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QUESTION 1

A user calls the help desk to report that mapped drives are no longer accessible. The technician verifies that clicking on any of the drives on the user\\'s machine results in an error message. Other users in the office are not having any issues. As a first step, the technician would like to remove and attempt to reconnect the drives. Which of the following command-line tools should the technician use?

A. net use

B. set

C. mkdir

D. rename

Correct Answer: A

The technician should use net use command-line tool to remove and reconnect mapped drives. Net use is a command that allows users to manage network connections and resources, such as shared folders or printers. Net use can be used to map or unmap network drives by specifying their drive letters and network paths. For example, net use Z: \server\share maps drive Z: to \server\share folder, and net use Z: /delete unmaps drive Z:. Set is a command that displays or modifies environment variables for the current user or process. Set is not related to managing mapped drives. Mkdir is a command that creates a new directory or folder in the current or specified location. Mkdir is not related to managing mapped drives. Rename is a command that renames a file or folder in the current or specified location. Rename is not related to managing mapped drives. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 1.6

QUESTION 2

A technician is installing new network equipment in a SOHO and wants to ensure the equipment is secured against external threats on the Internet. Which of the following actions should the technician do FIRST?

A. Lock all devices in a closet.

B. Ensure all devices are from the same manufacturer.

C. Change the default administrative password.

D. Install the latest operating system and patches

Correct Answer: C

The technician should change the default administrative password FIRST to ensure the network equipment is secured against external threats on the Internet. Changing the default administrative password is a basic security measure that can help prevent unauthorized access to the network equipment. Locking all devices in a closet is a physical security measure that can help prevent theft or damage to the devices, but it does not address external threats on the Internet. Ensuring all devices are from the same manufacturer is not a security measure and does not address external threats on the Internet. Installing the latest operating system and patches is important for maintaining the security of the network equipment, but it is not the first action the technician should take1

QUESTION 3

A call center technician receives a call from a user asking how to update Windows Which of the following describes what the technician should do?

A. Have the user consider using an iPad if the user is unable to complete updates

B. Have the user text the user\'s password to the technician.

C. Ask the user to click in the Search field, type Check for Updates, and then press the Enter key

D. Advise the user to wait for an upcoming, automatic patch

Correct Answer: C

The technician should guide the user to update Windows through the built-in "Check for Updates" feature. This can be done by having the user click in the Search field, type "Check for Updates", and then press the Enter key. This will bring up the Windows Update function, which will search for any available updates and give the user the option to install them.

QUESTION 4

An administrator has received approval for a change request for an upcoming server deployment. Which of the following steps should be completed NEXT?

A. Perform a risk analysis.

B. Implement the deployment.

C. Verify end user acceptance

D. Document the lessons learned.

Correct Answer: A

Before making any changes to the system, it is important to assess the risks associated with the change and determine whether it is worth implementing. Risk analysis involves identifying potential risks, assessing their likelihood and impact, and determining what steps can be taken to mitigate them. It is important to perform this step before making any changes, as this allows the administrator to make an informed decision about whether or not the change should be implemented. Once the risks have been assessed and the administrator has decided to go ahead with the change, the next step is to implement the deployment.

QUESTION 5

The web browsing speed on a customer\'s mobile phone slows down every few weeks and then returns to normal after three or four days. Restarting the device does not usually restore performance. Which of the following should a technician check FIRST to troubleshoot this issue?

A. Data usage limits

B. Wi-Fi connection speed

C. Status of airplane mode

D. System uptime

Correct Answer: B

The technician should check the Wi-Fi connection speed first to troubleshoot this issue. Slow web browsing speed on a mobile phone can be caused by a slow Wi-Fi connection. The technician should check the Wi-Fi connection speed to ensure that it is fast enough to support web browsing. If the Wi-Fi connection speed is slow, the technician should troubleshoot the Wi-Fi network to identify and resolve the issue.

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