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NEW QUESTION: 1
A desktop technician is mapping a remote windows share \\WinNAS\sharedas a local disk z:.
Which of the following commands should the technician run?
A. nslookup -opt Z: \\WinNAS\shared
B. net use Z: \\WinNAS\shared
C. chkdsk /R Z: \\WinNAS\shared
D. sfc /offwindir Z: \\WinNAS\shared
Answer: (SHOW ANSWER)
The correct command to map a network share as a local drive letter is net use Z:
\\WinNAS\shared.

NEW QUESTION: 2
Which of the following biometric security measures involves comparing the pattern of a user's veins with a stored image?
A. Voice matching
B. Facial recognition
C. Fingerprint reader
D. Retinal scanner
Answer: (SHOW ANSWER)
A retinal scanner authenticates a user by comparing the unique pattern of blood vessels in the retina with a previously stored biometric image.

NEW QUESTION: 3
A technician is installing a cloud-based productivity suite and keeps getting an error message stating that the installation is unavailable. Which of the following troubleshooting steps should the technician try first?
A. Reinstalling the productivity suite
B. Downloading an open-source alternative
C. Checking the license device limit
D. Updating the device OS

Answer: (SHOW ANSWER)
The technician should first check the license device limit, as exceeding the allowed number of installations can prevent the cloud-based productivity suite from being installed.

NEW QUESTION: 4
A support technician receives a computer with a non-responsive touch pad. The touch pad does not appear to be physically damaged. Which of the following tools should the technician use to check the touch pad driver?
A. System Configuration
B. Device Manager
C. Event Viewer
D. Local Users and Groups
Answer: (SHOW ANSWER)
Device Manager is the tool used to check the status and functionality of hardware drivers, including the touch pad driver.

NEW QUESTION: 5
A company requires technicians to verify that files downloaded from the internet have not been modified. Which of the following should the technicians use for validation?
A. Hashing
B. SSL certificate
C. Plug-in
D. Extensions
Answer: (SHOW ANSWER)
Hashing generates a unique checksum value for a file. By comparing the calculated hash of the downloaded file with the original published hash, technicians can verify file integrity and confirm that the file has not been altered or corrupted.

NEW QUESTION: 6
The Chief Information Officer (CIO) is overseeing a project to integrate existing business processes to an enterprise resource planning system. The CIO identifies the scope of the change and provides it to the IT department. Which of the following is the first change management procedure to perform before measuring the impact to the systems?
A. Backup plan
B. Risk analysis
C. Document findings
D. Sandbox testing
Answer: B (LEAVE A REPLY)
Risk analysis is the first step in the change management process before measuring system impact. It identifies potential threats, vulnerabilities, and the likelihood of adverse effects resulting from the change. Performing risk analysis ensures informed decision-making prior to further evaluation, testing, or implementation.

NEW QUESTION: 7
A user's PC is performing slowly after the user clicked on a suspicious email attachment. The technician notices that a single process is taking 100% of RAM, CPU, and network resources.
Which of the following should the technician do first?
A. Disconnect the computer from the network
B. Run an antivirus scan
C. Reboot the computer

D. Educate the user about cybersecurity best practices
Answer: (SHOW ANSWER)
The technician should disconnect the computer from the network (Option A) first to prevent any further spread of the infection or data loss. Once the machine is isolated from the network, the technician can safely investigate the malware without risking infection to other systems.

NEW QUESTION: 8
Which of the following file types is best for performing automated tasks on startup on a Windows computer?
A. SH
B. MSI
C. BAT
D. EXE
Answer: (SHOW ANSWER)
A .bat file is a batch script used in Windows to execute a series of commands automatically. It is commonly used for automated tasks at startup by placing the script in the Startup folder or configuring it through Task Scheduler.

NEW QUESTION: 9
A company computer is being repurposed within an organization. The existing configuration has a static IP address, but it is no longer required. Which of the following should a technician do to satisfy the network requirements?
A. Make a DHCP reservation for the computer
B. Create an exclusion in the existing IP scheme
C. Switch the NIC settings from manual to automatic
D. Change the currently assigned static IP
Answer: (SHOW ANSWER)
Switching the NIC settings from manual to automatic allows the computer to obtain its IP configuration dynamically from DHCP, which is appropriate when a static IP address is no longer required.

NEW QUESTION: 10
Which of the following license types allows modification to an application's code?
A. Open-source
B. Enterprise
C. Personal use
D. Perpetual
Answer: (SHOW ANSWER)
Open-source licensing allows users to view and modify the application's source code, depending on the specific license terms.

NEW QUESTION: 11
Users are reporting that an unsecured network is broadcasting with the same name as the normal wireless network. They are able to access the internet but cannot connect to the file share servers.
Which of the following best describes this issue?
A. Unreachable DNS server
B. Virtual local area network misconfiguration

C. Incorrect IP address
D. Rogue wireless access point
Answer: (SHOW ANSWER)
A rogue access point mimics the legitimate SSID, allowing clients to connect (often with internet access via its own uplink) but isolating them from internal resources like file shares. This behavior matches the symptoms - users join what appears to be the corporate WLAN but can't reach internal servers.

NEW QUESTION: 12
A network engineer is dealing with an emergency situation in which a wired network connection needs to be replaced. A facility manager tells the network engineer that the current connection goes underneath a carpet and must be rerouted. Which of the following is the best reason to reroute this connection?
A. Appropriate cable management removes a hazard.
B. Cleaning with a vacuum will create static electricity.
C. Labels for the cable routing are not appropriately displayed.
D. Walking over the cable can create intermittent issues.
Answer: (SHOW ANSWER)
Running network cables under a carpet creates a safety hazard, such as a tripping risk or potential damage to the cable. Proper cable management eliminates this hazard.

NEW QUESTION: 13
A user must perform a series of commands each day on a Linux server. The user wants to use a script to automate the process. Which of the following is the most likely file type for the script?
A. .js
B. .vbs
C. .bat
D. .sh
Answer: (SHOW ANSWER)
Linux shell scripts use the .sh extension, making it the appropriate choice for automating commands on a Linux server.

NEW QUESTION: 14
A user's application only works with a legacy version of the OS. The OS is reaching its end of life date. For security reasons, the company is migrating to the current version of the OS. Which of the following is the most efficient way to complete the migration while maintaining accessibility to the application?
A. Terminal server
B. Bare-metal server
C. Multiboot
D. Virtualization
Answer: (SHOW ANSWER)
Virtualization allows the legacy OS to be run in a virtual machine (VM) on top of the newer OS.
This method provides backward compatibility without requiring outdated operating systems on physical hardware.

NEW QUESTION: 15
A technician needs to apply a settings file to all user workstations. Which of the following tools should the technician use to import the file?
A. lusrmgr.msc
B. devmgmt.msc

C. regedit.exe
D. msconfig.exe
Answer: (SHOW ANSWER)
regedit.exe allows importing a settings file (such as a .reg file) into the Windows Registry so the configuration applies to all user workstations.

NEW QUESTION: 16
Which of the following authentication methods is token-based?
A. Kerberos
B. TACACS+
C. Passwords
D. TKIP
Answer: (SHOW ANSWER)
TACACS+ (Terminal Access Controller Access-Control System Plus) is a token-based authentication protocol that can use tokens (such as one-time passwords or security tokens) for authenticating users.

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NEW QUESTION: 17
When logging in to a workstation, a technician notices that the roaming profile takes a long time to fully load. Which of the following should the technician check first to troubleshoot this issue?
A. The home folder for large files
B. The hard drive storage usage
C. The PSU's power output
D. Task Manager for unresponsive applications
Answer: (SHOW ANSWER)
Large files stored in the home folder increase the size of the roaming profile, causing slow login times as the profile is copied across the network. Checking for large files is the first and most direct step.

NEW QUESTION: 18
A technician must update a user's laptop to the latest OS. After multiple failed attempts, the technician confirms that the laptop is connected to Wi-Fi and supports the latest update. Which of the following should the technician do next to resolve the issue?
A. Verify that storage space is available.
B. Run antivirus scans.
C. Check if the laptop is in airplane mode.
D. Look for unauthorized software.
Answer: A (LEAVE A REPLY)

The correct answer is A. Verify that storage space is available. The question already confirms two major requirements: the laptop has Wi-Fi connectivity and supports the latest update. The next most likely cause is insufficient storage. Quentin Docter's Complete Study Guide explains that when a mobile OS fails to update, the technician should check compatibility, connectivity, and storage. It specifically states that enough storage space must be available because, during an update, both the current operating system and the upgrade files may need to exist on the device.
The Mike Meyers/Mark Soper material also identifies the df command as useful for listing used and available storage space on macOS or Linux systems, showing how important available storage is when diagnosing update and system issues. Airplane mode is unlikely because Wi-Fi was already confirmed. Antivirus scans and unauthorized software checks may be useful later, but storage should be checked next.

NEW QUESTION: 19
An organization notices that its employees often leave their desks without logging off their workstations, leading to unauthorized access by other staff members. Which of the following should the IT department do to address this issue?
A. Implement full disk encryption.
B. Disable remote desktop access.
C. Configure inactivity timeout settings.
D. Set up multifactor authentication.
Answer: (SHOW ANSWER)
Configuring inactivity timeout settings automatically locks a workstation after a defined period of inactivity. This prevents unauthorized users from accessing a session when an employee leaves their desk without logging off, directly addressing the issue of unattended workstations.

NEW QUESTION: 20
A user is trying to install 3-D rendering software on a new Windows computer, but the installation fails. An error states that the system does not meet the minimum hardware configuration. Which of the following features should the user check first?
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A. USB speed
B. GPU requirements
C. NIC bandwidth
D. PSU wattage
Answer: (SHOW ANSWER)
3-D rendering software relies heavily on graphics processing, so verifying that the GPU meets the software's minimum requirements is the primary step.

NEW QUESTION: 21
A company requires a storage solution that combines performance and redundancy for a main database server with high levels of read/write operations. Which of the following storage configurations best meets these requirements?
A. RAID 0
B. RAID 5
C. RAID 6
D. RAID 10
Answer: D (LEAVE A REPLY)
RAID 10 combines striping and mirroring, delivering high performance for intensive read/write operations while maintaining redundancy through mirrored data, making it ideal for database workloads.

NEW QUESTION: 22
Which of the following macOS features is most likely to use Bluetooth?
A. Terminal
B. Gestures
C. Mission Control
D. Continuity
Answer: (SHOW ANSWER)
The correct answer is D. Continuity. Continuity is an Apple ecosystem feature category that allows Apple devices to work together, such as moving activity between devices or integrating nearby Apple hardware. Among the choices, it is the feature most likely to rely on short-range wireless communication such as Bluetooth, often along with Wi-Fi and iCloud. The A+ materials identify Bluetooth as a personal-area-network technology used for nearby device communication, pairing, and synchronization. The Mike Meyers/Mark Soper material also explains that mobile devices commonly expand and communicate wirelessly through Bluetooth with nearby accessories and devices. Terminal is a command-line interface, not a Bluetooth feature. Gestures are touchpad or touchscreen motions used for input. Mission Control is a macOS interface feature for viewing open windows and desktops. Continuity is the only listed feature that strongly depends on communication between nearby Apple devices.

NEW QUESTION: 23
A company's IT department discovers that unauthorized software has been installed on several workstations. The IT manager requests a review and an update of the workstation security posture, focusing on preventing future unauthorized software installations. Which of the following should the company do?
A. Remove account administrative rights.
B. Turn on the workstation firewall.
C. Enable Windows Defender SmartScreen.
D. Install EDR on all devices.
Answer: (SHOW ANSWER)
Removing administrative rights from standard user accounts prevents users from installing unauthorized software. Limiting elevated privileges enforces the principle of least privilege and directly reduces the ability to install unapproved applications on workstations.

NEW QUESTION: 24
Which of the following describes a vulnerability that has been exploited before a patch or remediation is available?
A. Spoofing
B. Brute-force
C. DoS
D. zero-day
Answer: (SHOW ANSWER)
A zero-day vulnerability refers to a security flaw that is actively exploited by attackers before the software vendor has released a patch or remediation - meaning defenders have "zero days" to prepare once the exploit becomes known.

NEW QUESTION: 25
A developer needs to isolate a testing VM in a Type 1 hypervisor from the other guests. Which of the following does the administrator need to use to accomplish this task?
A. VDI
B. Container
C. Private cloud
D. Sandbox

Answer: (SHOW ANSWER)
A sandbox provides an isolated environment within the hypervisor where a virtual machine can run independently without affecting other guests, ensuring safe testing and containment.

NEW QUESTION: 26
A high percentage of users at an office store documents on their local computers. The office needs to migrate to the next version of Windows. Which of the following methods should a technician use?
A. Remote network install
B. Zero-touch deployment
C. In-place upgrades
D. Clean install
Answer: (SHOW ANSWER)
An in-place upgrade preserves existing user data, applications, and settings while upgrading the operating system. Since many users store documents locally, this method minimizes data loss risk and reduces the need for extensive file restoration after the upgrade.

NEW QUESTION: 27
Which of the following describes a virtualization concept that improves resource utilization by allowing multiple operating systems to run on a single physical server?
A. Containerization
B. Virtual machine
C. Hypervisor
D. Microservices architecture
Answer: (SHOW ANSWER)
A virtual machine allows multiple operating systems to run independently on a single physical server by virtualizing hardware resources, improving overall resource utilization.

NEW QUESTION: 28
A department manager asks a technician to set up a group in a company collaboration tool that will allow users in the New York office to communicate sensitive information in a highly regulated environment. Which of the following should the technician configure in order to meet the team's needs? (Choose three.)
A. Local user accounts
B. Personal device access
C. API token configuration
D. Multifactor authentication
E. Private channels
F. Collaboration tool profiles
G. VPN connectivity
H. Data retention requirements
Answer: (SHOW ANSWER)
Multifactor authentication adds a required security layer for accessing sensitive information.
Private channels restrict communication to authorized members only, protecting confidential discussions.
Data retention requirements ensure compliance with regulatory standards for storing and managing sensitive data.

NEW QUESTION: 29

A technician has been experimenting with different third-party tools on a laptop and wants to restore the device to its original factory settings. Which of the following procedures will best restore the laptop?

A. Copy all the registry entries from another company laptop.

B. Use the OS vendor's media creation tool to create installation media.

C. Perform sfc /scannowto replace the files changed by third-party software.

D. Start to the Preboot Execution Environment and download setup files.

Answer: (SHOW ANSWER)

Using the OS vendor's media creation tool allows the technician to reinstall the operating system cleanly, restoring the laptop to its original factory state and removing any third-party modifications.

NEW QUESTION: 30

Which of the following is used to detect and record access to restricted areas?

A. Bollards

B. Video surveillance

C. Badge readers

D. Fence

Answer: (SHOW ANSWER)

Badge readers authenticate and log each entry attempt - recording who accessed (or tried to access) a secured area and when. This audit trail is essential for monitoring and reviewing access to restricted zones.

NEW QUESTION: 31

A developer who is using a personal laptop that is running Windows wants to leverage virtual technologies. The developer does not see an option to enable the Hyper-V feature. Which of the following is the most likely reason?

A. The system is not fully patched.

B. The OS edition is Home.

C. The motherboard does not have a TPM.

D. The user has not joined a domain.

Answer: B (LEAVE A REPLY)

Hyper-V cannot be enabled on Windows Home editions; it requires Windows Pro, Enterprise, or Education.

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NEW QUESTION: 32

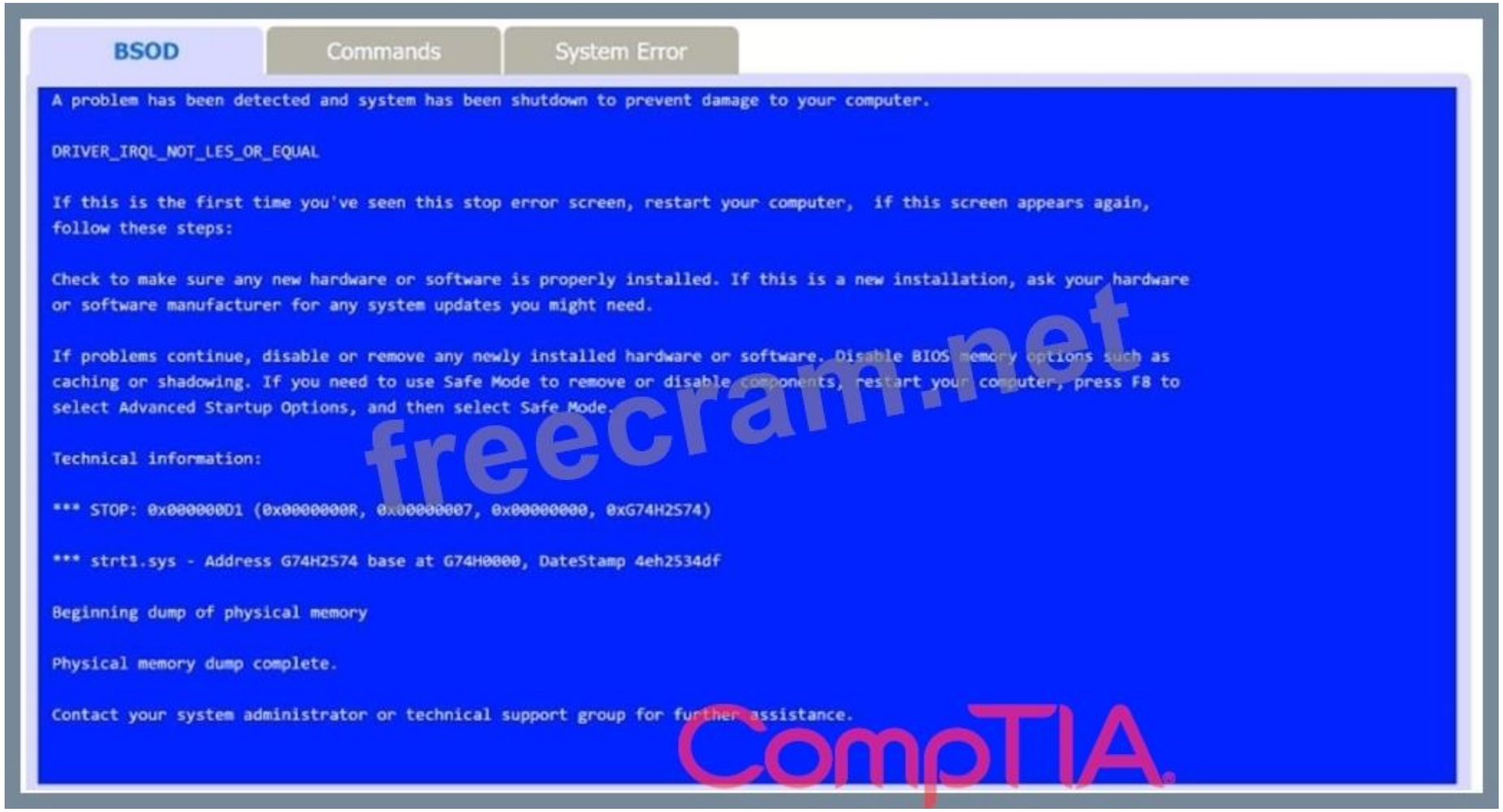
A user created a file on a shared drive and wants to prevent its data from being accidentally deleted by others. Which of the following applications should the technician use to assist the user with hiding the file?

A. Device Manager

B. Indexing Options

C. File Explorer
D. Administrative Tools
Answer: (SHOW ANSWER)
File Explorer allows the user to modify file attributes, such as hiding the file, to help prevent accidental deletion by others.

NEW QUESTION: 33
Hotspot Question
A user reports that after a recent software deployment to upgrade the Testing application, they can no longer use it. However, other employees can successfully use the Testing program.
INSTRUCTIONS
Review the information in each tab to verify the results of the deployment and resolve any issues discovered by selecting the:
- First command to resolve the issue
- Second command to resolve the issue
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.



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BSOD | **Commands** | System Error

```
PS C:\> Get-WmiObject win32_computersystem
```

```
PS C:> Get-WmiObject win32_computersystem


Domain              : StarCompany
Manufacturer        : Dell Inc.
Model               : Optiplex 8675
Name                : PC0001
PrimaryOwnerName    : StarCompany
TotalPhysicalMemory : 4195930112
```

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BSOD | **Commands** | System Error

```
PS C:\> Get-WmiObject win32_logicaldisk
```

```
PS C:> Get-WmiObject win32_logicaldisk


DeviceID     : C:
DriveType    : 3
ProviderName :
FreeSpace    : 32504955904
Size         : 121311441920
VolumeName   : OS
```

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BSOD | **Commands** | System Error

```
PS C:\> ls msvc*
```

```
PS C:>  ls msvc*

Directory: C:WindowsSystem32
Mode        LastWriteTime              Length     Name
----        -------------              ------     ----

-a----      3/18/2019  11:43:57 PM      83968     msvcirt.dll
-a----      3/18/2019  11:43:45 PM     560584     msvcp110_win.dll
-a----      10/5/2013   1:58:24 AM     660128     msvcp120.dll
-a----      3/18/2019  11:46:43 PM     690008     msvcp120_clr0400.dll
-a----      12/19/2017 11:50:48 PM     676984     msvcp140.dll
-a----      12/19/2017 11:50:48 PM      31896     msvcp140_1.dll
-a----      3/18/2019  11:46:51 PM     622832     msvcp140_clr0400.dll
-a----      3/18/2019  11:44:33 PM     611840     msvcp60.dll
-a----      12/19/2019 10:30:05 AM     639400     msvcp_win.dll
-a----      2/19/2011   1:52:32 AM     829264     msvcr100.dll
-a----      3/18/2019  11:46:48 PM      18176     msvcr100_clr0400.dll
-a----      10/5/2013   1:58:24 AM     963232     msvcr120.dll
-a----      3/18/2019  11:46:46 PM     993632     msvcr120_clr0400.dll
-a----      3/18/2019  11:44:35 PM     638072     msvcrt.dll
```

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BSOD | **Commands** | System Error

```
PS C:\> ls
```

```
PS C:>  ls

Directory: C:Program Files (x86)
Mode      LastWriteTime          Length     Name
----      -------------          ------     ----

d----     6/23/2019 11:04 PM               Common Files
d----     7/13/2018 10:20 PM               Dell
d----     5/20/2019  9:22 AM               Google
d----     1/9/2019  12:07 PM               Internet Explorer
d----     3/3/2020  10:29 AM               Testing
d----     9/23/2019  2:54 PM               Windows Defender
d----     1/9/2019  12:07 PM               WindowsPowerShell
```

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BSOD | Commands | System Error

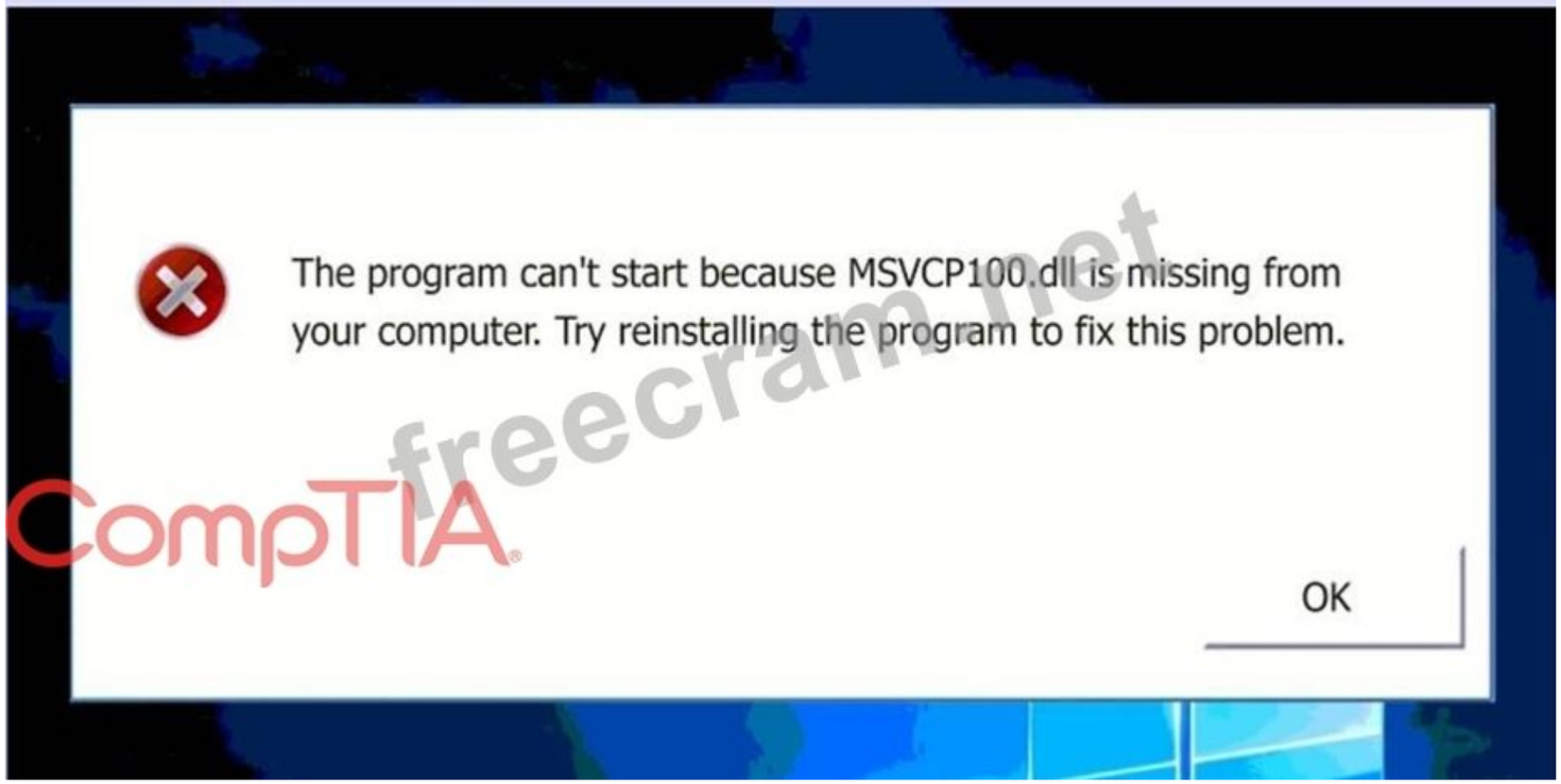
```
PS C:\> tasklist | sort
```

```
PS C:> tasklist | sort

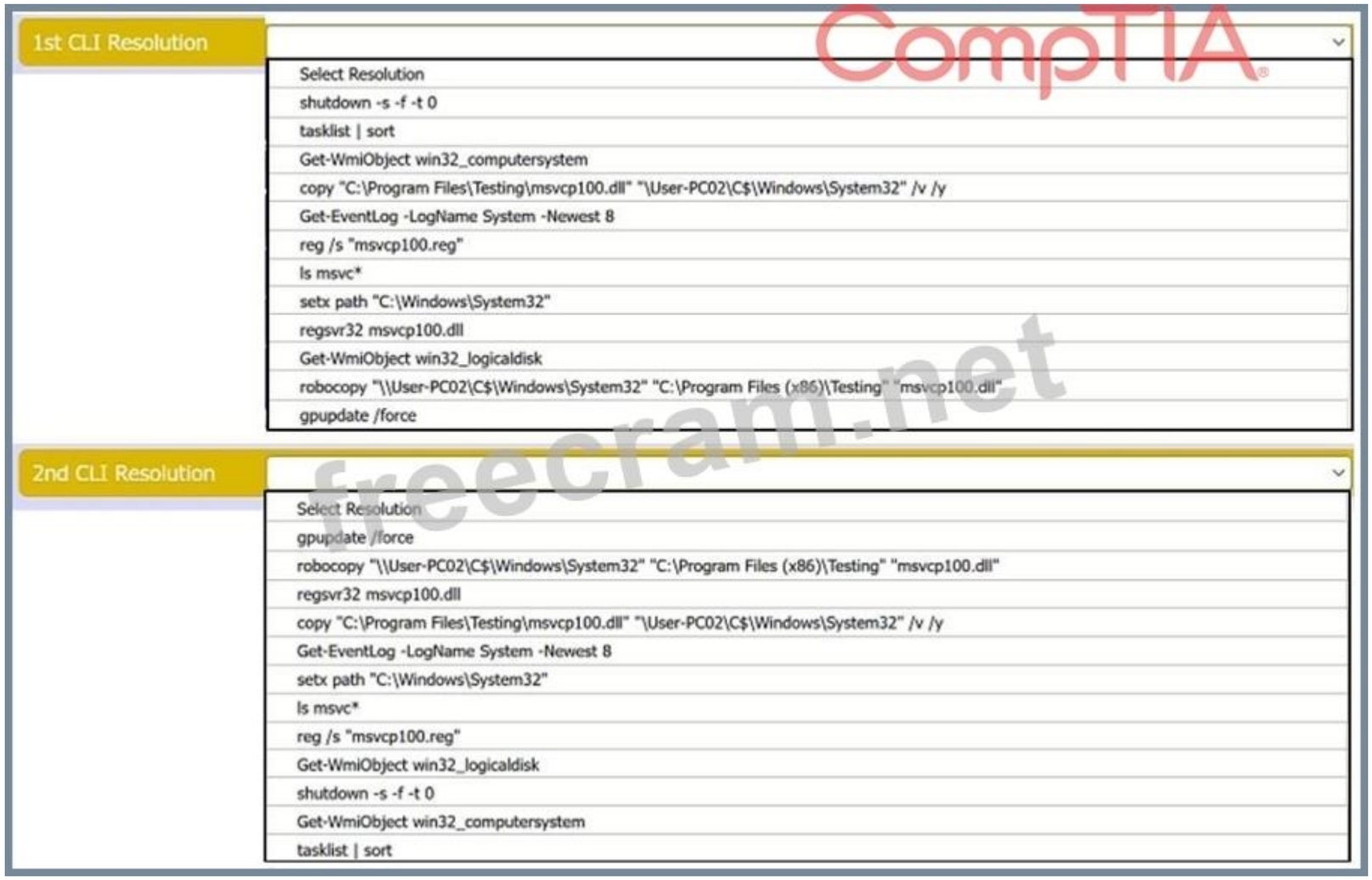
========================= ======== ================ =========== ============
ApMsgFwd.exe                 2672 Console                    1      5,804 K
ApntEx.exe                   3152 Console                    1      5,768 K
Apoint.exe                   2764 Console                    1     10,560 K
BrcmMgmtAgent.exe            1764 Services                   0      8,040 K
conhost.exe                   540 Console                    1      6,272 K
chrome.exe                   1448 Services                   1      7,112 K
conhost.exe                  3188 Console                    1      4,828 K
csrss.exe                     620 Services                   0      4,712 K
csrss.exe                     820 Console                    1     13,212 K
DFLocker64.exe               3044 Services                   0      3,880 K
DFServ.exe                    644 Services                   0     12,068 K
dllhost.exe                  3520 Services                   0     13,296 K
dwm.exe                      2456 Console                    1      5,964 K
notepad.exe                  1835 Services                   0     16,580 K
explorer.exe                 2480 Console                    1     53,448 K
HeciServer.exe               1844 Services                   0      5,588 K
hidfind.exe                  3160 Console                    1      4,768 K
hkcmd.exe                    2560 Console                    1      6,844 K
IAStorDataMgrSvc.exe         3368 Services                   0     20,476 K
IAStorIcon.exe               2844 Console                    1     24,140 K
igfxpers.exe                 2884 Console                    1      9,408 K
igfxsrvc.exe                 3032 Console                    1      8,192 K
igfxtray.exe                 1676 Console                    1      7,088 K
```

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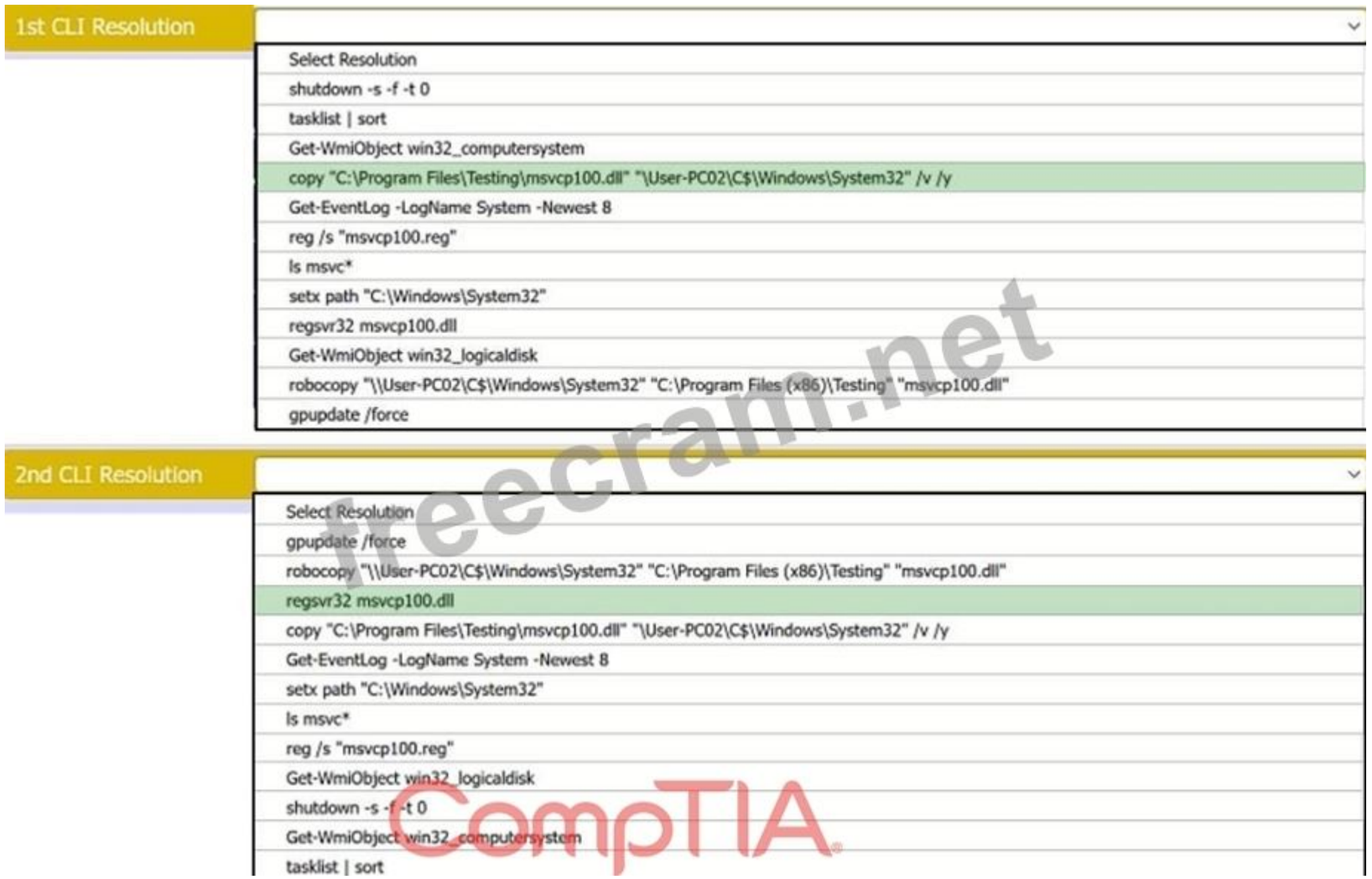
BSOD | Commands | **System Error**



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1st CLI Resolution
Select Resolution
shutdown -s -f -t 0
tasklist | sort
Get-WmiObject win32_computersystem
copy "C:\Program Files\Testing\msvcp100.dll" "\User-PC02\C$\Windows\System32" /v /y
Get-EventLog -LogName System -Newest 8
reg /s "msvcp100.reg"
ls msvc*
setx path "C:\Windows\System32"
regsvr32 msvcp100.dll
Get-WmiObject win32_logicaldisk
robocopy "\\User-PC02\C$\Windows\System32" "C:\Program Files (x86)\Testing" "msvcp100.dll"
gpupdate /force
2nd CLI Resolution
Select Resolution
gpupdate /force
robocopy "\\User-PC02\C$\Windows\System32" "C:\Program Files (x86)\Testing" "msvcp100.dll"
regsvr32 msvcp100.dll
copy "C:\Program Files\Testing\msvcp100.dll" "\User-PC02\C$\Windows\System32" /v /y
Get-EventLog -LogName System -Newest 8
setx path "C:\Windows\System32"
ls msvc*
reg /s "msvcp100.reg"
Get-WmiObject win32_logicaldisk
shutdown -s -f -t 0
Get-WmiObject win32_computersystem
tasklist | sort

Answer:



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NEW QUESTION: 34
An administrator must rename the administrator account on a Windows desktop. Which of the following tools is best for this task?
A. lusrmgr.msc
B. devmgmt.msc
C. gpedit.msc
D. eventvwr.msc
Answer: (SHOW ANSWER)
The Local Users and Groups Manager (lusrmgr.msc) is the utility for managing user accounts, including renaming the default Administrator.

NEW QUESTION: 35
A technician is helping a remote user. The technician asks the user to open a specific folder on the root directory of the computer. The user cannot find a folder with that name. The technician explains that a few settings are needed to allow the folder to appear. Which of the following should the user do to be able to see the folder? (Choose two.)
A. Adjust the display properties.
B. Open File Explorer.
C. Open the root drive properties.

D. Configure the system settings.
E. Set the view extensions to "on".
F. Check the box to view hidden files.
Answer: (SHOW ANSWER)
Opening File Explorer is required to access folder view options and navigate to the root directory.
Viewing hidden files must be enabled because some system folders are hidden by default and will not appear until this option is checked.

NEW QUESTION: 36
A customer reports that they cannot print on their home printer. The customer is connected via VPN to a corporate server. The technician connects to and examines the server. The server has several printers listed, but none of them are the customer's printer. Which of the following should the technician recommend the customer do?
A. Reestablish the VPN connection
B. Enable RDP to use local resources.
C. Use secure print services
D. Add the print driver to the allow list
Answer: (SHOW ANSWER)
Enabling local resources in the Remote Desktop connection allows the remote session to redirect and use the customer's locally connected printer.

NEW QUESTION: 37
A customer is upgrading their workstation from Windows 10 to Windows 11. They perform a clean installation from a USB drive. After the system restarts, the installer loads again. Which of the following should the user do to complete the installation?
A. Run chkdskfrom the USB.
B. Turn off TPM.
C. Change MBR to UEFI.
D. Remove the USB drive.
Answer: (SHOW ANSWER)
Removing the USB drive allows the system to boot from the newly installed Windows 11 operating system, rather than restarting the installation process.

NEW QUESTION: 38
A support specialist must allocate a shared folder. Which of the following commands should the specialist use?
A. cd
B. net use
C. mkdir
D. ipconfig
Answer: (SHOW ANSWER)
The mkdir command is used to create a new directory, which is the required step when allocating a shared folder.

NEW QUESTION: 39
Which of the following controls access to certain services to ensure that administrators are not automatically given elevated permissions?
A. PAM
B. MFA
C. DLP

D. SSO

Answer: (SHOW ANSWER)

PAM (Privileged Access Management) controls access to certain services so that administrators are not automatically granted elevated permissions.

NEW QUESTION: 40

A technician is unable to upgrade a desktop computer from Windows 10 to Windows 11. Which of the following is most likely preventing the upgrade?

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A. Missing TPM module

B. Slow HDD spindle speed

C. Low refresh rate

D. High RAM latency

Answer: (SHOW ANSWER)

A missing TPM (Trusted Platform Module) is a common requirement for Windows 11, and its absence is most likely preventing the upgrade.

NEW QUESTION: 41

Which of the following filesystems allows a macOS to write data?

A. NTFS

B. ReFS

C. exFAT

D. XFS

Answer: (SHOW ANSWER)

exFAT is supported by macOS for both reading and writing, making it a common cross-platform filesystem for external drives shared between macOS and Windows.

NEW QUESTION: 42

A user called the help desk to report an issue with the internet connection speed on a laptop. The technician thinks that background services may be using extra bandwidth. Which of the following tools should the technician use to investigate connections on the laptop?

A. nslookup

B. net use

C. netstat

D. net user

Answer: (SHOW ANSWER)

The netstat tool displays active network connections and listening ports, allowing the technician to identify background services and processes that may be using extra bandwidth on the laptop.

NEW QUESTION: 43

An administrator is investigating a zero-day vulnerability. If left unpatched, it could severely impact business. The patch requires downtime. What should the administrator do?

A. Create a standard change request.

B. Implement an emergency change.

C. Immediately freeze all changes.

D. Continue operations until the next change interval.

Answer: (SHOW ANSWER)

A zero-day vulnerability demands an emergency change to quickly secure the system, even if downtime is needed.

NEW QUESTION: 44
A software developer has tested an enhancement that would improve performance of the company's critical, cloud-deployed applications. The developer has shared the results with peers and received positive feedback. Which of the following change management procedures should the developer perform next?
A. Seek end-user acceptance.
B. Submit relevant requests for approval.
C. Determine organizational impact.
D. Document the scope of the change.
Answer: (SHOW ANSWER)
After peer review, the next step in change management is to formally submit the change request for approval so it can be evaluated, scheduled, and implemented through the proper governance process.

NEW QUESTION: 45
Each time a user tries to go to the selected web search provider, a different website opens.
Which of the following should the technician check first?
A. System time
B. IP address
C. DNS servers
D. Windows updates
Answer: (SHOW ANSWER)
If a user is redirected to an unexpected website, the DNS servers should be checked first to ensure they have not been changed or compromised.

NEW QUESTION: 46
A technician wears a wrist strap while replacing RAM. Which of the following describes the purpose of the wrist strap during this task?
A. To replicate electrostatic charge
B. To increase electrostatic charge
C. To ground electrostatic charge
D. To store electrostatic charge
Answer: (SHOW ANSWER)
The wrist strap safely dissipates static electricity from the technician to ground, preventing electrostatic discharge that could damage sensitive computer components during hardware installation.

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NEW QUESTION: 47

A user needs to install and uninstall software on their Windows laptop but does not need to manage user accounts. The company follows least-privilege principles. Which of the following account types meets these requirements?

A. Guest

B. Power user

C. Service

D. Administrator

Answer: (SHOW ANSWER)

A Power User account allows installing and uninstalling software but does not grant full administrative control, aligning with the principle of least privilege.

NEW QUESTION: 48

A technician is unable to join a computer to the Windows domain However, the computer can ping the domain controller by IP address. Which of the following is the most likely reason?

A. The DNS settings are incorrect

B. The firewall configuration is wrong

C. IPv6 is enabled on the computer

D. The computer is not connected to the network

Answer: (SHOW ANSWER)

Joining a Windows domain requires proper DNS resolution to locate the domain controller by name. Even though the computer can ping the domain controller by IP address, incorrect DNS settings prevent the system from resolving domain services, causing the domain join to fail.

NEW QUESTION: 49

A malicious actor uses multiple endpoints that are spread across multiple locations to target a single endpoint. Which of the following describes this threat?

A. On-path attack

B. Structured Query Language injection

C. Brute-force attack

D. Distributed denial of service

Answer: (SHOW ANSWER)

A distributed denial of service (DDoS) attack involves multiple endpoints from different locations targeting a single endpoint to disrupt its services.

NEW QUESTION: 50

A technician wants to create new partitions on a device so that a user can keep work data and personal data separate. Which of the following tools should the technician use?

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A. perfmon.msc

B. diskmgmt.msc

C. lusmgr.msc

D. devmgmt.msc

Answer: (SHOW ANSWER)

This tool is used to create, delete, format, and manage disk partitions and volumes, allowing separation of data into different partitions on the same storage device.

NEW QUESTION: 51

A client reports that their browser's home page changed. Every time they run an internet search, the results returned are from unfamiliar websites. Which of the following actions should a technician take first to resolve the issue? (Choose two.)

A. Clear the browsing history
B. Run operating system updates
C. Check the system date and time
D. Uninstall malicious extensions
E. Reset browser startup page
F. Restart the user's machine
Answer: (SHOW ANSWER)
Uninstalling malicious extensions can remove unwanted changes and stop further hijacking behavior.
Resetting the browser startup page restores the original home page and removes unwanted redirects.

NEW QUESTION: 52
A vendor normally releases security patches for its operating system on a monthly basis. An administrator receives an email from the vendor that says the vendor has published a patch for a zero-day flaw in its operating system outside of the normal patch schedule. Which of the following actions should the administrator take first in order to properly address this issue in a production environment?
A. Wait until the next monthly patch is issued and deploy it with those updates.
B. Immediately deploy the patch to all company-owned computers.
C. Delay the patch deployment to not interfere with the production environment.
D. Deploy the patch to a small number of computers in order to test it in a lab.
Answer: (SHOW ANSWER)
Testing the zero-day patch on a limited set of systems first ensures it does not negatively impact the production environment before wider deployment.

NEW QUESTION: 53
A user wants to dispose of a failed hard drive in a way that ensures the data is unrecoverable.
Which of the following is the best at-home method?
A. Standard formatting
B. Low-level formatting
C. Shredding
D. Degaussing
E. Drilling
Answer: (SHOW ANSWER)
Drilling physically destroys the hard drive platters, making data recovery impossible, and is an effective at-home method for ensuring data is unrecoverable.

NEW QUESTION: 54
Which of the following is a key AI characteristic that is applied in operational procedures?
A. AI systems can support any kind of operations relying on historical data.
B. AI leverages preset rules and algorithms to imitate human decision-making.
C. AI eliminates the need for human oversight in all operational processes.
D. AI is primarily used to upgrade software components in IT systems.
Answer: (SHOW ANSWER)
AI applies preset rules and algorithms to analyze data and mimic human decision-making, which is a key characteristic used in operational procedures.

NEW QUESTION: 55
A technician needs to increase the security levels on a laptop that will be used during a conference that is out of the country. Which of the following should the technician configure?
A. Content filtering
B. A screen lock
C. Restricted login times
D. Disk encryption
Answer: (SHOW ANSWER)
Disk encryption protects the laptop's stored data if the device is lost, stolen, or accessed without authorization while traveling. It ensures the data remains unreadable without the proper authentication key.

NEW QUESTION: 56
A location is experiencing under-voltage events during peak periods. Which of the following should be deployed at this location?
A. Proper ventilation
B. Surge protector
C. UPS
D. PDU
Answer: (SHOW ANSWER)

NEW QUESTION: 57
Which of the following is used to apply corporate restrictions on an Apple device?
A. App Store
B. VPN configuration
C. Apple ID
D. Management profile
Answer: (SHOW ANSWER)
An MDM (Mobile Device Management) management profile allows administrators to enforce corporate policies on Apple devices, such as restricting app installations, configuring network settings, and applying security restrictions. This profile is installed on the device and centrally managed to ensure compliance.

NEW QUESTION: 58
A user's machine is infected with malware that the user's existing security software did not detect.
Which of the following best explains the reason the infection was undetected?
A. Folder permissions
B. Outdated definitions
C. Port security not enabled
D. User account permissions
Answer: (SHOW ANSWER)
Outdated malware definitions prevent security software from recognizing newly developed or updated threats, allowing the infection to go undetected.

NEW QUESTION: 59
Which of the following is an example of an application publisher including undisclosed additional software in an installation package?
A. Virus

B. Ransomware
C. Potentially unwanted program
D. Trojan
Answer: (SHOW ANSWER)
A potentially unwanted program (PUP) refers to software bundled with an installer that the user did not explicitly request and that's often advertised or installed without clear disclosure. While not always malicious, PUPs can degrade performance or introduce unwanted behavior, matching the description of undisclosed additional software in a package.

NEW QUESTION: 60
A user wants to use a popular search engine. When the user enters the URL in the address bar, the web page displays the following message instead of the expected search engine:
The antivirus has expired.
Which of the following would most likely cause this issue?
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A. Random pop-ups
B. Browser redirection
C. Certificate warnings
D. Internet failure
Answer: (SHOW ANSWER)
Browser redirection occurs when malware or unwanted software forces the browser to load an unexpected page instead of the intended site, such as showing an "antivirus expired" page instead of a search engine.

NEW QUESTION: 61
An international traveler is concerned about others accessing the contents of their smartphone if it is lost or stolen. The traveler has enabled biometrics. Which of the following additional security measures further reduces the risk of unauthorized data access?
A. Remote backups
B. Location tracking
C. PIN code screen lock
D. Device encryption
Answer: (SHOW ANSWER)
Device encryption further reduces the risk of unauthorized data access by ensuring the contents of the smartphone cannot be read without proper authentication, even if the device is lost or stolen.

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NEW QUESTION: 62
A user wants to use a USB to move a 4.57GB .pst file from one Windows computer to another.
Which of the following filesystems should the USB be formatted with?
A. ext4

B. NTFS
C. FAT32
D. APFS
Answer: (SHOW ANSWER)
FAT32 cannot support files larger than 4GB. NTFS supports large file sizes and is compatible across Windows systems, making it the correct choice for transferring a 4.57GB file.

NEW QUESTION: 63
Which of the following types of malware collects and sends data to an unknown third party without the user's consent?
A. Ransomware
B. Virus
C. Trojan
D. Spyware
Answer: (SHOW ANSWER)
Spyware is designed specifically to collect user or system data and transmit it to a third party without the user's knowledge or consent.

NEW QUESTION: 64
A technician is reviewing an organization's current incident management policy. The organization uses a third-party vendor to protect the organization's assets with multiple tools. Which of the following service types is the organization using?
A. PaaS
B. EDR
C. MDR
D. XDR
Answer: (SHOW ANSWER)
MDR (Managed Detection and Response) is a service where a third-party vendor provides security monitoring and incident response using multiple tools to protect an organization's assets.

NEW QUESTION: 65
Which of the following is a security risk posed by dumpster diving?
A. Vandalism
B. Lawsuits
C. Stolen equipment
D. Data theft
Answer: (SHOW ANSWER)
Dumpster diving can expose discarded documents, storage media, credentials, and other sensitive information, allowing unauthorized individuals to obtain and misuse organizational data.

NEW QUESTION: 66
A technician is creating an MDM policy using hardening techniques that are unique to each user.
Which of the following techniques is the technician using?
A. A drawn pattern
B. A fingerprint

C. A password
D. A PIV card
Answer: B (LEAVE A REPLY)
A fingerprint is a biometric hardening technique unique to each user, making it suitable for an MDM policy that requires individualized security.

NEW QUESTION: 67
A developer asks a public chatbot to generate a function to convert a .pdf file into a Word document. The chatbot responds that the function exists in the pdf2word library. However, the developer cannot find any evidence that this library exists. Which of the following describes what most likely happened with the chatbot?
A. Plagiarized public repository content
B. Leaked proprietary information
C. Misunderstood the developer's request
D. Hallucinated the solution
Answer: (SHOW ANSWER)
A hallucination occurs when a chatbot generates information that sounds plausible but is not factually supported. In this case, the chatbot invented or incorrectly referenced a library that the developer could not verify.

NEW QUESTION: 68
The touch pad on a user's computer is not working. When the user connects a mouse to the computer, the cursor works normally. Which of the following should a technician use to check for driver updates?
A. certmgr.msc
B. lusrmgr.msc
C. devmgmt.msc
D. gpedit.msc
Answer: (SHOW ANSWER)
devmgmt.msc opens Device Manager, which is the tool used to check, update, or reinstall hardware drivers such as the touchpad driver.

NEW QUESTION: 69
A user's smartphone has stopped connecting to corporate Wi-Fi networks. The user has tried restarting the phone, but the issue persists. The device indicates full signal strength but fails to obtain an IP address during connection attempts. The user also notes that the smartphone can still connect to cellular data without any issues. Which of the following is the most likely cause of the connectivity issue?
A. DHCP server failure
B. Outdated smartphone firmware
C. Malfunctioning Wi-Fi antenna
D. Insufficient Wi-Fi signal strength
Answer: (SHOW ANSWER)
The device detects the Wi-Fi network and has strong signal but cannot obtain an IP address, indicating a failure in the DHCP process. This points to an issue with the DHCP server rather than signal strength or hardware.

NEW QUESTION: 70
Which of the following must be followed during incident response to ensure the collected evidence is properly handled and accounted for?
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A. Order of volatility for data
B. Law enforcement notification procedures
C. Data integrity best practices
D. Chain of custody process
Answer: (SHOW ANSWER)
The chain of custody process ensures that evidence is properly documented, handled, and tracked throughout the incident response lifecycle, preserving its integrity and admissibility.

NEW QUESTION: 71
During a routine security audit, an employee's smartphone is flagged with several security alerts.
The alerts indicate that there have been multiple failed login attempts and that an unverified application was recently downloaded. Which of the following actions should a technician take first on the employee's smartphone?
A. Update the smartphone's security settings and policies.
B. Reinstall the smartphone's latest official OS version.
C. Scan the smartphone for malware.
D. Reset the device remotely.
Answer: (SHOW ANSWER)
The first action should be to scan the smartphone for malware, since the alerts indicate suspicious activity and an unverified application installation, which may have introduced malicious software.

NEW QUESTION: 72
A malicious actor uses multiple endpoints to target a single endpoint. Which of the following describes this threat?
A. On-path attack
B. Structured Query Language injection
C. Brute-force attack
D. Distributed Denial of Service
Answer: (SHOW ANSWER)
A Distributed Denial of Service attack uses multiple endpoints simultaneously to overwhelm a single target system, exhausting its resources and making it unavailable to legitimate users.

NEW QUESTION: 73
Whenever a user clicks on a .jpg, Notepad opens and displays illegible characters. Otherwise, the workstation functions normally. Which of the following is the most likely cause of this issue?
A. The workstation has been infected with malware.
B. The default application for image files is misconfigured.
C. The operating system needs the most current update.
D. A new image editor needs to be installed on the user's computer.
Answer: (SHOW ANSWER)
The behavior indicates that Windows is opening .jpg files with the wrong default application.
Correcting the file association resolves the issue.

NEW QUESTION: 74

A user is installing a third-party application on the latest macOS. The user receives a security warning that states the application is unsigned and cannot be installed. Which of the following settings should the user adjust to allow the installation?

A. Privacy

B. Accessibility

C. Finder

D. iCloud

Answer: (SHOW ANSWER)

Adjusting the Privacy (Security & Privacy) settings allows the user to override macOS Gatekeeper restrictions and permit the installation of an unsigned third-party application.

NEW QUESTION: 75

A technician wants to change the desktop background image on a machine. Which of the following settings should the technician access to make this change?

A. Device Manager

B. Accounts

C. Personalization

D. Privacy

Answer: (SHOW ANSWER)

The correct answer is C. Personalization. In Windows, desktop appearance settings such as the background image, colors, themes, lock screen, fonts, Start menu, and taskbar are managed through Personalization. Quentin Docter's Complete Study Guide explains that right-clicking the Windows desktop and selecting Personalize opens the display/personalization settings, and the Background section is used to select a picture, slideshow, or static color for the desktop. The All- in-One Exam Guide confirms that Personalization settings handle user preferences such as the background picture and interface colors, and the background screen lets the user choose a solid color or picture. Device Manager is used for hardware devices and drivers. Accounts controls user sign-in and account settings. Privacy controls app permissions and data-sharing options.

Therefore, Personalization is the correct place to change the desktop background image.

NEW QUESTION: 76

An administrator is investigating a technical outage. The management team wants information that includes the summary of the outage and actions taken. Which of the following documentation should the administrator provide to the management team?

A. Knowledge base article

B. Non-disclosure agreement

C. Incident report

D. Standard operating procedure

Answer: (SHOW ANSWER)

An incident report documents key details such as the cause of the outage, steps taken to resolve it, and measures to prevent recurrence. It is a post-mortem analysis often shared with stakeholders to improve future response.

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NEW QUESTION: 77

A team member provides a link to an online slide deck presentation so other team members can add to the presentation. The link does not work for any of the other team members. Which of the following should the team check first?

A. Version history

B. Web browser compatibility

C. Viewing and sharing permissions

D. License management

Answer: (SHOW ANSWER)

The team should first check the viewing and sharing permissions, as incorrect permissions are the most likely reason others cannot access or edit the online slide deck.

NEW QUESTION: 78

A company's Windows 10 devices have been infected with ransomware and all files are now encrypted. The executives have decided against paying the ransom money. Which of the following actions will achieve full operation without any trace of the ransomware?

A. Restore from the recovery partition.

B. Upgrade all company machines to Windows 11.

C. Perform a clean installation.

D. Repair the installation using Windows Recovery Environment.

Answer: (SHOW ANSWER)

A clean installation removes the existing infected operating system and encrypted file state, then rebuilds the device from a known-clean source. This provides full operation without retaining traces of the ransomware.

NEW QUESTION: 79

MFA for a custom web application on a user's smartphone is no longer working. The last time the user remembered it working was before taking a vacation to another country. Which of the following should the technician do first?

A. Verify the date and time settings.

B. Apply mobile OS patches.

C. Uninstall and reinstall the application.

D. Escalate to the website developer.

Answer: (SHOW ANSWER)

Time-based one-time password (TOTP) MFA apps rely on accurate clock synchronization.

Traveling can desynchronize the device's clock, causing generated codes to be invalid. Ensuring the smartphone's date/time (and time zone) are correct will typically restore MFA functionality immediately.

NEW QUESTION: 80

After a local company office was destroyed by a hurricane, the company files an insurance claim for equipment replacement. The company maintained current, off-site backups. Which of the following is the most important information to provide to the insurance company?

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A. Software licensing

B. Warranty information

C. Topology diagram

D. Inventory list

Answer: (SHOW ANSWER)

NEW QUESTION: 81
An end user wants to have a sales printer added to their computer. The printer is on the domain.
Which of the following is the best method for the technician to add the printer?
A. Go to the print server and select the printer name
B. Connect the laptop to the printer via USB
C. Connect to the printer via Bluetooth
D. Go to Local Users and Groups to add the printer
Answer: (SHOW ANSWER)
Selecting the printer from the print server is the best method for adding a domain printer to a user's computer.

NEW QUESTION: 82
A technician needs to install Windows 11 on a 4TB SSD. The company requirements state that the drive needs to be partitioned with at least five primary partitions. Which of the following should the technician use? (Choose two.)
A. FAT16
B. XFS
C. GPT
D. MBR
E. NTFS
F. APFS
Answer: (SHOW ANSWER)
GUID Partition Table supports drives larger than 2TB and allows many primary partitions, meeting the partitioning requirement. NTFS is the required file system for modern Windows installations and supports large volumes, security features, and system files needed by Windows
11.

NEW QUESTION: 83
Which of the following is a reason to keep the air temperature and humidity level within proper limits in environments with multiple active computers and peripherals?
A. To inhibit power surges
B. To control dust
C. To reduce fire risks
D. To prevent static discharge
Answer: (SHOW ANSWER)
Proper humidity levels prevent environments from becoming too dry, which reduces static electricity buildup and the risk of damaging static discharge around computer equipment.

NEW QUESTION: 84
Due to recent security issues, the finance department requires a shorter screensaver timeout.
Which of the following should a technician use to accomplish this task?
A. gpedit.msc
B. certmgr.msc
C. devmgmt.msc
D. perfmon.msc

Answer: (SHOW ANSWER)
gpedit.msc opens the Local Group Policy Editor, which allows a technician to configure security- related settings such as screen saver timeout and password protection policies to enforce shorter inactivity lock times.

NEW QUESTION: 85
A customer wants to be able to work from home but does not want to be responsible for bringing company equipment back and forth. Which of the following would allow the user to remotely access and use a Windows PC at the main office? (Choose two.)
A. SPICE
B. SSH
C. RDP
D. VPN
E. RMM
F. WinRM
Answer: C,D (LEAVE A REPLY)
RDP (Remote Desktop Protocol): Allows the user to connect to and control the Windows PC's desktop environment from home.
VPN (Virtual Private Network): Establishes a secure tunnel into the office network so the user's home device can reach the Windows PC before initiating the RDP session.

NEW QUESTION: 86
Which of the following is required to have a central log-in for a Windows computer?
A. Domain membership
B. Workgroup
C. Active Directory
D. Local Group Policy Editor
Answer: (SHOW ANSWER)
A Windows computer must be joined to a domain to support centralized authentication. Domain membership allows users to log in using centrally managed credentials controlled by domain services rather than local accounts.

NEW QUESTION: 87
A Microsoft OS laptop user requests an alternative log-in authentication method because they have forgotten their password multiple times. Which of the following should a technician enable to satisfy this request?
A. Single sign-on
B. Windows Hello
C. BitLocker
D. User Account Control
Answer: (SHOW ANSWER)
Windows Hello provides alternative authentication methods, such as facial recognition, fingerprint, or PIN, which can help users who frequently forget their passwords.

NEW QUESTION: 88
SIMULATION 2
As a corporate technician, you are asked to evaluate several suspect email messages on a client's computer. Corporate policy requires the following:
- All phishing attempts must be reported.

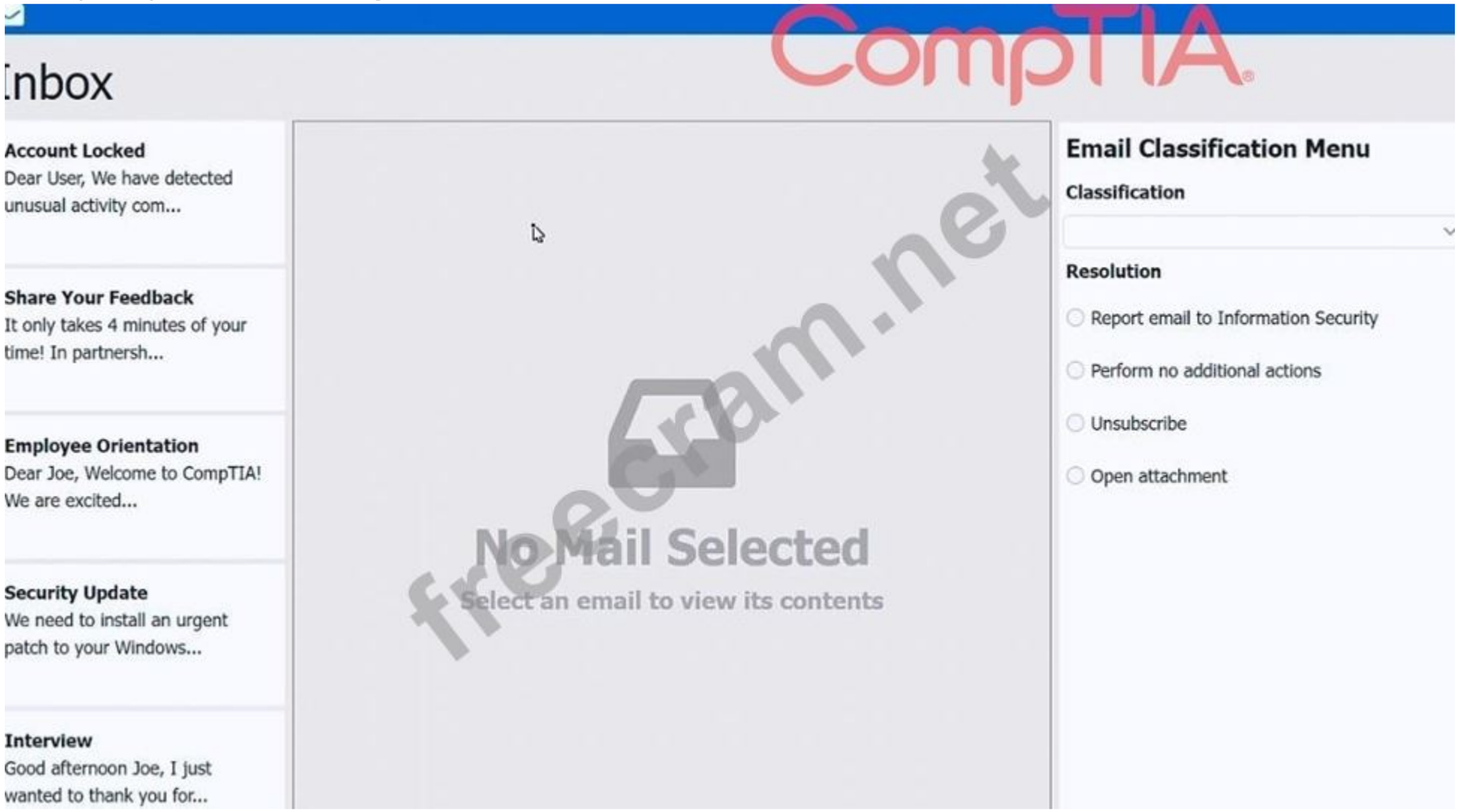
- Future spam emails to users must be prevented.

INSTRUCTIONS

Review each email and perform the following within the email:

- Classify the emails
- Identify suspicious items, if applicable, in each email
- Select the appropriate resolution

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.



Inbox

Account Locked
Dear User, We have detected unusual activity com...

Share Your Feedback
It only takes 4 minutes of your time! In partnersh...

Employee Orientation
Dear Joe, Welcome to CompTIA! We are excited...

Security Update
We need to install an urgent patch to your Windows...

Interview
Good afternoon Joe, I just wanted to thank you for...

From: ithelpdesk@comptia.co
Subject: Account Locked
To: joe@comptia.org

Dear User,

We have detected unusual activity coming from your corporate account joe@comptia.org. To protect your account, please click HERE to change your password.

Regards,

CompTIA IT Help Desk

Email Classification Menu

Classification

Phishing
Spam
Legitimate

Resolution

- ○ Report email to Information Security
- ○ Perform no additional actions
- ○ Unsubscribe
- ○ Open attachment

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Inbox

Account Locked
Dear User, We have detected unusual activity com...

Share Your Feedback
It only takes 4 minutes of your time! In partnersh...

Employee Orientation
Dear Joe, Welcome to CompTIA! We are excited...

Security Update
We need to install an urgent patch to your Windows...

Interview
Good afternoon Joe, I just wanted to thank you for...

From: survey@researchco.net
Subject: Share Your Feedback And Get Free Wireless Headphones!
To: joe@comptia.org
Signed By: survey@researchco.net

External Email

It only takes 4 minutes of your time!

In partnership with Research & Co. we are conducting a survey regarding your cellular service. As an expert in your field, we'd love to get your feedback!

This quick survey will only take a few minutes of your time, and as a token of our appreciation for sharing your insight, you will receive a pair of wireless headphones.

Take the Survey here!

Manage Email Preferences

Email Classification Menu

Classification

Phishing
Spam
Legitimate

Resolution

- ○ Report email to Information Security
- ○ Perform no additional actions
- ○ Unsubscribe
- ○ Open attachment

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Inbox

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Employee Orientation
Dear Joe, Welcome to CompTIA! We are excited...

Security Update
We need to install an urgent patch to your Windows...

Interview
Good afternoon Joe, I just wanted to thank you for...

From: Human Resources <hr@comptia.org>
Subject: Employee Orientation
To: joe@comptia.org
Employee_Reference_Guide.PDF

Dear Joe,

Welcome to CompTIA!

We are excited that you are here, and we know you will be a valuable asset to the company.

Please review the attached orientation material to get started with the onboarding experience.

Regards,
CompTIA Human Resources

CompTIA

Email Classification Menu

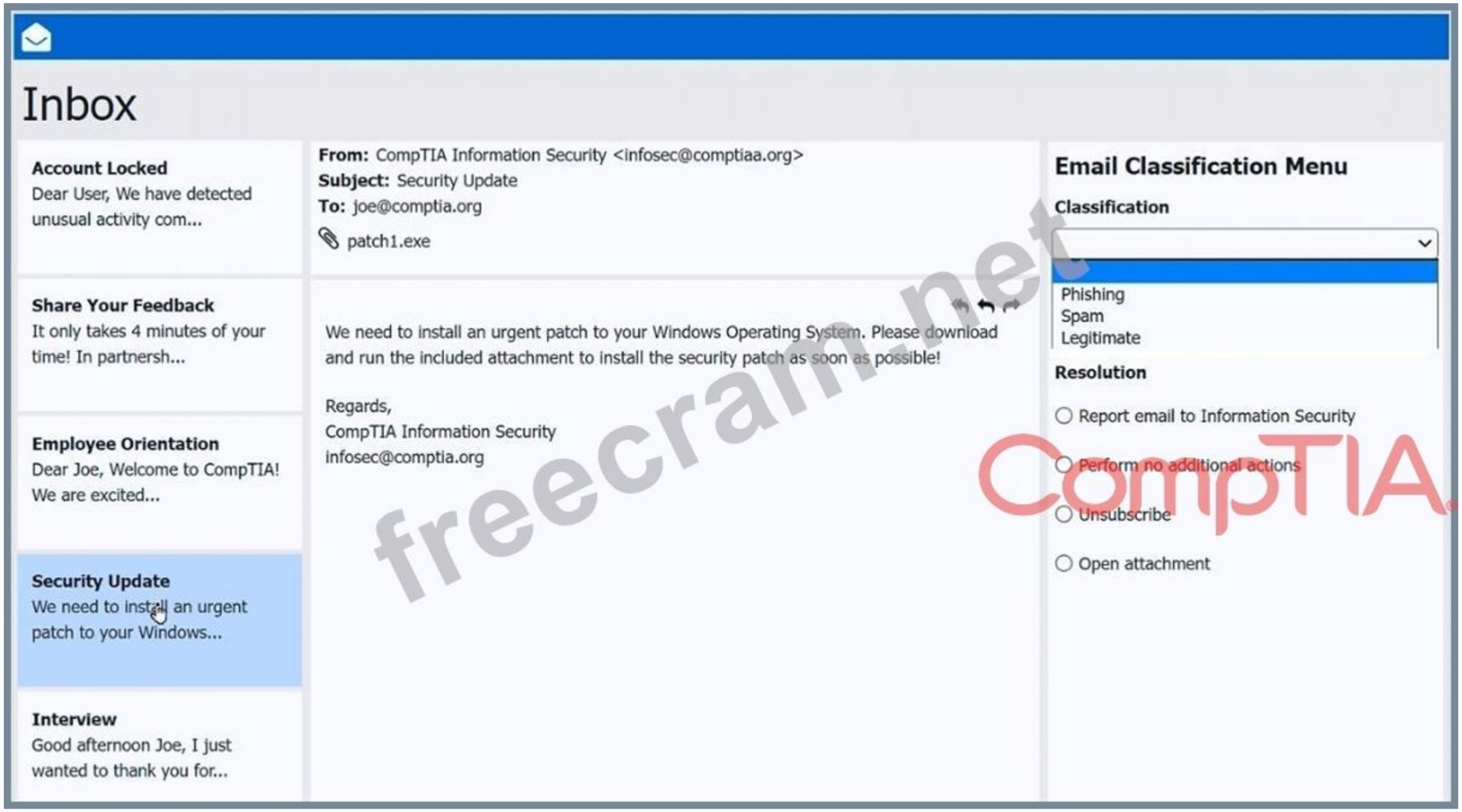
Classification

Phishing
Spam
Legitimate

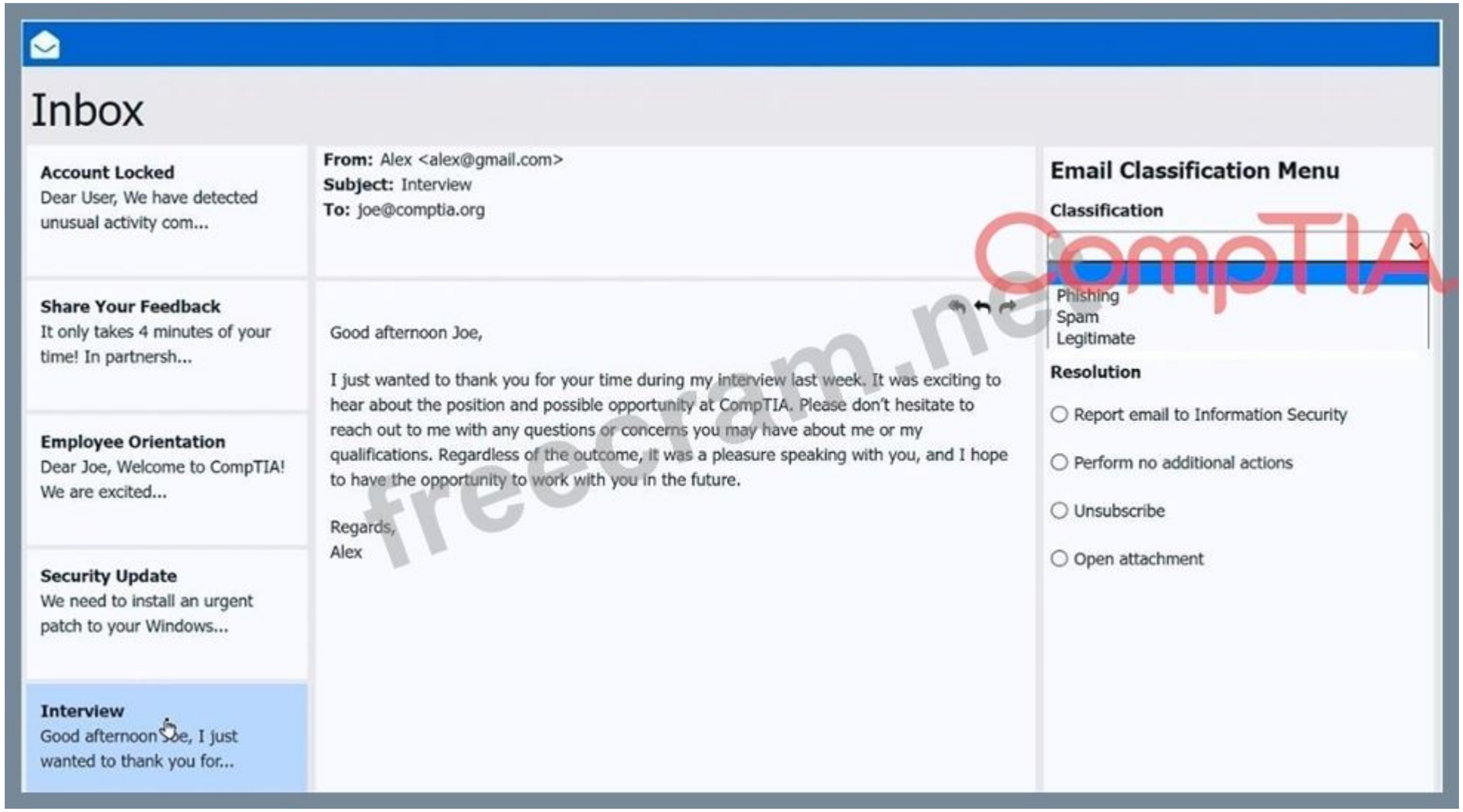
Resolution

- Report email to Information Security
- Perform no additional actions
- Unsubscribe
- Open attachment

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Answer:

Inbox mail 1 - Account Locked- Phishing - Report email to Information Security Inbox mail 2 - Share your feedback - Legitimate - Perform no additional actions Inbox mail 3 - Employee orientation - Legitimate - Perform no additional actions Inbox mail 4 - Security Update - Spam - Report email to Information Security Inbox mail 5 - Interview - Legitimate - Perform no additional actions

NEW QUESTION: 89

A scammer is attempting to extract confidential information through phone calls. Which of the following best describes the social engineering attack that the scammer is using?

A. Pretexting

B. Phishing

C. Whaling

D. Vishing

Answer: (SHOW ANSWER)

Vishing is a voice-based social engineering attack that uses phone calls to trick a person into revealing confidential information.

NEW QUESTION: 90

A company wants to perform an in-place upgrade of operating systems on all workstations. All types of removable storage are disabled for security reasons. Which of the following is the best way to upgrade while keeping security settings in place?

A. Using an external hard drive to upgrade the OS

B. Copying the ISO file to each workstation and executing
C. Setting up image deployment for PXE
D. Using a hardware token to access upgrade files
Answer: (SHOW ANSWER)
PXE image deployment allows operating system upgrades to be performed over the network without enabling removable storage, maintaining the company's security restrictions while upgrading all workstations efficiently.

NEW QUESTION: 91
A company wants to provide its employees with devices that align with the company's mission to support open-source projects. Which of the following should a technician recommend?
A. Notebooks with macOS
B. Tablets with iPadOS
C. Desktops with Microsoft Windows
D. Smartphones with Android
Answer: (SHOW ANSWER)
Android is based on open-source software through the Android Open Source Project, making Android devices the best fit for a company that wants to support open-source technology.

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NEW QUESTION: 92
A system is updated with a security change from the OS vendor. As a result, a proprietary application becomes unusable. The company requires this proprietary application in order to do business. Which of the following documents should the company consult first?
A. End-user acceptance
B. Rollback plan
C. Backup strategy
D. Risk analysis
Answer: (SHOW ANSWER)
A rollback plan defines the steps required to reverse a failed or disruptive change and restore the system to its previous working state so the critical application can function again.

NEW QUESTION: 93
A technician completes all steps to remove malware from a computer. All scans show the infection has been removed, but the device still does not function properly. Which of the following should the technician do next?
A. Update the antivirus software.
B. Quarantine the system.
C. Enable System Restore.
D. Reimage the device.
Answer: (SHOW ANSWER)

After malware removal is complete and scans confirm the infection is gone, a system that still does not function properly may have damaged operating system files or persistent configuration issues. Reimaging restores the device to a known-good state.

NEW QUESTION: 94
Which of the following best describes the use of MDR?
A. Systems send data to an external vendor to create security alerts and react according to an established playbook.
B. Network devices send data and telemetry to a system for alerting and remediation by the company's incident response team.
C. Various platforms of different types send data and security events to an application for monitoring by security analysts.
D. Workstations and servers send data to a server that can generate alerts for an internal security operations center.
Answer: (SHOW ANSWER)
Managed detection and response uses an external security provider to continuously monitor organizational systems, identify threats, generate alerts, investigate incidents, and take response actions according to predefined procedures.

NEW QUESTION: 95
When a user is in the office, web pages are loading slowly on the user's phone. Which of the following best explains this issue?
A. Exceeded the data usage limit
B. Sluggish response time
C. Degraded network service
D. Low storage space
Answer: (SHOW ANSWER)
Degraded network service in the office, such as weak Wi-Fi signal or network congestion, is the most likely reason web pages are loading slowly on the user's phone.

NEW QUESTION: 96
A company discovers that clients are canceling their subscriptions and switching to a major competitor. Through exit surveys, the company discovers that a former employee logged in to their email account after resigning, downloaded a client list, and contacted the clients. Which of the following procedures should the company implement to prevent this issue from happening again?
A. User offboarding checklist
B. Non-compete clause
C. Acceptable use policies
D. Service-level agreements
Answer: (SHOW ANSWER)
A user offboarding checklist ensures that access to organizational systems, including email accounts, applications, and other resources, is revoked promptly when an employee leaves. This prevents former employees from continuing to access company data after termination or resignation.

NEW QUESTION: 97
Which of the following prevents forced entry into a building?
A. PIV card
B. Motion-activated lighting
C. Video surveillance
D. Bollard
Answer: (SHOW ANSWER)

Bollards are sturdy, fixed posts installed around buildings or sensitive areas to physically block vehicles and prevent ramming attacks or forced vehicular entry. Unlike surveillance or lighting, bollards provide a direct physical barrier.

NEW QUESTION: 98
To gain access to the company network, a user must provide something they know in addition to something they have. Which of the following best describes this type of authentication?
A. Multifactor
B. Biometric
C. Kerberos
D. TACACS+
Answer: (SHOW ANSWER)
Multifactor authentication requires credentials from two or more different factor categories. A password or PIN is something the user knows, while a token, smart card, or mobile device is something the user has.

NEW QUESTION: 99
Which of the following best describes a security consequence of using software that is EOL?
A. The software will stop working.
B. The vendor will not support future features.
C. New vulnerabilities will not be patched.
D. Users will incur increased licensing costs.
Answer: (SHOW ANSWER)
When software reaches end of life, the vendor no longer provides security updates or patches.
This means newly discovered vulnerabilities remain unaddressed, increasing the risk of exploitation and security breaches.

NEW QUESTION: 100
A client is dissatisfied with the help desk and demands an immediate resolution for their unresolved ticket. Which of the following should the technician do first?
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A. Actively listen to the client's concerns while assuring them that their issue is a priority.
B. Redirect the client's call to a different department for further assistance.
C. Ask the client to submit a new support ticket to open a fresh case.
D. Politely end the call and contact a manager for further instructions.
Answer: (SHOW ANSWER)
Actively listening to the client's concerns and reassuring them that their issue is a priority demonstrates professionalism and strong customer service. Addressing the client calmly and empathetically is the first step in de-escalating the situation and maintaining a positive support experience before taking further action.

NEW QUESTION: 101
A user receives a new personal computer but is unable to run an application. An error displays saying that .NET Framework 3.5 is required and not found. Which of the following actions is the best way to resolve this issue?
A. Resolve the dependency through the 'Turn Windows features on or off' menu.
B. Download the dependency via a third-party repository.
C. Ignore the dependency and install the latest version 4 instead.
D. Forward the trouble ticket to the SOC team because the issue poses a great security risk.

Answer: (SHOW ANSWER)
Windows includes .NET Framework 3.5 as an optional feature. Enabling it via Control Panel Programs and Features Turn Windows features on or off ensures the OS installs the correct version directly from Microsoft without relying on untrusted sources or skipping needed dependencies.

NEW QUESTION: 102
A busy network printer is producing faded printouts after a technician performed maintenance on the printer several months ago. The technician now replaces the toner cartridge, but the issue persists. Which of the following should the technician check next?
A. The firmware version
B. The paper type
C. The drum unit for wear
D. The print resolution settings
Answer: (SHOW ANSWER)
If replacing the toner does not resolve faded prints, the next likely cause is a worn drum unit, which is responsible for transferring toner to paper and degrades over time, leading to poor print quality.

NEW QUESTION: 103
A technician needs to map a shared drive from a command-line interface. Which of the following commands should the technician use?
A. pathping
B. nslookup
C. net use
D. tracert
Answer: (SHOW ANSWER)
The Windows net use command is used to connect, remove, and configure connections to shared network resources. To map a shared drive from the CLI, you'd run a command like:
net use Z: \\ServerName\ShareName
This assigns the shared folder to drive letter Z:.

NEW QUESTION: 104
A user wants to connect a retro gaming console to the internet so that they can participate in online gaming. In order for the console to work, the Wi-Fi connection must adhere to a WPA- protected broadcast. Which of the following is the best option for the user to implement?
A. Create a lower-security network exclusively for the console
B. Set the router to WPA and then back to normal after using the console
C. Use a wired Ethernet adapter to connect the console
D. Connect an older wireless router to the existing network
Answer: (SHOW ANSWER)
The best option is to create a lower-security network exclusively for the console. Many retro or legacy gaming consoles only support older Wi-Fi security standards such as WPA or even WEP, and they cannot connect to modern WPA2 or WPA3 networks. Downgrading the entire primary network would significantly weaken overall security, which is not recommended in any environment.

NEW QUESTION: 105
Which of the following are most likely to be subject to regulations? (Choose two.)
A. Names on a public website

B. Patient medical history
C. Executive names and titles
D. Credit card payment information
E. Employee work history
F. DNS records
Answer: (SHOW ANSWER)
Patient medical history is protected health information subject to healthcare privacy regulations.
Credit card payment information is regulated by payment card security requirements to protect cardholder data.

NEW QUESTION: 106
Company employees do not have assigned workspaces and regularly work at different computers and physical locations. Which of the following should the company implement to maintain data security and minimize the amount of user data that needs to be transferred?
A. Centralized certificate storage
B. Cloud email
C. Portable drives
D. Roaming profiles
Answer: (SHOW ANSWER)
Roaming profiles allow user data and settings to follow employees as they log in to different computers, maintaining data security and minimizing the need to transfer user data manually.

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NEW QUESTION: 107
Which of the following security measures addresses the issue of information exfiltration?
A. DLP
B. MDM
C. SAML
D. IAM
Answer: (SHOW ANSWER)
Data Loss Prevention is designed to monitor, detect, and prevent unauthorized transmission of sensitive data outside the organization. It directly addresses information exfiltration by controlling how data is accessed, shared, or transferred.

NEW QUESTION: 108
A customer brings a recently purchased laptop back to the store. The customer states that the laptop is defective and requests a new unit. The service representative identifies that the laptop was damaged by liquids. Which of the following should the service representative most likely do first?
A. Accept the defective laptop and provide a replacement.
B. Decline the request and report the case to the service manager.

C. Review applicable warranty and alternatives to manage special cases.
D. Escalate the issue to the manufacturer or legal department for further actions.
Answer: (SHOW ANSWER)
Reviewing the warranty terms and applicable policies is the first step to determine coverage and appropriate next actions when damage is caused by the customer, ensuring proper handling according to company guidelines.

NEW QUESTION: 109
A new software installation requires administrative privileges for deployment. Which of the following is the best way to provide the necessary permissions to install the software?
A. Granting just-in-time access
B. Assigning the power user role
C. Performing the installation manually
D. Adding the user to the local administrator group
Answer: (SHOW ANSWER)
Granting just-in-time access provides temporary administrative privileges only for the duration required to perform the installation. This approach follows the principle of least privilege by minimizing the time elevated permissions are active, reducing security risk while still allowing the software to be deployed.

NEW QUESTION: 110
A technician installs a Bluetooth headset for a user. During testing, the sound is still coming from the speaker on the computer. The technician verifies the headset shows up in Device Manager.
Which of the following would the technician most likely do to fix this issue?
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A. Update the drivers for the wireless headset
B. Replace the battery on the headset and try again later
C. Verify that the sound is not muted in the control panel
D. Change the headset as the default device in sound settings
Answer: (SHOW ANSWER)
The technician should change the headset to the default device in the sound settings to ensure audio is routed to the Bluetooth headset instead of the computer's speakers.

NEW QUESTION: 111
A customer is explaining issues with a workstation to a technician. While the customer is listing the issues, the technician is browsing social media on a smartphone. Which of the following professionalism and communication techniques should the technician be using in this situation?
(Choose two.)
A. Follow up with the customer.
B. Avoid personal interruptions.
C. Provide proper documentation.
D. Clarify customer statements.
E. Actively listen and take notes.
F. Maintain professional attire.
Answer: (SHOW ANSWER)
Avoiding personal interruptions ensures the technician gives full attention to the customer.
Actively listening and taking notes demonstrates respect and helps accurately address the customer's issues.

NEW QUESTION: 112
A user logs in to a computer each morning and tries to print a daily report, but it will not print. The user calls the help desk, they change a setting, and the user is able to print that day but the same issue happens again the next day. Because the issue occurs every day, the issue gets escalated.
Which of the following does the technician need to do so the user does not have to report the issue every day? (Choose two.)
A. Set the print spooler to have no dependencies
B. Set the print spooler recovery to take no action
C. Start the printer extensions and notifications service
D. Start the print spooler service
E. Set the print spooler to Automatic
F. Set the print spooler log-on to the user's account
Answer: (SHOW ANSWER)
Starting the print spooler service ensures printing functionality is restored immediately.
Setting the print spooler to Automatic ensures the service starts each time the computer boots, preventing the issue from recurring daily.

NEW QUESTION: 113
A user's new laptop, which was advertised as gaming ready, is performing slowly when the user is playing a modern game. However, when the user is playing a less resource-demanding game, the user does not see any lag. Which of the following should a technician do to resolve the issue?
A. Overclock the RAM.
B. Enable NIC teaming.
C. Select dedicated graphics.
D. Activate CPU hyperthreading.
Answer: (SHOW ANSWER)
Modern games require significant graphical processing power, and systems with both integrated and dedicated graphics may default to the integrated option to save power. Selecting the dedicated graphics processor ensures the game uses the more powerful GPU, resolving performance issues during demanding gameplay.

NEW QUESTION: 114
A smartphone user unsuccessfully attempts to open an email attachment that includes an unexpected overdue invoice. After that attempt, the user notices performance issues while using the mobile browser and other applications. The user restarts the smartphone, but the issue persists. Which of the following actions would most likely resolve the issue?
A. Forcing the smartphone to shut down and restarting it
B. Deleting the email containing the attachment
C. Wiping the device and resetting it to factory defaults
D. Uninstalling and reinstalling the mobile browser
Answer: (SHOW ANSWER)
The symptoms indicate a likely malware infection from the suspicious email attachment. A factory reset is the most effective way to fully remove malware and restore normal device performance.

NEW QUESTION: 115
A user created a document using online collaboration tools, and the document is not available on their laptop now. Which of the following should a desktop technician do to remediate the issue?
A. Synchronize the remote folder with the user's laptop.
B. Download the file and send it to the user using instant messaging.

C. Install word processing tools on the user's laptop.
D. Connect the user's laptop to Wi-Fi.
Answer: (SHOW ANSWER)
The document was created using online collaboration tools, meaning it resides in cloud storage.
To make it available on the laptop, the technician must synchronize the remote (cloud) folder with the local device, ensuring the file is downloaded and accessible.

NEW QUESTION: 116
A user reports that their browser is redirecting to unfamiliar sites and displaying multiple pop-ups for an antivirus software that they do not recognize. The workstation is also exhibiting degraded performance. Which of the following are the first steps a technician should take to fix these issues? (Choose two.)
A. Uninstall recently installed software on the workstation.
B. Reimage the workstation to the default configuration.
C. Execute chkdsk from the command line on the workstation.
D. Click on the pop-up and install the unfamiliar antivirus software.
E. Unplug the network cable to quarantine the workstation.
F. Run a trusted anti-malware program on the workstation.
Answer: (SHOW ANSWER)
Disconnecting the network cable isolates the infected workstation and helps prevent malware from communicating with external systems or spreading across the network. Running a trusted anti-malware program then detects, quarantines, and removes the malicious software causing the redirects, pop-ups, and performance degradation.

NEW QUESTION: 117
Which of the following filesystems is a successor to NTFS?
A. ReFS
B. XFS
C. APFS
D. exFAT
Answer: A (LEAVE A REPLY)
ReFS (Resilient File System) is the successor to NTFS, designed to improve data integrity, availability, and scalability on Windows systems.

NEW QUESTION: 118
A user has rooted their corporate phone to load unapproved software. Which of the following tools should the company use to prevent access to the corporate network?
A. Mobile device management
B. Encryption
C. Geofencing
D. Lock screen
Answer: (SHOW ANSWER)
MDM software allows administrators to monitor, manage, and secure mobile devices connected to enterprise networks. One key feature is the detection and denial of access for rooted or jailbroken devices.

NEW QUESTION: 119
Which of the following RAM characteristics allows for recovery from data faults in memory modules?
A. Capacity

B. Speed
C. ECC
D. DDR
E. Parity
Answer: C (LEAVE A REPLY)
Error-correcting code memory detects and corrects data corruption in memory, allowing recovery from faults and improving system reliability.

NEW QUESTION: 120
A user is working from home and is unable to access work files on a company laptop. Which of the following should a technician configure to fix the network access issue?
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A. Wide-area network
B. Wireless network
C. Proxy network settings
D. Virtual private network
Answer: (SHOW ANSWER)
A VPN creates a secure tunnel from the user's home network into the corporate network, providing the necessary routing and access controls for the laptop to reach internal file servers. Without a VPN, the device remains outside the corporate LAN and cannot directly reach protected resources.

NEW QUESTION: 121
An administrator applies security controls to a workstation that will provide protection from a brute-force attack against the user account. Which of the following actions should the administrator take?
A. Restrict login times to the users' working hours.
B. Force login when waking up the workstation.
C. Lock the account after three failed attempts.
D. Implement least privilege principles on the computer.
Answer: (SHOW ANSWER)
The correct answer is C. Lock the account after three failed attempts. A brute-force attack attempts many password guesses. Account lockout directly slows or stops this by preventing unlimited login attempts. Quentin Docter's Complete Study Guide explains that administrators should configure user account settings to limit the number of failed login attempts before the account is locked for a period of time. It specifically notes that setting a failed login attempt counter and lockout duration slows the progress of password attacks. The same material notes that three failed attempts provides better security, although it may create more help desk calls.
Restricting login times may reduce the attack window but does not stop repeated guessing during allowed hours. Requiring login after wake protects unattended sessions. Least privilege limits damage after compromise, but account lockout best mitigates brute-force password attempts.

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NEW QUESTION: 122
A technician is using a credential manager to safeguard a large number of credentials. Which of the following is important for using this application?

A. Restricted log-in times
B. Secure master password
C. TPM module
D. Windows lock screen
Answer: B (LEAVE A REPLY)
A credential manager encrypts and stores multiple credentials behind a single master password.
Ensuring that this master password is strong and kept secure is critical; if it's compromised, all stored credentials become vulnerable.

NEW QUESTION: 123
A technician needs to configure laptops so that only administrators can enable virtualization technology if needed. Which of the following should the technician configure?
A. BIOS password
B. Guest account
C. Screen lock
D. AutoRun setting
Answer: (SHOW ANSWER)
Setting a BIOS (or UEFI) supervisor password restricts access to firmware settings, including enabling or disabling virtualization technology. Only those with the password - presumably administrators - can enter the BIOS setup and make that change.

NEW QUESTION: 124
A technician needs to install a home wireless router for a customer who wants to limit connections made to the network from the internet. Which of the following should the technician do?
A. Use content filtering.
B. Change the default password.
C. Configure the SSID settings.
D. Disable UPnP.
Answer: (SHOW ANSWER)
Disabling UPnP (Universal Plug and Play) helps limit unsolicited or unauthorized connections from the internet by preventing devices from automatically opening ports on the router.

NEW QUESTION: 125
Which of the following is the best way to distribute custom images to 800 devices that include four device vendor classes with two types of user groups?
A. Use xcopy to clone the hard drives from one to another.
B. Use robocopy to move the files to each device.
C. Use a local image deployment tool for each device.
D. Use a network-based remote installation tool.
Answer: (SHOW ANSWER)
A network-based remote installation tool (such as Windows Deployment Services, MDT, or a similar solution) scales efficiently across hundreds of devices with varying hardware and user configurations. It allows you to segment deployments by vendor classes and user groups, automate imaging processes, and manage version control centrally - far more effectively than one-to-one cloning or file-copy methods.

NEW QUESTION: 126
A user reports that the time on their computer does not match the time on their VoIP phone. What should a technician do?

A. Confirm the user is logging in to the domain.
B. Manually set the time on the phone to match the computer.
C. Download and install the latest BIOS update.
D. Configure access to an available NTP server.
Answer: D (LEAVE A REPLY)
This scenario involves a mismatch in device time settings, which can affect synchronization and authentication across the network. Using a Network Time Protocol (NTP) server ensures all networked devices maintain accurate and synchronized clocks.

NEW QUESTION: 127
A technician fails to remediate ransomware on a Windows PC. The user is asking for the fastest path for the PC to become operational again. Which of the following actions should the technician take next?
A. Educate the end user on safer browsing techniques.
B. Disable System Restore capability.
C. Reimage the system from a good backup.
D. Run optional Windows updates.
Answer: (SHOW ANSWER)
Reimaging the system from a known-good backup is the fastest and most reliable way to restore full functionality after ransomware when remediation attempts have failed, ensuring all malicious components are completely removed.

NEW QUESTION: 128
Which of the following filesystem types does the Linux OS use?
A. exFAT
B. APFS
C. ext4
D. NTFS
Answer: (SHOW ANSWER)
ext4 (Fourth Extended Filesystem) is the default filesystem for most Linux distributions. It offers improved performance, reliability, and support for large volumes and files compared to its predecessors (ext2/ext3).

NEW QUESTION: 129
A technician thinks that an application a user downloaded from the internet may not be the legitimate one, even though the name is the same. The technician needs to confirm whether the application is legitimate. Which of the following should the technician do?
A. Compare the hash value from the vendor.
B. Run Task Manager and compare the process ID.
C. Run the application in safe mode.
D. Verify the file name is correct.
Answer: (SHOW ANSWER)
By computing the downloaded application's checksum (e.g., SHA-256 or MD5) and comparing it against the official hash published by the software vendor, the technician can verify the file's integrity and authenticity. A matching hash confirms the application is genuine and unaltered, whereas any discrepancy indicates a potentially illegitimate or tampered file.

NEW QUESTION: 130

A user's computer is able to access resources on the corporate network but is unable to access internet web pages with a browser. Which of the following is most likely the reason?

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A. IP address conflict
B. Missing proxy settings
C. Incorrect subnet mask
D. Disconnected Ethernet cable
Answer: (SHOW ANSWER)
Missing proxy settings can prevent access to internet web pages while still allowing access to internal network resources.

NEW QUESTION: 131
A user recently installed an application that accesses a database from a local server. When launching the application, it does not populate any information. Which of the following command- line tools is the best to troubleshoot the issue?
A. ipconfig
B. nslookup
C. netstat
D. curl
Answer: (SHOW ANSWER)
netstat reveals active network connections and listening ports on the local machine. By using it, you can confirm that the application has successfully opened (or attempted) a connection to the database server's port, verify the remote server's address and port, and detect any failed or hanging TCP sessions that would prevent data retrieval.

NEW QUESTION: 132
A technician needs to perform remote maintenance on devices across the network. The devices may be unattended or in use by employees. Cross-platform support and built-in security are required. Which of the following remote technologies best meets these requirements?
A. VNC
B. RDP
C. VPN
D. SSH
Answer: (SHOW ANSWER)
SSH provides secure, encrypted remote access for maintenance tasks and supports multiple operating systems. It can be used on unattended systems or while employees continue using their devices without requiring a shared graphical session.

NEW QUESTION: 133
Which of the following port numbers is used for NetBIOS?
A. 110
B. 137
C. 143
D. 445
Answer: (SHOW ANSWER)
NetBIOS commonly uses port 137 for name services, which is responsible for name registration and resolution on a network.

NEW QUESTION: 134

A company uses Group Policy to make sure a consistent configuration is applied to all computers that use Active Directory. Which of the following is a requirement for a computer to receive these policies?

A. Disabling inheritance

B. Enabling BitLocker

C. Configuring UAC

D. Joining the domain

Answer: (SHOW ANSWER)

The computer must be joined to the Active Directory domain so it can authenticate with domain controllers and receive the Group Policy Objects assigned to its site, domain, or organizational unit.

NEW QUESTION: 135

An administrator requires information about a server to identify the product owner and whether it has any business-critical services. Which of the following can the administrator refer to in order to find this information?

A. CMDB

B. SLA

C. SOP

D. EULA

Answer: (SHOW ANSWER)

A CMDB (Configuration Management Database) contains details about IT assets, including product ownership and business-critical service status.

NEW QUESTION: 136

Which of the following Linux commands is used to read another command's documentation?

A. chmod

B. cat

C. man

D. sudo

Answer: (SHOW ANSWER)

The man command displays the manual pages for other Linux commands. It provides detailed documentation, including usage, options, and descriptions, allowing users to read a command's official reference directly from the terminal.

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NEW QUESTION: 137

Which of the following commands lists running processes in Linux?

A. cat

B. top

C. apt-get

D. Is
Answer: B (LEAVE A REPLY)

NEW QUESTION: 138
Which of the following is the best reason for a network engineering team to provide a help desk technician with IP addressing information to use on workstations being deployed in a secure network segment?
A. Only specific DNS servers are allowed outbound access.
B. The network allow list is set to a specific address.
C. DHCP services are not enabled for this subnet.
D. NAC servers only allow for security updates to be installed.
Answer: (SHOW ANSWER)
When a subnet does not offer DHCP, workstations cannot automatically obtain IP configuration.
Supplying help desk technicians with the correct static IP address, subnet mask, gateway, and DNS ensures the newly deployed machines can communicate on the secure network segment without relying on DHCP.

NEW QUESTION: 139
A user reports some single sign-on errors to a help desk technician. Currently, the user is able to sign in to the company's application portal but cannot access a specific SaaS-based tool. Which of the following would the technician most likely suggest as a next step?
A. Reenroll the user's mobile device to be used as an MFA token.
B. Use a private browsing window to avoid local session conflicts.
C. Bypass single sign-on by directly authenticating to the application.
D. Reset the device being used to factory defaults.
Answer: (SHOW ANSWER)
Single sign-on issues that affect only a specific application often stem from stale or conflicting session data in the user's browser. Launching a private (incognito) window ensures a fresh session without cached cookies or tokens, which can resolve access to the SaaS tool without affecting other configurations.

NEW QUESTION: 140
A network technician notices that most of the company's network switches are now end-of-life and need to be upgraded. Which of the following should the technician do first?
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A. Implement the change
B. Approve the change.
C. Propose the change.
D. Schedule the change.
Answer: (SHOW ANSWER)
In a structured change-management process, the very first step is to propose (or formally request) the change via a Request for Change (RFC). This ensures stakeholders review the need, assess risks, and determine the priority before any approvals, scheduling, or implementation occur.

NEW QUESTION: 141
A systems administrator creates a document that lists the steps required for technicians to deploy new Windows devices to end users. The document specifies that operating system installation files should be saved on a local server, and PXE boot must be enabled in UEFI. Which of the following best describes the systems administrator's objective?
A. To use a remote installation procedure to have a consistent image baseline in the organization

B. To configure the environment to allow enforcement of Secure Boot options
C. To reduce the amount of user input that is required during device deployments
D. To ensure that only devices purchased by the organization are allowed to access the network
Answer: (SHOW ANSWER)
Storing Windows installation files on a local server and enabling PXE boot allows devices to start from the network and receive a standardized operating system image. This supports consistent, centrally managed deployments across the organization.

NEW QUESTION: 142
An employee receives a message urging them to scan an image with their company-owned smartphone that will access the account management portal in order to reset their password. Which of the following describes this type of social engineering attack?
A. Whaling
B. Vishing
C. Quishing
D. Smishing
Answer: (SHOW ANSWER)
Quishing is a social engineering attack that uses QR codes to trick users into scanning them, leading to malicious websites or actions such as credential theft or unauthorized account access.

NEW QUESTION: 143
A technician is troubleshooting an issue in which a service runs momentarily and stops at certain points in the process. The technician needs to determine the root cause of this issue. Which of the following tools should the technician use?
A. Event Viewer
B. Task Manager
C. Internet Options
D. Process Explorer
Answer: (SHOW ANSWER)
Event Viewer logs system, application, and service events, including errors and warnings when a service stops unexpectedly. Reviewing these logs provides detailed error codes and messages that help identify the root cause of the service interruptions.

NEW QUESTION: 144
After using a third-party disk optimization software package, a technician restarts a laptop and receives the message No operating system found. The technician verifies that the BIOS properly recognizes the SSD. Which of the following should the technician do next?
A. Update BitLocker settings in the BIOS
B. Replace the CMOS battery
C. Boot from installation media and repair the MBR
D. Isolate the system from the corporate network
Answer: (SHOW ANSWER)
Repairing the Master Boot Record (MBR) from installation media is the next step, as the disk optimization software may have corrupted or removed the boot information, causing the "No operating system found" error.

NEW QUESTION: 145

A user is unable to see transaction details on a website, and nothing happens when the user clicks the details button. Which of the following should the user do to fix this issue?

A. Clear the browser cache.

B. Disable the pop-up blocker.

C. Configure private browsing.

D. Verify valid certificates.

Answer: B (LEAVE A REPLY)

Pop-up blockers can sometimes prevent essential pop-up windows required by websites to display transaction details.

Clear the browser cache: Helps with loading issues but not specific to pop-ups.

Disable the pop-up blocker: The correct solution, as it allows the blocked pop-up to be displayed.

Configure private browsing: Prevents storing browsing data but does not affect pop-ups.

Verify valid certificates: Ensures secure connections but does not resolve pop-up issues.

NEW QUESTION: 146

A user is seeing authentication errors in applications and certificate errors when browsing. A technician verifies the following:

- The gateway is reachable.
- The local server fileshares are accessible without issue.

Which of the following is the issue?

A. The device is experiencing time drift.

B. Another PC on the network is assigned a duplicate IP address.

C. The firmware on the computer needs to be updated.

D. The DHCP server has the IP listed as a bad address.

Answer: (SHOW ANSWER)

Time drift causes discrepancies between the system clock and trusted servers, leading to authentication failures and certificate validation errors because certificates rely on accurate system time to verify validity periods.

NEW QUESTION: 147

A user is unable to upload files to the corporate servers from their mobile phone when outside the office, but uploading files works without issue when they are in the office. The user briefly saw an error notification but dismissed the error before reading it. Which of the following should a technician do to determine the root cause?

A. Check the data usage limit

B. Enable airplane mode

C. Verify the last device reboot

D. Enable Bluetooth connectivity

Answer: (SHOW ANSWER)

Checking the data usage limit can help determine if the mobile phone has exceeded its data allowance or has restrictions that prevent file uploads when outside the office.

NEW QUESTION: 148

A technician is deploying mobile devices and needs to prevent access to sensitive data if the devices are lost. Which of the following is the best way to prevent unauthorized access if the user is unaware that the phone is lost?

A. Encryption

B. Remote wipe

C. Geofencing

D. Facial recognition
Answer: (SHOW ANSWER)
Full-disk (or device) encryption ensures that, even if a lost mobile device is physically accessed by an unauthorized party, its stored data remains inaccessible without the correct decryption credentials. This protection is automatic and continuous, safeguarding data at rest regardless of whether the user realizes the device is missing or not. Remote wipe can remove data if triggered, but it requires the device to be online and the user (or admin) to initiate the wipe--whereas encryption is always in effect.

NEW QUESTION: 149
A customer typically edits files located in a shared cloud application. They can also make offline changes, and the updates get incorporated once the customer is online again. The customer contacts the help desk and reports that their latest offline changes have not shown up in the cloud. Which of the following will most likely resolve the issue?
A. Updating the synchronization settings
B. Manually copying changes to the cloud
C. Uploading the files via SFTP
D. Resetting user permissions
Answer: (SHOW ANSWER)
Updating the synchronization settings will most likely restore the process that automatically reconciles offline file changes with the cloud application once connectivity is available. Incorrect, paused, or outdated sync settings can prevent recent local changes from being uploaded and merged into the cloud version.

NEW QUESTION: 150
A technician needs to change hibernation settings on a Windows computer by applying a batch file. Domain policies are unavailable. Which of the following is the best way to achieve this goal?
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A. Use Power Options in Control Panel
B. Update the computer's firmware
C. Run gpupdate from command prompt
D. Use the powercfg command in PowerShell
Answer: (SHOW ANSWER)
The powercfg command in PowerShell or Command Prompt can modify hibernation settings and is suitable for use in a batch file.

NEW QUESTION: 151
A network technician notices that most of the company's network switches are now end-of-life and need to be upgraded. What should the technician do first?
A. Implement the change
B. Approve the change
C. Document the change
D. Schedule the change
Answer: (SHOW ANSWER)
Before any change is implemented, it must be documented as part of change management procedures. This ensures transparency, review, and tracking.

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NEW QUESTION: 152
A company wants to prevent unauthorized physical access to its mobile devices. Which of the following should the company do? (Choose two.)
A. Disable built-in hotspots.
B. Configure VPN software.
C. Install an antivirus application.
D. Use PIN authentication.
E. Turn on location services.
F. Enable screen timeout.
Answer: (SHOW ANSWER)
A PIN prevents unauthorized users from unlocking the device, and a screen timeout ensures the device locks automatically when unattended, protecting it from physical access.

NEW QUESTION: 153
A user reports that double-clicking on an application's shortcut fails to launch a program. A technician thinks that the application process is running in the background in an unresponsive state. Which of the following tools should the technician use to resolve the issue?
A. Resource Monitor
B. Task Manager
C. Event Viewer
D. Registry Editor
Answer: (SHOW ANSWER)
Task Manager allows the technician to view running processes and terminate an unresponsive application process, enabling the program to be launched again properly.

NEW QUESTION: 154
A Chief Executive Officer wants to meet with remote employees in a way that will allow for collaboration and training. Which of the following software technologies is the best for this situation?
A. Videoconferencing
B. Screen sharing
C. Remote Desktop Protocol
D. Virtual desktop infrastructure
Answer: (SHOW ANSWER)
Videoconferencing software enables collaboration and training with remote employees, allowing for real-time meetings and interaction.

NEW QUESTION: 155
A technician is working to restore a customer's access to a website. Which of the following commands should the technician use to determine the point of failure?
A. gpupdate
B. tracert
C. hostname

D. netstat
Answer: (SHOW ANSWER)
Tracert traces the path packets take to reach a destination and shows where the connection fails, allowing the technician to identify the specific network hop causing the website access issue.

NEW QUESTION: 156
A technician must add an external web address as a trusted site. Which of the following settings should the technician configure?
A. System
B. Network and Sharing Center
C. Internet Options
D. Administrative Tools
Answer: (SHOW ANSWER)
Internet Options in Windows provides the security settings where a technician can add external web addresses to the "Trusted sites" zone.

NEW QUESTION: 157
A user submits a support ticket after receiving the following error:



The technician confirms that the website loads properly on a test workstation. Which of the following is a possible cause for this error?
A. Misconfigured security settings
B. Unencrypted network
C. Missing SSL certificate
D. Incorrect NTP settings
Answer: (SHOW ANSWER)
The error NET::ERR_CERT_DATE_INVALID commonly occurs when the client device's date or time is incorrect. Incorrect NTP settings cause the browser to see the certificate as expired or not yet valid, even though the site works normally on other systems.

NEW QUESTION: 158
A business is hiring a remote employee and must provide the employee with graphical interface access to the in-house Linux servers. Which of the following should the business use for this process?
A. SSH
B. VNC
C. WinRM
D. Telnet

Answer: (SHOW ANSWER)
VNC provides remote graphical desktop access, allowing a user to interact with a Linux system's GUI over the network, which meets the requirement for graphical interface access.

NEW QUESTION: 159
A technician is designing a solution to automatically save users' local documents, pictures, and files to the network. The network is in an Active Directory environment. Which of the following will the technician most likely do?
A. Enable System Restore.
B. Create recovery points.
C. Configure folder redirection.
D. Manage Windows server backups.
Answer: (SHOW ANSWER)
Configuring folder redirection in an Active Directory environment allows user folders such as Documents, Pictures, and Desktop to be automatically redirected and stored on a network server.
This ensures files are centrally saved, backed up, and accessible regardless of which domain- joined computer the user logs into.

NEW QUESTION: 160
A technician uses AI to draft a proposal about the benefits of new software. When reading the draft, the technician notices that the draft contains factually incorrect information. Which of the following best describes this scenario?
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A. Data privacy
B. Hallucinations
C. Appropriate use
D. Plagiarism
Answer: (SHOW ANSWER)
When an AI model generates plausible-sounding but factually inaccurate or fabricated information, it's referred to as a "hallucination." Identifying and correcting these errors is essential to ensure the accuracy and reliability of AI-assisted content.

NEW QUESTION: 161
Multiple users clicked a phishing link from a compromised email account. The security team isolates and removes the threat. Then, the management team provides security awareness training to the company. What step is this?
A. Provide user education.
B. Compile lessons learned.
C. Update the antivirus software.
D. Perform additional scans.
Answer: (SHOW ANSWER)
This is part of the user education step after a security incident to prevent future occurrences.

NEW QUESTION: 162
Thousands of compromised machines are attempting to make fake purchases from an online store. Which of the following is taking place?
A. Brute-force attack
B. Spoofing

C. DDoS
D. SQL injection
Answer: (SHOW ANSWER)
A distributed denial-of-service attack occurs when many compromised machines, often part of a botnet, generate large volumes of traffic toward a target system. This overwhelms the online store's resources, disrupting normal operations such as legitimate purchases.

NEW QUESTION: 163
A technician needs to prevent accidental access to Wi-Fi networks available in a shared office space. The BYOD and company-owned devices already have Wi-Fi settings configured via MDM solutions. Which of the following settings should the technician change?
A. IP filtering configuration
B. SSID configuration
C. Content filtering configuration
D. Port forwarding/mapping
Answer: (SHOW ANSWER)
The correct answer is B. SSID configuration, because controlling SSID visibility and behavior directly affects which wireless networks devices can see and attempt to join. In shared office environments, multiple Wi-Fi networks may be present, increasing the risk of users accidentally connecting to the wrong network.

NEW QUESTION: 164
Which of the following helps to maintain integrity during a forensic investigation?
A. Acceptable use policy
B. Business compliance requirements
C. Chain of custody
D. After-action report
Answer: (SHOW ANSWER)
Maintaining integrity in a forensic investigation means ensuring evidence remains in its original, untampered state and that you can prove who handled it, when, and what was done to it. That is exactly what chain of custody provides. Mike Meyers' Lab Manual defines chain of custody as an
"end-to-end process" that establishes "a continuous accounting of where the evidence is at all times, who has possessed it, what activities were performed on it, and the details of its storage, use, and transfer." It explicitly states this process "helps to ensure the integrity of evidence and minimizes the possibility that it has been altered or tampered with," and it contributes to the admissibility and value of evidence in court.
The All-in-One Exam Guide provides the same explanation and ties chain of custody to accountability for "data integrity... and data preservation," documenting possession and activities performed on evidence from collection through transfer. Acceptable use policy is a rules document, compliance requirements define obligations, and an after-action report summarizes events afterward--none of these directly preserve and prove evidence integrity throughout handling like chain of custody does.

NEW QUESTION: 165
Which of the following types of social engineering attacks sends an unsolicited text message to a user's mobile device?
A. Impersonation
B. Vishing
C. Spear phishing
D. Smishing
Answer: (SHOW ANSWER)

Smishing is the act of sending fraudulent messages via SMS or other texting platforms to trick users into revealing sensitive information or clicking malicious links. This distinguishes it from phishing over email (spear phishing), voice calls (vishing), or in-person deception (impersonation).

NEW QUESTION: 166
Which of the following is a significant concern when using a vacuum to clean the inside of a PC?
A. SDS disposal information
B. Electrostatic discharge
C. Dust flammability
D. Excessive air pressure
Answer: (SHOW ANSWER)
Using a standard vacuum inside a PC can generate static electricity, creating a risk of electrostatic discharge. This discharge can damage sensitive electronic components such as the motherboard, memory modules, and expansion cards.

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NEW QUESTION: 167
Which of the following will share call audio and record video footage of a target without their knowledge?
A. Stalkerware
B. Rootkit
C. Trojan
D. Keylogger
Answer: (SHOW ANSWER)
Stalkerware is designed to secretly monitor a target's device activity without their knowledge or consent. It can capture sensitive information such as call audio, messages, location data, and video or camera footage, making it the correct choice for covert surveillance.

NEW QUESTION: 168
A user reports that accessing a Word document is slow and the document displays incorrect formatting. Which of the following will most likely resolve these issues?
A. Moving the user to a wired internet connection
B. Clearing the user's unused browser tabs
C. Switching from the web application to the desktop application
D. Creating a new Word document and moving the content across
Answer: (SHOW ANSWER)
The desktop version of Word generally provides better performance and full support for document formatting features. Switching from the web application to the desktop application can resolve both slow document access and formatting inconsistencies caused by limitations of the browser- based version.

NEW QUESTION: 169

An end user sees frequent onscreen messages from a retail site they visited a week ago. A technician investigates and determines that the pop-up blocker is turned on. Which of the following should the technician do next?

A. Reset the browser to its default settings.

B. Turn off notifications in the browser.

C. Uninstall and reinstall the browser.

D. Clear the browser cache.

Answer: (SHOW ANSWER)

Frequent onscreen messages from a previously visited site are most likely browser push notifications rather than traditional pop-ups. Disabling site notifications in the browser settings stops these messages without requiring a full browser reset or reinstallation.

NEW QUESTION: 170

A company is implementing the 3-2-1 backup rule. Which of the following should the company do?

A. Perform both full and differential backups.

B. Test the backup integrity every three weeks.

C. Keep all backup media on site for fast recovery.

D. Use at least two different types of media.

Answer: (SHOW ANSWER)

The 3-2-1 backup rule recommends keeping at least two different types of media to ensure data redundancy and protection.

NEW QUESTION: 171

A user takes a work-issued laptop home for the first time. When the user attempts to browse any website on the home internet, the user receives the following error:

"This site cannot be reached."

A technician from work confirms that the static IP that was set up on the machine was changed back to DHCP. Which of the following needs to be corrected?

A. SMTP

B. VLAN

C. HTTPS

D. DNS

Answer: (SHOW ANSWER)

NEW QUESTION: 172

A technician thinks a computer is not receiving some settings from the corporate domain. Which of the following tools should the technician use to gather more relevant information?

A. chkdsk

B. systeminfo

C. gpresult

D. nslookup

Answer: (SHOW ANSWER)

gpresult displays which Group Policy settings are applied to the computer and user, making it the correct tool to determine whether the system is receiving domain settings.

NEW QUESTION: 173

Which of the following provides disk encryption on computers running a Windows OS?

A. FileVault

B. BitLocker
C. Private Key
D. PowerShell
Answer: (SHOW ANSWER)
BitLocker is a full-disk encryption feature included with certain editions of Windows, designed to protect data by providing encryption for entire volumes.
BitLocker is the correct tool for disk encryption on Windows operating systems, providing full disk encryption.

NEW QUESTION: 174
A customer must access the contents of the AppData folder, which is in the local user profile.
Which of the following should a technician configure so the customer can easily navigate to this location?
A. Indexing
B. File Explorer Options
C. Privacy
D. Ease of Access
Answer: (SHOW ANSWER)
The AppData folder is hidden by default. The technician should configure File Explorer Options to show hidden files so the customer can easily access the folder.

NEW QUESTION: 175
An administrator must deploy a new virtualization host running KVM. This server will host multiple VMs, running both Windows and Linux. Some of these VMs, which run graphic-intensive workloads, need to be accessed remotely by users. Which of the following remote access methods best match this environment?
A. VNC
B. SPICE
C. SSH
D. RDP
Answer: (SHOW ANSWER)
SPICE is designed for remote access to virtual machines, particularly in KVM-based virtualization environments. It provides efficient handling of graphics, audio, input devices, and high-resolution displays, making it well suited for remotely accessing Windows and Linux VMs with graphics- intensive workloads.

NEW QUESTION: 176
A technician recently installed a hard drive from a decommissioned PC. The technician wants to repurpose it for data storage but is unable to delete all the partitions in the graphical disk management tool. Which of the following should the technician do next?
A. Reinstall the HDD in the previous computer and clear the BIOS password.
B. Start from a Linux rescue disk and remove all malware.
C. Utilize the command-line interface from an elevated prompt.
D. Return the HDD to the manufacturer for a low-level format.
Answer: (SHOW ANSWER)
Using the command-line interface from an elevated prompt allows the technician to use tools such as DiskPart to forcefully remove protected or stubborn partitions that cannot be deleted through the graphical Disk Management utility.

NEW QUESTION: 177

A technician needs to provide remote support for a legacy Linux-based operating system from their Windows laptop. The solution needs to allow the technician to see what the user is doing and provide the ability to interact with the user's session. Which of the following remote access technologies would support the use case?

A. VPN

B. VNC

C. SSH

D. RDP

Answer: (SHOW ANSWER)

VNC is a graphical desktop-sharing system that uses the Remote Frame Buffer protocol (RFB) to remotely control another computer. It is platform-independent and widely supported on Linux, which makes it ideal for providing interactive remote support for a Linux-based operating system.

It allows the technician not only to view the remote desktop session but also to control it, fulfilling the need to see and interact with the user's session.

NEW QUESTION: 178

A new employee at a 3D-printing company is in training. The employee's first training task is to learn about health hazards at the company. Which of the following documents should the new employee read?

A. NDA

B. SDS

C. EULA

D. AUP

Answer: (SHOW ANSWER)

A Safety Data Sheet provides information about chemical hazards, handling, storage, and safety precautions, which is essential for understanding workplace health risks.

NEW QUESTION: 179

A help desk technician needs to remove RAM from retired workstations and upgrade other workstations that have applications that use more memory with this RAM. Which of the following actions would the technician most likely take?

A. Demagnetize memory for security.

B. Use antistatic bags for storage and transport.

C. Plug in the power supply to ground each workstation.

D. Install memory in identical pairs.

Answer: (SHOW ANSWER)

When handling and moving RAM modules, it's vital to protect them from electrostatic discharge (ESD). Storing the removed RAM in antistatic bags prevents damage during transport or while they're in storage before being installed in other workstations.

NEW QUESTION: 180

Which of the following is found in an MSDS sheet for a battery backup?

A. Installation instructions

B. Emergency procedures

C. Configuration steps

D. Voltage specifications

Answer: (SHOW ANSWER)

A Material Safety Data Sheet (MSDS) provides critical safety and handling information for hazardous materials - in this case, the battery's chemicals. It includes emergency procedures (first-aid measures, fire-fighting steps, spill containment), ensuring responders know how to act safely in an incident.

NEW QUESTION: 181
A support technician receives a call from an upset customer. The customer continually and loudly interrupts the technician before the technician can ask clarifying questions or confirm details.
Which of the following actions should the support technician take to handle the situation effectively and professionally? (Choose two).
A. Use active listening skills to ensure the customer feels heard and understood.
B. Offer immediate compensation for their troubles without checking policies.
C. Apologize for the inconvenience without understanding the issue.
D. Confront the customer about their tone and insist on a civil conversation.
E. Maintain a calm and empathetic tone throughout the conversation.
F. Transfer the call to a manager without addressing the customer's concerns.
Answer: (SHOW ANSWER)
Active listening helps de-escalate the situation by allowing the customer to feel heard and understood, even when they are upset. Maintaining a calm and empathetic tone demonstrates professionalism and helps reduce tension, making it easier to guide the conversation toward resolving the issue.

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NEW QUESTION: 182
A user cannot find multiple files on their machine. A technician finds that the files have been renamed with a different extension. The files cannot be opened when changed back to the original file type. Additionally, the user reports receiving pop-ups that request cryptocurrency payments. Which of the following steps should the technician take next?
A. Reimage the machine and restore files from backup.
B. Scan the system after updating anti-malware.
C. Remove the machine from the network.
D. Tum off the machine and restart it in Safe Mode.
Answer: (SHOW ANSWER)
The symptoms indicate ransomware. The next step is to isolate the infected machine from the network to prevent the ransomware from spreading to shared drives, other devices, or network resources.

NEW QUESTION: 183
A company decides to implement a new policy allowing employees to work remotely full-time. The IT department must ensure that employees can securely and efficiently access their work desktops from home. The solution must support real-time application use and data transfer.
Which of the following technologies will best meet these requirements?
A. SSH
B. VPN
C. SPICE
D. RDP
Answer: (SHOW ANSWER)

Remote Desktop Protocol provides interactive remote access to an employee's work desktop, supporting real-time application use, screen updates, keyboard and mouse input, and data transfer.

NEW QUESTION: 184
When a corporate laptop is connected to the company network, the laptop is able to reach external websites. However, when the laptop tries to reach any internal websites the following error message appears:
Hmm... Cannot reach this page.
Which of the following should a technician configure?
A. Subnet mask
B. DNS settings
C. Default gateway
D. DHCP
Answer: (SHOW ANSWER)
Incorrect DNS settings prevent the laptop from resolving internal hostnames. External sites work because they use public DNS, but internal addresses fail without the correct internal DNS server.
Configuring the proper DNS settings resolves the issue.

NEW QUESTION: 185
Which of the following applications allows a user to create backups in macOS?
A. Time Machine
B. FileVault
C. Keychain
D. Mission Control
Answer: (SHOW ANSWER)
Time Machine (Option A) is macOS's built-in backup application. It allows users to automatically back up their entire system, including apps, music, photos, emails, and system files. Time Machine provides an easy way to restore files from a previous state or recover from a system failure.

NEW QUESTION: 186
Which of the following allows users to prevent malware installation and the disclosure of sensitive information?
A. Secure Boot
B. Threat education
C. Email security gateway
D. Firewall
Answer: (SHOW ANSWER)
Threat education teaches users how to recognize and avoid malicious content and unsafe behaviors, helping prevent malware installation and reducing the risk of disclosing sensitive information through social engineering or user error.

NEW QUESTION: 187
An administrator must write a script that will output the OS name to a file. Which of the following commands is the best way to accomplish this task?
A. hostname
B. netstat

C. whoami
D. winver
Answer: (SHOW ANSWER)
The winver command displays the Windows operating system name and version information.
This makes it the appropriate command to use in a script when the requirement is to output the OS name to a file.

NEW QUESTION: 188
Which of the following commands is used to manage files in a Linux OS?
A. robocopy
B. curl
C. xcopy
D. cp
Answer: (SHOW ANSWER)
The cp command in Linux is used to copy and manage files and directories within the file system.
It is a standard Linux utility for file management operations.

NEW QUESTION: 189
A user hears an unexpected noise coming from their desktop computer. To troubleshoot the issue, a technician needs to open the case. Which of the following actions should the technician take next?
A. Open the system cover.
B. Ground the system.
C. Disconnect the power.
D. Remove any peripheral devices.
Answer: (SHOW ANSWER)
The technician should disconnect the power before opening the computer case to ensure safety and prevent electrical shock or component damage.

NEW QUESTION: 190
A user receives a push notification to approve or deny a log-in request when using MFA. Which of the following describes this security measure?
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A. One-time password
B. Zero Trust model
C. Authenticator application
D. Privileged access management
Answer: (SHOW ANSWER)
An authenticator application provides push notifications to approve or deny log-in requests as part of multi-factor authentication (MFA).

NEW QUESTION: 191
An IT manager is concerned with the advancement of brute-force attacks. Which of the following is the best solution to mitigate this concern?
A. Restrict logon hours for each job role.
B. Apply all OS security updates.
C. Enforce multifactor authentication for all users.

D. Require the use of complex passwords.
Answer: (SHOW ANSWER)
The correct answer is C. Enforce multifactor authentication for all users . Brute-force attacks attempt to guess passwords or other hidden values by trying many possible combinations. The All-in-One Exam Guide describes brute force as a method in which an attacker guesses many or all possible values, most commonly to crack a password. Complex passwords help, but a sufficiently advanced brute-force attack can still target passwords through leaks, dictionaries, credential stuffing, or repeated guessing. Multifactor authentication is stronger because it requires an additional factor beyond the password, such as a token, authenticator app, SMS code, voice call, or biometric factor. The A+ objectives list multifactor authentication under logical security and also include related MFA methods such as hard tokens, soft tokens, SMS, voice call, and authenticator applications. Restricting logon hours and applying OS updates are useful security practices, but they do not directly address password-guessing attacks as effectively as MFA.

NEW QUESTION: 192
A client provides a large spreadsheet to a business analyst for review. When the analyst attempts to open the spreadsheet, the system freezes until the application crashes. Which of the following should a technician do next?
A. Run a malware scan on the file received from the client.
B. Validate that the file extension of the shared spreadsheet is compatible.
C. Review event logs for error messages relating to the application.
D. Perform an upgrade on the spreadsheet application.
Answer: (SHOW ANSWER)
Reviewing the event logs will reveal application-specific errors that explain why the spreadsheet causes the system to freeze and crash, allowing the technician to identify the root cause before taking further action.

NEW QUESTION: 193
A company recently transitioned to a cloud-based productivity suite and wants to secure the environment from external threat actors. Which of the following is the most effective method?
A. Multifactor authentication
B. Encryption
C. Backups
D. Strong passwords
Answer: (SHOW ANSWER)
While strong passwords and encryption are important, multifactor authentication (MFA) provides the most effective defense against external threat actors targeting cloud-based services. By requiring a second verification step, such as a push notification, one-time code, or hardware token, MFA ensures that even if credentials are compromised, attackers cannot gain access without the additional factor. This significantly reduces the risk of unauthorized account takeovers in cloud environments.

NEW QUESTION: 194
After completing malware removal steps, what is the next step the technician should take?
A. Perform a secondary antivirus scan
B. Educate the end user
C. Reimage the computer
D. Review system logs
Answer: (SHOW ANSWER)
End-user education is crucial after malware removal to prevent recurrence. Teaching safe browsing habits and security awareness completes the remediation cycle.

NEW QUESTION: 195
A technician must install a legacy business application on a new computer. The new computer does not meet the application's requirements. Which of the following steps should the technician take to ensure the application installs and runs correctly?
A. Use a virtual machine to emulate an older OS.
B. Run the installation in safe mode to avoid driver conflicts.
C. Increase the swap file size to manage potential memory issues.
D. Use an application compatibility toolkit to address any software conflicts.
Answer: (SHOW ANSWER)
Using a virtual machine allows the technician to install and run an older operating system that meets the legacy application's requirements. This ensures proper compatibility by emulating the required environment without modifying the new computer's primary operating system.

NEW QUESTION: 196
A technician is supporting the deployment of a new software package in an organization. The technician discovers several repeat issues during the deployment process. Which of the following should the technician create before the deployment is complete?
A. Knowledge base articles
B. Configuration management database
C. Internal service-level agreements
D. Major incident reports
Answer: A (LEAVE A REPLY)
Knowledge base articles should be created to document recurring deployment issues and their proven resolutions. This allows technicians to resolve repeated problems consistently and efficiently during the remaining deployment and provides reusable troubleshooting guidance for future support.

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NEW QUESTION: 197
A user reports that their smartphone frequently displays pop-ups that warn of security threats and recommend tools to protect against them. After tapping one of the pop-ups, the user notices that the smartphone's battery drains faster. Which of the following should a technician recommend to resolve this issue?
A. Clear the smartphone's browser cache and uninstall unknown applications.
B. Enable airplane mode and restart the smartphone.
C. Perform a factory reset on the smartphone.
D. Replace the SIM card and modify the network settings.
Answer: (SHOW ANSWER)
Pop-ups warning of fake security threats and increased battery drain are common signs of adware or malicious applications. Clearing the browser cache and removing unknown or suspicious apps eliminates the source of the pop-ups and stops the background activity causing excessive battery usage.

NEW QUESTION: 198
Which of the following script types requires that the system mode is set to Unrestricted to run unsigned scripts?

A. .js
B. .py
C. .ps1
D. .bat
Answer: C (LEAVE A REPLY)
PowerShell scripts (.ps1) require the execution policy to be set to Unrestricted (or another permissive level) to run unsigned scripts.

NEW QUESTION: 199
After a recent mobile OS upgrade to a smartphone, a user attempts to access their corporate email, but the application does not open. A technician restarts the smartphone, but the issue persists. Which of the following is the most likely way to resolve the issue?
A. Updating the failed software
B. Registering the smartphone with an MDM solution
C. Installing a third-party client
D. Clearing the cache partition
Answer: A (LEAVE A REPLY)
After a major OS upgrade, existing applications often require updates to maintain compatibility with new APIs and system libraries. Updating the corporate email app to its latest version ensures it's built against the updated OS and can launch properly.

NEW QUESTION: 200
A user reports a critical application issue. The user tells the technician that a former IT employee previously resolved this same issue. Which of the following steps should the technician take first?
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A. Consult the technician who previously solved the issue.
B. Escalate the issue to the software manufacturer to develop a patch.
C. Review the ticketing system for details related to the prior occurrence.
D. Open a case to document the issue and progress until the issue is resolved.
Answer: (SHOW ANSWER)
Reviewing the ticketing system for details related to the prior occurrence is the first step because it allows the technician to gather relevant historical information and previously documented resolutions. This supports efficient troubleshooting by leveraging existing knowledge before taking further action.

NEW QUESTION: 201
A customer calls the help desk to report issues with internet connectivity. The customer is frustrated because they have already spoken to other representatives who were unable to resolve their issue. A help desk technician quickly reviews the customer's file and notices several prior unresolved tickets. Which of the following actions should the technician take to communicate with the customer properly and professionally?
A. Ask the customer to clarify the issue right away.
B. Escalate the issue to a higher-level support team without further conversation.
C. Listen to the customer's concerns and acknowledge their frustrations.
D. Explain to the customer that the previous technicians were following standard procedure.
Answer: (SHOW ANSWER)
Actively listening to the customer and acknowledging their frustration demonstrates empathy and professionalism. This helps de-escalate the situation, builds rapport, and creates a more cooperative environment for resolving the issue.

NEW QUESTION: 202
An administrator must write a script that will output the host name to a file. Which of the following commands is the best way to accomplish this task?
A. hostname
B. netstat
C. whoami
D. winver
Answer: (SHOW ANSWER)
The correct answer is A. hostname. I corrected the wording from "OS name" to "host name" because, based on the answer choices, this question is testing the command that displays the computer's host name. Quentin Docter's Complete Study Guide explains that the hostname command returns the name of the host computer on which it is executed. This makes it appropriate for scripting because its output can be redirected to a file, such as hostname > computername.txt. The CompTIA A+ Core 2 objectives also list hostname, netstat, whoami, and winver as Windows command-line tools candidates should recognize. netstat displays active TCP/IP connections and network statistics, not the computer name. whoami displays the currently logged-in user account. winver displays Windows version information, but it opens a graphical dialog and is not the best option for writing simple script output to a file.

NEW QUESTION: 203
Which of the following is an example of malware that runs on the device and uses built-in sensors to monitor targets without their consent?
A. Spyware
B. Rootkit
C. Trojan
D. Stalkerware
Answer: (SHOW ANSWER)
Stalkerware is designed to secretly monitor a user's activity by leveraging device features such as GPS, microphone, camera, and other sensors without the user's consent.

NEW QUESTION: 204
A technician installs VPN client software that has a software bug from the vendor. After the vendor releases an update to the software, the technician attempts to reinstall the software but keeps getting an error message that the network adapter for the VPN already exists. Which of the following should the technician do next to mitigate this issue?
A. Run the latest OS security updates.
B. Map the network adapter to the new software.
C. Update the network adapter's firmware.
D. Delete hidden network adapters.
Answer: D (LEAVE A REPLY)
When uninstalling and reinstalling network-based software like a VPN client, orphaned or "ghost" adapters can linger in the system, especially if they're no longer visible in Device Manager.
Removing these hidden adapters clears the path for the updated client software to recreate its virtual network interface without conflict.

NEW QUESTION: 205
A technician completes the installation of an OS that appears to be successful. However, when the technician removes the USB drive that was used for the installation and restarts the system, the following error appears:
No OS found.
Which of the following should the technician do next to resolve the issue?
A. Reinstall the OS from a new ISO
B. Enable UEFI devices in the BIOS

C. Restart in recovery mode and troubleshoot
D. Install storage drivers for the motherboard
E. Reseat the SATA cable
Answer: (SHOW ANSWER)
Enabling UEFI devices in the BIOS ensures that the system can detect and boot from the OS installed on a UEFI-configured drive, resolving the "No OS found" error after installation.

NEW QUESTION: 206
An administrator is investigating a zero-day vulnerability on a core system. If the vulnerability is not patched, the negative impact to business could be significant. The vendor has released a patch, but it requires downtime to deploy. Which of the following actions should the administrator take?
A. Create a standard change request.
B. Implement an emergency change.
C. Immediately freeze all changes.
D. Continue operations until the next change interval.
Answer: (SHOW ANSWER)
An emergency change is appropriate when a critical vulnerability poses significant business risk and must be addressed immediately, even if downtime is required.

NEW QUESTION: 207
An employee's corporate phone is experiencing connectivity issues. The user is unable to access the internet, send emails, or use business applications outside the office. The device is not in airplane mode, and Wi-Fi is turned off. Which of the following is the most likely cause of the issue?
A. The SIM is malfunctioning and needs to be replaced.
B. The user has exceeded the phone's mobile data plan.
C. The SSID settings are misconfigured.
D. The phone is missing security updates.
Answer: (SHOW ANSWER)
If Wi-Fi is turned off and the user cannot access internet services outside the office, the device relies on cellular data. Exceeding the mobile data plan can result in restricted or blocked data access, preventing internet connectivity, email, and application usage.

NEW QUESTION: 208
A user has been adding data to the same spreadsheet for several years. After adding a significant amount of data, they are now unable to open the file. Which of the following should a technician do to resolve the issue?
A. Revert the spreadsheet to the last restore point.
B. Increase the amount of RAM.
C. Defragment the storage drive.
D. Upgrade the network connection speed.
Answer: (SHOW ANSWER)
As spreadsheets grow in size and complexity, they demand more system memory to load and manipulate data. If the file becomes so large that the available RAM is insufficient, the application may fail to open it. Adding more RAM gives the spreadsheet software the resources it needs to load and work with the expanded dataset.

NEW QUESTION: 209
A user is unable to use the latest version of an application on a legacy, personal tablet. Which of the following is most likely the reason?
A. The OS is end-of-life

B. Space is inadequate
C. MDM is blocking updates
D. The tablet is infected with malware
Answer: (SHOW ANSWER)
The OS is end-of-life, which prevents the latest version of the application from being supported or installed on the legacy tablet.

NEW QUESTION: 210
Which of the following methods would make data unrecoverable but allow the drive to be repurposed?
A. Deleting the partitions
B. Implementing EFS
C. Performing a low-level format
D. Degaussing the device
Answer: (SHOW ANSWER)
A low-level format (more accurately, a secure erase that overwrites all sectors with zeroes or random data) effectively wipes all data on the drive, making previous content unrecoverable while leaving the drive's structure intact for reuse. Unlike degaussing - which destroys the drive's magnetic media and renders it unusable - overwriting allows the drive to be repurposed safely.

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