

220-1002 a+

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Exam A

QUESTION 1

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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

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

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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



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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

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

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

Correct Answer: A

Section: (none)

Explanation



Explanation/Reference:

QUESTION 5

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 6

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

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

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

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

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



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

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

- A. Guest
- B. Administrator

- C. Power User
- D. Remote Desktop User

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 11

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



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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

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

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



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

A user is requesting a solution that will prevent file corruption and ensure a graceful shutdown while providing at least one hour of uptime in case of extreme weather conditions. Which of the following should a technician recommend?

- A. Uninterruptible power supply
- B. Surge protector
- C. Power strip
- D. Power distribution unit

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 15

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

A manager with a restricted user account receives the following error message:

Windows Update cannot currently check for updates because the service is not running.

The manager contacts the help desk to report the error. A technician remotely connects to the user's computer and identifies the problem. Which of the following should the technician do NEXT?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

A SOHO technician recently moved some data from one server to another to increase storage capacity. Several users are now reporting they cannot access certain shares on the network. When the users attempt to access the shares, they get the following error: `Access Denied`. The technician confirms the users are all in the proper security groups and have the proper access, but they are still unable to access the shares. Which of the following are the MOST likely reasons for these issues? (Select two.)

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



Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

A SOHO user reports desktop applications are performing slowly, and no emails have been received all morning. A technician remotes in and determines Internet pages' load slowly or not at all, CPU performance is normal, and the local router can successfully ping.

The remote connection drops periodically. Which of the following steps should the technician take NEXT to resolve the problem?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 22

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

In which of the following file extension types would a user expect to see the command. "net use T:\\server\\files'?



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- A. .bat
- B. .vbs
- C. .js
- D. .py

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 24**

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

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

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

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:



QUESTION 26

A technician is setting up a SOHO wireless network for a healthcare office that does not have a server. The user requires the highest level of wireless security and various levels of desktop authentication to access cloud resources.

Which of the following protocols and authentication methods should the technician implement? (Select two.)

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

Correct Answer: BF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Ann, an employee at a company, calls the help desk to report issues logging on to a vendor's website. Joe, the technician, is able to log in successfully with his credentials before going to Ann's office. However, when he attempts to log in from Ann's office, Joe experiences the same issue. Ann asks Joe questions about the new software installed on the laptop from the pop-up notification.

Which of the following are the NEXT steps Joe should take to resolve the issue? (Select two.)

- A. Ask Ann for her credentials to verify and log on to the vendor's website from Ann's laptop
- B. Verify Ann's laptop has the correct browser settings
- C. Check all browser cached files on Ann's laptop and log on to another vendor's website
- D. Attempt to log on to another vendor's website from Ann's laptop
- E. Ask Ann about the notification and review the installed programs
- F. Reinstall the browser, reboot the laptop, and check the vendor's website again

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:



QUESTION 28

Joe, an end user, has been prompted to provide his username and password to access the payroll system.

Which of the following authentication methods is being requested?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Which of the following devices provides protection against brownouts?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

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

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



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

A user's computer is displaying a black screen. The technician restarts the computer, but the OS still does not load. The technician discovers the OS was patched the previous evening.

Which of the following should the technician attempt NEXT?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

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



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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

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

- A. Reduce the transmit power
- B. Reduce the channel availability

- C. Disable the DHCP server
- D. Enable QoS management
- E. Disable the SSID broadcast
- F. Implement WPA encryption

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

A technician is installing Windows 7 64-bit OS on a VM but keeps getting errors. The specifications for the malware are:

- Two 1GHz CPUs
- 2GB of memory
- 15GB hard drive
- 800x600 screen resolution

Which of the following should the technician do to resolve the problem?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

Which of the following is considered government-regulated data?

- A. PII
- B. End-user license agreement

- C. Digital Millennium Copyright Act
- D. DRM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

A security team is auditing a company's network logs and notices that a USB drive was previously inserted into several of the servers. Many login attempts were then successfully performed using common login information.

Which of the following actions should be taken to close the vulnerability? (Select two.)

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



Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

A technician is installing the latest OS on a user's system. The user wants all of the settings and file to remain intact during the installation.

Which of the following upgrade methods should the technician use?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

A technician is recycling PCs to be reused by a middle school.

Which of the following methods is MOST appropriate for ensuring data has been removed from the PCs?

- A. Standard formatting
- B. HD drilling
- C. Low-level formatting
- D. HD partitioning

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



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