

➤ **Vendor: CompTIA**

➤ **Exam Code: 220-1002**

➤ **Exam Name: CompTIA A+ Certification Exam: Core 2**

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QUESTION 635

Ann, a user, received an email from an unknown source with an attachment claiming to be pictures from her beach vacation. When Ann opened the attachment, she was prompted to enable macros. Once the macros were enabled, the antivirus software triggered an alert. The malicious activity was stepped by the antivirus software. Which of the following should be recommended as the FIRST line of defense to prevent this attack vector from reoccurring?

- A. A trusted CA
- B. An outgoing proxy
- C. A content scanner
- D. A stateful firewall

Answer: C

QUESTION 636

A customer is missing files from the Desktop and Documents folders after logging on to a PC. A technician looks in the Recycle Bin for the items, but nothing is there. Which of the following steps should the technician take NEXT?

- A. Disable application startup.
- B. Rebuild the user profile.
- C. Reinstall the operating system.
- D. Disable Update Services.

Answer: B

QUESTION 637

A user visited a website and infected a Windows 10 computer with a virus. A technician troubleshoots the issue, but the virus runs every time the computer is restarted. Which of the following should the technician try NEXT to resolve the issue?

- A. Use Advanced Startup to run a System Image Recovery.
- B. Boot to safe mode and run System File Checker.
- C. Boot to safe mode and run Task Manager.
- D. Use Advanced Startup to run Windows System Restore.

Answer: A

QUESTION 638

A technician is updating a Linux server that had been in storage. After booting into single-user mode, a command is issued that displays the technician's current location in the filesystem. Which of the following commands was issued?

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- A. pwd
- B. passwd
- C. apt-get
- D. grep

Answer: A

QUESTION 639

A technician is reinstalling Windows for a user and wants to keep the user's files and settings. Afterward, the user notices that personal files are no longer available and settings have been restored to default. Which of the following did the technician MOST likely execute to cause this issue?

- A. System reset
- B. System update
- C. System Restore
- D. System refresh

Answer: A

QUESTION 640

A company requires multifactor authentication. When accessing one of the available RemoteApp programs that requires authentication, the user is not prompted to enter a pin. Which of the following BEST describes this scenario?

- A. Principle of least privilege
- B. Password expiration
- C. Single sign-on
- D. Permission inheritance

Answer: C

QUESTION 641

A technician connected to a network switch remotely from a workstation. During an audit, a Security analyst discovered the technician transmitted the username and password in plaintext over the network. Which of the following remote access technologies did the technician use to connect?

- A. Telnet
- B. SSH
- C. SFTP
- D. RDP

Answer: A

QUESTION 642

A technician is hardening a Windows workstation. One of the hardening requirements for the workstation is to prevent potential privilege escalation attacks on the local system. Which of the following steps should the technician perform to BEST meet this requirement?

- A. End the Isass.exe service running on the system.
- B. Uninstall and reinstall the antivirus program.
- C. Disable and rename the administrator account.
- D. Update the system with the latest security updates.

Answer: C

QUESTION 643

Which of the following is a risk to computer equipment when the humidity is low?

- A. Static discharge
- B. Corrosion
- C. Frequent brownouts
- D. Increased dust

Answer: A

QUESTION 644

A customer has called the help desk because a word processing application will no longer open. It was working fine earlier, but the user had to close a document quickly. An error message popped up about a network resource, and then the document crashed. Now, when the user clicks on the icon to launch the application, it does not give an error and will not open. Which of the following should a technician do FIRST?

- A. Run full antivirus and anti-malware scans on the computer.
- B. Check the processes to see if the task is still running and kill it.
- C. Reinstall the proprietary office suite of applications.
- D. Connect the computer to the network and remap the share.

Answer: A

QUESTION 645

Joe, a user, reports the programs and icons on his Windows desktop are much larger than they were the day before. He tried changing the screen resolution and restarting the computer, but it still does not look right. Joe also states the computer showed it was finishing updates when he first powered it on. Which of the following should a technician perform NEXT?

- A. Reboot the computer.
- B. Roll back the video driver.
- C. Reload the OS.
- D. Boot into safe mode.

Answer: B

QUESTION 646

Which of the following is the maximum amount of RAM a computer can access if it is using a 32-bit version of the Windows OS?

- A. 2GB
- B. 4GB
- C. 6GB
- D. 8GB

Answer: B

QUESTION 647

Chief Information Officer (CIO) recently learned a critical update is required to secure several servers within the organization. The CIO asks a technician to:

- Deploy the patches to the environment following best practice protocols.
- Ensure the servers and applications are functioning properly after the deployment.

Which of the following steps will the technician most likely take NEXT?

- A. Document the business processes.

- B. Scope the change.
- C. Perform a risk analysis.
- D. Develop a back-out plan.
- E. Document the changes.

Answer: A

QUESTION 648

A user's mobile social media application is sending emails on behalf of the user. However, the user has not authorized any new permissions for the social media application. The user only has this application installed on their smart phone and no other devices.

Which of the following should a technician perform to resolve the issue?

- A. Run a malware scan on the device.
- B. Instruct the user to change the device's password.
- C. Disable access to the user's contacts.
- D. Deny access to text messages.

Answer: C

QUESTION 649

Which of the following security measures would BEST prevent unauthorized individuals from being granted access to a secure location?

- A. An infrared retina scanner and RFID lock
- B. Smart cards with a chip and PIN reader
- C. Barcoded ID badges and an electronic scanner
- D. Keys and a mechanical deadbolt lock
- E. Key fobs and wireless entry locks

Answer: A

QUESTION 650

Ann, a user, is setting up a new mobile phone, and the phone is asking for an authentication method to enroll the device. Ann is not sure which method is acceptable.

Which of the following methods would a technician MOST likely tell Ann to use?

- A. Face lock
- B. Voice lock
- C. Passcode lock
- D. Fingerprint lock

Answer: D

QUESTION 651

An technician is updating a network switch at a colocation facility. The technician needs to ensure the data is not sent in plaintext over untrusted networks. Which of the following should the technician use? (Select TWO).

- A. SSH
- B. SCP
- C. TRIP
- D. FTP
- E. ROP
- F. VNC

Answer: AC

QUESTION 652

A user on a local desktop wants to allow a blocked program through the Windows Firewall. Which of the following user accounts is necessary to perform this task?

- A. Guest
- B. Power user
- C. Administrator
- D. Standard

Answer: C

QUESTION 653

A technician has been asked to review the configuration of an executive's SOHO network following a recent news report regarding home Internet routers that are being added to botnets for malicious purposes. Which of the following would be BEST to prevent the router from being added to a botnet? (Select TWO).

- A. Upgrading to an enterprise-grade router
- B. Enabling WPA2-Enterprise encryption
- C. Changing the default credentials
- D. Updating to the latest firmware
- E. Reducing the transmit power levels
- F. Disabling the SSID from being broadcast

Answer: BF

QUESTION 654

An administrator is loading a new Linux server. Which of the following filesystems will the administrator MOST likely select for the primary partition?

- A. ExFAT
- B. NTFS
- C. ext3
- D. Swap

Answer: C

QUESTION 655

A user's laptop screen goes black after five minutes of not being used. Which of the following Windows Control Panel utilities should be used to modify the user experience?

- A. Troubleshooting
- B. Internet Options
- C. Power Options
- D. Device Manager

Answer: A