware is unsupported
D. The boot order is incorrect

Answer: C

NEW QUESTION 267
A user is having difficulty with a recently installed application in Windows 7 and needs to make changes to a configuration file. A technician instructs the user to navigate to the application data to make the changes, but the user is unable to locate it. Which of the following should the technician instruct the user to do to find the appropriate folder? (Choose two.)

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

Answer: BD

NEW QUESTION 272
A user is trying to connect to a new access point with a laptop. The laptop is already able to connect to older access points. The user can see the SSID, but the new access point will not allow the user to connect. The user verifies the correct password is being used. Recently issued devices are able to connect to the new access point. Which of the following is the BEST way to restore this situation?

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

Answer: D

NEW QUESTION 277
A technician wants to set up a virtual machine in a public cloud environment. Which of the following cloud models should the technician use?

A. IaaS
B. SaaS
C. PaaS
D. DBaaS

Answer: A

NEW QUESTION 279
A technician recently removed a malware infection from a client's computer. After removing the computer from the network, the technician used an approved customized tool to remove the malware, then updated the antivirus suite, and performed a scan that reported the system was clean. A week later, the client reports the same malware infection has returned. Which of the following is MOST likely the cause of the reinfection?

A. The technician did not disable the System Restore utility
B. The technician ran the malware remover before the antivirus scan
C. The technician did not install a second antivirus suite to complement the first suite
D. The technician did not put the computer back onto the network

Answer: A

NEW QUESTION 283
The digitizer on a user's smartphone intermittently stops working. Which of the following is MOST likely the issue?

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

Answer: B

NEW QUESTION 288

A user who is running Windows XP calls a technician to upgrade the computer to a newer Windows OS. The user states the computer has only 1GB of RAM and 16GB of hard drive space with a 1.7GHz processor. Which of the following Oss should the technician recommend to ensure the BEST performance on this computer?

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

Answer: A

NEW QUESTION 289
A technician at a corporation receives an instant message from a user who states the new department shared drive that was given through managed settings is missing from the user's PC. Which of the following tools should the technician use to BEST troubleshoot the missing shared drive?

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

Answer: A

NEW QUESTION 290
A computer repair technician must open a computer case to remove and replace a graphics card. An ESD mat and strap are not available. Which of the following should be done PRIOR to touching the components? (Select two.)

A. Touch both hands to a bare-metal portion of the chassis.
B. Take off shoes and any headwear.
C. Remove all jewelry.
D. Remove the power supply unit.
E. Place the chassis on a non-metal surface.

Answer: AC

Explanation: Reference: https://www.ifixit.com/Answers/View/20807/Do+I+really+need+a+anti-static+strap- mat+for+dismantling+a+de

NEW QUESTION 294
A user wants to connect a Windows notebook computer to an external desktop monitor, keyboard, and mouse. However, each time the user closes the notebook lid, the computer shuts down automatically. Which of the following options in the Power Settings menu should the technician select to prevent the automatic shutdown?

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

Answer: A

NEW QUESTION 299
A user's smartphone is experiencing limited bandwidth when at home. The user reports to a technician that the device functions properly when at work or in the car. Which of the following troubleshooting steps should the technician take NEXT?

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

Answer: A

NEW QUESTION 300
A technician wants to secure a company's laptops by preventing the USB flash drive from being used. Which of the following would be the BEST and FASTEST way for the technician to accomplish this goal?

A. Use intrusion prevention systems
B. Disable physical ports
C. Uninstall USB drivers
D. Install HIDS

Answer: B

NEW QUESTION 305
A company wants to leverage a cloud infrastructure that allows it to keep confidential information away from other companies outside its industry while allowing data to be shared with other companies in the same field. Which of the following is the BEST option to accomplish this task?

A. Public

B. Hybrid
C. Community
D. Private

Answer: B

NEW QUESTION 308
A user has stated a workstation is having problems loading certain websites. The user claims to have clicked on a link from a web page and nothing happened. However, other websites are displaying correctly. The technician advises the user to clear the browser cache and try again, but that does not fix the issue. Which of the following is the MOST likely cause in this scenario?

A. The user's account expired
B. The pop-up blocker is enabled
C. The user is right-clicking on the link
D. The browser is incompatible with certain websites

Answer: D

NEW QUESTION 310
A technician must remove data from the human resources computers. The technician plans to reuse the drives in the computers. Which of the following data destruction methods should the technician perform to ensure the data is removed completely?

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

Answer: D

NEW QUESTION 313
A technician has a requirement to be able to stage several servers on demand and with little notice. The technician has decided to use cloud technologies. Which of the following technologies should the technician use in this case?

A. PaaS
B. SaaS
C. IaaS
D. RaaS

Answer: C

Explanation: Reference: https://rubygarage.org/blog/iaas-vs-paas-vs-saas

NEW QUESTION 316
Which of the following is the proper way to dispose rechargeable batteries?

A. Shred
B. Recycle
C. Dispose in trash
D. Incinerate

Answer: B

NEW QUESTION 321
Which of the following Windows Enterprise OS versions 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 323
A technician needs to format a new drive on a workstation. The technician will need to configure read attributes to specific local files and write extended attributes to specific folders. Which of the following will allow the technician to configure these settings in a Windows environment?

A. ext4
B. HFS+
C. FAT32
D. NTFS

Answer: D

NEW QUESTION 326

When a user browses to a favorite website on a Windows laptop, a different website opens. A technician installs an additional web browser, but it also opens to the same unfamiliar site. The technician resets the web browser settings back to default, but the issue persists. Which of the following troubleshooting steps should the technician complete NEXT?

A. Change the browser's home page
B. Check the Windows host file
C. Update the default web browser
D. Restore Windows to a previous date

Answer: B

NEW QUESTION 327
The general manager installed a popular archive utility. Antivirus software flagged the software because it was also exhibiting malicious behavior. This is an example of which of the following?

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

Answer: B

NEW QUESTION 328
After completing a fresh Windows 7 installation for a customer, a technician wants to ensure the OS files are hidden and protected from accidental deletion or alteration. Which of the following locations should the technician view to make this change?

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

Answer: A

NEW QUESTION 330
A company has a web application that is in the cloud on a multi-tenant server. The web application is connected to a database that is also in the cloud. Which of the following cloud computing concepts does this describe?

A. IaaS
B. PaaS
C. SaaS
D. DaaS

Answer: B

NEW QUESTION 332
Which of the following security features is ONLY available in the Windows 7 Enterprise?

A. Windows Firewall
B. FTP connectivity
C. BitLocker
D. SSL encryption

Answer: C

NEW QUESTION 335
Utilizing login information for social media platforms or email providers without requiring additional credentials is commonly referred to as……

A. system federation
B. mutual authentication
C. single sign-in
D. multifactor authentication

Answer: C

NEW QUESTION 338
Which of the following is used to assist developers with programming applications for mobile devices and taking advantage of built-in features?

A. SDK
B. SCP
C. GUI
D. GPS

Answer: A

NEW QUESTION 342

A technician has been tasked with ensuring all of the company software vulnerabilities are fixed. Which of the following should be used to complete this task?

A. Scheduled reboots
B. Regular backups
C. Task scheduler
D. Patch management

Answer: D

NEW QUESTION 343
When starting a computer, a technician notices the computer displays a blue screen and reboots after POST. The technician completed several updates prior to encountering the blue screen. Which of the following tools would the technician use to resolve this issue?

A. Disk Management
B. Secure Boot
C. System Restore
D. msconfig
E. fixboot

Answer: C

NEW QUESTION 344
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.
Which of the following should be changed to resolve this issue?

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

Answer: B

NEW QUESTION 346
A user's smartphone is getting a very weak signal from the service provider. One day the user notices the phone has full
bars and the signal strength has inexplicably increased. Which of the following tools should be used to verify the user is connecting to a legitimate signal from the phone service provider?

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

Answer: B

NEW QUESTION 351
Which of the following is the MAIN reason that corporate policies protect access to PII?

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

Answer: B

NEW QUESTION 353
A SOHO customer has recently experienced a major hurricane. The customer had no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again. Which of the following recommendations should the contractor give to the customer? (Choose two.)

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

Answer: BE

NEW QUESTION 358
A technician has received a call from a user who opened an application and was presented with an error message stating
the application has failed to load properly and will now close. The user has rebooted the PC several times and keeps getting the same message. The user has administrative rights on the local machine. Which of the following tools should be used to resolve this issue QUICKLY?

A. REGEDIT
B. System File Checker
C. Command prompt

D. Uninstall/reinstall/repair
E. MSCONFIG

Answer: B

NEW QUESTION 361
A technician has a single computer that continually shuts down every evening for no apparent reason and must be turned on each day. The technician has verified hibernate and sleep settings do not exist on the computer and the computer power is not the problem. Which of the following would the technician use to troubleshoot the root cause of the random shut downs? (Choose two.)

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

Answer: BE

NEW QUESTION 364
Users on the corporate network are reporting that accessing folders is very slow on internal network servers. Which of the following should the technician troubleshoot to resolve this problem?

A. DHCP server
B. Web server
C. File server
D. Proxy server

Answer: C

NEW QUESTION 368
A technician for an enterprise company is determining the best method to keep the organization's Windows PCs up to date with OS security patches. Which of the following options would be MOST appropriate to deploy?

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

Answer: C

NEW QUESTION 372
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 373
A customer has just experienced a blue screen and the PC will not boot. A technician is dispatched to the customer's site. Which of the following are the FIRST and LAST steps the technician should take? (Choose two.)

A. Test the theory to determine the cause
B. Document the findings
C. Establish a plan of action to resolve the problem and implement a solution
D. Identify the problem
E. Verify full system functionality and implement applicable preventive measures
F. Establish a theory of probable cause

Answer: BD

NEW QUESTION 376
Which of the following combinations provides the STRONGEST authentication security?

A. Hardware token
B. Username and password
C. Smart card with PIN
D. Voice then fingerprint recognition

Answer: D

NEW QUESTION 377

A company wants all new PCs to have a standard sleep and hibernate schedule. Which of the following would allow this to be accomplished?

A. Adjust the power plan to Energy Saver
B. Schedule nightly shutdowns
C. Import a customized power plan
D. Change the settings in the BIOS

Answer: C

NEW QUESTION 378
A technician wants to deploy a solution that will detect and prevent sensitive information from being saved on external storage. Which of the following should the technician implement?

A. IPS
B. FTPS
C. TPM
D. DLP

Answer: C

NEW QUESTION 381
A user reports that a cell phone application is loading slowly and not functioning properly. Which of the following should a technician do FIRST to remedy this issue?

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

Answer: B

NEW QUESTION 383
As part of a BYOD program, the organization requires BYOD users to register devices prior to using them on the organization's network. The registration process logs a unique identifier assigned to every mobile phone produced. Which of the following must be collected during the registration process?

A. IMEI
B. MIMO
C. IMSI
D. MAPI

Answer: A

NEW QUESTION 386
A domain administrator has applied a Group Policy that restricts the installation of USB devices. The technician has asked the domain administrator to exempt this policy for a computer that needs to have a USB digital camera installed. Once the domain administrator has exempted the computer from the policy, which of the following is the BEST command for the technician to run locally on the computer so the digital camera can be installed without waiting?

A. grupdate /?
B. grupdate /bootings
C. grupdate /force
D. grupdate /logoff
E. grupdate /sync

Answer: E

NEW QUESTION 387
A PC technician issues the following command in a terminal window cat passwd
The output of the command is garbled and unreadable. Which of the following BEST explains this output?

A. The passwd file is a binary file
B. The passwd file is a system file
C. The passwd file cannot be edited
D. The technician does not have proper permissions

Answer: B

NEW QUESTION 391
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. Pre-shared key

Answer: D

NEW QUESTION 396
A user reports the screen on a mobile device frequently dims even when the device settings are not being changed. Which of the following is MOST likely the cause?

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

Answer: D

NEW QUESTION 398
A home user receives a call from a technician who claims to be with a virus control company. The technician explains that the user's PC is infected with harmful viruses. The technician instructs the user how to get to the Event Viewer where all errors can be seen. The technician claims this problem can be fixed for money. Which of the following threats has the user been a victim of?

A. Phishing
B. Social engineering
C. Man-in-the-middle
D. Spoofing

Answer: B

NEW QUESTION 402
A user is experiencing unexpectedly long boot times and abnormally slow performance on a Windows computer. The technician opens the Task Manager and notices there is extremely high disk utilization with low network utilization, even after a reboot. Which of the following tools should a technician use to diagnose the issue?

A. Regsvr32
B. Computer Management
C. Dr.Watson
D. MSConfig

Answer: B

NEW QUESTION 406
An administrator needs to create a new folder on a Windows PC. Which of the following commands should the administrator use?

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

Answer: E

NEW QUESTION 408
A technician wants to decrease the risk of unauthorized users being able to use an unattended computer. Which of the following actions should the technician take to accomplish this goal?

A. Restrict user permissions.
B. Configure failed attempts lockout.
C. Require screensaver password.
D. Use data encryption.

Answer: C

NEW QUESTION 412
A customer brings in a PC for repair. The technician attentively listens as the customer describes the problem with the PC. Once the customer has finished describing the problem, which if the following should the technician do to ensure the information is accurately documented? (Choose two.)

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

Answer: DE

NEW QUESTION 417
Joe, an end user, reports that his computer is displaying numerous pop-up advertisements and is performing very slowly during the workday. Which of the following tools should the technician use FIRST to troubleshoot this issue?

A. Reinstall the Internet browser software
B. Run a trusted antivirus scan
C. Perform a System Restore

D. Enable the local firewall

Answer: B

NEW QUESTION 419
A small office owner has asked a technician to ensure all users in the office have the ability to access the wireless network but that the network is not accessible outside the building. Which of the following should the technician recommend? (Choose two.)

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

Answer: BD

NEW QUESTION 423
A technician installs Windows 7 on a 4TB hard drive. Which of the following should the technician choose when initializing the drive for the machine to access all the disk space?

A. GPT
B. FAT32
C. MBR
D. exFAT

Answer: B

NEW QUESTION 428
A technician is implementing multifactor authentication for a high-security organization Which of the following physical security technologies should the technician propose for implementation? (Select TWO).

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

Answer: AD

NEW QUESTION 433
A technician is called in to look at a computer that was infected with a rootkit. The technician determines the infection cannot be cleaned. The technician needs to reinstall the computer's OS. Which of the following types of installs would be the BEST in this situation"?

A. Repair Install
B. Multiboot Install
C. Clean Install
D. Recovery Install

Answer: C

NEW QUESTION 438
A network administrator has implemented a new group policy on a domain controller and wants a technician to verify the group policy is active on a desktop computer. Which of the following commands should the technician execute?

A. dcgpofix
B. dcdi.g
C. gpresult
D. gpmc.nunc
E. gpupdate

Answer: D

NEW QUESTION 441
A user has installed a new application. After installing the application another application stops functioning and displays a missing DLL message. After determining which DLL has been deleted and finding it on the system, which of the following tools should be used to correct the error?

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

Answer: A

NEW QUESTION 443

Over the years a user has been accidentally creating copies of folders in a personal drive and as a result, there are now hundreds of "copy of copy" folders dotted throughout the drive. Which of the following Windows command line tools might a technician use to obtain a complete list of all the folders for use in a deletion script?

A. dir
B. 1s
C. rd
D. del

Answer: D

NEW QUESTION 444
A user brings a personal laptop to the help desk and states that a clicking sound occurs when the laptop is turned on. After troubleshooting the issue, the technician concludes the hard drive needs to be replaced. The help desk does not replace any hardware on personal devices. Which of the following is the NEXT step the technician should follow'?

A. Dismiss the user's issue and move to the next user
B. Offer a different repair option to the user
C. Replace the hard drive and inform the user
D. Ask concise close-ended questions

Answer: C

NEW QUESTION 445
A user has been receiving reply emails from many contacts but the content of the emails is not familiar and the user did not send the original messages. The user calls the help desk for assistance. Which of the following is the BEST way the technician can fix this problem?

A. Perform an antivirus scan
B. Perform a refresh/restore
C. Perform an IDS upgrade
D. Perform a reinstall of the email client

Answer: A

NEW QUESTION 447
By default which of the following permissions will take precedence over any other assigned permission on a mapped network drive?

A. Deny
B. Modify
C. Share
D. Allow

Answer: A

NEW QUESTION 451
A security administrator is developing mobile device hardening standards to protect the confidentiality of data. As part of the baseline the administrator recommends implementing controls to mitigate risks associated with physical theft. Which of the following would BEST meet the administrator's requirements?

A. Two-factor authentication
B. BIOS passwords
C. Mobile tokenization
D. Full-disk encryption

Answer: A

NEW QUESTION 453
Which of the following steps should a technician take to ensure an outside entity cannot introduce malware to the firmware on the router'?

A. Change WPA2 encryption to TKIP and enable only 802. 1 lac on the router.
B. Change the password on the router's administrator account.
C. Reset the router's wireless passphrase and enable WPA2 encryption.
D. Change the router's wireless security passphrase monthl

Answer: A

NEW QUESTION 457
Joe an employee installs his own version of software on a company-issued laptop and uses the software for corporate work. A technician is alerted to the change and uninstalls the application. Which of the following explains the reason why the technician uninstalled the software?

A. A commercial license is in use
B. An open source license is in use
C. An enterprise license is m use
D. A personal license is in use

Answer: A

NEW QUESTION 461
A technician is troubleshooting a problem in which a user gets an error when trying to access the company web page using SSL. When checking with other users, the technician discovers all of them display the same warning message. Which of the following is the MOST likely cause of this problem?

A. The website is below connection capacity
B. Browser content filtering is required
C. The website has not been added to Trusted Sites
D. The website's security certificate has expired

Answer: D

NEW QUESTION 466
A technician has installed a server in a SOHO that is m a public area. The office manager wants to ensure only authorized users can access the console. The technician explains that since it is in a public area, administrators need to be sure to log off when finished. The office manager expresses concerns that users will forget. Which of the following can be set to assure the server session is always locked when not in use1?

A. Set a strong password policy
B. Set a required BIOS boot-up password
C. Set a Screensaver required password
D. Set up biometrics authentication

Answer: A

NEW QUESTION 467
A network technician is setting up a secure WAP for a small office. The owner insists on using the best security available. Which of the following techniques would BEST protect this WiFi setup?

A. WPA2 TKIP
B. WEP
C. WPA2 AES
D. WPS

Answer: C

NEW QUESTION 468
A technician is attempting to remove all data from a hard drive and make the data unrecoverable. Which of the following is MOST likely to accomplish this?

A. Format C: /q /x
B. BrtLocker
C. Parted
D. Disk repartition
E. Low-level format

Answer: D

NEW QUESTION 471
A technician installs new software on a customer's Windows 8 1 computer and is getting a missing DLL error. The technician verifies that the DLL file is located m the proper directory. Which of the following tools could be used to resolve this issue1?

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

Answer: D

NEW QUESTION 474
Which of the following physical security measures would inexpensively prevent the theft of a computer within an office budding? (Select TWO)

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

Answer: AF

NEW QUESTION 478
A technician identifies a problem on a user's PC. Which of the following is the NEXT step the technician should take when following the troubleshooting methodology?

A. Establish a plan of action
B. Document the findings
C. Verify full system functionality
D. Establish a theory of probable cause

Answer: D

NEW QUESTION 479
A technician is installing new equipment in a server room and notices two data racks and a water sprinkler. Which of the following should the technician recommend as a best practice BEFORE installing equipment?

A. Remove the sprinkler head and install fire extinguishers in the server room.
B. Add another sprinkler head above the other rack for maximum protection.
C. Move the sprinkler head back to ensure it does not drip on the servers.
D. Install a proper electronic fire suppression system in the server roo

Answer: D

NEW QUESTION 480
An electrical fire starts in a PC on a crowded sales floor of an office building. Which of the following is the BEST way to extinguish the fire and keep all personnel safe?

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

Answer: B

NEW QUESTION 485
A local administrator wants to perform updates on a user's Windows 8 1 workstation at regular intervals. Between the hours 00 p m and 7 30 a m the workstation is unused and periodically powered down. Which of the following describes how the administrator would ensure updates are run without disrupting the user?

A. Install automatic updates during the hours the workstation is powered down.
B. Select automatic maintenance and enable the computer to wake up at the scheduled time.
C. Download automatic updates but allows the user to select the time of installation.
D. Manually check for updates and let the user decide when to download and install the

Answer: A

NEW QUESTION 488
An accountant calls the IT administrator for assistance with a suspicious empty folder named "stuff." The administrator determines the folder needs to be removed via the command-line interface. Which of the following Microsoft tools should be used to eliminate the folder from the accountant's PC?

A. del stuff
B. kill stuff
C. clean stuff
D. rd stuff

Answer: A

NEW QUESTION 492
When setting up new Windows PCs m a mixed network environment with Mac OS X, which of the following file system types would enable users to read and write data to USB flash drives from either OS without modifications?

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

Answer: C

NEW QUESTION 493
A company executive reports receiving numerous bounce-back messages to an inbox. When a technician investigates, it
appears the executive did not send any of the messages that triggered the bounce-back replies. Which of the following is MOST likely to have occurred'

A. Social engineering
B. Man-in-the-mid die attack
C. Spear pNshing
D. Email hijacking
E. Logic bomb

Answer: A

NEW QUESTION 494
A Linux system powers on but fails to complete the boot process. Which of the following should be checked FIRST to correct the issue?

A. sudo
B. lilo/grub

C. ifconfig
D. ntldr

Answer: B

NEW QUESTION 496
Which of the following user groups had default administrative permissions in previous versions of Windows, but now has no default user rights m Windows 7 and above?

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

Answer: C

NEW QUESTION 497
A technician is attempting to create a hidden administrative share Administrative shares can be created by using which of the following symbols after the drive letter or share name?

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

Answer: B

NEW QUESTION 501
As part of a regulatory compliance review, an organization determines it must migrate public cloud services, providing capabilities into the organizations datacenter. Which of the following does the organization plan to implement?

A. IaaS cloud
B. Private cloud
C. Community c loud
D. Hybrid cloud

Answer: B

NEW QUESTION 503
Which of the following is MOST likely to appear on the display during a Mac OS X crash?

A. BSOD
B. Kernel panic
C. Pinwheel
D. Stack dump

Answer: B

NEW QUESTION 504
A technician receives an end user's computer that displays erratic behavior upon startup. When the technician starts the computer performance is reduced. A window appears on the screen stating a purchase must be made to disinfect the computer. The technician quarantines the computer and disables System Restore. Which of the following should the technician do NEXT?

A. Roll back the NIC driver
B. Update and install anti-malware software
C. Configure and enable the email spam filters
D. Verify the security certificate is valid
E. Perform a full system backup

Answer: D

NEW QUESTION 506
A user has reported sluggish performance to the help desk. A technician determines the user has been installing applications for entertainment and one of them might be slowing down the system. Which of the following tools would help the technician track down the troublesome application(s)?

A. msconfig
B. regedit
C. defray
D. gpupdate

Answer: A

NEW QUESTION 511
A user look pictures of a vacation using a new Android smartphone Family and friends inform the user that some of the pictures have made the local news. Which

of the following cloud services does the user MOST likely need to change to remediate the privacy concerns?

A. iCloud
B. Google Sync
C. iTunes
D. OneDrive

Answer: B

NEW QUESTION 513
A technician is selling up a computer that will have a hypervisor installed. The technician checks the specifications of the available computer. Which of the following specifications are MOST important to consider? (Select TWO)

A. Size of HDD
B. Speed of NIC
C. Graphic resolution
D. External storage
E. Amount of RAW
F. Second NIC installed

Answer: AC

NEW QUESTION 517
A technician needs to load several new computers with the company's customized OS configuration. The technician asks if the systems can be PXE booted. To save the most time which of the following should be considered if the technician plans to use PXE to boot the systems?

A. Multiboot
B. Repair installation
C. Upgrade installation
D. Image deployment

Answer: A

NEW QUESTION 520
Ann a technician, operates a humanitarian relief business that often requires travel to harsh environments with a number of computers and equipment An upcoming relief effort will require her to travel to a dry and dusty location Which of the following items should Ann plan to bring to protect her equipment from the elements'? (Select TWO)

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

Answer: BE

NEW QUESTION 524
Which of the following partition types would be used to create partitions GREATER than 2TB to support the installation of the Windows OS?

A. GPT
B. MBR
C. NTFS
D. EFS

Answer: B

NEW QUESTION 528
A user receives a call from someone who claims to be part of the IT department. The IT caller instructs the user to provide the IP address of the user's computer. Which of the following actions should the user take NEXT?

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

Answer: A

NEW QUESTION 532
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