CompTIA

Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1
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 2
During the firmware upgrade of a web server, a power outage occurred. The outage caused a failure within the upgrade. Which of the following plans must be implemented to revert back to the most recent version of the firmware?

A. Backout plan
B. Contingency plan
C. Alternative plan
D. Backup plan

Answer: D

NEW QUESTION 3
A user is requesting a solution that will prevent file corruption and ensure a graceful shutdown while providing at least one hour of uptime in case of extreme weather conditions. Which of the following should a technician recommend?

A. Uninterruptible power supply
B. Surge protector
C. Power strip
D. Power distribution unit

Answer: A

NEW QUESTION 4
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 5
Joe. a technician, receives notification that a share for production data files on the network Is encrypted. Joe suspects a crypto virus Is active. He checks the rights of the network share to see which departments have access. He then searches the user directories of those departmental users who are looking for encrypted files. He narrows his search to a single user's computer. Once the suspected source of the virus is discovered and removed from the network, which of the following should Joe do NEXT?

A. Educate the end user on safe browsing and email habits.
B. Scan and remove the malware from the infected system.
C. Create a system restore point and reboot the system.
D. Schedule antivirus scans and perform Windows updates.

Answer: D

NEW QUESTION 6
A team needs to deploy a temporary server room at a site to provide support during construction. Which of the following should they use at this site while setting up the server room?

A. Air filters
B. Privacy screens
C. Vacuums
D. ESD mats

Answer: A

NEW QUESTION 7
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 8
Which of the following security methods BEST describes when a user enters a username and password once for multiple applications?

A. SSO
B. Permission propagation
C. Inheritance
D. MFA

Answer: A

NEW QUESTION 9
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 syste
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 setting
H. Users of this account have very limited permissions.

Answer: D

NEW QUESTION 10
A user's corporate email is missing the shared inbox folders that were present before the user went on vacation. The technician verifies the user is connected to the domain and can still send and receive email. Which of the following is MOST likely causing the missing folders issue?

A. The Internet security options have changed
B. The operating system updates have changed
C. The network directory permissions have changed
D. The user account permissions have changed

Answer: C

NEW QUESTION 10
A technician performs a virus cleaning on a computer that has been redirecting all browsers to a phishing website. System Restore was turned off before the cleaning. The technician runs the machine through several scanners, and then tests for redirection. A smaller number of sites are still redirecting to the phishing website. The antivirus software correctly blocks the website. Which of the following should the technician do NEXT?

A. Check the contents of the hosts file
B. Do a System Restore to a date before the infection
C. Rerun the antivirus scan with higher sensitivity
D. Rebuild the OS on the machine

Answer: A

NEW QUESTION 15
Joe, a technician, has his daily plans forwarded to him by his supervisor. Upon arrival to the external to the second support call of the day, Joe realizes the issue will require much more time than initially scheduled, and several support calls will not be completed. Which of the following would be the appropriate action for Joe?

A. Contact his supervisor so the supervisor can make schedule changes.
B. Move the appoints to the next business day.
C. Reach out to a colleague to assist in completing the jobs.
D. Continue to work on the current call, and get to the others as soon as possible.

Answer: A

NEW QUESTION 17
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 dean 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 19
A technician needs to deploy a remote access technology to be able to access desktop computers. When a technician logs in to a user's computer, the user and

the technician must be able to see the desktop simultaneously and use the mouse and keyboard. Which of the following would be BEST suited for this task?

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

Answer: C

NEW QUESTION 23

A technician is recycling PCs to be reused by a middle school. Which of the following methods is MOST appropriate for ensuring data has been removed from the PCs?

A. Standard formatting
B. HD drilling
C. Low-level formatting
D. HD partitioning

Answer: C

NEW QUESTION 24

After a virus has been spread unknowingly via USB removable hard drives, a technician is tasked with limiting removable hard drive access to certain network users. USB ports are used for many devices, including scanners, printers, and signature pads, so a policy is created to deny access to removable hard drives only. When testing the policy, a removable drive is plugged in but can still be accessed. Which of the following command-line tools should the technician use to apply the new policy?

A. grupdate
B. diskpart
C. gpresult
D. net use

Answer: A

NEW QUESTION 25

A user's smartphone is experiencing limited bandwidth when at home. The user reports to a technician that the device functions properly when at work or in the car. Which of the following troubleshooting steps should the technician take NEXT?

A. Reset the device's network settings
B. Check the data usage statistics on the device
C. Verify the SSID with which the device is associated
D. Run any pending application or OS updates

Answer: C

NEW QUESTION 29

Which of the following would a technician use to store memory chips from a laptop safely after an upgrade?

A. Mylar bags
B. Cardboard boxes
C. Antistatic containers
D. Paper envelopes

Answer: C

NEW QUESTION 33

Which of the following devices are MOST likely to have a grounding wire attached to them based on the manufacturer's design? (Select two.)

A. UPS
B. Server rack
C. PoE phone
D. Desktop printer
E. Modem
F. Patch panel

Answer: AB

NEW QUESTION 34

A technician is repairing a computer. Which of the following should the technician do to protect the computer from accidental voltage spikes?

A. Practice electrical fire safety.
B. Clean tools properly before use.
C. Remove any jewelry.
D. Connect a proper ESD strap.

Answer: D

NEW QUESTION 38
Every time a user manually runs an antivirus scan, the workstation becomes unresponsive, and the user has to reboot A technician is dispatched and sees an antivirus pop-up in the system tray, indicating the computer is severely damaged, and a "click here" button to resolve it. There is a timer in the pop-up. counting down the time until the computer is no longer usable. Which of the following should the technician do NEXT?

A. Research the pop-up to see if it is a legitimate malware solution.
B. Click on the pop-up window to resolve the issue before the time runs out.
C. Send an email to all staff members warning them of malware on their system.
D. Disconnect the Ethernet cable from the workstation and disable WiFi.

Answer: D

NEW QUESTION 43
Users notify the help desk of an email that was just received. The email came from the help desk's email address and asked the users to click on an embedded link. This email is BEST described as:

A. phishing.
B. zombie.
C. whaling.
D. spoofing.

Answer: D

NEW QUESTION 45
When a user browses to a favorite website on a Windows laptop, a different website opens. A technician installs an additional web browser, but it also opens to the same unfamiliar site. The technician resets the web browser settings back to default, but the issue persists. Which of the following troubleshooting steps should the technician complete NEXT?

A. Change the browser's home page
B. Check the Windows host file
C. Update the default web browser
D. Restore Windows to a previous date

Answer: B

NEW QUESTION 49
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 51
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 55
A technician has been dispatched to resolve a malware problem on a user's workstation. The antivirus program discovered several hundred potential malware items on the workstation and removed them successfully. The technician decides to schedule daily scans on the system, enables System Restore, and creates a restore point. Which of the following should the technician do NEXT?

A. Run the scan again to ensure all malware has been removed
B. Quarantine the infected workstation from the network
C. Install all of the latest Windows Updates to patch the system
D. Educate the user on safe browsing practices

Answer: C

NEW QUESTION 58
Which of the following BEST describes the purpose of an ESD mat?

A. Protects against accidental static discharge
B. Protects against dust/dirt contamination
C. Protects against accidental scratches

D. Protects against accidental water damage

Answer: A

NEW QUESTION 61
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 66
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 71
A user reports that when opening a web browser the initial page loads to a search engine the user does not recognize When the user performs searches on the site, the results are often irrelevant, and there are many pop-ups Which of the following should a technician do to resolve these issues? (Select TWO)

A. Reset the user's browser to default settings
B. Delete the user's cached images, temporary files, and cookies
C. Reboot the user's computer and install a secondary antivirus
D. Convince the user to use a different web browser that is currently unaffected
E. Download the update to the user's web browser of choice
F. Remove any unapproved applications from the user's startup items

Answer: AF

NEW QUESTION 76
A technician needs to connect to a network switch in a remote location. The technician wants to make sure the data passed over the wire is encrypted so it cannot be read by someone using a sniffer. Which of the following connection protocols should the technician use?

A. Telnet
B. SSH
C. SMB
D. HTTP
E. SFTP

Answer: B

NEW QUESTION 78
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 83
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 88

After a security audit, a technician is tasked with implementing new measures to help secure company workstations. The new policy states that all workstations must be signed off at night, a password is necessary to boot the computer, and encryption must be enabled. Which of the following features should the technician implement to BEST meet these requirements? (Choose three.)

A. Screen locks
B. Screensaver passwords
C. UEFI passwords
D. Login time restrictions
E. Strong passwords
F. Multifactor authentication
G. BitLocker
H. Credential Manager
I. Smart card
J. Biometric authentication

Answer: ABG

NEW QUESTION 90
A SOHO customer has recently experienced a major hurricane. The customer has no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again. Which of the following recommendations should the contractor give to the customer? (Select two.)

A. Backup testing
B. Cloud storage
C. Local storage backups
D. Data recovery
E. Hot site
F. Waterproof devices

Answer: BE

NEW QUESTION 91
Which of the following encryption methods is used by WPA2 to improve data security as compared to previous wireless encryption protocols?

A. AES
B. TKIP
C. S/MIME
D. 3DES

Answer: A

NEW QUESTION 96
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 99
Which of the following NTFS security settings overrides all other settings?

A. Deny
B. Modify
C. Read
D. Write

Answer: D

NEW QUESTION 100
A user contacts a technician to troubleshoot server errors. The user explains that some files will not open on the server, the data backups are operational, and the weather has been bad. The technician notices missing time slots in the event log.
Which of the following should the technician replace to prevent these issues in the future?

A. System memory
B. Surge protector
C. Hard drives
D. Battery backup

Answer: D

NEW QUESTION 102
Ann, an employee at a company, calls the help disk to report issues logging on to a vendor's website. Joe, the technician, is able to log in successfully with his credentials before going to Ann's office. However, when he attempts to log in from Ann's office, Joe experiences the same issue. Ann asks Joe questions about

the new software installed on the laptop from the pop-up notification.
Which of the following are the NEXT steps Joe should take to resolve the issue? (Select two.)

A. Ask Ann for her credentials to verify and log on to the vendor's website from Ann's laptop
B. Verify Ann's laptop has the correct browser settings
C. Check all browser cached files on Ann's laptop and log on to another vendor's website
D. Attempt to log on to another vendor's website from Ann's laptop
E. Ask Ann about the notification and review the installed programs
F. Reinstall the browser, reboot the laptop, and check the vendor's website again

Answer: CE

NEW QUESTION 107
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 imag
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 policie
F. Restore the user's files.
G. Request a content filter exception to allow access to the link from the notificatio
H. Once available, follow the instructions on the linked site.

Answer: A

NEW QUESTION 111
A technician repaired a laptop for a customer. The customer then complained the repair took too long and questioned the steps the technician took to fix the problem. Which of the following should the technician do NEXT?

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

Answer: A

NEW QUESTION 115
A technician recently installed a new secondary hard drive in a Windows 10 desktop. After the installation, the computer displayed the following error message: No Operating System Found. However, after unplugging the new hard drive, the error message no longer appeared. The technician then reconnected the new drive to continue troubleshooting. Which of the following steps should the technician take NEXT?

A. Reboot into safe mode
B. Check the boot order
C. Format the drive
D. Perform Windows Recovery
E. Run the chkdsk command

Answer: B

NEW QUESTION 117
A customer's computer is having difficulty opening programs and regularly receives error messages regarding low system resources. Which of the following performance settings changes would BEST help customer temporarily until upgrade can be made?

A. Data execution prevention
B. Page-file size
C. Visual effects
D. Processor scheduling

Answer: B

NEW QUESTION 121
Which of the following provide the MOST security for PCs and mobile devices? (Choose two.)

A. Access control lists
B. Multifactor authentication
C. Organizational unit
D. Trusted software sources
E. Data loss prevention
F. Pre-shared key

Answer: BD

NEW QUESTION 122

A technician is investigating the cause of a Windows 7 PC running very slow. While reviewing Task Manager, the technician finds one process is using more than 90% of the CPU. Outbound network traffic on port 25 Is very high, while Inbound network traffic Is low. Which of the following tasks should be done FIRST?

A. Disconnect the network cable.
B. Update the antivirus software.
C. Run an antivirus scan.
D. Shut down the PC

Answer: A

NEW QUESTION 123
A customer is presuming manager to get things done on time. Which of the following has the project failed to do this case?

A. Follow up with the customer after project completion
B. Mention a positive attitude during the project
C. Disclose project expenses on social media
D. Communicate with the customer clearly

Answer: D

NEW QUESTION 128
Which of the following is the MOST secure wireless security protocol?

A. AES
B. WPA
C. WPA2
D. WEP

Answer: A

NEW QUESTION 130
Following an incident, an administrator is gathering forensic evidence from a server for a human resources investigation. Which of the following best practices is MOST important to document throughout the process to maintain integrity of the findings?

A. Acceptable use policy violations
B. Server configuration
C. Chain of custody
D. Data loss incidents

Answer: C

NEW QUESTION 131
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 132
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: D

NEW QUESTION 134
A user's computer is running slow even when only one program is open. A technician discovers the CPU is running at 100%, and there is a significant amount of outgoing network traffic. Which of the following is MOST likely causing the high resource usage?

A. A keylogger is running
B. The computer is part of a botnet.
C. The computer is receiving a DDOS attack
D. A software is blocking traffic

Answer: A

NEW QUESTION 136

Which of the following installation types would require the use of an answer file to install the OS?

A. Unattended
B. Clean
C. Repair
D. Upgrade

Answer: A

NEW QUESTION 139
Ann. an external user, has received several calls from a company asking why she has been sending the company communications with internal users' names in the "from" field. Ann calls a technician and explains she has not been sending any communications and would like this issue fixed The technician investigates and determines the PC is not infected with any viruses or malware. Which of the following should the technician check NEXT?

A. Hijacked email
B. DNS entries
C. Hosts file
D. POP3 errors

Answer: A

NEW QUESTION 144
Ann, an end user, is utilizing a styles on her table. The recognition point is off when she uses the stylus, but it registers In the correct spool when she her finger. Which of the following would be the BEST resolution to issue?

A. Restart the table
B. Disable and then renewable Bluetooth
C. Calibrate the touchscreen sensor
D. Disconnect and then reconnect the stylus

Answer: C

NEW QUESTION 145
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