

➤ **Vendor: CompTIA**

➤ **Exam Code: 220-1002**

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

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**QUESTION 656**

A technician needs to update the network firewall, which will cause a temporary outage. The technician submits a change management request to perform the required maintenance. Which of the following provides details about what the technician will need to do if the update fails?

- A. Back-out plan
- B. Scope of the change
- C. Risk analysis
- D. End-user acceptance

**Answer: B**

**QUESTION 657**

A user suspects a computer is infected with malware. A technician identifies the symptoms as being related to a recent spread of malware. Which of the following steps should the technician take NEXT to address the infection?

- A. Educate the end user,
- B. Schedule scans and run updates.
- C. Disable System Restore.
- D. Remediate the infected system.

**Answer: B**

**QUESTION 658**

A user's company phone was recently wiped. The user is unsure if an IT administrator wiped the phone or if it was the result of a hacking attempt. A new company policy was recently implemented to tighten security. The new policy requirements include:

- \* An allowance for the remote wiping of company data
- \* PIN unlock
- \* Failed-attempt device wiping

The user normally keeps the phone in a pocket, so it is unlikely that anyone else had access to it. Which of the following is the MOST likely cause of the device being wiped?

- A. Unauthorized remote access
- B. A system lockout
- C. A virus
- D. A faulty device

**Answer: A**

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**QUESTION 659**

Ann, a user, has asked technician for help with her computer. Ann has been trying to speed it up with simple Upgrades but has not been successful. She added memory and removed unnecessary applications that were no longer in use. After removing the applications, however, the computer seemed to get slower. Which of the following is the BEST solution?

- A. Defragment the hard drive.
- B. Kill the removed tasks.
- C. Perform software updates.
- D. Rebuild the user profile.

**Answer:** A

**QUESTION 660**

Which of the following basic scripting components can be used to repeat an operation until a specific requirement is met?

- A. If-then logic
- B. String variables
- C. Conditional loop
- D. Goto statement

**Answer:** C

**QUESTION 661**

An issue with a user's computer was addressed several times by multiple technicians, but the User has continued to experience the issue. The User calls the help desk and insists on speaking to a supervisor; however, the supervisor is away at lunch.

Which of the following should the technician perform FIRST?

- A. Offer to address the concern since the supervisor is currently unavailable.
- B. Show the work orders to the customer as proof the issue was resolved.
- C. Tell the customer to return at a later time when the supervisor is available.
- D. Call the supervisor on the phone and let the customer talk to the supervisor directly.

**Answer:** A

**QUESTION 662**

A technician has completed troubleshooting and repairing a newly found bug on a user's workstation. The technician wants to share the repair steps with the rest of the team.

Which of the following methods will the technician MOST likely use?

- A. Knowledge-based entry
- B. Team chat message
- C. Email to the team leader
- D. Incident documentation

**Answer:** A

**QUESTION 663**

A technician is implementing multifactor authentication for logins to the network. The network already requires a username and password to authenticate users.

Which of the following should the technician add to meet the multifactor requirement?

- A. Passphrase
- B. Knowledge-based authentication
- C. PIN
- D. Thumbprint

**Answer:** D

**QUESTION 664**

A company would like to increase its security measures because a workstation was recently hacked. Which of the following would offer the BEST protection from unauthorized access of workstations?

- A. Implementing strong passwords
- B. Restricting user permissions
- C. Encrypting the filesystem
- D. Disabling AutoRun.

**Answer:** B

**QUESTION 665**

An technician performed an in-place upgrade to 10 on a customer laptop. following the upgrade, a proprietary software application no longer works. The technician realizes the software is not compatible with Windows 10. Which of the following is the BEST option to make the software functional again?

- A. Apply all known updates to the updated OS.
- B. Roll back the in-place upgrade to the original OS.
- C. Run the application in compatibility mode.
- D. Reinstall the original OS,

**Answer:** C

**QUESTION 666**

Which of the following would MOST likely be connected to a computer to provide electricity in case of a blackout?

- A. Battery backup
- B. Surge suppressor
- C. Portable generator
- D. Power inverter

**Answer:** D

**QUESTION 667**

A user opens a phishing email and types logon credentials into a fake banking website. The computer's antivirus software then reports it has several from the network. Which of the following should the technician perform NEXT?

- A. Have the user change the password.
- B. Update the antivirus software and run scans.
- C. Disable the user's local computer account.
- D. Quarantine the phishing email.

**Answer:** A

**QUESTION 668**

A user is having trouble accessing websites on a computer. A technician troubleshoots and tries to access a site the user typically visits but is instead presented with a completely different site. Which of the following should the technician do NEXT?

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- A. Clear the DNS cache and check the hosts file.
- B. Verify the default gateway settings are correct.
- C. Ensure the outbound firewall rules are accurate.
- D. Configure the workstation for IPV6.

**Answer:** A

**QUESTION 669**

Accompany is concerned about the amount of time employees spend browsing the Internet for personal purposes. Which of the following should be put in place to address the company's concerns?

- A. Acceptable use policy
- B. Stateful firewall
- C. Video surveillance
- D. Logon time restrictions

**Answer:** A

**QUESTION 670**

A technician needs to install Windows 10 on a 4TB hard drive, Which of the following should the technician perform to accomplish this task?

- A. Format the drive to use exFAT.
- B. Configure the drive to use the GPT.
- C. Format the drive to use CDFS.

**Answer:** A

**QUESTION 671**

A user is attempting to create a fileshare on a 10 in a small peer-to-peer environment. The user is logged in with a Microsoft account. Which of the following would be the MOST secure way to allow other users to access the share?

- A. Create a new local user for peer-to-peer share access.
- B. Provide other users with the Microsoft account information.
- C. Set the share permissions to Everyone/Full Control.
- D. Enable the local guest account access.

**Answer:** A

**QUESTION 672**

An end user contacts the help desk to report a browser issue. When the user selects a hyperlink to a POF file within the browser, nothing happens. The user notes the browser is otherwise working properly. Which of the following should a technician direct the user to do FIRST?

- A. Ask the user to restart the computer.
- B. Install browser updates.
- C. Open the link in a different web browser.
- D. Disable the pop-up blocker.

**Answer:** A

**QUESTION 673**

A technician maps a network printer for a few users in an office. The users are initially able to print, but about a week later, they cannot print to the network printer. Which of the following should the technician do to ensure all users can

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print?

- A. Configure the printer NIC to use full duplexing.
- B. Locally attach the printer to the user's device.
- C. Configure the printer to use a dynamic IP address.
- D. Map the printer by hostname rather than IP address.

**Answer: D**

**QUESTION 674**

A sales manager uses a phone as a hot-spot to connect a laptop to the Internet. The connection is fast most of the time, but the connection becomes noticeably slower every few weeks. The manager contacts the help desk for assistance. Which of the following should a technician check NEXT to troubleshoot the issue?

- A. Wireless channel interference
- B. The time since the last phone restart
- C. The data plan limits
- D. The mobile OS update log

**Answer: A**

**QUESTION 675**

Which of the following tools should the technician use to analyze the computer's behavior?

- A. Computer Management
- B. Event Viewer
- C. Performance Monitor
- D. Task Manager

**Answer: A**

**QUESTION 676**

Joe, a user, did not receive emails over the weekend like he usually does. Productivity software is functioning properly. Joe never powers off his computer and typically leaves all applications open. No other users are reporting email issues. Which of the following is MOST likely the cause of the issue?

- A. There is an OS update failure.
- B. Out-of-office is turned on.
- C. There is an Internet connectivity issue.
- D. SMTP services are not running.

**Answer: C**

**QUESTION 677**

The Chief Information Security Officer (CISO) wants to ensure the company is prepared in case of a ransomware attack. The CISO has requested network vulnerability scans, firewall audits, and ACL logs. Which of the following should the CISO also request?

- A. Audits of the cloud storage platform
- B. Tests of the data backups
- C. Physical penetration tests
- D. NIDS signature updates

**Answer: B**