



CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

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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

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

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 4

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
Show Question
Reset All Answers

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.

	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

TEST QUESTION
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

#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	
<input type="text"/>	
Resolution	
<input type="text"/>	
Verify/Resolve	
<input type="text"/>	

The screenshot displays a helpdesk interface. On the left, a table lists tickets with columns for 'Date' and 'Priority'. The first ticket is titled 'ing to boot. Screen i...' with a date of 7/13/2022 and a priority of 'High'. The second ticket is 'access Z: on my co...' with a date of 7/13/2022 and a priority of 'Low'. A 'Details' panel for ticket #8675309 is open, showing it is 'Open' with a 'High' priority, categorized as 'Technical / Bug Reports', assigned to 'helpdesk@fictional.com', and assigned on 7/13/2022. The subject is 'PC is failing to boot. Screen is displaying error message, see attachment.' An attachment link 'bootmgr not found.png' is visible. Below the details, an 'Issue' dropdown menu is open, listing various system 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', and 'URL contains typo'. A 'Resolution' dropdown menu is also open, listing actions like '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, listing 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 5

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 6

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 7

A user reports that a workstation is operating sluggishly. Several other users operate on the same workstation and have reported that the workstation is operating normally. The systems administrator has validated that the workstation functions normally. Which of the following steps should the systems administrator most likely attempt NEXT?

- A. Increase the paging file size.
- B. Run the chkdsk command.
- C. Rebuild the user's profile.
- D. Add more system memory.
- E. Defragment the hard drive.

Answer: C

Explanation:

Since the systems administrator has validated that the workstation functions normally and other users operate on the same workstation without any issues, the next step should be to rebuild the user's profile. This will ensure that any corrupted files or settings are removed and the user's profile is restored to its default state.

NEW QUESTION 8

Each time a user tries to go to the selected web search provider, a different website opens. Which of the following should the technician check FIRST?

- A. System time
- B. IP address
- C. DNS servers
- D. Windows updates

Answer: C

Explanation:

When a user experiences unexpected or erratic behavior while browsing the internet, it could be caused by the DNS servers. DNS translates human-readable domain names (like google.com) into IP addresses, which computers can use to communicate with web servers. If the DNS servers are not functioning correctly or have been compromised, it can result in the browser being redirected to unintended websites.

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

After a company installed a new SOHO router customers were unable to access the company-hosted public website. Which of the following will MOST likely allow customers to access the website?

- A. Port forwarding
- B. Firmware updates
- C. IP filtering
- D. Content filtering

Answer: B

Explanation:

If customers are unable to access the company-hosted public website after installing a new SOHO router, the company should check for firmware updates¹. Firmware updates can fix bugs and compatibility issues that may be preventing customers from accessing the website¹. The company should also ensure that the router is properly configured to allow traffic to the website¹. If the router is blocking traffic to the website, the company should configure the router to allow traffic to the website¹.

NEW QUESTION 10

A technician is replacing the processor in a desktop computer prior to opening the computer, the technician wants to ensure the internal components are protected. Which of the following safety procedures would BEST protect the components in the PC? (Select TWO).

- A. Utilizing an ESD strap
- B. Disconnecting the computer from the power source
- C. Placing the PSU in an antistatic bag
- D. Ensuring proper ventilation
- E. Removing dust from the ventilation fans
- F. Ensuring equipment is grounded

Answer: AC

Explanation:

The two safety procedures that would best protect the components in the PC are:

- > Utilizing an ESD strap
- > Placing the PSU in an antistatic bag

<https://www.professormesser.com/free-a-plus-training/220-902/computer-safety-procedures-2/> <https://www.skillssoft.com/course/comptia-a-core-2-safety-procedures-environmental-impacts-cbdf0f2c-61c0-4f>

NEW QUESTION 12

A Chief Executive Officer has learned that an exploit has been identified on the web server software, and a patch is not available yet. Which of the following attacks MOST likely occurred?

- A. Brute force
- B. Zero day
- C. Denial of service
- D. On-path

Answer: B

Explanation:

A zero-day attack is an attack that exploits a previously unknown vulnerability in a computer application, meaning that the attack occurs on “day zero” of awareness of the vulnerability

➤ [Configuring AAA Services](https://www.cisco.com/c/en/us/td/docs/routers/crs/software/crs_r4-0/security/configuration/guide/sc40crsb). Retrieved from https://www.cisco.com/c/en/us/td/docs/routers/crs/software/crs_r4-0/security/configuration/guide/sc40crsb

NEW QUESTION 16

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 21

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 24

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 25

A user is attempting to make a purchase at a store using a phone. The user places the phone on the payment pad, but the device does not recognize the phone. The user attempts to restart the phone but still has the same results. Which of the following should the user do to resolve the issue?

- A. Turn off airplane mode while at the register.
- B. Verify that NFC is enabled.
- C. Connect to the store's Wi-Fi network.
- D. Enable Bluetooth on the phone.

Answer: B

Explanation:

The user should verify that NFC is enabled on their phone. NFC is a technology that allows two devices to communicate with each other when they are in close proximity2.

NFC (Near Field Communication) technology allows a phone to wirelessly communicate with a payment terminal or other compatible device. In order to use NFC to make a payment or transfer information, the feature must be enabled on the phone. Therefore, the user should verify that NFC is enabled on their phone before attempting to make a payment with it. The other options, such as turning off airplane mode, connecting to Wi-Fi, or enabling Bluetooth, do not pertain to the NFC feature and are unlikely to resolve the issue. This information is covered in the *CompTIA A+ Core2 documents/guide* under the Mobile Devices section.

NEW QUESTION 26

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 28

A technician has an external SSD. The technician needs to read and write to an external SSD on both Macs and Windows PCs. Which of the following filesystems is supported by both OS types?

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

Answer: D

Explanation:

The filesystem that is supported by both Macs and Windows PCs is D. exFAT. exFAT is a file system that is designed to be used on flash drives like USB sticks and SD cards. It is supported by both Macs and Windows PCs, and it can handle large files and volumes
<https://www.diskpart.com/articles/file-system-for-mac-and-windows-0310.html>

NEW QUESTION 32

A user is being directed by the help desk to look up a Windows PC's network name so the help desk can use a remote administration tool to assist the user. Which of the following commands would allow the user to give the technician the correct information? (Select TWO).

- A. ipconfig /all
- B. hostname
- C. netstat /?
- D. nslookup localhost
- E. arp -a
- F. ping :: 1

Answer: AB

Explanation:

The user can use the following commands to give the technician the correct information: ipconfig /all and hostname
The ipconfig /all command displays the IP address, subnet mask, and default gateway all adapters on the computer. The hostname command displays the name of the computer.

NEW QUESTION 36

A technician needs to document who had possession of evidence at every step of the process. Which of the following does this process describe?

- A. Rights management
- B. Audit trail
- C. Chain of custody
- D. Data integrity

Answer: C

Explanation:

The process of documenting who had possession of evidence at every step of the process is called chain of custody.

NEW QUESTION 39

A user reports a PC is running slowly. The technician suspects high disk I/O. Which of the following should the technician perform NEXT?

- A. resmon.exe
- B. dfrgui.exe
- C. msinfo32.exe
- D. msconfig.exe

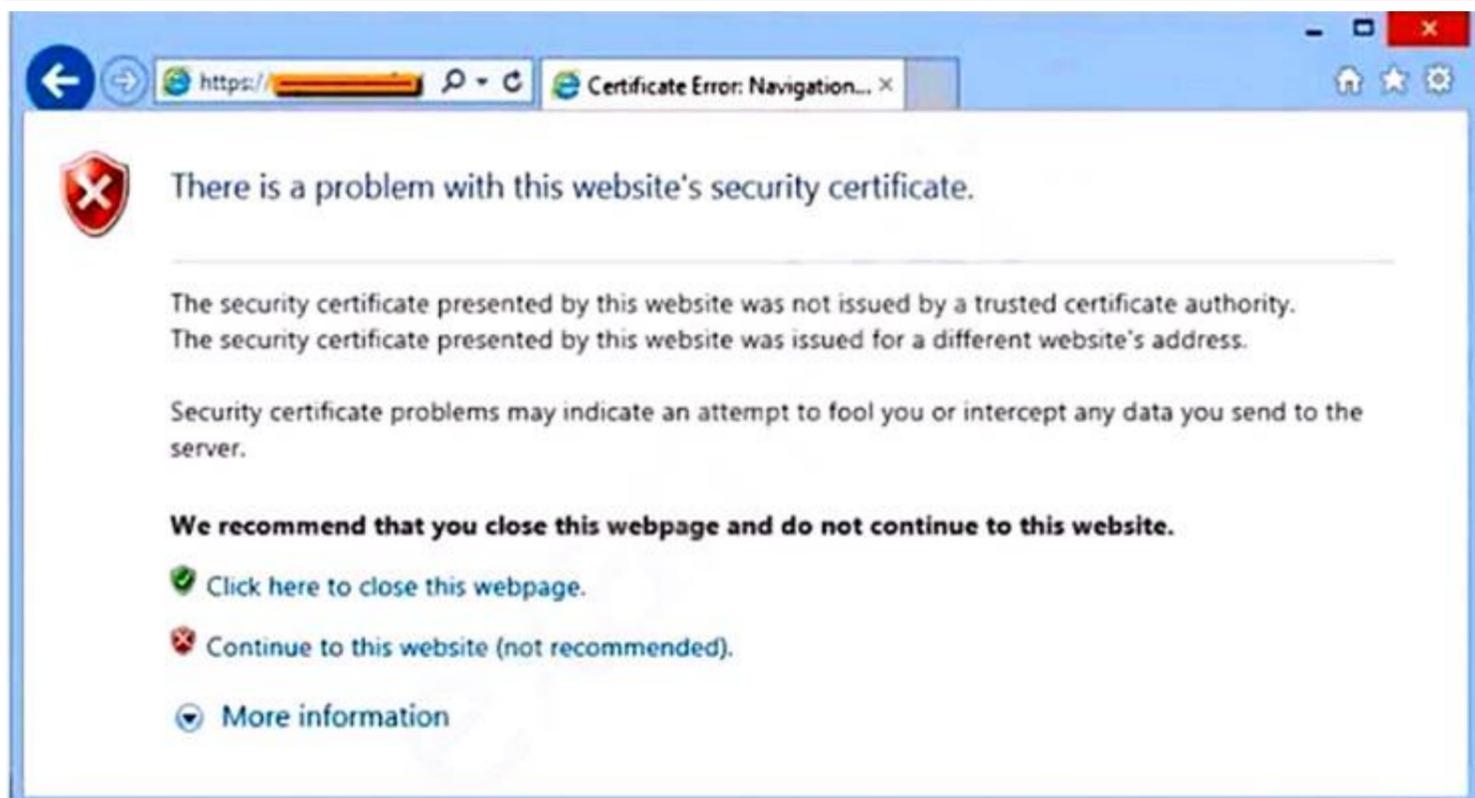
Answer: A

Explanation:

If a technician suspects high disk I/O, the technician should use the Resource Monitor (resmon.exe) to identify the process that is causing the high disk I/O. Resource Monitor provides detailed information about the system's resource usage, including disk I/O. The technician can use this information to identify the process that is causing the high disk I/O and take appropriate action¹.

NEW QUESTION 40

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 41

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 42

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 environment.

NEW QUESTION 45

A technician is asked to resize a partition on the internal storage drive of a computer running macOS. Which of the following tools should the technician use to accomplish this task?

- A. Consoltf
- B. Disk Utility
- C. Time Machine
- D. FileVault

Answer: B

Explanation:

The technician should use Disk Utility to resize a partition on the internal storage drive of a computer running macOS. Disk Utility is a built-in utility that allows users to manage disks, partitions, and volumes on a Mac. It can be used to resize, create, and delete partitions, as well as to format disks and volumes.

NEW QUESTION 46

A user's system is infected with malware. A technician updates the anti-malware software and runs a scan that removes the malware. After the user reboots the system, it once again becomes infected with malware. Which of the following will MOST likely help to permanently remove the malware?

- A. Enabling System Restore
- B. Educating the user
- C. Booting into safe mode
- D. Scheduling a scan

Answer: B

Explanation:

Although updating the anti-malware software and running scans are important steps in removing malware, they may not be sufficient to permanently remove the malware if the user keeps engaging in behaviors that leave the system vulnerable, such as downloading unknown files or visiting malicious websites. Therefore, educating the user on safe computing practices is the best way to prevent future infections and permanently remove the malware.

Enabling System Restore, Booting into safe mode, and scheduling a scan are not the most efficient ways to permanently remove the malware. Enabling System Restore and Booting into safe mode may help in some cases, but they may not be sufficient to permanently remove the malware. Scheduling a scan is also important for detecting and removing malware, but it may not be sufficient to prevent future infections.

[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 48

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 52

A user reports a PC is running slowly. The technician suspects it has a badly fragmented hard drive. Which of the following tools should the technician use?

- A. resmon.exe
- B. msconfig.exe
- C. dfrgui.exe
- D. msinfo32.exe

Answer: C

Explanation:

The technician should use dfrgui.exe to defragment the hard drive1

NEW QUESTION 53

A company is issuing smartphones to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?

- A. Anti-malware
- B. Remote wipe
- C. Locator applications
- D. Screen lock

Answer: B

Explanation:

This is because remote wipe allows the data on the smartphone to be erased remotely, which helps to ensure that sensitive data does not fall into the wrong hands.

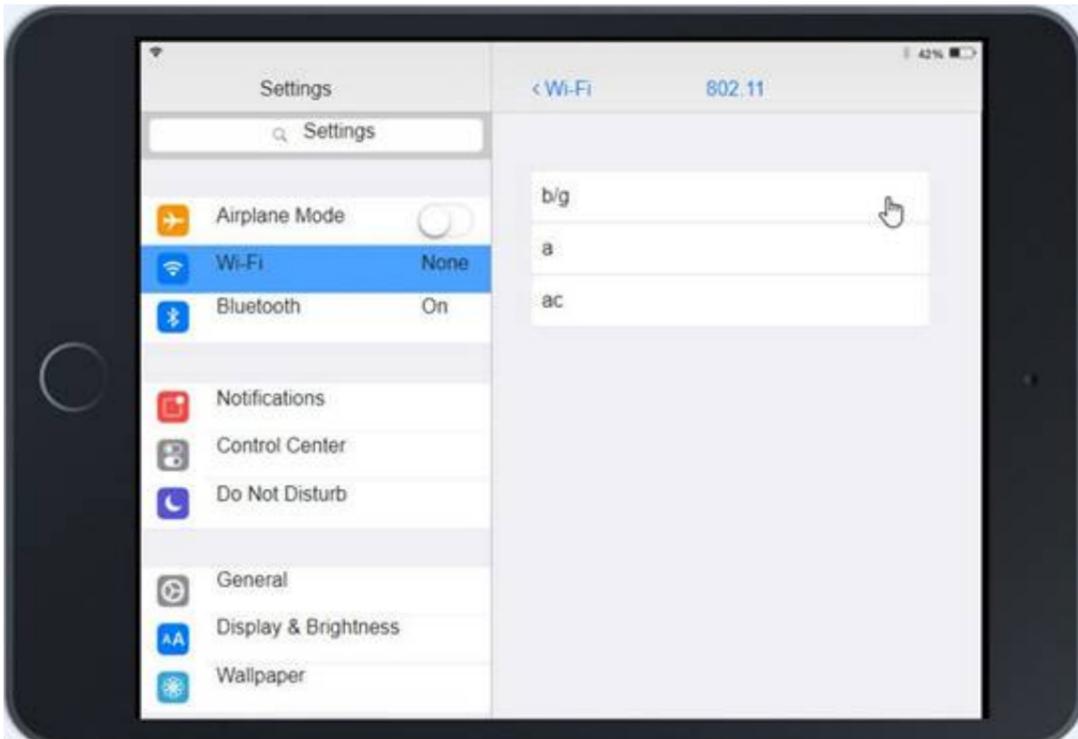
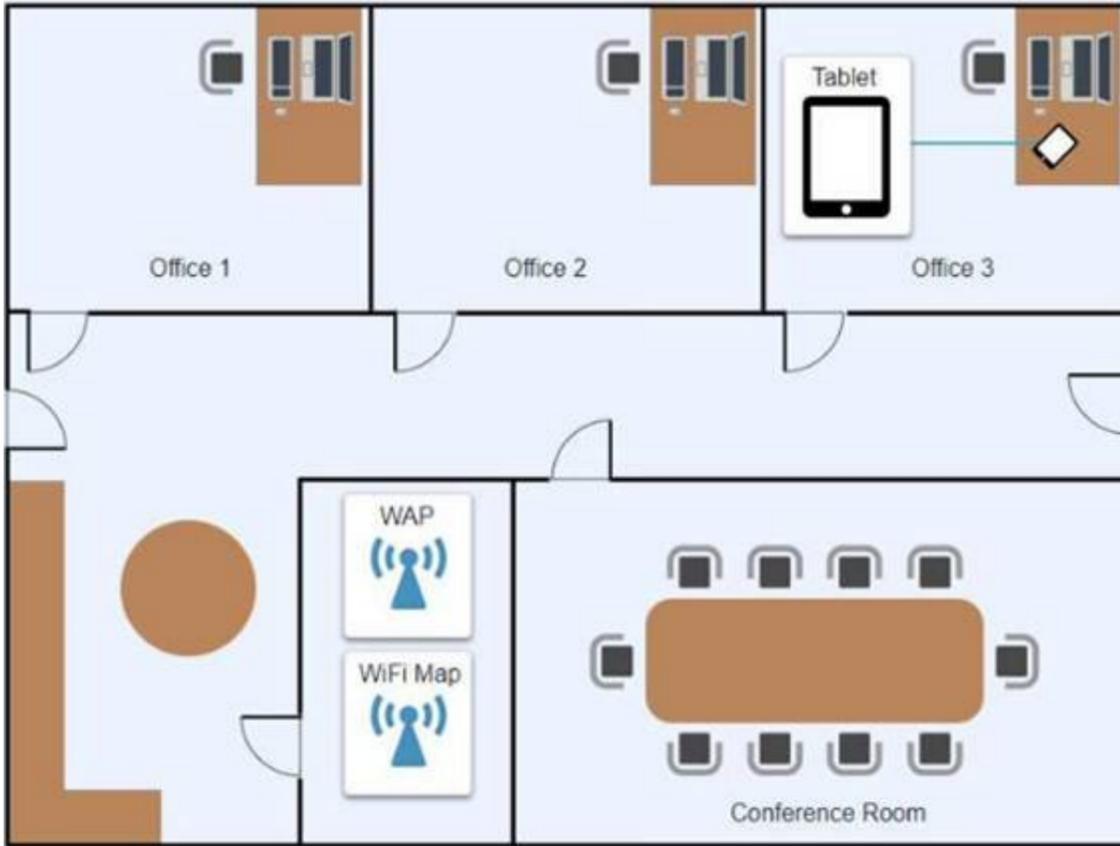
NEW QUESTION 55

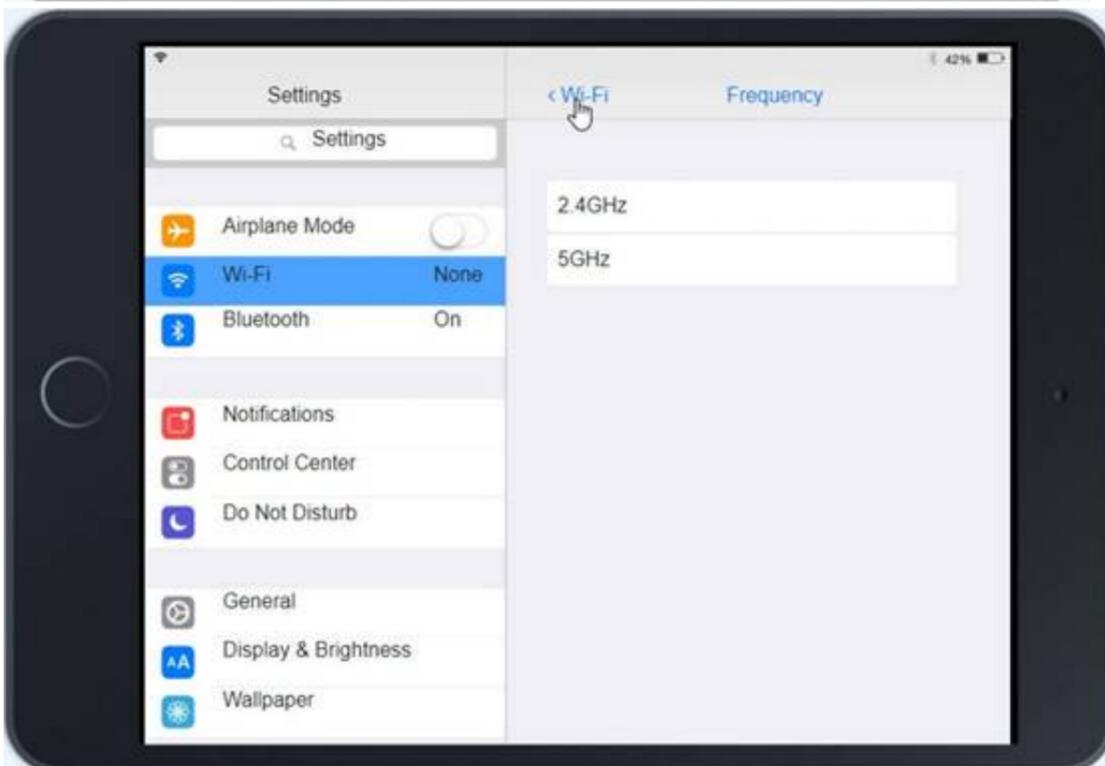
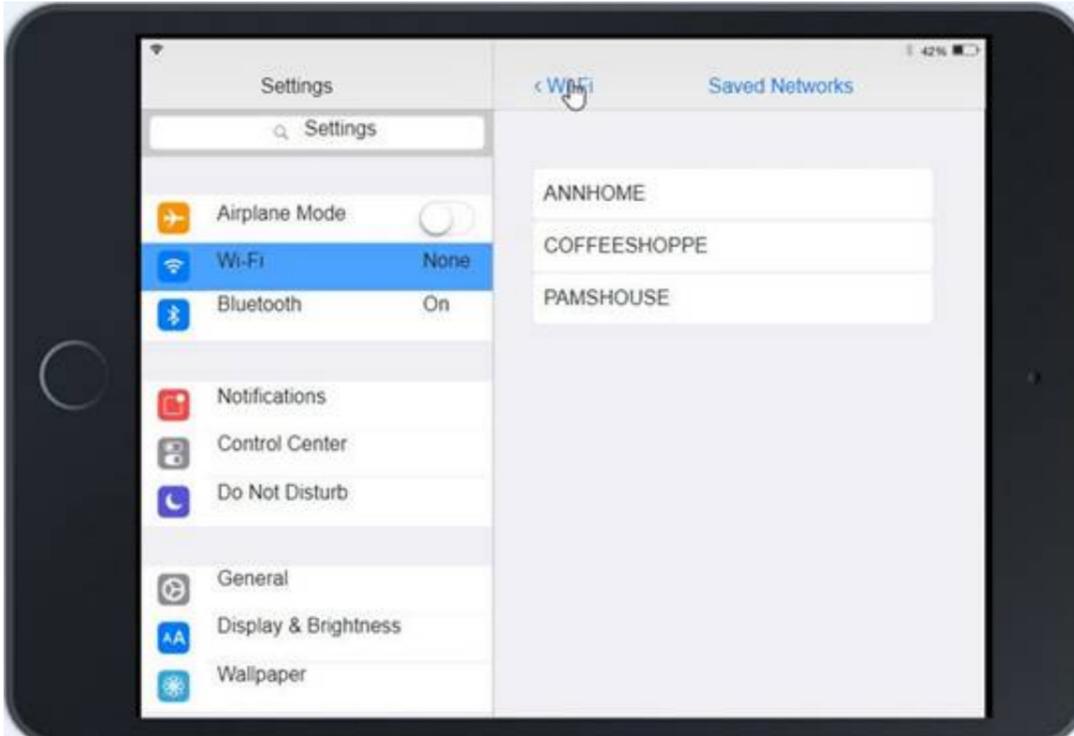
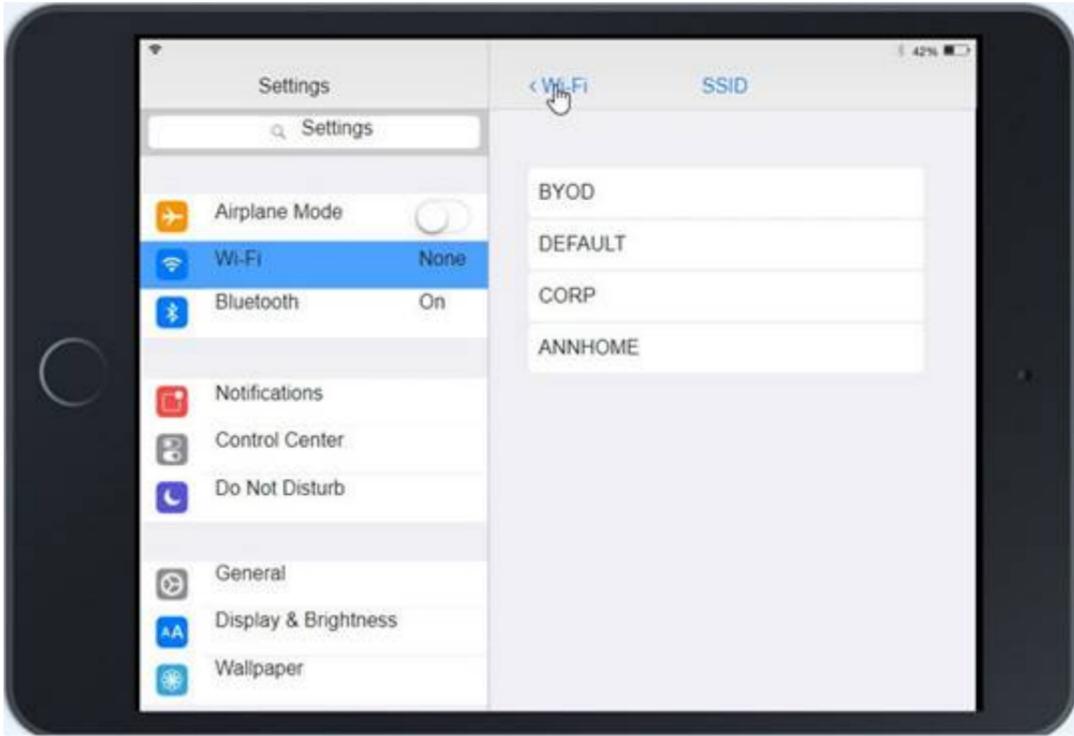
Ann, a CEO, has purchased a new consumer-class tablet for personal use, but she is unable to connect it to the company's wireless network. All the corporate laptops are connecting without issue. She has asked you to assist with getting the device online.

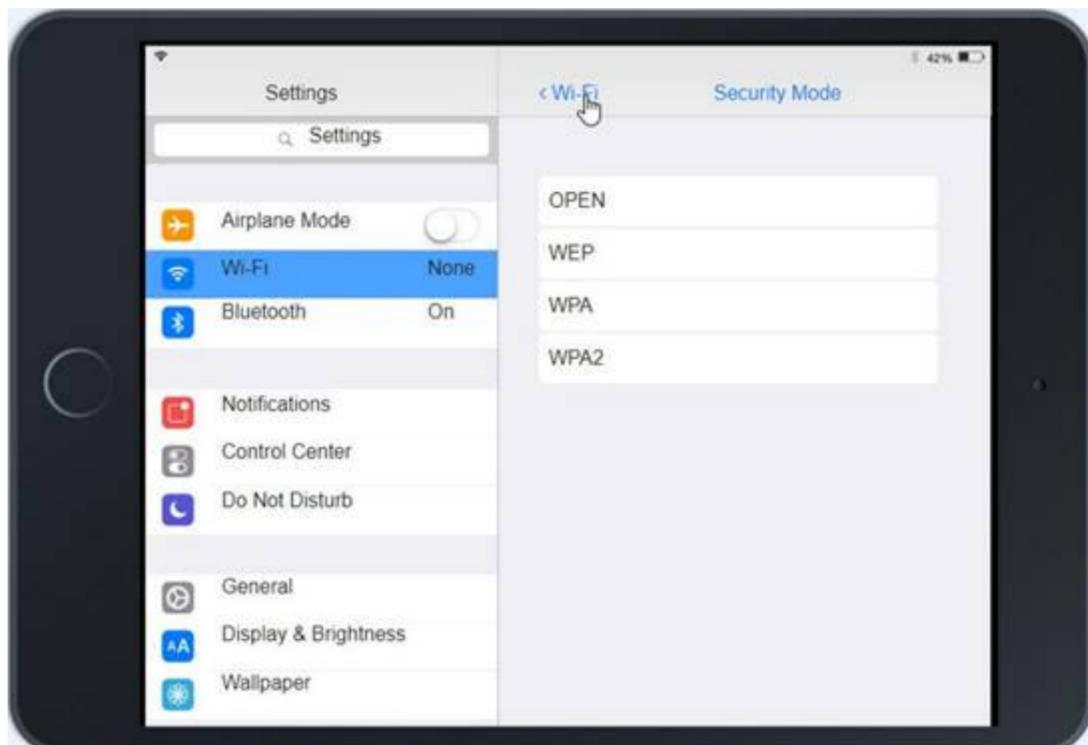
INSTRUCTIONS

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

x

Site

Wireless Networks

Networks

Guest Control

Admins

User Groups

VOIP

Controller

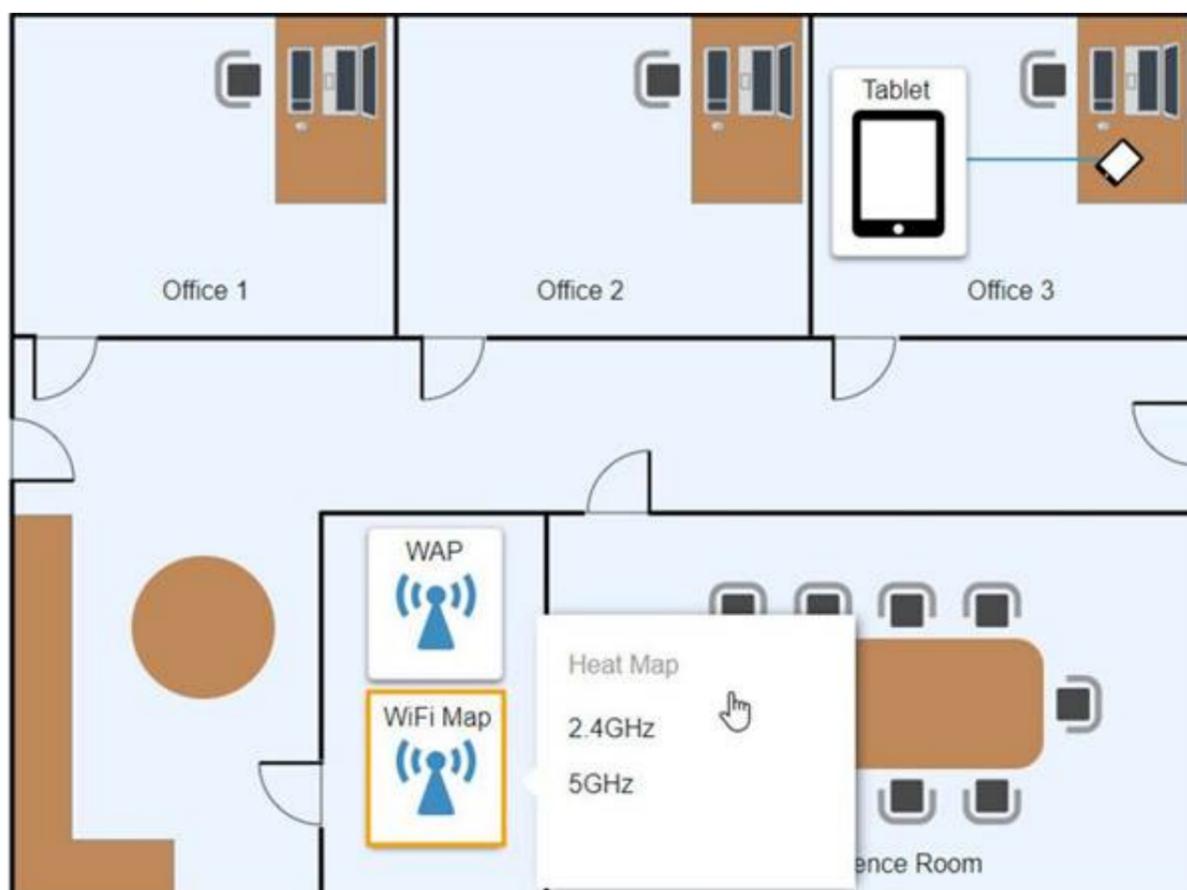
Cloud Access

Maintenance

Wireless Networks

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

Create New Wireless Network

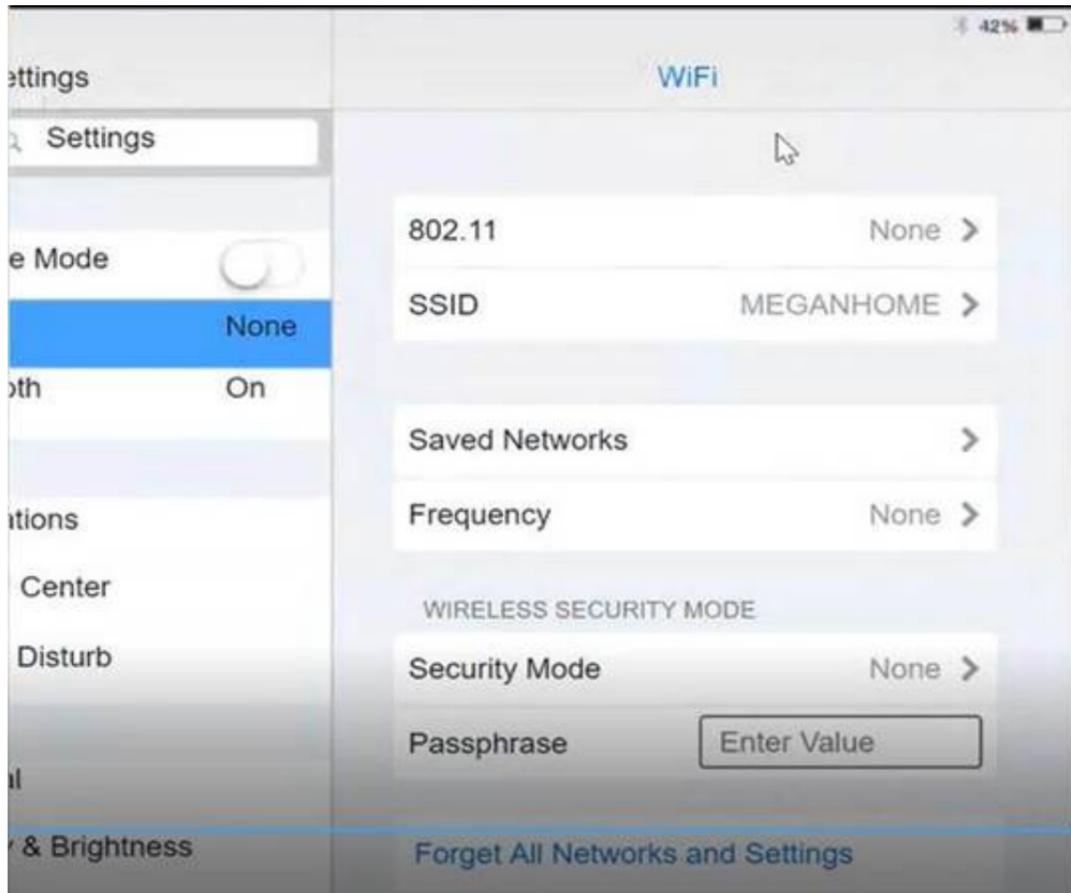


- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

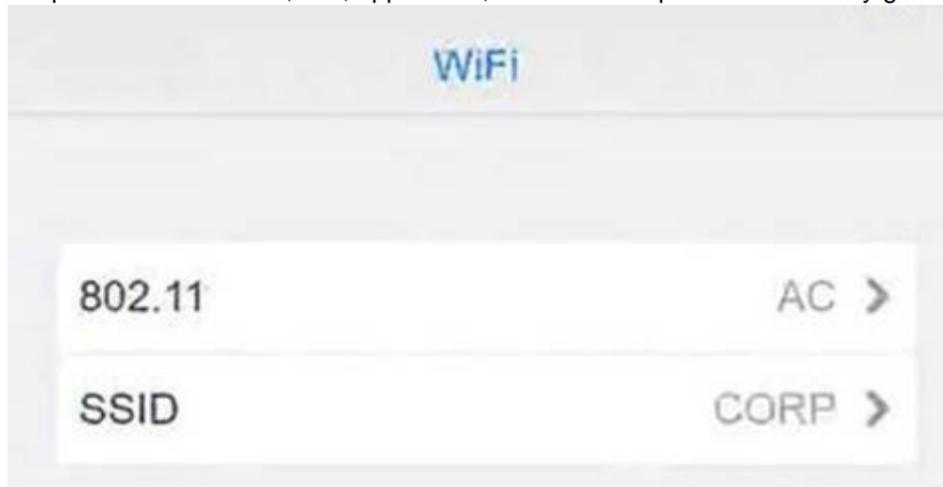
Graphical user interface, application Description automatically generated



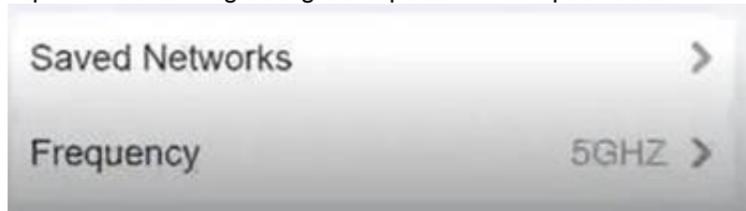
Click on 802.11 and Select ac
Graphical user interface, application Description automatically generated



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 60

An administrator has received approval for a change request for an upcoming server deployment. Which of the following steps should be completed NEXT?

- A. Perform a risk analysis.
- B. Implement the deployment.
- C. Verify end user acceptance
- D. Document the lessons learned.

Answer: A

Explanation:

Before making any changes to the system, it is important to assess the risks associated with the change and determine whether it is worth implementing. Risk analysis involves identifying potential risks, assessing their likelihood and impact, and determining what steps can be taken to mitigate them. It is important to perform this step before making any changes, as this allows the administrator to make an informed decision about whether or not the change should be implemented. Once the risks have been assessed and the administrator has decided to go ahead with the change, the next step is to implement the deployment.

NEW QUESTION 63

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 68

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 71

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

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

Answer: D

Explanation:

Resource Monitor will help a technician identify the issue when a user reports a computer is running slow¹

NEW QUESTION 74

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 77

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 80

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 82

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 86

A change advisory board just approved a change request. Which of the following is the MOST likely next step in the change process?

- A. End user acceptance
- B. Perform risk analysis
- C. Communicate to stakeholders
- D. Sandbox testing

Answer: D

Explanation:

The risk analysis should be performed before it's taken to the board. The step after the board approves the change is End User Agreement Reference: https://www.youtube.com/watch?v=Ru77iZxuEIA&list=PLG49S3nxzAnna96gzhJrzki4hH_mgW4b&index=59

NEW QUESTION 91

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 92

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 96

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.

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 backup.

NEW QUESTION 98

A technician is working with a company to determine the best way to transfer sensitive personal information between offices when conducting business. The company currently uses USB drives and is resistant to change. The company's compliance officer states that all media at rest must be encrypted. Which of the following would be the BEST way to secure the current workflow?

- A. Deploy a secondary hard drive with encryption on the appropriate workstation
- B. Configure a hardened SFTP portal for file transfers between file servers
- C. Require files to be individually password protected with unique passwords
- D. Enable BitLocker To Go with a password that meets corporate requirements

Answer: D

Explanation:

The BEST way to secure the current workflow of transferring sensitive personal information between offices when conducting business is to enable BitLocker To Go with a password that meets corporate requirements. This is because BitLocker To Go is a full-disk encryption feature that encrypts all data on a USB drive, which is what the company currently uses, and requires a password to access the data.

NEW QUESTION 102

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 2 220-1102 exam covers this topic in the domain 1.4. Given a scenario, use appropriate data destruction and disposal methods.

NEW QUESTION 103

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 108

A company wants to remove information from past users' hard drives in order to reuse the hard drives. Which of the following is the MOST secure method?

- A. Reinstalling Windows
- B. Performing a quick format
- C. Using disk-wiping software
- D. Deleting all files from command-line interface

Answer: C

Explanation:

Using disk-wiping software is the most secure method for removing information from past users' hard drives in order to reuse the hard drives. Disk-wiping software can help to ensure that all data on the hard drive is completely erased and cannot be recovered.

NEW QUESTION 112

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 117

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 118

A technician needs to recommend the best backup method that will mitigate ransomware attacks. Only a few files are regularly modified, however, storage space is a concern. Which of the following backup methods would BEST address these concerns?

- A. Full
- B. Differential
- C. Off-site
- D. Grandfather-father-son

Answer: B

Explanation:

The differential backup method would best address these concerns. Differential backups only back up files that have changed since the last full backup, which means that only a few files would be backed up each time. This would help to mitigate the risk of ransomware attacks, as only a few files would be affected if an attack occurred. Additionally, differential backups require less storage space than full backups.

NEW QUESTION 120

Which of the following change management documents includes how to uninstall a patch?

- A. Purpose of change
- B. Rollback plan
- C. Scope of change
- D. Risk analysis

Answer: B

Explanation:

The change management document that includes how to uninstall a patch is called the "rollback plan". The rollback plan is a document that outlines the steps that should be taken to undo a change that has been made to a system. In the case of a patch, the rollback plan would include instructions on how to uninstall the patch if it causes problems or conflicts with other software

NEW QUESTION 125

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 126

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 128

A user purchased a netbook that has a web-based, proprietary operating system. Which of the following operating systems is MOST likely installed on the netbook?

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

Answer: C

Explanation:

* 4. Chrome OS. Retrieved from https://en.wikipedia.org/wiki/Chrome_OS 5. What is Chrome OS? Retrieved from <https://www.google.com/chromebook/chrome-os/>
A netbook with a web-based, proprietary operating system is most likely running Chrome OS. Chrome OS is a web-based operating system developed by Google that is designed to work with web applications and cloud storage. It is optimized for netbooks and other low-power devices and is designed to be fast, secure, and easy to use.

NEW QUESTION 133

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 135

A technician needs to exclude an application folder from being cataloged by a Windows 10 search. Which of the following utilities should be used?

- A. Privacy
- B. Indexing Options
- C. System
- D. Device Manager

Answer: B

Explanation:

To exclude an application folder from being cataloged by a Windows 10 search, the technician should use the Indexing Options utility

NEW QUESTION 136

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 137

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 connection.

NEW QUESTION 139

A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

- A. Run a startup script that removes files by name.
- B. Provide a sample to the antivirus vendor.
- C. Manually check each machine.
- D. Monitor outbound network traffic.

Answer: C

Explanation:

The most effective way to check other machines on the network for this unknown threat is to manually check each machine. This can help to identify any other machines that may be infected with the unknown virus and allow them to be cleaned.

NEW QUESTION 140

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