

CompTIA

Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2



NEW QUESTION 1

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

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

Answer: A

NEW QUESTION 2

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

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

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

Answer: B

NEW QUESTION 3

A customer purchased a 3TB HDD to use with a Windows 7 PC and wants to have letter "J" assigned only to the drive. Which of the following types of partitioning should be performed to give the customer full use of the 3 TB drive?

- A. GPT
- B. Dynamic
- C. Basic
- D. Extended

Answer: A

NEW QUESTION 4

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

- A. .bat
- B. .vbs
- C. .sh
- D. .ps1
- E. .psd

Answer: D

NEW QUESTION 5

A user who is running Windows XP calls a technician to upgrade the computer to a newer Windows OS. The user states the computer has only 1GB of RAM and 16GB of hard drive space with a 1,7GHz processor.

Which of the following OSs should the technician recommended to ensure the BEST performance on this computer?

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

Answer: A

NEW QUESTION 6

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

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

Answer: C

NEW QUESTION 7

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

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

Answer: A

NEW QUESTION 8

A user is attempting to install an application and receives an error stating there is not enough space to install the application. Which of the following did the user overlook?

- A. Installation method
- B. System requirements
- C. OS compatibility
- D. File permissions

Answer: B

NEW QUESTION 9

An office manager emails a technical support contractor about a new desktop for one of the workers. The office manager provides a specific configuration for the desktop. The technician notes the request will require the purchase of a new system. New system purchases are not in the scope of the support agreement. Which of the following should the technician do NEXT?

- A. Create a risk analysis report for review
- B. Submit a change order for approval
- C. Insist the worker accepts the standard desktop
- D. Document the request and place the order

Answer: B

NEW QUESTION 10

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

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

Answer: A

NEW QUESTION 10

A sales representative regularly modifies confidential files on a laptop and needs them to be available all the time. The sales representative will be on a six-month business trip in two weeks. A technician has been asked to assist the sales representative with saving files. Which of the following is the BEST method to implement to prevent any data loss for the sales representative?

- A. Give the sales representative a USB security lock.
- B. Encrypt the laptop's image on the server.
- C. Create a redundant cloud storage drive.
- D. Give the sales representative an external hard drive.

Answer: C

NEW QUESTION 11

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

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

Answer: BE

NEW QUESTION 13

Joe, a technician, receives notification that a share for production data files on the network is encrypted. Joe suspects a crypto virus is active. He checks the rights of the network share to see which departments have access. He then searches the user directories of those departmental users who are looking for encrypted files. He narrows his search to a single user's computer. Once the suspected source of the virus is discovered and removed from the network, which of the following should Joe do NEXT?

- A. Educate the end user on safe browsing and email habits.
- B. Scan and remove the malware from the infected system.
- C. Create a system restore point and reboot the system.
- D. Schedule antivirus scans and perform Windows updates.

Answer: D

NEW QUESTION 17

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

NEW QUESTION 22

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

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

Answer: D

NEW QUESTION 27

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

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

Answer: BF

NEW QUESTION 30

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

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

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

Answer: A

NEW QUESTION 33

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

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

Answer: C

NEW QUESTION 34

Which of the following BEST describes the Guest account on a Windows system?

- A. This account is designed to have the ability to set permissions for other users on the system.
- B. Users of this account have the capability to perform any operation or task on the system.
- C. This account is designed to provide basic permission for completing common daily tasks.
- D. Users of this account are restricted from performing things like installing new software.
- E. This account is designed for users who require specific administrator rights or permission.
- F. Users of this account are restricted from installing software but can change time zones.
- G. This account is designed for users who require temporary access to a computer and do not need to store user-specific settings.
- H. Users of this account have very limited permissions.

Answer: D

NEW QUESTION 39

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

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

Answer: D

NEW QUESTION 42

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

- A. Install to a network drive
- B. Install to a USB drive
- C. Install to a DVD-RW
- D. Install to a secondary internal HDD

Answer: A

NEW QUESTION 46

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

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

Answer: BC

NEW QUESTION 47

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

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

Answer: D

NEW QUESTION 52

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

- A. ps and chmod
- B. ps and vi
- C. ls and chown
- D. ps and kill

E. Op and rm

Answer: D

NEW QUESTION 56

A user reports malware activity on an isolated workstation used for testing. It is running an end-of-life OS, and a USB drive is the only method used to transfer files. After removing the malware and replacing the USB drive with a brand new one, the technician gives the approval to use the equipment. The next day the user reports the same malware activity is present after powering on the system. Which of the following did the technician forget to do to prevent reinfection?

- A. Connect to the network and update the OS with the latest security patches
- B. Scan and clean the USB device used to transfer data from the equipment
- C. Disable System Restore and remove all restore points from the system
- D. Update the local antivirus and set it to scan automatically every evening

Answer: D

NEW QUESTION 58

Which of the following is a community supported, open source OS used for both services and workstations?

- A. IOS
- B. Windows 10
- C. Linux
- D. OS X

Answer: C

NEW QUESTION 59

A technician is troubleshooting a printer issue on a Windows computer and wants to disable the printer to test a theory. Which of the following should the technician use to accomplish this?

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

Answer: C

NEW QUESTION 61

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

NEW QUESTION 64

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

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

Answer: CD

NEW QUESTION 65

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

NEW QUESTION 67

After a virus has been spread unknowingly via USB removable hard drives, a technician is tasked with limiting removable hard drive access to certain network

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

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

Answer: A

NEW QUESTION 68

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: C

NEW QUESTION 69

A systems administrator needs to add security to the server room. Which of the following would provide the BEST security for the room? (Choose two.)

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

Answer: EF

NEW QUESTION 70

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

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

Answer: A

NEW QUESTION 73

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

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

Answer: BE

NEW QUESTION 74

A technician is repairing a computer. Which of the following should the technician do to protect the computer from accidental voltage spikes?

- A. Practice electrical fire safety.
- B. Clean tools properly before use.
- C. Remove any jewelry.
- D. Connect a proper ESD strap.

Answer: D

NEW QUESTION 79

Every time a user manually runs an antivirus scan, the workstation becomes unresponsive, and the user has to reboot. A technician is dispatched and sees an antivirus pop-up in the system tray, indicating the computer is severely damaged, and a "click here" button to resolve it. There is a timer in the pop-up, counting down the time until the computer is no longer usable. Which of the following should the technician do NEXT?

- A. Research the pop-up to see if it is a legitimate malware solution.
- B. Click on the pop-up window to resolve the issue before the time runs out.

- C. Send an email to all staff members warning them of malware on their system.
- D. Disconnect the Ethernet cable from the workstation and disable WiFi.

Answer: D

NEW QUESTION 82

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

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

Answer: DF

NEW QUESTION 86

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

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

Answer: C

NEW QUESTION 89

A user reports slow performance on a computer. A technician checks the computer and finds the RAM utilization is very high. The technician restarts the computer, and the RAM use is still high. The technician discovers a program running in the background is using most of the RAM. The user only uses this program once at the end of the year to produce a report. Which of the following steps should the technician take to improve the computer's performance?

- A. Uninstall and reinstall the program.
- B. Perform a repair installation of the program
- C. Install the latest updates for the program.
- D. Disable the program on startup.

Answer: A

NEW QUESTION 93

Joe, a user, calls the help desk from a coffee shop while on a business trip to report the WiFi hotspot on his phone is extremely slow. The technician runs a speed test from a laptop connected to the hotspot and gets 200Kbps. Ann, Joe's coworker with whom he is travelling, also has a hotspot on her phone, and the speed test result on that hotspot is 15Mbps. The technician checks the hotspot settings on Joe's phone and sees the following:

Network name:	Joe's Hotspot
Security:	WPA2/PSK
Password:	hotspot
Band:	2.4GHz
Client DHCP start address:	192.168.23.1

Which of the following is the MOST likely cause of the problem?

- A. Joe should be using WEP security on his hotspot for faster throughput
- B. Someone else is using Joe's hotspot due to weak password
- C. Joe's hotspot gave him an invalid IP address
- D. Joe is likely in a poor signal area and should try another area

Answer: B

NEW QUESTION 96

Which of the following BEST describes the purpose of an ESD mat?

- A. Protects against accidental static discharge
- B. Protects against dust/dirt contamination
- C. Protects against accidental scratches
- D. Protects against accidental water damage

Answer: A

NEW QUESTION 101

A technician is troubleshooting a print issue on a Windows computer and want to disable the printer to test a theory, Which of the following should the technician use to accomplish this?

- A. Devices and Printer
- B. Sync Center
- C. Device Manager
- D. Power Option

Answer: D

NEW QUESTION 104

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

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

Answer: C

NEW QUESTION 106

A user's Windows laptop has become consistently slower over time. The technician checks the CPU utilization and sees that it varies between 95% and 100%. After the technician closes some running applications, the CPU utilization drops to approximately 20%, and the laptop runs much faster. The next day the same user calls again with the same problem. Which of the following is a tool the technician can use to resolve the issue?

- A. Task Manager
- B. MSTSC
- C. MSConfig
- D. PerfMon

Answer: A

NEW QUESTION 108

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

- A. Screen locks
- B. Screensaver passwords
- C. UEFI passwords
- D. Login time restrictions
- E. Strong passwords
- F. Multifactor authentication
- G. BitLocker
- H. Credential Manager
- I. Smart card
- J. Biometric authentication

Answer: ABG

NEW QUESTION 109

Which of the following encryption methods is used by WPA2 to improve data security as compared to previous wireless encryption protocols?

- A. AES
- B. TKIP
- C. S/MIME
- D. 3DES

Answer: A

NEW QUESTION 111

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

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

Answer: B

NEW QUESTION 112

A user has reported that a computer is running extremely slow when opening applications. A technician checks the computer and needs to verify memory utilization. Which of the following tools should the technician use to begin troubleshooting the issue?

- A. Task Scheduler
- B. Device Manager
- C. Drive Status
- D. Performance

Answer: D

NEW QUESTION 115

A network administrator has given a technician documentation detailing the switchports the technician will need to patch in for a network upgrade. Which of the following documents did the network administrator MOST likely give to the technician?

- A. Process diagram
- B. Physical network diagram
- C. Fiber backbone diagram
- D. Logical topology diagram

Answer: B

NEW QUESTION 117

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

NEW QUESTION 122

A technician responds to a call from a user who claims to have a virus on a workstation. The technician observes the following notification from the system tray: There are 1033 infected files on this computer. Click here to disinfect.

The link is blocked by the corporate content filter and displays a message stating the site contains known malware. Which of the following should the technician complete to secure the computer with MINIMAL impact to the user?

- A. Compare the startup items and services to a known clean image, and remove any startup items not found in the other image
- B. Run an anti-malware scan.
- C. Validate that the alerts are false positives, and disable security software on the workstation to prevent further false notifications.
- D. Back up the user's file
- E. Restore the system to the original system image designated by corporate IT policies
- F. Restore the user's files.
- G. Request a content filter exception to allow access to the link from the notification
- H. Once available, follow the instructions on the linked site.

Answer: A

NEW QUESTION 127

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

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

Answer: A

NEW QUESTION 129

A technician recently installed a new secondary hard drive in a Windows 10 desktop. After the installation, the computer displayed the following error message: No Operating System Found. However, after unplugging the new hard drive, the error message no longer appeared. The technician then reconnected the new drive to continue troubleshooting. Which of the following steps should the technician take NEXT?

- A. Reboot into safe mode
- B. Check the boot order
- C. Format the drive
- D. Perform Windows Recovery
- E. Run the chkdsk command

Answer: B

NEW QUESTION 132

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

- A. MAC filtering
- B. Default SSID

- C. Ratio power levels
- D. Content filtering
- E. Physical security

Answer: BE

NEW QUESTION 134

Which of the following is the MOST secure wireless security protocol?

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

Answer: A

NEW QUESTION 137

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

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

Answer: C

NEW QUESTION 141

A technician received 300 old desktops following a recent computer upgrade. After taking inventory of the old machines, the technician must destroy the data on the HDDs. Which of the following would be the MOST effective method to accomplish this task?

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

Answer: D

NEW QUESTION 143

A user's mobile device is losing its battery charge very quickly. The user reports charge at 9:00 a.m. but has 22% battery by 1:00 p.m. The user has installed several applications, and the phone is relatively new, high-end phone. The user claims most of the usage involves checking emails for a few minutes three or four times per hour. Which of the following should a technician perform FIRST to diagnose the issue properly?

- A. Check the application and their resources usage.
- B. Order a replacement battery and see if the phone maintains its charge.
- C. Configure the email software to work on a fetch schedule instead of the push setting
- D. Wipe the phone screen brightness to 30%.
- E. Uninstall all the applications on the phone and see if the battery issues remain.

Answer: A

NEW QUESTION 147

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

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

Answer: D

NEW QUESTION 151

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

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

Answer: B

NEW QUESTION 155

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous logins across the

network, some of which are attempting to access workstations and servers to which the user does not have access Which of the following should the network administrator do NEXT?

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

Answer: A

NEW QUESTION 157

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

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

Answer: A

NEW QUESTION 159

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

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

Answer: A

NEW QUESTION 164

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

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

Answer: E

NEW QUESTION 169

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

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

Answer: A

NEW QUESTION 171

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

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

Answer: D

NEW QUESTION 175

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

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

Answer: A

NEW QUESTION 177

A corporate network was recently infected by a malicious application on a flash drive that downloaded sensitive company files and injected a virus, which spread onto the network. Which of the following best practices could have prevented the attack?

- A. Implementing strong passwords
- B. Changing default credentials
- C. Disabling AutoRun
- D. Removing Guest account
- E. Encrypting data

Answer: D

NEW QUESTION 182

Which of the following technologies is used by malicious employees to obtain user passwords?

- A. Man-in-the-middle
- B. Phishing
- C. Tailgating
- D. Shoulder surfing

Answer: D

NEW QUESTION 187

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

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

Answer: D

NEW QUESTION 190

A technician needs to edit a protected .dll file but cannot find the file in the System32 directory. Which of the following Control Panel utilities should the technician use?

- A. System
- B. Display
- C. Folder Options
- D. Indexing Options

Answer: C

NEW QUESTION 193

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