

➤ **Vendor: CompTIA**

➤ **Exam Code: 220-1002**

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

➤ **New Updated Questions from [Braindump2go](#) (Updated in [Feb./2021](#))**

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QUESTION 563

A user's desktop icons appear much larger than before, and the display colors look unusual. A technician runs hardware diagnostics but finds no issues. The system logs show the update service ran last night; however, no new applications were installed. Which of the following is the BEST solution?

- A. Restore the system image
- B. Reinstall the application
- C. Restart the services.
- D. Roll back the device driver

Answer: A

QUESTION 564

An employee is taking a credit card payment over the phone, but the payment system has a temporary outage. To avoid inconveniencing the customer, the employee writes down the credit card number and expiration date on a notepad to be entered later. This is in violation of:

- A. PHI
- B. PCI
- C. PII
- D. PGP

Answer: B

QUESTION 565

Which of the following should a technician do FIRST before opening a computer case to replace a part?

- A. Remove all jewelry
Put on an ESD strap
- B. Perform self-grounding
- C. Disconnect the power

Answer: A

QUESTION 566

Which of the following is the MOST common method of allowing outside access through a wireless SOHO router for specific program access?

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- A. Enabling port forwarding
- B. Creating a content filter whitelist
- C. Increasing radio power levels
- D. Properly placing access points

Answer: A

QUESTION 567

A user's computer is quick to boot up but very slow at login. It tends to get faster throughout the day. A technician checks the RAM usage: and it looks fine during the day. The slowdown is MOST likely being caused by too many:

- A. boot devices
- B. startup applications.
- C. device drivers.
- D. Windows profiles loading

Answer: A

QUESTION 568

A technician is working on a computer that has the following symptoms:

- Unable to access the Internet
- Unable to send email
- Network connection (limited or no connectivity)

The technician runs hardware diagnostics on the computer and verifies the computer's NIC is functioning correctly. The technician attempts to access the Internet and receives the message: page cannot be displayed. The technician runs a command to verify the computer network settings and sees the following information:

IP address:192.166.0.100

Subnet mask.: 255.255.255.0

Gateway: 192.168.0.1 DNS: 192.168.0.1

The technician confirms other computers on the network can access the Internet.

Which of the following is MOST likely causing the issues?

- A. Rogue antivirus
- B. Firewall rule
- C. Ransomware
- D. Proxy settings

Answer: B

QUESTION 569

A user tries to open a client/server application, but a prompt appears for the username and password. The user is able to open and use the email client with no issues.

The user's workstation is a loaner laptop Everyone at the company is given administrator rights on their individual workstations.

Which of the following is MOST likely preventing the user from running this program?

- A. EFS
- B. NTFS
- C. UTP
- D. UAC

Answer: D

QUESTION 570

A remotely managed self-checkout machine in a retail store runs Windows 10.

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The image contains drivers for locally attached third-party hardware (i.e., receipt printers), third-party applications, and proprietary applications made by the company's IT department. The self-checkout machine is experiencing errors, and the store employees are instructed to reload the OS. Which of the following would be the BEST option to restore full functionality to this machine with the least administrative effort?

- A. CD-RW
- B. BD-R
- C. Thin client
- D. Network boot

Answer: D

QUESTION 571

Joe, a user, cannot read encrypted email messages on a corporate smartphone, but he has been able to read them in the past. A technician restarts Joe's smartphone, but the issue remains. The technician deletes the corporate email account and has Joe re-add it. Verifying all settings are correct. Despite these steps, the issue persists. Which of the following is MOST likely causing the issue?

- A. The certificate is expired
- B. The TPM is bad.
- C. The phone is not encrypted
- D. The incorrect mail server is selected in settings

Answer: A

QUESTION 572

Which of the following operating systems has versions for servers, workstations, and phones?

- A. Android
- B. iOS
- C. Chrome OS
- D. Windows

Answer: D

QUESTION 573

Which of the following best practices should a technician observe to reduce the risk of electrical shock?

- A. Keep components in an antistatic bag.
- B. Remove metallic jewelry
- C. Utilize proper cable management
- D. Wear an ESD wrist strap

Answer: D

QUESTION 574

A company recently experienced a security incident in which an unauthorized user was able to insert a USB flash drive into a kiosk, launch a non-native OS, and deliver malicious payloads across the network. Which of the following security measures would have been BEST to prevent the attack from being executed in the first place? (Select TWO)

- A. Using a host-based antivirus with real-time scanning
- B. Implementing automatic screen locks after 60 seconds of inactivity
- C. Creating a strong BIOS/UEFI password
- D. Disabling AutoRun for USB devices

- E. Enabling the Secure Boot option
- F. Changing the default administrator credentials

Answer: AB

QUESTION 575

A technician is installing the Mac OS X operating system. The technician is prompted to select the filesystem. Which of the following filesystems should the technician utilize to install the listed operating system?

- A. EW2
- B. FAT32
- C. HFS
- D. NTFS

Answer: C

QUESTION 576

A user wants a phone with an operating system that is highly customizable. Which of the following operating systems will a technician MOST likely recommend?

- A. Windows Mobile
- B. Android
- C. Fire OS
- D. iOS

Answer: B

QUESTION 577

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 578

A window appears on a user's screen stating the computer's files have been encrypted and an access code must be used to unlock the user's data. This is an example of:

- A. ransomware.
- B. incorrect file permissions.
- C. a virus
- D. an invalid certificate

Answer: A

QUESTION 579

A user's mobile device has slow data speeds. The user first noticed the slow speeds after downloading a large application to the device. The application download MOST likely caused.

- A. a hardware issue on the device.
- B. the device to run more slowly
- C. the user to exceed the monthly data limit
- D. the device to change to WiFi settings

Answer: C

QUESTION 580

Which of the following is an authentication protocol that can be used for users in the field?

- A. WEP
- B. WPA2
- C. RADIUS
- D. TKIP

Answer: C

QUESTION 581

A user's computer was infected with malware, and a technician successfully removed the infection. However, the user reports certain web-based services are still inaccessible.

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

- A. Turn off System Restore
- B. Update the malware signatures
- C. Reset the Internet Explorer settings.
- D. Check the hosts file

Answer: C

QUESTION 582

A technician is trying to repair a computer that was infected with an encrypting virus. After disconnecting the system from the network, the technician images the computer. Upon startup, the system consistently presents a blue screen at the Windows logo.

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

- A. Perform a BIOS/UEFI update
- B. Execute a clean install of the OS
- C. Check the boot mode of the computer
- D. Apply a different workstation image

Answer: A

QUESTION 583

A technician is investigating connectivity issues over the corporate network. The technician attempts to Telnet into an access point in the break room, which is labeled AP-1, but is unable to proceed any further or authenticate. Which of the following commands will be MOST beneficial in determining the connectivity issues?

- A. netstac
- B. tracerc
- C. ipconfig
- D. nslookup

Answer: B

QUESTION 584

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

Answer: B

QUESTION 585

A technician is troubleshooting a home WiFi router that is used by a small company of 30 employees. The business is experiencing intermittent wireless connectivity issues. Which of the following is the MOST likely cause of the issues'?

- A. Some of the employees are not licensed to use the router
- B. The router has insufficient capabilities
- C. Static DNS has not been set up on the router.
- D. Several of the employees are using an incorrect SSID

Answer: A

QUESTION 586

A company is upgrading the desktops of all its employees. Users in the multimedia department would like to keep the RAM from their current desktops to upgrade their new devices.

Following change management best practices, which of the following actions should a technician perform NEXT?

- A. Report the request to the board
- B. Document the change in the project notes.
- C. Consult the back-out plan for guidance.
- D. Perform the RAM upgrade as requested

Answer: A

QUESTION 587

A technician is monitoring a network and notices an outage has occurred that could potentially cause a major disruption to the business workflow.

Which of the following should the technician do NEXT?

- A. Identify the issue and its impact to the business.
- B. Report the incident to the proper teams or management for awareness.
- C. Start a root cause analysts and create documentation
- D. Create an action plan and implement the solution

Answer: A

QUESTION 588

A technician is cleaning malware on a Windows workstation.

Which of the following would MOST likely prevent a recurrence of the same malware?

- A. Enable Shadow Copy.
- B. Disable System Restore.
- C. Update root certificates
- D. Modify file permissions

Answer: B

QUESTION 589

A technician is creating a network topology diagram.
Which of the following would be the MOST appropriate to include? (Select TWO)

- A. A list of network addresses for each device
- B. A list of the ports on each device and what they are connected to
- C. Technical specifications and performance ratings for the devices
- D. Settings, configuration details, and notes on proper operations
- E. A list of devices that need replacement within the next 6-12 months
- F. The MAC address and serial number of each device on the network

Answer: BD

QUESTION 590

A technician is selling up a new virtualization server which will be initially used to host a client VM that will manage print jobs. The client, however, has future plans to utilize the server to host other VMs.
Which of the following should the technician implement to ensure maximum uptime of the client VM?

- A. Cloud storage backup
- B. Large file storage
- C. Image-level backup
- D. Uninterruptible power supply

Answer: C

QUESTION 591

A technician is remediating a virus on an infected workstation. All user files are set to system and hidden. Which of the following should a technician perform NEXT to remediate the system?

- A. Back up user data and rebuild the user profile.
- B. Restore user data and reset the user file attributes via a command line.
- C. Run System Restore to a date before the infection
- D. Perform a clean install of the OS and restore the user data
- E. Reset all file attributes on the user's profile via command line

Answer: E

QUESTION 592

A Windows user logs on to a network domain computer after recently being switched to a roaming profile. The user reports extremely long startup times.
Which of the following should a technician check to address this issue?

- A. The amount of data on the user's desktop
- B. The total quantity of RAM installed on the computer
- C. The free space available on the network share
- D. The size of the Windows swap file

Answer: A

QUESTION 593

Which of the following filesystem types has native read/write support on all desktop operating systems?

- A. FAT32
- B. ReFS

- C. NTFS
- D. EM4

Answer: A

QUESTION 594

An administrator wants to search a file on a Linux server for the plus symbol (+). Which of the following will the administrator MOST likely use?

- A. 12
- B. sh
- C. cat
- D. grep

Answer: D