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**QUESTION 1**

Joe, a user, calls the help desk from a coffee shop while on a business trip to report the WiFi hotspot on his phone is extremely slow. The technician runs a speed test from a laptop connected to the hotspot and gets 200Kbps. Ann, Joe's coworker with whom he is travelling, also has a hotspot on her phone, and the speed test result on that hotspot is 15Mbps. The technician checks the hotspot settings on Joe's phone and sees the following:

Network name:	Joe's Hotspot
Security:	WPA2/PSK
Password:	hotspot
Band:	2.4GHz
Client DHCP start address:	192.168.23.1

Which of the following is the MOST likely cause of the problem?

- A. Joe should be using WEP security on his hotspot for faster throughput
- B. Someone else is using Joe's hotspot due to weak password
- C. Joe's hotspot gave him an invalid IP address
- D. Joe is likely in a poor signal area and should try another area

Correct Answer: B

QUESTION 2

A technician repaired a laptop for a customer. The customer then complained the repair took too long and questioned the steps the technician took to fix the problem. Which of the following should the technician do NEXT?

- A. Provide documentation of the repair to the customer
- B. Allow the customer to voice concerns and post the story to social media later
- C. Inform the customer the job is done and return to the office
- D. Defend each step and why it was necessary

Correct Answer: A

QUESTION 3

A technician is contacted by a user who is working from home but is unable to connect to any office resources (e.g., files, printers). The user is able to access the Internet.

Which of the following should the technician check FIRST?



- A. VPN
- B. DHCP
- C. NAT
- D. DNS

Correct Answer: A

QUESTION 4

A user's Windows laptop has become consistently slower over time. The technician checks the CPU utilization and sees that it varies between 95% and 100%. After the technician closes some running applications, the CPU utilization drops to approximately 20%, and the laptop runs much faster. The next day the same user calls again with the same problem. Which of the following is a tool the technician can use to resolve the issue?

- A. Task Manager
- B. MSTSC
- C. MSConfig
- D. PerfMon

Correct Answer: A

QUESTION 5

Which of the following is a community-supported, open-source OS used for both servers and workstations?

- A. iOS
- B. Windows 10
- C. Linux
- D. OS X

Correct Answer: C

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