

- **Vendor: CompTIA**
- **Exam Code: 220-1002**
- **Exam Name: CompTIA A+ Certification Exam: Core 2**
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QUESTION 515

A company is implementing multifactor authentication and requires a solution that utilizes TCP. Which of the following will the company MOST likely select?

- A. SNMP
- B. TACACS+
- C. DHCP
- D. RADIUS
- E. Kerberos

Answer: B

QUESTION 516

A technician is restoring files, which were deleted more than one month ago, from a backup on Mac OS X. Using the available GUI utility, which of the following utilities should the technician launch to accomplish this task?

- A. Dock
- B. Finder
- C. Keychain
- D. Boot Camp

Answer: B

QUESTION 517

When a computer accesses an HTTPS website, which of the following describes how the browser determines the authenticity of the remote site?

- A. Certificates
- B. Software tokens
- C. Firewall
- D. Port security

Answer: A

QUESTION 518

A new policy requires all users to log on to their corporate workstations using smart card authentication. Which of the following best practices should be implemented to further secure access to workstations?

- A. Data encryption

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- B. Screen lock timeouts
- C. Required screensavers
- D. Strong passwords

Answer: B

QUESTION 519

Following a recent password change, a user can log on successfully to an Apple computer but cannot access a web-based service. An error message displays each time the user attempts to authenticate to the service. Prior to changing the password, the computer had no communication issues. Which of the following should a technician use to continue troubleshooting the issue?

- A. passwd
- B. FileVault
- C. Keychain
- D. Gatekeeper

Answer: C

QUESTION 520

A technician is troubleshooting vendor-specific software. Which of the following is where the technician should go to find problem-specific fixes on the vendor's website?

- A. Software user manual
- B. Knowledge base articles
- C. System requirements documentation
- D. Installation instructions

Answer: B

QUESTION 521

A user's PC has been running slowly. The user says there have been no changes to the PC. Which of the following tools should the technician use to troubleshoot the cause of the speed reduction?

- A. DxDiag
- B. Windows Memory Diagnostic
- C. Performance tab in Task Manager
- D. Disk defragmenter

Answer: C

QUESTION 522

After connecting to the corporate VPN, a user's workstation is no longer able to browse Internet websites. A technician discovers launching a different web browser on the same computer reaches the websites correctly. Which of the following should the technician do NEXT?

- A. Verify the browser's proxy configuration settings
- B. Instruct the user to use the alternate web browser instead
- C. Flush the workstation's DNS cache
- D. Scan the user's workstation for malware
- E. Disconnect and reconnect from the corporate VPN

Answer: A

QUESTION 523

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A user is unable to open a document on a shared drive from a Linux workstation. Which of the following commands would help the user gain access to the document?

- A. chmod
- B. ifconfig
- C. pwd
- D. grep

Answer: A

QUESTION 524

A customer is shopping for a new tablet. The customer is primarily concerned about transferring applications from the old tablet to the new one. Which of the following specifications is MOST important when selecting a new tablet?

- A. Screen size
- B. Storage
- C. Wireless speed
- D. Operating system

Answer: D

QUESTION 525

A technician needs to ensure users are prompted or warned when an installation takes place on a Windows system. Which of the following would meet this requirement?

- A. Educate the user to run the installation with runas
- B. Add the user to the local administrators group
- C. Enable UAC on the workstation
- D. Log in as the administrator to install the application

Answer: C

QUESTION 526

An end user submits a request for the IT specialist to install new software on a workstation. The workstation has the following specifications:

Processor	Dual core 64-bit
Hard drive	500GB (450GB used)
Memory	8GB DDR3
Network	10/100 Ethernet

The minimum software requirements for the new application are a dual-core, 64-bit OS with 4GB of RAM and 60GB storage. Which of the following conditions will the technician encounter when attempting to install the software?

- A. Insufficient RAM
- B. Incompatible processor
- C. Insufficient storage
- D. Incompatible system architecture
- E. Insufficient network bandwidth

Answer: C

QUESTION 527

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A home user reports slow computer performance and application crashes after clicking a "repair" button on a pop-up warning while browsing the Internet. Which of the following are the FIRST steps a technician should take to identify and resolve the issue? (Choose two.)

- A. Perform a system file check and replace any changed files with their original versions
- B. Enable the pop-up blocker on the Internet browser
- C. Uninstall any recently installed unknown programs and browser extensions
- D. Perform a hard shutdown and cold boot the computer
- E. Scan the RAM and hard drive using an up-to-date antivirus program

Answer: BC

QUESTION 528

A user spills a small amount of toner from a laser printer onto the floor. Which of the following is the safest way to clean up the toner?

- A. Use a wet/dry vacuum
- B. Use a broom and dust pan
- C. Use damp paper towels
- D. Spray the toner with canned air

Answer: A