



# CompTIA

## Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2

#### NEW QUESTION 1

A technician receives an invalid certificate error when visiting a website with port 443 enabled. Other computers on the same LAN do not exhibit this symptom. Which of the following needs to be adjusted on the workstation to fix the issue?

- A. Date and time
- B. UEFI boot mode
- C. Logon times
- D. User access control

**Answer:** A

#### NEW QUESTION 2

A SOHO technician recently moved some data from one server to another to increase storage capacity. Several users are now reporting they cannot access certain shares on the network. When the users attempt to access the shares, they get the following error: Access Denied. The technician confirms the users are all in the proper security groups and have the proper access, but they are still unable to access the shares. Which of the following are the MOST likely reasons for these issues? (Select two.)

- A. Administrative share permissions
- B. Mapped drives
- C. Group Policy hours restriction
- D. Denied write/delete permissions
- E. Disabled proxy settings

**Answer:** BD

#### NEW QUESTION 3

Which of the following file types should be opened when executing a PowerShell script?

- A. .bat
- B. .vbs
- C. .sh
- D. .ps1
- E. .psd

**Answer:** D

#### NEW QUESTION 4

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 5

A technician has identified malware on a user's system. Which of the following should the technician do NEXT according to malware removal best practices?

- A. Enable System Restore and create a restore point so no data is lost
- B. Educate the user about how to avoid malware in the future
- C. Update the antivirus software and run a full system scan
- D. Move the infected system to a lab with no network connectivity

**Answer:** D

#### 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

Which of the following installation methods will allow a technician to resolve issues that may arise while the installation is being performed?

- A. Unattended installation
- B. Remote installation

- C. Repair installation
- D. Image deployment installation

**Answer:** D

**NEW QUESTION 8**

Which of the following must be enabled to configure 20 new machines to be booted over a network?

- A. Multi-boot
- B. Dynamic
- C. PXE
- D. GPT

**Answer:** C

**NEW QUESTION 9**

A technician is disposing of computer hardware that contains PHI. The drive must be reusable. Which of the following methods should be used?

- A. Degauss
- B. Drive wipe
- C. Standard format
- D. Low-level format

**Answer:** B

**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**

A technician wants to deploy a solution to manage a computer remotely. The technician is not allowed to modify any network configuration and is not able to forward any ports on the router to internal devices. Which of the following remote access technologies would be BEST suited for this situation?

- A. Remote desktop protocol
- B. Telnet client
- C. Virtual network computer
- D. Third-party tools
- E. Secure shell

**Answer:** C

**NEW QUESTION 13**

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 16**

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 21**

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 22

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 28

A small business has an open wireless network so vendors can connect to the network without logging in. The business owners are concerned that a nearby company is connecting and using the wireless connection without permission. If the small business requires that the network remain open, which of the following configuration settings should be changed to address these concerns?

- A. Default SSID
- B. MAC filtering
- C. Power levels
- D. Content filtering
- E. Firewall

**Answer: C**

#### NEW QUESTION 33

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 36

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 37

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 42

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 44

Ann, a user, calls the help desk regarding an issue on her laptop. While working remotely, she appears to be connecting to WiFi but is unable to retrieve her corporate email. The wireless name is listed as "ConnectMe" and appears as unsecure. Which of the following should the help desk perform to fix the issue?

- A. Remote into Ann's system and restart the wireless adapter
- B. Ask Ann to open a browser and watch for a redirect page
- C. Advice Ann to plug an Ethernet cable into her laptop
- D. Direct Ann to run an antivirus program on her laptop

**Answer: B**

#### NEW QUESTION 49

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 53

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 55

A user's computer is displaying a black screen. The technician restarts the computer, but the OS still does not load. The technician discovers the OS was patched the previous evening.

Which of the following should the technician attempt NEXT?

- A. Reboot into safe mode and roll back the updates
- B. Repair the Windows Registry
- C. Configure boot options in the BIOS
- D. Disable Windows services and applications

**Answer: A**

#### NEW QUESTION 56

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 60

A technician is troubleshooting a printer issue on a Windows computer and wants to disable the printer to test a theory. Which of the following should the technician use to accomplish this?

- A. Devices and Printers
- B. Sync Center
- C. Device Manger
- D. Power Options

**Answer: C**

**NEW QUESTION 64**

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 66**

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 68**

A security administrator does some network testing and identifies significant issues with security on desktop computers. As part of remediation, the network administrator is developing documentation based on best practices for applying updates to end users' computers. The network administrator must create the process documentation needed to submit back to the security administrator for approval. Which of the following process documents would the network administrator MOST likely create? (Choose two.)

- A. Risk analysis
- B. End-user acceptance
- C. Backout plan
- D. Plan for change
- E. Business processes
- F. Request for proposal

**Answer: CD**

**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 78**

Joe, a customer, requests to have a technician rename his laptop to the name of his favorite sports team. Which of the following documents MUST the technician consider before performing this action?

- A. Acceptable use policy
- B. Inventory management
- C. EULA
- D. MDM policy

**Answer: B**

**NEW QUESTION 83**

Joe, an employee, took a company-issues Windows laptop home, but is having trouble connecting to any of the shares hosted on his home media server. Joe has verified he is connected to the Internet.

Which of the following would explain why Joe cannot access his personal shares?

- A. An IP conflict is present
- B. A corporate VPN is enabled
- C. A firewall exception must be set
- D. HomeGroup must be enabled

**Answer: C**

**NEW QUESTION 86**

A network administrator needs to be able to securely connect to a local router from within the office. Which of the following protocols should the administrator

ensure is enabled on the router?

- A. RDP
- B. SSH
- C. TFTP
- D. HTTP

**Answer: B**

#### NEW QUESTION 88

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 90

A company brings in contractors several times a year to perform inventory, and the contractors use company supplied laptops. The company's security policy states that once the inventory is completed, the contractors should not be able to log in to the laptops until the next inventory. Which of the following BEST enforces this policy?

- A. Delete the user accounts
- B. Disable the user accounts
- C. Restrict the user accounts
- D. Reset the user accounts

**Answer: A**

#### NEW QUESTION 95

A technician is installing the latest OS on a user's system. The user wants all of the settings and files to remain intact during the installation. Which of the following upgrade methods should the technician use?

- A. network installation
- B. clean install
- C. in-place upgrade
- D. image deployment

**Answer: C**

#### NEW QUESTION 97

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 the technician adjust to correct this issue?

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

**Answer: A**

#### NEW QUESTION 99

When a user browses to a favorite website on a Windows laptop, a different website opens. A technician installs an additional web browser, but it also opens to the same unfamiliar site. The technician resets the web browser settings back to default, but the issue persists. Which of the following troubleshooting steps should the technician complete NEXT?

- A. Change the browser's home page
- B. Check the Windows host file
- C. Update the default web browser
- D. Restore Windows to a previous date

**Answer: B**

#### NEW QUESTION 102

Which of the following Windows Enterprise OS versions offers BitLocker as a feature that can be enabled?

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

**Answer: A**

#### NEW QUESTION 104

A technician logs on to a Linux computer and runs the following command: `ps -aux | grep vi`  
Which of the following MOST accurately describes the effect of the command?

- A. It kills any running programs starting with the letters vi.
- B. It opens a list of directories that start with the letters vi.
- C. It creates a new file named `grep` in the current working directory.
- D. It finds a list of processes running a text editor.

**Answer:** D

#### NEW QUESTION 108

Which of the following should be enacted to reduce a company's liability and exposure to a potential lawsuit?

- A. Acceptable use policy
- B. Incident documentation policy
- C. Password compliance policy
- D. Change control policy

**Answer:** C

#### NEW QUESTION 112

Which of the following BEST describes the purpose of an ESD mat?

- A. Protects against accidental static discharge
- B. Protects against dust/dirt contamination
- C. Protects against accidental scratches
- D. Protects against accidental water damage

**Answer:** A

#### NEW QUESTION 113

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

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

**Answer:** DE

#### NEW QUESTION 118

A technician responds to a report that a user's desktop is operating much slower after upgrading the Windows OS to the latest version. The technician notices responsiveness is erratic, and the symptoms are similar to a failing hard drive. The technician runs a full hardware diagnostic, and all systems pass. The technician checks the properties for each device in Device Manager, and the hard disk and the standard AHC11.0 serial ATA controller both indicate the following message: This device is working properly. Which of the following should the technician attempt that will MOST likely resolve the performance issue?

- A. Roll back the OS upgrad
- B. Continue using the older version of Windows.
- C. Reset the PC to its factory conditions Perform the OS upgrade again.
- D. Update the SATA controller driver from the manufacturer's website.
- E. Perform a full backup and replace the hard drive.

**Answer:** D

#### NEW QUESTION 120

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 124

A user calls a technician regarding an iOS mobile device that is having problems with standby time after a new update was applied. The technician verifies no new applications were installed since the update, but the device still has poor standby time even after the update is removed. Which of the following is the MOST likely cause of the issue?

- A. Zero-day malware
- B. Safari code injection

- C. OS corruption
- D. Overheating
- E. Time sync failure

**Answer: D**

**NEW QUESTION 127**

A network administrator has noticed unusual activity with a user's login credentials on the network. The user is attempting multiple simultaneous login 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: C**

**NEW QUESTION 132**

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 133**

A user's smartphone is making the camera shutter noise even when the user is not taking pictures. When the user opens the photo album, there are no new pictures. Which of the following steps should be taken FIRST to determine the cause of the issue?

- A. Uninstall the camera application
- B. Check the application permissions
- C. Reset the phone to factory settings
- D. Update all of the applications on the phone
- E. Run any pending OS updates

**Answer: B**

**NEW QUESTION 134**

A technician is called to troubleshoot a user's Windows workstation that fails to boot. The user reports that, after updating the workstation's graphics driver to a beta version, the machine gives a "Stop" error on every boot. Which of the following should the technician complete to resolve the issue?

- A. Boot the workstation in safe mode and disable the graphics driver system tray menu
- B. Boot the workstation in safe mode with networking and install the latest stable graphics driver.
- C. Boot the workstation in safe mode and disable Windows driver signing requirements
- D. Boot the workstation in safe mode with Command Prompt and enable Driver Verifier with standard settings

**Answer: A**

**NEW QUESTION 137**

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 140**

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 145**

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 146

Which of the following is the MOST secure wireless security protocol?

- A. AES
- B. WPA
- C. WPA2
- D. WEP

**Answer:** A

#### NEW QUESTION 148

A technician received 300 old desktops following a recent computer upgrade. After taking inventory of the old machines, the technician must destroy the data on the HDDs. Which of the following would be the MOST effective method to accomplish this task?

- A. Drill
- B. Hammer
- C. Low-level format
- D. Degaussing

**Answer:** D

#### NEW QUESTION 151

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 152

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:** D

#### NEW QUESTION 157

A user believes there is a virus on a laptop. The user installs additional real-time protection antivirus software but is now experiencing extremely slow performance on the laptop. Which of the following should a technician do to resolve the issue and avoid recurrence?

- A. Activate real-time protection on both antivirus software programs
- B. Uninstall one antivirus software program and install a different one
- C. Run OS updates
- D. Enable the quarantine feature on both antivirus software programs
- E. Remove the user-installed antivirus software

**Answer:** E

#### NEW QUESTION 159

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 162**

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 167**

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 168**

A small office calls a technician to investigate some "invalid certificate" errors from a concerned user. The technician observes that whenever the user tries to access a secure website from the Windows desktop, this error is encountered. No other users in the office are experiencing this error. Which of the following should the technician do NEXT? (Choose two.)

- A. Remove any proxy servers configured on the user's browsers.
- B. Assist the user with purchasing an SSL certificate and save the certificate to the desktop.
- C. Disable the SPI firewall on the office's gateway and any other routers.
- D. Instruct the user to ignore the certificate error since the user is connecting to a secure website.
- E. Create an outbound rule in Windows Firewall named after the user's homepage.
- F. Run anti-malware scans and download the latest Windows updates.

**Answer:** AF

**NEW QUESTION 173**

Ann, an end user, is utilizing a stylus on her tablet. The recognition point is off when she uses the stylus, but it registers in the correct spot when she uses her finger. Which of the following would be the BEST resolution to the issue?

- A. Restart the tablet
- B. Disable and then reenable Bluetooth
- C. Calibrate the touchscreen sensor
- D. Disconnect and then reconnect the stylus

**Answer:** C

**NEW QUESTION 176**

Which of the following technologies is used by malicious employees to obtain user passwords?

- A. Man-in-the-middle
- B. Phishing
- C. Tailgating
- D. Shoulder surfing

**Answer:** D

**NEW QUESTION 177**

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