

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

<https://www.2passeasy.com/dumps/220-1102/>



NEW QUESTION 1

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

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

Answer: C

Explanation:

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

NEW QUESTION 2

Which of the following could be used to implement secure physical access to a data center?

- A. Geofence
- B. Alarm system
- C. Badge reader
- D. Motion sensor

Answer: C

Explanation:

Badge readers are used to implement secure physical access to a data center. They are used to read the identification information on an employee's badge and grant access to the data center if the employee is authorized. This system requires individuals to have an access badge that contains their identification information or a unique code that can be scanned by a reader. After the badge is scanned, the system compares the information on the badge with the authorized personnel database to authenticate if the individual has the required clearance to enter that area. The other options listed, such as a geofence, alarm system, or motion sensor are security measures that may be used in conjunction with badge readers, but do not provide identification and authentication features.

NEW QUESTION 3

Which of the following file extensions are commonly used to install applications on a macOS machine? (Select THREE).

- A. .mac
- B. .Pkg
- C. .deb
- D. .dmg
- E. .msi
- F. .appx
- G. .app
- H. .apk

Answer: BDG

Explanation:

<https://support.microsoft.com/en-us/windows/common-file-name-extensions-in-windows-da4a4430-8e76-89c5>
.pkg and .dmg are files used to distribute and install applications on macOS. .pkg files are installer packages that may contain multiple files and executable code, while .dmg files are disk images that can contain a single bundled application or multiple applications. .app files are typically the main executable files for macOS applications. The other options listed are file extensions for applications or installers on other platforms (such as .deb for Debian-based Linux systems, .msi for Windows, and .apk for Android). This information is covered in the CompTia A+ Core2 documents/guide under the Mac OS section.

NEW QUESTION 4

Upon downloading a new ISO, an administrator is presented with the following string: 59d15a16ce90cBcc97fa7c211b767aB
Which of the following BEST describes the purpose of this string?

- A. XSS verification
- B. AES-256 verification
- C. Hash verification
- D. Digital signature verification

Answer: C

Explanation:

Hash verification is a process that verifies the integrity of a file by comparing the hash value of the downloaded file to the hash value provided by the source

NEW QUESTION 5

Welcome to your first day as a Fictional Company. LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.
Click on individual tickers to see the ticket details. View attachments to determine the problem.
Select the appropriate issue from the 'issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify Resolve drop-down menu.

TEST QUESTION

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

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

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


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

Show Question

Reset All Answers

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

Details



No Ticket Selected

Please select a ticket from the list

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

Details

#8675309

Open

Priority

High

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

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

Attachments

[bootmgr not found.png](#)

Issue

Resolution

Verify/Resolve

The screenshot displays a helpdesk application interface. On the left, a table lists tickets with columns for Date and Priority. The first ticket, dated 7/13/2022 with a High priority, is selected. To its right, a 'Details' panel shows ticket information: #6676309, Open status, High priority, Category 'Technical / Bug Reports', Assigned To 'helpdesk@fictional.com', and Assigned Date '7/13/2022'. Below this, the Subject is 'PC is failing to boot. Screen is displaying error message, see attachment.' and Attachments include a link to 'bootmgr not found.png'. An 'Issue' dropdown menu is open, showing a list of common Windows problems such as 'Corrupt OS', 'Recent Windows Updates', 'Graphics Drive Updates', 'BSOD', 'Printing Issues', 'Limited Network Connectivity', 'Services Failed to Start', 'User Profile is Corrupted', 'Application Crash', 'User cannot access shared resource', 'URL contains typo', 'Reinstall Operating System', 'Rollback Updates', 'Rollback Drivers', 'Repair Application', 'Restart Print Spooler', 'Disable Network Adapter', 'Update Network Drivers', 'Refresh DHCP', 'Rebuild Windows Profile', 'Apply Updates', 'Repair Installation', 'Restore from Recovery Partition', 'Remap network drive', 'Verify integrity of disk drive', 'Initiate screen share session with user', 'Windows recovery environment', and 'Inform user of AUP violation'. At the bottom, a 'Verify/Resolve' dropdown menu is open, showing a list of commands: 'chkdsk', 'dism', 'diskpart', 'sfc', 'dd', 'ctrl + alt + del', 'net use', 'net user', 'netstat', 'netsh', and 'bootrec'.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application Description automatically generated

Details

#8675309

Open

Priority

High

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

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

Attachments

[bootmgr not found.png](#)

Issue

Corrupt OS

Resolution

Reinstall Operating System

Verify/Resolve

chkdsk

Close Ticket

NEW QUESTION 6

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

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

Answer: D

Explanation:

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

NEW QUESTION 7

A technician is reimaging a desktop PC. The technician connects the PC to the network and powers it on. The technician attempts to boot the computer via the NIC to image the computer, but this method does not work. Which of the following is the MOST likely reason the computer is unable to boot into the imaging system via the network?

- A. The computer's CMOS battery failed.
- B. The computer's NIC is faulty.
- C. The PXE boot option has not been enabled
- D. The Ethernet cable the technician is using to connect the desktop to the network is faulty.

Answer: C

Explanation:

The most likely reason the computer is unable to boot into the imaging system via the network is that the PXE boot option has not been enabled. PXE (Preboot Execution Environment) is an environment that allows computers to boot up over the network, instead of from a local disk. In order for this to work, the PXE boot option must be enabled in the computer's BIOS settings. As stated in the CompTIA A+ Core 2 exam objectives, technicians should know how to enable PXE in BIOS to enable network booting on a computer.

NEW QUESTION 8

A technician has just used an anti-malware removal tool to resolve a user's malware issue on a corporate laptop. Which of the following BEST describes what the technician should do before returning the laptop to the user?

- A. Educate the user on malware removal.
- B. Educate the user on how to reinstall the laptop OS.
- C. Educate the user on how to access recovery mode.
- D. Educate the user on common threats and how to avoid them.

Answer: D

Explanation:

educating the user on common threats and how to avoid them (D) would be a good step before returning the laptop to the user. This can help prevent similar issues from happening again.

NEW QUESTION 9

A company discovered that numerous computers from multiple geographic locations are sending a very high number of connection requests which is causing the company's web server to become unavailable to the general public. Which of the following attacks is occurring?

- A. Zero day
- B. SQL injection
- C. Cross-site scripting
- D. Distributed denial of service

Answer: D

Explanation:

The company is experiencing a distributed denial of service (DDoS) attack. A DDoS attack is a type of cyber attack in which multiple compromised systems are used to target a single system, causing a denial of service for users of the targeted system.

NEW QUESTION 10

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

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

Answer: A

Explanation:

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

NEW QUESTION 10

A technician has been tasked with using the fastest and most secure method of logging in to laptops. Which of the following log-in options meets these requirements?

- A. PIN
- B. Username and password
- C. SSO
- D. Fingerprint

Answer: A

Explanation:

This is because a PIN is a fast and secure method of logging in to laptops, and it is more secure than a password because it is not susceptible to keyloggers.

NEW QUESTION 13

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

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

Answer: CF

Explanation:

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

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

NEW QUESTION 15

While browsing a website, a staff member received a message that the website could not be trusted. Shortly afterward, several other colleagues reported the same issue across numerous other websites. Remote users who were not connected to corporate resources did not have any issues. Which of the following is MOST likely the cause of this issue?

- A. A bad antivirus signature update was installed.
- B. A router was misconfigured and was blocking traffic.
- C. An upstream internet service provider was flapping.
- D. The time or date was not in sync with the website.

Answer: B

Explanation:

The most likely cause of this issue is that a router was misconfigured and was blocking traffic. This would explain why remote users who were not connected to

corporate resources did not have any issues.

NEW QUESTION 16

A help desk team lead contacts a systems administrator because the technicians are unable to log in to a Linux server that is used to access tools. When the administrator tries to use remote desktop to log in to the server, the administrator sees the GUI is crashing. Which of the following methods can the administrator use to troubleshoot the server effectively?

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

Answer: C

Explanation:

The administrator can use Virtual Network Computing (VNC) to troubleshoot the server effectively. VNC is a graphical desktop sharing system that allows the administrator to remotely control the desktop of a Linux server.

NEW QUESTION 21

Which of the following command-line tools will delete a directory?

- A. md
- B. del
- C. dir
- D. rd
- E. cd

Answer: D

Explanation:

To delete an empty directory, enter `rd Directory` or `rmdir Directory`. If the directory is not empty, you can remove files and subdirectories from it using the `/s` switch. You can also use the `/q` switch to suppress confirmation messages (quiet mode).

NEW QUESTION 26

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

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

Answer: CE

Explanation:

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

NEW QUESTION 29

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

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

Answer: D

Explanation:

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

NEW QUESTION 34

A user enabled a mobile device's screen lock function with pattern unlock. The user is concerned someone could access the mobile device by repeatedly attempting random patterns to unlock the device. Which of the following features BEST addresses the user's concern?

- A. Remote wipe
- B. Anti-malware
- C. Device encryption
- D. Failed login restrictions

Answer: A

Explanation:

The feature that BEST addresses the user's concern is remote wipe. This is because remote wipe allows the user to erase all data on the mobile device if it is lost or stolen, which will prevent unauthorized access to the device¹.

NEW QUESTION 35

A user's smartphone data usage is well above average. The user suspects an installed application is transmitting data in the background. The user would like to be alerted when an application attempts to communicate with the internet. Which of the following BEST addresses the user's concern?

- A. Operating system updates
- B. Remote wipe
- C. Antivirus
- D. Firewall

Answer: D

Explanation:

A firewall is a security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules. In this scenario, the user is concerned about an installed application transmitting data in the background, so a firewall would be the best solution to address their concern. By installing and configuring a firewall, the user can block unauthorized connections to and from the device, and receive alerts whenever an application tries to access the internet.

NEW QUESTION 37

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

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

Answer: EF

Explanation:

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

E. A user cannot locate the phone after attending a play at a theater. F. A user forgot the phone in a taxi, and the driver called the company to return the device¹
In scenario E, remote wipe capabilities would be used to prevent unauthorized access to the device and to protect sensitive data. In scenario F, remote wipe capabilities would be used to erase all data on the device before it is returned to the user.

NEW QUESTION 39

A technician is troubleshooting an issue involving programs on a Windows 10 machine that are loading on startup but causing excessive boot times. Which of the following should the technician do to selectively prevent programs from loading?

- A. Right-click the Windows button, then select Run entering shell startup and clicking OK, and then move items one by one to the Recycle Bin
- B. Remark out entries listed HKEY_LOCAL_MACHINE>SOFTWARE>Microsoft>Windows>CurrentVersion>Run
- C. Manually disable all startup tasks currently listed as enabled and reboot checking for issue resolution at startup
- D. Open the Startup tab and methodically disable items currently listed as enabled and reboot, checking for issue resolution at each startup.

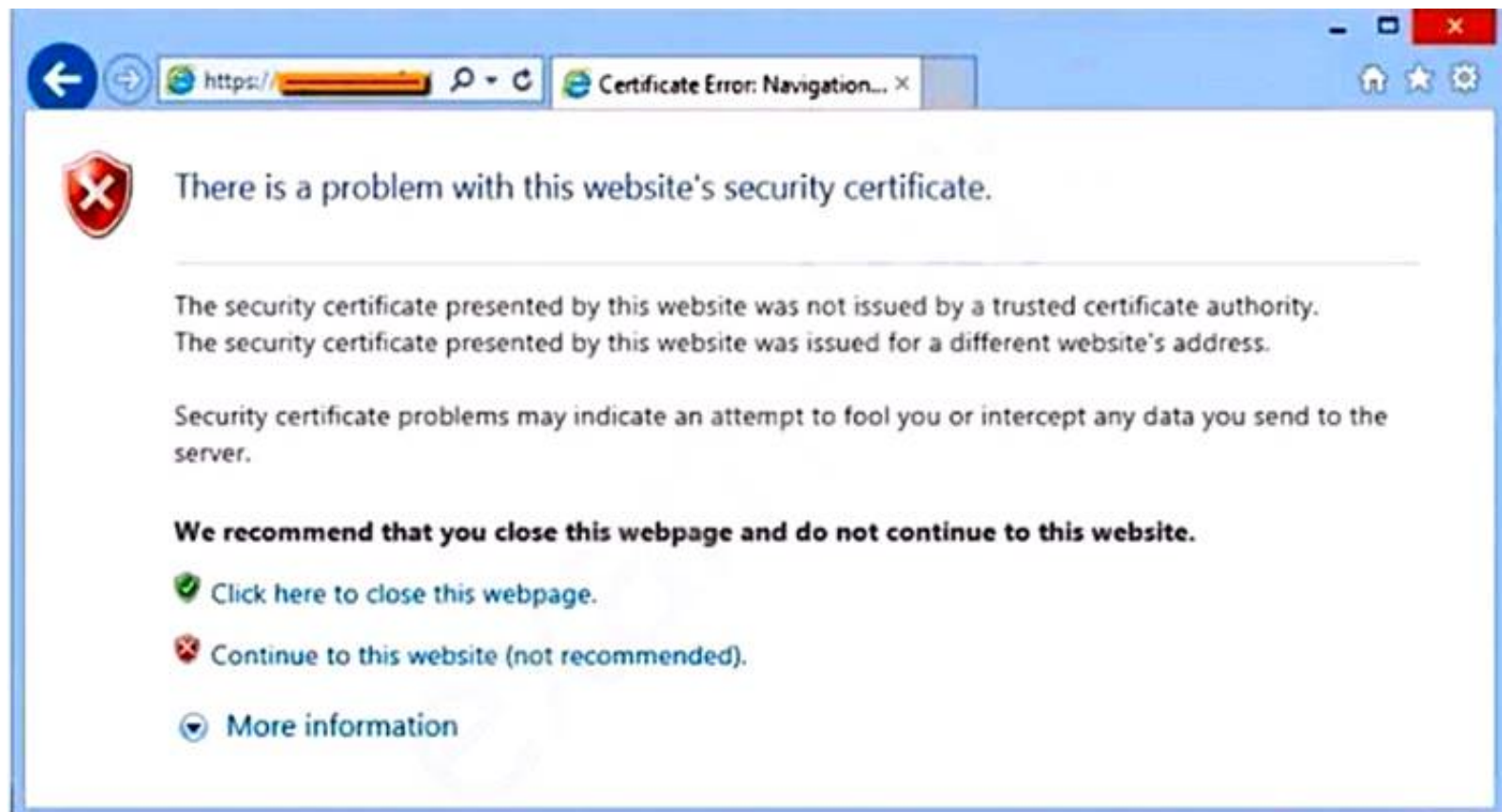
Answer: D

Explanation:

This is the most effective way to selectively prevent programs from loading on a Windows 10 machine. The Startup tab can be accessed by opening Task Manager and then selecting the Startup tab. From there, the technician can methodically disable items that are currently listed as enabled, reboot the machine, and check for issue resolution at each startup. If the issue persists, the technician can then move on to disabling the next item on the list.

NEW QUESTION 41

After clicking on a link in an email a Chief Financial Officer (CFO) received the following error:



The CFO then reported the incident to a technician. The link is purportedly to the organization's bank. Which of the following should the technician perform FIRST?

- A. Update the browser's CRLs
- B. File a trouble ticket with the bank.
- C. Contact the ISP to report the CFCs concern
- D. Instruct the CFO to exit the browser

Answer: A

Explanation:

The technician should update the browser's CRLs first. The error message indicates that the certificate revocation list (CRL) is not up to date. Updating the CRLs will ensure that the browser can verify the authenticity of the bank's website.

NEW QUESTION 44

A technician has verified that a user's computer has a virus, and the antivirus software is out of date. Which of the following steps should the technician take NEXT?

- A. Quarantine the computer.
- B. use a previous restore point,
- C. Educate the end user about viruses
- D. Download the latest virus definitions

Answer: D

Explanation:

This will ensure that the antivirus software is up-to-date, and can detect any new viruses that may have been released since the last virus definition update. The CompTIA A+ Core 2 220-1002 exam covers this topic in the following domains: 1.3 Explain the importance of security awareness and 2.2 Given a scenario, use secure data management and disaster recovery principles.

NEW QUESTION 45

A company has just refreshed several desktop PCs. The hard drives contain PII. Which of the following is the BEST method to dispose of the drives?

- A. Drilling
- B. Degaussing
- C. Low-level formatting
- D. Erasing/wiping

Answer: D

Explanation:

Erasing/wiping the hard drives is the best method to dispose of the drives containing PII

NEW QUESTION 47

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

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

Answer: C

Explanation:

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

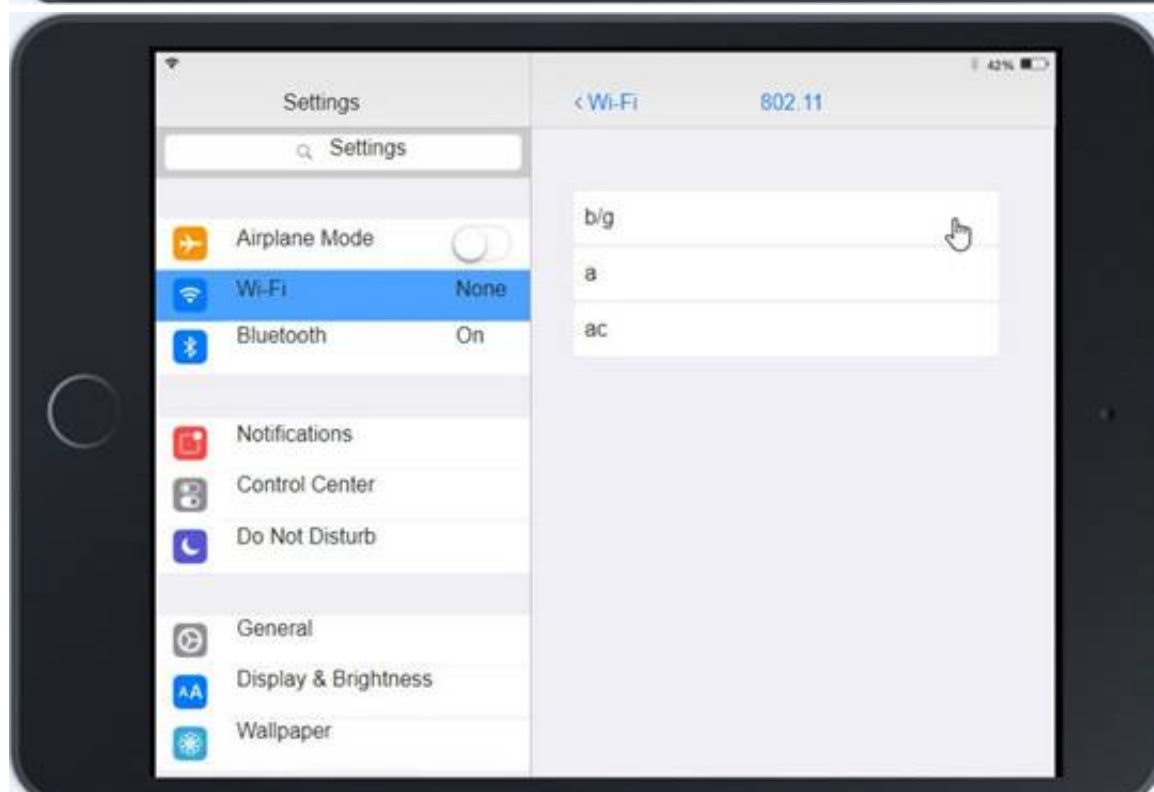
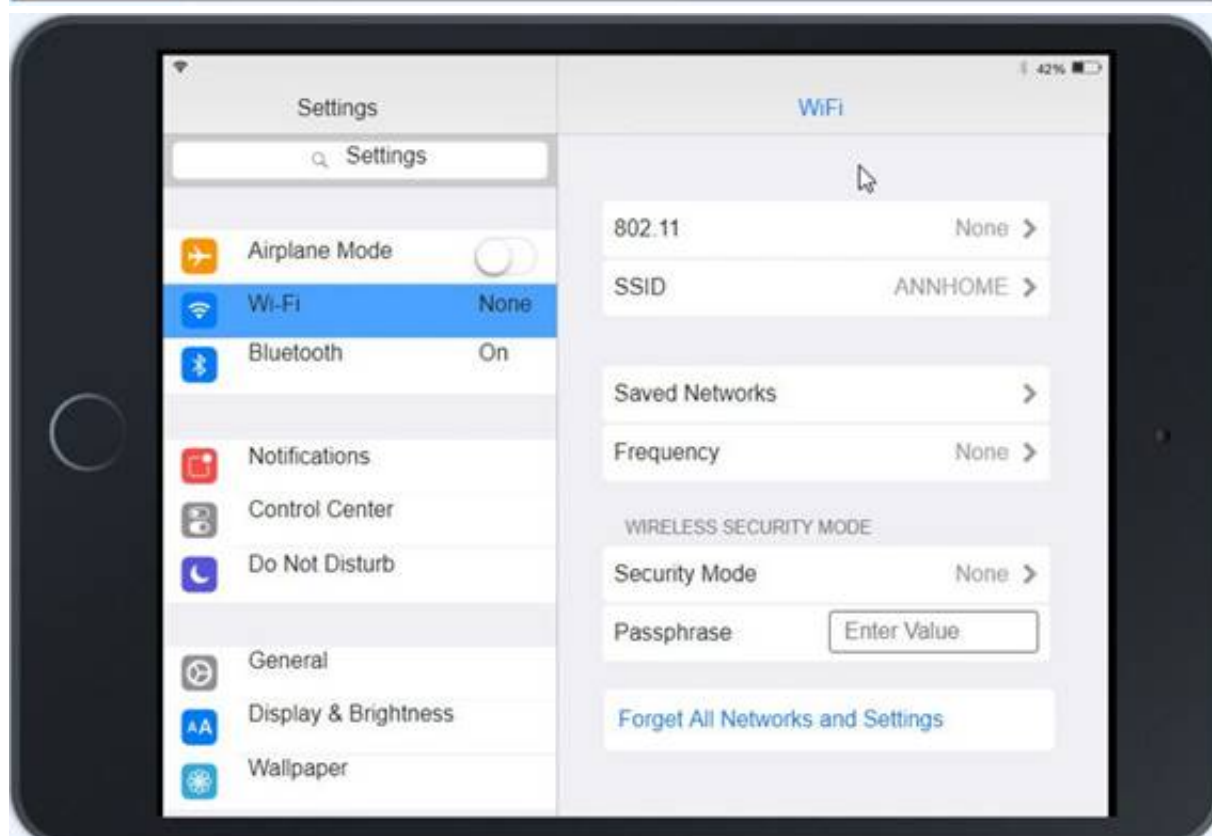
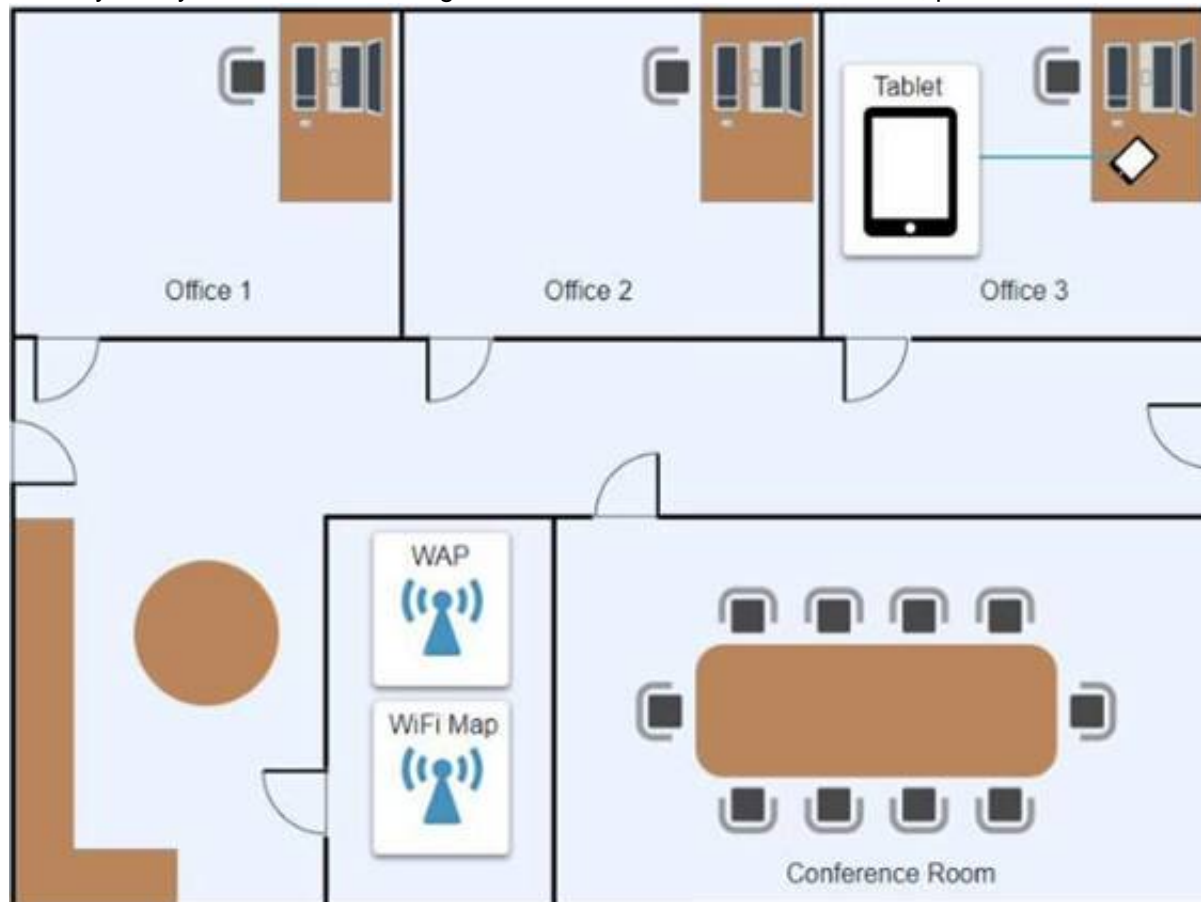
NEW QUESTION 49

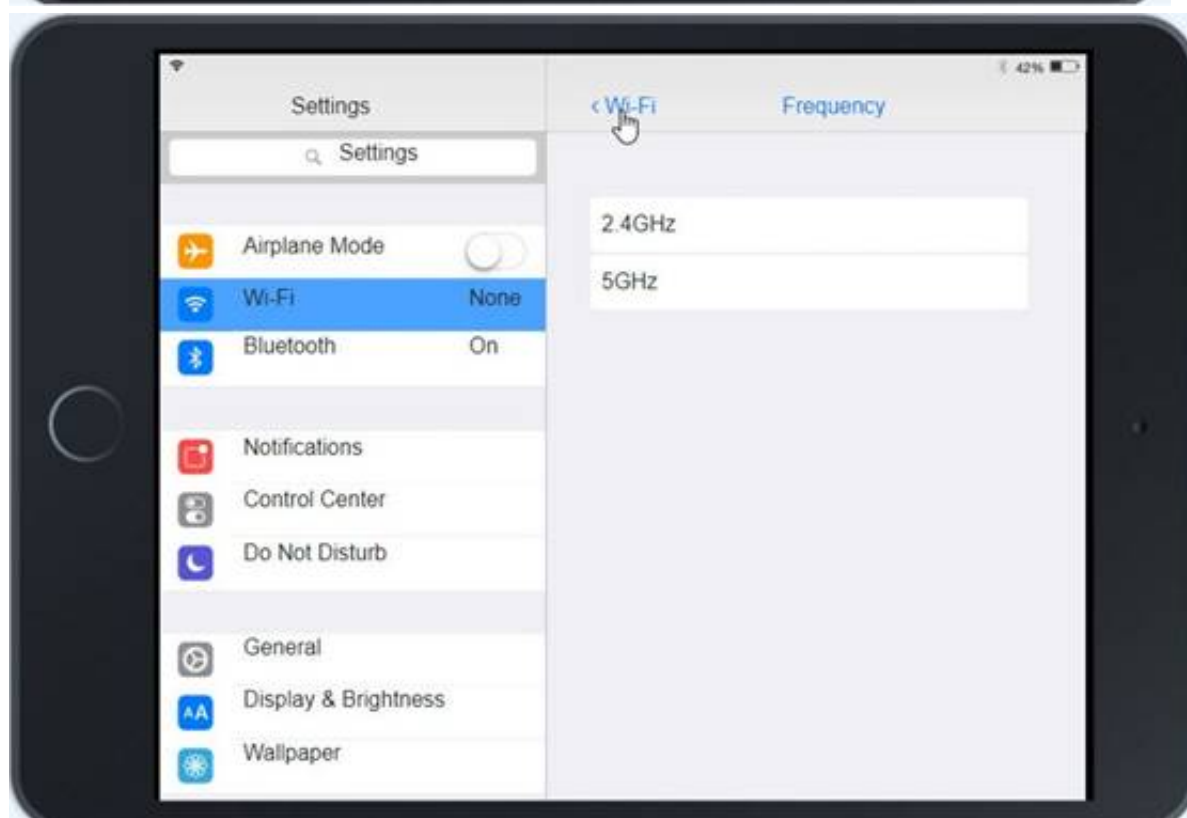
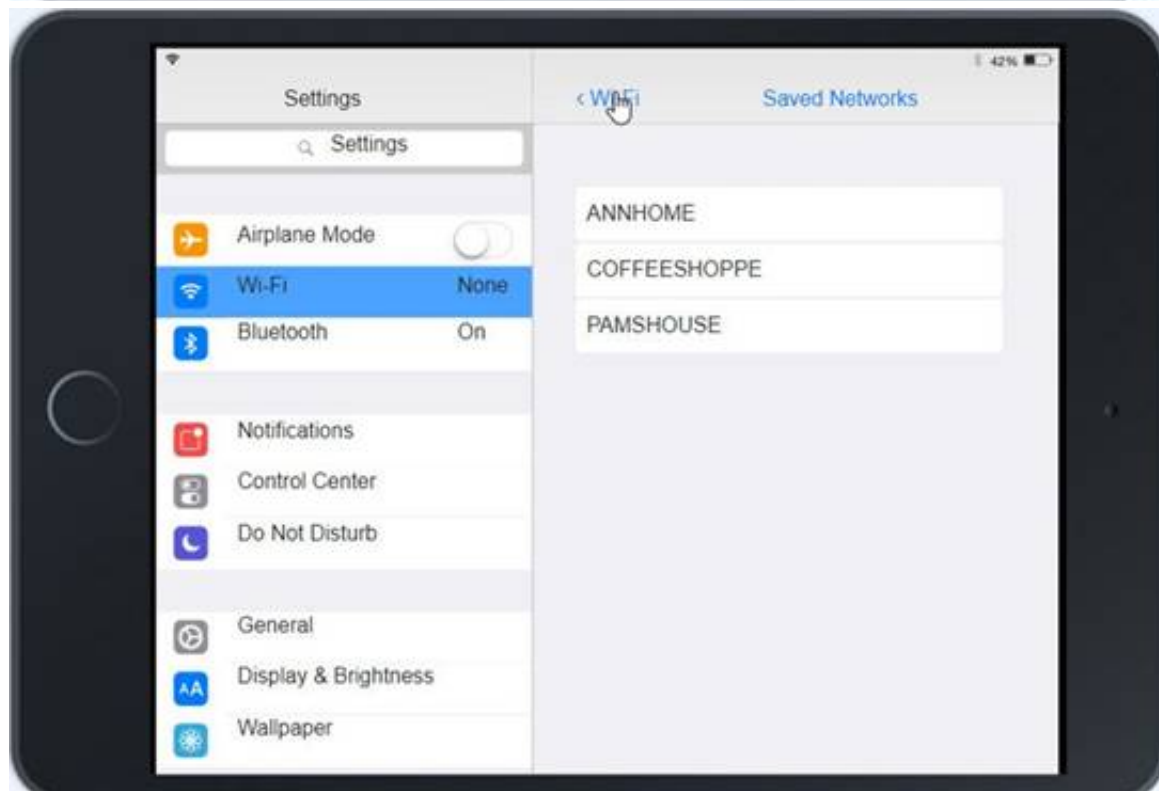
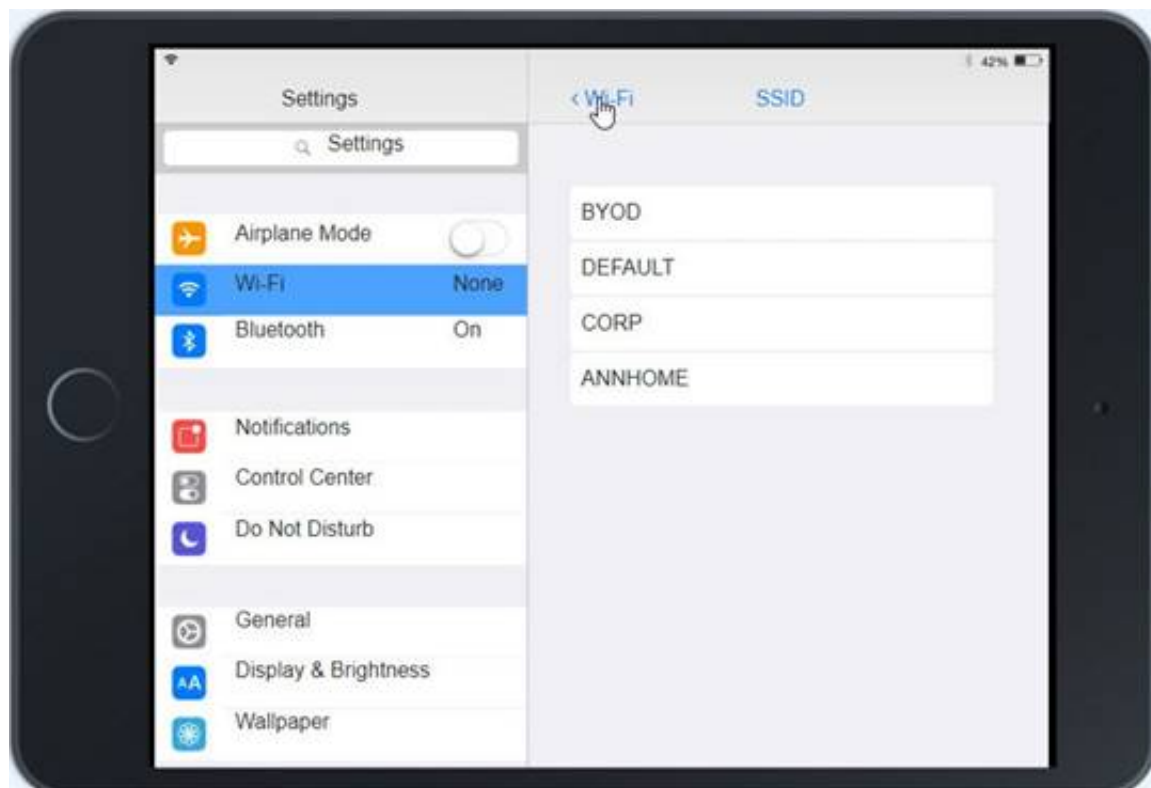
Ann, a CEO, has purchased a new consumer-class tablet for personal use, but she is unable to connect it to the company's wireless network. All the corporate laptops are connecting without issue. She has asked you to assist with getting the device online.

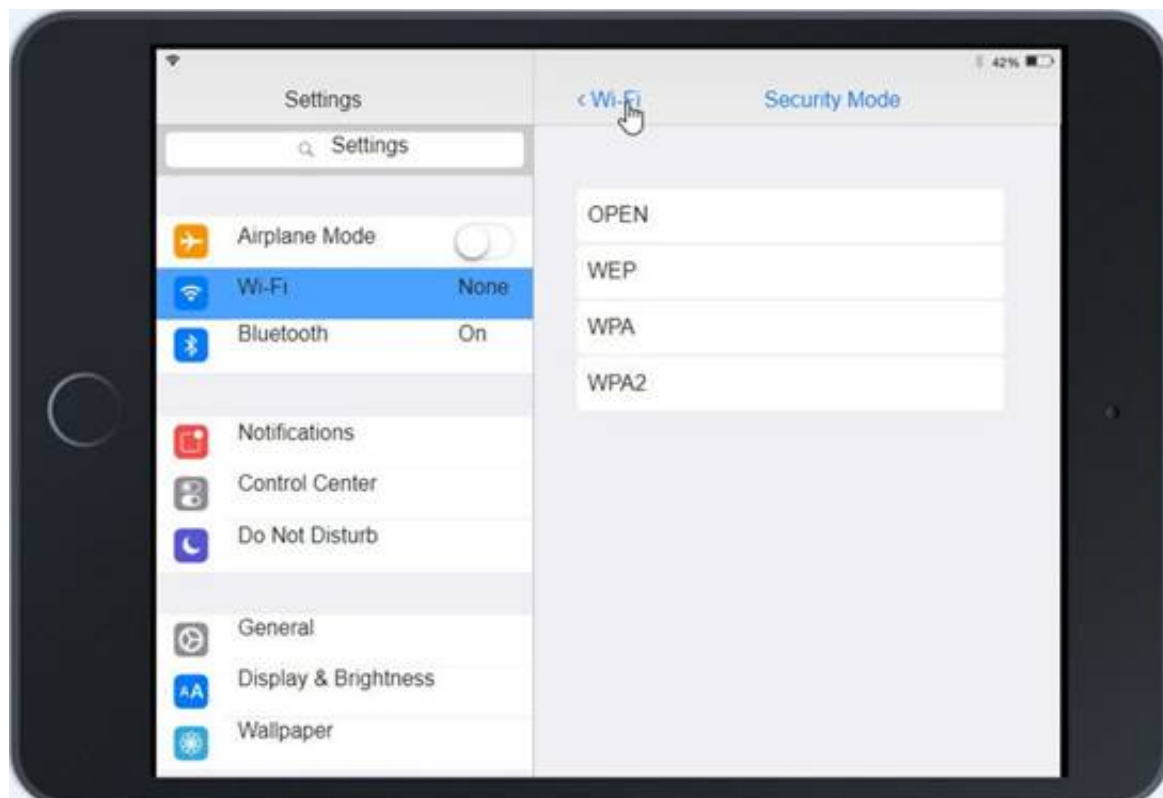
INSTRUCTIONS

Review the network diagrams and device configurations to determine the cause of the problem and resolve any discovered issues.

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





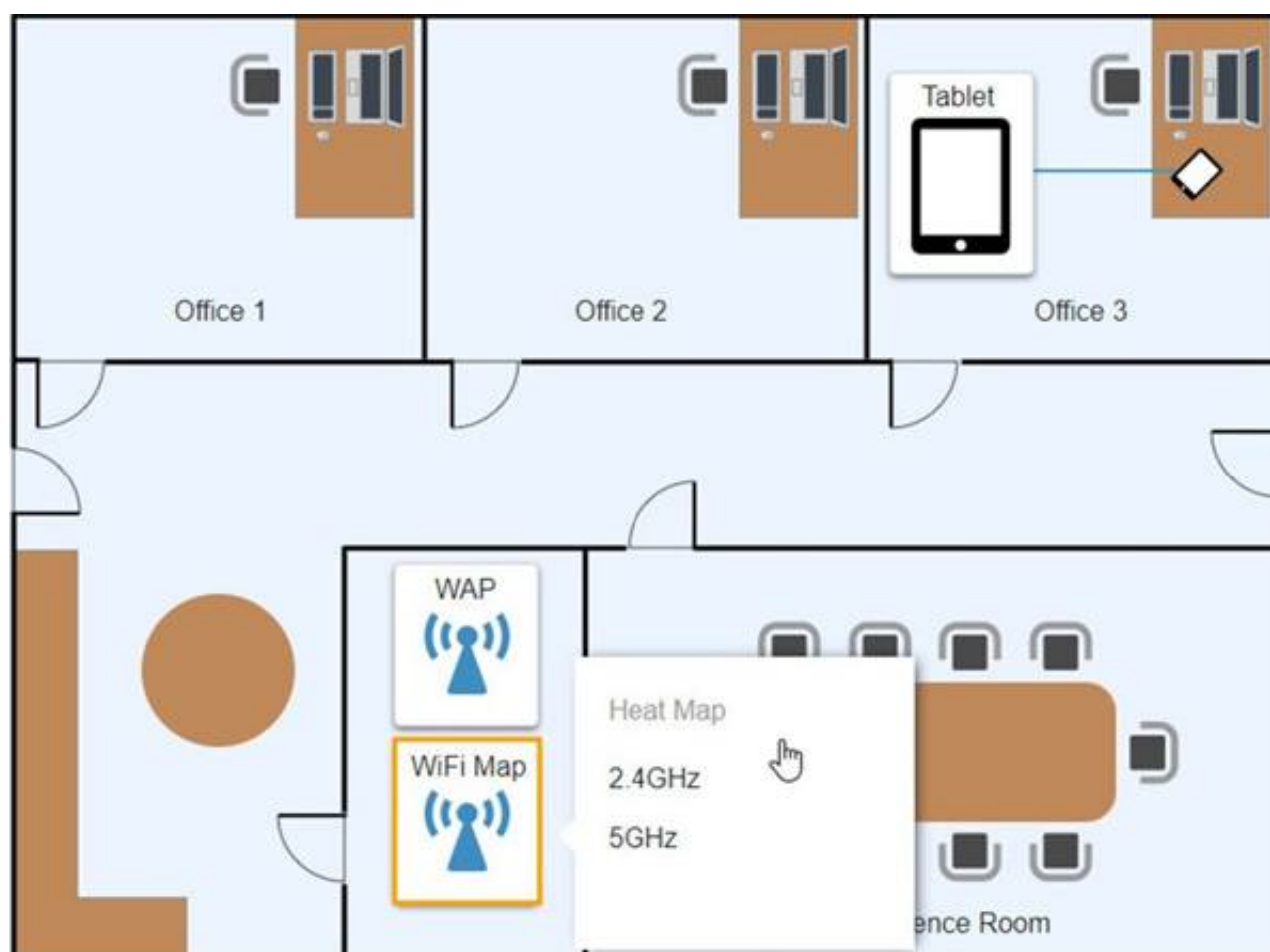


Settings

Site	Wireless Networks			
Wireless Networks				
Networks				
Guest Control				
Admins				
User Groups				
VOIP				
Controller				
Cloud Access				
Maintenance				

SSID	Frequency	Security	Totally Secure!
CORP	2.4GHz/5GHz	WPA2	Corpsecure1
BYOD	2.4GHz/5GHz	WPA-PSK	TotallySecure1

Create New Wireless Network

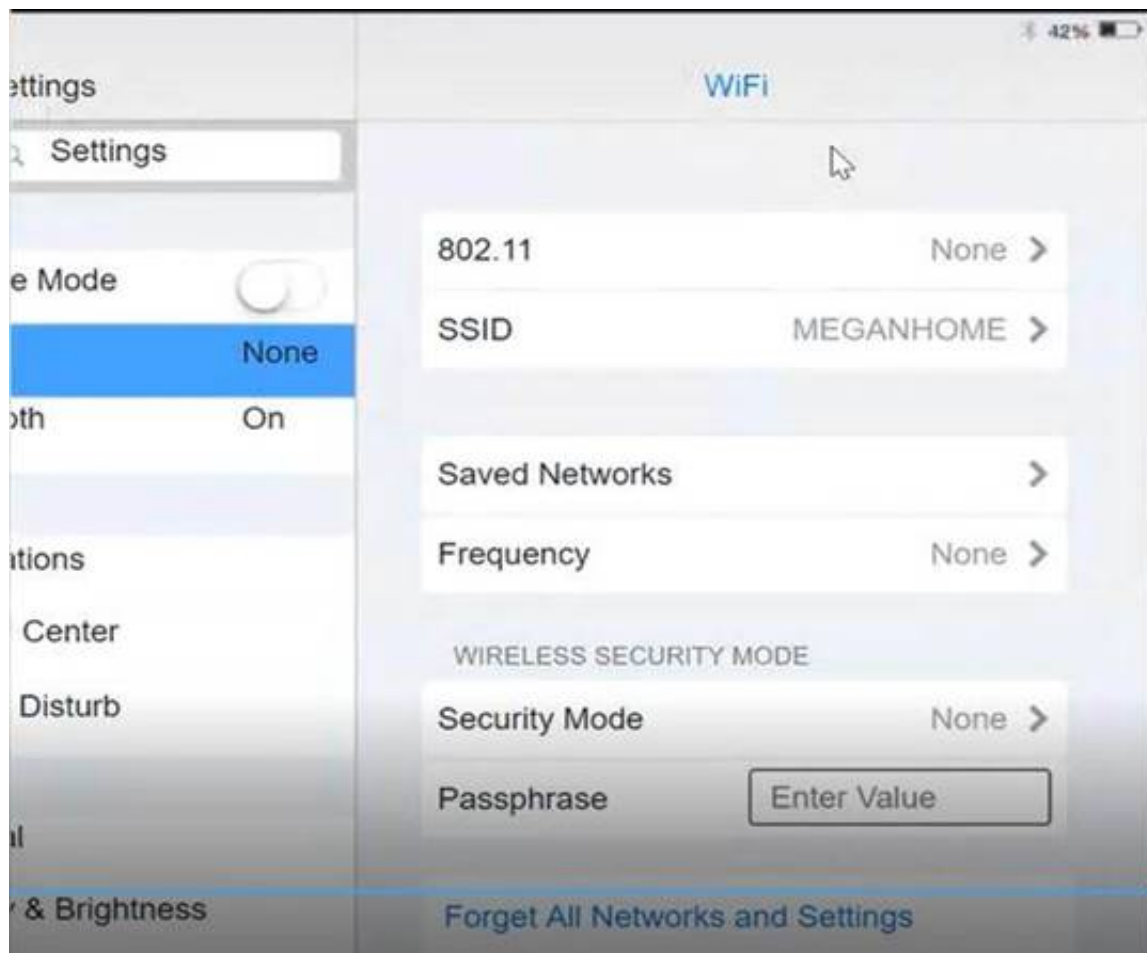


- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

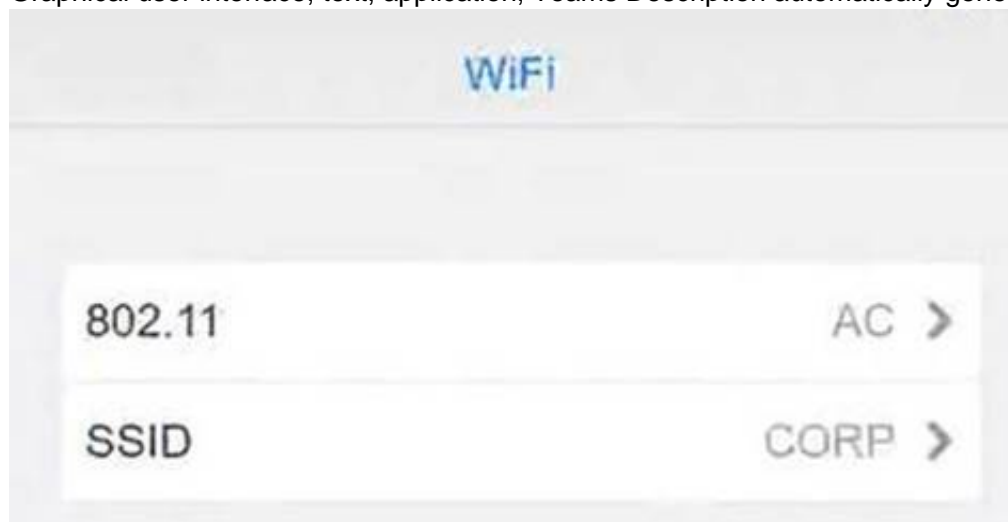
Graphical user interface, application Description automatically generated



Click on 802.11 and Select ac
 Graphical user interface, application Description automatically generated



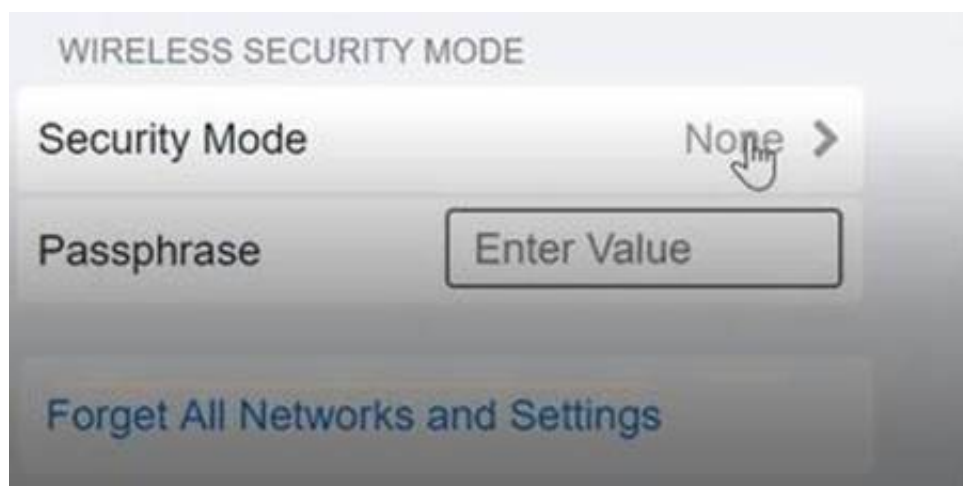
Click on SSID and select CORP
 Graphical user interface, text, application, Teams Description automatically generated



Click on Frequency and select 5GHz
 A picture containing background pattern Description automatically generated



At Wireless Security Mode, Click on Security Mode
 Graphical user interface, text, application Description automatically generated



Select the WPA2

Graphical user interface, application, Teams Description automatically generated with medium confidence



Ann needs to connect to the BYOD SSID, using 2.4GHZ. The selected security method chose should be WPA PSK, and the password should be set to TotallySecret.

Graphical user interface, application Description automatically generated



NEW QUESTION 54

A technician is installing new network equipment in a SOHO and wants to ensure the equipment is secured against external threats on the Internet. Which of the following actions should the technician do FIRST?

- A. Lock all devices in a closet.
- B. Ensure all devices are from the same manufacturer.
- C. Change the default administrative password.
- D. Install the latest operating system and patches

Answer: C

Explanation:

The technician should change the default administrative password FIRST to ensure the network equipment is secured against external threats on the Internet. Changing the default administrative password is a basic security measure that can help prevent unauthorized access to the network equipment. Locking all devices in a closet is a physical security measure that can help prevent theft or damage to the devices, but it does not address external threats on the Internet. Ensuring all devices are from the same manufacturer is not a security measure and does not address external threats on the Internet. Installing the latest operating system and patches is important for maintaining the security of the network equipment, but it is not the first action the technician should take.

NEW QUESTION 55

Before leaving work, a user wants to see the traffic conditions for the commute home. Which of the following tools can the user employ to schedule the browser to automatically launch a traffic website at 4:45 p.m.?

- A. taskschd.msc
- B. perfmon.msc
- C. lusrmgr.msc
- D. Eventvwr.msc

Answer: A

Explanation:

The user can use the Task Scheduler (taskschd.msc) to schedule the browser to automatically launch a traffic website at 4:45 p.m. The Task Scheduler is a tool in Windows that allows users to schedule tasks to run automatically at specified times or in response to certain events.

NEW QUESTION 56

A user reports that text on the screen is too small. The user would like to make the text larger and easier to see. Which of the following is the BEST way for the user to increase the size of text, applications, and other items using the Windows 10 Settings tool?

- A. Open Settings select Devices, select Display, and change the display resolution to a lower resolution option
- B. Open Settings, select System, select Display, and change the display resolution to a lower resolution option.
- C. Open Settings Select System, select Display, and change the Scale and layout setting to a higher percentage.
- D. Open Settings select Personalization, select Display and change the Scale and layout setting to a higher percentage

Answer: C

Explanation:

Open Settings, select System, select Display, and change the Scale and layout setting to a higher percentage12 3

NEW QUESTION 59

A user receives a notification indicating the data plan on the user's corporate phone has reached its limit. The user has also noted the performance of the phone is abnormally slow. A technician discovers a third-party GPS application was installed on the phone. Which of the following is the MOST likely cause?

- A. The GPS application is installing software updates.
- B. The GPS application contains malware.
- C. The GPS application is updating its geospatial map data.
- D. The GPS application is conflicting with the built-in GPS.

Answer: B

Explanation:

The GPS application contains malware. The third-party GPS application is likely the cause of the slow performance of the phone. The application may contain malware that is using up system resources and slowing down the phone. The user should uninstall the application and run a malware scan on the phone

NEW QUESTION 64

A technician has been tasked with installing a workstation that will be used for point-of-sale transactions. The point-of-sale system will process credit cards and loyalty cards. Which of the following encryption technologies should be used to secure the workstation in case of theft?

- A. Data-in-transit encryption
- B. File encryption
- C. USB drive encryption
- D. Disk encryption

Answer: D

Explanation:

Disk encryption should be used to secure the workstation in case of theft. Disk encryption can help to protect data on the hard drive by encrypting it so that it cannot be accessed without the correct encryption key.

NEW QUESTION 66

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

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

Answer: A

Explanation:

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

NEW QUESTION 71

A user reports a workstation has been performing strangely after a suspicious email was opened on it earlier in the week. Which of the following should the

technician perform FIRST?

- A. Escalate the ticket to Tier 2.
- B. Run a virus scan.
- C. Utilize a Windows restore point.
- D. Reimage the computer.

Answer: B

Explanation:

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

When a user reports that their workstation is behaving strangely after opening a suspicious email, the first step a technician should take is to run a virus scan on the computer. This is because opening a suspicious email is a common way for viruses and malware to infect a computer. Running a virus scan can help identify and remove any infections that may be causing the computer to behave strangely.

NEW QUESTION 74

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

- A. Services in Control Panel to check for overutilization
- B. Performance Monitor to check for resource utilization
- C. System File Checker to check for modified Windows files
- D. Event Viewer to identify errors

Answer: C

Explanation:

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

NEW QUESTION 76

A user is configuring a new SOHO Wi-Fi router for the first time. Which of the following settings should the user change FIRST?

- A. Encryption
- B. Wi-Fi channel
- C. Default passwords
- D. Service set identifier

Answer: C

Explanation:

the user should change the default passwords first when configuring a new SOHO Wi-Fi router¹

NEW QUESTION 81

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

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

Answer: D

Explanation:

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

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

NEW QUESTION 82

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

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

Answer: D

Explanation:

Shredding is the most effective method to securely dispose of data stored on optical discs¹² References: 4. How Can I Safely Destroy Sensitive Data CDs/DVDs? - How-To Geek. Retrieved from

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

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

NEW QUESTION 84

A technician needs to format a USB drive to transfer 20GB of data from a Linux computer to a Windows computer. Which of the following filesystems will the technician MOST likely use?

- A. FAT32
- B. ext4
- C. NTFS
- D. exFAT

Answer: C

Explanation:

Since Windows systems support FAT32 and NTFS "out of the box" and Linux supports a whole range of them including FAT32 and NTFS, it is highly recommended to format the partition or disk you want to share in either FAT32 or NTFS, but since FAT32 has a file size limit of 4.2 GB, if you happen to work with huge files, then it is better you use NTFS

NEW QUESTION 85

A user has a license for an application that is in use on a personal home laptop. The user approaches a systems administrator about using the same license on multiple computers on the corporate network. Which of the following BEST describes what the systems administrator should tell the user?

- A. Use the application only on the home laptop because it contains the initial license.
- B. Use the application at home and contact the vendor regarding a corporate license.
- C. Use the application on any computer since the user has a license.
- D. Use the application only on corporate computers.

Answer: B

Explanation:

Use the application at home and contact the vendor regarding a corporate license. The user should use the application only on the home laptop because it contains the initial license. The user should contact the vendor regarding a corporate license if they want to use the application on multiple computers on the corporate network¹

NEW QUESTION 90

A user wants to set up speech recognition on a PC. In which of the following Windows Settings tools can the user enable this option?

- A. Language
- B. System
- C. Personalization
- D. Ease of Access

Answer: D

Explanation:

The user can enable speech recognition on a PC in the Ease of Access settings tool. To set up Speech Recognition on a Windows PC, the user should open Control Panel, click on Ease of Access, click on Speech Recognition, and click the Start Speech Recognition link. Language settings can be used to change the language of the speech recognition feature, but they will not enable the feature. System settings can be used to configure the hardware and software of the PC, but they will not enable the speech recognition feature. Personalization settings can be used to customize the appearance and behavior of the PC, but they will not enable the speech recognition feature¹. Open up ease of access, click on speech, then there is an on and off button for speech recognition.

NEW QUESTION 91

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

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

Answer: AE

Explanation:

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

NEW QUESTION 95

A technician is working to resolve a Wi-Fi network issue at a doctor's office that is located next to an apartment complex. The technician discovers that employees and patients are not the only people on the network. Which of the following should the technician do to BEST minimize this issue?

- A. Disable unused ports.
- B. Remove the guest network
- C. Add a password to the guest network
- D. Change the network channel.

Answer: D

Explanation:

Changing the network channel is the best solution to minimize the issue of employees and patients not being the only people on the Wi-Fi network5

References: 3. Sample CompTIA Security+ exam questions and answers. Retrieved from

<https://www.techtarget.com/searchsecurity/quiz/Sample-CompTIA-Security-exam-questions-and-answers>

NEW QUESTION 97

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

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

Answer: B

Explanation:

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

NEW QUESTION 102

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

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

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

Details

#8675310

Open

Priority

Low

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

Unable to access Z: on my computer, but I can manually enter the location in the window.

Attachments

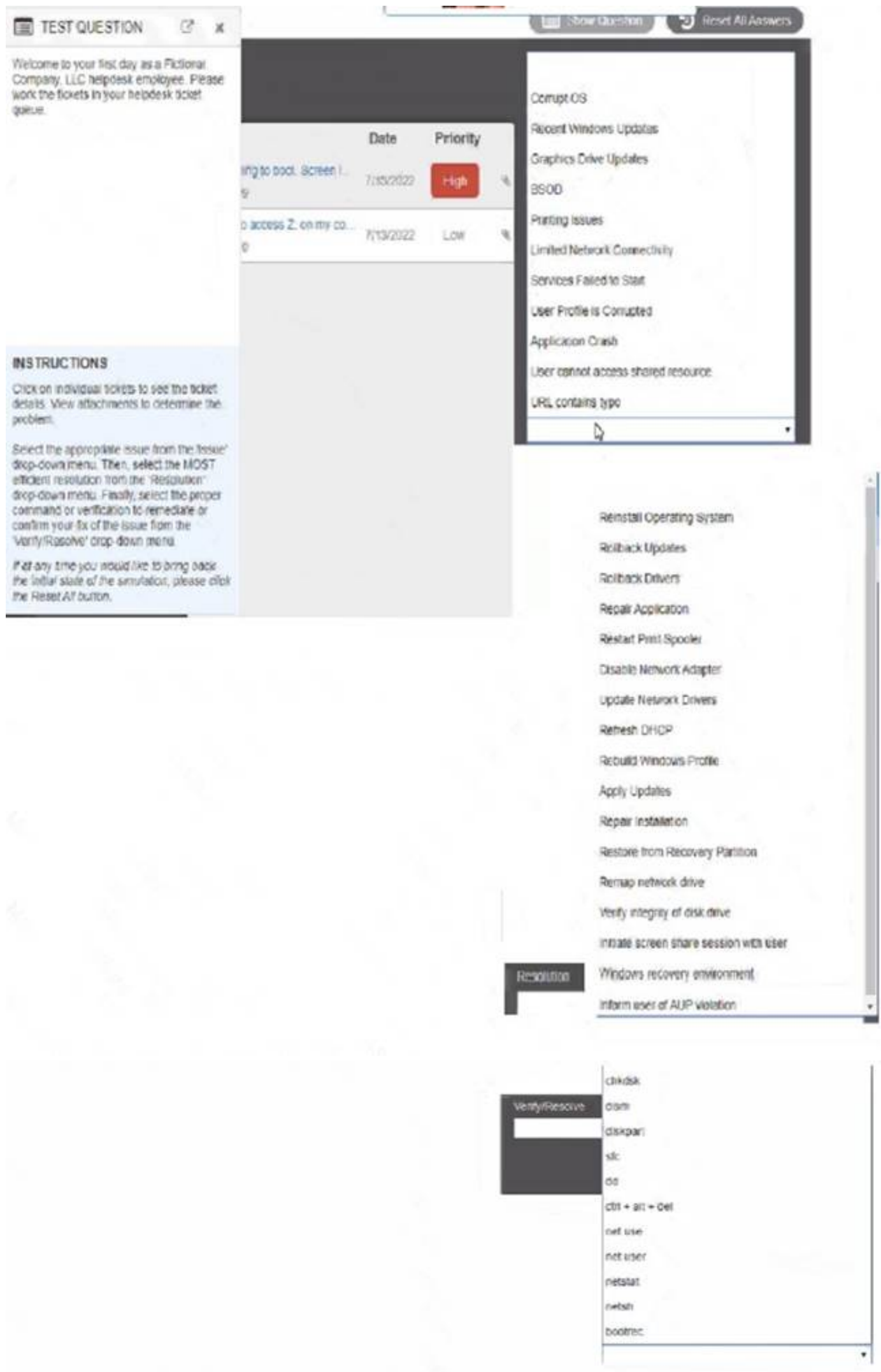
[File Explorer.jpg](#)

Issue

Resolution

Verify/Resolve

Close Ticket



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application Description automatically generated

Details

#8675310

Open

Priority

Low

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

Unable to access Z: on my computer, but I can manually enter the location in the window.

Attachments

[File Explorer.jpg](#)

Issue

Corrupt OS

Resolution

Reinstall Operating System

Verify/Resolve

chkdsk

Close Ticket

NEW QUESTION 104

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

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

Answer: B

Explanation:

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

NEW QUESTION 106

Which of the following Linux commands would be used to install an application?

- A. yum
- B. grep
- C. ls
- D. sudo

Answer: D

Explanation:

The Linux command used to install an application is sudo. The sudo command allows users to run programs with the security privileges of another user, such as the root user. This is necessary to install applications because it requires administrative privileges¹

NEW QUESTION 109

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

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

Answer: B

Explanation:

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

temperatures. Boot sector viruses are a type of malware that infects the boot sector of a hard drive, but they do not typically cause high GPU temperatures¹²

NEW QUESTION 111

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

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

Answer: B

Explanation:

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

NEW QUESTION 116

A bank would like to enhance building security in order to prevent vehicles from driving into the building while also maintaining easy access for customers. Which of the following BEST addresses this need?

- A. Guards
- B. Bollards
- C. Motion sensors
- D. Access control vestibule

Answer: B

Explanation:

Bollards are the best solution to enhance building security in order to prevent vehicles from driving into the building while also maintaining easy access for customers⁴

References: 2. Bollards. Retrieved from <https://en.wikipedia.org/wiki/Bollard>

NEW QUESTION 120

An Android user contacts the help desk because a company smartphone failed to complete a tethered OS update A technician determines there are no error messages on the device Which of the following should the technician do NEXT?

- A. Verify all third-party applications are disabled
- B. Determine if the device has adequate storage available.
- C. Check if the battery is sufficiently charged
- D. Confirm a strong internet connection is available using Wi-Fi or cellular data

Answer: C

Explanation:

Since there are no error messages on the device, the technician should check if the battery is sufficiently charged¹

If the battery is low, the device may not have enough power to complete the update²

In this scenario, the technician has already determined that there are no error messages on the device. The next best step would be to check if the battery is sufficiently charged. If the battery is low, it could be preventing the device from completing the update process.

Verifying that third-party applications are disabled, determining if the device has adequate storage available, and confirming a strong internet connection are all important steps in troubleshooting issues with mobile devices. However, since the problem in this scenario is related to a failed OS update, it is important to first check the battery level before proceeding with further troubleshooting steps.

NEW QUESTION 122

Which of the following should be done NEXT?

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

Answer: D

Explanation:

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

NEW QUESTION 126

A user reports that antivirus software indicates a computer is infected with viruses. The user thinks this happened while browsing the internet. The technician does not recognize the interface with which the antivirus message is presented. Which of the following is the NEXT step the technician should take?

- A. Shut down the infected computer and swap it with another computer
- B. Investigate what the interface is and what triggered it to pop up
- C. Proceed with initiating a full scan and removal of the viruses using the presented interface
- D. Call the phone number displayed in the interface of the antivirus removal tool

Answer:

B

Explanation:

The technician should not proceed with initiating a full scan and removal of the viruses using the presented interface or call the phone number displayed in the interface of the antivirus removal tool¹²
Shutting down the infected computer and swapping it with another computer is not necessary at this point¹² The technician should not immediately assume that the message is legitimate or perform any actions without knowing what the interface is and what triggered it to pop up. It is important to investigate the issue further, including checking the legitimacy of the antivirus program and the message it is displaying.

NEW QUESTION 130

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

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

Answer: C

Explanation:

The law firm wants to retain more versions of the backups when possible, so the best backup method for the technician to implement in this scenario would be Incremental backup. Incremental backups only save the changes made since the last backup, which allows for more frequent backups and minimizes the amount of storage required. This would allow the law firm to retain more than three versions of backups without risking backup failure.
To retain more versions of backups, the technician should implement an Incremental backup method^{102d}
An incremental backup method only backs up the data that has changed since the last backup, so it requires less storage space than a full backup¹²

NEW QUESTION 131

A systems administrator needs to reset a user's password because the user forgot it. The systems administrator creates the new password and wants to further protect the user's account Which of the following should the systems administrator do?

- A. Require the user to change the password at the next log-in.
- B. Disallow the user from changing the password.
- C. Disable the account
- D. Choose a password that never expires.

Answer: A

Explanation:

This will ensure that the user is the only one who knows their password, and that the new password is secure. The CompTIA A+ Core 2 220-1002 exam covers this topic in the domain 1.4 Given a scenario, use appropriate data destruction and disposal methods.

NEW QUESTION 135

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

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

Answer: AB

Explanation:

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

NEW QUESTION 137

A user is having phone issues after installing a new application that claims to optimize performance. The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

- A. Reset the phone to factory settings
- B. Uninstall the fraudulent application
- C. Increase the data plan limits
- D. Disable the mobile hotspot.

Answer: B

Explanation:

Installing applications directly from a vendor's website can be risky, as the application may be malicious or fraudulent. Uninstalling the application can help mitigate the issue by removing the source of the problem.

NEW QUESTION 138

A customer reported that a home PC with Windows 10 installed in the default configuration is having issues loading applications after a reboot occurred in the middle of the night. Which of the following is the FIRST step in troubleshooting?

- A. Install alternate open-source software in place of the applications with issues
- B. Run both CPU and memory tests to ensure that all hardware functionality is normal
- C. Check for any installed patches and roll them back one at a time until the issue is resolved
- D. Reformat the hard drive, and then reinstall the newest Windows 10 release and all applications.

Answer: C

Explanation:

The first step in troubleshooting is to check for any installed patches and roll them back one at a time until the issue is resolved. This can help to identify any patches that may be causing the issue and allow them to be removed.

NEW QUESTION 140

A Windows user reported that a pop-up indicated a security issue. During inspection, an antivirus system identified malware from a recent download, but it was unable to remove the malware. Which of the following actions would be BEST to remove the malware while also preserving the user's files?

- A. Run the virus scanner in an administrative mode.
- B. Reinstall the operating system.
- C. Reboot the system in safe mode and rescan.
- D. Manually delete the infected files.

Answer: C

Explanation:

Rebooting the system in safe mode will limit the number of programs and processes running, allowing the antivirus system to more effectively identify and remove the malware. Rescanning the system will allow the antivirus system to identify and remove the malware while preserving the user's files.

NEW QUESTION 141

A user connected a laptop to a wireless network and was tricked into providing login credentials for a website. Which of the following threats was used to carry out the attack?

- A. Zero day
- B. Vishing
- C. DDoS
- D. Evil twin

Answer: B

Explanation:

Vishing, also known as voice phishing, is a type of social engineering attack where the attacker tricks the victim into divulging sensitive information over the phone. In this case, the attacker tricked the user into providing login credentials for a website.

NEW QUESTION 144

Someone who is fraudulently claiming to be from a reputable bank calls a company employee. Which of the following describes this incident?

- A. Pretexting
- B. Spoofing
- C. Vishing
- D. Scareware

Answer: C

Explanation:

Vishing is a type of social engineering attack where a fraudulent caller impersonates a legitimate entity, such as a bank or financial institution, in order to gain access to sensitive information. The caller will typically use a variety of techniques, such as trying to scare the target or providing false information, in order to get the target to provide the information they are after. Vishing is often used to gain access to usernames, passwords, bank account information, and other sensitive data.

NEW QUESTION 147

Which of the following is MOST likely contained in an EULA?

- A. Chain of custody
- B. Backup of software code
- C. Personally identifiable information
- D. Restrictions of use

Answer: D

Explanation:

An EULA (End-User License Agreement) is a legally binding contract between a software supplier and a customer or end-user, generally made available to the customer via a retailer acting as an intermediary. A EULA specifies in detail the rights and restrictions which apply to the use of the software. Some of the main terms included in an EULA are the terms and scope of the license, any licensing fees, warranties and disclaimers, limitation of liability, revocation or termination of the license, and intellectual property information and restrictions on using the license (e.g. modification and copying1)

<https://www.termsfeed.com/blog/eula-vs-terms-conditions/>

NEW QUESTION 148

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

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

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

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

Answer: AC

Explanation:

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

NEW QUESTION 150

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

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

Answer: A

Explanation:

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

NEW QUESTION 153

A technician found that an employee is mining cryptocurrency on a work desktop. The company has decided that this action violates its guidelines. Which of the following should be updated to reflect this new requirement?

- A. MDM
- B. EULA
- C. IRP
- D. AUP

Answer: D

Explanation:

AUP (Acceptable Use Policy) should be updated to reflect this new requirement. The AUP is a document that outlines the acceptable use of technology within an organization. It is a set of rules that employees must follow when using company resources. The AUP should be updated to include a policy on cryptocurrency mining on work desktops

NEW QUESTION 156

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