



Vendor: CompTIA

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QUESTION 1

A computer is displaying a pop-up message demanding payment or the hard drive will be encrypted. Which of the following BEST describes this type of malware?

- A. Trojan
- B. Ransomware
- C. Spyware
- D. Worm

Correct Answer: B

QUESTION 2

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

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

Correct Answer: A

QUESTION 3

After confirming BIOS support, technician has added a second video card and a new sound card to a computer's motherboard. The computer continuously restarts. This is an indication of which of the following.

- A. Incompatible sound card
- B. Insufficient power supply
- C. Insufficient memory
- D. Defective video card

Correct Answer: B

QUESTION 4

A computer on a Windows domain has been identified as not having the most current policy. Which of the following tools would a technician run on the local machine to rectify this?

- A. gpresult
- B. msconfig
- C. ipconfig
- D. gpupdate

Correct Answer: D

QUESTION 5

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

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

Correct Answer: B

QUESTION 6

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

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

Correct Answer: D

QUESTION 7

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

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

Correct Answer: B

QUESTION 8

A technician is trying to perform a new installation of an operating system on a computer without an optical drive. Which of the following boot sources can be used?

- A. Windows easy transfer
- B. Copy of SYSTEM folder
- C. USMT
- D. Flash drive

Correct Answer: D

QUESTION 9

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

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

Correct Answer: B

QUESTION 10

An administrator has verified that a PC has no Internet connectivity. Using ipconfig shows that the IP address for the machine is completely different than the assigned network address. After using ipconfig /release and ipconfig /renew, the computer is still assigned the same address. Which of the following is MOST likely the cause of the issue?

- A. The NIC drivers are not properly installed
- B. HomeGroup is misconfigured
- C. DHCP server is unavailable
- D. A static IP address is configured

Correct Answer: D

QUESTION 11

A user tries to login and receives the error message "The User Profile Service failed to login. User Profile can not be loaded." Which of the following should be the FIRST method to troubleshoot the issue?

- A. Use Automated System Recovery
- B. Boot PC into Safe Mode
- C. Use System File Checker
- D. Perform hardware diagnostics

Correct Answer: B

QUESTION 12

A technician is removing malware from a computer in safe mode and is having trouble with one of the infected files. The anti-malware suite is unable to remove or quarantine it and the system will not let the technician manually delete it, even though it is not in use. Which of the following can the technician use to remove the file?

- A. Open the defrag utility and run a full analysis and defragmentation of the hard drive.
- B. Boot from a pre-installation environment CD and delete the file from the hard drive.
- C. Run attrib followed by the file name with the 環 switch from the command prompt.
- D. Install a second full antivirus suite onto the system and run another removal scan.

Correct Answer: B

QUESTION 13

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

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

Correct Answer: D

QUESTION 14

Which of the following is a security best practice?

- A. Use multifactor VPN authentication.
- B. Use only commercially licensed software.
- C. Use only WiFi instead of Ethernet cabling.
- D. Use only solid state hard drives in servers.

Correct Answer: A

QUESTION 15

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

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

Correct Answer: A

QUESTION 16

A technician has cleaned a virus infection off of a PC using corporate approved software. After a short period of time, the infection returned. Updated virus signatures have also detected the presence of a rootkit. Which of the following would be the BEST course of action to resolve the issue?

- A. Run a System Restore to a time before the first infection was cleaned.
- B. Install a second antivirus suite and run both antivirus products concurrently.
- C. Back up the client's data and scan it for infections on a known-working PC.
- D. Reformat the hard drive and reload the operation system and applications

Correct Answer: A