



## CompTIA

### Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2

#### NEW QUESTION 1

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 2

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 3

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 4

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 5

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 6

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 7

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 8

Which of the following BEST describes the Guest account on a Windows system?

- A. This account is designed to have the ability to set permissions for other users on the system.
- B. Users of this account have the capability to perform any operation or task on the system.
- C. This account is designed to provide basic permission for completing common daily task
- D. Users of this account are restricted from performing things like installing new software.
- E. This account is designed for users who require specific administrator rights or permission
- F. Users of this account are restricted from installing software but can change time zones.
- G. This account is designed for users who require temporary access to a computer and do not need to store user-specific setting
- H. Users of this account have very limited permissions.

**Answer: D**

#### NEW QUESTION 9

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 10

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 10

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 15

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 17

A wireless access point is going to be configured in a small office located in a crowded building. Which of the following should the installation technician perform to increase the security of the wireless network? (Select two.)

- A. Reduce the transmit power
- B. Reduce the channel available
- C. Disable the DHCP server
- D. Enable QoS management
- E. Disable the SSID broadcast
- F. Implement WPA encryption

**Answer: AE**

#### NEW QUESTION 22

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 24

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

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

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

**Answer: BC**

#### NEW QUESTION 27

A technician is attempting to repair a Windows computer that is infected with malware. The machine is quarantined but still cannot boot into a standard desktop.

Which of the following is the most likely NEXT step?

- A. Disable System Restore.
- B. Create a restore point.
- C. Apply system updates.
- D. Restart into safe mode.

**Answer: D**

#### NEW QUESTION 30

A Linux user reports that an application will not open and gives the error only one instance of the application may run at one time. A root administrator logs on to the device and opens terminal. Which of the following pairs of tools will be needed to ensure no other instances of the software are correctly running?

- A. Pad and chmod
- B. Node and vi
- C. Is and chown
- D. Ps and kill
- E. Op and rm

**Answer: D**

#### NEW QUESTION 34

Ann, a customer, calls a technician and states that she is very concerned about the privacy of her home computer and the security of her home network while browsing the Internet. Which of the following would the technician MOST likely discuss with Ann to educate her on security concepts addressing her concerns? (Choose two.)

- A. Firewall
- B. Antivirus
- C. Email filtering
- D. ACLs
- E. VPN

**Answer: AE**

#### NEW QUESTION 36

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 41

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 46**

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

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

**Answer: A**

**NEW QUESTION 49**

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 54**

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 55**

Which of the following devices are MOST likely to have a grounding wire attached to them based on the manufacturer's design? (Select two.)

- A. UPS
- B. Server rack
- C. PoE phone
- D. Desktop printer
- E. Modem
- F. Patch panel

**Answer: AB**

**NEW QUESTION 58**

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 63**

Which of the following Windows Enterprise OS version 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 68**

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 70

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 74

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 76

A technician has just finished installing a secondary OS on a workstation. After rebooting the computer, the technician receives the following error: No OS found. The technician confirms the `boot.ini` file is correct.  
Which of the following is MOST likely causing this error?

- A. The computer has GRUB Legacy installed
- B. Windows Startup services are not running
- C. An incompatible partition is marked as active
- D. An unsupported version of Windows is installed

**Answer:** C

#### NEW QUESTION 78

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 79

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

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

**Answer:** B

#### NEW QUESTION 84

A department in an organization set up a proxy server to manage its Internet stage. A technician is configuring the Windows workstations to use the new proxy server. Which of the following Control Panel utilities should the technician use to configure the setting?

- A. Internet Options – Advanced
- B. Internet Options – Connections
- C. Internet Options – Security
- D. Internet Options – Content

E. Internet Options – Privacy

**Answer: B**

**NEW QUESTION 89**

A network administrator has given a technician documentation detailing the switchports the technician will need to patch in for a network upgrade. Which of the following documents did the network administrator MOST likely give to the technician?

- A. Process diagram
- B. Physical network diagram
- C. Fiber backbone diagram
- D. Logical topology diagram

**Answer: B**

**NEW QUESTION 93**

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 95**

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 96**

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 97**

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 100**

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 101**

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 103

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

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

**Answer:** A

#### NEW QUESTION 106

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 110

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 114

The IT department has installed new software in the folder C:\Program Files\Business Application\. Ann, a user, runs the business application and tries to save her work. When doing so, Ann receives the following error:

Cannot save file C:\Program Files\Business Application\file1.wrk – Access is denied.

Which of the following would be the MOST secure solution to this error?

- A. Add Ann to the local Power Users group
- B. Set the software to save to the %APPDATA% folder
- C. Add Ann to the local administrator group
- D. Give Ann write access to C:\Program Files\
- E. Give Ann permission to elevate her permissions through a UAC prompt

**Answer:** E

#### NEW QUESTION 115

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 116

A user's computer is running slow even when only one program is open. A technician discovers the CPU is running at 100%, and there is a significant amount of outgoing network traffic. Which of the following is MOST likely causing the high resource usage?

- A. A keylogger is running
- B. The computer is part of a botnet.
- C. The computer is receiving a DDOS attack
- D. A software is blocking traffic

**Answer:** A

**NEW QUESTION 118**

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 122**

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 126**

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

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

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

**Answer:** BF

**NEW QUESTION 127**

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