

➤ **Vendor: CompTIA**

➤ **Exam Code: 220-1002**

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

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QUESTION 678

A cybersecurity researcher purchased several used laptops at an auction. While the hard drives appeared to be blank, the researcher was able to recover all the data that previously existed on the drives. Which of the following methods did the original owner MOST likely use to clear the drives' contents?

- A. Standard format
- B. Drive degaussing
- C. Disk encryption
- D. Drive wipe

Answer: A

QUESTION 679

A technician is troubleshooting a PC and identifies the issue as malware. To remediate the PC, the technician attempts to download a malware removal tool but finds the PC cannot connect to the Internet. Which of the following MOST likely explains why the PC cannot access the Internet?

- A. The PC is quarantined.
- B. System Restore is disabled.
- C. The PC is currently running antivirus.
- D. Malware corrupted the NIC drivers.

Answer: A

QUESTION 680

A smartphone user has been receiving unsolicited emails that contain PI in the webmail inbox associated with the device. Which of the following steps should the user take FIRST to identify the cause of the issue?

- A. Report the emails as spam.
- B. Check the permissions on all installed third-party applications.
- C. Delete the webmail account and create a new one.
- D. Restore the smartphone to factory default settings.

Answer: B

QUESTION 681

A user receives an error message when trying to upgrade an application on a work computer. Which of the following is the MOST likely reason the user cannot complete this task?

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- A. The computer does not meet the application's minimum requirements.
- B. The program is being deployed via optical media.
- C. The user account lacks administrative rights.
- D. A 32-bit application cannot be installed on a 64-bit system.

Answer: C

QUESTION 682

A user is trying to find a file that contains a specific string on a Linux workstation. The user locates the file and then needs to navigate to another directory to work with it. Which of the following commands should the user enter to accomplish both of these tasks? (Select TWO).

- A. grep
- B. chmod
- C. =rm
- D. pwd
- E. sudo
- F. cd

Answer: AF

QUESTION 683

A technician is attempting to remove a virus from the machine of a user who just returned from leave. The virus is a known signature that was identified 30 days ago. The antivirus solution the company is using was updated seven days ago with the most current signatures. Which of the following MOST likely allowed the infection?

- A. The last antivirus update the machine received was seven days ago.
- B. The user changed the machine's password 30 days ago.
- C. The user manually killed the antivirus process.
- D. The machine has not received an antivirus update in the past 30 days.

Answer: A

QUESTION 684

A user downloaded a program from a website. After saving the file, the user cannot find the executable. Which of the following is MOST likely the cause?

- A. The file was quarantined by an anti-malware software.
- B. The host-based firewall blocked the download.
- C. The file is incompatible with the operating system.
- D. File permissions do not allow the user to access the file.

Answer: D

QUESTION 685

A folder has the share permissions of everyone - change, while the folder's NTFS permissions are Set to everyone - read. Which of the following would be the MOST effective permissions for someone who is accessing the folder via the share?

- A. Read
- B. Change
- C. Write
- D. Modify

Answer: A

QUESTION 686

A network technician is creating a set of scripts to help complete some common tasks. The technician wants to leave notes within the scripts to explain the purpose of each section and allow for changes later. Which of the following should the technician use?

- A. Inline comments
- B. End-user documentation
- C. Change management
- D. Environmentally aware variables

Answer: A

QUESTION 687

A technician needs to remove malware from a Windows system. The technician has already performed research on the malware and determined it is a memory virus. Which of the following steps should the technician take NEXT?

- A. Disable the restore points.
- B. Remediate the affected system.
- C. Educate the user.
- D. Quarantine the affected system.

Answer: B

QUESTION 688

An IT manager receives a call from a user who states a technician completed work on a department laptop within the last week. The user indicates the technician tried to explain the issue with the laptop, but the user was unable to understand because the technician used a lot of acronyms. Additionally, the user claims the technician spoke too quickly when explaining the issue and seemed preoccupied with a cell phone. The IT manager wants to address an email to the IT department to ensure the user's complaints are conveyed to the team. Which of the following should the IT manager recommend in the email to the team? (Select TWO).

- A. Technicians should avoid using technical jargon when speaking to users.
- B. Technicians should avoid trying to explain complex issues to users.
- C. Technicians should avoid speaking to users who have complex issues.
- D. Technicians should avoid setting an expectation for project completion in front of the user.
- E. Technicians should avoid distractions when speaking with users.
- F. Technicians should avoid working in front of users.

Answer: AE

QUESTION 689

A user's PC has become infected with malware that has a known remediation. Which of the following would MOST likely prevent this from happening again?

- A. Create a restore point.
- B. Utilize a preinstallation environment.
- C. Disable System Restore.
- D. Keep software up to date.

Answer: D

QUESTION 690

A technician needs to secure a SOHO network against unauthorized access. A switch has been deployed, and all

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endpoints have been patched; however, not all of the endpoints are in use. A solution must be implemented to secure the unused endpoints. Which of the following should the technician do FIRST?

- A. Implement firewall rules and restrictions.
- B. Disable the inactive ports.
- C. Implement a NAC solution.
- D. Enable MAC filtering.

Answer: C

QUESTION 691

Which of the following Microsoft operating systems comes with a PDF printer as part of the OS functionality?

- A. Windows 7
- B. Windows 8
- C. Windows 8.1
- D. Windows 10

Answer: A

QUESTION 692

A technician is configuring a static IP address on a Windows machine. The information is as follows:

```
IP address: 192.168.10.15  
Subnet mask: 255.255.255.0
```

Which of the following would be a valid default gateway address?

- A. 192.168.0.1
- B. 192.168.9.1
- C. 192.168.10.254
- D. 192.168.15.10

Answer: C

QUESTION 693

Users are reporting slow connections on their mobile devices when trying to download large data files from the network servers, but users on wired connections are not having any issues. A network technician notices multiple alerts about wireless access points going offline, and several devices connecting to the WLAN are unable to authenticate successfully. Which of the following issues are the mobile users experiencing?

- A. Over-limit data transmission
- B. Unauthorized account access.
- C. Leaked personal data
- D. Dropped signals

Answer: A

QUESTION 694

Which of the following allows for per-command authentication and authorization?

- A. TKIP
- B. RADIUS
- C. AES
- D. TACACS

Answer: A

QUESTION 695

A customer has a Windows 7 x86 computer with 4GB of RAM and needs to upgrade the RAM to meet the minimum specifications for a new piece of software. Which of the following should a technician recommend to the customer FIRST?

- A. Migrating to a Linux OS
- B. Installing a new SSD
- C. Using a 64-bit architecture
- D. Installing 8GB DDR4 RAM

Answer: C

QUESTION 696

Which of the following identifies changes in the environment, such as alternating current failure?

- A. UPS monitor
- B. MSDS
- C. ESD mat
- D. Surge suppressor

Answer: A

QUESTION 697

A Chief Financial Officer (CFO) who is returning from vacation notices several emails from the Chief Executive Officer (CEO) requesting funds be transferred immediately. The CFO replies that the funds will be transferred, but the CEO responds that there was never a request for funds to be transferred.

Which of the following MOST likely happened?

- A. Shadow IT
- B. Hijacking
- C. Malware
- D. Virus
- E. Spear phishing

Answer: E

QUESTION 698

A help desk technician receives a call from a user who is experiencing a recurring issue. The user complains and demands an immediate, permanent resolution. Which of the following actions should the technician take NEXT?

- A. Review all existing case notes from previous calls and restate the issue.
- B. Apologize for the inconvenience and then escalate the call to a supervisor.
- C. Ask the user to walk through each step taken that created the issue.
- D. Establish a theory of probable cause based on what the user reported.

Answer: D