

CompTIA

Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2



NEW QUESTION 1

A security team is auditing a company's network logs and notices that a USB drive was previously inserted into several of the servers. Many login attempts were then successfully performed using common login information.

Which of the following actions should be taken to close the vulnerability? (Select two.)

- A. Disable guest account
- B. Remove admin permissions
- C. Modify AutoRun settings
- D. Change default credentials
- E. Run OS security updates
- F. Install a software firewall

Answer: AC

NEW QUESTION 2

A customer purchased a 3TB HDD to use with a Windows 7 PC and wants to have letter "J" assigned only to the drive. Which of the following types of partitioning should be performed to give the customer full use of the 3 TB drive?

- A. GPT
- B. Dynamic
- C. Basic
- D. Extended

Answer: A

NEW QUESTION 3

A SOHO technician recently moved some data from one server to another to increase storage capacity. Several users are now reporting they cannot access certain shares on the network. When the users attempt to access the shares, they get the following error: Access Denied. The technician confirms the users are all in the proper security groups and have the proper access, but they are still unable to access the shares. Which of the following are the MOST likely reasons for these issues? (Select two.)

- A. Administrative share permissions
- B. Mapped drives
- C. Group Policy hours restriction
- D. Denied write/delete permissions
- E. Disabled proxy settings

Answer: BD

NEW QUESTION 4

A company has hired a new IT firm to manage its network switches and routers.

The firm is geographically separated from the company and will need to be able to securely access the devices. Which of the following will provide the ability to access these devices?

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

Answer: B

NEW QUESTION 5

An employee contacts the help desk because the battery in a company-provided smartphone lasts only a short period of time when the worker is in the office.

Which of the following would MOST likely reduce this symptom? (Select TWO).

- A. Close applications when tasks are completed.
- B. Increase the time to dim the screen automatically.
- C. Increase the frequency for syncing corporate email.
- D. Set the smartphone display to maximum brightness.
- E. Connect to the office WiFi network automatically.
- F. Disable 802.11ac and use mobile data exclusively.

Answer: AE

NEW QUESTION 6

A technician has identified malware on a user's system. Which of the following should the technician do NEXT according to malware removal best practices?

- A. Enable System Restore and create a restore point so no data is lost
- B. Educate the user about how to avoid malware in the future
- C. Update the antivirus software and run a full system scan
- D. Move the infected system to a lab with no network connectivity

Answer: D

NEW QUESTION 7

A user is trying to install a very large .dmg file on a Windows computer but is receiving an error message. Which of the following is causing the error?

- A. Small hard drive
- B. Insufficient RAM
- C. OS compatibility
- D. Folder permissions

Answer: C

NEW QUESTION 8

A technician is disposing of computer hardware that contains PHI. The drive must be reusable. Which of the following methods should be used?

- A. Degauss
- B. Drive wipe
- C. Standard format
- D. Low-level format

Answer: B

NEW QUESTION 9

A user is attempting to install an application and receives an error stating there is not enough space to install the application. Which of the following did the user overlook?

- A. Installation method
- B. System requirements
- C. OS compatibility
- D. File permissions

Answer: B

NEW QUESTION 10

Joe, a customer, calls a technician to report a remote computer is demonstrate erratic behavior while he is working on it. The technician verifies the files and directories Joe is working on locally cannot be open in any application, and the computer is extremely slow. Which of the following is the MOST likely cause of this issue?

- A. Files disappearing
- B. File permission changes
- C. Application crash
- D. Too many start items

Answer: A

NEW QUESTION 10

A technician is working on a user's workstation and notices a lot of unknown processes running in the background. The user informs the technician that an application was recently downloaded from the Internet. Which of the following types of infection does the user MOST likely have?

- A. Rootkit
- B. Keylogger
- C. Trojan
- D. Ransomware

Answer: A

NEW QUESTION 15

Which of the following Windows OS technologies is used to store remote data accessed via a WAN connection on local servers for user access?

- A. BranchCache
- B. Swap partition
- C. Domain access
- D. Proxy server

Answer: A

NEW QUESTION 16

An administrator is setting up a Windows terminal server. Which of the following settings should the administrator modify to increase server security? (Select two.)

- A. Change the default access port
- B. Enforce password complexity
- C. Put the terminal server into the router's DMZ
- D. Disable logon time restrictions
- E. Block all unused ports on the LAN smart switch
- F. Use the local client certificate for server authentication

Answer: BE

NEW QUESTION 19

A user calls a technician to report issues when logging in to a vendor's website. The technician is able to log in successfully before going to the office. However, the technician is unable to log in when in the user's office. The user also informs the technician of strange pop-up notifications. Which of the following are the MOST likely causes of these issues? (Choose two.)

- A. System files have been deleted
- B. Proxy settings are configured improperly
- C. The OS has been updated recently
- D. There are disabled services on the vendor website
- E. Program file permissions have changed recently
- F. There is a rogue anti-malware program

Answer: BF

NEW QUESTION 20

Which of the following can be applied directly to an organizational unit in Active Directory to provide security to both the user and the machine?

- A. Folder Redirection
- B. Group Policy
- C. Security Groups
- D. Home Folder

Answer: C

NEW QUESTION 25

A small business has an open wireless network so vendors can connect to the network without logging in. The business owners are concerned that a nearby company is connecting and using the wireless connection without permission. If the small business requires that the network remain open, which of the following configuration settings should be changed to address these concerns?

- A. Default SSID
- B. MAC filtering
- C. Power levels
- D. Content filtering
- E. Firewall

Answer: C

NEW QUESTION 27

A user who is running Windows 10 logs into a machine and notices that shared drives are missing, the "My Documents" folder is empty, and personal settings are reset. Which of the following would be required to resolve the issue?

- A. Remove the registry entry and rename the local account folder
- B. Delete or rename the local user folder
- C. Run DISM and re-add the local power user account
- D. Remove the user account in Credential Manager and restart the PC

Answer: C

NEW QUESTION 30

Which of the following steps should a technician take FIRST to prevent an electrical hazard when repairing a PC?

- A. Put on an ESD strap.
- B. Place components on an ESD mat
- C. Disconnect the power before servicing the PC
- D. Place the PC on a grounded work bench

Answer: C

NEW QUESTION 32

Which of the following BEST describes the Guest account on a Windows system?

- A. This account is designed to have the ability to set permissions for other users on the system
- B. Users of this account have the capability to perform any operation or task on the system.
- C. This account is designed to provide basic permission for completing common daily task
- D. Users of this account are restricted from performing things like installing new software.
- E. This account is designed for users who require specific administrator rights or permission
- F. Users of this account are restricted from installing software but can change time zones.
- G. This account is designed for users who require temporary access to a computer and do not need to store user-specific settings
- H. Users of this account have very limited permissions.

Answer: D

NEW QUESTION 37

A desktop technician is attempting to upgrade several machines to Windows 10. After releasing there is only one disc for the installation, the technician decides to upgrade over the network. Which of the following boot methods initiates such an upgrade?

- A. SSD
- B. Optical drive
- C. Flash drive
- D. PXE

Answer: D

NEW QUESTION 40

Which of the following would MOST likely contain troubleshooting guides?

- A. Acceptable use policy
- B. Topology diagram
- C. Knowledge base
- D. Incident documentation

Answer: C

NEW QUESTION 42

Ann, a user, is attempting to log in to her email service from a third-party email client on her phone. When Ann enters her usual username and password, she receives an error message saying the credentials are invalid.

Ann then decides to reset her email password, but after the reset, the new credentials still do not work in the third-party email client.

Which of the following settings or features is responsible for the problems Ann is experiencing?

- A. Full device encryption
- B. Account lock
- C. Multifactor authentication
- D. Strong password requirements

Answer: C

NEW QUESTION 46

A company has just experienced a data breach that affected all mobile devices. Which of the following would BEST secure access to users' mobile devices? (Select TWO).

- A. Full device encryption
- B. Remote backup application
- C. SSO authentication
- D. Device profiles update
- E. OS security updates
- F. Biometric authentication

Answer: AF

NEW QUESTION 47

A project team is organized to implement a new wireless solution for a school. The team has already done the network diagrams and knows the locations that will need to be addressed in the project. The team is in the process of creating an SOW for the project as a whole and needs to add the critical pieces to the SOW to complete it and move to the next stage.

Which of the following would the project team MOST likely add to the SOW?

- A. Risk analysis
- B. Plan to change
- C. Backout plan
- D. Change board approvals

Answer: C

NEW QUESTION 50

A technician is working on a Windows 10 PC that is running slowly.

Which of the following commands should the technician use to correct this issue? (Select two.)

- A. dir
- B. chdsk
- C. dism
- D. ipconfig
- E. format
- F. diskpart

Answer: BC

NEW QUESTION 53

A user's computer is displaying a black screen. The technician restarts the computer, but the OS still does not load. The technician discovers the OS was patched the previous evening.

Which of the following should the technician attempt NEXT?

- A. Reboot into safe mode and roll back the updates
- B. Repair the Windows Registry
- C. Configure boot options in the BIOS

D. Disable Windows services and applications

Answer: A

NEW QUESTION 54

A user calls a technician to report loud beeps that are coming from the server room following a recent rainstorm and power outage. The technician verifies all the servers are online and working properly, and the backup power unit is functioning properly and without errors. Which of the following is MOST likely the issue?

- A. PSU alarm
- B. Humidity alarm
- C. Temperature alarm
- D. Motion alarm

Answer: C

NEW QUESTION 58

Ann, a customer, calls a technician and states that she is very concerned about the privacy of her home computer and the security of her home network while browsing the Internet. Which of the following would the technician MOST likely discuss with Ann to educate her on security concepts addressing her concerns? (Choose two.)

- A. Firewall
- B. Antivirus
- C. Email filtering
- D. ACLs
- E. VPN

Answer: AE

NEW QUESTION 63

A user reports malware activity on an isolated workstation used for testing. It is running an end-of-life OS, and a USB drive is the only method used to transfer files. After removing the malware and replacing the USB drive with a brand new one, the technician gives the approval to use the equipment. The next day the user reports the same malware activity is present after powering on the system. Which of the following did the technician forget to do to prevent reinfection?

- A. Connect to the network and update the OS with the latest security patches
- B. Scan and clean the USB device used to transfer data from the equipment
- C. Disable System Restore and remove all restore points from the system
- D. Update the local antivirus and set it to scan automatically every evening

Answer: D

NEW QUESTION 66

Which of the following is considered government-regulated data?

- A. PII
- B. End-user license agreement
- C. Digital Millennium Copyright Act
- D. DRM

Answer: A

NEW QUESTION 71

A technician is troubleshooting a printer issue on a Windows computer and wants to disable the printer to test a theory. Which of the following should the technician use to accomplish this?

- A. Devices and Printers
- B. Sync Center
- C. Device Manager
- D. Power Options

Answer: C

NEW QUESTION 74

A security administrator does some network testing and identifies significant issues with security on desktop computers. As part of remediation, the network administrator is developing documentation based on best practices for applying updates to end users' computers. The network administrator must create the process documentation needed to submit back to the security administrator for approval. Which of the following process documents would the network administrator MOST likely create? (Choose two.)

- A. Risk analysis
- B. End-user acceptance
- C. Backout plan
- D. Plan for change
- E. Business processes
- F. Request for proposal

Answer: CD

NEW QUESTION 79

A SOHO user reports desktop applications are performing slowly, and no emails have been received all morning. A technician remotes in and determines Internet pages' load slowly or not at all, CPU performance is normal, and the local router can successfully ping. The remote connection drops periodically. Which of the following steps should the technician take NEXT to resolve the problem?

- A. Reboot into safe mode, uninstall the latest OS update, and run a repair on the OS
- B. Update the antivirus software, run an antivirus scan, verify the browser settings, and check all email settings
- C. Reboot to BIOS setup, verify the TPM is enabled, and start a System Restore from safe mode
- D. Send a test email, open a command prompt to check the file system, and empty the browser cache

Answer: B

NEW QUESTION 81

Joe, a customer, requests to have a technician rename his laptop to the name of his favorite sports team. Which of the following documents MUST the technician consider before performing this action?

- A. Acceptable use policy
- B. Inventory management
- C. EULA
- D. MDM policy

Answer: B

NEW QUESTION 83

A network administrator needs to be able to securely connect to a local router from within the office. Which of the following protocols should the administrator ensure is enabled on the router?

- A. RDP
- B. SSH
- C. TFTP
- D. HTTP

Answer: B

NEW QUESTION 88

A systems administrator needs to add security to the server room. Which of the following would provide the BEST security for the room? (Choose two.)

- A. Universal serial bus locks
- B. Personal identity verification cards
- C. Privacy screen
- D. Entry control roster
- E. Door locks
- F. Privacy window

Answer: EF

NEW QUESTION 89

A company brings in contractors several times a year to perform inventory, and the contractors use company supplied laptops. The company's security policy states that once the inventory is completed, the contractors should not be able to log in to the laptops until the next inventory. Which of the following BEST enforces this policy?

- A. Delete the user accounts
- B. Disable the user accounts
- C. Restrict the user accounts
- D. Reset the user accounts

Answer: A

NEW QUESTION 91

A SOHO technician needs to upgrade two computers quickly and is not concerned about retaining user settings. The users currently have Windows 8 and want to upgrade to Windows 10. Which of the following installation methods would the technician MOST likely use to accomplish this quickly?

- A. Unattended installation
- B. Remote network installation
- C. In-place upgrade
- D. Clean installation

Answer: A

NEW QUESTION 92

A user calls a technician to report issues when logging in to a vendor's website. The technician is able to log in successfully before going to the office. However, the technician is unable to log in when in the user's office. The user also informs the technician of strange pop-up notifications. Which of the following are the MOST likely causes of these issues? (Select TWO).

- A. System files have been deleted

- B. Proxy settings are configured improperly
- C. The OS has been updated recently.
- D. There are disabled services on the vendor website.
- E. Program file permissions have changed recently.
- F. There is a rogue anti-malware program.

Answer: DF

NEW QUESTION 94

Which of the following Windows Enterprise OS version Offers BitLocker as a feature that can be enabled?

- A. Windows 7
- B. Windows 8
- C. Windows 8.1
- D. Windows 10

Answer: A

NEW QUESTION 98

A user reports slow performance on a computer. A technician checks the computer and finds the RAM utilization is very high. The technician restarts the computer, and the RAM use is still high. The technician discovers a program running in the background is using most of the RAM. The user only uses this program once at the end of the year to produce a report. Which of the following steps should the technician take to improve the computer's performance?

- A. Uninstall and reinstall the program.
- B. Perform a repair installation of the program
- C. Install the latest updates for the program.
- D. Disable the program on startup.

Answer: A

NEW QUESTION 102

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:

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

Answer: B

NEW QUESTION 105

A technician logs on to a Linux computer and runs the following command: `ps -aux | grep vi`
Which of the following MOST accurately describes the effect of the command?

- A. It kills any running programs starting with the letters vi.
- B. It opens a list of directories that start with the letters vi.
- C. It creates a new file named grep in the current working directory.
- D. It finds a list of processes running a text editor.

Answer: D

NEW QUESTION 108

Which of the following should be enacted to reduce a company's liability and exposure to a potential lawsuit?

- A. Acceptable use policy
- B. Incident documentation policy
- C. Password compliance policy
- D. Change control policy

Answer: C

NEW QUESTION 109

A SOHO user calls a technician and wants to secure a home network. The SOHO user needs to have protection from physical connections and ensure that employees cannot access applications or personal emails. Which of the following would the technician MOST likely configure on the new network device to accommodate this SOHO user's request? (Select TWO).

- A. MAC filtering
- B. Default SSID
- C. Radio power levels
- D. Content filtering
- E. Physical security

Answer: DE

NEW QUESTION 110

A technician is troubleshooting a print issue on a Windows computer and want to disable the printer to test a theory, Which of the following should the technician use to accomplish this?

- A. Devices and Printer
- B. Sync Center
- C. Device Manager
- D. Power Option

Answer: D

NEW QUESTION 111

Joe, a user who is travelling for business, reports that his mobile phone was getting approximately 35 Mbps for the first few days of his trip, but now it is only getting around 500 Kbps. Joe uses the device as a GPS to visit customers and as a hotspot to check work email and watch movies online. Which of the following is the MOST likely cause of Joe's slow data speeds?

- A. Joe's data transmission is over the limit
- B. The phone needs to be rebooted from overuse
- C. The use of GPS interferes with data speeds
- D. There is unintended Bluetooth pairing

Answer: A

NEW QUESTION 114

A manager requests remote access to a server after hours and on weekends to check data. The manager insists on using the server. Before granting the access, which of the following is the MOST important step a technician can take to protect against possible infection?

- A. Create a policy to remove Internet access from the server during off hours
- B. Set the local antivirus software on the server to update and scan daily
- C. Ensure the server is patched with the latest security updates
- D. Educate the manager on safe Internet browsing practices

Answer: C

NEW QUESTION 118

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

Answer: A

NEW QUESTION 122

With which of the following types is a man-in-the-middle attack associated?

- A. Brute force
- B. Spoofing
- C. DDoS
- D. Zero-day

Answer: B

NEW QUESTION 126

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous login across the network, some of which are attempting to access workstations and servers to which the user does not have access. Which of the following should the network administrator do NEXT?

- A. Delete the user's AD account.
- B. Decrease the user's AD privileges.
- C. Disable the user's AD account.
- D. Reset the password on the user's AD account.

Answer: C

NEW QUESTION 128

A technician has been asked to recommend antivirus software for a home PC, but the user does not want to pay for a license. Which of the following license type should the technician recommend?

- A. Open license
- B. Personal license
- C. Corporate license
- D. Enterprise license

Answer: A

NEW QUESTION 130

A technician must remove data from the human resources computers. The technician plans to reuse the drives in the computers. Which of the following data destruction methods should the technician perform to ensure the data is removed completely?

- A. Degaussing
- B. Standard format
- C. Overwrite
- D. Low-level format

Answer: D

NEW QUESTION 133

Joe, a systems administrator, is setting up a risk management plan for the IT department. Part of the plan is to take daily backups of all servers. The server backups will be saved locally to NAS. Which of the following can Joe do to ensure the backups will work if needed?

- A. Frequently restore the servers from backup files and test them
- B. Configure the backups to restore to virtual machines for quick recovery
- C. Set up scripts that automatically rerun failed backup jobs
- D. Set up alerts to let administrators know when backups fail
- E. Store copies of the backups off-side in a secure datacenter

Answer: D

NEW QUESTION 138

A department in an organization set up a proxy server to manage its Internet stage. A technician is configuring the Windows workstations to use the new proxy server. Which of the following Control Panel utilities should the technician use to configure the setting?

- A. Internet Options – Advanced
- B. Internet Options – Connections
- C. Internet Options – Security
- D. Internet Options – Content
- E. Internet Options – Privacy

Answer: B

NEW QUESTION 140

A user has reported that a computer is running extremely slow when opening applications. A technician checks the computer and needs to verify memory utilization. Which of the following tools should the technician use to begin troubleshooting the issue?

- A. Task Scheduler
- B. Device Manager
- C. Drive Status
- D. Performance

Answer: D

NEW QUESTION 143

A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately. With which of the following types of infections are the PCs MOST likely infected? (Select two.)

- A. Spyware
- B. Zombies
- C. Virus
- D. Ransomware
- E. Worm
- F. Botnet

Answer: BE

NEW QUESTION 146

An end user's PC is taking a long time to boot. Which of the following operations would be the BEST to resolve this issue with minimal expense? (Select two.)

- A. Remove applications from startup
- B. Defragment the hard drive
- C. Install additional RAM
- D. Install a faster hard drive
- E. End the processes in Task Manager
- F. Run the Disk Cleanup utility

Answer: AB

NEW QUESTION 151

Which of the following built-in accounts was removed in Windows 10?

- A. Power User
- B. Administrator
- C. Guest
- D. Standard User

Answer: A

NEW QUESTION 153

Joe, an end user, just changed his network password. A pop-up box appears a few minutes later, prompting him to enter his password. Joe enters his new network password and is able to continue working. A few minutes later, the same pop-up box appears again, asking him to enter his network password. Which of the following Control Panel utilities can Joe use to help with this situation?

- A. Credential Manager
- B. Network and Sharing Center
- C. Security and Maintenance
- D. Troubleshooting

Answer: A

NEW QUESTION 155

A technician is called to troubleshoot a user's Windows workstation that fails to boot. The user reports that, after updating the workstation's graphics driver to a beta version, the machine gives a "Stop" error on every boot. Which of the following should the technician complete to resolve the issue?

- A. Boot the workstation in safe mode and disable the graphics driver system tray menu
- B. Boot the workstation in safe mode with networking and install the latest stable graphics driver.
- C. Boot the workstation in safe mode and disable Windows driver signing requirements
- D. Boot the workstation in safe mode with Command Prompt and enable Driver Verifier with standard settings

Answer: A

NEW QUESTION 156

A technician responds to a call from a user who claims to have a virus on a workstation. The technician observes the following notification from the system tray: There are 1033 infected files on this computer. Click here to disinfect.

The link is blocked by the corporate content filter and displays a message stating the site contains known malware. Which of the following should the technician complete to secure the computer with MINIMAL impact to the user?

- A. Compare the startup items and services to a known clean image, and remove any startup items not found in the other image
- B. Run an anti-malware scan.
- C. Validate that the alerts are false positives, and disable security software on the workstation to prevent further false notifications.
- D. Back up the user's file
- E. Restore the system to the original system image designated by corporate IT policies
- F. Restore the user's files.
- G. Request a content filter exception to allow access to the link from the notification
- H. Once available, follow the instructions on the linked site.

Answer: A

NEW QUESTION 157

A technician received 300 old desktops following a recent computer upgrade. After taking inventory of the old machines, the technician must destroy the data on the HDDs. Which of the following would be the MOST effective method to accomplish this task?

- A. Drill
- B. Hammer
- C. Low-level format
- D. Degaussing

Answer: D

NEW QUESTION 160

A technician receives a phone call regarding ransomware that has been detected on a PC in a remote office. Which of the following steps should the technician take FIRST?

- A. Disconnect the PC from the network
- B. Perform an antivirus scan
- C. Run a backup and restore
- D. Educate the end user

Answer: A

NEW QUESTION 163

A Windows user is attempting to install a local printer and is unsuccessful on permissions. Which of the following user types BEST describes this user?

- A. Guest
- B. Power User

- C. Administrator
- D. Standard User

Answer: A

NEW QUESTION 167

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous logins across the network, some of which are attempting to access workstations and servers to which the user does not have access Which of the following should the network administrator do NEXT?

- A. Delete the user's AD account
- B. Decrease the user's AD privileges
- C. Disable the user's AD account
- D. Reset the password on the user's AD account

Answer: A

NEW QUESTION 169

A systems administrator has discovered a folder on the server with numerous inappropriate pictures and videos, which is in violation of the company's AUP. Which of the following would be the NEXT appropriate act?

- A. Promptly notify the administrator's immediate supervisor
- B. Rename the folder on the server, and notify the information security officer
- C. Move the folder to another location on the server, and notify the local authorities
- D. Ask the owner to move the files from the server to a local computer

Answer: A

NEW QUESTION 171

A user believes there is a virus on a laptop. The user installs additional real-time protection antivirus software but is now experiencing extremely slow performance on the laptop. Which of the following should a technician do to resolve the issue and avoid recurrence?

- A. Activate real-time protection on both antivirus software programs
- B. Uninstall one antivirus software program and install a different one
- C. Run OS updates
- D. Enable the quarantine feature on both antivirus software programs
- E. Remove the user-installed antivirus software

Answer: E

NEW QUESTION 175

A MAC user's operating system became corrupted, and files were deleted after malware was downloaded. The user needs to access the data that was previously stored on the MAC. Which of the following built-in utilities should be used?

- A. Time Machine
- B. Snapshot
- C. System Restore
- D. Boot Camp

Answer: A

NEW QUESTION 180

Which of the following technologies is used by malicious employees to obtain user passwords?

- A. Main-in-the-middle
- B. Phishing
- C. Tailgating
- D. Shoulder surfing

Answer: D

NEW QUESTION 183

A technician needs to edit a protected .dll file but cannot find the file in the System32 directory. Which of the following Control Panel utilities should the technician use?

- A. System
- B. Display
- C. Folder Options
- D. Indexing Options

Answer: C

NEW QUESTION 187

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