Comptia

(220-1002)

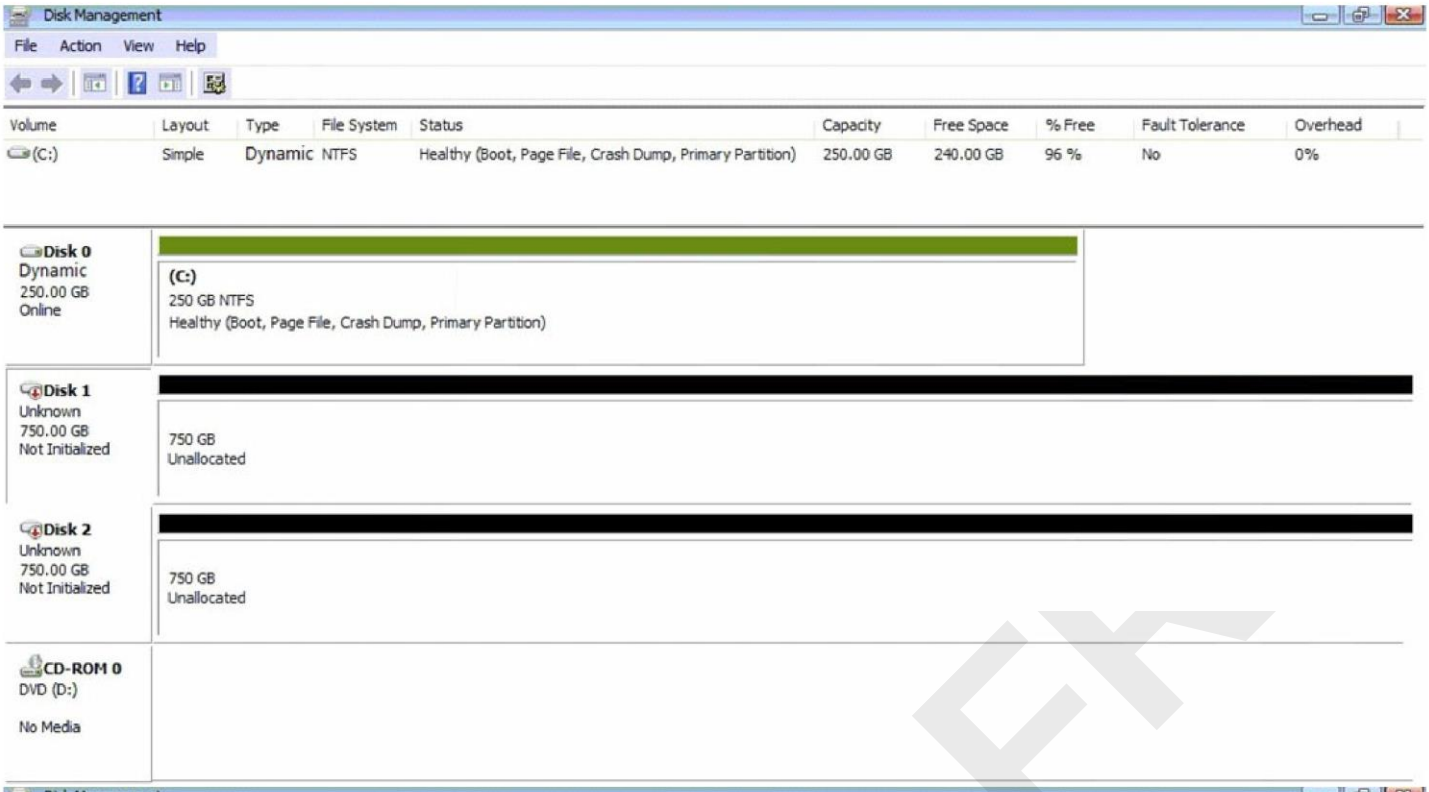
CompTIA A+ Certification Exam

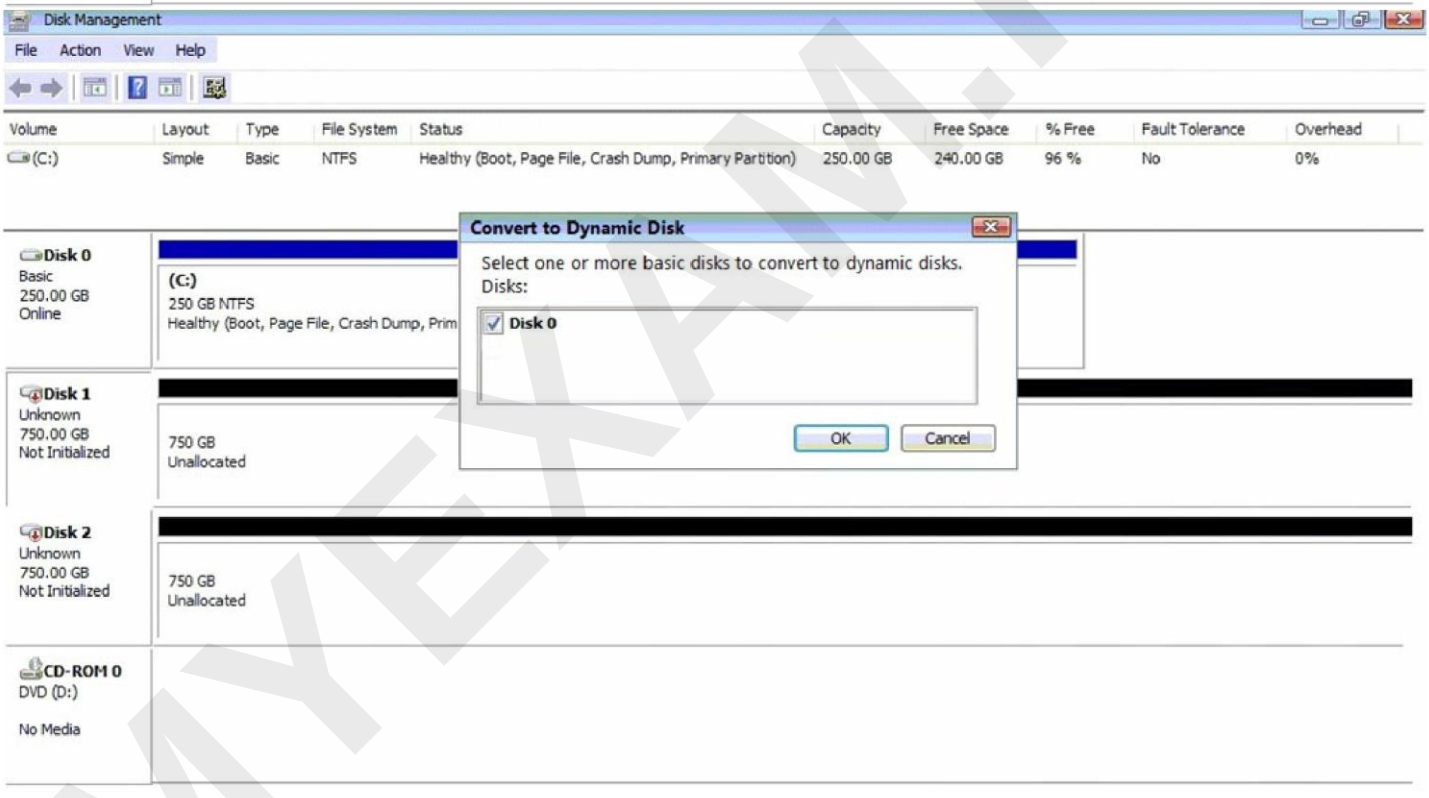
Total: **488 Questions**

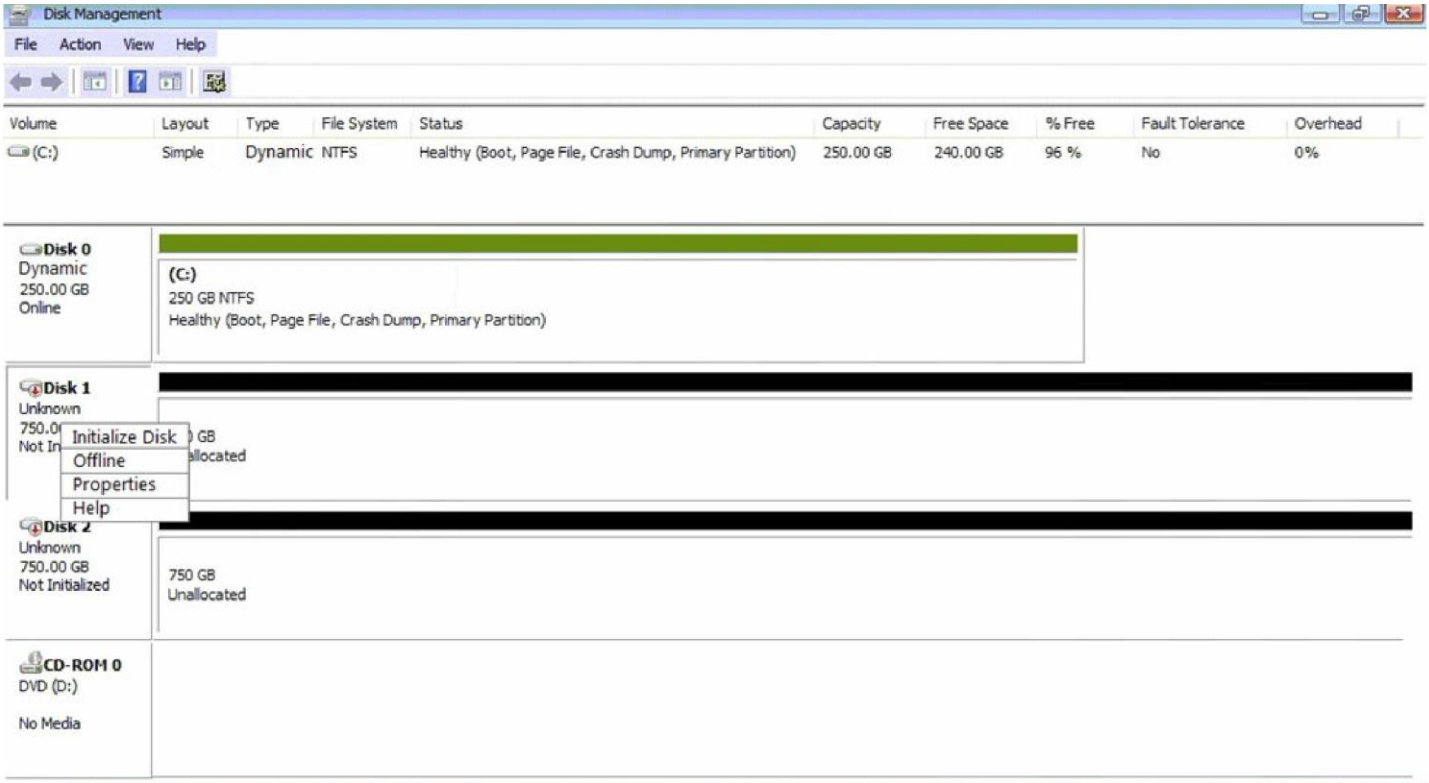
Link:

Question: 1

SIMULATION -
A technician has installed two new drives in one of the computers in the computer lab. Disk1 will be utilized for user and application data. Disk 2 has already been properly configured and has production data on in. The technician has been unable to format the appropriate disk from the command prompt.
The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive F. The second partition must be 512,000 MB in size and mapped to drive G. The new partitions must be formatted to ensure that user's files can be secured from other users and that the disk must be configured to account for future redundancy.
Make sure to maintain a consistent file system.
INSTRUCTIONS:
Conduct the necessary steps within the Disk Manager to accomplish these tasks.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.






Disk Management
File Action View Help
Volume Layout Type File System Status Capacity Free Space % Free Fault Tolerance Overhead
(C:) Simple Dynamic NTFS Healthy (Boot, Page File, Crash Dump, Primary Partition) 250.00 GB 240.00 GB 96 % No 0%
Disk 0
Dynamic
250.00 GB
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(C:)
250 GB NTFS
Healthy (Boot, Page File, Crash Dump, Primary Partition)
Disk 1
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Initialize Disk
Offline
Properties
Help
Disk 2
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CD-ROM 0
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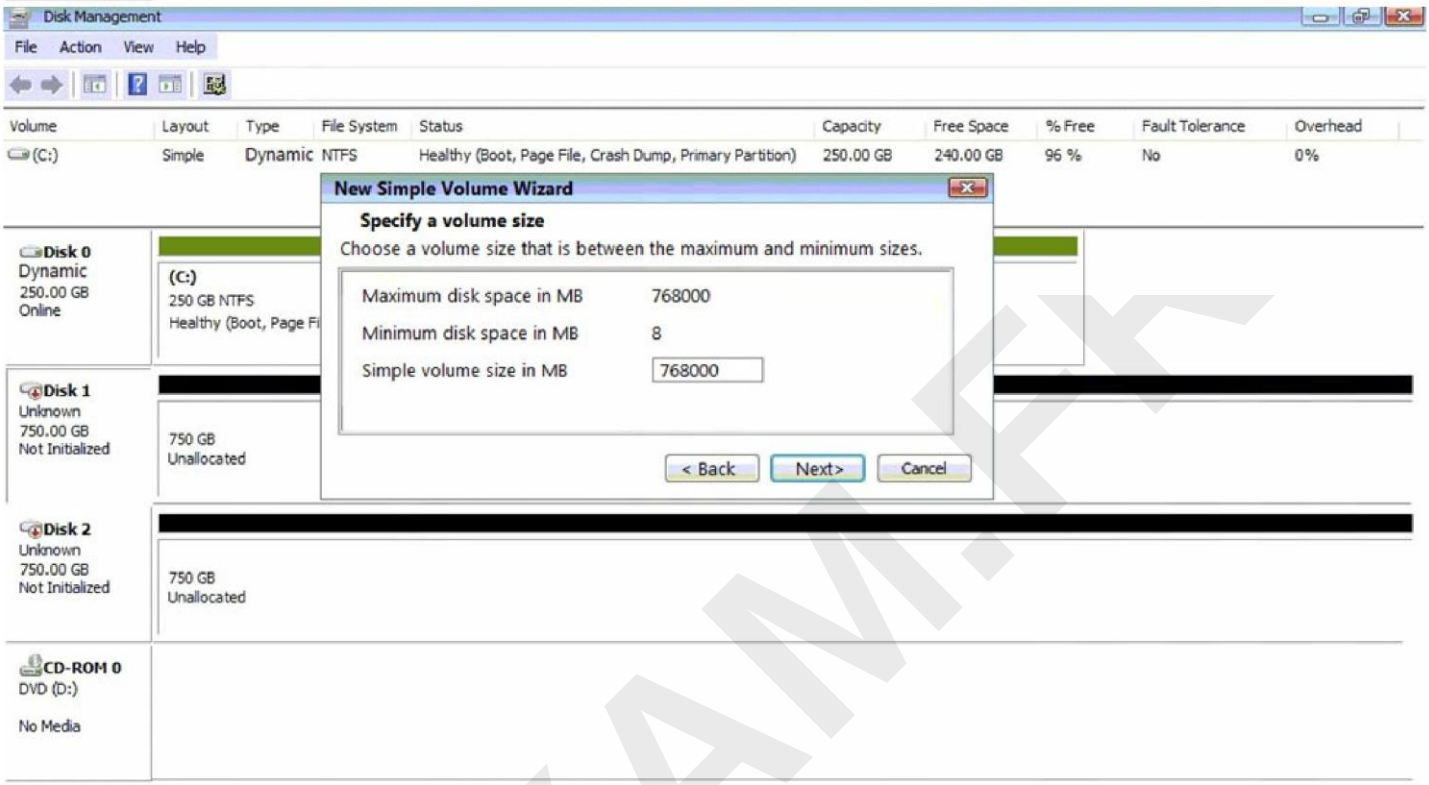
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Volume Layout Type File System Status Capacity Free Space % Free Fault Tolerance Overhead
(C:) Simple Dynamic NTFS Healthy (Boot, Page File, Crash Dump, Primary Partition) 250.00 GB 240.00 GB 96 % No 0%
New Simple Volume Wizard
Specify a volume size
Choose a volume size that is between the maximum and minimum sizes.
Maximum disk space in MB 768000
Minimum disk space in MB 8
Simple volume size in MB 768000
< Back
Next >
Cancel
Disk 0
Dynamic
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250 GB NTFS
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Disk 2
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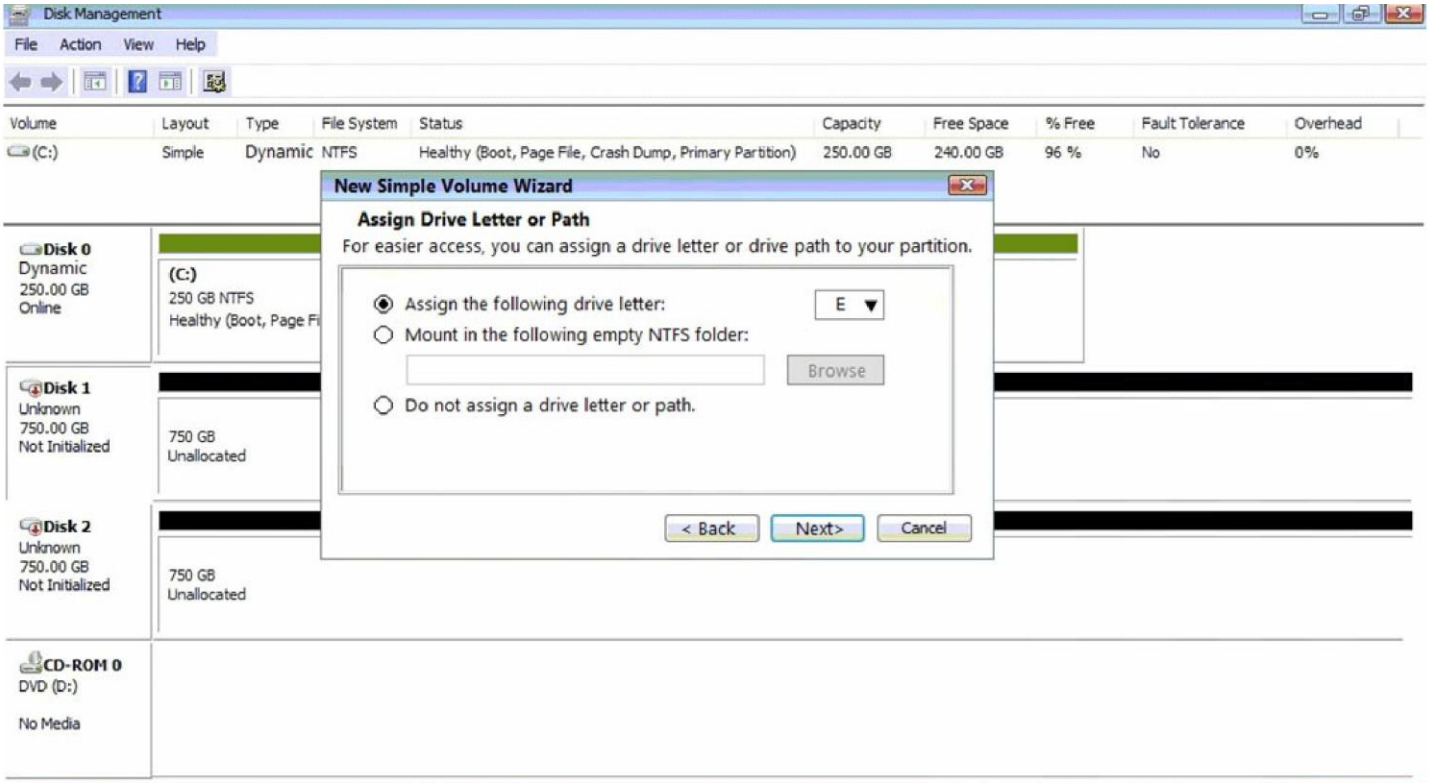
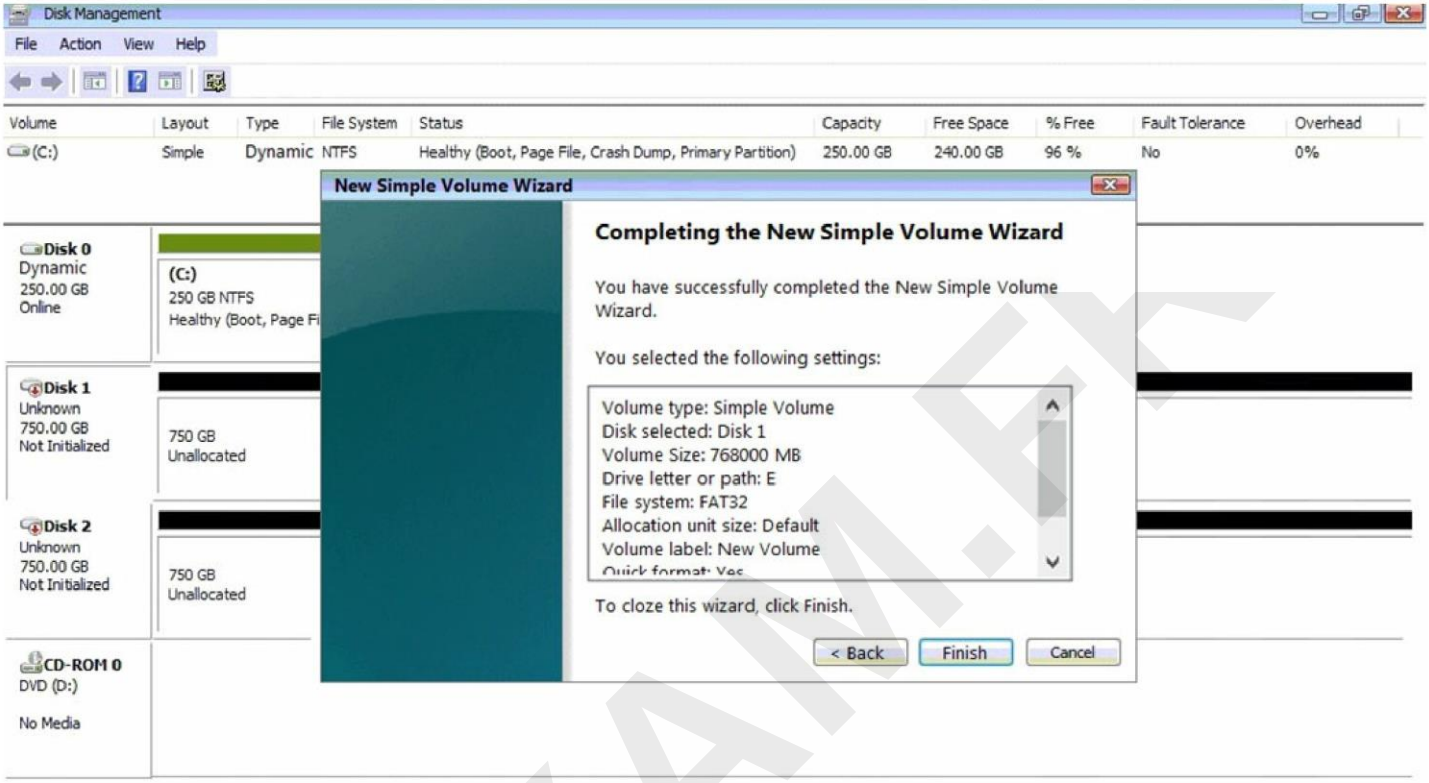
CD-ROM 0
DVD (D:)
No Media





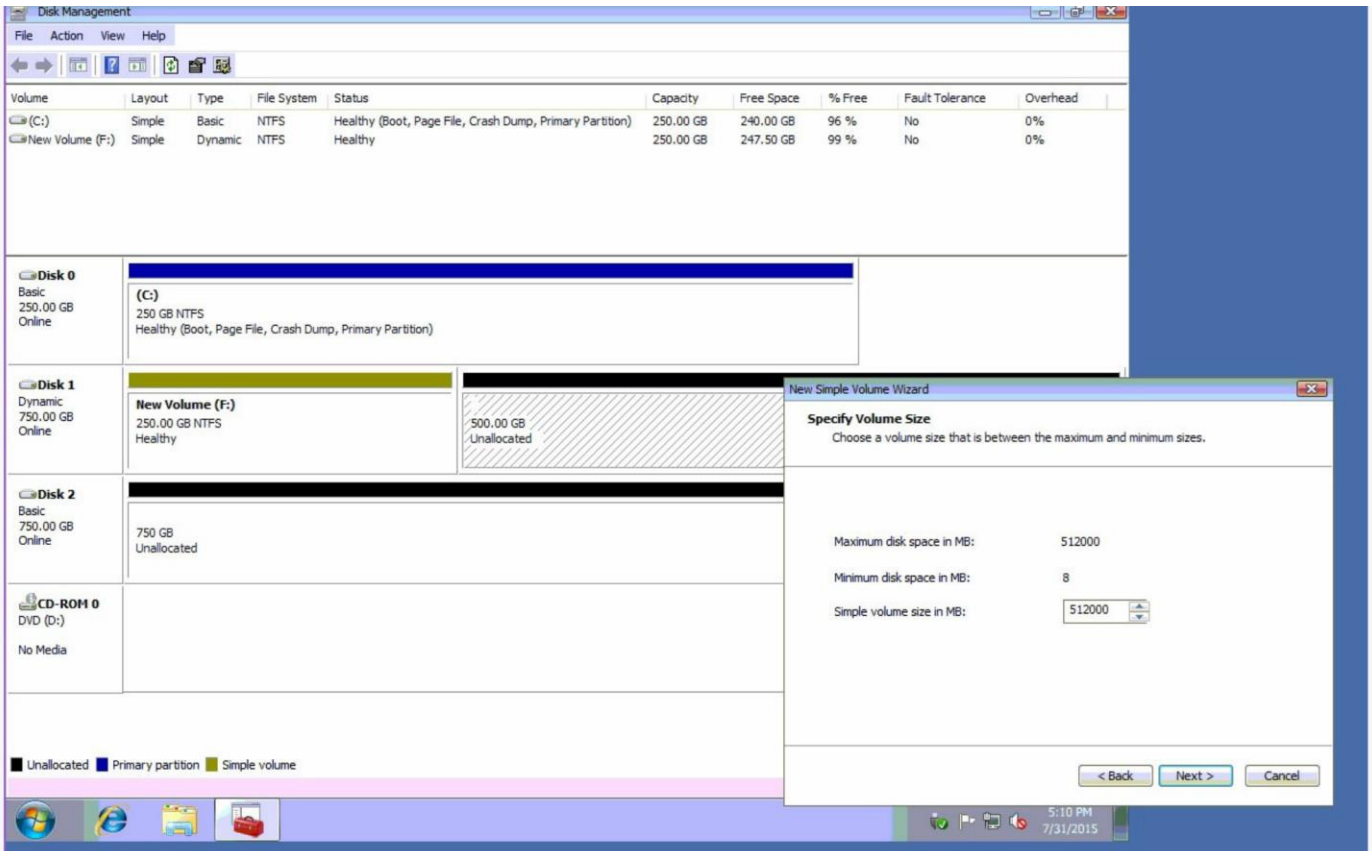
Answer:

Please review explanation for detailed answer.

Explanation:
Please review explanation for detailed answer.

- ☞ Right click on disk 1, click on initialize
- ☞ Choose disk and option as MBR. Hit ok.
- ☞ Again, right click on disk 1 and choose convert to dynamic disk.
- ☞ Now right click on disk 1 and choose new simple volume.
- ☞ Specify storage as 256000 and assign a drive letter F and choose file system as NTFS and click finish.
- ☞ Do the same thing for rest of space of disk 1, assigning 512000MB and using Disc G Here

are the screen shots showing this process: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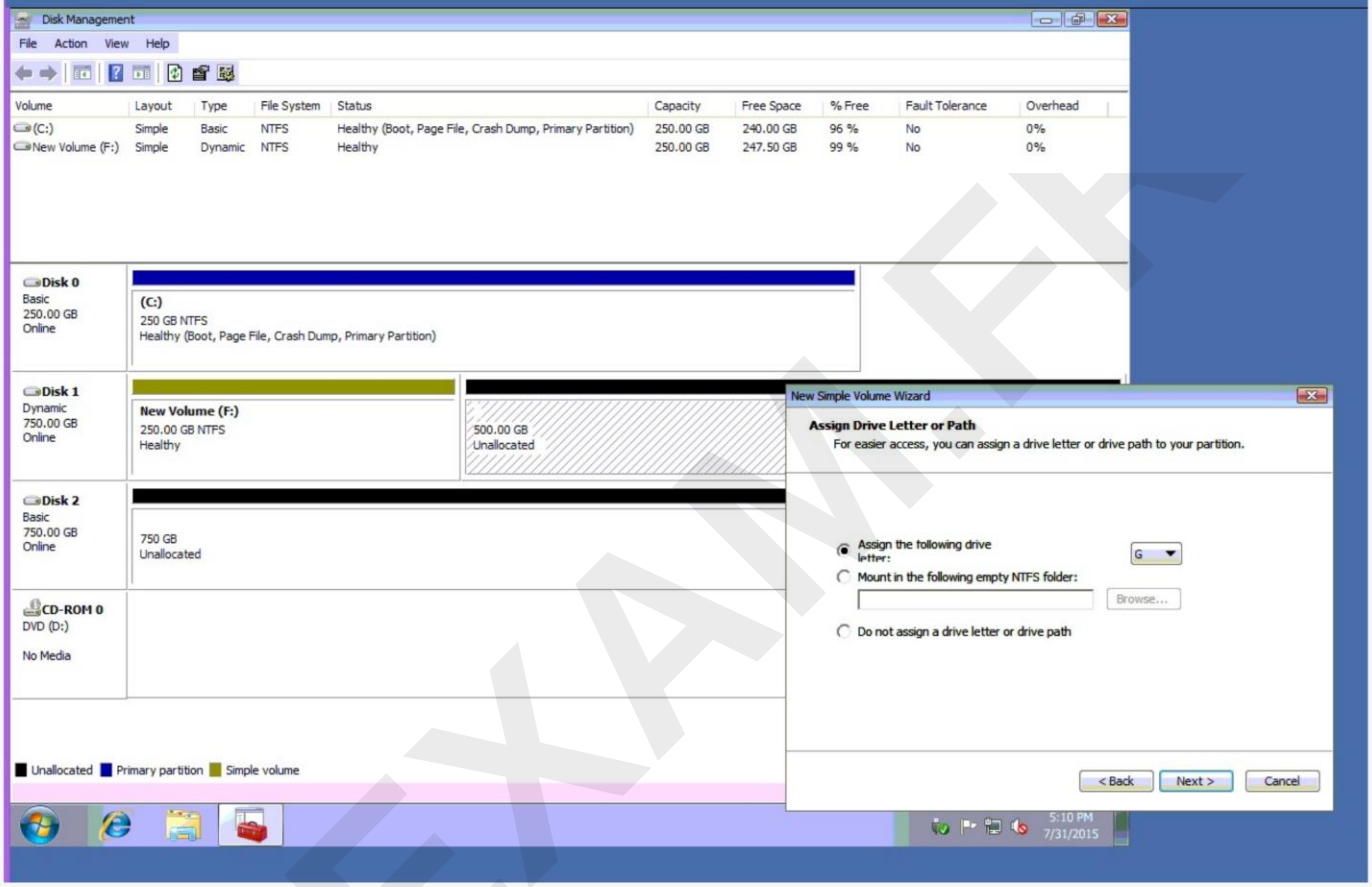
Disk 0
Basic
250.00 GB
Online
(C:)
250 GB NTFS
Healthy (Boot, Page File, Crash Dump, Primary Partition)
Disk 1
Dynamic
750.00 GB
Online
New Volume (F:)
250.00 GB NTFS
Healthy
500.00 GB
Unallocated
Disk 2
Basic
750.00 GB
Online
750 GB
Unallocated
CD-ROM 0
DVD (D:)
No Media
Unallocated Primary partition Simple volume
New Simple Volume Wizard
Specify Volume Size
Choose a volume size that is between the maximum and minimum sizes.
Maximum disk space in MB: 512000
Minimum disk space in MB: 8
Simple volume size in MB: 512000
< Back Next > Cancel
5:10 PM
7/31/2015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Online
New Volume (F:)
250.00 GB NTFS
Healthy
500.00 GB
Unallocated
Disk 2
Basic
750.00 GB
Online
750 GB
Unallocated
CD-ROM 0
DVD (D:)
No Media
Unallocated Primary partition Simple volume
New Simple Volume Wizard
Assign Drive Letter or Path
For easier access, you can assign a drive letter or drive path to your partition.
Assign the following drive letter: G
Mount in the following empty NTFS folder:
Browse...
Do not assign a drive letter or drive path
< Back Next > Cancel
5:10 PM
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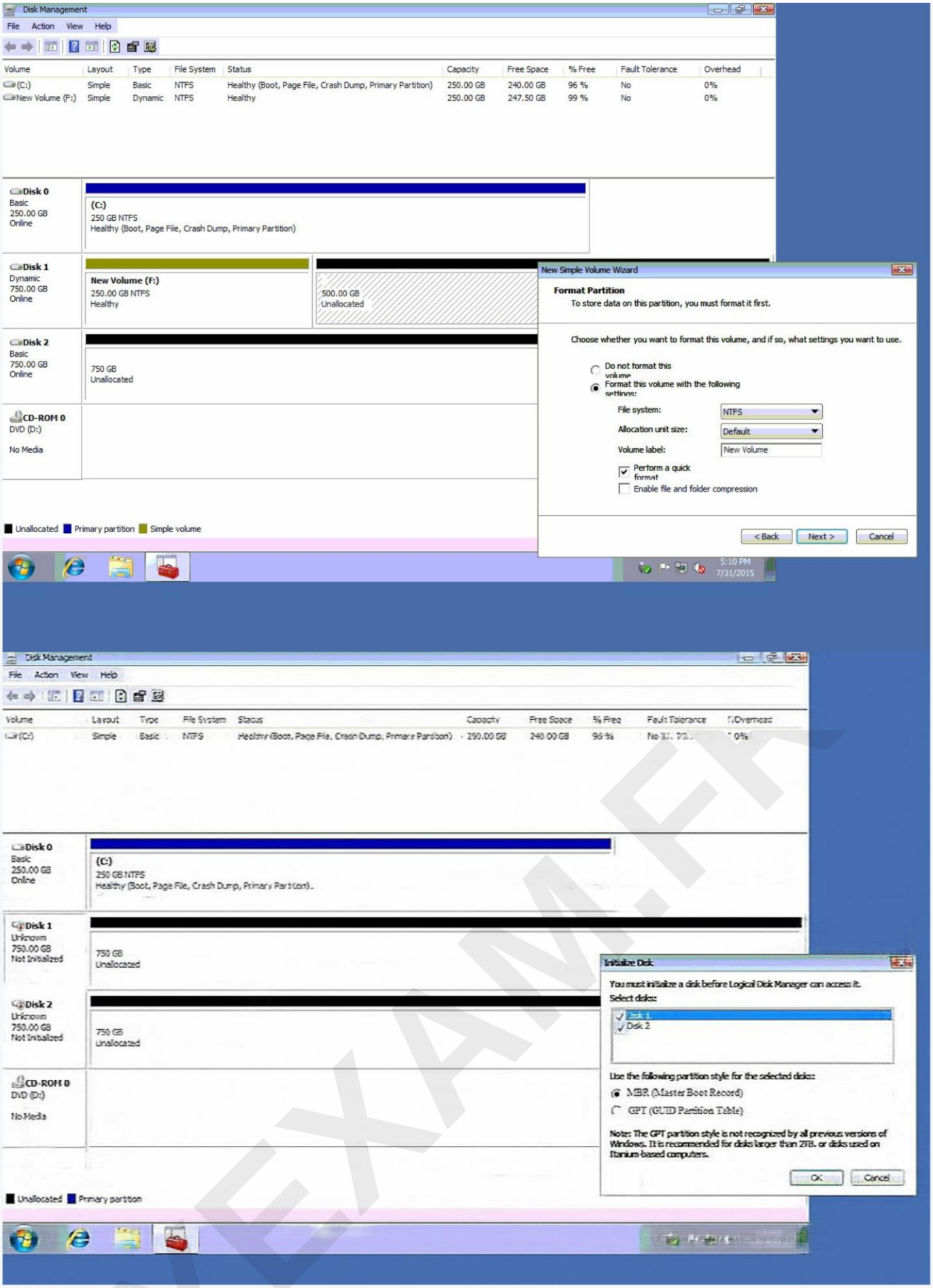
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Unallocated
Disk 2
Basic
750.00 GB
Online
750 GB
Unallocated
CD-ROM 0
DVD (D:)
No Media
Unallocated Primary partition Simple volume
New Simple Volume Wizard
Format Partition
To store data on this partition, you must format it first.
Choose whether you want to format this volume, and if so, what settings you want to use.
Do not format this volume
Format this volume with the following settings:
File system: NTFS
Allocation unit size: Default
Volume label: New Volume
Perform a quick format
Enable file and folder compression
< Back Next > Cancel
5:10 PM
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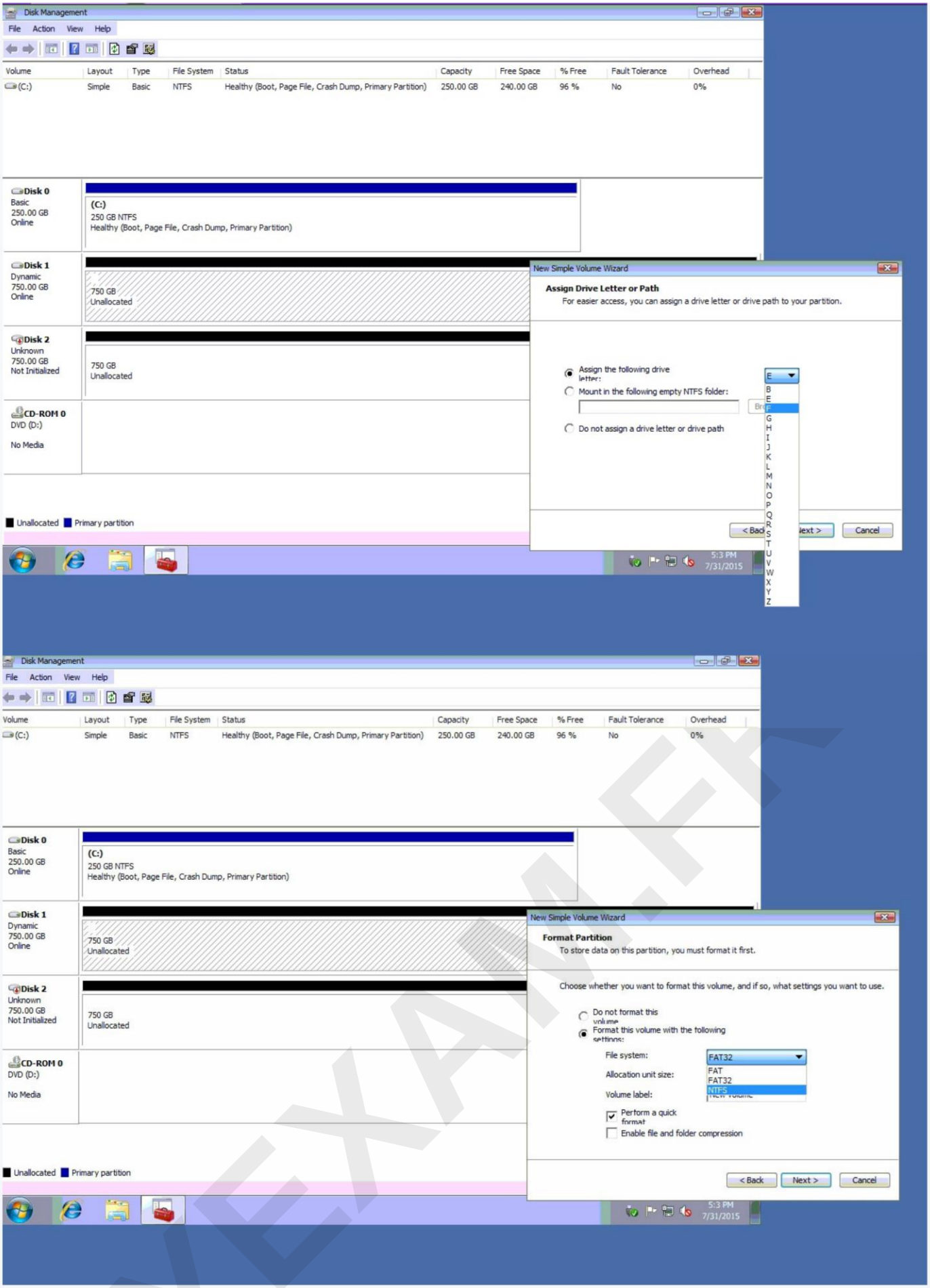
Disk Management
File Action View Help
Disk 0
Basic
250.00 GB
Online
(C:)
250 GB NTFS
Healthy (Boot, Page File, Crash Dump, Primary Partition)
Disk 1
Unknown
750.00 GB
Not Initialized
750 GB
Unallocated
Disk 2
Unknown
750.00 GB
Not Initialized
750 GB
Unallocated
CD-ROM 0
DVD (D:)
No Media
Unallocated Primary partition
Initialize Disk
You must initialize a disk before Logical Disk Manager can access it.
Select disks:
Disk 1
Disk 2
Use the following partition style for the selected disks:
MBR (Master Boot Record)
GPT (GUID Partition Table)
Note: The GPT partition style is not recognized by all previous versions of Windows. It is recommended for disks larger than 2TB, or disks used on Itanium-based computers.
OK Cancel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Disk 1
Dynamic
750.00 GB
Online
750 GB
Unallocated
Disk 2
Unknown
750.00 GB
Not Initialized
750 GB
Unallocated
CD-ROM 0
DVD (D:)
No Media
Unallocated
Primary partition
New Simple Volume Wizard
Assign Drive Letter or Path
For easier access, you can assign a drive letter or drive path to your partition.
Assign the following drive letter:
Mount in the following empty NTFS folder:
Do not assign a drive letter or drive path
E
B E F G H I J K L M N O P Q R S T U V W X Y Z
< Back
Next >
Cancel
5:3 PM
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Disk Management
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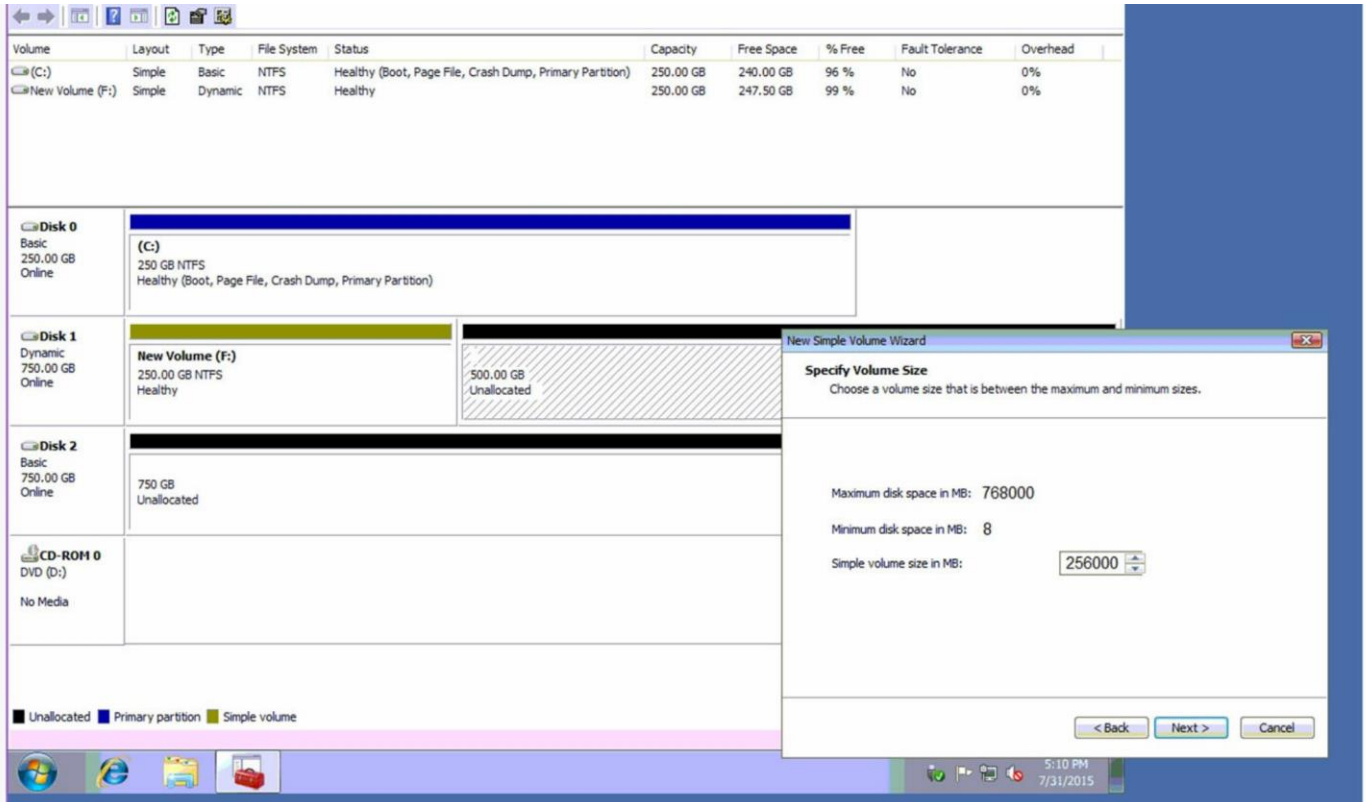
750 GB
Unallocated
Disk 2
Unknown
750.00 GB
Not Initialized
750 GB
Unallocated
CD-ROM 0
DVD (D:)
No Media
Unallocated
Primary partition
New Simple Volume Wizard
Format Partition
To store data on this partition, you must format it first.
Choose whether you want to format this volume, and if so, what settings you want to use.
Do not format this volume
Format this volume with the following settings:
File system:
FAT32
FAT
FAT32
NTFS
Allocation unit size:
Volume label:
Perform a quick format
Enable file and folder compression
< Back
Next >
Cancel
5:3 PM
7/31/2015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Unallocated
Disk 2
Basic
750.00 GB
Online
750 GB
Unallocated
CD-ROM 0
DVD (D:)
No Media
Unallocated Primary partition Simple volume
New Simple Volume Wizard
Specify Volume Size
Choose a volume size that is between the maximum and minimum sizes.
Maximum disk space in MB: 768000
Minimum disk space in MB: 8
Simple volume size in MB: 256000
< Back Next > Cancel
5:10 PM
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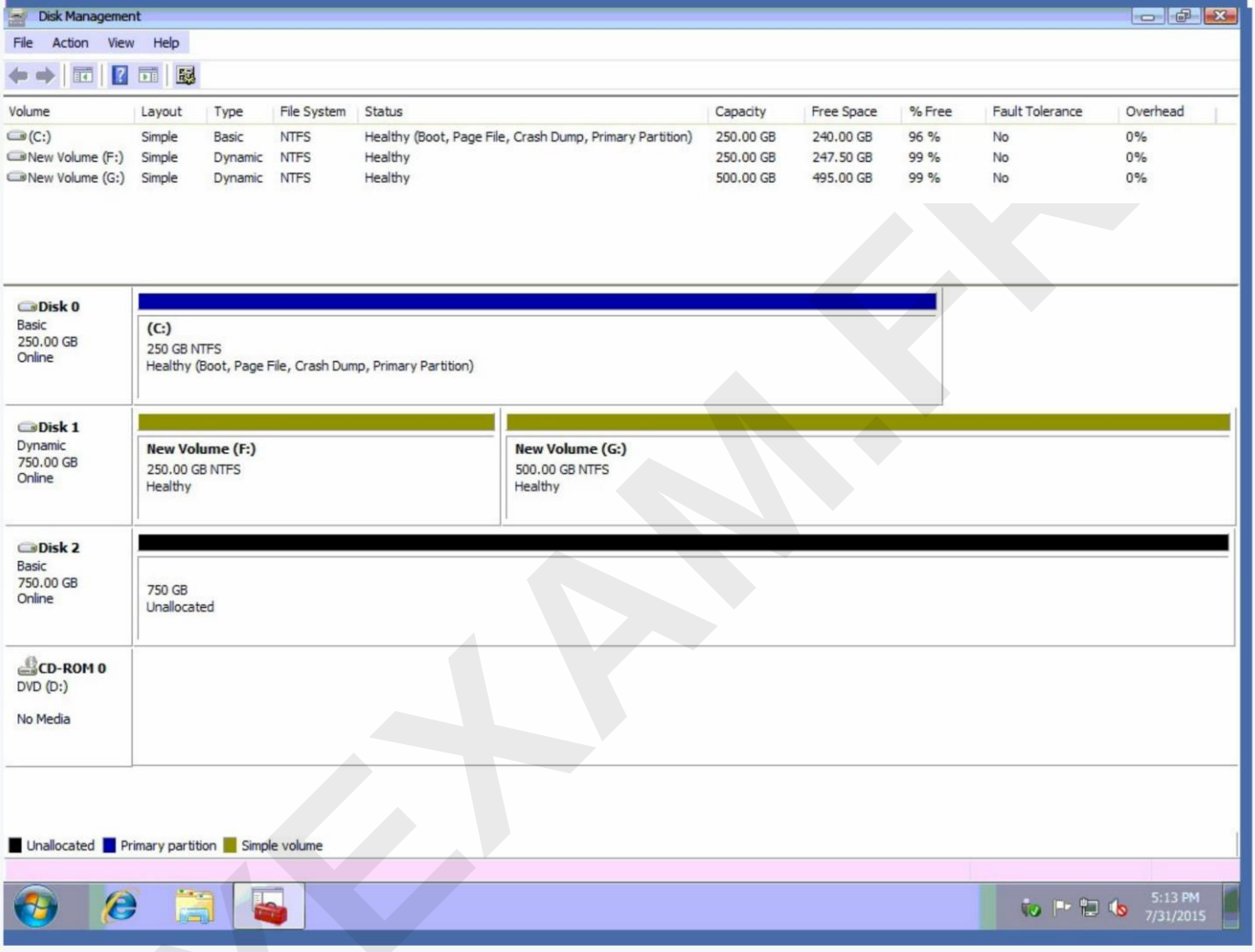
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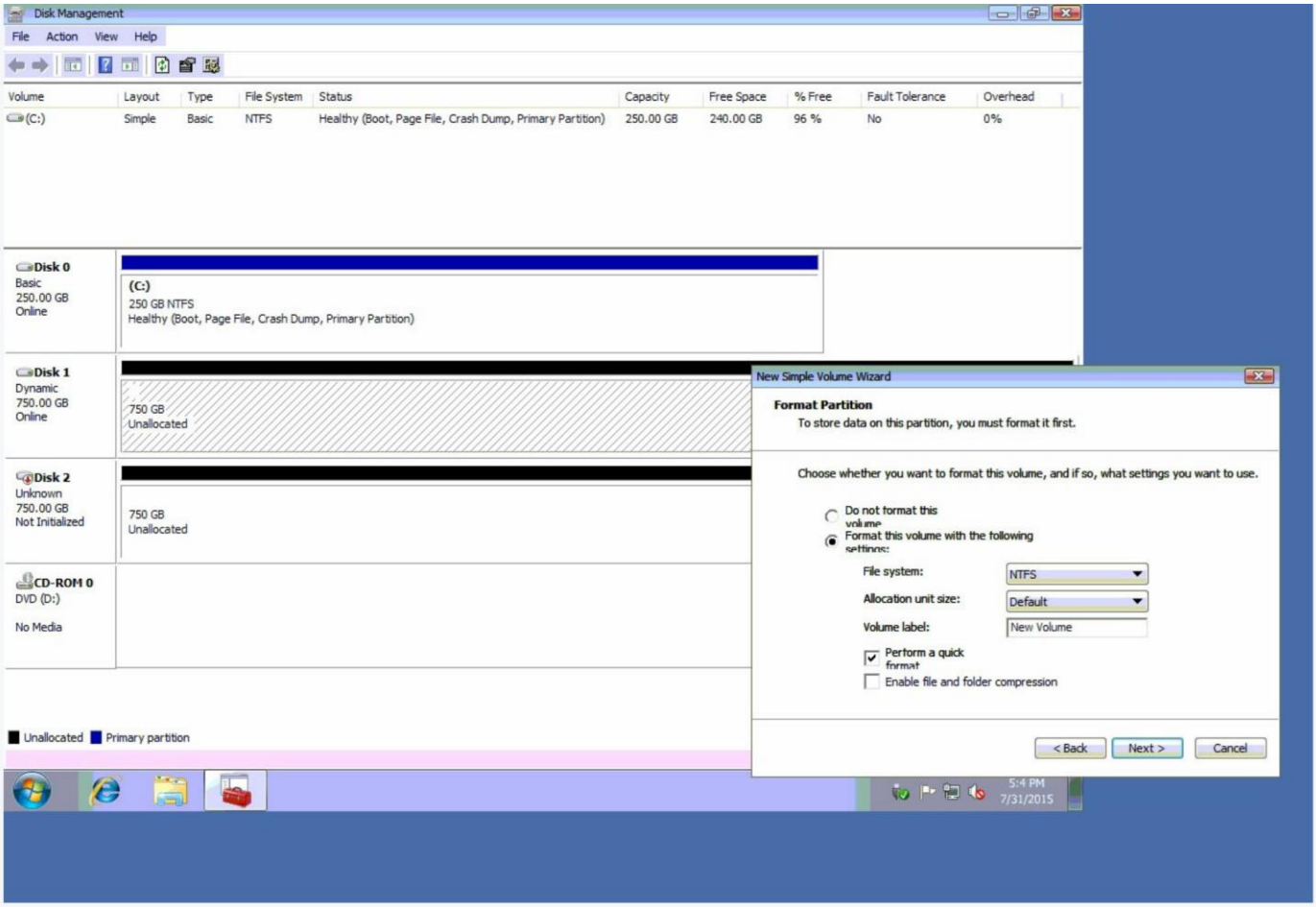
New Volume (F:) Simple Dynamic NTFS Healthy 250.00 GB 247.50 GB 99 % No 0%
New Volume (G:) Simple Dynamic NTFS Healthy 500.00 GB 495.00 GB 99 % No 0%
Disk 0
Basic
250.00 GB
Online
(C:)
250 GB NTFS
Healthy (Boot, Page File, Crash Dump, Primary Partition)
Disk 1
Dynamic
750.00 GB
Online
New Volume (F:)
250.00 GB NTFS
Healthy
New Volume (G:)
500.00 GB NTFS
Healthy
Disk 2
Basic
750.00 GB
Online
750 GB
Unallocated
CD-ROM 0
DVD (D:)
No Media
Unallocated Primary partition Simple volume
5:13 PM
7/31/2015



Question: 2

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: A

Explanation:
1. FIRST is re-install application, this question not show that 2 mobile in same OS-version, infact the fastest is re-install."Easiest do First"
2. Mike Meyers regarding apps that don't load or install properly: "Perform a soft reset and then try loading or reinstalling the app."

Question: 3

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? (Choose two.)

A.dir
B.chkdsk

C.dism
D.ipconfig
E.format
F.diskpart

Answer: BC

Explanation:

The correct commands to address a slow-running Windows 10 PC are chkdsk and dism. Here's why:

chkdsk (Check Disk) is a utility that verifies the file system integrity of a hard drive volume. A fragmented or corrupted file system can significantly slow down a computer. chkdsk scans the disk for errors, such as bad sectors, lost clusters, and directory errors, and attempts to repair them. By fixing these file system issues, chkdsk can improve the overall performance of the PC. For more information, refer to Microsoft's documentation on chkdsk: https://docs.microsoft.com/en-us/windows-server/administration/windows-commands/chkdsk.

dism (Deployment Image Servicing and Management) is a command-line tool used to service Windows images. It can be used to repair a corrupted Windows installation. A corrupted operating system, particularly system files, can cause significant performance issues. dism can scan the Windows image for corruption and attempt to repair it using Windows Update or a known good source. The dism /online /cleanup-image /restorehealth command is specifically used for this purpose. By repairing the Windows image, dism can restore the PC to a stable and faster state. More information about dism can be found here: https://docs.microsoft.com/en-windows/win32/wbem/deployment-image-servicing-and-management--dism--technical-reference.

The other options are incorrect for the following reasons:

dir simply lists the files and directories in a specified path; it does not address performance issues.
ipconfig is used to display and manage network configurations; it has no impact on general PC performance. format completely erases a drive; this is a drastic measure that should only be used as a last resort, and not to simply address slowness.
diskpart is a more advanced disk management tool but primarily used for partitioning and managing volumes, not directly fixing performance issues without further commands. It requires careful use and can be destructive if misapplied.

Therefore, chkdsk and dism are the most suitable commands to use to attempt to correct the slow running Windows 10 PC, because they are designed to address common causes of system slowness directly: file system corruption and operating system image corruption, respectively.

Question: 4

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

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

Answer: AB

Explanation:

Answer is A & B. Question asks to increase security on the SERVER.C - DMZ is definitely not going to increase security of a server. D - Obvious. E - Nothing states anything refering to using a LAN smart switch. F - Will not increase security. A & B are the only logical answers that will increase security on a SERVER.

Question: 5

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

Explanation:

SSH is the only secure connection none of the others offer a secure connection by themselves

Question: 6

A small office's wireless network was compromised recently by an attacker who brute forced a PIN to gain access. The attacker then modified the DNS settings on the router and spread malware to the entire network.
Which of the following configurations MOST likely allowed the attack to take place? (Choose two.)

A.Guest network
B.TKIP
C.Default login
D.Outdated firmware
E.WPS
F.WEP

Answer: CE

Explanation:

Default Login and WPS for the win!!!

If WPS is the only one that allows for a PIN then it HAS to be E. Also, its easier to brute force something if it was already unchanged from its default setting. Hence, C.

Question: 7

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: B

Explanation:

B is a better answer. You can get mac addresses from a network scan or the switch. If your company is spread out you need location in the naming convention.

Question: 8

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

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

Answer: AC

Explanation:

A.Badge reader

C.Biometric lock

Question: 9

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

A.Whaling
B.Impersonation
C.Spoofing
D.Spear phishing

Answer: D

Explanation:

D spear fishingNote: Took and passed the Core2 exam today. Only about 20% of all the sample test questions were on my exam. Had 77 questions for 90 minutes (about 1:20 per question). Had to go slow because I had to think hard about each of the 55 or so questions I'd never seen before. Didn't have time to answer every question. Exam ended and I had 4 questions unanswered. Ran out of time. Be sure not to pause too long to ponder correct answer.

Question: 10

A technician receives an invalid certificate error when visiting a website with port 443 enabled. Other computers on the same LAN do not exhibit this symptom.
Which of the following needs to be adjusted on the workstation to fix the issue?

A.Date and time
B.UEFI boot mode
C.Logon times
D.User access control

Answer: A

Explanation:

The question says the technician is the ONLY person on the same LAN that receives an error when visiting a website with port 443 (https) enabled. Invalid certifications are signs that either the website is unsafe or that the certification has expired, and may not be safe.UEFI boot mode: doesn't have to do with internet website certifications Logon times: has nothing to do with invalid certifications of other websitesuser access control: would limit what can be accessed, but would not explain why the user is getting an invalid certificate errorDate and Time- is the only logical answer- someone prior said, their system could have the wrong date -TLS/SSL certificates are issued for a year (or more). If the date and time is not correct on your
computer/device, it won't fall into the validity period for which the certificate has been issued. As a result, the verification will fail and an error message will be shown.

Question: 11

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

Explanation:

The Internet Options section of Control Panel allows you to manage Internet and Internet Explorer settings for your computer. You can configure security settings and access settings. ... The Browsing History section allows you to view temporary internet files, cookies, and downloaded program files.

Question: 12

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

Explanation:

4GB is a correct answer.

Question: 13

A technician is working at a help desk firm and receives a call from a user who has experienced repeated BSODs. The technician is scheduled to take a break just after the call comes in.
Which of the following is the BEST choice for the technician to make?

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

Answer: B

Explanation:

Ask another technician to take the call

Question: 14

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: B

Explanation:

While fingerprint is something you have, it doesn't increase security much. It's just secondary to the passcode. Enable both fingerprint and passcode on your phone and restart. It will not unlock until you have the correct passcode. Regardless of your fingerprint. The phone manufacturer's obviously you the passcode as the more secure encryption method.

B, Passcode is the best way to secure a phone. It is the also the most cumbersome and can be forgotten or shoulder surfed. If you want ease of use and are willing to sacrifice security, then do fingerprint or PIN lock.
Even in this case, PIN lock is MORE secure than fingerprint. I am not certain why SamuelSami picked

fingerprint for most security - it is a middle path between secure and convenient.

Question: 15

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

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

Answer: AB

Explanation:

A.UPS

B.Server rack

Question: 16

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

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

Explanation:

The error "No OS Found" after installing a secondary OS, despite a correct boot.ini, strongly suggests a boot configuration problem related to the active partition. The boot.ini file is used by older Windows versions (typically XP and earlier) to define boot options. If a partition other than the one containing the boot loader (typically on the system partition of the primary OS) is incorrectly marked as active, the BIOS will attempt to boot from that partition, failing to find a bootable operating system and displaying the "No OS Found" error.

Here's why the other options are less likely:

A. The computer has GRUB Legacy installed: GRUB Legacy is a bootloader commonly used in Linux systems. While dual-booting with Linux might introduce GRUB, the specific error message "No OS Found" usually doesn't point to a GRUB configuration issue. GRUB errors usually display specific GRUB-related messages.

B. Windows Startup services are not running: Windows startup services are relevant after the OS has started booting. The "No OS Found" error happens before Windows even begins to load, making service status irrelevant at this stage.

D. An unsupported version of Windows is installed: If the Windows version were truly unsupported by the hardware, the installation would likely fail or produce errors during installation before the boot process. The error arises after installation and on reboot.

Therefore, an incompatible or incorrect partition being marked as active is the most plausible explanation because the BIOS uses the active partition flag to determine which partition to boot from. Misconfiguration directly leads to the described error when it points to a non-bootable area.

Further Research:

Active Partition:https://www.lifewire.com/active-partition-2624503
Boot.ini:https://www.computerhope.com/bootini.htm

Question: 17

A technician is installing a private PC in a public workspace.
Which of the following password practices should the technician implement on the PC to secure network access?

A.Remove the guest account from the administrators group
B.Disable single sign-on
C.Issue a default strong password for all users
D.Require authentication on wake-up

Answer: D

Explanation:

Requiring authentication on wake is the most correct answer.Removing the guest account from the administrative group is incorrect because the guest account is never in that group.Disabling SSO is incorrect, because this would not positively impact network security for this device.Issuing a default password for all users is incorrect; regardless of the strength of the password, making a uniform password for multiple users invites a security vulnerability.

Question: 18

Joe, an employee, took a company-issued Windows laptop home, but is having trouble connecting to any of the shares hosted on his home media server. Joe has verified he is connected to the Internet.
Which of the following would explain why Joe cannot access his personal shares?

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

Answer: B

Explanation:

The most likely explanation for why Joe cannot access his personal shares from a company-issued Windows laptop is that a corporate VPN is enabled. When connected to a VPN, the laptop will typically route all traffic through the corporate network, effectively blocking any access to local network resources. To access local resources while connected to a VPN, the VPN must be configured to allow split tunneling or Joe may need to disconnect from the VPN before attempting to access his home media server.

Question: 19

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

A.Activate real-time protection on both antivirus software programs
B.Uninstall one antivirus software program and install a different one
C.Run OS updates
D.Enable the quarantine feature on both antivirus software programs
E.Remove the user-installed antivirus software

Answer: E

Explanation:

Corporate users have all types of crazy ideas about how computers work, but they should not be installing their own anti virus software that the company has not verified, rather the computer would already have corporate anti virus software installed. The correct answer is E

Question: 20

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

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

Answer: D

Explanation:

The correct answer is Windows 10, I agree with Farrell1602. Here's an explanation from Jason Dion's practice exams (same question): OBJ-1.2: All four of these versions of Windows have the same minimum requirements. For a 32-bit operating system, the minimum requirements are a 1 GHz processor, 1 GB of RAM, and at least 16 GB of hard drive space. For a 64-bit operating system, the minimum requirements are a 1 GHz processor, 2 GB of RAM, and at least 20 GB of hard drive space. Since all four have the exact same minimum requirements, it is recommended that the user install the most modern operating system on this laptop for the best support for updates in the long-term.

Question: 21

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

Explanation:

Any test takers who have worked a customer service job can relate to this question.Asking more open-ended questions to narrow down the issue is the most correct answer. If the technician had been pursuing a specific troubleshooting path up to this point, they may have been isolating the wrong issue. Specific queries can be made after broader ones have narrowed the issue down.Directing a contact to call back later is inappropriate. Service calls should be dealt with at the first contact. Repeat callers indicate that an issue was not handled properly.Recording the call is an incorrect answer because this does not bring the contact closer to resolution.Informing the contact of a script, if any, is inappropriate. This dehumanizes the contact and may lead to a poor user review or needless supervisor escalation, and is bad customer relations in general.

Question: 22

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

Explanation:

OBJ-2.6: Single sign-on (SSO) is an authentication process that allows a user to access multiple applications with one set of login credentials. SSO is a common procedure in enterprises, where a client accesses multiple resources connected to a local area network (LAN).

Question: 23

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 in 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

Explanation:

A Windows guest account will let other people use your computer without being able to change PC settings, install apps, or access your private files. The Guest account from Windows is a standard, local user account with very limited permissions. The Guest account can only use applications that were already installed on the computer/kiosk before the Guest account was enabled.

Question: 24

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

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

Answer: A

Explanation:

It is open license.OBJ-4.6: An open license or free license is the legal statement that allows free content and free software to be free. Since the customer doesn't want to pay for a license, it is important that the user gets a word processing program that uses an open license so that they do not have to pay for their software. For example, OpenOffice is an open license-based software that provides a word processor that can be used on Windows, Linux, or OS X for free.

Question: 25

Joe, a systems administrator, is setting up a risk management plan for the IT department. Part of the plan is to take daily backups of all servers. The server backups will be saved locally to NAS.
Which of the following can Joe do to ensure the backups will work if needed?

A.Frequently restore the servers from backup files and test them
B.Configure the backups to restore to virtual machines for quick recovery
C.Set up scripts that automatically rerun failed backup jobs
D.Set up alerts to let administrators know when backups fail
E.Store copies of the backups off-side in a secure datacenter

Answer: B

Explanation:

The only way to check a backup is bu it's deployment, so part of the answer is by frequantly deployment the backup. On another side, if I backup on the server i incur in the risk of compromising the hole server if the backup is corrupted. Doing this on a virtual machine removed any risk

Question: 26

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

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

Answer: BE

Explanation:

B.Cloud storage

E.Hot site

Question: 27

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

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

Answer: B

Explanation:

B. While the Event Viewer is an important Windows tool, the error code should give the most accurate depiction of what went wrong with the updates.

Question: 28

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

Explanation:

Folder options to show hidden files

Question: 29

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

Explanation:

The answer is correct. That's quarantining the system, which is the second step in the malware removal process, it comes after Identifying and researching malware symptoms. The seven steps are: 1. Identify and research malware symptoms.2. Quarantine the infected systems.3. Disable System Restore (in Windows).4.

Remediate the infected systems.A. Update the anti-malware software.B. Scan and use removal techniques (Safe Mode, PreinstallationEnvironment).5. Schedule scans and run updates.6. Enable System Restore and create a restore point (in Windows).7. Educate the end user.A good mnemonic to use is I (Identify)Question (Q-Quarantine)Dad's (D-Disable)Reasons (R- Remediate)Some (S- Schedule)Early (Enable)Evenings (E- Educate)

Question: 30

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

Explanation:

the correct answer is Task Manager.ExplanationOBJ-1.5: The Task Manager is an advanced tool in Windows that provides a number of tabs that allow a user to monitor the applications, processes, services, and CPU utilization on a computer. The Processes tab more than anything else, because it lets you quickly see how system resources are utilized, which can be very helpful when trying to troubleshoot applications or find out why the computer is suddenly performing slowly. The Task Manager can be used to identify and stop processes that use excessive system resources and to keep the computer operating at high speeds.

Question: 31

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

Explanation:

A UPS not only provides surge protection, but also a back-up battery to provide power during an outage.

Question: 32

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

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

Answer: A

Explanation:

An unattended installation is a traditional method of deploying a Windows operating system in a large enterprise environment. Unattended installations use an answer file that contains user input to various GUI dialog boxes that would otherwise appear during the installation process. Unattended installation is the most practical way to install Windows when the client computers have different hardware components, and an image file cannot be used. Unattended installations save deployment time and can be used either for clean installs or in-place upgrades.

Question: 33

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

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

Answer: A

Explanation:

Time Machine is the built-in backup feature of the Mac OS X operating system, and it can be used to automatically back up all of the system's files, including apps, music, photos, email, documents, and system files. Once a user has a valid backup in Time Machine, they can restore files from the backup if the original files are ever corrupted or deleted on their Mac, or if the hard disk (or SSD) is erased or replaced.

Question: 34

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

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

Answer: C

Explanation:

The answer is C. Ensure the server is patched with the latest security updates.OBJ-2.7: To prevent infection, it is important that all servers and workstations remain patched and up to date on their security updates. After that, the next best thing would be to set up the anti-virus to automatically update itself daily and run a full scan nightly. Beyond that, educating your supervisor would be a good idea, as well.

Question: 35

A manager with a restricted user account receives the following error message: Windows
Update cannot currently check for updates because the service is not running.
The manager contacts the help desk to report the error. A technician remotely connects to the user's computer and identifies the problem.
Which of the following should the technician do NEXT?

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

Answer: B

Explanation:

Answer is B. Services must be reset to allow for new connectivity.

Question: 36

A SOHO technician recently moved some data from one server to another to increase storage capacity. Several users are now reporting they cannot access certain shares on the network. When the users attempt to access the

shares, they get the following error: Access Denied. The technician confirms the users are all in the proper security groups and have the proper access, but they are still unable to access the shares.
Which of the following are the MOST likely reasons for these issues? (Choose two.)

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

Answer: AB

Explanation:

Denied write/delete permissions would not leave users unable to read files like the question states. Option A seems a more likely fit that D. If the files are moved to a specific user account folder or a different machine then users may need to be added to the local admin group to access it. This is more true if the new drive or parent folder requires admin permissions/group-membership to read because moving files across drives changes the files permissions to inherit from the destination. In the case of a permissions conflict Windows will default to most restrictive.So A B would be my choice.

Question: 37

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

Explanation:

A man-in-the-middle attack (MITM) is an attack where the attacker secretly relays and possibly alters the communications between two parties who believe they are directly communicating with each other. One example of a MITM attack is active eavesdropping, in which the attacker makes independent connections with the victims and relays messages between them to make them believe they are talking directly to each other over a private connection, when in fact the entire conversation is controlled by the attacker. The attacker must be able to intercept all relevant messages passing between the two victims and inject new ones.

Spoofing is often used as a method of injecting the attacker into the conversation path between the two parties.

Question: 38

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

A.Phishing
B.Spear phishing
C.Dumpster diving

D.Impersonation

Answer: C

Explanation:

Dumpster diving is a correct answer.

Question: 39

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

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

Answer: B

Explanation:

Based on the symptoms, it appears that the system may be infected with malware. Therefore, it would be best to attempt to remediate the system by updating the anti-virus, performing a full system scan, and then verifying that the web browser and email client's settings are correct.

Question: 40

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

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

Answer: D

Explanation:

Inactive VPN is a correct answer.

Question: 41

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

Explanation:

Physical – The physical network topology refers to the actual connections (wires, cables, etc.) of how the network is arranged. Setup, maintenance, and provisioning tasks require insight into the physical network.Logical – The logical network topology is a higher-level idea of how the network is set up, including which nodes connect to each other and in which ways, as well as how data is transmitted through the network.

Logical network topology includes any virtual and cloud resources. Im going to go with Physical. he is just patching in to the switchport. nothing more really to it.

Question: 42

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

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

Answer: A

Explanation:

The response of A, but is bad written. Please, to the administrators of this website, review the spelling and put it well written "gpupdate"

Question: 43

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

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

Answer: BF

Explanation:

The correct answer : B. Zombies F. Botnet

Question: 44

Ann, a user, is attempting to log in to her email service form a third-party email client on her phone. When Ann enters her usual username and password, she receives an error message saying the credentials are invalid. Ann then decides to reset her email password, but after the reset, the new credentials still do not work in the third-party email client.
Which of the following settings or features is responsible for the problems Ann is experiencing?

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

Answer: C

Explanation:

Answer C. Multifactor Authentication is correctOBJ-2.8: If a user or system has configured their email accounts to require two-factor authentication (2FA) or multifactor authentication, then even if they enter their username and password correctly in the third-party email client they will receive the "Invalid credentials" error message. To overcome this, some email servers will allow the user to create an Application Specific Password to bypass the multifactor authentication requirement, or the user will have to use an email client that supports multifactor authentication.

Question: 45

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

Explanation:

The answer is A, when you refer to the steps to take in order to remove a malware, Educate the User is in last position, If Joe were to be educated about the malware symptoms by the Tech, He wouldn't be back the following week with the same problem again.

Question: 46

In which of the following file extension types would a user expect to see the command. `net use T:\\server\files`?

A..bat

B..vbs
C..js
D..py

Answer: A

Explanation:

bat is a batch file used in Windows.

"net use" is a command in Windows,DOS,OS/2 so the other interpreters won't know what it is.

Question: 47

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

Explanation:

D. Battery Backup represents Uninterruptible Power Supply in situations such as power outages and blackouts, brownouts.

Question: 48

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

Explanation:

Disconnect the power before servicing the PC

Question: 49

Ann, a user, calls a technician and reports that her PC will not boot. The technician confirms the memory, power supply, and monitor are all working. The technician runs internal diagnostics on the PC, but the hard drive is not

recognized.
Which of the following messages will be displayed?

A.NTLDR not found
B.No boot device available
C.Operating system not found
D.BIOS ROM checksum error

Answer: B

Explanation:

No boot device available

Question: 50

Ann, a user, calls the help desk regarding an issue on her laptop. While working remotely, she appears to be connecting to WiFi but is unable to retrieve her corporate email. The wireless name is listed as `ConnectMe` and appears as unsecure.
Which of the following should the help desk perform to fix the issue?

A.Remote into Ann's system and restart the wireless adapter B.Ask Ann to open a browser and watch for a redirect page C.Advice Ann to plug an Ethernet cable into her laptop
D.Direct Ann to run an antivirus program on her laptop

Answer: B

Explanation:

Example of this is when you use Starbucks wifi. You are connected once you select the SSID but in order to access the internet you need to open a browser and agree to their internet guidelines. B is correct.

Question: 51

A project team is organized to implement a new wireless solution for a school. The team has already done the network diagrams and knows the locations that will need to be addressed in the project. The team is in the process of creating an SOW for the project as a whole and needs to add the critical pieces to the SOW to complete it and move to the next stage.
Which of the following would the project team MOST likely add to the SOW?

A.Risk analysis
B.Plan to change
C.Backout plan
D.Change board approvals

Answer: C

Explanation:

The answer is Backout Plan because a SOW (Statement of Work) is done once majority of the other change management steps have been implemented. It's done towards the end.

Question: 52

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

Explanation:

Roll back updates

Question: 53

An end user's PC is taking a long time to boot.
Which of the following operations would be the BEST to resolve this issue with minimal expense? (Choose two.)

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

Answer: BF

Explanation:

Remove apps from startup should not have anything to do with "Boot", only with loging into windows and after.

You will be so annoyed at the answer to this one... This is proof that CompTIA hates you and wants you to fail.Everyone knows that the first thing you would check when troubleshooting a slow boot is the startup items, but the CompTIA exam is not based on actual reality. According to the official CompTIA prayer guide/songbook, they put "Cleanup And Defragment the hard drive" as the second option right after running the system troubleshooter. They list a number of other operations before they finally get to the "remove applications from startup" operation. I was pretty stumped by this one, because the two choices (defragment and cleanup) are so similar and have equal effect on system performance. So I looked in the official texts and found the answer. Defrag and Cleanup. *annoyed*

Question: 54

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? (Choose two.)

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

Answer: BF

Explanation:

WPA2 and a form of multifactor authentication are the most correct answers. WPA2 is the strongest wireless security listed, and while a generic response, multifactor is generally a good security method.

WPA and WEP are incorrect as they are less secure wireless standards.

TKIP is incorrect as it is employed by WPA and WPA2, instead of being used directly.

RADIUS, TACACS, and SSO are incorrect as these require a server to employ.

Question: 55

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

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

Answer: A

Explanation:

PXE is Preboot Execution Environment which is used for OS installations (Image deployment) over a network. It works for servers as well as end users.

Question: 56

Ann, an employee at a company, calls the help desk to report issues logging on to a vendor's website. Joe, the technician, is able to log in successfully with his credentials before going to Ann's office. However, when he attempts to log in from Ann's office, Joe experiences the same issue. Ann asks Joe questions about the new software installed on the laptop from the pop-up notification.
Which of the following are the NEXT steps Joe should take to resolve the issue? (Choose two.)

A.Ask Ann for her credentials to verify and log on to the vendor's website from Ann's laptop B.Verify Ann's laptop has the correct browser settings
C.Check all browser cached files on Ann's laptop and log on to another vendor's website

D.Attempt to log on to another vendor's website from Ann's laptop
E.Ask Ann about the notification and review the installed programs
F.Reinstall the browser, reboot the laptop, and check the vendor's website again

Answer: BE

Explanation:

B.Verify Ann's laptop has the correct browser settings

E.Ask Ann about the notification and review the installed programs

Question: 57

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

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

Answer: D

Explanation:

32GB is a correct.

Question: 58

A user's smartphone is making the camera shutter noise even when the user is not taking pictures. When the user opens the photo album, there are no new pictures.
Which of the following steps should be taken FIRST to determine the cause of the issue?

A.Uninstall the camera application
B.Check the application permissions
C.Reset the phone to factory settings
D.Update all of the applications on the phone
E.Run any pending OS updates

Answer: B

Explanation:

B is the most appropriate answer because most modern mobile OS's will allow you to check which apps have permissions to phone functions, including the camera. It's possible an installed app has permissions to the camera which could be causing the forementioned problems. It would also be the fastest and least damaging step you could take in this scenario.

Question: 59

Joe, an end user, has been prompted to provide his username and password to access the payroll system. Which of the following authentication methods is being requested?

A.Single-factor
B.Multifactor
C.RADIUS
D.TACACS

Answer: A

Explanation:

Single-factor authentication is the simplest form of authentication methods. With SFA, a person matches one credential to verify himself or herself online. The most popular example of this would be a password (credential) to a username. Most verification today uses this type of authentication method.

Question: 60

Which of the following devices provides protection against brownouts?

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

Answer: D

Explanation:

Line Container all days

Lets vote this one up. A line conditioner (D) helps keep the power steady during brownouts and surges. a battery backup is for blackouts. - according to CompTIA official texts.

Question: 61

Ann, a user, has purchased a new Android phone and is attempting to access a public hotspot. When she opens a browser, she gets a message indicating the page cannot be displayed. She notices there is a `?` in the radio icon in the toolbar. She has verified Bluetooth is active, airplane mode is off, and tethering is turned on. She uses the cell phone to call a technician for assistance.
Which of the following is the MOST likely issue Ann is experiencing?

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

Answer: A

Explanation:

Unauthenticated wireless connectivity is the term to make reference when the Wi-Fi connection shows a "?" symbol in the Logo (in the status bar where the cellular and the battery are displayed). This happens when the Wi-Fi connection requires authentication (like in AirPorts and Supermarkets). You can connect to the Wi-Fi without providing the password, but even if it is well "remembered" and you are able to connect automatically you will be redirected to some default website to introduce some form of authentication (user+pass, SMS, email, etc.). Until you perform the authentication successfully you will receive "The website (webpage) cannot be displayed" if you try to open any other website.

Question: 62

A junior Linux systems 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

Explanation:

sudo is the most correct answer. Being able to issue a command as a superuser will allow the administrator to execute the designated update.chmod is incorrect as this command changes the owner of a file.grep is incorrect as this command searches plaintext data for its criteria.pwd is incorrect as this prints the current working directory.

Question: 63

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

Explanation:

It is C. Jason Dion has a practice question just like this one:OBJ-2.10: Since Dion Training wants to keep the wireless network open, the BEST option is to reduce the signal strength of the network's power level. This will ensure the wireless network can only be accessed from within its classrooms and not from the coffee shop next door. Changing the SSID won't prevent the coffee shop's customers from accessing the network. While MAC filtering could be used to create an approved whitelist of MAC addresses for all Dion Training's students, this would also require it to be continuously updated with each class of students that is very time-intensive

and inefficient. Therefore, the BEST solution is to reduce the signal strength.

Question: 64

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

Explanation:

Reboot into safe mode and roll back the updates

Question: 65

A user's mobile device appears to be losing battery life rapidly and often feels warm to the touch, even when it is put away. The device is relatively new, so the user is concerned it is defective. A technician inspects the device and see the following:

Storage Settings:	26GB Used (6GB Free) Photos 15GB Music 5GB Messages 3GB Apps 2GB
Usage Settings:	Calls 800MB Maps 3.2GB Messages 120MB News 250MB Weather 40MB
Mail Settings:	WorkPush PersonalFetch(15 minutes)
Privacy Settings:	App Store While Using Maps Always Email Never Weather Always Calendar While Using Messages While Using Photos Always
Display Settings:	Brightness Auto Auto-Lock Never Night Mode Disabled

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

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

Answer: A

Explanation:

Maps is set to always on and has high data usage, so we can tell it has been constantly in use and as a result would use battery quickly

Question: 66

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

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

Answer: A

Explanation:

It saying based on permission. Guest cannot install or delete so is unsuccessfully. Guest is correct answer.

Question: 67

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

Explanation:

Install anti-malware software

Question: 68

A desktop technician is attempting to upgrade several machines to Windows 10. After realizing there is only one disc for the installation, the technician decides to upgrade over the network.

Which of the following boot methods initiates such an upgrade?

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

Answer: D

Explanation:

Preboot execution environment (PXE), pronounced pixie, is a set of standards that enables a computer to load an operating system (OS) over a network connection. ... It may also be called PXE boot, boot from network, network boot or local area network boot. PXE can greatly simplify large deployments of computers.

Question: 69

A network administrator wants to plan a major OS upgrade of the router, which acts as a default gateway in an organization. The administrator has documented the purpose of the change, scoped the change, and completed a comprehensive risk analysis.
Which of the following is an important part of the change request process for which the administrator still must plan?

A.Inform management regarding the anticipated amount of downtime
B.Document a backout plan to roll back changes to the router
C.Configure a redundant data path to eliminate downtime
D.Make the downtime window larger than actually anticipated

Answer: B

Explanation:

Backout PlanThere must a backout plan that defines the steps needed to return the infrastructureto its pre-change environment... That is what the book says.It is a -Must Be- part of the Change Management Processes, and that is what the question is about, the other options are not steps of the Change Management Process but specific actions that can be part (together with other actions) of one of the steps. This is a typical question about documentation and not specific technical issues.

Question: 70

A company brings in contractors several times a year to perform inventory, and the contractors use company-supplied laptops. The company's security policy states that once the inventory is completed, the contractors should not be able to log in to the laptops until the next inventory.
Which of the following BEST enforces this policy?

A.Delete the user accounts
B.Disable the user accounts
C.Restrict the user accounts
D.Reset the user accounts

Answer: B

Explanation:

Disable the user accounts

Question: 71

A wireless access point is going to be configured in a small office located in a crowded building.
Which of the following should the installation technician perform to increase the security of the wireless network? (Choose two.)

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

Answer: AE

Explanation:

A.Reduce the transmit power

E.Disable the SSID broadcast

Question: 72

A technician is installing Windows 7 64-bit OS on a VM but keeps getting errors. The specifications for the machine are:
☞ Two 1GHz CPUs
☞ 2GB of memory
☞ 15GB hard drive
800 ╤ 600 screen resolution
Which of the following should the technician do to resolve the problem?

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

Answer: C

Explanation:

The minimum RAM required for Windows 32-bit OS is 1 GB and 64-bit OS is 2 GB. Therefore RAM, in this case, is accurate. But minimum hard disk space for 32-bit OS is 16GB and 64-bit OS is 20GB. In the above question, hard disk space is less than the minimum requirement. Therefore correct answer is C.

Question: 73

A technician is working on a user's workstation and notices a lot of unknown processes running in the background. The user informs the technician that an application was recently downloaded from the Internet.
Which of the following types of infection does the user MOST likely have?

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

Answer: C

Explanation:

It's a Trojan, not a Rootkit.

This question is also on Jason Dion's questions, here's the explanation he gives:

OBJ-2.4: A trojan is a type of malware that looks legitimate but can take control of your computer. A Trojan is designed to damage, disrupt, steal, or in general, inflict some other harmful action on your data or network. The most common form of a trojan is a Remote Access Trojan (RAT), which is used to allow an attacker to remotely control a workstation or steal information from it. To operate, a trojan will create numerous processes that run in the background of the system.

Question: 74

Which of the following features has undergone the most significant changes from Windows 7 to Windows 10 and greatly simplified the operating system installation process?

A.Driver detection
B.Metro interface
C.Account control
D.PXE installation

Answer: D

Explanation:

D. PXE installationThe feature that has undergone the most significant changes from Windows 7 to Windows 10 and greatly simplified the operating system installation process is PXE installation.PXE installation is a method of installing an operating system over a network connection rather than using physical installation media like DVDs or USB drives. With Windows 7, setting up a PXE installation required a significant amount of configuration and manual setup. However, with Windows 10, the process has been greatly simplified through the use of the Windows Deployment Services (WDS) role in Server Manager.

Question: 75

Which of the following is considered government-regulated data?

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

Answer: C

Explanation:

Digital Millennium Copyright Act

Question: 76

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

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

Answer: BF

Explanation:

The answer be BF MAC Filtering + Encryption.As the description it seems employees and customer are going to coexist in the same place. So reducing the power will not solve the problem. The logical answer for me is to enable a Mac Filter whitelist including the employees of the business and use WPA2+AES (encryption) to avoid packet spoofing.

Question: 77

A security team is auditing a company's network logs and notices that a USB drive was previously inserted into several of the servers. Many login attempts were then successfully performed using common login information.
Which of the following actions should be taken to close the vulnerability? (Choose two.)

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

Answer: AC

Explanation:

you can literally google the entire question, and 2 sites pop up with A & C as the answers. Derp.

Question: 78

A technician is installing the latest OS on a user's system. The user wants all of the settings and files to remain intact during the installation.
Which of the following upgrade methods should the technician use?

A.network installation
B.clean install
C.in-place upgrade
D.image deployment

Answer: C

Explanation:

In-place upgrade An upgrade involves moving from one operating system to another and keeping as many of the settings as possible. An example of an upgrade would be changing the operating system on a laptop computer from Windows Vista to Windows 7 and keeping the user accounts that existed.It is also possible to upgrade from one edition of an operating system to another—for example, from Windows 7 Professional to Windows 7 Ultimate. This is known as a Windows 7 Anytime Upgrade.

Question: 79

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

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

Answer: A

Explanation:

Air filters is the most correct answer for this scenario. Dust particles and other debris can obstruct fans and airways in server equipment leading to overheat and other damages.Privacy screens are incorrect; this room will not be subject to the prying eyes of an office environment.Vacuums is incorrect, though may be needed occasionally if people enter or exit the server room frequently.ESD mats are incorrect as this room is not implied to be used as a computer maintenance room.

Question: 80

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

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

Answer: A

Explanation:

It's AOBJ-2.2: The only solution provided that could STOP this from reoccurring would be to use an anti-virus or anti-malware solution with heuristic analysis. The other options might be able to monitor and detect the issue, but not stop it from spreading. Heuristic analysis is a method employed by many computer anti-virus programs designed to detect previously unknown computer viruses, as well as new variants of viruses already in the wild. This is behavior-based detection and prevention, so it should be able to detect the issue in the scenario provided and stop it from spreading throughout the network.source: Jason Dion's practice exams.