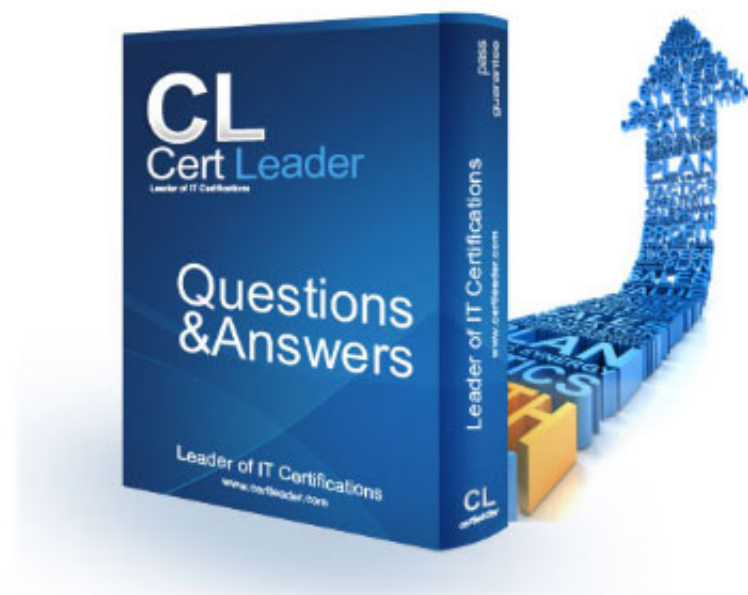


## 220-1002 Dumps

### CompTIA A+ Certification Exam: Core 2

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**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 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 3**

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 4**

Which of the following installation methods will allow a technician to resolve issues that may arise while the installation is being performed?

- A. Unattended installation
- B. Remote installation
- C. Repair installation
- D. Image deployment installation

**Answer:** D

**NEW QUESTION 5**

Ann, an end user, is working with highly regulated data and often notices the high volume of traffic in her work area. Ann requests help with limiting the exposure of data as people walk by.

Which of the following security measures should be used?

- A. Biometric device
- B. Common access card
- C. Cable lock
- D. Privacy screen
- E. Mantrap

**Answer:** D

**NEW QUESTION 6**

A small office's wireless network was compromised recently by an attacker who brute forced a PIN to gain access. The attacker then modified the DNS settings on the router and spread malware to the entire network.

Which of the following configurations MOST likely allowed the attack to take place? (Select two.)

- A. Guest network
- B. TKIP
- C. Default login
- D. Outdated firmware
- E. WPS
- F. WEP

**Answer:** CF

**NEW QUESTION 7**

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 8**

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 9**

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 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 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 13**

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 17**

Corporate management is concerned about the security of the company's mobile phones, in the event they are lost or stolen. Management instructs the IT staff to ensure the data on the devices is not accessible by unauthorized users. Which of the following would provide the BEST level of protection in this scenario? (Choose two.)

- A. Use full device encryption
- B. Enable a pattern lock
- C. Implement remote wipe features
- D. Use device lockout policies
- E. Require complex administrator passwords
- F. Disable unknown application installations

**Answer:** AC

#### NEW QUESTION 19

Which of the following features has undergone the most significant changes from Windows 7 to Windows 10 and greatly simplified the operating system installation process?

- A. Driver detection
- B. Metro interface
- C. Account control
- D. PXE installation

**Answer:** A

#### NEW QUESTION 22

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 23

A technician is cleaning up a warehouse and several old CRT monitors and UPS units. The technician removes the batteries from the UPSs and wants to comply with proper disposal techniques.

Which of the following should the technician do NEXT to proceed with disposal of the batteries?

- A. Place security In trash receptacles
- B. Refer to the manufacture's specific usage
- C. Review the material safety data sheet
- D. Conduct an Internal search of disposal techniques

**Answer:** C

#### NEW QUESTION 26

A Linux user report that an application will not open and gives the error only one instance of the application may run at one time. A root administrator logs on ot the device and opens terminal. Which of the following pairs of tools will be needed to ensure no other instance of the software are correctly running?

- A. Pad and chmod
- B. Node and vi
- C. Is an chown
- D. Ps and kill
- E. Op and rm

**Answer:** D

#### NEW QUESTION 28

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 33

Which of the following threats uses personalized information in an attempt at obtaining information?

- A. Whaling
- B. Impersonation
- C. Spoofing
- D. Spear phishing

**Answer:** D

#### NEW QUESTION 36

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 41

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 45

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 48

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 49

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 50

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 51

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 54

A technician is installing the latest OS on a user's system. The user wants all of the settings and file to remain intact during the installation. Which of the following upgrade methods should the technician use?

- A. network installation
- B. clean install
- C. in-place upgrade
- D. image deployment

**Answer:** C

#### NEW QUESTION 58

Which of the following devices provides protection against brownouts?

- A. battery backup
- B. surge suppressor
- C. rack grounding
- D. line conditioner

**Answer:** A

#### NEW QUESTION 59

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 61

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 65

Joe, a customer, has informed a Tier 2 help desk technician that a computer will not boot up. After about ten minutes of troubleshooting, Joe is increasingly concerned and claims that the technician is wasting his time because he has already tried everything that has been suggested. Which of the following should the technician do?

- A. Since Joe is concerned about time, suggest calling back later when Joe has more time to troubleshoot
- B. Record the call and send it to the local intranet for future technicians to learn how to deal with calls like this one
- C. Ask more open-ended questions to see if the issue can be narrowed down in order to properly identify the issue and save time
- D. Inform the customer that there is a troubleshooting script that must be followed to get the issue resolved

**Answer:** C

#### NEW QUESTION 70

A technician has just finished installing a secondary OS on a workstation. After rebooting the computer, the technician receives the following error: No OS found. The technician confirms the boot.ini file is correct. Which of the following is MOST likely causing this error?

- A. The computer has GRUB Legacy installed
- B. Windows Startup services are not running
- C. An incompatible partition is marked as active
- D. An unsupported version of Windows is installed

**Answer:** C

#### NEW QUESTION 73



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 76

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 81

A junior Linux system administrator needs to update system software. Which of the following shell commands would allow the administrator to gain the necessary permissions to update the software?

- A. sudo
- B. chmod
- C. grep
- D. pwd

**Answer:** A

#### NEW QUESTION 82

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 86

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 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 95

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 96**

A user calls the help desk regarding a new Windows issues that started in the morning. The user can no longer use any locally attached devices, such as a mouse or a printer, and a reboot did not fix the problem.

Which of the following would MOST likely fix the issue?

- A. Roll back updates
- B. Disable the Windows Update service
- C. Check for updates
- D. Restore hidden updates

**Answer:** A

**NEW QUESTION 101**

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 102**

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 104**

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 109**

An end user is browsing the Internet when multiple browser pages open by themselves. The user notices the PC is running slowly, even while not browsing the internet. Which of the following actions should the user take?

- A. Update antivirus definitions
- B. Install anti-malware software
- C. Enable the pop-up blocker
- D. Reboot the PC

**Answer:** B

**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 112**

A new company policy states that all end-user access to network resources will be controlled based on the users' roles and responsibilities within the organization. Which of the following security concepts has the company just enabled?

- A. Certificates
- B. Least privilege



- C. Directory permissions
- D. Blacklists

**Answer:** B

#### NEW QUESTION 116

A technician accessed a network share from a computer joined to workgroup. The technician logged in as “user1” and directed the computer to save the username and password. Several weeks later, the technician wants to log in to this network share using the administrator account. The computer does not prompt for a username and password, but it automatically logs in to the network share under the “user1” account. Which of the following would allow the technician to log in using the “administrator” username?

- A. Use the command: net use Z: \\fileserver\share
- B. Go to the Sync Center and disable the offline files feature.
- C. Delete the “user” account for the network share in Credential Manager.
- D. Join the computer and file server to a domain and delegate administrator rights to “user1”.
- E. Use the Advanced Sharing options in the Network and Sharing Center and enable “turn on network discovery”.

**Answer:** A

#### NEW QUESTION 120

A technician is PXE booting a computer. Which of the following is the technician MOST likely performing on the computer?

- A. Image deployment
- B. Multiboot configuration
- C. In-place upgrade
- D. System repair

**Answer:** A

#### 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 126

Which of the following is the MOST secure wireless security protocol?

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

**Answer:** A

#### NEW QUESTION 128

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

Which of the following should the technician check FIRST?

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

**Answer:** A

#### NEW QUESTION 132

A user's computer reports it has many virus infections and directs the user to call a phone number for assistance. A technician removes the hard drive and virus scans the drive with another computer. The scan does not identify any viruses. Which of the following is MOST likely the problem?

- A. Rootkit
- B. Zero-day malware
- C. Rogue antivirus
- D. Old virus definitions

**Answer:** D

#### NEW QUESTION 136

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 140

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 141

A technician has set up a new computer for a customer and needs to add a login with administrative privileges. Which of the following tools should the technician use?

- A. Component Services
- B. System Configuration
- C. Security Policy
- D. Local Users and Groups

**Answer:** D

#### NEW QUESTION 144

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 145

Joe, a customer, calls a technician to report a remote computer is demonstrating erratic behavior while he is working on it. The technician verifies the files and directories. Joe is working on locally cannot be opened in any application, and the computer is running 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 startup items

**Answer:** D

#### NEW QUESTION 147

A new business will be using credit cards in a physical location as well as its web presence. Which of the following does the business need?

- A. PHI certification
- B. PCI compliance
- C. POTS implementation
- D. PII filtering

**Answer:** B

#### NEW QUESTION 152

A small office calls a technician to investigate some "invalid certificate" errors from a concerned user. The technician observes that whenever the user to access a secure website from the Windows desktop, this error is encountered. No other users in the office are experiencing this error. Which of the following should the technician do NEXT? (Choose two.)

- A. Remove any proxy servers configured on the user's browsers.
- B. Assist the user with purchasing an SSL certificate and save the certificate to the desktop.
- C. Disable the SPI firewall on the office's gateway and any other routers.
- D. Instruct the user to ignore the certificate error since the user is connecting to a secure website.
- E. Create an outbound rule in Windows Firewall named after the user's homepage.
- F. Run anti-malware scans and download the latest Windows updates.

**Answer:** AF

**NEW QUESTION 157**

Ann, an end user, is utilizing a stylus on her tablet. The recognition point is off when she uses the stylus, but it registers correctly when she uses her finger. Which of the following would be the BEST resolution to this issue?

- A. Restart the tablet
- B. Disable and then re-enable Bluetooth
- C. Calibrate the touchscreen sensor
- D. Disconnect and then reconnect the stylus

**Answer:** C

**NEW QUESTION 162**

A technician is setting up a SOHO wireless network for a healthcare office that does not have a server. The user requires the highest level of wireless security and various levels of desktop authentication to access cloud resources.

Which of the following protocols and authentication methods should the technician implement? (Select two.)

- A. WPA
- B. WPA2
- C. WEP
- D. TKIP
- E. RADIUS
- F. Multifactor
- G. TACACS
- H. SSO

**Answer:** BF

**NEW QUESTION 166**

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

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

**Answer:** D

**NEW QUESTION 170**

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