



# CompTIA

## Exam Questions 220-1002

CompTIA A+ Certification Exam: Core 2

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#### NEW QUESTION 1

A customer purchased a 3TB HDD to use with a Windows 7 PC and wants to have letter “J” assigned only to the drive. Which of the following types of partitioning should be performed to give the customer full use of the 3 TB drive?

- A. GPT
- B. Dynamic
- C. Basic
- D. Extended

**Answer:** A

#### 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 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 4

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 5

Joe, a customer, calls a technician to report a remote computer is demonstrate erratic behavior while he is working on it. The technician verifies the files and directories Joe is working on locally cannot be open in any application, and the computer is extremely slow. Which of the following is the MOST likely cause of this issue?

- A. Files disappearing
- B. File permission changes
- C. Application crash
- D. Too many start items

**Answer:** A

#### NEW QUESTION 6

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 7

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 8

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 9

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 10

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 10

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 14

Which of the following steps should a technician take FIRST to prevent an electrical hazard when repairing a PC?

- A. Put on an ESD strap.
- B. Place components on an ESD mat
- C. Disconnect the power before servicing the PC
- D. Place the PC on a grounded work bench

**Answer:** C

#### NEW QUESTION 16

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 pug an Ethernet cable into her laptop
- D. Direct Ann to run an antivirus program on her laptop

**Answer:** B

**NEW QUESTION 21**

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 24**

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 28**

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 31**

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 36**

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 40**

A small business has an open WiFi network for employees but does not want customers to connect to the access point. A technician has been dispatched to address the business's concerns. Which of the following configuration settings should the technician change to satisfy the requirements of the business? (Select two.)

- A. Default SSID
- B. MAC filtering
- C. NAT
- D. QoS
- E. Signal strength
- F. Encryption

**Answer:** BE

**NEW QUESTION 43**

A technician is installing the latest OS on a user's system. The user wants all of the settings and file 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 48

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 52

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 53

A technician has been dispatched to resolve a malware problem on a user's workstation. The antivirus program discovered several hundred potential malware items on the workstation and removed them successfully. The technician decides to schedule daily scans on the system, enables System Restore, and creates a restore point. Which of the following should the technician do **NEXT**?

- A. Run the scan again to ensure all malware has been removed
- B. Quarantine the infected workstation from the network
- C. Install all of the latest Windows Updates to patch the system
- D. Educate the user on safe browsing practices

**Answer:** C

#### NEW QUESTION 54

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 57

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 61

A technician is troubleshooting a print 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 Printer
- B. Sync Center
- C. Device Manager
- D. Power Option

**Answer:** D

#### NEW QUESTION 65

A user reports that when opening a web browser the initial page loads to a search engine the user does not recognize. When the user performs searches on the site, the results are often irrelevant, and there are many pop-ups. Which of the following should a technician do to resolve these issues? (Select TWO)

- A. Reset the user's browser to default settings
- B. Delete the user's cached images, temporary files, and cookies
- C. Reboot the user's computer and install a secondary antivirus
- D. Convince the user to use a different web browser that is currently unaffected
- E. Download the update to the user's web browser of choice
- F. Remove any unapproved applications from the user's startup items

**Answer:** AF

#### NEW QUESTION 67

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 70

Which of the following provide the BEST security for a server room? (Select two.)

- A. Badge reader
- B. Bollard
- C. Biometric lock
- D. Cable lock
- E. USB token
- F. Privacy window shades

**Answer:** AC

#### NEW QUESTION 74

A user has reported that a computer is running extremely slow when opening applications. A technician checks the computer and needs to verify memory utilization. Which of the following tools should the technician use to begin troubleshooting the issue?

- A. Task Scheduler
- B. Device Manager
- C. Drive Status
- D. Performance

**Answer:** D

#### NEW QUESTION 77

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 81

A technician is in the process of upgrading Windows 8 to Windows 10. The technician needs to make sure all of the applications, user profiles, documents, and PST files are preserved. Which of the following methods would the technician MOST likely perform on the computer?

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



**Answer:** B

#### NEW QUESTION 85

An end user's PC is taking a long time to boot. Which of the following operations would be the BEST to resolve this issue with minimal expense? (Select two.)

- A. Remove applications from startup
- B. Defragment the hard drive
- C. Install additional RAM
- D. Install a faster hard drive
- E. End the processes in Task Manager
- F. Run the Disk Cleanup utility

**Answer:** AB

#### NEW QUESTION 87

Joe, an end user, just changed his network password. A pop-up box appears a few minutes later, prompting him to enter his password. Joe enters his new network password and is able to continue working. A few minutes later, the same pop-up box appears again, asking him to enter his network password. Which of the following Control Panel utilities can Joe use to help with this situation?

- A. Credential Manager
- B. Network and Sharing Center
- C. Security and Maintenance
- D. Troubleshooting

**Answer:** A

#### NEW QUESTION 92

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 96

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 100

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 104

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 108

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 109

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 114

Joe, a customer, calls a technician to report a remote computer is demonstrating erratic behavior while he is working on it. The technician verifies the files and directories. Joe is working on locally cannot be opened in any application, and the computer is running extremely slow. Which of the following is the MOST likely cause of this issue?

- A. Files disappearing
- B. File permission changes
- C. Application crash
- D. Too many startup items

**Answer:** D

#### NEW QUESTION 119

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 122

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 125

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