

- **Vendor: CompTIA**
- **Exam Code: 220-1102**
- **Exam Name: CompTIA A+ 220-1102 (Core 2) Exam**
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**Question: 21**

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Which of the following must be maintained throughout the forensic evidence life cycle when dealing with a piece of evidence?

- A. Acceptable use
- B. Chain of custody
- C. Security policy
- D. Information management

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**Answer: B**

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Explanation:

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**Question: 22**

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A technician is troubleshooting a customer's PC and receives a phone call. The technician does not take the call and sets the phone to silent. Which of the following BEST describes the technician's actions?

- A. Avoid distractions
- B. Deal appropriately with customer's confidential material
- C. Adhere to user privacy policy
- D. Set and meet timelines

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**Answer: D**

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Explanation:

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**Question: 23**

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An architecture firm is considering upgrading its computer-aided design (CAD) software to the newest version that forces storage of backups of all CAD files on the software's cloud server. Which of the following is MOST likely to be of concern to the IT manager?

- A. All updated software must be tested with alt system types and accessories
- B. Extra technician hours must be budgeted during installation of updates
- C. Network utilization will be significantly increased due to the size of CAD files
- D. Large update and installation files will overload the local hard drives.

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**Answer: C**

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Explanation:

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**Question: 24**

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A wireless network is set up, but it is experiencing some interference from other nearby SSIDs. Which of the following can BEST resolve the interference?

- A. Changing channels
- B. Modifying the wireless security
- C. Disabling the SSID broadcast
- D. Changing the access point name

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**Answer: A**

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Explanation:

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**Question: 25**

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A technician suspects a rootkit has been installed and needs to be removed. Which of the following would BEST resolve the issue?

- A. Application updates
- B. Anti-malware software
- C. OS reinstallation
- D. File restore

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**Answer: C**

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Explanation:

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**Question: 26**

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A customer reported that a home PC with Windows 10 installed in the default configuration is having issues loading applications after a reboot occurred in the middle of the night. Which of the following

is the FIRST step in troubleshooting?

- A. Install alternate open-source software in place of the applications with issues
- B. Run both CPU and memory tests to ensure that all hardware functionality is normal
- C. Check for any installed patches and roll them back one at a time until the issue is resolved
- D. Reformat the hard drive, and then reinstall the newest Windows 10 release and all applications.

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**Answer: C**

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Explanation:

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**Question: 27**

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A technician has been tasked with installing a workstation that will be used for point-of-sale transactions. The point-of-sale system will process credit cards and loyalty cards. Which of the following encryption technologies should be used to secure the workstation in case of theft?

- A. Data-in-transit encryption
- B. File encryption
- C. USB drive encryption
- D. Disk encryption

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**Answer: D**

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Explanation:

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**Question: 28**

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A company installed a new backup and recovery system. Which of the following types of backups should be completed FIRST?

- A. Full
- B. Non-parity
- C. Differential
- D. Incremental

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**Answer: A**

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Explanation:

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**Question: 29**

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A call center technician receives a call from a user asking how to update Windows. Which of the following describes what the technician should do?

- A. Have the user consider using an iPad if the user is unable to complete updates
- B. Have the user text the user's password to the technician.

- C. Ask the user to click in the Search field, type Check for Updates, and then press the Enter key
- D. Advise the user to wait for an upcoming, automatic patch

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**Answer: C**

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Explanation:

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**Question: 30**

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Someone who is fraudulently claiming to be from a reputable bank calls a company employee. Which of the following describes this incident?

- A. Pretexting
- B. Spoofing
- C. Vishing
- D. Scareware

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**Answer: C**

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Explanation:

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**Question: 31**

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A company is Issuing smartphones to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?

- A. Anti-malware
- B. Remote wipe
- C. Locator applications
- D. Screen lock

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**Answer: B**

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Explanation:

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**Question: 32**

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A technician is setting up a SOHO wireless router. The router is about ten years old. The customer would like the most secure wireless network possible. Which of the following should the technician configure?

- A. WPA2withTKIP
- B. WPA2withAES
- C. WPA3withAES-256
- D. WPA3 with AES-128

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**Answer: B**

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Explanation:

**Question: 33** \_\_\_\_\_

A technician has been tasked with using the fastest and most secure method of logging in to laptops. Which of the following log-in options meets these requirements?

- A. PIN
- B. Username and password
- C. SSO
- D. Fingerprint

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**Answer: A**

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Explanation:

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**Question: 34**

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A technician is replacing the processor in a desktop computer prior to opening the computer, the technician wants to ensure the internal components are protected. Which of the following safety procedures would BEST protect the components in the PC? (Select TWO).

- A. Utilizing an ESD strap
- B. Disconnecting the computer from the power source
- C. Placing the PSU in an antistatic bag
- D. Ensuring proper ventilation
- E. Removing dust from the ventilation fans
- F. Ensuring equipment is grounded

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**Answer: A, B**

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Explanation:

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**Question: 35**

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A user's mobile phone has become sluggish. A systems administrator discovered several malicious applications on the device and reset the phone. The administrator installed MDM software. Which of the following should the administrator do to help secure the device against this threat in the future? (Select TWO).

- A. Prevent a device root
- B. Disable biometric authentication
- C. Require a PIN on the unlock screen
- D. Enable developer mode
- E. Block a third-party application installation
- F. Prevent GPS spoofing

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**Answer: C, E**

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Explanation:



**Question: 36** \_\_\_\_\_

A company wants to remove information from past users' hard drives in order to reuse the hard drives. Which of the following is the MOST secure method?

- A. Reinstalling Windows
- B. Performing a quick format
- C. Using disk-wiping software
- D. Deleting all files from command-line interface

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**Answer: C**

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Explanation:

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**Question: 37**

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A technician is configuring a SOHO device. Company policy dictates that static IP addresses cannot be used. The company wants the server to maintain the same IP address at all times. Which of the following should the technician use?

- A. DHCP reservation
- B. Port forwarding
- C. DNS A record
- D. NAT

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**Answer: A**

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Explanation:

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**Question: 38**

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A user is unable to use any internet-related functions on a smartphone when it is not connected to Wi-Fi. When the smartphone is connected to Wi-Fi, the user can browse the internet and send and receive email. The user is also able to send and receive text messages and phone calls when the smartphone is not connected to Wi-Fi. Which of the following is the MOST likely reason the user is unable to use the internet on the smartphone when it is not connected to Wi-Fi?

- A. The smartphone's line was not provisioned with a data plan
- B. The smartphone's SIM card has failed
- C. The smartphone's Bluetooth radio is disabled
- D. The smartphone has too many applications open

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**Answer: A**

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Explanation:

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**Question: 39**

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A technician is investigating an employee's smartphone that has the following symptoms:

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- The device is hot even when it is not in use.
- Applications crash, especially when others are launched

• Certain applications, such as GPS, are in portrait mode when they should be in landscape mode. Which of the following can the technician do to MOST likely resolve these issues with minimal impact? (Select TWO).

- A. Turn on autorotation
- B. Activate airplane mode.
- C. Close unnecessary applications
- D. Perform a factory reset
- E. Update the device's operating system
- F. Reinstall the applications that have crashed.

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**Answer: A, E**

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Explanation:

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**Question: 40**

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A user corrects a laptop that is running Windows 10 to a docking station with external monitors when working at a desk. The user would like to close the laptop when it is docked, but the user reports it goes to sleep when it is closed. Which of the following is the BEST solution to prevent the laptop from going to sleep when it is closed and on the docking station?

- A. Within the Power Options of the Control Panel utility click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the Plugged In category to Never
- B. Within the Power Options of the Control Panel utility, click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the On Battery category to Never
- C. Within the Power Options of the Control Panel utility select the option Choose When to Turn Off the Display and select Turn Off the Display under the Plugged In category to Never
- D. Within the Power Options of the Control Panel utility, select the option Choose What Closing the Lid Does and select When I Close the Lid under the Plugged in category to Do Nothing

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**Answer: C**

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Explanation:

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**Question: 41**

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A department has the following technical requirements for a new application:

Quad Core processor  
250GB of hard drive space  
6GB of RAM  
Touch screens

The company plans to upgrade from a 32-bit Windows OS to a 64-bit OS. Which of the following will the company be able to fully take advantage of after the upgrade?

- A. CPU
- B. Hard drive

C. RAM

D. Touch screen

Explanation: