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**QUESTION 1**
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:** B
**Explanation:**
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.

**QUESTION 2**
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:

```
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
```

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.

**Answer:** A
**Explanation:**
The issue described--"domain cannot be found" despite the ability to ping the server and access the internet--indicates a DNS resolution problem, not a network connectivity issue. The workstation is currently using public DNS servers (8.8.8.8 and 1.1.1.1) which cannot resolve internal domain names, such as the ones used in Active Directory environments. To resolve this, the technician needs to change the DNS settings to point to the internal DNS server, which in most domain setups is the domain controller itself (likely 192.168.1.10 in this case).

**QUESTION 3**
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?

A. Implement the change

B. Approve the change.
C. Propose the change.
D. Schedule the change.

**Answer:** C
**Explanation:**
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.

**QUESTION 4**
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:** A
**Explanation:**
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.

**QUESTION 5**
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:** B
**Explanation:**
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.

**QUESTION 6**
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.

**Answer:** C
**Explanation:**
An "OS Not Found" error most commonly indicates the system isn't booting from the correct device. Verifying and correcting the boot order (ensuring the internal hard drive is prioritized over USB or other entries) is the quickest first step before making any changes to the disk or firmware settings.

**QUESTION 7**
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

**Answer:** A
**Explanation:**
BitLocker To Go is specifically designed to encrypt removable drives (USB flash drives, external HDDs). Training staff on its use guarantees that any data stored on such media requires a password (or recovery key) to access, protecting sensitive information if the device is lost or stolen.

**QUESTION 8**
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:** C
**Explanation:**
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.

**QUESTION 9**
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.

**Answer:** B
**Explanation:**

When an operating system reaches end of life (EOL), the vendor ceases issuing security updates and patches. Administrators are notified so they can plan upgrades or migrations before support ends.

**QUESTION 10**
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:** D
**Explanation:**
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.

**QUESTION 11**
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:** D
**Explanation:**
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).

**QUESTION 12**
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:** B
**Explanation:**
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.

**QUESTION 13**
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.

**Answer:** A
**Explanation:**
Once an incident is confirmed, the immediate priority is containment. Isolating (quarantining) the infected machines prevents the malware from spreading to other systems or exfiltrating data, enabling safe analysis and remediation.

**QUESTION 14**
Which of the following is a Linux command that is used for administrative purposes?

A. runas
B. cmcl
C. net user
D. su

**Answer:** D
**Explanation:**
The su (substitute user) command is a standard Linux utility that allows an administrator to assume another user's identity - most commonly switching to the root account for elevated privileges. It's an essential tool for administrative tasks on Unix and Linux systems.

**QUESTION 15**
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:** C
**Explanation:**
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.

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