

## Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2

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#### NEW QUESTION 1

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

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

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

**Answer: B**

#### NEW QUESTION 2

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 locks to prevent them from being changed?

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

**Answer: B**

#### NEW QUESTION 3

Joe, a user, returns his computer to the technician who performed a virus removal on it the week before. Joe states that several symptoms have returned. Which of the following should the technician have covered previously as part of the original repair?

- A. End-user education
- B. Pre-installation environment cleaning
- C. Disabling of System Restore
- D. Infected system quarantine

**Answer: A**

#### NEW QUESTION 4

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 5

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 6

A small office's wireless network was compromised recently by an attacker who brute forced a PIN to gain access. The attacker then modified the DNS settings on the router and spread malware to the entire network.

Which of the following configurations MOST likely allowed the attack to take place? (Select two.)

- A. Guest network
- B. TKIP
- C. Default login
- D. Outdated firmware
- E. WPS
- F. WEP

**Answer: CF**

#### NEW QUESTION 7

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 8

A sales representative regularly modifies confidential files on a laptop and needs them to be available all the time. The sales representative will be on a six-month business trip in two weeks. A technician has been asked to assist the sales representative with saving files. Which of the following is the BEST method to implement to prevent any data loss for the sales representative?

- A. Give the sales representative a USB security lock.
- B. Encrypt the laptop's image on the server.
- C. Create a redundant cloud storage drive.
- D. Give the sales representative an external hard drive.

**Answer:** C

#### NEW QUESTION 9

Which of the following Windows OS technologies is used to store remote data accessed via a WAN connection on local servers for user access?

- A. BranchCache
- B. Swap partition
- C. Domain access
- D. Proxy server

**Answer:** A

#### NEW QUESTION 10

An administrator is setting up a Windows terminal server. Which of the following settings should the administrator modify to increase server security? (Select two.)

- A. Change the default access port
- B. Enforce password complexity
- C. Put the terminal server into the router's DMZ
- D. Disable logon time restrictions
- E. Block all unused ports on the LAN smart switch
- F. Use the local client certificate for server authentication

**Answer:** BE

#### NEW QUESTION 10

Joe, a technician, receives notification that a share for production data files on the network is encrypted. Joe suspects a crypto virus is active. He checks the rights of the network share to see which departments have access. He then searches the user directories of those departmental users who are looking for encrypted files. He narrows his search to a single user's computer. Once the suspected source of the virus is discovered and removed from the network, which of the following should Joe do NEXT?

- A. Educate the end user on safe browsing and email habits.
- B. Scan and remove the malware from the infected system.
- C. Create a system restore point and reboot the system.
- D. Schedule antivirus scans and perform Windows updates.

**Answer:** D

#### NEW QUESTION 15

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 16

A user calls a technician to report issues when logging in to a vendor's website. The technician is able to log in successfully before going to the office. However, the technician is unable to log in when in the user's office. The user also informs the technician of strange pop-up notifications. Which of the following are the MOST likely causes of these issues? (Choose two.)

- A. System files have been deleted
- B. Proxy settings are configured improperly
- C. The OS has been updated recently
- D. There are disabled services on the vendor website
- E. Program file permissions have changed recently
- F. There is a rogue anti-malware program

**Answer:** BF

**NEW QUESTION 18**

Ann, a user, has purchased a new Android phone and is attempting to access a public hot-spot. When she gets a message indicating the page cannot be displayed. She notices there is a “?” in the radio icon in the toolbar. She has verified Bluetooth is active, airplane mode is off, and tethering is turned on. She uses the cell phone to call a technician for assistance. Which of the following is the MOST likely issue Ann is experiencing?

- A. There is unauthenticated wireless connectivity
- B. She has exceeded the data allowance
- C. The phone is only 3G capable
- D. It is an unrooted phone
- E. The SIM card was not activated
- F. A data plan was not purchased

**Answer:** A

**NEW QUESTION 23**

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 26**

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 30**

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 35**

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 36**

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 41**

Ann, a user, is attempting to log in to her email service from a third-party email client on her phone. When Ann enters her usual username and password, she receives an error message saying the credentials are invalid.

Ann then decides to reset her email password, but after the reset, the new credentials still do not work in the third-party email client. Which of the following settings or features is responsible for the problems Ann is experiencing?

- A. Full device encryption
- B. Account lock
- C. Multifactor authentication
- D. Strong password requirements

**Answer: C**

#### NEW QUESTION 43

A company has just experienced a data breach that affected all mobile devices. Which of the following would BEST secure access to users' mobile devices? (Select TWO).

- A. Full device encryption
- B. Remote backup application
- C. SSO authentication
- D. Device profiles update
- E. OS security updates
- F. Biometric authentication

**Answer: AF**

#### NEW QUESTION 44

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 manufacturer's specific usage
- C. Review the material safety data sheet
- D. Conduct an internal search of disposal techniques

**Answer: C**

#### NEW QUESTION 49

While attempting to install a new program, an end user is notified the workstation meets the memory requirements, but it does not meet the requirements for free space. Due to time constraints the user needs a quick way to install and access the program. Which of the following is the BEST option given the solution?

- A. Install to a network drive
- B. Install to a USB drive
- C. Install to a DVD-RW
- D. Install to a security internal\_HDD

**Answer: A**

#### NEW QUESTION 53

A project team is organized to implement a new wireless solution for a school. The team has already done the network diagrams and knows the locations that will need to be addressed in the project. The team is in the process of creating an SOW for the project as a whole and needs to add the critical pieces to the SOW to complete it and move to the next stage.

Which of the following would the project team MOST likely add to the SOW?

- A. Risk analysis
- B. Plan to change
- C. Backout plan
- D. Change board approvals

**Answer: C**

#### NEW QUESTION 55

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. chdisk
- C. dism
- D. ipconfig
- E. format
- F. diskpart

**Answer: BC**

#### NEW QUESTION 57

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

- A. Performance Monitor

- B. Component Services
- C. Task Manager
- D. Event Viewer

**Answer:** D

#### NEW QUESTION 60

A user reports malware activity on an isolated workstation used for testing. It is running an end-of-life OS, and a USB drive is the only method used to transfer files. After removing the malware and replacing the USB drive with a brand new one, the technician gives the approval to use the equipment. The next day the user reports the same malware activity is present after powering on the system. Which of the following did the technician forget to do to prevent reinfection?

- A. Connect to the network and update the OS with the latest security patches
- B. Scan and clean the USB device used to transfer data from the equipment
- C. Disable System Restore and remove all restore points from the system
- D. Update the local antivirus and set it to scan automatically every evening

**Answer:** D

#### NEW QUESTION 65

Which of the following threats uses personalized information in an attempt at obtaining information?

- A. Whaling
- B. Impersonation
- C. Spoofing
- D. Spear phishing

**Answer:** D

#### NEW QUESTION 66

A technician is recycling PCs to be reused by a middle school. Which of the following methods is MOST appropriate for ensuring data has been removed from the PCs?

- A. Standard formatting
- B. HD drilling
- C. Low-level formatting
- D. HD partitioning

**Answer:** C

#### NEW QUESTION 69

A user notices recent print jobs are not printing to the local printer despite printing fine yesterday. There are no errors indicated on the taskbar printer icon. Which of the following actions should the user take FIRST?

- A. Check to ensure the printer selected is the default printer
- B. Check the status of the print server queue
- C. Cancel all documents and print them again
- D. Check that the printer is not offline print mode

**Answer:** B

#### NEW QUESTION 73

Which of the following is the memory limitation of a 32-bit OS?

- A. 16MB
- B. 2048MB
- C. 4GB
- D. 1024GB
- E. 2TB
- F. 8TB

**Answer:** C

#### NEW QUESTION 75

A technician is working at a help-desk form and receives a call from a user who has experienced repeated BSODs. The technician is scheduled to take a break just after the call comes in. Which of the following is the BEST choice for the technician to make?

- A. Politely ask the user to call back
- B. Ask another technician to take the call
- C. Troubleshoot the issue for the user
- D. Input the issue as a ticket and escalate to Tier 2
- E. Put the user on hold and troubleshoot after the scheduled break

**Answer:** B

#### NEW QUESTION 76

Which of the following technologies can be utilized in a wireless network environment to provide secure SSO access for WiFi and network resources?

- A. WPA2
- B. AES
- C. MAC filtering
- D. RADIUS
- E. WPS

**Answer: D**

#### NEW QUESTION 78

A technician has installed a second monitor for a customer, but the desktop font sizes do not match. Which of the following display settings should be technician adjust to correct this issue?

- A. Resolution
- B. Refresh rate
- C. Extended monitor
- D. Color depth

**Answer: A**

#### NEW QUESTION 82

Joe, a user, reports that several of his colleagues have received a suspicious email from his account that he did not send. A technician asks one of the colleagues to forward the email for inspection. After ruling out spoofing, the technician verifies the email originated from the corporate email server. Which of the following is the FIRST step the technician should take to correct this issue?

- A. See if Joe's email address has been blacklisted
- B. Change the password on Joe's email account
- C. Update the antivirus and perform a full scan on the PC
- D. Isolate Joe's computer from the network

**Answer: D**

#### NEW QUESTION 87

A user reports slow performance on a computer. A technician checks the computer and finds the RAM utilization is very high. The technician restarts the computer, and the RAM use is still high. The technician discovers a program running in the background is using most of the RAM. The user only uses this program once at the end of the year to produce a report. Which of the following steps should the technician take to improve the computer's performance?

- A. Uninstall and reinstall the program.
- B. Perform a repair installation of the program
- C. Install the latest updates for the program.
- D. Disable the program on startup.

**Answer: A**

#### NEW QUESTION 92

Joe, a user, calls the help desk from a coffee shop while on a business trip to report the WiFi hotspot on his phone is extremely slow. The technician runs a speed test from a laptop connected to the hotspot and gets 200Kbps. Ann, Joe's coworker with whom he is travelling, also has a hotspot on her phone, and the speed test result on that hotspot is 15Mbps. The technician checks the hotspot settings on Joe's phone and sees the following:

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

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

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

**Answer: B**

#### NEW QUESTION 96

Joe, a user who is travelling for business, reports that his mobile phone was getting approximately 35 Mbps for the first few days of his trip, but now it is only getting around 500 Kbps. Joe uses the device as a GPS to visit customers and as a hotspot to check work email and watch movies online. Which of the following is the MOST likely cause of Joe's slow data speeds?

- A. Joe's data transmission is over the limit
- B. The phone needs to be rebooted from overuse
- C. The use of GPS interferes with data speeds
- D. There is unintended Bluetooth pairing

**Answer:** A

**NEW QUESTION 101**

A junior Linux system administrator needs to update system software. Which of the following shell commands would allow the administrator to gain the necessary permissions to update the software?

- A. sudo
- B. chmod
- C. grep
- D. pwd

**Answer:** A

**NEW QUESTION 106**

A technician must remove data from the human resources computers. The technician plans to reuse the drives in the computers. Which of the following data destruction methods should the technician perform to ensure the data is removed completely?

- A. Degaussing
- B. Standard format
- C. Overwrite
- D. Low-level format

**Answer:** D

**NEW QUESTION 109**

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 110**

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 113**

A user calls the help desk regarding a new Windows issue that started in the morning. The user can no longer use any locally attached devices, such as a mouse or a printer, and a reboot did not fix the problem.

Which of the following would MOST likely fix the issue?

- A. Roll back updates
- B. Disable the Windows Update service
- C. Check for updates
- D. Restore hidden updates

**Answer:** A

**NEW QUESTION 116**

A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately. With which of the following types of infections are the PCs MOST likely infected? (Select two.)

- A. Spyware
- B. Zombies
- C. Virus
- D. Ransomware
- E. Worm
- F. Botnet

**Answer:** BE

**NEW QUESTION 118**

A user contacts a technician to troubleshoot server errors. The user explains that some files will not open on the server, the data backups are operational, and the

weather has been bad. The technician notices missing time slots in the event log. Which of the following should the technician replace to prevent these issues in the future?

- A. System memory
- B. Surge protector
- C. Hard drives
- D. Battery backup

**Answer: D**

#### NEW QUESTION 119

Ann, an employee at a company, calls the help desk to report issues logging on to a vendor's website. Joe, the technician, is able to log in successfully with his credentials before going to Ann's office. However, when he attempts to log in from Ann's office, Joe experiences the same issue. Ann asks Joe questions about the new software installed on the laptop from the pop-up notification.

Which of the following are the NEXT steps Joe should take to resolve the issue? (Select two.)

- A. Ask Ann for her credentials to verify and log on to the vendor's website from Ann's laptop
- B. Verify Ann's laptop has the correct browser settings
- C. Check all browser cached files on Ann's laptop and log on to another vendor's website
- D. Attempt to log on to another vendor's website from Ann's laptop
- E. Ask Ann about the notification and review the installed programs
- F. Reinstall the browser, reboot the laptop, and check the vendor's website again

**Answer: CE**

#### NEW QUESTION 122

A new company policy states that all end-user access to network resources will be controlled based on the users' roles and responsibilities within the organization. Which of the following security concepts has the company just enabled?

- A. Certificates
- B. Least privilege
- C. Directory permissions
- D. Blacklists

**Answer: B**

#### NEW QUESTION 125

A technician accessed a network share from a computer joined to workgroup. The technician logged in as "user1" and directed the computer to save the username and password. Several weeks later, the technician wants to log in to this network share using the administrator account. The computer does not prompt for a username and password, but it automatically logs in to the network share under the "user1" account. Which of the following would allow the technician to log in using the "administrator" username?

- A. Use the command: net use Z: \\filesrv\share
- B. Go to the Sync Center and disable the offline files feature.
- C. Delete the "user" account for the network share in Credential Manager.
- D. Join the computer and file server to a domain and delegate administrator rights to "user1".
- E. Use the Advanced Sharing options in the Network and Sharing Center and enable "turn on network discovery".

**Answer: A**

#### NEW QUESTION 128

Company policy states that users must secure their laptops before leaving the office for the evening. Which of the following physical security measures should be used?

- A. Cable lock
- B. Windows key + L
- C. Smart card removal
- D. Key fob
- E. BIOS password

**Answer: A**

#### NEW QUESTION 130

A customer's computer is having difficulty opening programs and regularly receives error messages regarding low system resources. Which of the following performance settings changes would BEST help customer temporarily until upgrade can be made?

- A. Data execution prevention
- B. Page-file size
- C. Visual effects
- D. Processor scheduling

**Answer: B**

#### NEW QUESTION 131

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 135

A technician is investigating the cause of a Windows 7 PC running very slow. While reviewing Task Manager, the technician finds one process is using more than 90% of the CPU. Outbound network traffic on port 25 is very high, while Inbound network traffic is low. Which of the following tasks should be done FIRST?

- A. Disconnect the network cable.
- B. Update the antivirus software.
- C. Run an antivirus scan.
- D. Shut down the PC

**Answer:** A

#### NEW QUESTION 137

A SOHO user calls a technician and wants to secure a home network. The SOHO user needs to have protection from physical connection and ensure that employees cannot applications or personal emails. Which of the following would the technician MOST likely configure on the network device to accommodate the SOHO user's request? (Select TWO)

- A. MAC filtering
- B. Default SSID
- C. Ratio power levels
- D. Content filtering
- E. Physical security

**Answer:** BE

#### NEW QUESTION 139

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 144

A user's mobile device is losing its battery charge very quickly. The user report charge at 9:00 a.m. but has 22% battery by 1:00 p.m. The user has installed several applications, and the phone is relatively new, high-end phone. The user claims most of the usage involves checking emails for a few minutes three or four times per hours. Windows of the following should a technician perform FIRST to diagnose the issue properly?

- A. Check the application and their resources usage.
- B. Order a replacement battery and see if the phone maintain its charge.
- C. Configure the email software to work on a fetch schedule instead of the push setting
- D. Wipe the phone screen brightness to 30%.
- E. Uninstall all the applications on the phone and see if the battery issues remain.

**Answer:** A

#### NEW QUESTION 146

A technician receives a phone call regarding ransomware that has been detected on a PC in a remote office. Which of the following steps should the technician take FIRST?

- A. Disconnect the PC from the network
- B. Perform an antivirus scan
- C. Run a backup and restore
- D. Educate the end user

**Answer:** A

#### NEW QUESTION 148

A Windows user is attempting to install a local printer and is unsuccessful on permissions. Which of the following user types BEST describes this user?

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

**Answer:** A

**NEW QUESTION 149**

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous logins across the network, some of which are attempting to access workstations and servers to which the user does not have access Which of the following should the network administrator do NEXT?

- A. Delete the user's AD account
- B. Decrease the user's AD privileges
- C. Disable the user's AD account
- D. Reset the password on the user's AD account

**Answer:** A

**NEW QUESTION 153**

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 154**

A MAC user's operating system became corrupted, and files were deleted after malware was downloaded. The user needs to access the data that was previously stored on the MAC. Which of the following built-in utilities should be used?

- A. Time Machine
- B. Snapshot
- C. System Restore
- D. Boot Camp

**Answer:** A

**NEW QUESTION 158**

A corporate network was recently infected by a malicious application on a flash drive that downloaded sensitive company files and injected a virus, which spread onto the network Which of the following best practices could have prevented the attack?

- A. Implementing strong passwords
- B. Changing default credentials
- C. Disabling AutoRun
- D. Removing Guest account
- E. Encrypting data

**Answer:** D

**NEW QUESTION 161**

A user reports that a cell phone application is loading slowly and not functioning properly Which of the following should a technician do FIRST to remedy this issue?

- A. Remove and reinstall the application.
- B. Hard reset the cell phone.
- C. Reconnect the wireless network connection
- D. Close all running applications

**Answer:** D

**NEW QUESTION 164**

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