

# 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

Which of the following file types should be opened when executing a PowerShell script?

- A. .bat
- B. .vbs
- C. .sh
- D. .ps1
- E. .psd

**Answer:** D

#### 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

A manager with a restricted user account receives the following error message: Windows Update cannot currently check for updates because the service is not running.

The manager contacts the help desk to report the error. A technician remotely connects to the user's computer and identifies the problem. Which of the following should the technician do NEXT?

- A. Reboot the computer
- B. Restart the network services
- C. Roll back the device drivers
- D. Rebuild the Windows profiles

**Answer:** B

#### NEW QUESTION 5

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 6

Which of the following must be enabled to configure 20 new machines to be booted over a network?

- A. Multi-boot
- B. Dynamic
- C. PXE
- D. GPT

**Answer:** C

#### NEW QUESTION 7

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 8

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 9

An office manager emails a technical support contractor about a new desktop for one of the workers. The office manager provides a specific configuration for the desktop. The technician notes the request will require the purchase of a new system. New system purchases are not in the scope of the support agreement. Which of the following should the technician do NEXT?

- A. Create a risk analysis report for review
- B. Submit a change order for approval
- C. Insist the worker accepts the standard desktop
- D. Document the request and place the order

**Answer:** B

#### NEW QUESTION 10

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 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 14

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 17

A technician is installing Windows 7 64-bit OS on a VM but keeps getting errors. The specifications for the malware are:

Two 1GHz CPUs 2GB of memory 15GB hard drive  
800x600 screen resolution

Which of the following should the technician do to resolve the problem?

- A. Increase the number of CPUs
- B. Increase the amount of memory
- C. Increase the amount of hard drive space

D. Increase the screen resolution

**Answer:** C

**NEW QUESTION 19**

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 24**

A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error. Which of the following tools should the technician use?

- A. Performance Monitor
- B. Component Services
- C. Task Manager
- D. Event Viewer

**Answer:** D

**NEW QUESTION 25**

Which of the following types of scripts would be seen on the user end of a web page?

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

**Answer:** D

**NEW QUESTION 26**

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 27**

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 31**

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

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

**Answer:** C

**NEW QUESTION 32**

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 35**

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 39**

A technician is setting up a kiosk. The technician needs to ensure the kiosk is secure and users will have access to only the application needed for customer interaction. The technician must also ensure that whenever the computer is rebooted or powered on it logs on automatically without a password.

Which of the following account types would the technician MOST likely set up on this kiosk machine?

- A. Guest
- B. Administrator
- C. Power User
- D. Remote Desktop User

**Answer:** A

**NEW QUESTION 41**

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 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 50**

A user's phone contains customer's PII. The user cannot have the phone automatically wiped because the data is very valuable. Which of the following is the BEST method of securing the phone?

- A. Fingerprint lock
- B. Passcode lock
- C. Swipe lock
- D. PIN lock

**Answer:** A

**NEW QUESTION 54**

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**

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:

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

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

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

**Answer: B**

#### NEW QUESTION 63

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 64

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 67

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 71

A user calls a technician regarding an iOS mobile device that is having problems with standby time after a new update was applied. The technician verifies no new applications were installed since the update, but the device still has poor standby time even after the update is removed. Which of the following is the MOST likely cause of the issue?

- A. Zero-day malware
- B. Safari code injection
- C. OS corruption
- D. Overheating
- E. Time sync failure

**Answer: D**

#### NEW QUESTION 75

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 77**

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 87**

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 90**

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 92**

A network administrator has given a technician documentation detailing the switchports the technician will need to patch in for a network upgrade. Which of the following documents did the network administrator MOST likely give to the technician?

- A. Process diagram
- B. Physical network diagram
- C. Fiber backbone diagram
- D. Logical topology diagram

**Answer:** B

**NEW QUESTION 93**

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 98**

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 101

A user is unable to access a network share but can access email. A technician has confirmed the user has the appropriate permissions to access the share. Which of the following commands should the technician use FIRST?

- A. ping
- B. nslookup
- C. net use
- D. ipconfig

**Answer:** B

#### NEW QUESTION 102

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 107

Ann, an employee at a company, calls the help desk 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 108

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 111

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

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

**Answer:** A

#### NEW QUESTION 115

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 117**

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 122**

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 126**

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 127**

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