CompTIA

Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1

A user's mobile device appears to be losing battery life rapidly and often feels warm to the touch, even when it is put away.
The device is relatively new, so the user is concerned it is defective. A technician inspects the device and see the following:
Which of the following should be changed to resolve this issue?

Storage Settings:	26GB Used (6GB Free) Photos 15GB Music 5GB Messages 3GB Apps 2GB
Usage Settings:	Calls 800MB Maps 3.2GB Messages 120MB News 250MB Weather 40MB
Mail Settings:	WorkPush PersonalFetch(15 minutes)
Privacy Settings:	App Store While Using Maps Always Email Never Weather Always Calendar While Using Messages While Using Photos Always
Display Settings:	Brightness Auto Auto-Lock Never Night Mode Disabled

A. Privacy – Maps
B. Display – Brightness
C. Storage – Photos
D. Mail – Work

Answer: B

NEW QUESTION 2

Which of the following is the maximum RAM limit of a Windows 32-bit version?

A. no limit
B. 4GB
C. 8GB
D. 32GB

Answer: B

NEW QUESTION 3

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 4

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 5

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 recommended 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 6
A user is trying to install a very large .dmg file on a Windows computer but is receiving an error message. Which of the following is causing the error?

A. Small hard drive
B. Insufficient RAM
C. OS compatibility
D. Folder permissions

Answer: C

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
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 9
A customer's computer is powered on and working, but the customer is unable to get to any wired network resources, shared drives, printers, or the Internet. Which of the following command-line tools should be used to troubleshoot this scenario?

A. Ping
B. Iwconfig
C. Nbtstat
D. Nslookup

Answer: A

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 10
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 13

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 18
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 22
A team needs to deploy a temporary server room at a site to provide support during construction. Which of the following should they use at this site while setting up the server room?

A. Air filters
B. Privacy screens
C. Vacuums
D. ESD mats

Answer: A

NEW QUESTION 24
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 26
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 27
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 32
A client wants a technician to create a PC naming convention that will make the client's PCs easier to track and identify while in use. Which of the following naming convention formats should the technician follow?

A. Domain name, location, IP address

B. Domain name, location, asset ID
C. Asset ID, MAC address
D. Location, RFID

Answer: C

NEW QUESTION 33
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 35
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 40
A technician arrives on site to find that two users who have the same model on Android smartphone are having the same issue with a specific application. Whenever they attempt to launch the application, it fails and gives an error message. Which of the following should the technician do FIRST?

A. Reinstall the application
B. Roll back the application to the earlier version
C. Clear the application cache
D. Update the OS of the smartphones

Answer: D

NEW QUESTION 44
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 46
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 47
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 52
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 57
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 dean 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 58
Which of the following is considered government-regulated data?

A. PII
B. End-user license agreement
C. Digital Millennium Copyright Act
D. DRM

Answer: A

NEW QUESTION 59
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 61
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 66
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 70
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 73
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 78
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 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 85
A user's smartphone is experiencing limited bandwidth when at home. The user reports to a technician that the device functions properly when at work or in the car. Which of the following troubleshooting steps should the technician take NEXT?

A. Reset the device's network settings
B. Check the data usage statistics on the device
C. Verify the SSID with which the device is associated
D. Run any pending application or OS updates

Answer: C

NEW QUESTION 88
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 89
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 91
A systems administrator needs to add security to the server room.
Which of the following would provide the BEST security for the room? (Choose two.)

A. Universal serial bus locks
B. Personal identity verification cards
C. Privacy screen

D. Entry control roster
E. Door locks
F. Privacy window

Answer: EF

NEW QUESTION 94
A user's computer is suspected of hosting illegal files. The IT department has removed the computer and placed it in a secured, cypher-locked room, where it will remain until the local authorities arrive. Which of the following actions should the IT department perform NEXT?

A. Preserve data integrity
B. Identify violations of acceptable use
C. Collect evidence of illegal activity
D. Report through proper channels

Answer: A

NEW QUESTION 99
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 101
A technician is repairing a computer. Which of the following should the technician do to protect the computer from accidental voltage spikes?

A. Practice electrical fire safety.
B. Clean tools properly before use.
C. Remove any jewelry.
D. Connect a proper ESD strap.

Answer: D

NEW QUESTION 106
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 107
A SOHO technician needs to upgrade two computers quickly and is not concerned about retaining user settings. The users currently have Windows 8 and want to upgrade to Windows 10.
Which of the following installation methods would the technician MOST likely use to accomplish this quickly?

A. Unattended installation
B. Remote network installation
C. In-place upgrade
D. Clean installation

Answer: A

NEW QUESTION 112
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 116
Users notify the help desk of an email that was just received. The email came from the help desk's email address and asked the users to click on an embedded link. This email is BEST described as:

A. phishing.
B. zombie.
C. whaling.
D. spoofing.

Answer: D

NEW QUESTION 121
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 123
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? (Select 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: DF

NEW QUESTION 124
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 126
Joe, a customer, has informed a Tier 2 help desk technician that a computer will not boot up. After about ten minutes of troubleshooting, Joe is increasingly concerned and claims that the technician is wasting his time because he has already tried everything that has been suggested.
Which of the following should the technician do?

A. Since Joe is concerned about time, suggest calling back later when Joe has more time to troubleshoot
B. Record the call and send it to the local intranet for future technicians to learn how to deal with calls like this one
C. Ask more open-ended questions to see if the issue can be narrowed down in order to properly identify the issue and save time
D. Inform the customer that there is a troubleshooting script that must be followed to get the issue resolved

Answer: C

NEW QUESTION 131
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 134
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 135
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 139
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 141
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 144
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 149
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 153
An end user is browsing the Internet when multiple browser pages open by themselves. The user notices the PC is running slowly, even while not browsing the internet. Which of the following actions should the user take?

A. Update antivirus definitions
B. Install anti-malware software

C. Enable the pop-up blocker
D. Reboot the PC

Answer: B

NEW QUESTION 158
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 160
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 165
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 169
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 171
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 173
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 176
Which of the following is the MOST secure wireless security protocol?

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

Answer: A

NEW QUESTION 178
Following an incident, an administrator is gathering forensic evidence from a server for a human resources investigation. Which of the following best practices is MOST important to document throughout the process to maintain integrity of the findings?

A. Acceptable use policy violations
B. Server configuration
C. Chain of custody
D. Data loss incidents

Answer: C

NEW QUESTION 182
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 185
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 188
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 189
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 194
A technician has set up a new computer for a customer and needs to add a login with administrative privileges. Which of the following tools should the technician use?

A. Component Services
B. System Configuration
C. Security Policy
D. Local Users and Groups

Answer: D

NEW QUESTION 197

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 200
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 201
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 204
Ann, an end user, is utilizing a styles on her table. The recognition point is off when she uses the stylus, but it registers In the correct spool when she her finger. Which of the following would be the BEST resolution to issue?

A. Restart the table
B. Disable and then renewable Bluetooth
C. Calibrate the touchscreen sensor
D. Disconnect and then reconnect the stylus

Answer: C

NEW QUESTION 207
Which of the following technologies is used by malicious employees to obtain user passwords?

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

Answer: D

NEW QUESTION 208
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