



# CompTIA

## Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2

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**NEW QUESTION 1**

A security team is auditing a company's network logs and notices that a USB drive was previously inserted into several of the servers. Many login attempts were then successfully performed using common login information.

Which of the following actions should be taken to close the vulnerability? (Select two.)

- A. Disable guest account
- B. Remove admin permissions
- C. Modify AutoRun settings
- D. Change default credentials
- E. Run OS security updates
- F. Install a software firewall

**Answer:** AC

**NEW QUESTION 2**

A customer purchased a 3TB HDD to use with a Windows 7 PC and wants to have letter "J" assigned only to the drive. Which of the following types of partitioning should be performed to give the customer full use of the 3 TB drive?

- A. GPT
- B. Dynamic
- C. Basic
- D. Extended

**Answer:** A

**NEW QUESTION 3**

A company has hired a new IT firm to manage its network switches and routers.

The firm is geographically separated from the company and will need to be able to securely access the devices. Which of the following will provide the ability to access these devices?

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

**Answer:** B

**NEW QUESTION 4**

A network administrator recently learned users have been accessing websites that are restricted based on content by the firewall. To prevent users from circumventing the firewall rules, which of the following Windows settings should the administrator lock to prevent them from being changed?

- A. Default gateway
- B. Proxy server
- C. WINS server
- D. DHCP settings

**Answer:** B

**NEW QUESTION 5**

A company's security policy does not allow USB drives to be available in workstations. However, an exception needs to be made for a user. The network administrator changes the policy for the user. Which of the following commands should the administrator run on the user's workstation?

- A. chkdsk
- B. netstat
- C. gpupdate
- D. diskpart

**Answer:** C

**NEW QUESTION 6**

A user who is running Windows XP calls a technician to upgrade the computer to a newer Windows OS. The user states the computer has only 1GB of RAM and 16GB of hard drive space with a 1,7GHz processor.

Which of the following OSs should the technician recommend to ensure the BEST performance on this computer?

- A. Windows 7
- B. Windows 8
- C. Windows 8.1
- D. Windows 10

**Answer:** A

**NEW QUESTION 7**

A user is attempting to install an application and receives an error stating there is not enough space to install the application. Which of the following did the user overlook?

- A. Installation method
- B. System requirements
- C. OS compatibility
- D. File permissions

**Answer:** B

#### NEW QUESTION 8

A user is requesting a solution that will prevent file corruption and ensure a graceful shutdown while providing at least one hour of uptime in case of extreme weather conditions. Which of the following should a technician recommend?

- A. Uninterruptible power supply
- B. Surge protector
- C. Power strip
- D. Power distribution unit

**Answer:** A

#### NEW QUESTION 9

An employee is unable to view in-office network folders while working at home. Which of the following is the MOST likely cause of the problem?

- A. Untrusted software
- B. Outdated antivirus
- C. MDM policies
- D. Inactive VPNs

**Answer:** D

#### NEW QUESTION 10

Which of the following is the amount of memory a user is limited to with a 32-bit version of Windows?

- A. 2GB
- B. 4GB
- C. 8GB
- D. 16GB

**Answer:** B

#### NEW QUESTION 10

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

Which of the following security measures should be used?

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

**Answer:** D

#### NEW QUESTION 15

Joe, a customer, calls a technician to report a remote computer is demonstrate erratic behavior while he is working on it. The technician verifies the files and directories Joe is working on locally cannot be open in any application, and the computer is extremely slow. Which of the following is the MOST likely cause of this issue?

- A. Files disappearing
- B. File permission changes
- C. Application crash
- D. Too many start items

**Answer:** A

#### NEW QUESTION 20

A technician is working on a user's workstation and notices a lot of unknown processes running in the background. The user informs the technician that an application was recently downloaded from the Internet.

Which of the following types of infection does the user MOST likely have?

- A. Rootkit
- B. Keylogger
- C. Trojan
- D. Ransomware

**Answer:** A

#### NEW QUESTION 25

A user's personal settings are not saving, and a technician suspects the user's local Windows profile is corrupt. The technician wants to check the size of the ntuser.dat file, but it does not appear in the user's profile directory. Which of the following Control Panel utilities should the technician use to correct this?

- A. Folder Options
- B. Sync Center
- C. Display Settings
- D. User Accounts

**Answer:** A

#### NEW QUESTION 27

Which of the following user types should be used in a Windows environment to grant Internet access without allowing the permanent storage of files on the system?

- A. Local Administrator
- B. Standard User
- C. Power User
- D. Guest User

**Answer:** D

#### NEW QUESTION 31

A user is working on a shared computer and attempts to open the email application, which freezes when opened. A technician logs into the computer, and the email application works without issue. The technician has the user log back in, but the application still freezes when opened. Which of the following is the NEXT step the technician should take to resolve the issue?

- A. Check for and apply software updates
- B. Perform repair installation on the application
- C. Add the user to the local administrators group
- D. Rebuild the user's mail profile

**Answer:** D

#### NEW QUESTION 34

Which of the following can be applied directly to an organizational unit in Active Directory to provide security to both the user and the machine?

- A. Folder Redirection
- B. Group Policy
- C. Security Groups
- D. Home Folder

**Answer:** C

#### NEW QUESTION 39

Which of the following security methods BEST describes when a user enters a username and password once for multiple applications?

- A. SSO
- B. Permission propagation
- C. Inheritance
- D. MFA

**Answer:** A

#### NEW QUESTION 41

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

Two 1GHz CPUs 2GB of memory 15GB hard drive

800x600 screen resolution

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

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

**Answer:** C

#### NEW QUESTION 43

A user who is running Windows 10 logs into a machine and notices that shared drives are missing, the "My Documents" folder is empty, and personal settings are reset. Which of the following would be required to resolve the issue?

- A. Remove the registry entry and rename the local account folder
- B. Delete or rename the local user folder
- C. Run DISM and re-add the local power user account
- D. Remove the user account in Credential Manager and restart the PC

**Answer:** C

#### NEW QUESTION 47

Which of the following is a reason to use WEP over WPA?

- A. Device compatibility
- B. Increased security
- C. TACACS
- D. Multifactor authentication

**Answer:** B

#### NEW QUESTION 51

A user's corporate email is missing the shared inbox folders that were present before the user went on vacation. The technician verifies the user is connected to the domain and can still send and receive email. Which of the following is MOST likely causing the missing folders issue?

- A. The Internet security options have changed
- B. The operating system updates have changed
- C. The network directory permissions have changed
- D. The user account permissions have changed

**Answer:** C

#### NEW QUESTION 56

A desktop technician is attempting to upgrade several machines to Windows 10. After releasing there is only one disc for the installation, the technician decides to upgrade over the network. Which of the following boot methods initiates such an upgrade?

- A. SSD
- B. Optical drive
- C. Flash drive
- D. PXE

**Answer:** D

#### NEW QUESTION 58

A technician performs a virus cleaning on a computer that has been redirecting all browsers to a phishing website. System Restore was turned off before the cleaning. The technician runs the machine through several scanners, and then tests for redirection. A smaller number of sites are still redirecting to the phishing website. The antivirus software correctly blocks the website. Which of the following should the technician do NEXT?

- A. Check the contents of the hosts file
- B. Do a System Restore to a date before the infection
- C. Rerun the antivirus scan with higher sensitivity
- D. Rebuild the OS on the machine

**Answer:** A

#### NEW QUESTION 61

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

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

**Answer:** AC

#### NEW QUESTION 63

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

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

**Answer:** A

#### NEW QUESTION 66

Joe, a technician, has his daily plans forwarded to him by his supervisor. Upon arrival to the external to the second support call of the day, Joe realizes the issue will require much more time than initially scheduled, and several support calls will not be completed. Which of the following would be the appropriate action for Joe?

- A. Contact his supervisor so the supervisor can make schedule changes.
- B. Move the appoints to the next business day.
- C. Reach out to a colleague to assist in completing the jobs.

D. Continue to work on the current call, and get to the others as soon as possible.

**Answer:** A

#### NEW QUESTION 68

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

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

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

**Answer:** C

#### NEW QUESTION 70

A technician is working on a Windows 10 PC that is running slowly.

Which of the following commands should the technician use to correct this issue? (Select two.)

- A. dir
- B. chdsk
- C. dism
- D. ipconfig
- E. format
- F. diskpart

**Answer:** BC

#### NEW QUESTION 72

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

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

**Answer:** D

#### NEW QUESTION 73

A user calls a technician to report loud beeps that are coming from the server room following a recent rainstorm and power outage. The technician verifies all the servers are online and working properly, and the backup power unit is functioning properly and without errors. Which of the following is MOST likely the Issue?

- A. PSU alarm
- B. Humidity alarm
- C. Temperature alarm
- D. Motion alarm

**Answer:** C

#### NEW QUESTION 74

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

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

**Answer:** C

#### NEW QUESTION 79

A technician needs to deploy a remote access technology to be able to access desktop computers. When a technician logs in to a user's computer, the user and the technician must be able to see the desktop simultaneously and use the mouse and keyboard. Which of the following would be BEST suited for this task?

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

**Answer:** C

#### NEW QUESTION 81

An employee reported that a suspicious individual was looking through the recycle bin. Which of the following types of social engineering threats is this?

- A. Phishing

- B. Spear phishing
- C. Dumpster diving
- D. Impersonation

**Answer:** C

#### NEW QUESTION 85

A technician is setting up a kiosk. The technician needs to ensure the kiosk is secure and users will have access to only the application needed for customer interaction. The technician must also ensure that whenever the computer is rebooted or powered on it logs on automatically without a password. Which of the following account types would the technician MOST likely set up on this kiosk machine?

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

**Answer:** A

#### NEW QUESTION 88

In which of the following file extension types would a user expect to see the command. "net use T:\server\files'?

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

**Answer:** A

#### NEW QUESTION 89

After a virus has been spread unknowingly via USB removable hard drives, a technician is tasked with limiting removable hard drive access to certain network users. USB ports are used for many devices, including scanners, printers, and signature pads, so a policy is created to deny access to removable hard drives only. When testing the policy, a removable drive is plugged in but can still be accessed. Which of the following command-line tools should the technician use to apply the new policy?

- A. grupdate
- B. diskpart
- C. gpresult
- D. net use

**Answer:** A

#### NEW QUESTION 93

Ann, a user, calls a technician and reports that her PC will not boot. The technician confirms the memory, power supply, and monitor are all working. The technician runs internal diagnostics on the PC, but the hard drive is not recognized. Which of the following messages will be displayed?

- A. NTLDR not found
- B. No boot device available
- C. Operating system not found
- D. BIOS ROM checksum error

**Answer:** B

#### NEW QUESTION 95

Which of the following would a technician use to store memory chips from a laptop safely after an upgrade?

- A. Mylar bags
- B. Cardboard boxes
- C. Antistatic containers
- D. Paper envelopes

**Answer:** C

#### NEW QUESTION 96

A small business has an open WiFi network for employees but does not want customers to connect to the access point. A technician has been dispatched to address the business's concerns. Which of the following configuration settings should the technician change to satisfy the requirements of the business? (Select two.)

- A. Default SSID
- B. MAC filtering
- C. NAT
- D. QoS
- E. Signal strength
- F. Encryption

**Answer:** BE

#### NEW QUESTION 100

Every time a user manually runs an antivirus scan, the workstation becomes unresponsive, and the user has to reboot. A technician is dispatched and sees an antivirus pop-up in the system tray, indicating the computer is severely damaged, and a "click here" button to resolve it. There is a timer in the pop-up, counting down the time until the computer is no longer usable. Which of the following should the technician do NEXT?

- A. Research the pop-up to see if it is a legitimate malware solution.
- B. Click on the pop-up window to resolve the issue before the time runs out.
- C. Send an email to all staff members warning them of malware on their system.
- D. Disconnect the Ethernet cable from the workstation and disable WiFi.

**Answer:** D

#### NEW QUESTION 103

Which of the following devices provides protection against brownouts?

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

**Answer:** A

#### NEW QUESTION 107

A manager requests remote access to a server after hours and on weekends to check data. The manager insists on using the server. Before granting the access, which of the following is the MOST important step a technician can take to protect against possible infection?

- A. Create a policy to remove Internet access from the server during off hours
- B. Set the local antivirus software on the server to update and scan daily
- C. Ensure the server is patched with the latest security updates
- D. Educate the manager on safe Internet browsing practices

**Answer:** C

#### NEW QUESTION 112

A technician needs to connect to a network switch in a remote location. The technician wants to make sure the data passed over the wire is encrypted so it cannot be read by someone using a sniffer. Which of the following connection protocols should the technician use?

- A. Telnet
- B. SSH
- C. SMB
- D. HTTP
- E. SFTP

**Answer:** B

#### NEW QUESTION 114

A user's Windows laptop has become consistently slower over time. The technician checks the CPU utilization and sees that it varies between 95% and 100%. After the technician closes some running applications, the CPU utilization drops to approximately 20%, and the laptop runs much faster. The next day the same user calls again with the same problem. Which of the following is a tool the technician can use to resolve the issue?

- A. Task Manager
- B. MSTSC
- C. MSConfig
- D. PerfMon

**Answer:** A

#### NEW QUESTION 115

A technician has been asked to recommend antivirus software for a home PC, but the user does not want to pay for a license. Which of the following license types should the technician recommend?

- A. Open license
- B. Personal license
- C. Corporate license
- D. Enterprise license

**Answer:** A

#### NEW QUESTION 117

After a security audit, a technician is tasked with implementing new measures to help secure company workstations. The new policy states that all workstations must be signed off at night, a password is necessary to boot the computer, and encryption must be enabled. Which of the following features should the technician implement to BEST meet these requirements? (Choose three.)

- A. Screen locks
- B. Screensaver passwords
- C. UEFI passwords
- D. Login time restrictions

- E. Strong passwords
- F. Multifactor authentication
- G. BitLocker
- H. Credential Manager
- I. Smart card
- J. Biometric authentication

**Answer:** ABG

#### NEW QUESTION 120

Joe, a systems administrator, is setting up a risk management plan for the IT department. Part of the plan is to take daily backups of all servers. The server backups will be saved locally to NAS.

Which of the following can Joe do to ensure the backups will work if needed?

- A. Frequently restore the servers from backup files and test them
- B. Configure the backups to restore to virtual machines for quick recovery
- C. Set up scripts that automatically rerun failed backup jobs
- D. Set up alerts to let administrators know when backups fail
- E. Store copies of the backups off-side in a secure datacenter

**Answer:** D

#### NEW QUESTION 122

A network administrator wants to plan a major OS upgrade of the router, which acts as a default gateway in an organization. The administrator has documented the purpose of the change, scoped the change, and completed a comprehensive risk analysis. Which of the following is an important part of the change request process for which the administrator still must plan?

- A. Inform management regarding the anticipated amount of downtime
- B. Document a backout plan to roll back changes to the router
- C. Configure a redundant data path to eliminate downtime
- D. Make the downtime window larger than actually anticipated

**Answer:** B

#### NEW QUESTION 123

A SOHO customer has recently experienced a major hurricane. The customer has no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again. Which of the following recommendations should the contractor give to the customer? (Select two.)

- A. Backup testing
- B. Cloud storage
- C. Local storage backups
- D. Data recovery
- E. Hot site
- F. Waterproof devices

**Answer:** BE

#### NEW QUESTION 125

Which of the following encryption methods is used by WPA2 to improve data security as compared to previous wireless encryption protocols?

- A. AES
- B. TKIP
- C. S/MIME
- D. 3DES

**Answer:** A

#### NEW QUESTION 127

An end user's PC is taking a long time to boot. Which of the following operations would be the BEST to resolve this issue with minimal expense? (Select two.)

- A. Remove applications from startup
- B. Defragment the hard drive
- C. Install additional RAM
- D. Install a faster hard drive
- E. End the processes in Task Manager
- F. Run the Disk Cleanup utility

**Answer:** AB

#### NEW QUESTION 131

A technician repaired a laptop for a customer. The customer then complained the repair took too long and questioned the steps the technician took to fix the problem. Which of the following should the technician do NEXT?

- A. Provide documentation of the repair to the customer
- B. Allow the customer to voice concerns and post the story to social media later
- C. Inform the customer the job is done and return to the office

D. Defend each step and why it was necessary

**Answer:** A

#### NEW QUESTION 136

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

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

**Answer:** A

#### NEW QUESTION 140

A technician recently installed a new secondary hard drive in a Windows 10 desktop. After the installation, the computer displayed the following error message: No Operating System Found. However, after unplugging the new hard drive, the error message no longer appeared. The technician then reconnected the new drive to continue troubleshooting. Which of the following steps should the technician take NEXT?

- A. Reboot into safe mode
- B. Check the boot order
- C. Format the drive
- D. Perform Windows Recovery
- E. Run the chkdsk command

**Answer:** B

#### NEW QUESTION 145

Which of the following provide the MOST security for PCs and mobile devices? (Choose two.)

- A. Access control lists
- B. Multifactor authentication
- C. Organizational unit
- D. Trusted software sources
- E. Data loss prevention
- F. Pre-shared key

**Answer:** BD

#### NEW QUESTION 149

Joe, an end user, has been prompted to provide his username and password to access the payroll system. Which of the following authentication methods is being requested?

- A. Single-factor
- B. Multifactor
- C. RADIUS
- D. TACACS

**Answer:** A

#### NEW QUESTION 152

A customer is presuming manager to get things done on time. Which of the following has the project failed to do this case?

- A. Follow up with the customer after project completion
- B. Mention a positive attitude during the project
- C. Disclose project expenses on social media
- D. Communicate with the customer clearly

**Answer:** D

#### NEW QUESTION 153

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

Which of the following should the technician check FIRST?

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

**Answer:** A

#### NEW QUESTION 155

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

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

**Answer:** D

#### NEW QUESTION 159

Which of the following installation types would require the use of an answer file to install the OS?

- A. Unattended
- B. Clean
- C. Repair
- D. Upgrade

**Answer:** A

#### NEW QUESTION 163

Ann, an external user, has received several calls from a company asking why she has been sending the company communications with internal users' names in the "from" field. Ann calls a technician and explains she has not been sending any communications and would like this issue fixed. The technician investigates and determines the PC is not infected with any viruses or malware. Which of the following should the technician check NEXT?

- A. Hijacked email
- B. DNS entries
- C. Hosts file
- D. POP3 errors

**Answer:** A

#### NEW QUESTION 167

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

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

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

**Answer:** BF

#### NEW QUESTION 169

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