

A+ Certification Test Bank

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Bank 1

1. A user's smartphone is shutting down at 30% battery and feels warm even during light use. After confirming no recent software changes, what is the BEST next step?
 - A. Replace the battery after confirming the symptom pattern indicates battery degradation
 - B. Reinstall the operating system to eliminate software causes
 - C. Disable all wireless radios permanently to reduce heat
 - D. Add more storage to reduce power draw
2. A tablet charges only when the cable is held in a specific position, and the connection drops if the device is moved. What is the MOST appropriate action?
 - A. Clear the tablet's application cache
 - B. Replace the charger only, because ports never fail
 - C. Test with a known-good cable/charger and replace the failing component (cable or port assembly) based on results
 - D. Disable Bluetooth to improve charging stability
3. A user wants to connect a keyboard and an external display to a mobile device for short-term productivity. Which approach BEST fits the exam's focus on accessories and connectivity options?
 - A. Replace the device's battery first
 - B. Compare connectivity options and choose compatible accessories that match the device's available connection methods
 - C. Configure the device's Wi-Fi settings to enable external display output
 - D. Remove all apps to free up system resources
4. A user reports that their phone can't connect to a known Wi-Fi network, but other devices can. What is the BEST first action to address basic mobile network connectivity?
 - A. Replace the phone's Wi-Fi antenna immediately
 - B. Factory reset the device without testing anything else
 - C. Compare different chargers to eliminate power issues
 - D. Confirm wireless is enabled and verify the device is attempting to join the correct network before escalating to hardware replacement
5. A user says, "My phone shows it's connected to Wi-Fi, but my app still won't load content." What action BEST aligns with configuring connectivity and providing application support?
 - A. Replace the screen because apps use display resources

- B. Compare different headsets to rule out accessory conflicts
 - C. Verify the device's connectivity state and then apply app support steps (such as updating or reinstalling the affected app)
 - D. Replace the device's storage to improve app performance
6. A phone intermittently loses connection to a wireless headset, but calls work normally when using the phone's built-in speaker. What is the BEST next step?
- A. Replace the phone's battery because it affects audio performance
 - B. Compare Bluetooth accessory connectivity options and re-pair or test with a known-good accessory to isolate the cause
 - C. Configure Wi-Fi settings to improve headset stability
 - D. Replace the phone's display cable
7. A user says their phone "has no internet" after a flight, but they can see Wi-Fi networks. What is the MOST likely quick fix to try first?
- A. Replace the Wi-Fi adapter hardware
 - B. Replace the SIM card
 - C. Turn off airplane mode so the device radios can function normally
 - D. Uninstall the Wi-Fi driver
8. A user's mobile device will not install or run a required application, even though the device is connected to a working network. What is the BEST action that fits the exam's application support expectations?
- A. Provide application support by verifying requirements and reinstalling the app if needed
 - B. Replace the device's charging port
 - C. Replace the device's screen
 - D. Change the Wi-Fi password to force reconnection
9. A user reports a cracked phone screen and touch input is unreliable. Which response BEST matches appropriate mobile hardware replacement technique?
- A. Adjust Wi-Fi settings to reduce lag
 - B. Replace the display assembly after verifying the damage correlates to touch failure
 - C. Reinstall the app launcher
 - D. Pair a different Bluetooth device to test connectivity
10. A user asks whether a wired connection or a wireless connection is better for connecting a mobile device to external audio in a busy office. What is the BEST exam-aligned response?

- A. Replace the audio hardware first
 - B. Configure mobile network settings to reduce interference
 - C. Replace the device battery to strengthen signal
 - D. Compare wired versus wireless connectivity options and choose based on reliability needs and environment
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1. Correct Answer: A. Replace the battery after confirming the symptom pattern indicates battery degradation
Explanation: The scenario describes hardware-related symptoms that require monitoring and an appropriate replacement technique. Replacing the battery is the best fit once evidence supports it as the failing component.
2. Correct Answer: C. Test with a known-good cable/charger and replace the failing component (cable or port assembly) based on results
Explanation: The symptom points to a physical connection issue, so the correct approach is to test and isolate the failing part. This matches monitoring mobile device hardware and using the appropriate replacement technique.
3. Correct Answer: B. Compare connectivity options and choose compatible accessories that match the device's available connection methods
Explanation: This is an accessories and connectivity choice, not a repair or network configuration problem. The exam expects comparing options and selecting what fits the device and use case.
4. Correct Answer: D. Confirm wireless is enabled and verify the device is attempting to join the correct network before escalating to hardware replacement
Explanation: Basic mobile connectivity troubleshooting starts with confirming the simplest connectivity conditions. Hardware replacement is not the best first step until basic configuration and connection attempts are verified.
5. Correct Answer: C. Verify the device's connectivity state and then apply app support steps (such as updating or reinstalling the affected app)
Explanation: The objective includes both basic connectivity configuration and application support. The best approach is to confirm connectivity and then perform focused app support actions.
6. Correct Answer: B. Compare Bluetooth accessory connectivity options and re-pair or test with a known-good accessory to isolate the cause
Explanation: The problem is tied to an accessory connection path, so comparing

options and isolating the variable is the best move. Testing with a known-good accessory supports correct diagnosis before any replacement decisions.

7. Correct Answer: C. Turn off airplane mode so the device radios can function normally
Explanation: Airplane mode can disable radios and create connectivity symptoms that look like a network failure. Turning it off is a quick, low-risk fix aligned to basic connectivity support.
8. Correct Answer: A. Provide application support by verifying requirements and reinstalling the app if needed
Explanation: The device is connected, so the issue points to application support rather than network configuration. Verifying requirements and reinstalling is a direct match to providing mobile application support.
9. Correct Answer: B. Replace the display assembly after verifying the damage correlates to touch failure
Explanation: Physical damage with touch failure is a hardware scenario requiring an appropriate replacement technique. Verification ties the symptom to the correct component before replacement.
10. Correct Answer: D. Compare wired versus wireless connectivity options and choose based on reliability needs and environment
Explanation: The scenario is about selecting the best connectivity method for an accessory use case. The exam expects comparing options and choosing based on practical constraints like reliability and environment.

Bank 2

1. A user can browse websites, but cannot send email using an SMTP client. Which networked host service is MOST likely involved in this issue?
 - A. DHCP
 - B. SMTP
 - C. NTP
 - D. SNMP
2. A technician is troubleshooting a Windows PC that can reach websites by IP address but not by hostname. Which service provided by a networked host is MOST likely failing?
 - A. DNS
 - B. DHCP
 - C. FTP
 - D. SMB
3. A user reports that video calls on a wireless network are choppy and drop frequently when they move farther from the access point. Which wireless networking concept BEST explains the cause?
 - A. Increased attenuation and interference affecting signal quality
 - B. TCP retransmissions improving reliability
 - C. Higher DHCP lease time reducing disconnects
 - D. Static IP addressing preventing roaming
4. A user's device receives an IP address automatically, but cannot reach anything outside the local network. Which network configuration concept is MOST likely incorrect?
 - A. Default gateway
 - B. Subnet mask
 - C. DNS suffix
 - D. MAC address
5. A technician needs to choose a protocol for time synchronization between clients and a server. Which networked host service BEST matches this purpose?
 - A. DNS
 - B. DHCP
 - C. NTP
 - D. SMB

6. A user complains that file transfers are slow but consistent, while online gaming feels responsive but occasionally has brief glitches. Which statement BEST compares TCP and UDP for these scenarios?
 - A. TCP is connectionless and typically used for real-time traffic; UDP is connection-oriented and ensures delivery
 - B. TCP is connection-oriented and prioritizes reliable delivery; UDP is connectionless and prioritizes speed/low overhead
 - C. TCP and UDP are identical except for port numbering
 - D. UDP always retransmits lost packets, while TCP never retransmits
7. A user's laptop connects to Wi-Fi but gets a "limited connectivity" message and shows an APIPA-style address rather than a normal address. Which networked host service is MOST likely not being reached?
 - A. DNS
 - B. DHCP
 - C. HTTP
 - D. RDP
8. A user can connect to Wi-Fi but is repeatedly prompted for the wireless password and never successfully joins. Which wireless networking technology concept is MOST relevant to this symptom?
 - A. Wireless authentication and security settings mismatch
 - B. DNS record expiration
 - C. Incorrect default gateway
 - D. TCP window size
9. A technician is asked to explain why a PC on one subnet cannot directly communicate with a PC on a different subnet without a network device in between. Which network configuration concept BEST explains this?
 - A. NAT is required for all internal communication
 - B. Routing via a default gateway is needed to reach other networks
 - C. DNS must translate MAC addresses to IP addresses
 - D. DHCP assigns ports to applications
10. A user says, "The website works for me sometimes, but it fails for others." A technician suspects the issue is related to host name resolution. Which service provided by networked hosts is MOST likely part of the troubleshooting path?
 - A. DNS
 - B. DHCP

- C. FTP
 - D. SSH
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1. Correct Answer: B. SMTP
Explanation: Objective 2.3 includes recognizing services provided by networked hosts and what they do. SMTP is the service used for sending email, so it is the most relevant service to investigate.
2. Correct Answer: A. DNS
Explanation: Objective 2.3 includes services like DNS that enable name resolution. If IP-based access works but hostnames fail, DNS is the most likely failing service.
3. Correct Answer: A. Increased attenuation and interference affecting signal quality
Explanation: Objective 2.2 covers wireless networking technologies and behavior as distance and environment change. Attenuation and interference can reduce signal quality and cause choppy, unreliable wireless performance.
4. Correct Answer: A. Default gateway
Explanation: Objective 2.4 includes common network configuration concepts such as the default gateway. If a device can communicate locally but not reach external networks, an incorrect or missing gateway is a common cause.
5. Correct Answer: C. NTP
Explanation: Objective 2.3 includes host-provided services and their purposes. NTP is used for time synchronization between devices and a time source.
6. Correct Answer: B. TCP is connection-oriented and prioritizes reliable delivery; UDP is connectionless and prioritizes speed/low overhead
Explanation: Objective 2.1 focuses on comparing TCP and UDP and why each is used. TCP fits scenarios where reliability is prioritized, while UDP fits real-time scenarios where low overhead and speed matter.
7. Correct Answer: B. DHCP
Explanation: Objective 2.3 includes services like DHCP that assign addressing information automatically. An APIPA-style address indicates the device likely failed to contact a DHCP server.
8. Correct Answer: A. Wireless authentication and security settings mismatch
Explanation: Objective 2.2 includes understanding wireless security and authentication as part of wireless networking technologies. Repeated password

prompts commonly indicate a mismatch in authentication method or security settings.

9. Correct Answer: B. Routing via a default gateway is needed to reach other networks

Explanation: Objective 2.4 includes network configuration concepts that explain how devices reach other networks. Devices on different subnets typically require routing through a gateway or router to communicate.

10. Correct Answer: A. DNS

Explanation: Objective 2.3 includes DNS as a host-provided service that maps names to IP addresses. Intermittent or inconsistent website access across users can indicate name resolution issues involving DNS.

Bank 3

1. A small office wants to share one internet connection across multiple wired devices and also provide Wi-Fi for laptops. Which networking hardware device is MOST directly responsible for connecting the internal network to the ISP?
 - A. Switch
 - B. Router
 - C. Patch panel
 - D. Repeater
2. A user reports that two wired PCs connected to the same device can communicate with each other, but neither can reach the internet. Which device is the MOST likely point of failure based on common SOHO layouts?
 - A. Switch
 - B. Access point
 - C. Router
 - D. Punchdown block
3. A technician needs to expand the number of Ethernet ports in a SOHO network without changing IP addressing or routing behavior. Which device should be added?
 - A. Switch
 - B. Router
 - C. Modem
 - D. Firewall
4. A customer wants better Wi-Fi coverage in a long home, but the internet service and router location cannot be changed. Which device is MOST appropriate to extend wireless coverage as part of a basic SOHO setup?
 - A. Switch
 - B. Wireless access point
 - C. Punchdown block
 - D. UPS
5. A SOHO user says their internet is down. The technician verifies the internal Wi-Fi works and local devices can still print to the network printer. Which internet connection component should be checked first based on common connection types?
 - A. ISP-facing device/link (for example, modem or termination)
 - B. Internal switch

- C. Local DNS server on the printer
 - D. Patch cable between the printer and the switch
6. A customer is choosing between two internet connection types: one offers high throughput but can vary widely based on neighborhood usage; the other is typically very consistent and fast. Which comparison BEST matches these characteristics?
 - A. Cable can vary by shared usage; fiber is typically consistent and fast
 - B. Fiber varies by shared usage; cable is typically consistent and fast
 - C. DSL is typically the fastest and most consistent; fiber varies widely
 - D. Satellite is typically consistent and fast; fiber varies widely
 7. A user can connect to Wi-Fi but experiences frequent drops when walking between rooms. Which SOHO configuration action is MOST appropriate to improve reliability?
 - A. Disable the router's DHCP service
 - B. Improve access point placement or coverage as part of wireless configuration
 - C. Replace all Ethernet cables with fiber
 - D. Change the subnet mask to a larger network
 8. A technician needs to verify whether a PC has the correct IP address, subnet mask, and default gateway after being connected to a SOHO network. Which tool is MOST appropriate for this purpose?
 - A. ping
 - B. ipconfig/ifconfig
 - C. tracert/traceroute
 - D. nslookup/dig
 9. A user can reach local devices but cannot reach a specific website by name. The technician wants to test name resolution directly. Which networking tool is BEST suited to check DNS resolution?
 - A. ping
 - B. netstat
 - C. nslookup/dig
 - D. arp
 10. A technician wants to determine where along the path packets are failing between a home PC and a remote server. Which tool is MOST appropriate for mapping the route hop-by-hop?
 - A. tracert/traceroute
 - B. ipconfig/ifconfig

- C. arp
 - D. netstat
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1. Correct Answer: B. Router
Explanation: Objectives 2.5 and 2.6 include recognizing common networking hardware in SOHO networks and what it does. The router is the device that connects the internal network to the ISP and typically performs routing between networks.
2. Correct Answer: C. Router
Explanation: Objectives 2.5 and 2.6 cover how SOHO networks are commonly arranged. If local wired communication works but internet access fails, the router (or its ISP-facing connection) is a likely failure point.
3. Correct Answer: A. Switch
Explanation: Objective 2.5 includes comparing common networking hardware devices and their roles. A switch expands available Ethernet ports on the same network without changing routing or IP addressing behavior.
4. Correct Answer: B. Wireless access point
Explanation: Objectives 2.5 and 2.6 include understanding wireless devices used in SOHO networks. Adding or placing an access point to extend coverage is a configuration-focused solution to improve Wi-Fi reach.
5. Correct Answer: A. ISP-facing device/link (for example, modem or termination)
Explanation: Objective 2.7 covers internet connection types and characteristics, and SOHO troubleshooting depends on separating LAN from WAN. If local services still work, the first check is the ISP-facing connection component rather than internal LAN devices.
6. Correct Answer: A. Cable can vary by shared usage; fiber is typically consistent and fast
Explanation: Objective 2.7 focuses on comparing connection types and their characteristics. Cable service commonly involves shared neighborhood bandwidth, while fiber is typically associated with high and more consistent performance.
7. Correct Answer: B. Improve access point placement or coverage as part of wireless configuration
Explanation: Objective 2.6 includes configuring basic wireless SOHO networks, including coverage and reliability considerations. Adjusting placement or coverage is the most direct configuration action for drops while moving through a space.

8. Correct Answer: B. ipconfig/ifconfig

Explanation: Objective 2.8 includes networking tools and their purposes.

ipconfig/ifconfig is used to view IP configuration details like address, subnet mask, and default gateway.

9. Correct Answer: C. nslookup/dig

Explanation: Objective 2.8 includes tools used to test networking functions.

nslookup/dig directly tests DNS name resolution, which is the most relevant check when a site fails by name.

10. Correct Answer: A. tracert/traceroute

Explanation: Objective 2.8 includes tools that diagnose connectivity beyond the local network. tracert/traceroute maps the path hop-by-hop to help identify where packets stop reaching the destination.

Bank 4

1. A user reports that a laptop screen is extremely dim even at maximum brightness, but a faint image is still visible. Which component is MOST likely related to this symptom?
 - A. RAM module
 - B. Display backlight
 - C. CPU fan
 - D. Ethernet port
2. A technician must choose a video cable that can carry both digital video and audio over a single connection to a monitor. Which cable type BEST fits?
 - A. VGA
 - B. DVI-D
 - C. HDMI
 - D. RJ45
3. A desktop monitor intermittently loses signal when the cable is bumped, but the system remains running. What is the BEST first step?
 - A. Replace the motherboard
 - B. Upgrade the RAM
 - C. Change the screen resolution
 - D. Swap the display cable with a known-good cable of the same connector type
4. A user's PC is slow and stalls when multiple applications are open at the same time. Which change MOST directly addresses the likely cause based on RAM characteristics?
 - A. Increase RAM capacity
 - B. Replace the monitor
 - C. Replace the Ethernet cable
 - D. Disable Wi-Fi
5. A technician explains that a RAM module will not fit or function in a specific motherboard because the physical module type does not match. Which RAM characteristic is being referenced?
 - A. Display refresh rate
 - B. Storage interface
 - C. Form factor and supported memory type
 - D. Cable shielding

6. A user complains that text looks blurry and the desktop appears less sharp than expected. Which display attribute is MOST directly involved?
 - A. Default gateway
 - B. RAM latency
 - C. Resolution and pixel density
 - D. Cable category rating
7. A technician needs to connect a modern system to an older projector that only accepts an analog video signal. Which connector type is MOST likely required?
 - A. VGA
 - B. DisplayPort
 - C. HDMI
 - D. USB-C (charging only)
8. A user upgraded RAM capacity and can open many applications, but the system still feels sluggish under load. Which RAM characteristic could still be contributing to performance issues?
 - A. Latency/speed characteristics
 - B. Monitor size
 - C. Screen coating
 - D. Cable connector type
9. A user asks which pair correctly compares a common digital A/V display connection versus an older analog display connection. Which choice BEST matches?
 - A. RJ45 (digital) and VGA (analog)
 - B. HDMI (digital) and VGA (analog)
 - C. VGA (digital) and HDMI (analog)
 - D. USB-A (digital) and DisplayPort (analog)
10. A technician is selecting RAM for a laptop and must choose the correct physical module style typically used in laptops rather than desktops. Which characteristic is MOST relevant?
 - A. Screen contrast ratio
 - B. Form factor (such as SO-DIMM vs DIMM)
 - C. Cable length
 - D. Monitor resolution

1. Correct Answer: B. Display backlight

Explanation: Display components include parts that control brightness and

visibility. A faint image that is still visible strongly suggests a backlight-related issue rather than a system performance component.

2. Correct Answer: C. HDMI

Explanation: Basic cable types are distinguished by what signals they carry and what they are used for. HDMI commonly carries both digital video and audio over a single cable, matching the scenario.

3. Correct Answer: D. Swap the display cable with a known-good cable of the same connector type

Explanation: Cable issues are often isolated by swapping with a known-good cable that matches the required connector. This is the least invasive first step and aligns with cable purpose and troubleshooting logic.

4. Correct Answer: A. Increase RAM capacity

Explanation: RAM capacity affects how well a system handles multiple simultaneous tasks. If the system stalls when several applications are open, adding RAM is a direct remedy tied to RAM characteristics.

5. Correct Answer: C. Form factor and supported memory type

Explanation: RAM characteristics include physical form factor and platform-supported memory specifications. A module not fitting or not functioning commonly indicates a mismatch in form factor or required memory type.

6. Correct Answer: C. Resolution and pixel density

Explanation: Display attributes include resolution and how sharply content is rendered. Blurry text often indicates a resolution or scaling mismatch affecting clarity.

7. Correct Answer: A. VGA

Explanation: VGA is an older analog video connection commonly used by legacy projectors. When the projector only supports analog input, VGA is the most likely required connector type.

8. Correct Answer: A. Latency/speed characteristics

Explanation: RAM is compared not only by capacity but also by speed and latency characteristics. Even with sufficient capacity, slower RAM performance characteristics can contribute to sluggish responsiveness.

9. Correct Answer: B. HDMI (digital) and VGA (analog)

Explanation: HDMI is a common digital connection that can carry audio and video,

while VGA is an older analog video connection. This pairing correctly contrasts digital versus analog display connections.

10. Correct Answer: B. Form factor (such as SO-DIMM vs DIMM)

Explanation: Laptop RAM typically uses the SO-DIMM form factor, while desktops commonly use DIMMs. Selecting the correct form factor is the key physical compatibility decision for laptop memory.

Bank 5

1. A Windows PC is randomly rebooting and the user reports it started after a recent change. Which Windows tool is BEST for reviewing system error and warning logs to support troubleshooting?
 - A. Disk Management
 - B. Event Viewer
 - C. Device Manager
 - D. Services
2. A Windows PC is behaving unpredictably, and you suspect corrupted system files. Which built-in repair tool is MOST appropriate to check and restore protected system files?
 - A. ipconfig
 - B. chkdsk
 - C. sfc
 - D. nslookup
3. A Windows PC reports file system errors and occasionally fails to boot correctly. Which Windows repair tool is MOST appropriate to check the disk for errors?
 - A. DISM
 - B. Task Manager
 - C. Event Viewer
 - D. chkdsk
4. A user says their Windows PC is very slow and applications frequently stall, but the system still runs. Which Windows tool is BEST to quickly observe active processes and resource usage during troubleshooting?
 - A. Task Manager
 - B. Device Manager
 - C. Disk Management
 - D. Event Viewer
5. After a recent update, a Windows PC has instability tied to a specific piece of hardware. Which Windows tool is MOST appropriate to review device status and driver issues?
 - A. Event Viewer
 - B. Device Manager
 - C. Disk Management
 - D. Services

6. A mobile device is connected to a network, but one specific app will not load content while other apps work. What is the BEST next step that fits mobile application support?
 - A. Replace the device battery
 - B. Disable all wireless radios
 - C. Verify connectivity state and then apply app support steps such as updating or reinstalling the affected app
 - D. Replace the charging port
 7. A mobile device begins showing unexpected pop-ups and behavior changes that suggest malicious activity. What is the BEST response aligned to basic detection, removal, and prevention principles?
 - A. Use antimalware and keep protections enabled while remediating
 - B. Ignore the issue if the device can still connect to Wi-Fi
 - C. Immediately replace the screen assembly
 - D. Only change the Wi-Fi password
 8. A Windows PC shows browser redirects and unknown toolbars that were not installed intentionally. What is the MOST appropriate troubleshooting action for a common PC security issue?
 - A. Increase RAM capacity
 - B. Change the monitor resolution
 - C. Replace the Ethernet cable
 - D. Use antimalware to detect and remove the unwanted software
 9. A user can sign in to Windows but suddenly receives access-denied messages for resources that worked previously. Which concept BEST matches this scenario?
 - A. DNS resolution
 - B. Authorization
 - C. Attenuation
 - D. APIPA
 10. After resolving a Windows OS issue and confirming full functionality, what is the BEST final step to complete the troubleshooting process?
 - A. Document findings, actions taken, outcomes, and user confirmation in the ticket
 - B. Replace the motherboard as a preventive measure
 - C. Disable updates to prevent recurrence
 - D. Change the default gateway
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1. Correct Answer: B. Event Viewer
Explanation: Event Viewer displays system, application, and security logs used to support troubleshooting. Reviewing logs provides evidence for errors and warnings instead of guessing.
2. Correct Answer: C. sfc
Explanation: sfc is listed as a Windows repair tool used for system integrity and repair. It is appropriate when the suspected cause is corrupted system files.
3. Correct Answer: D. chkdsk
Explanation: chkdsk is listed as a Windows repair tool used for disk checking and repair. It is the best fit when symptoms point to disk or file system errors.
4. Correct Answer: A. Task Manager
Explanation: Task Manager is a Windows tool used to observe running processes and system performance behavior. It supports troubleshooting by showing active workload and resource usage during the slowdown.
5. Correct Answer: B. Device Manager
Explanation: Device Manager is a Windows tool used to view hardware status and driver-related problems. It fits scenarios where instability is tied to a specific device and its driver state.
6. Correct Answer: C. Verify connectivity state and then apply app support steps such as updating or reinstalling the affected app
Explanation: Mobile troubleshooting includes confirming connectivity conditions and then providing application support for the affected app. Updating or reinstalling the app is a direct support action when one app fails while others work.
7. Correct Answer: A. Use antimalware and keep protections enabled while remediating
Explanation: Antimalware is used to detect, remove, and help prevent malicious software. Keeping protections enabled aligns with safe remediation rather than weakening security controls.
8. Correct Answer: D. Use antimalware to detect and remove the unwanted software
Explanation: Browser redirects and unknown toolbars are consistent with a PC security issue tied to unwanted or malicious software. Antimalware is the appropriate tool to detect and remove the issue.
9. Correct Answer: B. Authorization
Explanation: Authorization is about permissions after identity is verified. A user who

can sign in but gets access-denied errors is experiencing a permissions problem rather than an identity problem.

10. Correct Answer: A. Document findings, actions taken, outcomes, and user confirmation in the ticket

Explanation: Documentation is part of the troubleshooting workflow after verifying full functionality. Recording outcomes and user confirmation closes the loop and preserves evidence of what was done.

Bank 6

1. A technician finishes fixing a user's workstation issue and confirms the user can work again. What is the BEST next step to support documentation and information management?
 - A. Record the symptoms, actions taken, outcome, and user confirmation in the support system
 - B. Close the request immediately to reduce queue time
 - C. Ask another technician to recreate the problem before documenting anything
 - D. Keep the details only in personal notes to avoid cluttering the ticket
2. A technician is asked to make a configuration change that could affect multiple users. What is the BEST way to proceed?
 - A. Apply the change quickly and document only if something breaks
 - B. Follow change management procedures, including approval and documenting what changed
 - C. Wait until the next day and make the change without telling anyone
 - D. Make the change only if the user who requested it is watching
3. A workstation fails and a user urgently needs access to their files and settings again. Which action BEST fits backup and recovery methods?
 - A. Replace the monitor to confirm the display works
 - B. Disable security controls to "speed up recovery"
 - C. Use available backup and recovery methods to restore data or system state
 - D. Rebuild the workstation from scratch without attempting recovery
4. A technician is about to open a desktop case to replace an internal component. Which safety approach is MOST appropriate?
 - A. Keep the device powered on to avoid losing settings
 - B. Place parts on a carpet to prevent sliding
 - C. Disconnect power and follow common safety precautions before handling components
 - D. Skip safety steps if the task is short
5. Several devices in a small office begin overheating during the afternoon, and the room feels unusually hot. What is the BEST response related to environmental impacts and local controls?
 - A. Apply local environment controls to reduce heat impact on equipment
 - B. Increase device performance settings so work finishes faster

- C. Ignore it as long as devices are still running
 - D. Disable backups to reduce system load
6. A user requests installation of software on a company workstation, but the licensing status is unclear and it may violate policy. What is the BEST action?
- A. Install it now and address licensing later
 - B. Decline and follow privacy, licensing, and policy requirements before proceeding
 - C. Install it only for the requesting user
 - D. Install it but avoid documenting it
7. A technician writes a script to automate repeated workstation tasks and runs it broadly without checking outcomes. What risk is MOST consistent with automation having side effects?
- A. The script cannot run unless the PC is offline
 - B. The script will always fail on the first try
 - C. The script could create unintended changes that must be verified and documented
 - D. The script will only affect cosmetic settings
8. A user needs to access their work computer from home. Which approach BEST aligns with using remote access technologies?
- A. Share the workstation password by text message
 - B. Use an approved remote access method rather than bypassing security controls
 - C. Disable security protections to make remote access easier
 - D. Ask the user to email sensitive files to a personal account instead
9. A technician uses a script to automate a task, but wants to reduce unintended impact. Which action BEST reduces risk while still supporting automation?
- A. Run the script on every workstation immediately
 - B. Skip documentation because the script is automated
 - C. Test in a limited scope and verify results before broader use
 - D. Change settings manually afterward without recording what changed
10. A user asks what “AI” means in workplace tools. Which statement BEST describes a basic AI concept?
- A. AI is a network service that assigns IP addresses automatically
 - B. AI is a type of physical security control for workstations
 - C. AI is a method of encrypting backups for recovery
 - D. AI refers to systems that perform tasks like pattern recognition or decision support

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1. Correct Answer: A. Record the symptoms, actions taken, outcome, and user confirmation in the support system
Explanation: Documentation and support system information management depends on recording what happened and what was done. This preserves a clear history that supports repeatability and accountability.
 2. Correct Answer: B. Follow change management procedures, including approval and documenting what changed
Explanation: Change management procedures exist to reduce risk and keep changes controlled. Approval and documentation help prevent untracked changes and support troubleshooting if impact occurs.
 3. Correct Answer: C. Use available backup and recovery methods to restore data or system state
Explanation: Backup and recovery methods are used to restore data or system state after a failure. This approach prioritizes returning the workstation to a usable condition with minimal unnecessary rework.
 4. Correct Answer: C. Disconnect power and follow common safety precautions before handling components
Explanation: Common safety procedures include powering down appropriately before working inside a system. Following safety precautions reduces both personal risk and equipment damage risk.
 5. Correct Answer: A. Apply local environment controls to reduce heat impact on equipment
Explanation: Environmental impacts can degrade performance and cause failures when conditions like heat rise. Local environment controls address the cause rather than masking it with unrelated settings changes.
 6. Correct Answer: B. Decline and follow privacy, licensing, and policy requirements before proceeding
Explanation: Licensing and policy concepts require avoiding prohibited activity and staying compliant. Proceeding without clarity can create legal, privacy, and policy violations.
 7. Correct Answer: C. The script could create unintended changes that must be verified and documented
Explanation: Automation can introduce side effects when it changes multiple

systems quickly. Verification and documentation help detect unintended outcomes and support rollback or correction.

8. Correct Answer: B. Use an approved remote access method rather than bypassing security controls

Explanation: Remote access technologies should be used in a way that preserves security controls. Approved methods reduce risk compared to sharing credentials or weakening protections.

9. Correct Answer: C. Test in a limited scope and verify results before broader use

Explanation: Testing reduces the chance that automation causes widespread unintended impact. Verifying results before expanding use supports controlled change and better outcomes.

10. Correct Answer: D. AI refers to systems that perform tasks like pattern recognition or decision support

Explanation: Basic AI concepts include systems that assist with tasks typically associated with human intelligence, such as recognizing patterns. This definition matches an introductory understanding without relying on vendor-specific details.

Bank 7

1. A technician resolves an issue where a user could not print, and the user confirms printing works again. What is the BEST final step before closing the request?
 - A. Close the request immediately to reduce backlog
 - B. Document symptoms, troubleshooting steps, resolution, and user confirmation in the support system
 - C. Delete the request to keep the system clean
 - D. Save the details only in a personal notebook
2. A technician is asked to apply a configuration change that could affect multiple workstations. Which action BEST follows change management procedures?
 - A. Make the change immediately and document only if users complain
 - B. Apply the change after hours without approval since fewer people will notice
 - C. Follow the change process, including approval and documenting what was changed
 - D. Ask the end user to perform the change so it is not tied to IT
3. A user's workstation will not boot, and they need access to work files as soon as possible. Which response BEST aligns with workstation backup and recovery methods?
 - A. Restore data or system state using available backup and recovery options
 - B. Replace the keyboard and mouse to rule out input issues
 - C. Disable security controls to make startup faster
 - D. Reinstall the operating system without attempting recovery steps
4. A technician is opening a desktop case to replace an internal component. Which safety step is MOST appropriate first?
 - A. Leave the system plugged in so it remains grounded
 - B. Power down, disconnect power, and follow common safety procedures before touching components
 - C. Place components on carpet to prevent sliding
 - D. Skip safety steps if the job is quick
5. A small office is experiencing unusually high heat and humidity, and several PCs begin throttling performance. Which response BEST matches local environment controls?
 - A. Increase CPU performance settings to compensate
 - B. Ignore it until a device fails
 - C. Apply local environment controls to reduce heat and humidity impact on

equipment

D. Disable backups to reduce workload

6. A user asks a technician to install unlicensed software on a company workstation “just this once.” What is the BEST response based on policy, licensing, and prohibited activity concepts?
 - A. Install it and avoid documenting it
 - B. Install it if the user agrees to remove it later
 - C. Refuse and follow organizational policy and licensing requirements
 - D. Install it only if it improves productivity
7. A technician creates a script to automate workstation configuration, but it unexpectedly changes a setting that disrupts several users. Which lesson BEST matches the scripting/automation objective note about risks and side effects?
 - A. Scripts cannot be used in production environments
 - B. Automation can introduce unintended changes, so results should be verified and documented
 - C. Automation only impacts devices that are powered off
 - D. Scripts always improve system stability
8. A user needs to access their office desktop from home to use a required application. Which approach BEST aligns with using remote access technologies?
 - A. Share the desktop password so the user can log in directly
 - B. Disable the firewall to allow inbound access
 - C. Use an approved remote access technology to connect securely
 - D. Email the user copies of all work files to a personal account
9. A technician wants to reduce risk when deploying a new automation script across many workstations. Which step is BEST?
 - A. Run it everywhere immediately so issues appear quickly
 - B. Test in a limited scope and verify outcomes before wider deployment
 - C. Skip documentation because the script is repeatable
 - D. Make changes manually afterward so the script results do not matter
10. A user asks what “AI” means in the workplace tools they are being asked to use. Which description BEST reflects a basic AI concept?
 - A. AI is a type of backup system that restores files automatically
 - B. AI is a network protocol used for secure remote access
 - C. AI is a method of physical safety control for workstations

D. AI refers to systems that can perform tasks like pattern recognition or decision support

1. Correct Answer: B. Document symptoms, troubleshooting steps, resolution, and user confirmation in the support system
Explanation: Documentation best practices require recording what happened, what was done, and the result. This supports repeatability and clear handoffs in support systems.
2. Correct Answer: C. Follow the change process, including approval and documenting what was changed
Explanation: Change management procedures emphasize controlled changes with approval and records. This reduces risk and enables troubleshooting if the change causes impact.
3. Correct Answer: A. Restore data or system state using available backup and recovery options
Explanation: Backup and recovery methods exist to restore operations and data after failure. Using those options is the most direct path to returning the user to a working state.
4. Correct Answer: B. Power down, disconnect power, and follow common safety procedures before touching components
Explanation: Common safety procedures start with removing power and protecting components and personnel. This reduces the chance of injury and hardware damage.
5. Correct Answer: C. Apply local environment controls to reduce heat and humidity impact on equipment
Explanation: Environmental conditions like heat and humidity can degrade equipment performance and reliability. Local environment controls address the root cause rather than masking symptoms.
6. Correct Answer: C. Refuse and follow organizational policy and licensing requirements
Explanation: Licensing and policy concepts require avoiding prohibited activity and staying compliant. Installing unlicensed software creates policy and legal risk.
7. Correct Answer: B. Automation can introduce unintended changes, so results should be verified and documented

Explanation: Automation can cause wide impact when scripts change settings across multiple devices. Verification and documentation help detect side effects and support corrective action.

8. Correct Answer: C. Use an approved remote access technology to connect securely

Explanation: Remote access scenarios require secure approved methods rather than bypassing controls. Using approved tools reduces risk compared with credential sharing or weakening security.

9. Correct Answer: B. Test in a limited scope and verify outcomes before wider deployment

Explanation: Limited-scope testing reduces the chance of widespread unintended impact from automation. Verifying outcomes supports controlled rollout and aligns with risk awareness for scripted tasks.

10. Correct Answer: D. AI refers to systems that can perform tasks like pattern recognition or decision support

Explanation: Basic AI concepts include systems that assist with tasks associated with human intelligence, such as recognizing patterns. This describes AI at an introductory level without vendor-specific detail.