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➢ **Vendor: CompTIA**

➢ **Exam Code: 220-1002**

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

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QUESTION 366
A smartphone user receives notice that a threshold for high-speed data usage, despite the user's usage behaviors being unchanged from previous periods. Which of the following troubleshooting steps should the user take FIRST?

A. Check network access permissions on recently loaded applications.
B. Limit data usage to WiFi networks only.
C. Wipe the device and restore to the factory default.
D. Change the lock screen password.

Answer: A

QUESTION 367
A company wants to move the contents of its users' My Documents folders from their local hard drives to a file server so they are backed up every night. Which of the following security concepts does this describe?

A. Organizational units
B. Folder redirection
C. Group Policy
D. Login script

Answer: A

QUESTION 368
Which of the following Microsoft operating systems defaults to a tiled menu instead of the desktop?

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

Answer: D

QUESTION 369
A contract technician is working on a network printer when a print job starts and completes. The technician notices it is a spreadsheet that appears to be an annual salary report. Which of the following actions should the technician take?

A. Continue to work on the assigned task
B. Take the print job to the office manager
C. Remove the print job from the output tray

D. Disconnect the printer from the network to prevent further print jobs

Answer: B

QUESTION 370
A customer built a computer with the following specifications:
・Single hexa-core processor
・8GB DDR4 memory
・256GB SSD drive
・Built-in graphics card
・32-bit Windows OS
・Audio editing software
The computer seems to be working, but the OS reports only 3.5GB of RAM is available. Which of the following would correct the issue?

A. 16GB DDR4 memory
B. 64-bit Windows OS
C. Dual hexa-core processors
D. 512GB SSD drive

Answer: B

QUESTION 371
A customer has a Linux desktop and is installing a 3TB HDD. The customer wants to use only half of its capacity right now, but would like to be able to increase the size of the partition at a later date. Which of the following filesystem types would the customer's drive require?

A. NTFS
B. Ext4
C. HFS
D. FAT32

Answer: B

QUESTION 372
A technician receives the Chief Executive Officer's (CEO's) Windows 10 laptop, which has been infected with malware. The technician wants to make sure best practices are followed for troubleshooting and remediating the malware. Which of the following best practices should the technician perform FIRST in this scenario? (Choose three.)

A. Disconnect the device from the network
B. Identify and research the symptoms
C. Restore the computer to the previous checkpoint
D. Scan and use removal techniques
E. Create a restore point
F. Educate the end user
G. Schedule scans and run updates

Answer: ABD

QUESTION 373
While preparing a computer that will be issued to a new user, the technician discovers the computer's former user configured a supervisor password in the BIOS. Which of the following can the technician do to allow the password to be removed?

A. Reimage the machine from a network share
B. Change the boot order and boot to an external drive
C. Remove and then replace the CMOS battery
D. Use the BIOS user password to reset the supervisor password

Answer: C

QUESTION 374
Which of the following wireless security protocols supports the use of a 40-bit encryption key?

A. TKIP
B. WEP
C. WPA
D. WPA2

Answer: B

QUESTION 375
A customer is having issues with an Android-based smartphone after a recent application update. The application becomes unresponsive immediately after attempting to open it. Auto-sync is not enabled, and no recent backups exist for the smartphone. Without losing any critical information, which of the following should be performed NEXT to further troubleshoot the issue? (Choose two.)

A. Reboot into safe mode
B. Clear the application data
C. Contact the application's developer
D. Reinstall the application
E. Do a force stop
F. Clear the application cache

Answer: EF

QUESTION 376
A new user has joined a company, and human resources has given the user several documents to sign regarding compliance and regulations for company computers. The user has also received web links to documentation for applications, as well as processes and procedures to do jobs in accordance with those programs. Which of the following types of documentation has the user MOST likely received? (Choose two.)

A. Inventory management policy
B. Knowledge base articles
C. End-user acceptance document
D. Acceptable use policy
E. Incident documentation
F. Network diagrams

Answer: BD