

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

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



NEW QUESTION 1

A help desk technician runs the following script: Inventory.py. The technician receives the following error message:

How do you want to Open this file?

Which of the following is the MOST likely reason this script is unable to run?

- A. Scripts are not permitted to run.
- B. The script was not built for Windows.
- C. The script requires administrator privileges,
- D. The runtime environment is not installed.

Answer: D

Explanation:

The error message is indicating that the script is not associated with any program on the computer that can open and run it. This means that the script requires a runtime environment, such as Python, to be installed in order for it to execute properly. Without the appropriate runtime environment, the script will not be able to run.

NEW QUESTION 2

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 3

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 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

Once weekly a user needs Linux to run a specific open-source application that is not available for the currently installed Windows platform. The user has limited bandwidth throughout the day. Which of the following solutions would be the MOST efficient, allowing for parallel execution of the Linux application and Windows applications?

- A. Install and run Linux and the required application in a PaaS cloud environment
- B. Install and run Linux and the required application as a virtual machine installed under the Windows OS
- C. Use a swappable drive bay for the boot drive and install each OS with applications on its own drive Swap the drives as needed
- D. Set up a dual boot system by selecting the option to install Linux alongside Windows

Answer: B

Explanation:

The user should install and run Linux and the required application as a virtual machine installed under the Windows OS. This solution would allow for parallel execution of the Linux application and Windows applications².

The MOST efficient solution that allows for parallel execution of the Linux application and Windows applications is to install and run Linux and the required application as a virtual machine installed under the Windows OS. This is because it allows you to run both Linux and Windows together without the need to keep the Linux portion confined to a VM window³.

NEW QUESTION 6

A user is experiencing frequent malware symptoms on a Windows workstation. The user has tried several times to roll back the state but the malware persists. Which of the following would MOST likely resolve the issue?

- A. Quarantining system files
- B. Reimaging the workstation
- C. Encrypting the hard drive
- D. Disabling TLS 1.0 support

Answer: C

Explanation:

Encrypting the hard drive would most likely resolve the issue¹

NEW QUESTION 7

When a user calls in to report an issue, a technician submits a ticket on the user's behalf. Which of the following practices should the technician use to make sure the ticket is associated with the correct user?

- A. Have the user provide a callback phone number to be added to the ticket
- B. Assign the ticket to the department's power user
- C. Register the ticket with a unique user identifier
- D. Provide the user with a unique ticket number that can be referenced on subsequent calls.

Answer: D

Explanation:

The technician should provide the user with a unique ticket number that can be referenced on subsequent calls to make sure the ticket is associated with the correct user. This is because registering the ticket with a unique user identifier, having the user provide a callback phone number to be added to the ticket, or assigning the ticket to the department's power user will not ensure that the ticket is associated with the correct user².

NEW QUESTION 8

A call center technician receives a call from a user asking how to update Windows Which of the following describes what the technician should do?

- A. Have the user consider using an iPad if the user is unable to complete updates
- B. Have the user text the user's password to the technician.
- C. Ask the user to click in the Search field, type Check for Updates, and then press the Enter key
- D. Advise the user to wait for an upcoming, automatic patch

Answer: C

Explanation:

The technician should guide the user to update Windows through the built-in "Check for Updates" feature. This can be done by having the user click in the Search field, type "Check for Updates", and then press the Enter key. This will bring up the Windows Update function, which will search for any available updates and give the user the option to install them.

NEW QUESTION 9

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 10

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 10

Which of the following OS types provides a lightweight option for workstations that need an easy-to-use browser-based interface?

- A. FreeBSD
- B. Chrome OS
- C. macOS
- D. Windows

Answer: B

Explanation:

Chrome OS provides a lightweight option for workstations that need an easy-to-use browser-based interface1

NEW QUESTION 13

A technician just completed a Windows 10 installation on a PC that has a total of 16GB of RAM. The technician notices the Windows OS has only 4GB of RAM available for use. Which of the following explains why the OS can only access 4GB of RAM?

- A. The UEFI settings need to be changed.
- B. The RAM has compatibility issues with Windows 10.
- C. Some of the RAM is defective.
- D. The newly installed OS is x86.

Answer: D

Explanation:

The newly installed OS is x86. The x86 version of Windows 10 can only use up to 4GB of RAM. The x64 version of Windows 10 can use up to 2TB of RAM1.

NEW QUESTION 18

A desktop specialist needs to prepare a laptop running Windows 10 for a newly hired employee. Which of the following methods should the technician use to refresh the laptop?

- A. Internet-based upgrade
- B. Repair installation
- C. Clean install
- D. USB repair
- E. In place upgrade

Answer: C

Explanation:

The desktop specialist should use a clean install to refresh the laptop. A clean install will remove all data and applications from the laptop and install a fresh copy of Windows 10, ensuring that the laptop is ready for the newly hired employee.

NEW QUESTION 23

A department has the following technical requirements for a new application:

Quad Core processor
250GB of hard drive space
6GB of RAM
Touch screens

The company plans to upgrade from a 32-bit Windows OS to a 64-bit OS. Which of the following will the company be able to fully take advantage of after the upgrade?

- A. CPU
- B. Hard drive
- C. RAM
- D. Touch screen

Answer: C

Explanation:

<https://www.makeuseof.com/tag/difference-32-bit-64-bit-windows/>

After upgrading from a 32-bit Windows OS to a 64-bit OS, the company will be able to fully take advantage of the RAM of the computer. This is because a 64-bit operating system is able to use larger amounts of RAM compared to a 32-bit operating system, which may benefit the system's overall performance if it has more than 4GB of RAM installed

NEW QUESTION 26

An analyst needs GUI access to server software running on a macOS server. Which of the following options provides the BEST way for the analyst to access the macOS server from the Windows workstation?

- A. RDP through RD Gateway
- B. Apple Remote Desktop
- C. SSH access with SSH keys
- D. VNC with username and password

Answer: B

Explanation:

Apple Remote Desktop is a remote access solution that allows a user to access and control another macOS computer from their Windows workstation. It provides a graphical user interface so that the analyst can easily access the server software running on the macOS server. Apple Remote Desktop also supports file transfers, so the analyst can easily transfer files between the two computers. Additionally, Apple Remote Desktop supports encryption, so data is secure during transmission.

NEW QUESTION 31

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 34

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 39

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 44

A technician installed a known-good, compatible motherboard on a new laptop. However, the motherboard is not working on the laptop. Which of the following should the technician MOST likely have done to prevent damage?

- A. Removed all jewelry
- B. Completed an inventory of tools before use
- C. Practiced electrical fire safety
- D. Connected a proper ESD strap

Answer: D

Explanation:

The technician should have connected a proper ESD strap to prevent damage to the motherboard. ESD (electrostatic discharge) can cause damage to electronic components, and an ESD strap helps to prevent this by grounding the technician and preventing the buildup of static electricity. Removing all jewelry is also a good practice, but it is not the most likely solution to this problem.

NEW QUESTION 48

A user has requested help setting up the fingerprint reader on a Windows 10 laptop. The laptop is equipped with a fingerprint reader and is joined to a domain Group Policy enables Windows Hello on all computers in the environment. Which of the following options describes how to set up Windows Hello Fingerprint for the user?

- A. Navigate to the Control Panel utility, select the Security and Maintenance submenu, select Change Security and Maintenance settings, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete
- B. Navigate to the Windows 10 Settings menu, select the Accounts submenu, select Sign in options, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete.
- C. Navigate to the Windows 10 Settings menu, select the Update & Security submenu select Windows Security, select Windows Hello Fingerprint and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete
- D. Navigate to the Control Panel utility, select the Administrative Tools submenu, select the user account in the list, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete.

Answer: B

Explanation:

Navigate to the Windows 10 Settings menu, select the Accounts submenu, select Sign in options, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete. Windows Hello Fingerprint can be set up by navigating to the Windows 10 Settings menu, selecting the Accounts submenu, selecting Sign in options, and then selecting Windows Hello Fingerprint. The user will then be asked to place a fingerprint on the fingerprint reader repeatedly until Windows indicates that setup is complete. Windows Hello Fingerprint allows the user to log into the laptop using just their fingerprint, providing an additional layer of security.

NEW QUESTION 50

A call center handles inquiries into billing issues for multiple medical facilities. A security analyst notices that call center agents often walk away from their workstations, leaving patient data visible for anyone to see. Which of the following should a network administrator do to BEST prevent data theft within the call center?

- A. Encrypt the workstation hard drives.
- B. Lock the workstations after five minutes of inactivity.
- C. Install privacy screens.
- D. Log off the users when their workstations are not in use.

Answer: B

Explanation:

The BEST solution for preventing data theft within the call center in this scenario would be to lock the workstations after a period of inactivity. This would prevent unauthorized individuals from accessing patient data if call center agents were to step away from their workstations without logging out.

NEW QUESTION 52

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 possible¹

NEW QUESTION 55

An organization is centralizing support functions and requires the ability to support a remote user's desktop. Which of the following technologies will allow a technician to see the issue along with the user?

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

Answer: B

Explanation:

VNC will allow a technician to see the issue along with the user when an organization is centralizing support functions and requires the ability to support a remote user's desktop¹

NEW QUESTION 59

A user installed a new application that automatically starts each time the user logs in to a Windows 10 system. The user does not want this to happen and has asked for this setting to be changed. Which of the following tools would the technician MOST likely use to safely make this change?

- A. Registry Editor
- B. Task Manager

- C. Event Viewer
- D. Local Users and Groups

Answer: B

Explanation:

The technician would most likely use the Task Manager tool to safely make this cha1n2ge

The Task Manager tool can be used to disable applications from starting automatically on Windows 10

The tool that a technician would most likely use to stop an application from automatically starting when a user logs in to a Windows 10 system is the Task Manager. The Task Manager can be used to view and manage processes, including those that are set to automatically start when a user logs in to the system.

NEW QUESTION 61

An administrator has submitted a change request for an upcoming server deployment. Which of the following must be completed before the change can be approved?

- A. Risk analysis
- B. Sandbox testing
- C. End user acceptance
- D. Lessons learned

Answer: A

Explanation:

A risk analysis must be completed before a change request for an upcoming server deployment can be approved 1

Risk analysis is an important step in the change management process because it helps identify and mitigate potential risks before changes are implemented. Once the risks have been analyzed and the appropriate measures have been taken to minimize them, the change can be approved and implemented.

NEW QUESTION 65

A systems administrator is tasked with configuring desktop systems to use a new proxy server that the organization has added to provide content filtering. Which of the following Windows utilities IS the BEST choice for accessing the necessary configuration to complete this goal?

- A. Security and Maintenance
- B. Network and Sharing Center
- C. Windows Defender Firewall
- D. Internet Options

Answer: D

Explanation:

The best choice for accessing the necessary configuration to configure the desktop systems to use a new proxy server is the Internet Options utility. This utility can be found in the Control Panel and allows you to configure the proxy settings for your network connection. As stated in the CompTIA A+ Core 2 exam objectives, technicians should be familiar with the Internet Options utility and how to configure proxy settings.

NEW QUESTION 69

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:

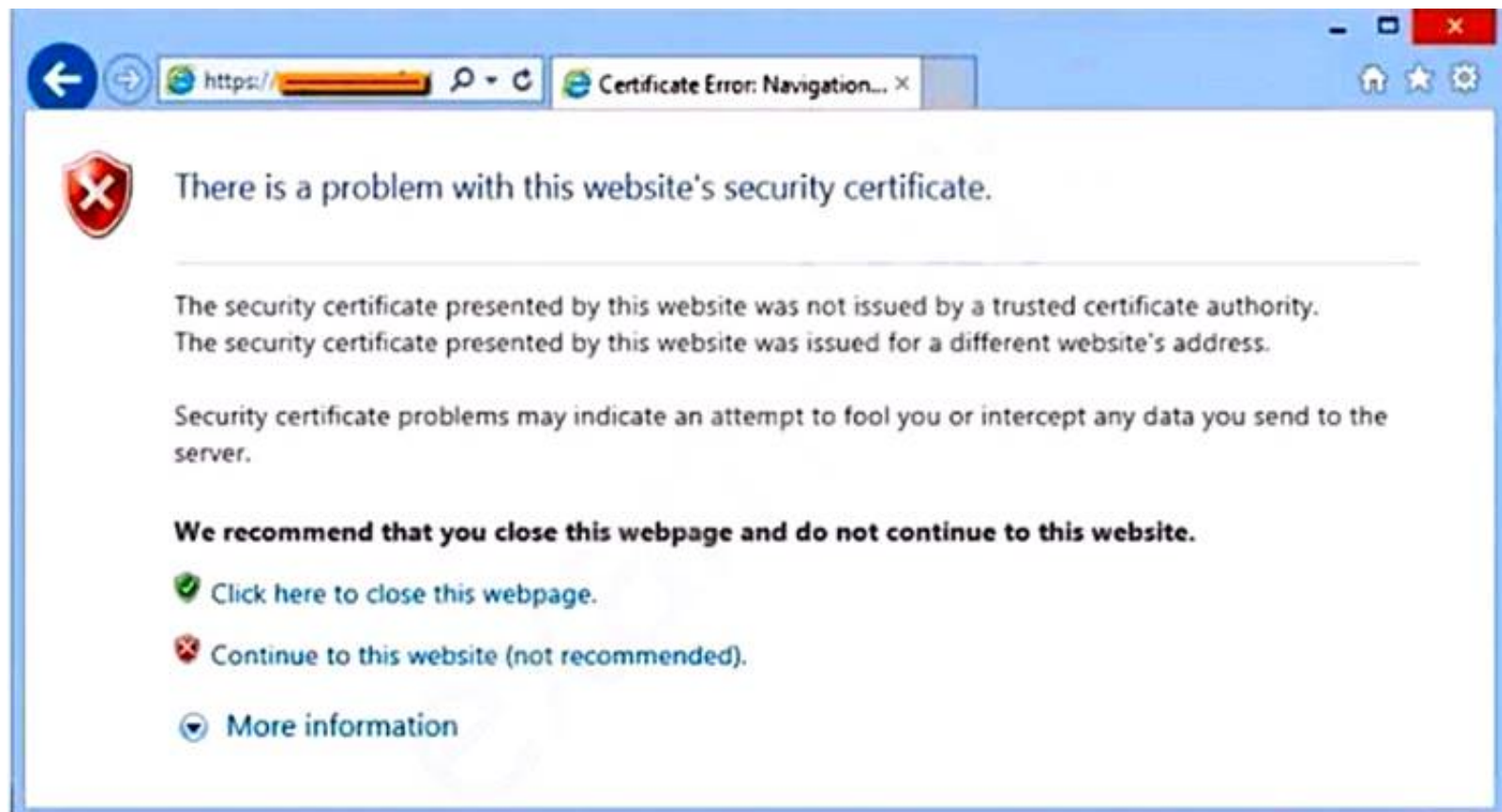
Remote wipe capabilities are used to erase all data on a mobile device remotely. This can be useful in situations where a device is lost or stolen, or when sensitive data needs to be removed from a device. Remote wipe capabilities are most likely to be used in the following scenarios:

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 74

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 77

Which of the following is the MOST cost-effective version of Windows 10 that allows remote access through Remote Desktop?

- A. Home
- B. Pro for Workstations
- C. Enterprise
- D. Pro

Answer: D

Explanation:

The most cost-effective version of Windows 10 that allows remote access through Remote Desktop is Windows 10 Pro. Windows 10 Pro includes Remote Desktop, which allows users to connect to a remote computer and access its desktop, files, and applications. Windows 10 Home does not include Remote Desktop, while Windows 10 Pro for Workstations and Windows 10 Enterprise are more expensive versions of Windows 10 that include additional features for businesses

NEW QUESTION 81

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 85

A systems administrator is setting up a Windows computer for a new user. Corporate policy requires a least privilege environment. The user will need to access advanced features and configuration settings for several applications. Which of the following BEST describes the account access level the user will need?

- A. Power user account
- B. Standard account
- C. Guest account
- D. Administrator account

Answer: B

Explanation:

The account access level the user will need to access advanced features and configuration settings for several applications while adhering to corporate policy

requiring a least privilege environment is a standard account. This is because a standard account allows the user to access advanced features and configuration settings for several applications while adhering to corporate policy requiring a least privilege environment¹.

NEW QUESTION 86

Which of the following is a data security standard for protecting credit cards?

- A. PHI
- B. NIST
- C. PCI
- D. GDPR

Answer: C

Explanation:

The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment.

NEW QUESTION 88

A technician is configuring a SOHO device Company policy dictates that static IP addresses cannot be used. The company wants the server to maintain the same IP address at all times. Which of the following should the technician use?

- A. DHCP reservation
- B. Port forwarding
- C. DNS A record
- D. NAT

Answer: A

Explanation:

The technician should use DHCP reservation to maintain the same IP address for the server at all times. DHCP reservation allows the server to obtain an IP address dynamically from the DHCP server, while ensuring that the same IP address is assigned to the server each time it requests an IP address.

NEW QUESTION 90

Which of the following data is MOST likely to be regulated?

- A. Name in a Phone book
- B. Name on a medical diagnosis
- C. Name on a job application
- D. Name on a employer's website

Answer: B

Explanation:

A name on a medical diagnosis (B) is most likely to be regulated. This is because it falls under the category of protected health information (PHI), which is subject to regulations such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States. These regulations aim to protect the privacy and security of individuals' health information.

NEW QUESTION 91

A police officer often leaves a workstation for several minutes at a time. Which of the following is the BEST way the officer can secure the workstation quickly when walking away?

- A. Use a key combination to lock the computer when leaving.
- B. Ensure no unauthorized personnel are in the area.
- C. Configure a screensaver to lock the computer automatically after approximately 30 minutes of inactivity.
- D. Turn off the monitor to prevent unauthorized visibility of information.

Answer: A

Explanation:

The BEST way to secure the workstation quickly when walking away is to use a key combination to lock the computer when leaving¹

NEW QUESTION 95

A technician is unable to join a Windows 10 laptop to a domain Which of the following is the MOST likely reason?

- A. The domain's processor compatibility is not met
- B. The laptop has Windows 10 Home installed
- C. The laptop does not have an onboard Ethernet adapter
- D. The Laptop does not have all current Windows updates installed

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))

NEW QUESTION 97

A technician is tasked with configuring a computer for a visually impaired user. Which of the following utilities should the technician use?

- A. Device Manager
- B. System
- C. Ease of Access Center
- D. Programs and Features

Answer: C

Explanation:

The Ease of Access Center is a built-in utility in Windows that provides tools and options for making a computer easier to use for individuals with disabilities, including the visually impaired. In the Ease of Access Center, the technician can turn on options like high contrast display, screen magnification, and screen reader software to help the user better interact with the computer.

NEW QUESTION 101

An organization's Chief Financial Officer (CFO) is concerned about losing access to very sensitive, legacy unmaintained PII on a workstation if a ransomware outbreak occurs. The CFO has a regulatory requirement to retain this data for many years. Which of the following backup methods would BEST meet the requirements?

- A. A daily, incremental backup that is saved to the corporate file server
- B. An additional, secondary hard drive in a mirrored RAID configuration
- C. A full backup of the data that is stored off-site in cold storage
- D. Weekly, differential backups that are stored in a cloud-hosting provider

Answer: C

Explanation:

According to CompTIA A+ Core 2 objectives, a full backup stored off-site provides the greatest protection against data loss in the event of a ransomware attack or other data disaster. By storing the backup in a separate physical location, it is less likely to be affected by the same event that could cause data loss on the original system. Cold storage is a term used for data archiving, which typically refers to a long-term storage solution that is used for retaining data that is infrequently accessed, but still needs to be kept for regulatory or compliance reasons.

NEW QUESTION 104

A user is attempting to browse the internet using Internet Explorer. When trying to load a familiar web page, the user is unexpectedly redirected to an unfamiliar website. Which of the following would MOST likely solve the issue?

- A. Updating the operating system
- B. Changing proxy settings
- C. Reinstalling the browser
- D. Enabling port forwarding

Answer: C

Explanation:

Reinstalling the browser would most likely solve the issue. This would remove any malicious software or add-ons that may be causing the issue and restore the browser to its default settings.

NEW QUESTION 107

Which of the following is an example of MFA?

- A. Fingerprint scan and retina scan
- B. Password and PIN
- C. Username and password
- D. Smart card and password

Answer: D

Explanation:

Smart card and password is an example of two-factor authentication (2FA), not multi-factor authentication (MFA). MFA requires two or more authentication factors. Smart card and password is an example of two-factor authentication (2FA)

NEW QUESTION 112

A user needs assistance changing the desktop wallpaper on a Windows 10 computer. Which of the following methods will enable the user to change the wallpaper using a Windows 10 Settings tool?

- A. Open Settings, select Accounts, select, Your info, click Browse, and then locate and open the image the user wants to use as the wallpaper
- B. Open Settings, select Personalization, click Browse, and then locate and open the image the user wants to use as the wallpaper
- C. Open Settings, select System, select Display, click Browse, and then locate and open the image the user wants to use as the wallpaper
- D. Open Settings, select Apps, select Apps & features, click Browse, and then locate and open the image the user wants to use as the wallpaper.

Answer: B

Explanation:

To change the desktop wallpaper on a Windows 10 computer using a Windows 10 Settings tool, the user should open Settings, select Personalization, click Browse, and then locate and open the image the user wants to use as the wallpaper
<https://www.lifewire.com/change-desktop-background-windows-11-5190733>

NEW QUESTION 117

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 119

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 121

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 123

A user calls the help desk to report that none of the files on a PC will open. The user also indicates a program on the desktop is requesting payment in exchange for file access A technician verifies the user's PC is infected with ransorrrware. Which of the following should the technician do FIRST?

- A. Scan and remove the malware
- B. Schedule automated malware scans
- C. Quarantine the system
- D. Disable System Restore

Answer: C

Explanation:

The technician should quarantine the system first1

NEW QUESTION 125

A user is unable to access a website, which is widely used across the organization, and receives the following error message:

The security certificate presented by this website has expired or is not yet valid.

The technician confirms the website works when accessing it from another computer but not from the user's computer. Which of the following should the technician perform NEXT to troubleshoot the issue?

- A. Reboot the computer.
- B. Reinstall the OS.
- C. Configure a static IP
- D. Check the computer's date and time.

Answer: D

Explanation:

The error message indicates that the security certificate presented by the website has either expired or is not yet valid. This can happen if the computer's clock has the wrong date or time, as SSL/TLS certificates have a specific validity period. If the clock is off by too much, it may cause the certificate to fail to validate. Therefore, the technician should check the computer's date and time and ensure that they are correct.

NEW QUESTION 126

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 131

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 136

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 141

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 143

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 148

A user reports a computer is running slow. Which of the following tools will help a technician identify the issue?

- A. Disk Cleanup
- B. Group Policy Editor
- C. Disk Management
- D. Resource Monitor

Answer: D

Explanation:

Resource Monitor is a Windows utility that can be used to monitor and analyze the system resources and processes running on a computer. It can be used to identify and troubleshoot any issues that might be causing the computer to run slowly, such as CPU usage, memory usage, disk I/O, and network usage.

NEW QUESTION 150

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 153

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 method¹

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 155

A user receives a notification indicating the antivirus protection on a company laptop is out of date. A technician is able to ping the user's laptop. The technician checks the antivirus parent servers and sees the latest signatures have been installed. The technician then checks the user's laptop and finds the antivirus engine and definitions are current. Which of the following has MOST likely occurred?

- A. Ransomware
- B. Failed OS updates
- C. Adware
- D. Missing system files

Answer: B

Explanation:

The most likely reason for the antivirus protection on a company laptop being out of date is failed OS updates¹. Antivirus software relies on the operating system to function properly. If the operating system is not up-to-date, the antivirus software may not function properly and may not be able to receive the latest virus definitions and updates². Therefore, it is important to keep the operating system up-to-date to ensure the antivirus software is functioning properly².

NEW QUESTION 158

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 162

A technician is setting up a backup method on a workstation that only requires two sets of tapes to restore. Which of the following would BEST accomplish this task?

- A. Differential backup
- B. Off-site backup
- C. Incremental backup
- D. Full backup

Answer: D

Explanation:

To accomplish this task, the technician should use a Full backup method

A full backup only requires two sets of tapes to restore because it backs up all the data from the workstation. With a differential backup, the backups need to be taken multiple times over a period of time, so more tapes would be needed to restore the data

NEW QUESTION 164

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 167

A technician suspects a rootkit has been installed and needs to be removed. Which of the following would BEST resolve the issue?

- A. Application updates
- B. Anti-malware software
- C. OS reinstallation
- D. File restore

Answer: C

Explanation:

If a rootkit has caused a deep infection, then the only way to remove the rootkit is to reinstall the operating system. This is because rootkits are designed to be difficult to detect and remove, and they can hide in the operating system's kernel, making it difficult to remove them without reinstalling the operating system
<https://www.minitool.com/backup-tips/how-to-get-rid-of-rootkit-windows-10.html>

NEW QUESTION 168

A user in a corporate office reports the inability to connect to any network drives. No other users have reported this issue. Which of the following is the MOST likely reason the user is having this issue?

- A. The user is not connected to the VPN.
- B. The file server is offline.
- C. A low battery is preventing the connection.
- D. The log-in script failed.

Answer: A

NEW QUESTION 170

A technician wants to enable BitLocker on a Windows 10 laptop and is unable to find the BitLocker Drive Encryption menu item in Control Panel. Which of the following explains why the technician is unable to find this menu item?

- A. The hardware does not meet BitLocker's minimum system requirements.
- B. BitLocker was renamed for Windows 10.
- C. BitLocker is not included on Windows 10 Home.
- D. BitLocker was disabled in the registry of the laptop

Answer: C

Explanation:

BitLocker is only available on Windows 10 Pro, Enterprise, and Education edition1s. Therefore, the technician is unable to find the BitLocker Drive Encryption menu item in Control Panel because it is not included in the Windows 10 Home edition1.

NEW QUESTION 174

A user created a file on a shared drive and wants to prevent its data from being accidentally deleted by others. Which of the following applications should the technician use to assist the user with hiding the file?

- A. Device Manager
- B. Indexing Options
- C. File Explorer
- D. Administrative Tools

Answer: C

Explanation:

The technician should use the File Explorer application to assist the user with hiding the file 1. The user can right-click the file and select Properties. In the Properties dialog box, select the Hidden check box, and then click OK 1.

NEW QUESTION 177

Following a recent power outage, several computers have been receiving errors when booting. The technician suspects file corruption has occurred. Which of the following steps should the technician try FIRST to correct the issue?

- A. Rebuild the Windows profiles.
- B. Restore the computers from backup.
- C. Reimage the computers.
- D. Run the System File Checker.

Answer: D

Explanation:

The technician should run the System File Checker (SFC) first to correct file corruption errors on computers after a power outage. SFC is a command-line utility that scans for and repairs corrupted system files. It can be run from the command prompt or from the Windows Recovery Environment. Rebuilding the Windows profiles, restoring the computers from backup, and reimaging the computers are more drastic measures that should be taken only if SFC fails to correct the issue1

NEW QUESTION 178

A developer is creating a shell script to automate basic tasks in Linux. Which of the following file types are supported by default?

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

Answer: D

Explanation:

<https://www.educba.com/shell-scripting-in-linux/>

NEW QUESTION 179

Security software was accidentally uninstalled from all servers in the environment. After requesting the same version of the software be reinstalled, the security analyst learns that a change request will need to be filled out. Which of the following is the BEST reason to follow the change management process in this scenario?

- A. Owners can be notified a change is being made and can monitor it for performance impac
- B. Most Voted
- C. A risk assessment can be performed to determine if the software is needed.
- D. End users can be aware of the scope of the change.
- E. A rollback plan can be implemented in case the software breaks an application.

Answer: A

Explanation:

change management process can help ensure that owners are notified of changes being made and can monitor them for performance impact (A). This can help prevent unexpected issues from arising.

NEW QUESTION 181

A technician is setting up a SOHO wireless router. The router is about ten years old. The customer would like the most secure wireless network possible. Which of the following should the technician configure?

- A. WPA2 with TKIP
- B. WPA2 with AES
- C. WPA3withAES-256
- D. WPA3 with AES-128

Answer: B

Explanation:

This is because WPA2 with AES is the most secure wireless network configuration that is available on a ten-year-old SOHO wireless router.

NEW QUESTION 183

An IT services company that supports a large government contract replaced the Ethernet cards on several hundred desktop machines to comply With regulatory requirements. Which of the following disposal methods for the non-compliant cards is the MOST environmentally friendly?

- A. incineration
- B. Resale
- C. Physical destruction
- D. Dumpster for recycling plastics

Answer: D

Explanation:

When disposing of non-compliant Ethernet cards, the most environmentally friendly option is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials. Additionally, recycling plastics helps to reduce the amount of toxic chemicals that can be released into the environment.

According to CompTIA A+ Core 2 documents, "The most environmentally friendly disposal method for non-compliant Ethernet cards is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials."

<https://sustainability.yale.edu/blog/how-sustainably-dispose-your-technological-waste>

NEW QUESTION 184

A user received the following error upon visiting a banking website:

The security presented by website was issued a different website' s address . A technician should instruct the user to:

- A. clear the browser cache and contact the bank.
- B. close out of the site and contact the bank.
- C. continue to the site and contact the bank.
- D. update the browser and contact the bank.

Answer: A

Explanation:

The technician should instruct the user to clear the browser cache and contact the bank (option A). This error indicates that the website the user is visiting is not the correct website and is likely due to a cached version of the website being stored in the user's browser. Clearing the browser cache should remove any stored versions of the website and allow the user to access the correct website. The user should also contact the bank to confirm that they are visiting the correct website and to report the error.

NEW QUESTION 185

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