

220-1102 Dumps

CompTIA A+ Certification Exam: Core 2

<https://www.certleader.com/220-1102-dumps.html>



NEW QUESTION 1

A help desk technician runs the following script: Inventory.py. The technician receives the following error message:

How do you want to Open this file?

Which of the following is the MOST likely reason this script is unable to run?

- A. Scripts are not permitted to run.
- B. The script was not built for Windows.
- C. The script requires administrator privileges.
- D. The runtime environment is not installed.

Answer: D

Explanation:

The error message is indicating that the script is not associated with any program on the computer that can open and run it. This means that the script requires a runtime environment, such as Python, to be installed in order for it to execute properly. Without the appropriate runtime environment, the script will not be able to run.

NEW QUESTION 2

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. Which of the following should the technician implement?

- A. MSRA
- B. VNC
- C. VPN
- D. SSH

Answer: C

Explanation:

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. The technician should implement VPN

NEW QUESTION 3

A user turns on a new laptop and attempts to log in to specialized software, but receives a message stating that the address is already in use. The user logs on to the old desktop and receives the same message. A technician checks the account and sees a comment that the user requires a specifically allocated address before connecting to the software. Which of the following should the technician do to MOST likely resolve the issue?

- A. Bridge the LAN connection between the laptop and the desktop.
- B. Set the laptop configuration to DHCP to prevent conflicts.
- C. Remove the static IP configuration from the desktop.
- D. Replace the network card in the laptop, as it may be defective.

Answer: C

Explanation:

The new laptop was set up with the static IP it needs to connect to the software. The old desktop is still configured with that IP, hence the conflict.

NEW QUESTION 4

Once weekly a user needs Linux to run a specific open-source application that is not available for the currently installed Windows platform. The user has limited bandwidth throughout the day. Which of the following solutions would be the MOST efficient, allowing for parallel execution of the Linux application and Windows applications?

- A. Install and run Linux and the required application in a PaaS cloud environment
- B. Install and run Linux and the required application as a virtual machine installed under the Windows OS
- C. Use a swappable drive bay for the boot drive and install each OS with applications on its own drive Swap the drives as needed
- D. Set up a dual boot system by selecting the option to install Linux alongside Windows

Answer: B

Explanation:

The user should install and run Linux and the required application as a virtual machine installed under the Windows OS. This solution would allow for parallel execution of the Linux application and Windows applications.

The MOST efficient solution that allows for parallel execution of the Linux application and Windows applications is to install and run Linux and the required application as a virtual machine installed under the Windows OS. This is because it allows you to run both Linux and Windows together without the need to keep the Linux portion confined to a VM window.

NEW QUESTION 5

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

Click on individual tickers to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the 'issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify Resolve drop-down menu.

TEST QUESTION
Show Question
Reset All Answers

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

INSTRUCTIONS

Click on individual tickets to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the 'Issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the 'Verify/Resolve' drop-down menu.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

	Date	Priority	
ing to boot. Screen I...	7/13/2022	High	
o access Z: on my co...	7/13/2022	Low	

Details

No Ticket Selected

Please select a ticket from the list

	Date	Priority	
ing to boot. Screen I...	7/13/2022	High	
o access Z: on my co...	7/13/2022	Low	

Details

#8675309	Open
Priority	High
Category	Technical / Bug Reports
Assigned To	helpdesk@fictional.com
Assigned Date	7/13/2022

Subject PC is failing to boot. Screen is displaying error message, see attachment.

Attachments [bootmgr not found.png](#)

Issue

Resolution

Verify/Resolve

The screenshot displays a helpdesk interface. On the left, a table lists tickets with columns for 'Date' and 'Priority'. The first ticket is titled 'ing to boot. Screen i...' with a date of 7/13/2022 and a priority of 'High'. The second ticket is 'access Z: on my co...' with a date of 7/13/2022 and a priority of 'Low'. The 'Details' panel for ticket #8675309 shows it is 'Open' with a 'High' priority, categorized as 'Technical / Bug Reports', assigned to 'helpdesk@fictional.com', and assigned on 7/13/2022. The subject is 'PC is failing to boot. Screen is displaying error message, see attachment.' An attachment is listed as 'bootmgr not found.png'. Below the details, there are two dropdown menus. The 'Issue' dropdown is open, showing a list of common Windows errors such as 'Corrupt OS', 'Recent Windows Updates', 'Graphics Drive Updates', 'BSOD', 'Printing Issues', 'Limited Network Connectivity', 'Services Failed to Start', 'User Profile is Corrupted', 'Application Crash', 'User cannot access shared resource', and 'URL contains typo'. The 'Resolution' dropdown is also open, showing a list of troubleshooting steps including 'Reinstall Operating System', 'Rollback Updates', 'Rollback Drivers', 'Repair Application', 'Restart Print Spooler', 'Disable Network Adapter', 'Update Network Drivers', 'Refresh DHCP', 'Rebuild Windows Profile', 'Apply Updates', 'Repair Installation', 'Restore from Recovery Partition', 'Remap network drive', 'Verify integrity of disk drive', 'Initiate screen share session with user', 'Windows recovery environment', and 'Inform user of AUP violation'. At the bottom, a 'Verify/Resolve' dropdown is open, showing a list of command-line tools: 'chkdsk', 'dism', 'diskpart', 'sfc', 'dd', 'ctrl + alt + del', 'net use', 'net user', 'netstat', 'netsh', and 'bootrec'. The 'chkdsk' option is highlighted in blue.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application Description automatically generated

Details

#8675309 **Open**

Priority High

Category Technical / Bug Reports

Assigned To helpdesk@fictional.com

Assigned Date 7/13/2022

Subject PC is failing to boot. Screen is displaying error message, see attachment

Attachments [bootmgr not found.png](#)

Issue

Corrupt OS

Resolution

Reinstall Operating System

Verify/Resolve

chkdsk

[Close Ticket](#)

NEW QUESTION 6

A user is experiencing frequent malware symptoms on a Windows workstation. The user has tried several times to roll back the state but the malware persists. Which of the following would MOST likely resolve the issue?

- A. Quarantining system files
- B. Reimaging the workstation
- C. Encrypting the hard drive
- D. Disabling TLS 1.0 support

Answer: C

Explanation:

Encrypting the hard drive would most likely resolve the issue1

NEW QUESTION 7

A user is having issues with document-processing software on a Windows workstation. Other users that log in to the same device do not have the same issue. Which of the following should a technician do to remediate the issue?

- A. Roll back the updates.
- B. Increase the page file.
- C. Update the drivers.
- D. Rebuild the profile.

Answer: D

Explanation:

The issue is specific to the user's profile, so the technician should rebuild the profile. Rebuilding the profile will create a new profile and transfer the user's data to the new profile1

NEW QUESTION 8

A technician is setting up a new laptop for an employee who travels, Which of the following is the BEST security practice for this scenario?

- A. PIN-based login
- B. Quarterly password changes
- C. Hard drive encryption
- D. A physical laptop lock

Answer: C

Explanation:

Encrypting the laptop's hard drive will ensure that any sensitive data stored on the laptop is secure, even if the laptop is lost or stolen. Encryption ensures that the data cannot be accessed by anyone without the correct encryption key. This is an important security measure for any laptop used by an employee who travels, as it helps to protect the data stored on the laptop from unauthorized access.

NEW QUESTION 9

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

Answer: C

Explanation:

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.

NEW QUESTION 10

A desktop specialist needs to prepare a laptop running Windows 10 for a newly hired employee. Which of the following methods should the technician use to refresh the laptop?

- A. Internet-based upgrade
- B. Repair installation
- C. Clean install
- D. USB repair
- E. In place upgrade

Answer: C

Explanation:

The desktop specialist should use a clean install to refresh the laptop. A clean install will remove all data and applications from the laptop and install a fresh copy of Windows 10, ensuring that the laptop is ready for the newly hired employee.

NEW QUESTION 10

A department has the following technical requirements for a new application:

```
Quad Core processor
250GB of hard drive space
6GB of RAM
Touch screens
```

The company plans to upgrade from a 32-bit Windows OS to a 64-bit OS. Which of the following will the company be able to fully take advantage of after the upgrade?

- A. CPU
- B. Hard drive
- C. RAM
- D. Touch screen

Answer: C

Explanation:

<https://www.makeuseof.com/tag/difference-32-bit-64-bit-windows/>

After upgrading from a 32-bit Windows OS to a 64-bit OS, the company will be able to fully take advantage of the RAM of the computer. This is because a 64-bit operating system is able to use larger amounts of RAM compared to a 32-bit operating system, which may benefit the system's overall performance if it has more than 4GB of RAM installed

NEW QUESTION 13

An analyst needs GUI access to server software running on a macOS server. Which of the following options provides the BEST way for the analyst to access the macOS server from the Windows workstation?

- A. RDP through RD Gateway
- B. Apple Remote Desktop
- C. SSH access with SSH keys
- D. VNC with username and password

Answer: B

Explanation:

Apple Remote Desktop is a remote access solution that allows a user to access and control another macOS computer from their Windows workstation. It provides a graphical user interface so that the analyst can easily access the server software running on the macOS server. Apple Remote Desktop also supports file transfers, so the analyst can easily transfer files between the two computers. Additionally, Apple Remote Desktop supports encryption, so data is secure during transmission.

NEW QUESTION 15

A technician receives a ticket indicating the user cannot resolve external web pages. However, specific IP addresses are working. Which of the following does the technician MOST likely need to change on the workstation to resolve the issue?

- A. Default gateway
- B. Host address
- C. Name server
- D. Subnet mask

Answer: A

Explanation:

The technician most likely needs to change the default gateway on the workstation to resolve the issue. The default gateway is the IP address of the router that connects the workstation to the internet, and it is responsible for routing traffic between the workstation and the internet. If the default gateway is incorrect, the workstation will not be able to access external web pages.

NEW QUESTION 16

After a company installed a new SOHO router customers were unable to access the company-hosted public website. Which of the following will MOST likely allow customers to access the website?

- A. Port forwarding
- B. Firmware updates
- C. IP filtering
- D. Content filtering

Answer: B

Explanation:

If customers are unable to access the company-hosted public website after installing a new SOHO router, the company should check for firmware updates. Firmware updates can fix bugs and compatibility issues that may be preventing customers from accessing the website. The company should also ensure that the router is properly configured to allow traffic to the website. If the router is blocking traffic to the website, the company should configure the router to allow traffic to the website.

NEW QUESTION 21

A network administrator is deploying a client certificate to be used for Wi-Fi access for all devices in an organization. The certificate will be used in conjunction with the user's existing username and password. Which of the following BEST describes the security benefits realized after this deployment?

- A. Multifactor authentication will be forced for Wi-Fi.
- B. All Wi-Fi traffic will be encrypted in transit.
- C. Eavesdropping attempts will be prevented.
- D. Rogue access points will not connect.

Answer: B

Explanation:

The security benefits realized after deploying a client certificate to be used for Wi-Fi access for all devices in an organization are that all Wi-Fi traffic will be encrypted in transit. This means that any data transmitted over the Wi-Fi network will be protected from eavesdropping attempts. Rogue access points will not connect to the network because they will not have the client certificate. However, multifactor authentication will not be forced for Wi-Fi because the client certificate is being used in conjunction with the user's existing username and password.

NEW QUESTION 22

A user contacted the help desk to report pop-ups on a company workstation indicating the computer has been infected with 137 viruses and payment is needed to remove them. The user thought the company-provided antivirus software would prevent this issue. The help desk ticket states that the user only receives these messages when first opening the web browser. Which of the following steps would MOST likely resolve the issue? (Select TWO)

- A. Scan the computer with the company-provided antivirus software
- B. Install a new hard drive and clone the user's drive to it
- C. Deploy an ad-blocking extension to the browser.
- D. Uninstall the company-provided antivirus software
- E. Click the link in the messages to pay for virus removal
- F. Perform a reset on the user's web browser

Answer: CF

Explanation:

"The user thought the company-provided antivirus software would prevent this issue."

The most likely steps to resolve the issue are to deploy an ad-blocking extension to the browser and perform a reset on the user's web browser. Ad-blocking extensions can help to prevent pop-ups and other unwanted content from appearing in the browser, and resetting the browser can help to remove any malicious extensions or settings that may be causing the issue.

NEW QUESTION 23

A technician installed a known-good, compatible motherboard on a new laptop. However, the motherboard is not working on the laptop. Which of the following should the technician MOST likely have done to prevent damage?

- A. Removed all jewelry
- B. Completed an inventory of tools before use
- C. Practiced electrical fire safety
- D. Connected a proper ESD strap

Answer: D

Explanation:

The technician should have connected a proper ESD strap to prevent damage to the motherboard. ESD (electrostatic discharge) can cause damage to electronic components, and an ESD strap helps to prevent this by grounding the technician and preventing the buildup of static electricity. Removing all jewelry is also a good practice, but it is not the most likely solution to this problem.

NEW QUESTION 27

A user's mobile phone has become sluggish. A systems administrator discovered several malicious applications on the device and reset the phone. The administrator installed MDM software. Which of the following should the administrator do to help secure the device against this threat in the future? (Select TWO).

- A. Prevent a device root
- B. Disable biometric authentication
- C. Require a PIN on the unlock screen
- D. Enable developer mode
- E. Block a third-party application installation
- F. Prevent GPS spoofing

Answer: CE

Explanation:

To help secure the device against this threat in the future, the administrator should require a PIN on the unlock screen and block a third-party application installation. Requiring a PIN on the unlock screen can help to prevent unauthorized access to the device, while blocking third-party application installation can help to prevent malicious applications from being installed on the device.

NEW QUESTION 32

During a recent flight an executive unexpectedly received several dog and cat pictures while trying to watch a movie via in-flight Wi-Fi on an iPhone. The executive has no records of any contacts sending pictures like these and has not seen these pictures before. To BEST resolve this issue, the executive should:

- A. set AirDrop so that transfers are only accepted from known contacts
- B. completely disable all wireless systems during the flight
- C. discontinue using iMessage and only use secure communication applications
- D. only allow messages and calls from saved contacts

Answer: A

Explanation:

To best resolve this issue, the executive should set AirDrop so that transfers are only accepted from known contacts (option A). AirDrop is a feature on iOS devices that allows users to share files, photos, and other data between Apple devices. By setting AirDrop so that it only accepts transfers from known contacts, the executive can ensure that unwanted files and photos are not sent to their device. Additionally, the executive should ensure that the AirDrop setting is only enabled when it is necessary, as this will protect their device from any unwanted files and photos.

NEW QUESTION 36

The command `cat cor.ptia.txt` was issued on a Linux terminal. Which of the following results should be expected?

- A. The contents of the text `comptia.txt` will be replaced with a new blank document
- B. The contents of the text `compti.txt` would be displayed.
- C. `txt` would be displayed.
- D. The contents of the text `comptia.txt` would be categorized in alphabetical order.
- E. The contents of the text `compti.txt` would be copied to another `compti.txt` file
- F. `txt` would be copied to another `compti.txt` file
- G. `txt` file

Answer: B

Explanation:

The command `cat cor.ptia.txt` was issued on a Linux terminal. This command would display the contents of the text `comptia.txt`.

NEW QUESTION 40

A technician has spent hours trying to resolve a computer issue for the company's Chief Executive Officer (CEO). The CEO needs the device returned as soon as possible. Which of the following steps should the technician take NEXT?

- A. Continue researching the issue
- B. Repeat the iterative processes
- C. Inform the CEO the repair will take a couple of weeks
- D. Escalate the ticket

Answer: D

Explanation:

The technician should escalate the ticket to ensure that the CEO's device is returned as soon as possible.

NEW QUESTION 43

An organization is centralizing support functions and requires the ability to support a remote user's desktop. Which of the following technologies will allow a technician to see the issue along with the user?

- A. RDP
- B. VNC
- C. SSH
- D. VPN

Answer: B

Explanation:

VNC will allow a technician to see the issue along with the user when an organization is centralizing support functions and requires the ability to support a remote user's desktop.

NEW QUESTION 46

A user is attempting to make a purchase at a store using a phone. The user places the phone on the payment pad, but the device does not recognize the phone. The user attempts to restart the phone but still has the same results. Which of the following should the user do to resolve the issue?

- A. Turn off airplane mode while at the register.
- B. Verify that NFC is enabled.
- C. Connect to the store's Wi-Fi network.
- D. Enable Bluetooth on the phone.

Answer: B

Explanation:

The user should verify that NFC is enabled on their phone. NFC is a technology that allows two devices to communicate with each other when they are in close proximity.

NFC (Near Field Communication) technology allows a phone to wirelessly communicate with a payment terminal or other compatible device. In order to use NFC to make a payment or transfer information, the feature must be enabled on the phone. Therefore, the user should verify that NFC is enabled on their phone before attempting to make a payment with it. The other options, such as turning off airplane mode, connecting to Wi-Fi, or enabling Bluetooth, do not pertain to the NFC feature and are unlikely to resolve the issue. This information is covered in the CompTIA A+ Core2 documents/guide under the Mobile Devices section.

NEW QUESTION 50

A systems administrator is tasked with configuring desktop systems to use a new proxy server that the organization has added to provide content filtering. Which of the following Windows utilities IS the BEST choice for accessing the necessary configuration to complete this goal?

- A. Security and Maintenance
- B. Network and Sharing Center
- C. Windows Defender Firewall
- D. Internet Options

Answer: D

Explanation:

The best choice for accessing the necessary configuration to configure the desktop systems to use a new proxy server is the Internet Options utility. This utility can be found in the Control Panel and allows you to configure the proxy settings for your network connection. As stated in the CompTIA A+ Core 2 exam objectives, technicians should be familiar with the Internet Options utility and how to configure proxy settings.

NEW QUESTION 54

Which of the following Wi-Fi protocols is the MOST secure?

- A. WPA3
- B. WPA-AES
- C. WEP
- D. WPA-TKIP

Answer: A

Explanation:

[https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-\(3-0\)](https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-(3-0))

NEW QUESTION 55

In which of the following scenarios would remote wipe capabilities MOST likely be used? (Select TWO).

- A. A new IT policy requires users to set up a lock screen PIN.
- B. A user is overseas and wants to use a compatible international SIM Card.
- C. A user left the phone at home and wants to prevent children from gaining access to the phone.
- D. A user traded in the company phone for a cell carrier upgrade by mistake.
- E. A user cannot locate the phone after attending a play at a theater.
- F. A user forgot the phone in a taxi, and the driver called the company to return the device.

Answer: EF

Explanation:

Remote wipe capabilities are used to erase all data on a mobile device remotely. This can be useful in situations where a device is lost or stolen, or when sensitive data needs to be removed from a device. Remote wipe capabilities are most likely to be used in the following scenarios:

E. A user cannot locate the phone after attending a play at a theater. F. A user forgot the phone in a taxi, and the driver called the company to return the device. In scenario E, remote wipe capabilities would be used to prevent unauthorized access to the device and to protect sensitive data. In scenario F, remote wipe capabilities would be used to erase all data on the device before it is returned to the user.

NEW QUESTION 59

An Android user reports that when attempting to open the company's proprietary mobile application it immediately closes. The user states that the issue persists, even after rebooting the phone. The application contains critical information that cannot be lost. Which of the following steps should a systems administrator attempt FIRST?

- A. Uninstall and reinstall the application
- B. Reset the phone to factory settings
- C. Install an alternative application with similar functionality
- D. Clear the application cache.

Answer: D

Explanation:

The systems administrator should clear the application cache
If clearing the application cache does not work, the systems administrator should uninstall and reinstall the application
Resetting the phone to factory settings is not necessary at this point
Installing an alternative application with similar functionality is not necessary at this point

NEW QUESTION 64

A technician needs to document who had possession of evidence at every step of the process. Which of the following does this process describe?

- A. Rights management
- B. Audit trail
- C. Chain of custody
- D. Data integrity

Answer: C

Explanation:

The process of documenting who had possession of evidence at every step of the process is called chain of custody

NEW QUESTION 67

Which of the following is the MOST cost-effective version of Windows 10 that allows remote access through Remote Desktop?

- A. Home
- B. Pro for Workstations
- C. Enterprise
- D. Pro

Answer: D

Explanation:

The most cost-effective version of Windows 10 that allows remote access through Remote Desktop is Windows 10 Pro. Windows 10 Pro includes Remote Desktop, which allows users to connect to a remote computer and access its desktop, files, and applications. Windows 10 Home does not include Remote Desktop, while Windows 10 Pro for Workstations and Windows 10 Enterprise are more expensive versions of Windows 10 that include additional features for businesses

NEW QUESTION 72

A technician received a call stating that all files in a user's documents folder appear to be Changed, and each of the files now has a .lock file extension Which of the following actions is the FIRST step the technician should take?

- A. Run a live disk clone.
- B. Run a full antivirus scan.
- C. Use a batch file to rename the files
- D. Disconnect the machine from the network

Answer: D

Explanation:

The CompTIA A+ Core 2 220-1102 exam covers this topic in the following domains: 1.2 Given a scenario, use appropriate resources to support users and 1.3 Explain the importance of security awareness.

NEW QUESTION 75

Which of the following is a data security standard for protecting credit cards?

- A. PHI
- B. NIST
- C. PCI
- D. GDPR

Answer: C

Explanation:

The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment.

NEW QUESTION 76

A technician is asked to resize a partition on the internal storage drive of a computer running macOS. Which of the following tools should the technician use to accomplish this task?

- A. Console
- B. Disk Utility
- C. Time Machine
- D. FileVault

Answer: B

Explanation:

The technician should use Disk Utility to resize a partition on the internal storage drive of a computer running macOS. Disk Utility is a built-in utility that allows users to manage disks, partitions, and volumes on a Mac. It can be used to resize, create, and delete partitions, as well as to format disks and volumes.

NEW QUESTION 81

Following the latest Windows update PDF files are opening in Microsoft Edge instead of Adobe Reader. Which of the following utilities should be used to ensure all PDF files open in Adobe Reader?

- A. Network and Sharing Center
- B. Programs and Features
- C. Default Apps
- D. Add or Remove Programs

Answer: C

Explanation:

Default Apps should be used to ensure all PDF files open in Adobe Reader1

NEW QUESTION 86

A company is Issuing smartphones to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?

- A. Anti-malware
- B. Remote wipe
- C. Locator applications
- D. Screen lock

Answer: B

Explanation:

This is because remote wipe allows the data on the smartphone to be erased remotely, which helps to ensure that sensitive data does not fall into the wrong hands.

NEW QUESTION 87

A police officer often leaves a workstation for several minutes at a time. Which of the following is the BEST way the officer can secure the workstation quickly when walking away?

- A. Use a key combination to lock the computer when leaving.
- B. Ensure no unauthorized personnel are in the area.
- C. Configure a screensaver to lock the computer automatically after approximately 30 minutes of inactivity.
- D. Turn off the monitor to prevent unauthorized visibility of information.

Answer: A

Explanation:

The BEST way to secure the workstation quickly when walking away is to use a key combination to lock the computer when leaving1

NEW QUESTION 91

A desktop support technician is tasked with migrating several PCs from Windows 7 Pro to Windows 10 Pro, The technician must ensure files and user preferences are retained, must perform the operation locally, and should migrate one station at a time. Which of the following methods would be MOST efficient?

- A. Golden image
- B. Remote network install
- C. In-place upgrade
- D. Clean install

Answer: C

Explanation:

An in-place upgrade is the most efficient method for migrating from Windows 7 Pro to Windows 10 Pro, as it will retain all user files and preferences, can be done locally, and can be done one station at a time. An in-place upgrade involves installing the new version of Windows over the existing version, and can be done quickly and easily.

NEW QUESTION 96

A technician is unable to join a Windows 10 laptop to a domain Which of the following is the MOST likely reason?

- A. The domain's processor compatibility is not met
- B. The laptop has Windows 10 Home installed
- C. The laptop does not have an onboard Ethernet adapter
- D. The Laptop does not have all current Windows updates installed

Answer: B

Explanation:

[https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-\(3-0\)](https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-(3-0))

NEW QUESTION 97

Which of the following is an example of MFA?

- A. Fingerprint scan and retina scan

- B. Password and PIN
- C. Username and password
- D. Smart card and password

Answer: D

Explanation:

Smart card and password is an example of two-factor authentication (2FA), not multi-factor authentication (MFA). MFA requires two or more authentication factors. Smart card and password is an example of two-factor authentication (2FA)2

NEW QUESTION 98

Which of the following is the MOST important environmental concern inside a data center?

- A. Battery disposal
- B. Electrostatic discharge mats
- C. Toner disposal
- D. Humidity levels

Answer: D

Explanation:

One of the most important environmental concerns inside a data center is the level of humidity. High levels of humidity can cause condensation, which can result in corrosion of components and other equipment. Low levels of humidity can cause static electricity to build up, potentially leading to electrostatic discharge (ESD) and damage to components. Therefore, it is crucial to maintain a relative humidity range of 40-60% in a data center to protect the equipment and ensure proper operation.

NEW QUESTION 101

A user reports a computer is running slow. Which of the following tools will help a technician identify the issued

- A. Disk Cleanup
- B. Group Policy Editor
- C. Disk Management
- D. Resource Monitor

Answer: D

Explanation:

Resource Monitor will help a technician identify the issue when a user reports a computer is running slow1

NEW QUESTION 102

Which of the following should be used to control security settings on an Android phone in a domain environment?

- A. MDM
- B. MFA
- C. ACL
- D. SMS

Answer: A

Explanation:

The best answer to control security settings on an Android phone in a domain environment is to use "Mobile Device Management (MDM)". MDM is a type of software that is used to manage and secure mobile devices such as smartphones and tablets. MDM can be used to enforce security policies, configure settings, and remotely wipe data from devices. In a domain environment, MDM can be used to manage Android phones and enforce security policies such as password requirements, encryption, and remote wipe capabilities12

NEW QUESTION 105

A technician receives a call from a user who is on vacation. The user provides the necessary credentials and asks the technician to log in to the users account and read a critical email that the user has been expecting. The technician refuses because this is a violation of the:

- A. acceptable use policy.
- B. regulatory compliance requirements.
- C. non-disclosure agreement
- D. incident response procedures

Answer: A

Explanation:

Logging into a user's account without their explicit permission is a violation of the acceptable use policy, which outlines the rules and regulations by which a user must abide while using a computer system. By logging into the user's account without their permission, the technician would be violating this policy. Additionally, this action could be seen as a breach of confidentiality, as the technician would have access to information that should remain confidential.

NEW QUESTION 109

A suite of security applications was installed a few days ago on a user's home computer. The user reports that the computer has been running slowly since the installation. The user notices the hard drive activity light is constantly solid. Which of the following should be checked FIRST?

- A. Services in Control Panel to check for overutilization
- B. Performance Monitor to check for resource utilization

- C. System File Checker to check for modified Windows files
- D. Event Viewer to identify errors

Answer: C

Explanation:

System File Checker to check for modified Windows files. System File Checker (SFC) is a Windows utility that can be used to scan for and restore corrupt Windows system files. SFC can be used to detect and fix any modified or corrupted system files on a computer, and thus should be checked first when a user reports that their computer has been running slowly since the installation of security applications [1][2]. By checking SFC, any modified or corrupted system files can be identified and fixed, potentially improving the overall performance of the computer.

NEW QUESTION 111

A user corrects a laptop that is running Windows 10 to a docking station with external monitors when working at a desk. The user would like to close the laptop when it is docked, but the user reports it goes to sleep when it is closed. Which of the following is the BEST solution to prevent the laptop from going to sleep when it is closed and on the docking station?

- A. Within the Power Options of the Control Panel utility click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the Plugged In category to Never
- B. Within the Power Options of the Control Panel utility, click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the On Battery category to Never
- C. Within the Power Options of the Control Panel utility select the option Choose When to Turn Off the Display and select Turn Off the Display under the Plugged In category to Never
- D. Within the Power Options of the Control Panel utility, select the option Choose What Closing the Lid Does and select When I Close the Lid under the Plugged in category to Do Nothing

Answer: D

Explanation:

The laptop has an additional option under power and sleep settings that desktops do not have. Switching to do nothing prevents the screen from turning off when closed.

NEW QUESTION 116

A technician is installing a new business application on a user's desktop computer. The machine is running Windows 10 Enterprise 32-bit operating system. Which of the following files should the technician execute in order to complete the installation?

- A. Installer_x64.exe
- B. Installer_Files.zip
- C. Installer_32.msi
- D. Installer_x86.exe
- E. Installer_Win10Enterprise.dmg

Answer: D

Explanation:

The 32-bit operating system can only run 32-bit applications, so the technician should execute the 32-bit installer. The "x86" in the file name refers to the 32-bit architecture.

<https://www.digitaltrends.com/computing/32-bit-vs-64-bit-operating-systems/>

NEW QUESTION 118

A user calls the help desk to report that none of the files on a PC will open. The user also indicates a program on the desktop is requesting payment in exchange for file access. A technician verifies the user's PC is infected with ransomware. Which of the following should the technician do FIRST?

- A. Scan and remove the malware
- B. Schedule automated malware scans
- C. Quarantine the system
- D. Disable System Restore

Answer: C

Explanation:

The technician should quarantine the system first.

NEW QUESTION 121

A company needs to securely dispose of data stored on optical discs. Which of the following is the MOST effective method to accomplish this task?

- A. Degaussing
- B. Low-level formatting
- C. Recycling
- D. Shredding

Answer: D

Explanation:

Shredding is the most effective method to securely dispose of data stored on optical discs. 12 References: 4. How Can I Safely Destroy Sensitive Data CDs/DVDs? - How-To Geek. Retrieved from

<https://www.howtogeek.com/174307/how-can-i-safely-destroy-sensitive-data-cdsdvs/> 5. Disposal — UK Data Service. Retrieved from

<https://ukdataservice.ac.uk/learning-hub/research-data-management/store-your-data/disposal/>

NEW QUESTION 124

A user is setting up a computer for the first time and would like to create a secondary login with permissions that are different than the primary login. The secondary login will need to be protected from certain content such as games and websites. Which of the following Windows settings should the user utilize to create the secondary login?

- A. Privacy
- B. Accounts
- C. Personalization
- D. Shared resources

Answer: B

Explanation:

To create a secondary login with different permissions in Windows 10, the user should utilize the Accounts setting. Here are the steps to create a new user account with different permissions:

- Right-click the Windows Start menu button.
- Select Control Panel.
- Select User Accounts.
- Select Manage another account.
- Select Add a new user in PC settings.
- Use the Accounts dialog box to configure a new account.1

NEW QUESTION 129

A technician is configuring a new Windows laptop Corporate policy requires that mobile devices make use of full disk encryption at all times Which of the following encryption solutions should the technician choose?

- A. Encrypting File System
- B. FileVault
- C. BitLocker
- D. Encrypted LVM

Answer: A

Explanation:

The encryption solution that the technician should choose when configuring a new Windows laptop and corporate policy requires that mobile devices make use of full disk encryption at all times is BitLocker. This is because BitLocker is a full-disk encryption feature that encrypts all data on a hard drive and is included with Windows

NEW QUESTION 134

An incident handler needs to preserve evidence for possible litigation. Which of the following will the incident handler MOST likely do to preserve the evidence?

- A. Encrypt the files
- B. Clone any impacted hard drives
- C. Contact the cyber insurance company
- D. Inform law enforcement

Answer: B

Explanation:

The incident handler should clone any impacted hard drives to preserve evidence for possible litigation1

NEW QUESTION 137

A user calls the help desk and reports a workstation is infected with malicious software. Which of the following tools should the help desk technician use to remove the malicious software? (Select TWO).

- A. File Explorer
- B. User Account Control
- C. Windows Backup and Restore
- D. Windows Firewall
- E. Windows Defender
- F. Network Packet Analyzer

Answer: AE

Explanation:

The correct answers are E. Windows Defender and A. File Explorer. Windows Defender is a built-in antivirus program that can detect and remove malicious software from a workstation. File Explorer can be used to locate and delete files associated with the malicious software1

NEW QUESTION 142

A Microsoft Windows PC needs to be set up for a user at a target corporation. The user will need access to the corporate domain to access email and shared drives. Which of the following versions of Windows would a technician MOST likely deploy for the user?

- A. Windows Enterprise Edition
- B. Windows Professional Edition
- C. Windows Server Standard Edition
- D. Windows Home Edition

Answer: B

Explanation:

The Windows Professional Edition is the most likely version that a technician would deploy for a user at a target corporation. This version of Windows is designed for business use and provides the necessary features and capabilities that a user would need to access the corporate domain, such as email and shared drives.

NEW QUESTION 143

Which of the following must be maintained throughout the forensic evidence life cycle when dealing with a piece of evidence?

- A. Acceptable use
- B. Chain of custody
- C. Security policy
- D. Information management

Answer: B

Explanation:

The aspect of forensic evidence life cycle that must be maintained when dealing with a piece of evidence is chain of custody. This is because chain of custody is the documentation of the movement of evidence from the time it is collected to the time it is presented in court, and it is important to maintain the integrity of the evidence

NEW QUESTION 148

A user reports that a PC seems to be running more slowly than usual. A technician checks system resources, but disk, CPU, and memory usage seem to be fine. The technician sees that GPU temperature is extremely high. Which of the following types of malware is MOST likely to blame?

- A. Spyware
- B. Cryptominer
- C. Ransomware
- D. Boot sector virus

Answer: B

Explanation:

The type of malware that is most likely to blame for a PC running more slowly than usual and having an extremely high GPU temperature is a "cryptominer". Cryptominers are a type of malware that use the resources of a computer to mine cryptocurrency. This can cause the computer to run more slowly than usual and can cause the GPU temperature to rise. Spyware is a type of malware that is used to spy on a user's activities, but it does not typically cause high GPU temperatures. Ransomware is a type of malware that encrypts a user's files and demands payment to unlock them, but it does not typically cause high GPU temperatures. Boot sector viruses are a type of malware that infects the boot sector of a hard drive, but they do not typically cause high GPU temperatures¹²

NEW QUESTION 152

A user reports that the hard drive activity light on a Windows 10 desktop computer has been steadily lit for more than an hour, and performance is severely degraded. Which of the following tabs in Task Manager would contain the information a technician would use to identify the cause of this issue?

- A. Services
- B. Processes
- C. Performance
- D. Startup

Answer: B

Explanation:

Processes tab in Task Manager would contain the information a technician would use to identify the cause of this issue. The Processes tab in Task Manager displays all the processes running on the computer, including the CPU and memory usage of each process. The technician can use this tab to identify the process that is causing the hard drive activity light to remain lit and the performance degradation¹

NEW QUESTION 156

Which of the following should be done NEXT?

- A. Send an email to Telecom to inform them of the issue and prevent recurrence.
- B. Close the ticket out.
- C. Tell the user to take time to fix it themselves next time.
- D. Educate the user on the solution that was performed.

Answer: D

Explanation:

educating the user on the solution that was performed is a good next step after resolving an issue. This can help prevent similar issues from happening again and empower users to solve problems on their own.

NEW QUESTION 159

A technician is upgrading the backup system for documents at a high-volume law firm. The current backup system can retain no more than three versions of full backups before failing. The law firm is not concerned about restore times but asks the technician to retain more versions when possible. Which of the following backup methods should the technician MOST likely implement?

- A. Full
- B. Mirror
- C. Incremental

D. Differential

Answer: C

Explanation:

The law firm wants to retain more versions of the backups when possible, so the best backup method for the technician to implement in this scenario would be Incremental backup. Incremental backups only save the changes made since the last backup, which allows for more frequent backups and minimizes the amount of storage required. This would allow the law firm to retain more than three versions of backups without risking backup failure.

To retain more versions of backups, the technician should implement an Incremental backup method.

An incremental backup method only backs up the data that has changed since the last backup, so it requires less storage space than a full backup.

NEW QUESTION 164

A user receives a notification indicating the antivirus protection on a company laptop is out of date. A technician is able to ping the user's laptop. The technician checks the antivirus parent servers and sees the latest signatures have been installed. The technician then checks the user's laptop and finds the antivirus engine and definitions are current. Which of the following has MOST likely occurred?

- A. Ransomware
- B. Failed OS updates
- C. Adware
- D. Missing system files

Answer: B

Explanation:

The most likely reason for the antivirus protection on a company laptop being out of date is failed OS updates. Antivirus software relies on the operating system to function properly. If the operating system is not up-to-date, the antivirus software may not function properly and may not be able to receive the latest virus definitions and updates. Therefore, it is important to keep the operating system up-to-date to ensure the antivirus software is functioning properly.

NEW QUESTION 167

A technician is working with a company to determine the best way to transfer sensitive personal information between offices when conducting business. The company currently uses USB drives and is resistant to change. The company's compliance officer states that all media at rest must be encrypted. Which of the following would be the BEST way to secure the current workflow?

- A. Deploy a secondary hard drive with encryption on the appropriate workstation
- B. Configure a hardened SFTP portal for file transfers between file servers
- C. Require files to be individually password protected with unique passwords
- D. Enable BitLocker To Go with a password that meets corporate requirements

Answer: D

Explanation:

The BEST way to secure the current workflow of transferring sensitive personal information between offices when conducting business is to enable BitLocker To Go with a password that meets corporate requirements. This is because BitLocker To Go is a full-disk encryption feature that encrypts all data on a USB drive, which is what the company currently uses, and requires a password to access the data.

NEW QUESTION 172

Which of the following provide the BEST way to secure physical access to a data center server room? (Select TWO).

- A. Biometric lock
- B. Badge reader
- C. USB token
- D. Video surveillance
- E. Locking rack
- F. Access control vestibule

Answer: AB

Explanation:

A biometric lock requires an authorized user to provide a unique biometric identifier, such as a fingerprint, in order to gain access to the server room. A badge reader requires an authorized user to swipe an access card in order to gain access. Both of these methods ensure that only authorized personnel are able to access the server room. Additionally, video surveillance and access control vestibules can be used to further secure the server room. Finally, a locking rack can be used to physically secure the servers, so that they cannot be accessed without the appropriate key.

NEW QUESTION 174

A small business owner wants to install newly purchased software on all networked PCs. The network is not configured as a domain, and the owner wants to use the easiest method possible. Which of the following is the MOST deficient way for the owner to install the application?

- A. Use a network share to share the installation files.
- B. Save software to an external hard drive to install.
- C. Create an imaging USB for each PC.
- D. Install the software from the vendor's website

Answer: B

Explanation:

Saving software to an external hard drive and installing it on each individual PC is the most inefficient method for the small business owner. This method requires manual intervention on each PC, and there is a higher risk of error or inconsistencies between PCs. Additionally, if the software needs to be updated or reinstalled

in the future, this process would need to be repeated on each PC.

NEW QUESTION 179

A company wants to remove information from past users' hard drives in order to reuse the hard drives. Which of the following is the MOST secure method?

- A. Reinstalling Windows
- B. Performing a quick format
- C. Using disk-wiping software
- D. Deleting all files from command-line interface

Answer: C

Explanation:

Using disk-wiping software is the most secure method for removing information from past users' hard drives in order to reuse the hard drives. Disk-wiping software can help to ensure that all data on the hard drive is completely erased and cannot be recovered.

NEW QUESTION 183

A technician is setting up a backup method on a workstation that only requires two sets of tapes to restore. Which of the following would BEST accomplish this task?

- A. Differential backup
- B. Off-site backup
- C. Incremental backup
- D. Full backup

Answer: D

Explanation:

To accomplish this task, the technician should use a Full backup method.

A full backup only requires two sets of tapes to restore because it backs up all the data from the workstation. With a differential backup, the backups need to be taken multiple times over a period of time, so more tapes would be needed to restore the data.

NEW QUESTION 186

A user in a corporate office reports the inability to connect to any network drives. No other users have reported this issue. Which of the following is the MOST likely reason the user is having this issue?

- A. The user is not connected to the VPN.
- B. The file server is offline.
- C. A low battery is preventing the connection.
- D. The log-in script failed.

Answer: A

NEW QUESTION 191

A technician wants to enable BitLocker on a Windows 10 laptop and is unable to find the BitLocker Drive Encryption menu item in Control Panel. Which of the following explains why the technician is unable to find this menu item?

- A. The hardware does not meet BitLocker's minimum system requirements.
- B. BitLocker was renamed for Windows 10.
- C. BitLocker is not included on Windows 10 Home.
- D. BitLocker was disabled in the registry of the laptop.

Answer: C

Explanation:

BitLocker is only available on Windows 10 Pro, Enterprise, and Education editions. Therefore, the technician is unable to find the BitLocker Drive Encryption menu item in Control Panel because it is not included in the Windows 10 Home edition.

NEW QUESTION 192

A technician is setting up a desktop computer in a small office. The user will need to access files on a drive shared from another desktop on the network. Which of the following configurations should the technician employ to achieve this goal?

- A. Configure the network as private
- B. Enable a proxy server
- C. Grant the network administrator role to the user
- D. Create a shortcut to public documents

Answer: A

Explanation:

The technician should configure the network as private to allow the user to access files on a drive shared from another desktop on the network.

NEW QUESTION 193

Which of the following change management documents includes how to uninstall a patch?

- A. Purpose of change

- B. Rollback plan
- C. Scope of change
- D. Risk analysis

Answer: B

Explanation:

The change management document that includes how to uninstall a patch is called the "rollback plan". The rollback plan is a document that outlines the steps that should be taken to undo a change that has been made to a system. In the case of a patch, the rollback plan would include instructions on how to uninstall the patch if it causes problems or conflicts with other software¹²

NEW QUESTION 195

While assisting a customer with an issue, a support representative realizes the appointment is taking longer than expected and will cause the next customer meeting to be delayed by five minutes. Which of the following should the support representative do NEXT?

- A. Send a quick message regarding the delay to the next customer.
- B. Cut the current customer's time short and rush to the next customer.
- C. Apologize to the next customer when arriving late.
- D. Arrive late to the next meeting without acknowledging the time.

Answer: A

Explanation:

The support representative should send a quick message regarding the delay to the next customer. This will help the next customer understand the situation and adjust their schedule accordingly.

NEW QUESTION 199

A developer is creating a shell script to automate basic tasks in Linux. Which of the following file types are supported by default?

- A. .py
- B. .js
- C. .vbs
- D. .sh

Answer: D

Explanation:

<https://www.educba.com/shell-scripting-in-linux/>

NEW QUESTION 200

Security software was accidentally uninstalled from all servers in the environment. After requesting the same version of the software be reinstalled, the security analyst learns that a change request will need to be filled out. Which of the following is the BEST reason to follow the change management process in this scenario?

- A. Owners can be notified a change is being made and can monitor it for performance impact
- B. Most Voted
- C. A risk assessment can be performed to determine if the software is needed.
- D. End users can be aware of the scope of the change.
- E. A rollback plan can be implemented in case the software breaks an application.

Answer: A

Explanation:

change management process can help ensure that owners are notified of changes being made and can monitor them for performance impact (A). This can help prevent unexpected issues from arising.

NEW QUESTION 205

A technician is setting up a SOHO wireless router. The router is about ten years old. The customer would like the most secure wireless network possible. Which of the following should the technician configure?

- A. WPA2 with TKIP
- B. WPA2 with AES
- C. WPA3withAES-256
- D. WPA3 with AES-128

Answer: B

Explanation:

This is because WPA2 with AES is the most secure wireless network configuration that is available on a ten-year-old SOHO wireless router.

NEW QUESTION 206

A user received the following error upon visiting a banking website:

The security presented by website was issued a different website' s address . A technician should instruct the user to:

- A. clear the browser cache and contact the bank.
- B. close out of the site and contact the bank.
- C. continue to the site and contact the bank.

D. update the browser and contact the bank.

Answer: A

Explanation:

The technician should instruct the user to clear the browser cache and contact the bank (option A). This error indicates that the website the user is visiting is not the correct website and is likely due to a cached version of the website being stored in the user's browser. Clearing the browser cache should remove any stored versions of the website and allow the user to access the correct website. The user should also contact the bank to confirm that they are visiting the correct website and to report the error.

NEW QUESTION 209

A technician is investigating an employee's smartphone that has the following symptoms

- The device is hot even when it is not in use.
- Applications crash, especially when others are launched
- Certain applications, such as GPS, are in portrait mode when they should be in landscape mode

Which of the following can the technician do to MOST likely resolve these issues with minimal impact? (Select TWO).

- A. Turn on autorotation
- B. Activate airplane mode.
- C. Close unnecessary applications
- D. Perform a factory reset
- E. Update the device's operating system
- F. Reinstall the applications that have crashed.

Answer: AC

Explanation:

The technician can close unnecessary applications and turn on autorotation to resolve these issues with minimal impact. Autorotation can help the device to switch between portrait and landscape modes automatically. Closing unnecessary applications can help to free up the device's memory and reduce the device's temperature¹

NEW QUESTION 213

A user is unable to use any internet-related functions on a smartphone when it is not connected to Wi-Fi. When the smartphone is connected to Wi-Fi the user can browse the internet and send and receive email. The user is also able to send and receive text messages and phone calls when the smartphone is not connected to Wi-Fi. Which of the following is the MOST likely reason the user is unable to use the internet on the smartphone when it is not connected to Wi-Fi?

- A. The smartphone's line was not provisioned with a data plan
- B. The smartphone's SIM card has failed
- C. The smartphone's Bluetooth radio is disabled.
- D. The smartphone has too many applications open

Answer: A

Explanation:

The smartphone's line was not provisioned with a data plan. The user is unable to use any internet-related functions on the smartphone when it is not connected to Wi-Fi because the smartphone's line was not provisioned with a data plan. The user can send and receive text messages and phone calls when the smartphone is not connected to Wi-Fi because these functions do not require an internet connection¹

NEW QUESTION 218

A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

- A. Run a startup script that removes files by name.
- B. Provide a sample to the antivirus vendor.
- C. Manually check each machine.
- D. Monitor outbound network traffic.

Answer: C

Explanation:

The most effective way to check other machines on the network for this unknown threat is to manually check each machine. This can help to identify any other machines that may be infected with the unknown virus and allow them to be cleaned.

NEW QUESTION 221

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