SIMULATION -

You are configuring a home network for a customer. The customer has requested the ability to access a Windows PC remotely, and needs all chat and optional functions to work in their game console.

INSTRUCTIONS -

Use the drop-down menus to complete the network configuration for the customer. Each option may only be used once, and not all options will be used.
Then, click the + sign to place each device in its appropriate location.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Wireless AP LAN -

Firewall Screened Subnet -
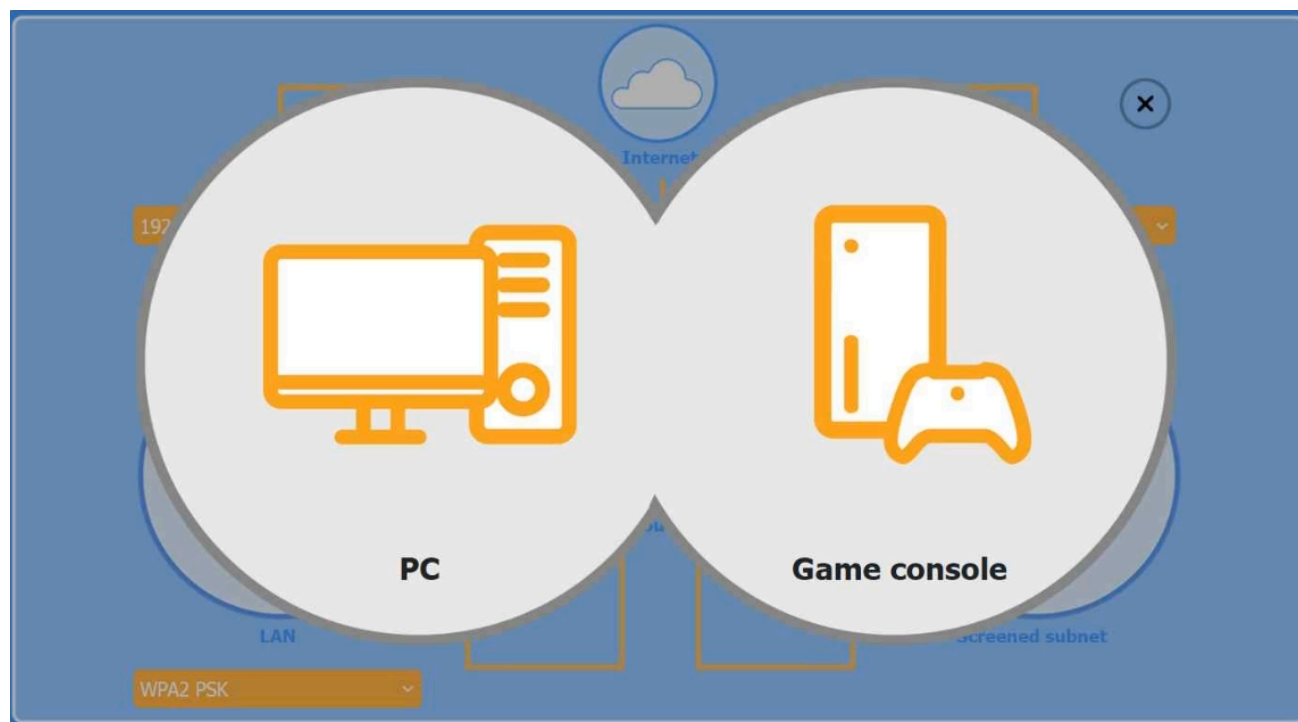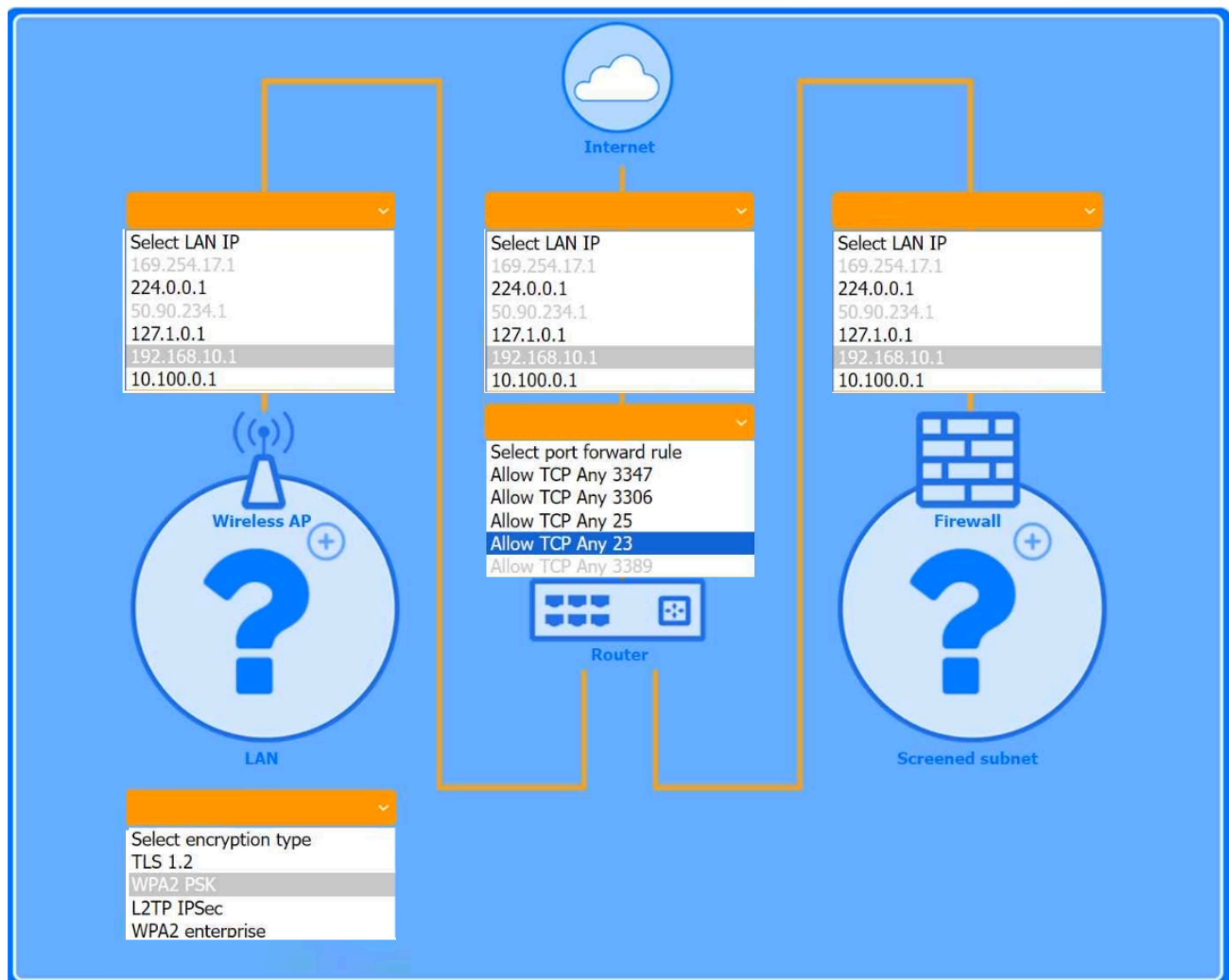

```
IP Address - 192.168.1.210
Subnet Mask - 255.255.255.0
Gateway - 192.168.1.1
DNS1 - 8.8.8.8
DNS2 - 1.1.1.1

Server - 192.168.1.10
```
.

Suggested Answer:

The completed configuration:
1. Wireless AP (LAN side)
   - LAN IP: 192.168.10.1
   - Encryption: WPA2 PSK
2. Router (port-forward rule)
   - Allow TCP Any 3389
     This forwards inbound RDP traffic (TCP/3389) from the Internet to the Windows PC, enabling Remote Desktop access.
3. Firewall (screened subnet side)
   - LAN IP: 10.100.0.1
4. Device placement
   - PC: place behind the router (where the port-forward rule points).
   - Game console: place on the Wireless AP (so it can use chat and extra services over WPA2 PSK).
   - Firewall: place in front of the screened subnet (with its 10.100.0.1 IP facing that subnet).

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

A technician is attempting to join a workstation to a domain but is receiving an error message stating the domain cannot be found. However, the technician is able to ping the server and access the internet. Given the following information:

To: Customer

I just received a new router for the office, and I need help setting it up.

...

Select reply
I am happy to assist you today.
Have you tried using the FAQ?

Select reply   Send ▷

To: Customer

I just received a new router for the office, and I need help setting it up.

Answer 1

I need to set up my basic security settings.

Is this the first router in your office?

No, it is a replacement. The last router broke.
I am currently logged in and connected to the router's web page.

The first thing you need to do is change the default password.

...

Select reply
Type the password printed on the label on the bottom of the router.
Use Summer21 as the administrative password so we can assist you in the future.
Create a new password with an uppercase, a lowercase, and a special character.
Leave the password field blank for easy access in the future.

Select reply   Send ▷

No, it is a replacement. The last router broke.
I am currently logged in and connected to the router's web page.

The first thing you need to do is change the default password.

Answer 2

That is complete now, and the router is asking to reboot. Should I reboot
to move on?

...

Select reply
If you think you should, you can.
No, it is not necessary.
Yes, reboot please.

Select reply   Send ▷

Which of the following should the technician do to fix the issue?

A. Change the DNS settings.

B. Assign a static IP address.

C. Configure a subnet mask.

D. Update the default gateway.

Suggested Answer: *A*

None

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.

Suggested Answer: *A*

Community vote distribution

A (100%)

 **Dese_2point71** 1 week, 2 days ago

Selected Answer: A

A. Makes the most sense given the application is custom and the user went on a trip to entirely different country.

upvoted 1 times

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

Suggested Answer: *B*

Community vote distribution

C (50%)	B (50%)
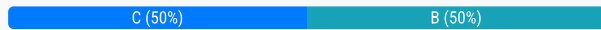
☐ 👤 **gqirhanaanda** 6 days, 1 hour ago

Selected Answer: B

helps proctect people from injury

  upvoted 1 times

☐ 👤 **gqirhanaanda** 6 days, 1 hour ago

Selected Answer: C

helps proctect people from injury

  upvoted 1 times

The screen of a previously working computer repeatedly displays an OS Not Found error message when the computer is started. Only a USB drive, a keyboard, and a mouse are plugged into the computer. Which of the following should a technician do first?

A. Run data recovery tools on the disk.

B. Partition the disk using the GPT format.

C. Check boot options.

D. Switch from UEFI to BIOS.

Suggested Answer: *C*

Community vote distribution

C (100%)

Dese_2point71 1 week, 2 days ago

Selected Answer: C

C. Check boot options to see if it is properly configured to boot from the main drive.

upvoted 1 times

A security administrator teaches all of an organization's staff members to use BitLocker To Go. Which of the following best describes the reason for this training?

    A. To ensure that all removable media is password protected in case of loss or theft

    B. To enable Secure Boot and a BIOS-level password to prevent configuration changes

    C. To enforce VPN connectivity to be encrypted by hardware modules

    D. To configure all laptops to use the TPM as an encryption factor for hard drives

Suggested Answer: *A*

Community vote distribution

A (100%)

  Dese_2point71 1 week, 2 days ago

Selected Answer: A

A. is the most applicable in this situation, especially considering it is BitLocker to Go.

upvoted 1 times

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

A. Bollards

B. Video surveillance

C. Badge readers

D. Fence

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

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

A. Bollards

B. Video surveillance

C. Badge readers

D. Fence

An administrator received an email stating that the OS they are currently supporting will no longer be issued security updates and patches. Which of the following is most likely the reason the administrator received this message?

A. Support from the computer's manufacturer is expiring.

B. The OS will be considered end of life.

C. The built-in security software is being removed from the next OS version.

D. A new version of the OS will be released soon.

Suggested Answer: *B*

Community vote distribution

B (100%)

Dese_2point71 1 week, 2 days ago

Selected Answer: B

B. Pretty straight forward, if an admin receives an official email stating a machine or OS will no longer receive any support than that machine is end of life.

upvoted 1 times

Question #11 — Topic 1

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.

Suggested Answer: *D*

None

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

Suggested Answer: *D*

None

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.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #14

Topic 1

A technician verifies that a malware incident occurred on some computers in a small office. Which of the following should the technician do next?

A. Quarantine the infected systems.

B. Educate the end users.

C. Disable System Restore.

D. Update the anti-malware and scan the computers.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Which of the following is a Linux command that is used for administrative purposes?

A. runas

B. cmcl

C. net user

D. su

Suggested Answer: *D*

None

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

Suggested Answer: *C*

Community vote distribution

C (100%)

  Dese_2point71 1 week, 2 days ago

Selected Answer: C

C. Netstat allows you view if the ports necessary for the app to function with the database server are open, thus the best option.

upvoted 1 times

A small office reported a phishing attack that resulted in a malware infection. A technician is investigating the incident and has verified the following:

All endpoints are updated and have the newest EDR signatures.

Logs confirm that the malware was quarantined by EDR on one system.

The potentially infected machine was reimaged.

Which of the following actions should the technician take next?

    A. Install network security tools to prevent downloading infected files from the internet.

    B. Discuss the cause of the issue and educate the end user about security hygiene.

    C. Flash the firmware of the router to ensure the integrity of network traffic.

    D. Suggest alternate preventative controls that would include more advanced security software.

Suggested Answer: *B*

None

Which of the following describes a vulnerability that has been exploited before a patch or remediation is available?

A. Spoofing

B. Brute-force
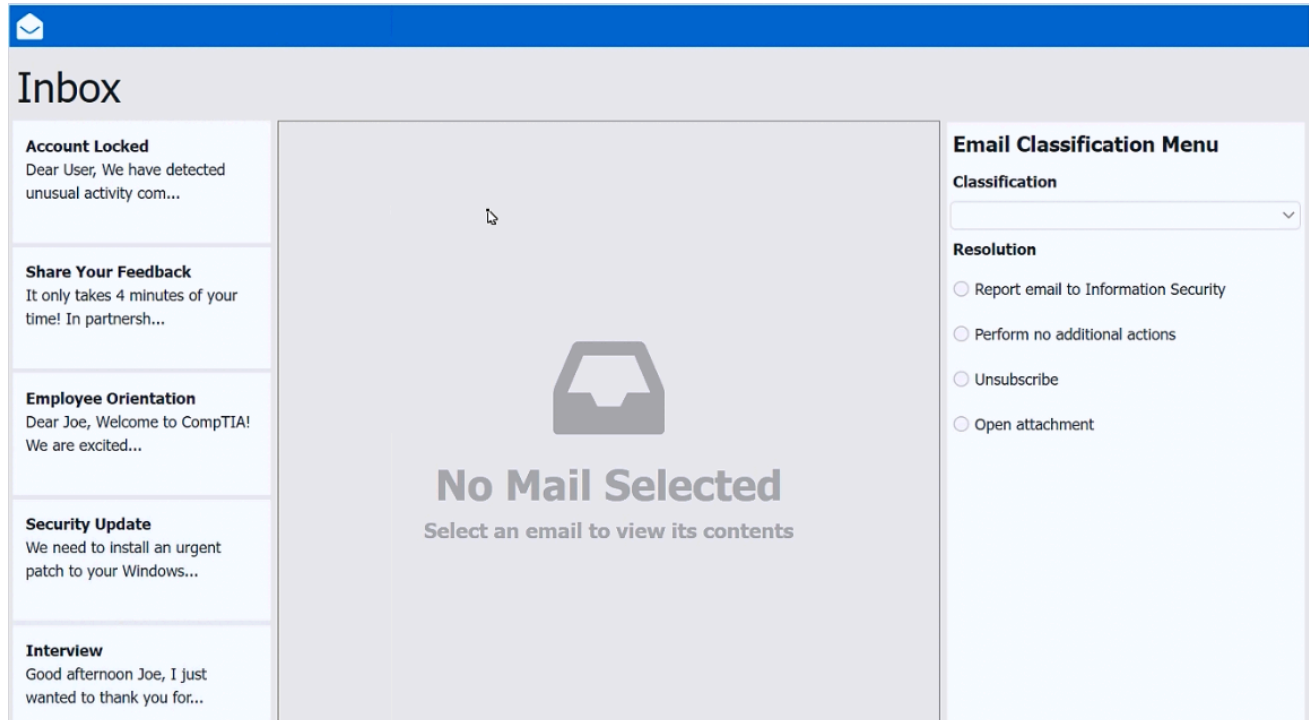
C. DoS

D. Zero-day

Suggested Answer: *D*

None

SIMULATION -
You have been contacted through the help desk chat application. A user is setting up a replacement SOHO router. Assist the user with setting up the router.

INSTRUCTIONS -
Select the most appropriate statement for each response. Click the send button after each response to continue the chat.
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...

⬓

No Mail Selected
Select an email to view its contents

Email Classification Menu

Classification

[⌄]

Resolution

○ Report email to Information Security

○ Perform no additional actions

○ Unsubscribe

○ Open attachment

Suggested Answer:

First Chat Response: When the user mentions setting up a new router, the best initial response to maintain a helpful and professional tone is:
- **Select reply:** "I am happy to assist you today."

Second Chat Response: When the user states that they need to set up basic security settings:
- **Select reply:** "Is this the first router in your office?"

Third Chat Response: After learning it's a replacement router and the user is logged into the router's web page:
- **Select reply:** "The first thing you need to do is change the default password."

Fourth Chat Response: For the response about password settings:
- **Select reply:** "Create a new password with an uppercase, a lowercase, and a special character."

Fifth Chat Response: When the router prompts to reboot:
- **Select reply:** "Yes, reboot please."

None

A help desk technician is setting up speech recognition on a Windows system. Which of the following settings should the technician use?

A. Time and Language

B. Personalization

C. System

D. Ease of Access

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

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.

Suggested Answer: *A*

Community vote distribution

A (100%)

Dese_2point71 1 week, 2 days ago

Selected Answer: A

A. is correct, to utilize .NET framework it must be activated in the Windows Features menu.

upvoted 1 times

An employee is using a photo editing program. Certain features are disabled and require a log-in, which the employee does not have. Which of the following is a way to resolve this issue?

A. License assignment

B. VPN connection

C. Application repair

D. Program reinstallation

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: *A*

Community vote distribution

A (100%)

👤 **Dese_2point71** 1 week, 2 days ago

Selected Answer: A

"If the user is unaware that the phone is lost," is key, that means we need something passive, best option in this case is encryption. If the user actually knew their phone was lost I would say remote wipe but that isn't the case.

upvoted 1 times

Which of the following is the quickest way to move from Windows 10 to Windows 11 without losing data?

A. Using gpupdate

B. Image deployment

C. Clean install

D. In-place upgrade

Suggested Answer: *D*

None

Technicians are failing to document user contact information, device asset tags, and a clear description of each issue in the ticketing system. Which of the following should a help desk management team implement for technicians to use on every call?

A. Service-level agreements

B. Call categories

C. Standard operating procedures

D. Knowledge base articles

Suggested Answer: *C*

None

An application's performance is degrading over time. The application is slowing, but it never gives an error and does not crash. Which of the following tools should a technician use to start troubleshooting?

    A. Reliability history

    B. Computer management

    C. Resource monitor

    D. Disk defragment

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Which of the following filesystem types does the Linux OS use?

A. exFAT

B. APFS

C. ext4

D. NTFS

Suggested Answer: *C*

None

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

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

A. Deleting the partitions

B. Implementing EFS

C. Performing a low-level format

D. Degaussing the device

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

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: *D*

None

A computer technician is implementing a solution to support a new internet browsing policy for a customer's business. The policy prohibits users from accessing unauthorized websites based on categorization. Which of the following should the technician configure on the SOHO router?

A. Secure management access

B. Group Policy Editor

C. Content filtering

D. Firewall

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Recently, the number of users sharing smartphone passcodes has increased. The management team wants a technician to deploy a more secure screen lock method. Which of the following technologies should the technician use?

A. Pattern lock

B. Facial recognition

C. Device encryption

D. Multifactor authentication

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

An end user's laptop is having network drive connectivity issues in the office. The end user submits a help desk ticket, and a support technician is able to establish a remote connection and fix the issue. The following day, however, the network drive is disconnected again. Which of the following should the technician do next?

A. Connect remotely to the user's computer to see whether the network drive is still connected.

B. Send documentation about how to fix the issue in case it reoccurs.

C. Escalate the ticket to the next level.

D. Keep the ticket open until next day, then close the ticket.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Which of the following provides information to employees, such as permitted activities when using the organization's resources?

A. AUP

B. MNDA

C. DRM

D. EULA

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Which of the following provides information to employees, such as permitted activities when using the organization's resources?

A. AUP

B. MNDA

C. DRM

D. EULA

A technician needs to install an operating system on a large number of workstations. Which of the following is the fastest method?

A. Physical media

B. Mountable ISO

C. Manual installation

D. Image deployment

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

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?

A. Wide-area network

B. Wireless network

C. Proxy network settings

D. Virtual private network

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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 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

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

A. pathping

B. nslookup

C. net use

D. tracert

A help desk team was alerted that a company-owned cell phone has an unrecognized password-cracking application. Which of the following should the help desk team do to prevent further unauthorized installations from occurring?

A. Configure Group Policy.

B. Implement PAM.

C. Install anti-malware software.

D. Deploy MDM.

Suggested Answer: *D*

None

A help desk team was alerted that a company-owned cell phone has an unrecognized password-cracking application. Which of the following should the help desk team do to prevent further unauthorized installations from occurring?

A. Configure Group Policy.

B. Implement PAM.

C. Install anti-malware software.

D. Deploy MDM.

Which of the following is used in addition to a password to implement MFA?

A. Sending a code to the user's phone

B. Verifying the user's date of birth

C. Prompting the user to solve a simple math problem

D. Requiring the user to enter a PIN

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

A technician is preparing to replace the batteries in rack-mounted UPS system. After ensuring the power is turned off and the batteries are fully discharged, the technician needs to remove the battery modules from the bottom of the rack. Which of the following steps should the technician take?

A. Ensure the fire suppression system is ready to be activated.

B. Use appropriate lifting techniques and guidelines.

C. Place the removed batteries in an antistatic bag.

D. Wear a face mask to filter out any harmful fumes.

Suggested Answer: *B*

None

A technician is setting up a surveillance system for a customer. The customer wants access to the system's web interface on the LAN via the system's IP address. Which of the following should the technician use to prevent external log-in attempts from the internet?

A. Port mapping

B. Subnetting

C. Static IP

D. Content filtering

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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

Which of the following file types would a desktop support technician most likely use to automate tasks for a Windows user log-in?

A. .bat

B. .sh

C. .py

D. .js

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

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?

A. Data privacy

B. Hallucinations

C. Appropriate use

D. Plagiarism

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following describes an attack in which an attacker sets up a rogue AP that tricks users into connecting to the rogue AP instead of the legitimate network?

A. Stalkerware

B. Evil twin

C. Tailgating

D. Shoulder surfing

Suggested Answer: *B*

None

A user is experiencing issues with outdated images while browsing websites. Which of the following settings should a technician use to correct this issue?

A. Administrative Tools

B. Windows Defender Firewall

C. Internet Options

D. Ease of Access

Suggested Answer: *C*

None

Every time a user loads a specific spreadsheet, their computer is temporarily unresponsive. The user also notices that the title bar indicates the applications are not responding. Which of the following would a technician most likely inspect?

    A. Anti-malware logs

    B. Workstation repair options

    C. Bandwidth status as reported in the Task Manager

    D. File size and related memory utilization

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

A user frequently misplaces their Windows laptop and is concerned about it being stolen. The user would like additional security controls on their laptop. Which of the following is a built-in technology that a technician can use to enable full drive encryption?

    A. Active Directory

    B. New Technology File System

    C. Encrypting File System

    D. BitLocker

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

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

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

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

A user's new smartphone is not staying charged throughout the day. The smartphone charges fully every night. Which of the following should a technician review first to troubleshoot the issue?

A. Storage usage

B. End of software support

C. Charger wattage

D. Background applications

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

A customer is unable to open some files on their system. Each time the customer attempts to open a file, the customer receives a message that the file is encrypted. Which of the following best describes this issue?

A. Keylogger

B. Ransomware

C. Phishing

D. Cryptominer

Suggested Answer: *B*

None

An organization is experiencing an increased number of issues. A technician notices applications that are not installed by default. Users are reporting an increased number of system prompts for software licensing. Which of the following would the security team most likely do to remediate the root cause?

    A. Deploy an internal PKI to filter encrypted web traffic.

    B. Remove users from the local admin group.

    C. Implement stronger controls to block suspicious websites.

    D. Enable stricter UAC settings on Windows.

Suggested Answer: *B*

None

A support specialist needs to decide whether to install a 32-bit or 64-bit OS architecture on a new computer. Which of the following specifications will help the specialist determine which OS architecture to use?

A. 16GB RAM

B. Intel i7 CPU

C. 500GB HDD

D. 1Gbps Ethernet

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Which of the following prevents forced entry into a building?

A. PIV card

B. Motion-activated lighting

C. Video surveillance

D. Bollard

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!