

# CompTIA

## Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2



#### NEW QUESTION 1

A technician receives a ticket indicating the user cannot resolve external web pages. However, specific IP addresses are working. Which of the following does the technician MOST likely need to change on the workstation to resolve the issue?

- A. Default gateway
- B. Host address
- C. Name server
- D. Subnet mask

**Answer:** A

#### NEW QUESTION 2

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

#### NEW QUESTION 3

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

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

**Answer:** B

#### NEW QUESTION 4

Which of the following is the MOST important environmental concern inside a data center?

- A. Battery disposal
- B. Electrostatic discharge mats
- C. Toner disposal
- D. Humidity levels

**Answer:** B

#### NEW QUESTION 5

A user contacted the help desk to report pop-ups on a company workstation indicating the computer has been infected with 137 viruses and payment is needed to remove them. The user thought the company-provided antivirus software would prevent this issue. The help desk ticket states that the user only receives these messages when first opening the web browser. Which of the following steps would MOST likely resolve the issue? (Select TWO)

- A. Scan the computer with the company-provided antivirus software
- B. Install a new hard drive and clone the user's drive to it
- C. Deploy an ad-blocking extension to the browser.
- D. Uninstall the company-provided antivirus software
- E. Click the link in the messages to pay for virus removal
- F. Perform a reset on the user's web browser

**Answer:** CF

#### NEW QUESTION 6

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. Console
- B. Disk Utility
- C. Time Machine
- D. FileVault

**Answer:** B

#### NEW QUESTION 7

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

**NEW QUESTION 8**

Someone who is fraudulently claiming to be from a reputable bank calls a company employee. Which of the following describes this incident?

- A . Pretexting
- B . Spoofing
- C . Vishing
- D . Scareware

A.

**Answer:** C

**NEW QUESTION 9**

A technician is troubleshooting a customer's PC and receives a phone call. The technician does not take the call and sets the phone to silent. Which of the following BEST describes the technician's actions?

- A. Avoid distractions
- B. Deal appropriately with customer's confidential material
- C. Adhere to user privacy policy
- D. Set and meet timelines

**Answer:** D

**NEW QUESTION 10**

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

**Answer:** C

**NEW QUESTION 10**

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 15

A technician has been tasked with installing a workstation that will be used for point-of-sale transactions. The point-of-sale system will process credit cards and loyalty cards. Which of the following encryption technologies should be used to secure the workstation in case of theft?

- A. Data-in-transit encryption
- B. Disk encryption
- C. USB drive encryption
- D. File encryption

**Answer: B**

#### NEW QUESTION 18

A wireless network is set up, but it is experiencing some interference from other nearby SSIDs. Which of the following can BEST resolve the interference?

- A. Changing channels
- B. Changing the access point name
- C. Modifying the wireless security
- D. Disabling the SSID broadcast

**Answer: A**

#### NEW QUESTION 23

Which of the following must be maintained throughout the forensic evidence life cycle when dealing with a piece of evidence?

- A. Acceptable use.
- B. Chain of custody.
- C. Security policy.
- D. Information management.

**Answer: B**

#### NEW QUESTION 24

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? (Choose 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: AB**

#### NEW QUESTION 29

A technician is investigating an employee's smartphone that has the following symptoms:

- The device is hot even when it is not in use.
- Applications crash, especially when others are launched.
- Certain applications, such as GPS, are in portrait mode when they should be in landscape mode.

Which of the following can the technician do to MOST likely resolve these issues with minimal impact? (Choose two.)

- A. Turn on autorotation.
- B. Activate airplane mode.
- C. Close unnecessary applications.
- D. Perform a factory reset.
- E. Update the device's operating system.
- F. Reinstall the applications that have crashed.

**Answer: AE**

#### NEW QUESTION 34

Which of the following Wi-Fi protocols is the MOST secure?

- A. WPA3
- B. WPA-AES
- C. WEP
- D. WPA-TKIP

**Answer: A**

#### NEW QUESTION 35

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

**NEW QUESTION 38**

A technician found that an employee is mining cryptocurrency on a work desktop. The company has decided that this action violates its guidelines. Which of the following should be updated to reflect this new requirement?

- A. MDM
- B. EULA
- C. IRP
- D. AUP

**Answer:** D

**NEW QUESTION 43**

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

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

**Answer:** D

**NEW QUESTION 46**

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:** A

**NEW QUESTION 48**

An incident handler needs to preserve evidence for possible litigation. Which of the following will the incident handler MOST likely do to preserve the evidence?

- A. Encrypt the files.
- B. Clone any impacted hard drives.
- C. Contact the cyber insurance company.
- D. Inform law enforcement.

**Answer:** B

**NEW QUESTION 50**

As part of a CYOD policy a systems administrator needs to configure each user's Windows device to require a password when resuming from a period of sleep or inactivity. Which of the following paths will lead the administrator to the correct settings?

- A. Use Settings to access Screensaver settings.
- B. Use Settings to access Screen Timeout settings.
- C. Use Settings to access General.
- D. Use Settings to access Display.

**Answer:** A

**NEW QUESTION 53**

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