



CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

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NEW QUESTION 1

A help desk technician runs the following script: Inventory.py. The technician receives the following error message:

How do you want to Open this file?

Which of the following is the MOST likely reason this script is unable to run?

- A. Scripts are not permitted to run.
- B. The script was not built for Windows.
- C. The script requires administrator privileges,
- D. The runtime environment is not installed.

Answer: D

Explanation:

The error message is indicating that the script is not associated with any program on the computer that can open and run it. This means that the script requires a runtime environment, such as Python, to be installed in order for it to execute properly. Without the appropriate runtime environment, the script will not be able to run.

NEW QUESTION 2

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. Which of the following should the technician implement?

- A. MSRA
- B. VNC
- C. VPN
- D. SSH

Answer: C

Explanation:

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. The technician should implement VPN

NEW QUESTION 3

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: C

Explanation:

Badge readers are used to implement secure physical access to a data center. They are used to read the identification information on an employee's badge and grant access to the data center if the employee is authorized.

This system requires individuals to have an access badge that contains their identification information or a unique code that can be scanned by a reader. After the badge is scanned, the system compares the information on the badge with the authorized personnel database to authenticate if the individual has the required clearance to enter that area. The other options listed, such as a geofence, alarm system, or motion sensor are security measures that may be used in conjunction with badge readers, but do not provide identification and authentication features.

NEW QUESTION 4

A company installed a new backup and recovery system. Which of the following types of backups should be completed FIRST?

- A. Full
- B. Non-parity
- C. Differential
- D. Incremental

Answer: A

Explanation:

The type of backup that should be completed FIRST after installing a new backup and recovery system is a full backup. This is because a full backup is a complete backup of all data and is the foundation for all other backups. After a full backup is completed, other types of backups, such as differential and incremental backups, can be performed.

NEW QUESTION 5

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

Answer: A

Explanation:

Changing channels can best resolve interference from other nearby SSIDs. Wireless networks operate on different channels, and changing the channel can help to avoid interference from other nearby networks.

NEW QUESTION 6

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

Explanation:

The user should install and run Linux and the required application as a virtual machine installed under the Windows OS. This solution would allow for parallel execution of the Linux application and Windows applications2.
The MOST efficient solution that allows for parallel execution of the Linux application and Windows applications is to install and run Linux and the required application as a virtual machine installed under the Windows OS. This is because it allows you to run both Linux and Windows together without the need to keep the Linux portion confined to a VM window3.

NEW QUESTION 7

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

TEST QUESTION

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

INSTRUCTIONS

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.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Show Question

Reset All Answers

Details

	Date	Priority	
ling to boot. Screen l...	7/13/2022	High	
o access Z: on my co...	7/13/2022	Low	

No Ticket Selected

Please select a ticket from the list

Date	Priority
ing to boot. Screen i... 9	7/13/2022 High
o access Z: on my co... 0	7/13/2022 Low

Details

#8675309

Open

Priority

High

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

PC is failing to boot. Screen is displaying error message, see attachment.

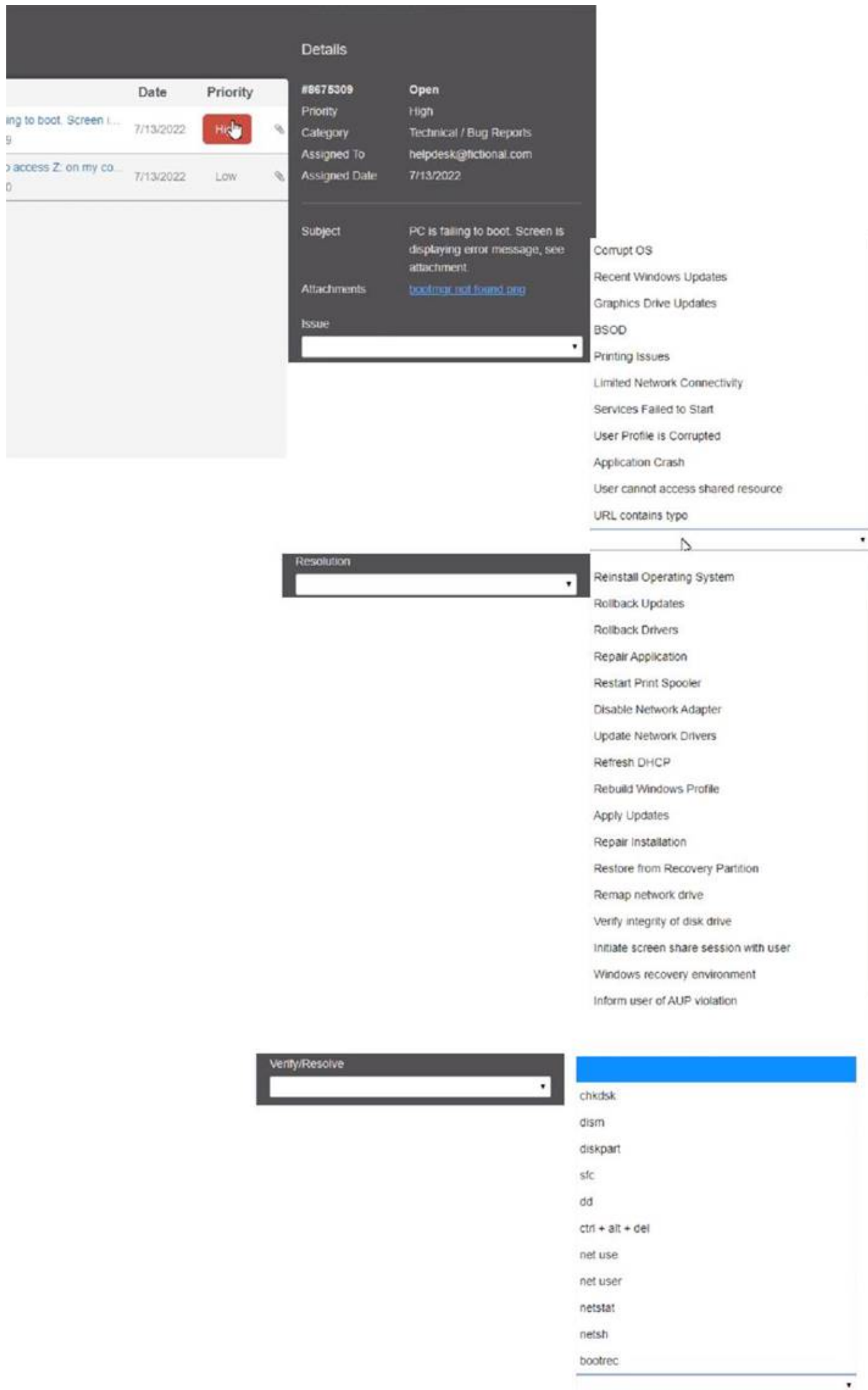
Attachments

[bootmgr not found.png](#)

Issue

Resolution

Verify/Resolve



Details

Date	Priority	Subject
7/13/2022	High	ing to boot, Screen i...
7/13/2022	Low	access Z: on my co...

#6676309
 Priority: High
 Category: Technical / Bug Reports
 Assigned To: helpdesk@fictional.com
 Assigned Date: 7/13/2022

Subject: PC is failing to boot. Screen is displaying error message, see attachment.

Attachments: [bootmgr not found.png](#)

Issue:

- Corrupt OS
- Recent Windows Updates
- Graphics Drive Updates
- BSOD
- Printing Issues
- Limited Network Connectivity
- Services Failed to Start
- User Profile is Corrupted
- Application Crash
- User cannot access shared resource
- URL contains typo
- Reinstall Operating System
- Rollback Updates
- Rollback Drivers
- Repair Application
- Restart Print Spooler
- Disable Network Adapter
- Update Network Drivers
- Refresh DHCP
- Rebuild Windows Profile
- Apply Updates
- Repair Installation
- Restore from Recovery Partition
- Remap network drive
- Verify integrity of disk drive
- Initiate screen share session with user
- Windows recovery environment
- Inform user of AUP violation

Resolution:

Verify/Resolve:

- chkdsk
- dism
- diskpart
- sfc
- dd
- ctrl + alt + del
- net use
- net user
- netstat
- netsh
- bootrec

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application Description automatically generated

Details

#8675309

Open

Priority

High

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

PC is failing to boot. Screen is displaying error message, see attachment

Attachments

[bootmgr not found.png](#)

Issue

Corrupt OS

Resolution

Reinstall Operating System

Verify/Resolve

chkdsk

Close Ticket

NEW QUESTION 8

A user is having issues with document-processing software on a Windows workstation. Other users that log in to the same device do not have the same issue. Which of the following should a technician do to remediate the issue?

- A. Roll back the updates.
- B. Increase the page file.
- C. Update the drivers.
- D. Rebuild the profile.

Answer: D

Explanation:

The issue is specific to the user's profile, so the technician should rebuild the profile. Rebuilding the profile will create a new profile and transfer the user's data to the new profile¹

NEW QUESTION 9

A technician is setting up a new laptop for an employee who travels, Which of the following is the BEST security practice for this scenario?

- A. PIN-based login
- B. Quarterly password changes
- C. Hard drive encryption
- D. A physical laptop lock

Answer: C

Explanation:

Encrypting the laptop's hard drive will ensure that any sensitive data stored on the laptop is secure, even if the laptop is lost or stolen. Encryption ensures that the data cannot be accessed by anyone without the correct encryption key. This is an important security measure for any laptop used by an employee who travels, as it helps to protect the data stored on the laptop from unauthorized access.

NEW QUESTION 10

A technician is reimaging a desktop PC. The technician connects the PC to the network and powers it on. The technician attempts to boot the computer via the NIC to image the computer, but this method does not work. Which of the following is the MOST likely reason the computer is unable to boot into the imaging system via the network?

- A. The computer's CMOS battery failed.
- B. The computer's NIC is faulty.
- C. The PXE boot option has not been enabled
- D. The Ethernet cable the technician is using to connect the desktop to the network is faulty.

Answer: C

Explanation:

The most likely reason the computer is unable to boot into the imaging system via the network is that the PXE boot option has not been enabled. PXE (Preboot Execution Environment) is an environment that allows computers to boot up over the network, instead of from a local disk. In order for this to work, the PXE boot option must be enabled in the computer's BIOS settings. As stated in the CompTIA A+ Core 2 exam objectives, technicians should know how to enable PXE in BIOS to enable network booting on a computer.

NEW QUESTION 10

A technician has just used an anti-malware removal tool to resolve a user's malware issue on a corporate laptop. Which of the following BEST describes what the technician should do before returning the laptop to the user?

- A. Educate the user on malware removal.
- B. Educate the user on how to reinstall the laptop OS.
- C. Educate the user on how to access recovery mode.
- D. Educate the user on common threats and how to avoid them.

Answer: D

Explanation:

educating the user on common threats and how to avoid them (D) would be a good step before returning the laptop to the user. This can help prevent similar issues from happening again.

NEW QUESTION 14

Which of the following OS types provides a lightweight option for workstations that need an easy-to-use browser-based interface?

- A. FreeBSD
- B. Chrome OS
- C. macOS
- D. Windows

Answer: B

Explanation:

Chrome OS provides a lightweight option for workstations that need an easy-to-use browser-based interface

NEW QUESTION 19

A user reports that a workstation is operating sluggishly. Several other users operate on the same workstation and have reported that the workstation is operating normally. The systems administrator has validated that the workstation functions normally. Which of the following steps should the systems administrator most likely attempt NEXT?

- A. Increase the paging file size
- B. Run the chkdsk command
- C. Rebuild the user's profile
- D. Add more system memory.
- E. Defragment the hard drive.

Answer: C

Explanation:

Since the systems administrator has validated that the workstation functions normally and other users operate on the same workstation without any issues, the next step should be to rebuild the user's profile. This will ensure that any corrupted files or settings are removed and the user's profile is restored to its default state.

NEW QUESTION 20

Each time a user tries to go to the selected web search provider, a different website opens. Which of the following should the technician check FIRST?

- A. System time
- B. IP address
- C. DNS servers
- D. Windows updates

Answer: C

Explanation:

When a user experiences unexpected or erratic behavior while browsing the internet, it could be caused by the DNS servers. DNS translates human-readable domain names (like google.com) into IP addresses, which computers can use to communicate with web servers. If the DNS servers are not functioning correctly or have been compromised, it can result in the browser being redirected to unintended websites.

NEW QUESTION 23

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

Explanation:

The technician most likely needs to change the default gateway on the workstation to resolve the issue. The default gateway is the IP address of the router that connects the workstation to the internet, and it is responsible for routing traffic between the workstation and the internet. If the default gateway is incorrect, the workstation will not be able to access external web pages.

NEW QUESTION 28

A junior administrator is responsible for deploying software to a large group of computers in an organization. The administrator finds a script on a popular coding website to automate this distribution but does not understand the scripting language. Which of the following BEST describes the risks in running this script?

- A. The instructions from the software company are not being followed.
- B. Security controls will treat automated deployments as malware.
- C. The deployment script is performing unknown actions.
- D. Copying scripts off the internet is considered plagiarism.

Answer: C

Explanation:

The risks in running this script are that the deployment script is performing unknown actions. Running the script blindly could cause unintended actions, such as deploying malware or deleting important files, which could negatively impact the organization's network and data.

NEW QUESTION 32

A Chief Executive Officer has learned that an exploit has been identified on the web server software, and a patch is not available yet. Which of the following attacks MOST likely occurred?

- A. Brute force
- B. Zero day
- C. Denial of service
- D. On-path

Answer: B

Explanation:

A zero-day attack is an attack that exploits a previously unknown vulnerability in a computer application, meaning that the attack occurs on "day zero" of awareness of the vulnerability

➤ Configuring AAA Services. Retrieved from https://www.cisco.com/c/en/us/td/docs/routers/crs/software/crs_r4-0/security/configuration/guide/sc40crsb

NEW QUESTION 37

A user attempts to open some files, but a message appears stating that the files are encrypted. The user was able to access these files before without receiving this message and no changes have been made within the company. Which of the following has infected the computer?

- A. Cryptominer
- B. Phishing
- C. Ransomware
- D. Keylogger

Answer: C

Explanation:

Ransomware is malicious software that encrypts files on a computer, making them inaccessible until a ransom is paid. In this case, the user was able to access the files before without issue, and no changes have been made within the company, so it is likely that the computer was infected with ransomware.

NEW QUESTION 39

A help desk team lead contacts a systems administrator because the technicians are unable to log in to a Linux server that is used to access tools. When the administrator tries to use remote desktop to log in to the server, the administrator sees the GUI is crashing. Which of the following methods can the administrator use to troubleshoot the server effectively?

- A. SFTP
- B. SSH
- C. VNC
- D. MSRA

Answer: C

Explanation:

The administrator can use Virtual Network Computing (VNC) to troubleshoot the server effectively. VNC is a graphical desktop sharing system that allows the administrator to remotely control the desktop of a Linux server.

NEW QUESTION 42

Which of the following command-line tools will delete a directory?

- A. md
- B. del
- C. dir
- D. rd
- E. cd

Answer: D

Explanation:

To delete an empty directory, enter `rd Directory` or `rmdir Directory`. If the directory is not empty, you can remove files and subdirectories from it using the `/s` switch. You can also use the `/q` switch to suppress confirmation messages (quiet mode).

NEW QUESTION 47

An organization is centralizing support functions and requires the ability to support a remote user's desktop. Which of the following technologies will allow a technician to see the issue along with the user?

- A. RDP
- B. VNC
- C. SSH
- D. VPN

Answer: B

Explanation:

VNC will allow a technician to see the issue along with the user when an organization is centralizing support functions and requires the ability to support a remote user's desktop1

NEW QUESTION 52

A technician has been asked to set up a new wireless router with the best possible security. Which of the following should the technician implement?

- A. WPS
- B. TKIP
- C. WPA3
- D. WEP

Answer: C

Explanation:

WPA3 (Wi-Fi Protected Access version 3) is the latest version of Wi-Fi security and offers the highest level of protection available. It is designed to protect against brute force password attempts and protect against eavesdropping and man-in-the-middle attacks. WPA3 also supports the use of stronger encryption algorithms, such as the Advanced Encryption Standard (AES), which provides additional protection for wireless networks. WPA3 should be implemented in order to ensure the best possible security for the new wireless router.

NEW QUESTION 54

A user's smartphone data usage is well above average. The user suspects an installed application is transmitting data in the background. The user would like to be alerted when an application attempts to communicate with the internet. Which of the following BEST addresses the user's concern?

- A. Operating system updates
- B. Remote wipe
- C. Antivirus
- D. Firewall

Answer: D

Explanation:

A firewall is a security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules. In this scenario, the user is concerned about an installed application transmitting data in the background, so a firewall would be the best solution to address their concern. By installing and configuring a firewall, the user can block unauthorized connections to and from the device, and receive alerts whenever an application tries to access the internet.

NEW QUESTION 58

A new spam gateway was recently deployed at a small business. However, users still occasionally receive spam. The management team is concerned that users will open the messages and potentially infect the network systems. Which of the following is the MOST effective method for dealing with this issue?

- A. Adjusting the spam gateway
- B. Updating firmware for the spam appliance
- C. Adjusting AV settings
- D. Providing user training

Answer: D

Explanation:

The most effective method for dealing with spam messages in a small business is to provide user training1. Users should be trained to recognize spam messages and avoid opening them1. They should also be trained to report spam messages to the IT department so that appropriate action can be taken1. In addition, users should be trained to avoid clicking on links or downloading attachments from unknown sources1. By providing user training, the management team can reduce the risk of users opening spam messages and potentially infecting the network systems1.

NEW QUESTION 60

A technician is troubleshooting an issue involving programs on a Windows 10 machine that are loading on startup but causing excessive boot times. Which of the following should the technician do to selectively prevent programs from loading?

- A. Right-click the Windows button, then select Run, entering shell startup and clicking OK, and then move items one by one to the Recycle Bin
- B. Remark out entries listed HKEY_LOCAL_MACHINE>SOFTWARE>Microsoft>Windows>CurrentVersion>Run
- C. Manually disable all startup tasks currently listed as enabled and reboot, checking for issue resolution at startup
- D. Open the Startup tab and methodically disable items currently listed as enabled and reboot, checking for issue resolution at each startup.

Answer: D

Explanation:

This is the most effective way to selectively prevent programs from loading on a Windows 10 machine. The Startup tab can be accessed by opening Task Manager

and then selecting the Startup tab. From there, the technician can methodically disable items that are currently listed as enabled, reboot the machine, and check for issue resolution at each startup. If the issue persists, the technician can then move on to disabling the next item on the list.

NEW QUESTION 64

A user is being directed by the help desk to look up a Windows PC's network name so the help desk can use a remote administration tool to assist the user. Which of the following commands would allow the user to give the technician the correct information? (Select TWO).

- A. ipconfig /all
- B. hostname
- C. netstat /?
- D. nslookup localhost
- E. arp -a
- F. ping :: 1

Answer: AB

Explanation:

The user can use the following commands to give the technician the correct information: ipconfig /all and hostna1m.e

The ipconfig /all command displays the IP address, subnet mask, and default gateway all adapters on the computer 1. The hostname command displays the name of the comp1u. ter

NEW QUESTION 66

Sensitive data was leaked from a user's smartphone. A technician discovered an unapproved application was installed, and the user has full access to the device's command shell. Which of the following is the NEXT step the technician should take to find the cause of the leaked data?

- A. Restore the device to factory settings.
- B. Uninstall the unapproved application.
- C. Disable the ability to install applications from unknown sources.
- D. Ensure the device is connected to the corporate WiFi network.

Answer: B

Explanation:

The technician should disable the user's access to the device's command shell. This will prevent the user from accessing sensitive data and will help to prevent further data leaks. The technician should then investigate the unapproved application to determine if it is the cause of the data leak. If the application is found to be the cause of the leak, the technician should uninstall the application and restore the device to factory settings. If the application is not the cause of the leak, the technician should investigate further to determine the cause of the leak. Disabling the ability to install applications from unknown sources can help to prevent future data leaks, but it is not the next step the technician should take in this scenario. Ensuring the device is connected to the corporate WiFi network is not relevant to this scenario1

NEW QUESTION 68

A technician has verified that a user's computer has a virus, and the antivirus software is out Of date. Which of the following steps should the technician take NEXT?

- A. Quarantine the computer.
- B. use a previous restore point,
- C. Educate the end user about viruses
- D. Download the latest virus definitions

Answer: D

Explanation:

This will ensure that the antivirus software is up-to-date, and can detect any new viruses that may have been released since the last virus definition update.

The CompTIA A+ Core 2 220-1002 exam covers this topic in the following domains: 1.3 Explain the importance of security awareness and 2.2 Given a scenario, use secure data management and disaster recovery principles.

NEW QUESTION 70

A company has just refreshed several desktop PCs. The hard drives contain PII. Which of the following is the BEST method to dispose of the drives?

- A. Drilling
- B. Degaussing
- C. Low-level formatting
- D. Erasing/wiping

Answer: D

Explanation:

Erasing/wiping the hard drives is the best method to dispose of the drives containing PII

NEW QUESTION 74

Which of the following is a data security standard for protecting credit cards?

- A. PHI
- B. NIST
- C. PCI
- D. GDPR

Answer: C

Explanation:

The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment.

NEW QUESTION 79

A technician is asked to resize a partition on the internal storage drive of a computer running macOS. Which of the followings tools should the technician use to accomplish this task?

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

Answer: B

Explanation:

The technician should use Disk Utility to resize a partition on the internal storage drive of a computer running macOS. Disk Utility is a built-in utility that allows users to manage disks, partitions, and volumes on a Mac. It can be used to resize, create, and delete partitions, as well as to format disks and volumes.

NEW QUESTION 81

A user's system is infected with malware. A technician updates the anti-malware software and runs a scan that removes the malware. After the user reboots the system, it once again becomes infected with malware. Which of the following will MOST likely help to permanently remove the malware?

- A. Enabling System Restore
- B. Educating the user
- C. Booting into safe mode
- D. Scheduling a scan

Answer: B

Explanation:

Although updating the anti-malware software and running scans are important steps in removing malware, they may not be sufficient to permanently remove the malware if the user keeps engaging in behaviors that leave the system vulnerable, such as downloading unknown files or visiting malicious websites. Therefore, educating the user on safe computing practices is the best way to prevent future infections and permanently remove the malware.

Enabling System Restore, Booting into safe mode, and scheduling a scan are not the most efficient ways to permanently remove the malware. Enabling System Restore and Booting into safe mode may help in some cases, but they may not be sufficient to permanently remove the malware. Scheduling a scan is also important for detecting and removing malware, but it may not be sufficient to prevent future infections.

[https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-\(3-0\)](https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-(3-0))

NEW QUESTION 85

Which of the following data is MOST likely to be regulated?

- A. Name in a Phone book
- B. Name on a medical diagnosis
- C. Name on a job application
- D. Name on a employer's website

Answer: B

Explanation:

A name on a medical diagnosis (B) is most likely to be regulated. This is because it falls under the category of protected health information (PHI), which is subject to regulations such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States. These regulations aim to protect the privacy and security of individuals' health information.

NEW QUESTION 88

A technician needs to format a USB drive to transfer 20GB of data from a Linux computer to a Windows computer. Which of the following filesystems will the technician MOST likely use?

- A. FAT32
- B. ext4
- C. NTFS
- D. exFAT

Answer: D

Explanation:

exFAT is a file system that is supported by both Linux and Windows and can handle large files¹.

NEW QUESTION 92

A desktop support technician is tasked with migrating several PCs from Windows 7 Pro to Windows 10 Pro, The technician must ensure files and user preferences are retained, must perform the operation locally, and should migrate one station at a time. Which of the following methods would be MOST efficient?

- A. Golden image
- B. Remote network install
- C. In-place upgrade

D. Clean install

Answer: C

Explanation:

An in-place upgrade is the most efficient method for migrating from Windows 7 Pro to Windows 10 Pro, as it will retain all user files and preferences, can be done locally, and can be done one station at a time. An in-place upgrade involves installing the new version of Windows over the existing version, and can be done quickly and easily.

NEW QUESTION 97

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

Explanation:

[https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-\(3-0\)](https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-(3-0))

NEW QUESTION 100

An organization's Chief Financial Officer (CFO) is concerned about losing access to very sensitive, legacy unmaintained PII on a workstation if a ransomware outbreak occurs. The CFO has a regulatory requirement to retain this data for many years. Which of the following backup methods would BEST meet the requirements?

- A. A daily, incremental backup that is saved to the corporate file server
- B. An additional, secondary hard drive in a mirrored RAID configuration
- C. A full backup of the data that is stored off site in cold storage
- D. Weekly, differential backups that are stored in a cloud-hosting provider

Answer: C

Explanation:

According to CompTIA A+ Core 2 objectives, a full backup stored off-site provides the greatest protection against data loss in the event of a ransomware attack or other data disaster. By storing the backup in a separate physical location, it is less likely to be affected by the same event that could cause data loss on the original system. Cold storage is a term used for data archiving, which typically refers to a long-term storage solution that is used for retaining data that is infrequently accessed, but still needs to be kept for regulatory or compliance reasons.

NEW QUESTION 104

A user is attempting to browse the internet using Internet Explorer. When trying to load a familiar web page, the user is unexpectedly redirected to an unfamiliar website. Which of the following would MOST likely solve the issue?

- A. Updating the operating system
- B. Changing proxy settings
- C. Reinstalling the browser
- D. Enabling port forwarding

Answer: C

Explanation:

Reinstalling the browser would most likely solve the issue. This would remove any malicious software or add-ons that may be causing the issue and restore the browser to its default settings.

NEW QUESTION 108

Before leaving work, a user wants to see the traffic conditions for the commute home. Which of the following tools can the user employ to schedule the browser to automatically launch a traffic website at 4:45 p.m.?

- A. taskschd.msc
- B. perfmon.msc
- C. lusrmgr.msc
- D. Eventvwr.msc

Answer: A

Explanation:

The user can use the Task Scheduler (taskschd.msc) to schedule the browser to automatically launch a traffic website at 4:45 p.m. The Task Scheduler is a tool in Windows that allows users to schedule tasks to run automatically at specified times or in response to certain events.

NEW QUESTION 109

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: D

Explanation:

One of the most important environmental concerns inside a data center is the level of humidity. High levels of humidity can cause condensation, which can result in corrosion of components and other equipment. Low levels of humidity can cause static electricity to build up, potentially leading to electrostatic discharge (ESD) and damage to components. Therefore, it is crucial to maintain a relative humidity range of 40-60% in a data center to protect the equipment and ensure proper operation.

NEW QUESTION 111

A user needs assistance changing the desktop wallpaper on a Windows 10 computer. Which of the following methods will enable the user to change the wallpaper using a Windows 10 Settings tool?

- A. Open Settings, select Accounts, select, Your info, click Browse, and then locate and open the image the user wants to use as the wallpaper
- B. Open Settings, select Personalization, click Browse, and then locate and open the image the user wants to use as the wallpaper
- C. Open Settings, select System, select Display, click Browse, and then locate and open the image the user wants to use as the wallpaper
- D. Open Settings, select Apps, select Apps & features, click Browse, and then locate and open the image the user wants to use as the wallpaper.

Answer: B

Explanation:

To change the desktop wallpaper on a Windows 10 computer using a Windows 10 Settings tool, the user should open Settings, select Personalization, click Browse, and then locate and open the image the user wa to use as the wallpaper1
<https://www.lifewire.com/change-desktop-background-windows-11-5190733>

NEW QUESTION 115

A user receives a notification indicating the data plan on the user's corporate phone has reached its limit. The user has also noted the performance of the phone is abnormally slow. A technician discovers a third-party GPS application was installed on the phone. Which of the following is the MOST likely cause?

- A. The GPS application is installing software updates.
- B. The GPS application contains malware.
- C. The GPS application is updating its geospatial map data.
- D. The GPS application is conflicting with the built-in GPS.

Answer: B

Explanation:

The GPS application contains malware. The third-party GPS application is likely the cause of the slow performance of the phone. The application may contain malware that is using up system resources and slowing down the phone. The user should uninstall the application and run a malware scan on the phon1e

NEW QUESTION 117

A user reports a computer is running slow. Which of the following tools will help a technician identity the issued

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

Answer: D

Explanation:

Resource Monitor will help a technician identify the issue when a user reports a computer is running slow1

NEW QUESTION 118

Which of the following should be used to control security settings on an Android phone in a domain environment?

- A. MDM
- B. MFA
- C. ACL
- D. SMS

Answer: A

Explanation:

The best answer to control security settings on an Android phone in a domain environment is to use "Mobile Device Management (MDM)". MDM is a type of software that is used to manage and secure mobile devices such as smartphones and tablets. MDM can be used to enforce security policies, configure settings, and remotely wipe data from devices. In a domain environment, MDM can be used to manage Android phones and enforce security policies such as password requirements, encryption, and remote wipe capabilities12

NEW QUESTION 119

A technician receives a call from a user who is on vacation. The user provides the necessary credentials and asks the technician to log in to the users account and read a critical email that the user has been expecting. The technician refuses because this is a violation of the:

- A. acceptable use policy.
- B. regulatory compliance requirements.
- C. non-disclosure agreement
- D. incident response procedures

Answer: A

Explanation:

Logging into a user's account without their explicit permission is a violation of the acceptable use policy, which outlines the rules and regulations by which a user must abide while using a computer system. By logging into the user's account without their permission, the technician would be violating this policy. Additionally, this action could be seen as a breach of confidentiality, as the technician would have access to information that should remain confidential.

NEW QUESTION 124

A user is configuring a new SOHO Wi-Fi router for the first time. Which of the following settings should the user change FIRST?

- A. Encryption
- B. Wi-Fi channel
- C. Default passwords
- D. Service set identifier

Answer: C

Explanation:

the user should change the default passwords first when configuring a new SOHO Wi-Fi router¹

NEW QUESTION 128

A technician is installing a new business application on a user's desktop computer. The machine is running Windows 10 Enterprise 32-bit operating system. Which of the following files should the technician execute in order to complete the installation?

- A. Installer_x64.exe
- B. Installer_Files.zip
- C. Installer_32.msi
- D. Installer_x86.exe
- E. Installer_Win10Enterprise.dmg

Answer: D

Explanation:

The 32-bit operating system can only run 32-bit applications, so the technician should execute the 32-bit installer. The “x86” in the file name refers to the 32-bit architecture.

<https://www.digitaltrends.com/computing/32-bit-vs-64-bit-operating-systems/>

NEW QUESTION 132

A user is setting up a computer for the first time and would like to create a secondary login with permissions that are different than the primary login. The secondary login will need to be protected from certain content such as games and websites. Which of the following Windows settings should the user utilize to create the secondary login?

- A. Privacy
- B. Accounts
- C. Personalization
- D. Shared resources

Answer: B

Explanation:

To create a secondary login with different permissions in Windows 10, the user should utilize the Accounts setting. Here are the steps to create a new user account with different permissions:

- Right-click the Windows Start menu button.
- Select Control Panel.
- Select User Accounts.
- Select Manage another account.
- Select Add a new user in PC settings.
- Use the Accounts dialog box to configure a new account.¹

NEW QUESTION 135

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

Explanation:

The incident handler should clone any impacted hard drives to preserve evidence for possible litigation¹

NEW QUESTION 139

A field technician applied a Group Policy setting to all the workstations in the network. This setting forced the workstations to use a specific SNTP server. Users are unable to log in now. Which of the following is the MOST likely cause of this issue?

- A. The SNTP server is offline.
- B. A user changed the time zone on a local machine.
- C. The Group Policy setting has disrupted domain authentication on the system,
- D. The workstations and the authentication server have a system clock difference.

Answer: D

Explanation:

The workstations and the authentication server have a system clock difference. If a Group Policy setting is applied that forces the workstations to use a specific SNTP server, but the system clock on the workstations and the authentication server are out of sync, then this can cause authentication issues and users will be unable to log in. In this case, the most likely cause of the issue is a difference in system clocks and the technician should ensure that the clocks on the workstations and the authentication server are in sync.

NEW QUESTION 142

A technician needs to format a USB drive to transfer 20GB of data from a Linux computer to a Windows computer. Which of the following filesystems will the technician MOST likely use?

- A. FAT32
- B. ext4
- C. NTFS
- D. exFAT

Answer: C

Explanation:

Since Windows systems support FAT32 and NTFS "out of the box" and Linux supports a whole range of them including FAT32 and NTFS, it is highly recommended to format the partition or disk you want to share in either FAT32 or NTFS, but since FAT32 has a file size limit of 4.2 GB, if you happen to work with huge files, then it is better you use NTFS

NEW QUESTION 144

A user calls the help desk and reports a workstation is infected with malicious software. Which of the following tools should the help desk technician use to remove the malicious software? (Select TWO).

- A. File Explorer
- B. User Account Control
- C. Windows Backup and Restore
- D. Windows Firewall
- E. Windows Defender
- F. Network Packet Analyzer

Answer: AE

Explanation:

The correct answers are E. Windows Defender and A. File Explorer. Windows Defender is a built-in antivirus program that can detect and remove malicious software from a workstation. File Explorer can be used to locate and delete files associated with the malicious software¹

NEW QUESTION 148

A technician is working to resolve a Wi-Fi network issue at a doctor's office that is located next to an apartment complex. The technician discovers that employees and patients are not the only people on the network. Which of the following should the technician do to BEST minimize this issue?

- A. Disable unused ports.
- B. Remove the guest network
- C. Add a password to the guest network
- D. Change the network channel.

Answer: D

Explanation:

Changing the network channel is the best solution to minimize the issue of employees and patients not being the only people on the Wi-Fi network⁵

References: 3. Sample CompTIA Security+ exam questions and answers. Retrieved from

<https://www.techtarget.com/searchsecurity/quiz/Sample-CompTIA-Security-exam-questions-and-answers>

NEW QUESTION 152

A Microsoft Windows PC needs to be set up for a user at a target corporation. The user will need access to the corporate domain to access email and shared drives. Which of the following versions of Windows would a technician MOST likely deploy for the user?

- A. Windows Enterprise Edition
- B. Windows Professional Edition
- C. Windows Server Standard Edition
- D. Windows Home Edition

Answer: B

Explanation:

The Windows Professional Edition is the most likely version that a technician would deploy for a user at a target corporation. This version of Windows is designed for business use and provides the necessary features and capabilities that a user would need to access the corporate domain, such as email and shared drives.

NEW QUESTION 155

An executive has contacted you through the help-desk chat support about an issue with a mobile device. Assist the executive to help resolve the issue.

TEST QUESTION
Show Question
Reset All Answers

An executive has contacted you through the help-desk chat support about an issue with a mobile device.

Assist the executive to help resolve the issue.

Telecom.

Please follow the new mobile device guide provided on our website.

the latest update, here is a screenshot

IMAP >
SSL >
10.0.200.1 >
100 >

INSTRUCTIONS

Select the MOST appropriate statement for each response.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

on your mail settings to 143.

Send

Protocol IMAP >

Security SSL >

Server Address 10.0.200.1 >

Port 100 >

Please change the port number on your mail settings to 143.

Thanks for helping.

Which of the following should be done NEXT?

- A. Educate the user on the solution that was performed.
- B. Tell the user to take time to fix it themselves next time.
- C. Close the ticket out.
- D. Send an email to Telecom to inform them of the Issue and prevent reoccurrence.

Answer: A

NEW QUESTION 160

An Android user contacts the help desk because a company smartphone failed to complete a tethered OS update A technician determines there are no error messages on the device Which of the following should the technician do NEXT?

- A. Verify all third-party applications are disabled
- B. Determine if the device has adequate storage available.
- C. Check if the battery is sufficiently charged
- D. Confirm a strong internet connection is available using Wi-Fi or cellular data

Answer: C

Explanation:

Since there are no error messages on the device, the technician should check if the battery is sufficiently charged1

If the battery is low, the device may not have enough power to complete the update2

In this scenario, the technician has already determined that there are no error messages on the device. The next best step would be to check if the battery is sufficiently charged. If the battery is low, it could be preventing the device from completing the update process.

Verifying that third-party applications are disabled, determining if the device has adequate storage available, and confirming a strong internet connection are all important steps in troubleshooting issues with mobile devices. However, since the problem in this scenario is related to a failed OS update, it is important to first

check the battery level before proceeding with further troubleshooting steps.

NEW QUESTION 164

Which of the following should be done NEXT?

- A. Send an email to Telecom to inform them of the issue and prevent reoccurrence.
- B. Close the ticket out.
- C. Tell the user to take time to fix it themselves next time.
- D. Educate the user on the solution that was performed.

Answer: D

Explanation:

educating the user on the solution that was performed is a good next step after resolving an issue. This can help prevent similar issues from happening again and empower users to solve problems on their own.

NEW QUESTION 165

A technician is upgrading the backup system for documents at a high-volume law firm. The current backup system can retain no more than three versions of full backups before failing. The law firm is not concerned about restore times but asks the technician to retain more versions when possible. Which of the following backup methods should the technician MOST likely implement?

- A. Full
- B. Mirror
- C. Incremental
- D. Differential

Answer: C

Explanation:

The law firm wants to retain more versions of the backups when possible, so the best backup method for the technician to implement in this scenario would be Incremental backup. Incremental backups only save the changes made since the last backup, which allows for more frequent backups and minimizes the amount of storage required. This would allow the law firm to retain more than three versions of backups without risking backup failure.

To retain more versions of backups, the technician should implement an Incremental backup method.

An incremental backup method only backs up the data that has changed since the last backup, so it requires less storage space than a full backup.

NEW QUESTION 166

A user receives a notification indicating the antivirus protection on a company laptop is out of date. A technician is able to ping the user's laptop. The technician checks the antivirus parent servers and sees the latest signatures have been installed. The technician then checks the user's laptop and finds the antivirus engine and definitions are current. Which of the following has MOST likely occurred?

- A. Ransomware
- B. Failed OS updates
- C. Adware
- D. Missing system files

Answer: B

Explanation:

The most likely reason for the antivirus protection on a company laptop being out of date is failed OS updates. Antivirus software relies on the operating system to function properly. If the operating system is not up-to-date, the antivirus software may not function properly and may not be able to receive the latest virus definitions and updates. Therefore, it is important to keep the operating system up-to-date to ensure the antivirus software is functioning properly.

NEW QUESTION 168

A technician is setting up a backup method on a workstation that only requires two sets of tapes to restore. Which of the following would BEST accomplish this task?

- A. Differential backup
- B. Off-site backup
- C. Incremental backup
- D. Full backup

Answer: D

Explanation:

A full backup involves creating a copy of all data on the workstation, including system files and user-created data, and storing it on a set of tapes. This ensures that all data is backed up, and ensures that the data can be restored in the event of a system failure or data loss.

NEW QUESTION 169

A systems administrator needs to reset a user's password because the user forgot it. The systems administrator creates the new password and wants to further protect the user's account. Which of the following should the systems administrator do?

- A. Require the user to change the password at the next log-in.
- B. Disallow the user from changing the password.
- C. Disable the account
- D. Choose a password that never expires.

Answer:

A

Explanation:

This will ensure that the user is the only one who knows their password, and that the new password is secure. The CompTIA A+ Core 2 220-1002 exam covers this topic in the domain 1.4 Given a scenario, use appropriate data destruction and disposal methods.

NEW QUESTION 172

Which of the following provide the BEST way to secure physical access to a data center server room? (Select TWO).

- A. Biometric lock
- B. Badge reader
- C. USB token
- D. Video surveillance
- E. Locking rack
- F. Access control vestibule

Answer: AB**Explanation:**

A biometric lock requires an authorized user to provide a unique biometric identifier, such as a fingerprint, in order to gain access to the server room. A badge reader requires an authorized user to swipe an access card in order to gain access. Both of these methods ensure that only authorized personnel are able to access the server room. Additionally, video surveillance and access control vestibules can be used to further secure the server room. Finally, a locking rack can be used to physically secure the servers, so that they cannot be accessed without the appropriate key.

NEW QUESTION 174

A small business owner wants to install newly purchased software on all networked PCs. The network is not configured as a domain, and the owner wants to use the easiest method possible. Which of the following is the MOST deficient way for the owner to install the application?

- A. Use a network share to share the installation files.
- B. Save software to an external hard drive to install.
- C. Create an imaging USB for each PC.
- D. Install the software from the vendor's website

Answer: B**Explanation:**

Saving software to an external hard drive and installing it on each individual PC is the most inefficient method for the small business owner. This method requires manual intervention on each PC, and there is a higher risk of error or inconsistencies between PCs. Additionally, if the software needs to be updated or reinstalled in the future, this process would need to be repeated on each PC.

NEW QUESTION 178

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

Answer: C**Explanation:**

Using disk-wiping software is the most secure method for removing information from past users' hard drives in order to reuse the hard drives. Disk-wiping software can help to ensure that all data on the hard drive is completely erased and cannot be recovered.

NEW QUESTION 182

A user is having phone issues after installing a new application that claims to optimize performance. The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

- A. Reset the phone to factory settings
- B. Uninstall the fraudulent application
- C. Increase the data plan limits
- D. Disable the mobile hotspot.

Answer: B**Explanation:**

Installing applications directly from a vendor's website can be risky, as the application may be malicious or fraudulent. Uninstalling the application can help mitigate the issue by removing the source of the problem.

NEW QUESTION 183

A user in a corporate office reports the inability to connect to any network drives. No other users have reported this issue. Which of the following is the MOST likely reason the user is having this issue?

- A. The user is not connected to the VPN.
- B. The file server is offline.

- C. A low battery is preventing the connection.
- D. The log-in script failed.

Answer: A

NEW QUESTION 187

A technician is setting up a desktop computer in a small office. The user will need to access files on a drive shared from another desktop on the network. Which of the following configurations should the technician employ to achieve this goal?

- A. Configure the network as private
- B. Enable a proxy server
- C. Grant the network administrator role to the user
- D. Create a shortcut to public documents

Answer: A

Explanation:

The technician should configure the network as private to allow the user to access files on a drive shared from another desktop on the network1

NEW QUESTION 191

A technician needs to transfer a large number of files over an unreliable connection. The technician should be able to resume the process if the connection is interrupted. Which of the following tools can be used?

- A. afc
- B. ehkdsd
- C. git clone
- D. zobocopy

Answer: A

Explanation:

The technician should use afc to transfer a large number of files over an unreliable connection and be able to resume the process if the connection is interrupted1

NEW QUESTION 192

A developer is creating a shell script to automate basic tasks in Linux. Which of the following file types are supported by default?

- A. .py
- B. .js
- C. .vbs
- D. .sh

Answer: D

Explanation:

<https://www.educba.com/shell-scripting-in-linux/>

NEW QUESTION 196

Security software was accidentally uninstalled from all servers in the environment. After requesting the same version of the software be reinstalled, the security analyst learns that a change request will need to be filled out. Which of the following is the BEST reason to follow the change management process in this scenario?

- A. Owners can be notified a change is being made and can monitor it for performance impact
- B. Most Voted
- C. A risk assessment can be performed to determine if the software is needed.
- D. End users can be aware of the scope of the change.
- E. A rollback plan can be implemented in case the software breaks an application.

Answer: A

Explanation:

change management process can help ensure that owners are notified of changes being made and can monitor them for performance impact (A). This can help prevent unexpected issues from arising.

NEW QUESTION 200

A user connected a laptop to a wireless network and was tricked into providing login credentials for a website. Which of the following threats was used to carry out the attack?

- A. Zero day
- B. Vishing
- C. DDoS
- D. Evil twin

Answer: B

Explanation:

Vishing, also known as voice phishing, is a type of social engineering attack where the attacker tricks the victim into divulging sensitive information over the phone. In this case, the attacker tricked the user into providing login credentials for a website.

NEW QUESTION 202

An IT services company that supports a large government contract replaced the Ethernet cards on several hundred desktop machines to comply With regulatory requirements. Which of the following disposal methods for the non-compliant cards is the MOST environmentally friendly?

- A. incineration
- B. Resale
- C. Physical destruction
- D. Dumpster for recycling plastics

Answer: D

Explanation:

When disposing of non-compliant Ethernet cards, the most environmentally friendly option is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials. Additionally, recycling plastics helps to reduce the amount of toxic chemicals that can be released into the environment. According to CompTIA A+ Core 2 documents, "The most environmentally friendly disposal method for non-compliant Ethernet cards is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials."
<https://sustainability.yale.edu/blog/how-sustainably-dispose-your-technological-waste>

NEW QUESTION 205

A user received the following error upon visiting a banking website:

The security presented by website was issued a different website' s address . A technician should instruct the user to:

- A. clear the browser cache and contact the bank.
- B. close out of the site and contact the bank.
- C. continue to the site and contact the bank.
- D. update the browser and contact the bank.

Answer: A

Explanation:

The technician should instruct the user to clear the browser cache and contact the bank (option A). This error indicates that the website the user is visiting is not the correct website and is likely due to a cached version of the website being stored in the user's browser. Clearing the browser cache should remove any stored versions of the website and allow the user to access the correct website. The user should also contact the bank to confirm that they are visiting the correct website and to report the error.

NEW QUESTION 207

A technician downloaded software from the Internet that required the technician to scroll through a text box and at the end of the text box, click a button labeled Accept Which of the following agreements IS MOST likely in use?

- A. DRM
- B. NDA
- C. EULA
- D. MOU

Answer: C

Explanation:

The most likely agreement in use here is a EULA (End User License Agreement). This is a legally binding agreement between the user and the software developer, outlining the terms and conditions that the user must agree to in order to use the software. It is important that the user understands and agrees to the EULA before they can proceed with downloading and installing the software. As stated in the CompTIA A+ Core 2 exam objectives, users should be aware of the EULA before downloading any software.

NEW QUESTION 208

A user is unable to use any internet-related functions on a smartphone when it is not connected to Wi-Fi When the smartphone is connected to Wi-Fi the user can browse the internet and send and receive email. The user is also able to send and receive text messages and phone calls when the smartphone is not connected to Wi-Fi. Which of the following is the MOST likely reason the user is unable to use the internet on the smartphone when it is not connected to Wi-Fi?

- A. The smartphone's line was not provisioned with a data plan
- B. The smartphone's SIM card has failed
- C. The smartphone's Bluetooth radio is disabled.
- D. The smartphone has too many applications open

Answer: A

Explanation:

The smartphone's line was not provisioned with a data plan. The user is unable to use any internet-related functions on the smartphone when it is not connected to Wi-Fi because the smartphone's line was not provisioned with a data plan. The user can send and receive text messages and phone calls when the smartphone is not connected to Wi-Fi because these functions do not require an internet connection1

NEW QUESTION 210

A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

- A. Run a startup script that removes files by name.

- B. Provide a sample to the antivirus vendor.
- C. Manually check each machine.
- D. Monitor outbound network traffic.

Answer: C

Explanation:

The most effective way to check other machines on the network for this unknown threat is to manually check each machine. This can help to identify any other machines that may be infected with the unknown virus and allow them to be cleaned.

NEW QUESTION 212

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