

## Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

<https://www.2passeasy.com/dumps/220-1102/>



#### NEW QUESTION 1

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. Which of the following should the technician implement?

- A. MSRA
- B. VNC
- C. VPN
- D. SSH

**Answer: C**

#### Explanation:

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. The technician should implement VPN

#### NEW QUESTION 2

Which of the following could be used to implement secure physical access to a data center?

- A. Geofence
- B. Alarm system
- C. Badge reader
- D. Motion sensor

**Answer: C**

#### Explanation:

Badge readers are used to implement secure physical access to a data center. They are used to read the identification information on an employee's badge and grant access to the data center if the employee is authorized.

This system requires individuals to have an access badge that contains their identification information or a unique code that can be scanned by a reader. After the badge is scanned, the system compares the information on the badge with the authorized personnel database to authenticate if the individual has the required clearance to enter that area. The other options listed, such as a geofence, alarm system, or motion sensor are security measures that may be used in conjunction with badge readers, but do not provide identification and authentication features.

#### NEW QUESTION 3

A macOS user reports seeing a spinning round cursor on a program that appears to be frozen. Which of the following methods does the technician use to force the program to close in macOS?

- A. The technician presses the Ctrl+Alt+Del keys to open the Force Quit menu, selects the frozen application in the list, and clicks Force Quit.
- B. The technician clicks on the frozen application and presses and holds the Esc key on the keyboard for 10 seconds Which causes the application to force quit.
- C. The technician opens Finder, navigates to the Applications folder, locates the application that is frozen in the list, right-clicks on the application, and selects the Force Quit option.
- D. The technician opens the Apple icon menu, selects Force Quit, selects the frozen application in the list, and clicks Force Quit.

**Answer: D**

#### Explanation:

The technician opens the Apple icon menu, selects Force Quit, selects the frozen application in the list, and clicks Force Quit. This is the most common method of force quitting a program in macOS. This can be done by clicking on the Apple icon in the top left of the screen, selecting Force Quit, selecting the frozen application in the list, and then clicking Force Quit. This will force the application to quit and the spinning round cursor will disappear.

#### NEW QUESTION 4

Once weekly a user needs Linux to run a specific open-source application that is not available for the currently installed Windows platform. The user has limited bandwidth throughout the day. Which of the following solutions would be the MOST efficient, allowing for parallel execution of the Linux application and Windows applications?

- A. Install and run Linux and the required application in a PaaS cloud environment
- B. Install and run Linux and the required application as a virtual machine installed under the Windows OS
- C. Use a swappable drive bay for the boot drive and install each OS with applications on its own drive Swap the drives as needed
- D. Set up a dual boot system by selecting the option to install Linux alongside Windows

**Answer: B**

#### Explanation:

The user should install and run Linux and the required application as a virtual machine installed under the Windows OS. This solution would allow for parallel execution of the Linux application and Windows applications.

The MOST efficient solution that allows for parallel execution of the Linux application and Windows applications is to install and run Linux and the required application as a virtual machine installed under the Windows OS. This is because it allows you to run both Linux and Windows together without the need to keep the Linux portion confined to a VM window.

#### NEW QUESTION 5

Welcome to your first day as a Fictional Company. LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

Click on individual tickers to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the 'issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify Resolve drop-down menu.

TEST QUESTION

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

**INSTRUCTIONS**

Click on individual tickets to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the 'Issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the 'Verify/Resolve' drop-down menu.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Show Question

Reset All Answers

	Date	Priority	
ing to boot. Screen i...	7/13/2022	High	
o access Z: on my co...	7/13/2022	Low	

Details

**No Ticket Selected**

Please select a ticket from the list

	Date	Priority	
ing to boot. Screen i...	7/13/2022	High	
o access Z: on my co...	7/13/2022	Low	

Details

#8675309

Open

Priority: High

Category: Technical / Bug Reports

Assigned To: helpdesk@fictional.com

Assigned Date: 7/13/2022

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Subject: PC is failing to boot. Screen is displaying error message, see attachment.

Attachments: [bootmgr not found.png](#)

Issue:

Resolution:

Verify/Resolve:

The screenshot displays a helpdesk application interface. On the left, a table lists tickets with columns for Date and Priority. The first ticket, dated 7/13/2022 with a High priority, is selected. The main area shows the details of this ticket, including its ID (#6675309), status (Open), priority (High), category (Technical / Bug Reports), assigned user (helpdesk@fictional.com), and assigned date (7/13/2022). The subject is 'PC is failing to boot. Screen is displaying error message, see attachment.' and the attachment is 'bootmgr not found.png'. Below the details, there are three dropdown menus: 'Issue', 'Resolution', and 'Verify/Resolve'. The 'Issue' dropdown is open, showing a list of common Windows problems. The 'Resolution' dropdown is also open, showing a list of potential fixes. The 'Verify/Resolve' dropdown is open, showing a list of commands.

Date	Priority
7/13/2022	High
7/13/2022	Low

**Details**

#6675309    Open

Priority: High

Category: Technical / Bug Reports

Assigned To: helpdesk@fictional.com

Assigned Date: 7/13/2022

Subject: PC is failing to boot. Screen is displaying error message, see attachment.

Attachments: [bootmgr not found.png](#)

Issue:

- Corrupt OS
- Recent Windows Updates
- Graphics Drive Updates
- BSOD
- Printing Issues
- Limited Network Connectivity
- Services Failed to Start
- User Profile is Corrupted
- Application Crash
- User cannot access shared resource
- URL contains typo

Resolution:

- Reinstall Operating System
- Rollback Updates
- Rollback Drivers
- Repair Application
- Restart Print Spooler
- Disable Network Adapter
- Update Network Drivers
- Refresh DHCP
- Rebuild Windows Profile
- Apply Updates
- Repair Installation
- Restore from Recovery Partition
- Remap network drive
- Verify integrity of disk drive
- Initiate screen share session with user
- Windows recovery environment
- Inform user of AUP violation

Verify/Resolve:

- chkdsk
- dism
- diskpart
- sfc
- dd
- ctrl + alt + del
- net use
- net user
- netstat
- netsh
- bootrec

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Graphical user interface, text, application Description automatically generated

Details

#8675309

Open

Priority

High

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

PC is failing to boot. Screen is displaying error message, see attachment

Attachments

[bootmgr not found.png](#)

Issue

Corrupt OS

Resolution

Reinstall Operating System

Verify/Resolve

chkdsk

Close Ticket

#### NEW QUESTION 6

A network administrator is deploying a client certificate to be used for Wi-Fi access for all devices in an organization. The certificate will be used in conjunction with the user's existing username and password. Which of the following BEST describes the security benefits realized after this deployment?

- A. Multifactor authentication will be forced for Wi-Fi
- B. All Wi-Fi traffic will be encrypted in transit
- C. Eavesdropping attempts will be prevented
- D. Rogue access points will not connect

**Answer:** A

#### Explanation:

Multifactor authentication will be forced for Wi-Fi after deploying a client certificate to be used for Wi-Fi access for all devices in an organization.

References:

➤ [CompTIA Security+ \(Plus\) Practice Test Questions | CompTIA](https://www.comptia.org/training/resources/comptia-security-practice-tests). Retrieved from <https://www.comptia.org/training/resources/comptia-security-practice-tests>

#### NEW QUESTION 7

A technician just completed a Windows 10 installation on a PC that has a total of 16GB of RAM. The technician notices the Windows OS has only 4GB of RAM available for use. Which of the following explains why the OS can only access 4GB of RAM?

- A. The UEFI settings need to be changed.
- B. The RAM has compatibility issues with Windows 10.
- C. Some of the RAM is defective.
- D. The newly installed OS is x86.

**Answer:** D

#### Explanation:

The newly installed OS is x86. The x86 version of Windows 10 can only use up to 4GB of RAM. The x64 version of Windows 10 can use up to 2TB of RAM.

#### NEW QUESTION 8

A desktop specialist needs to prepare a laptop running Windows 10 for a newly hired employee. Which of the following methods should the technician use to refresh the laptop?

- A. Internet-based upgrade
- B. Repair installation
- C. Clean install
- D. USB repair
- E. In place upgrade

**Answer:** C

#### Explanation:

The desktop specialist should use a clean install to refresh the laptop. A clean install will remove all data and applications from the laptop and install a fresh copy of Windows 10, ensuring that the laptop is ready for the newly hired employee.

#### NEW QUESTION 9

Each time a user tries to go to the selected web search provider, a different website opens. Which of the following should the technician check FIRST?



- A. System time
- B. IP address
- C. DNS servers
- D. Windows updates

**Answer:** C

**Explanation:**

When a user experiences unexpected or erratic behavior while browsing the internet, it could be caused by the DNS servers. DNS translates human-readable domain names (like google.com) into IP addresses, which computers can use to communicate with web servers. If the DNS servers are not functioning correctly or have been compromised, it can result in the browser being redirected to unintended websites.

**NEW QUESTION 10**

A company discovered that numerous computers from multiple geographic locations are sending a very high number of connection requests which is causing the company's web server to become unavailable to the general public. Which of the following attacks is occurring?

- A. Zero day
- B. SQL injection
- C. Cross-site scripting
- D. Distributed denial of service

**Answer:** D

**Explanation:**

The company is experiencing a distributed denial of service (DDoS) attack. A DDoS attack is a type of cyber attack in which multiple compromised systems are used to target a single system, causing a denial of service for users of the targeted system.

**NEW QUESTION 10**

A new service desk is having a difficult time managing the volume of requests. Which of the following is the BEST solution for the department?

- A. Implementing a support portal
- B. Creating a ticketing system
- C. Commissioning an automated callback system
- D. Submitting tickets through email

**Answer:** A

**Explanation:**

A support portal is an online system that allows customers to access customer service tools, submit requests and view status updates, as well as access information such as how-to guides, FAQs, and other self-service resources. This would be the best solution for the service desk, as it would allow them to easily manage the volume of requests by allowing customers to submit their own requests and view the status of their requests. Additionally, the portal would provide customers with self-service resources that can help them resolve their own issues, reducing the amount of tickets that need to be handled by the service desk.

**NEW QUESTION 12**

After a company installed a new SOHO router customers were unable to access the company-hosted public website. Which of the following will MOST likely allow customers to access the website?

- A. Port forwarding
- B. Firmware updates
- C. IP filtering
- D. Content filtering

**Answer:** B

**Explanation:**

If customers are unable to access the company-hosted public website after installing a new SOHO router, the company should check for firmware updates<sup>1</sup>. Firmware updates can fix bugs and compatibility issues that may be preventing customers from accessing the website<sup>1</sup>. The company should also ensure that the router is properly configured to allow traffic to the website<sup>1</sup>. If the router is blocking traffic to the website, the company should configure the router to allow traffic to the website<sup>1</sup>.

**NEW QUESTION 15**

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

**Answer:** A

**Explanation:**

This is because a PIN is a fast and secure method of logging in to laptops, and it is more secure than a password because it is not susceptible to keyloggers.

**NEW QUESTION 16**

A network administrator is deploying a client certificate to be used for Wi-Fi access for all devices in an organization. The certificate will be used in conjunction with the user's existing username and password. Which of the following BEST describes the security benefits realized after this deployment?

- A. Multifactor authentication will be forced for Wi-Fi.
- B. All Wi-Fi traffic will be encrypted in transit.
- C. Eavesdropping attempts will be prevented.
- D. Rogue access points will not connect.

**Answer:** B

**Explanation:**

The security benefits realized after deploying a client certificate to be used for Wi-Fi access for all devices in an organization are that all Wi-Fi traffic will be encrypted in transit. This means that any data transmitted over the Wi-Fi network will be protected from eavesdropping attempts. Rogue access points will not connect to the network because they will not have the client certificate. However, multifactor authentication will not be forced for Wi-Fi because the client certificate is being used in conjunction with the user's existing username and password12

**NEW QUESTION 20**

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

**Answer:** AC

**Explanation:**

The two safety procedures that would best protect the components in the PC are:

- Utilizing an ESD strap
- Placing the PSU in an antistatic bag

<https://www.professormesser.com/free-a-plus-training/220-902/computer-safety-procedures-2/> <https://www.skillsoft.com/course/comptia-a-core-2-safety-procedures-environmental-impacts-cbdf0f2c-61c0-4f>

**NEW QUESTION 22**

A user attempts to open some files, but a message appears stating that the files are encrypted. The user was able to access these files before without receiving this message and no changes have been made within the company. Which of the following has infected the computer?

- A. Cryptominer
- B. Phishing
- C. Ransomware
- D. Keylogger

**Answer:** C

**Explanation:**

Ransomware is malicious software that encrypts files on a computer, making them inaccessible until a ransom is paid. In this case, the user was able to access the files before without issue, and no changes have been made within the company, so it is likely that the computer was infected with ransomware.

**NEW QUESTION 26**

Which of the following command-line tools will delete a directory?

- A. md
- B. del
- C. dir
- D. rd
- E. cd

**Answer:** D

**Explanation:**

To delete an empty directory, enter `rd Directory` or `rmdir Directory`. If the directory is not empty, you can remove files and subdirectories from it using the `/s` switch. You can also use the `/q` switch to suppress confirmation messages (quiet mode).

**NEW QUESTION 27**

The web browsing speed on a customer's mobile phone slows down every few weeks and then returns to normal after three or four days. Restarting the device does not usually restore performance. Which of the following should a technician check FIRST to troubleshoot this issue?

- A. Data usage limits
- B. Wi-Fi connection speed
- C. Status of airplane mode
- D. System uptime

**Answer:** B

**Explanation:**

The technician should check the Wi-Fi connection speed first to troubleshoot this issue. Slow web browsing speed on a mobile phone can be caused by a slow Wi-Fi connection. The technician should check the Wi-Fi connection speed to ensure that it is fast enough to support web browsing. If the Wi-Fi connection speed is slow, the technician should troubleshoot the Wi-Fi network to identify and resolve the issue.

#### NEW QUESTION 32

During a recent flight an executive unexpectedly received several dog and cat pictures while trying to watch a movie via in-flight Wi-Fi on an iPhone. The executive has no records of any contacts sending pictures like these and has not seen these pictures before. To BEST resolve this issue, the executive should:

- A. set AirDrop so that transfers are only accepted from known contacts
- B. completely disable all wireless systems during the flight
- C. discontinue using iMessage and only use secure communication applications
- D. only allow messages and calls from saved contacts

**Answer:** A

#### Explanation:

To best resolve this issue, the executive should set AirDrop so that transfers are only accepted from known contacts (option A). AirDrop is a feature on iOS devices that allows users to share files, photos, and other data between Apple devices. By setting AirDrop so that it only accepts transfers from known contacts, the executive can ensure that unwanted files and photos are not sent to their device. Additionally, the executive should ensure that the AirDrop setting is only enabled when it is necessary, as this will protect their device from any unwanted files and photos.

#### NEW QUESTION 33

A call center handles inquiries into billing issues for multiple medical facilities. A security analyst notices that call center agents often walk away from their workstations, leaving patient data visible for anyone to see. Which of the following should a network administrator do to BEST prevent data theft within the call center?

- A. Encrypt the workstation hard drives.
- B. Lock the workstations after five minutes of inactivity.
- C. Install privacy screens.
- D. Log off the users when their workstations are not in use.

**Answer:** B

#### Explanation:

The BEST solution for preventing data theft within the call center in this scenario would be to lock the workstations after a period of inactivity. This would prevent unauthorized individuals from accessing patient data if call center agents were to step away from their workstations without logging out.

#### NEW QUESTION 38

The command `cac cor.ptia. txt` was issued on a Linux terminal. Which of the following results should be expected?

- A. The contents of the text `comptia.txt` will be replaced with a new blank document
- B. The contents of the text `compti`
- C. `txt` would be displayed.
- D. The contents of the text `comptia.txt` would be categorized in alphabetical order.
- E. The contents of the text `compti`
- F. `txt` would be copied to another `compti`
- G. `txt` file

**Answer:** B

#### Explanation:

The command `cac cor.ptia. txt` was issued on a Linux terminal. This command would display the contents of the text `comptia.txt`.

#### NEW QUESTION 39

An organization is centralizing support functions and requires the ability to support a remote user's desktop. Which of the following technologies will allow a technician to see the issue along with the user?

- A. RDP
- B. VNC
- C. SSH
- D. VPN

**Answer:** B

#### Explanation:

VNC will allow a technician to see the issue along with the user when an organization is centralizing support functions and requires the ability to support a remote user's desktop.

#### NEW QUESTION 44

A user is attempting to make a purchase at a store using a phone. The user places the phone on the payment pad, but the device does not recognize the phone. The user attempts to restart the phone but still has the same results. Which of the following should the user do to resolve the issue?

- A. Turn off airplane mode while at the register.
- B. Verify that NFC is enabled.
- C. Connect to the store's Wi-Fi network.
- D. Enable Bluetooth on the phone.

**Answer:** B

#### Explanation:

The user should verify that NFC is enabled on their phone. NFC is a technology that allows two devices to communicate with each other when they are in close



proximity2.

NFC (Near Field Communication) technology allows a phone to wirelessly communicate with a payment terminal or other compatible device. In order to use NFC to make a payment or transfer information, the feature must be enabled on the phone. Therefore, the user should verify that NFC is enabled on their phone before attempting to make a payment with it. The other options, such as turning off airplane mode, connecting to Wi-Fi, or enabling Bluetooth, do not pertain to the NFC feature and are unlikely to resolve the issue. This information is covered in the CompTia A+ Core2 documents/guide under the Mobile Devices section.

#### NEW QUESTION 48

A user's smartphone data usage is well above average. The user suspects an installed application is transmitting data in the background. The user would like to be alerted when an application attempts to communicate with the internet. Which of the following BEST addresses the user's concern?

- A. Operating system updates
- B. Remote wipe
- C. Antivirus
- D. Firewall

**Answer:** D

#### Explanation:

A firewall is a security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules. In this scenario, the user is concerned about an installed application transmitting data in the background, so a firewall would be the best solution to address their concern. By installing and configuring a firewall, the user can block unauthorized connections to and from the device, and receive alerts whenever an application tries to access the internet.

#### NEW QUESTION 49

In which of the following scenarios would remote wipe capabilities MOST likely be used? (Select TWO).

- A. A new IT policy requires users to set up a lock screen PIN.
- B. A user is overseas and wants to use a compatible international SIM Card.
- C. A user left the phone at home and wants to prevent children from gaining access to the phone.
- D. A user traded in the company phone for a cell carrier upgrade by mistake.
- E. A user cannot locate the phone after attending a play at a theater.
- F. A user forgot the phone in a taxi, and the driver called the company to return the device.

**Answer:** EF

#### Explanation:

Remote wipe capabilities are used to erase all data on a mobile device remotely. This can be useful in situations where a device is lost or stolen, or when sensitive data needs to be removed from a device. Remote wipe capabilities are most likely to be used in the following scenarios:

E. A user cannot locate the phone after attending a play at a theater. F. A user forgot the phone in a taxi, and the driver called the company to return the device<sup>1</sup>  
In scenario E, remote wipe capabilities would be used to prevent unauthorized access to the device and to protect sensitive data. In scenario F, remote wipe capabilities would be used to erase all data on the device before it is returned to the user.

#### NEW QUESTION 51

A technician has an external SSD. The technician needs to read and write to an external SSD on both Macs and Windows PCs. Which of the following filesystems is supported by both OS types?

- A. NTFS
- B. APFS
- C. ext4
- D. exFAT

**Answer:** D

#### Explanation:

The filesystem that is supported by both Macs and Windows PCs is D. exFAT. exFAT is a file system that is designed to be used on flash drives like USB sticks and SD cards. It is supported by both Macs and Windows PCs, and it can handle large files and volumes

<https://www.diskpart.com/articles/file-system-for-mac-and-windows-0310.html>

#### NEW QUESTION 55

A new spam gateway was recently deployed at a small business. However, users still occasionally receive spam. The management team is concerned that users will open the messages and potentially infect the network systems. Which of the following is the MOST effective method for dealing with this issue?

- A. Adjusting the spam gateway
- B. Updating firmware for the spam appliance
- C. Adjusting AV settings
- D. Providing user training

**Answer:** D

#### Explanation:

The most effective method for dealing with spam messages in a small business is to provide user training<sup>1</sup>

. Users should be trained to recognize spam messages and avoid opening them<sup>1</sup>. They should also be trained to report spam messages to the IT department so that appropriate action can be taken<sup>1</sup>. In addition, users should be trained to avoid clicking on links or downloading attachments from unknown sources<sup>1</sup>. By providing user training, the management team can reduce the risk of users opening spam messages and potentially infecting the network systems<sup>1</sup>.

#### NEW QUESTION 58

An Android user reports that when attempting to open the company's proprietary mobile application it immediately closes. The user states that the issue persists, even after rebooting the phone. The application contains critical information that cannot be lost. Which of the following steps should a systems administrator

attempt FIRST?

- A. Uninstall and reinstall the application
- B. Reset the phone to factory settings
- C. Install an alternative application with similar functionality
- D. Clear the application cache.

**Answer:** D

**Explanation:**

The systems administrator should clear the application cache

If clearing the application cache does not work, the systems administrator should uninstall and reinstall the application

Resetting the phone to factory settings is not necessary at this point

Installing an alternative application with similar functionality is not necessary at this point

**NEW QUESTION 61**

A technician needs to document who had possession of evidence at every step of the process. Which of the following does this process describe?

- A. Rights management
- B. Audit trail
- C. Chain of custody
- D. Data integrity

**Answer:** C

**Explanation:**

The process of documenting who had possession of evidence at every step of the process is called chain of custody

**NEW QUESTION 66**

A technician received a call stating that all files in a user's documents folder appear to be Changed, and each of the files now has a .lock file extension Which of the following actions is the FIRST step the technician should take?

- A. Run a live disk clone.
- B. Run a full antivirus scan.
- C. Use a batch file to rename the files
- D. Disconnect the machine from the network

**Answer:** D

**Explanation:**

The CompTIA A+ Core 2 220-1002 exam covers this topic in the following domains: 1.2 Given a scenario, use appropriate resources to support users and 1.3 Explain the importance of security awareness.

**NEW QUESTION 71**

A technician has verified that a user's computer has a virus, and the antivirus software is out of date. Which of the following steps should the technician take NEXT?

- A. Quarantine the computer.
- B. use a previous restore point,
- C. Educate the end user about viruses
- D. Download the latest virus definitions

**Answer:** D

**Explanation:**

This will ensure that the antivirus software is up-to-date, and can detect any new viruses that may have been released since the last virus definition update.

The CompTIA A+ Core 2 220-1002 exam covers this topic in the following domains: 1.3 Explain the importance of security awareness and 2.2 Given a scenario, use secure data management and disaster recovery principles.

**NEW QUESTION 76**

Which of the following is a data security standard for protecting credit cards?

- A. PHI
- B. NIST
- C. PCI
- D. GDPR

**Answer:** C

**Explanation:**

The Payment Card Industry Data Security Standard (PCI DSS) is a set of security standards designed to ensure that ALL companies that accept, process, store or transmit credit card information maintain a secure environment.

**NEW QUESTION 78**

A technician is asked to resize a partition on the internal storage drive of a computer running macOS. Which of the following tools should the technician use to accomplish this task?

- A. Consoltf
- B. Disk Utility
- C. Time Machine
- D. FileVault

**Answer:** B

**Explanation:**

The technician should use Disk Utility to resize a partition on the internal storage drive of a computer running macOS. Disk Utility is a built-in utility that allows users to manage disks, partitions, and volumes on a Mac. It can be used to resize, create, and delete partitions, as well as to format disks and volumes.

**NEW QUESTION 80**

A user's system is infected with malware. A technician updates the anti-malware software and runs a scan that removes the malware. After the user reboots the system, it once again becomes infected with malware. Which of the following will MOST likely help to permanently remove the malware?

- A. Enabling System Restore
- B. Educating the user
- C. Booting into safe mode
- D. Scheduling a scan

**Answer:** B

**Explanation:**

Although updating the anti-malware software and running scans are important steps in removing malware, they may not be sufficient to permanently remove the malware if the user keeps engaging in behaviors that leave the system vulnerable, such as downloading unknown files or visiting malicious websites. Therefore, educating the user on safe computing practices is the best way to prevent future infections and permanently remove the malware.

Enabling System Restore, Booting into safe mode, and scheduling a scan are not the most efficient ways to permanently remove the malware. Enabling System Restore and Booting into safe mode may help in some cases, but they may not be sufficient to permanently remove the malware. Scheduling a scan is also important for detecting and removing malware, but it may not be sufficient to prevent future infections.

[https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-\(3-0\)](https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-(3-0))

**NEW QUESTION 83**

Following the latest Windows update PDF files are opening in Microsoft Edge instead of Adobe Reader. Which of the following utilities should be used to ensure all PDF files open in Adobe Reader?

- A. Network and Sharing Center
- B. Programs and Features
- C. Default Apps
- D. Add or Remove Programs

**Answer:** C

**Explanation:**

Default Apps should be used to ensure all PDF files open in Adobe Reader1

**NEW QUESTION 86**

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

**Answer:** A

**Explanation:**

The technician's action of setting the phone to silent while troubleshooting the customer's PC is an example of avoiding distractions. By setting the phone to silent, the technician is ensuring that they are able to focus on the task at hand without any distractions that could potentially disrupt their workflow. This is an important practice when handling customer's confidential material, as it ensures that the technician is able to focus on the task and not be distracted by any external sources. Furthermore, it also adheres to user privacy policies, as the technician is not exposing any confidential information to any external sources.

**NEW QUESTION 88**

Which of the following data is MOST likely to be regulated?

- A. Name in a Phone book
- B. Name on a medical diagnosis
- C. Name on a job application
- D. Name on a employer's website

**Answer:** B

**Explanation:**

A name on a medical diagnosis (B) is most likely to be regulated. This is because it falls under the category of protected health information (PHI), which is subject to regulations such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States. These regulations aim to protect the privacy and security of individuals' health information.

#### NEW QUESTION 91

A user calls the help desk to report potential malware on a computer. The anomalous activity began after the user clicked a link to a free gift card in a recent email. The technician asks the user to describe any unusual activity, such as slow performance, excessive pop-ups, and browser redirections. Which of the following should the technician do NEXT?

- A. Advise the user to run a complete system scan using the OS anti-malware application
- B. Guide the user to reboot the machine into safe mode and verify whether the anomalous activities are still present
- C. Have the user check for recently installed applications and outline those installed since the link in the email was clicked
- D. Instruct the user to disconnect the Ethernet connection to the corporate network.

**Answer:** D

#### Explanation:

First thing you want to do is quarantine/disconnect the affected system from the network so whatever malicious software doesn't spread.

#### NEW QUESTION 92

A technician is tasked with configuring a computer for a visually impaired user. Which of the following utilities should the technician use?

- A. Device Manager
- B. System
- C. Ease of Access Center
- D. Programs and Features

**Answer:** C

#### Explanation:

The Ease of Access Center is a built-in utility in Windows that provides tools and options for making a computer easier to use for individuals with disabilities, including the visually impaired. In the Ease of Access Center, the technician can turn on options like high contrast display, screen magnification, and screen reader software to help the user better interact with the computer.

#### NEW QUESTION 94

A technician is installing new network equipment in a SOHO and wants to ensure the equipment is secured against external threats on the Internet. Which of the following actions should the technician do FIRST?

- A. Lock all devices in a closet.
- B. Ensure all devices are from the same manufacturer.
- C. Change the default administrative password.
- D. Install the latest operating system and patches

**Answer:** C

#### Explanation:

The technician should change the default administrative password FIRST to ensure the network equipment is secured against external threats on the Internet. Changing the default administrative password is a basic security measure that can help prevent unauthorized access to the network equipment. Locking all devices in a closet is a physical security measure that can help prevent theft or damage to the devices, but it does not address external threats on the Internet. Ensuring all devices are from the same manufacturer is not a security measure and does not address external threats on the Internet. Installing the latest operating system and patches is important for maintaining the security of the network equipment, but it is not the first action the technician should take.

#### NEW QUESTION 99

Which of the following is the MOST important environmental concern inside a data center?

- A. Battery disposal
- B. Electrostatic discharge mats
- C. Toner disposal
- D. Humidity levels

**Answer:** D

#### Explanation:

One of the most important environmental concerns inside a data center is the level of humidity. High levels of humidity can cause condensation, which can result in corrosion of components and other equipment. Low levels of humidity can cause static electricity to build up, potentially leading to electrostatic discharge (ESD) and damage to components. Therefore, it is crucial to maintain a relative humidity range of 40-60% in a data center to protect the equipment and ensure proper operation.

#### NEW QUESTION 102

A technician receives a call from a user who is on vacation. The user provides the necessary credentials and asks the technician to log in to the user's account and read a critical email that the user has been expecting. The technician refuses because this is a violation of the:

- A. acceptable use policy.
- B. regulatory compliance requirements.
- C. non-disclosure agreement
- D. incident response procedures

**Answer:** A

#### Explanation:

Logging into a user's account without their explicit permission is a violation of the acceptable use policy, which outlines the rules and regulations by which a user must abide while using a computer system. By logging into the user's account without their permission, the technician would be violating this policy. Additionally,

this action could be seen as a breach of confidentiality, as the technician would have access to information that should remain confidential.

#### NEW QUESTION 107

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

**Answer:** D

#### Explanation:

The laptop has an additional option under power and sleep settings that desktops do not have. Switching to do nothing prevents the screen from turning off when closed.

#### NEW QUESTION 109

A technician is installing a new business application on a user's desktop computer. The machine is running Windows 10 Enterprise 32-bit operating system. Which of the following files should the technician execute in order to complete the installation?

- A. Installer\_x64.exe
- B. Installer\_Files.zip
- C. Installer\_32.msi
- D. Installer\_x86.exe
- E. Installer\_Win10Enterprise.dmg

**Answer:** D

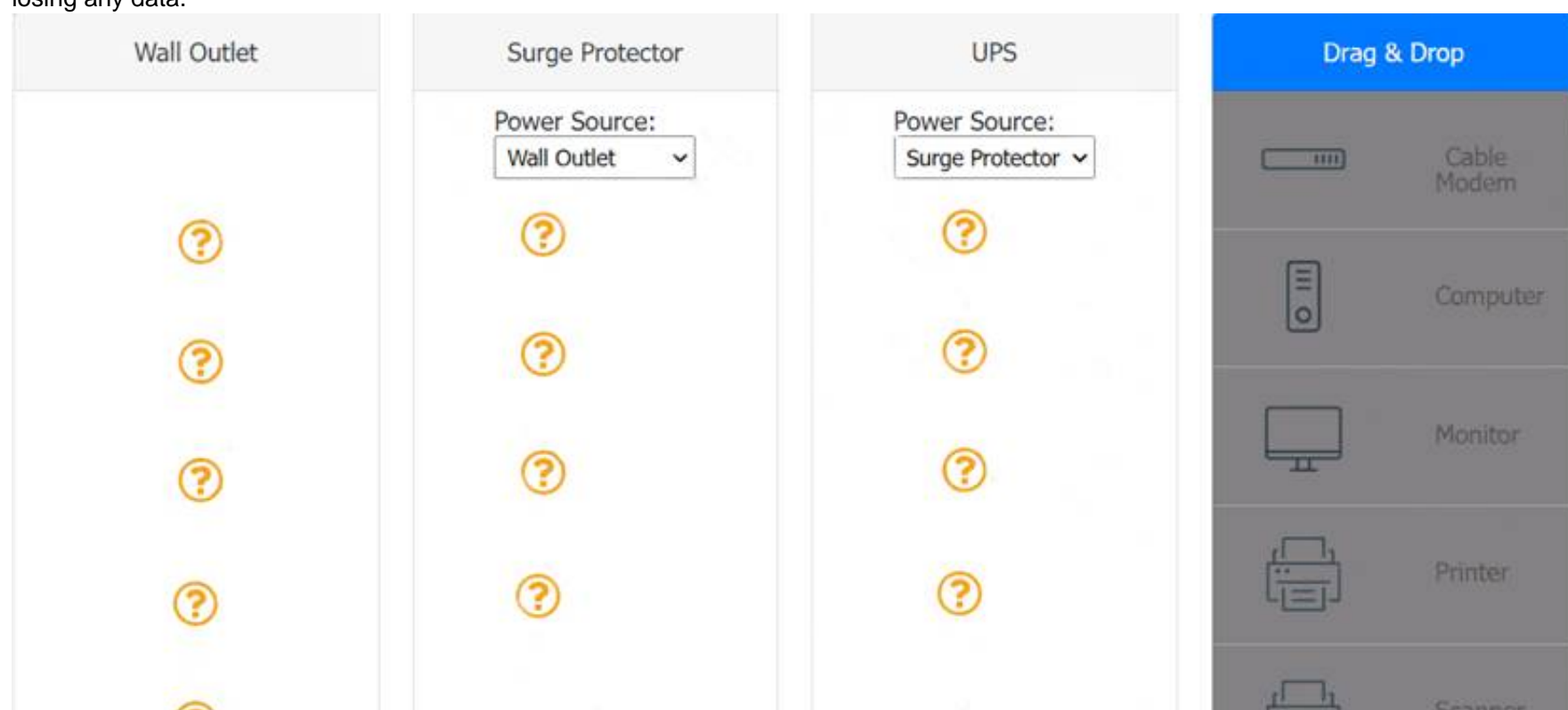
#### Explanation:

The 32-bit operating system can only run 32-bit applications, so the technician should execute the 32-bit installer. The "x86" in the file name refers to the 32-bit architecture.

<https://www.digitaltrends.com/computing/32-bit-vs-64-bit-operating-systems/>

#### NEW QUESTION 111

A customer recently experienced a power outage at a SOHO. The customer does not think the components are connected properly. A print job continued running for several minutes after the power failed, but the customer was not able to interact with the computer. Once the UPS stopped beeping, all functioning devices also turned off. In case of a future power failure, the customer wants to have the most time available to save cloud documents and shut down the computer without losing any data.



- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

UPS > Surge protector = Computer, wifi router, cable modem Surge protector = wallOutlet , printer and scanner

#### NEW QUESTION 112

A company needs to securely dispose of data stored on optical discs. Which of the following is the MOST effective method to accomplish this task?



- A. Degaussing
- B. Low-level formatting
- C. Recycling
- D. Shredding

**Answer:** D

**Explanation:**

Shredding is the most effective method to securely dispose of data stored on optical discs<sup>12</sup> References: 4. How Can I Safely Destroy Sensitive Data CDs/DVDs? - How-To Geek. Retrieved from <https://www.howtogeek.com/174307/how-can-i-safely-destroy-sensitive-data-cdsdvds/> 5. Disposal — UK Data Service. Retrieved from <https://ukdataservice.ac.uk/learning-hub/research-data-management/store-your-data/disposal/>

**NEW QUESTION 113**

A technician is configuring a new Windows laptop Corporate policy requires that mobile devices make use of full disk encryption at all times Which of the following encryption solutions should the technician choose?

- A. Encrypting File System
- B. FileVault
- C. BitLocker
- D. Encrypted LVM

**Answer:** A

**Explanation:**

The encryption solution that the technician should choose when configuring a new Windows laptop and corporate policy requires that mobile devices make use of full disk encryption at all times is BitLocker. This is because BitLocker is a full-disk encryption feature that encrypts all data on a hard drive and is included with Windows

**NEW QUESTION 118**

A user wants to set up speech recognition on a PC In which of the following Windows Settings tools can the user enable this option?

- A. Language
- B. System
- C. Personalization
- D. Ease of Access

**Answer:** D

**Explanation:**

The user can enable speech recognition on a PC in the Ease of Access settings tool. To set up Speech Recognition on a Windows PC, the user should open Control Panel, click on Ease of Access, click on Speech Recognition, and click the Start Speech Recognition link. Language settings can be used to change the language of the speech recognition feature, but they will not enable the feature. System settings can be used to configure the hardware and software of the PC, but they will not enable the speech recognition feature. Personalization settings can be used to customize the appearance and behavior of the PC, but they will not enable the speech recognition feature<sup>1</sup> Open up ease of access, click on speech, then there is an on and off button for speech recognition.

**NEW QUESTION 122**

A user calls the help desk and reports a workstation is infected with malicious software. Which of the following tools should the help desk technician use to remove the malicious software? (Select TWO).

- A. File Explorer
- B. User Account Control
- C. Windows Backup and Restore
- D. Windows Firewall
- E. Windows Defender
- F. Network Packet Analyzer

**Answer:** AE

**Explanation:**

The correct answers are E. Windows Defender and A. File Explorer. Windows Defender is a built-in antivirus program that can detect and remove malicious software from a workstation. File Explorer can be used to locate and delete files associated with the malicious software<sup>1</sup>

**NEW QUESTION 125**

A technician is working to resolve a Wi-Fi network issue at a doctor's office that is located next to an apartment complex. The technician discovers that employees and patients are not the only people on the network. Which of the following should the technician do to BEST minimize this issue?

- A. Disable unused ports.
- B. Remove the guest network
- C. Add a password to the guest network
- D. Change the network channel.

**Answer:** D

**Explanation:**

Changing the network channel is the best solution to minimize the issue of employees and patients not being the only people on the Wi-Fi network<sup>5</sup> References: 3. Sample CompTIA Security+ exam questions and answers. Retrieved from

<https://www.techtarget.com/searchsecurity/quiz/Sample-CompTIA-Security-exam-questions-and-answers>

#### NEW QUESTION 128

A Microsoft Windows PC needs to be set up for a user at a target corporation. The user will need access to the corporate domain to access email and shared drives. Which of the following versions of Windows would a technician MOST likely deploy for the user?

- A. Windows Enterprise Edition
- B. Windows Professional Edition
- C. Windows Server Standard Edition
- D. Windows Home Edition

**Answer:** B

#### Explanation:

The Windows Professional Edition is the most likely version that a technician would deploy for a user at a target corporation. This version of Windows is designed for business use and provides the necessary features and capabilities that a user would need to access the corporate domain, such as email and shared drives.

#### NEW QUESTION 131

Welcome to your first day as a Fictional Company. LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

Click on individual tickers to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the 'issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify Resolve drop-down menu.

Details

#8675310

Open

Priority

Low

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

Unable to access Z: on my computer, but I can manually enter the location in the window.

Attachments

[File Explorer.jpg](#)

Issue

Resolution

Verify/Resolve

Close Ticket

TEST QUESTION

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

Instructions

Click on individual tickets to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the 'Issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the 'Verify/Resolve' drop-down menu.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Show Question

Reset All Answers

	Date	Priority	
ing to boot. Screen i...	7/15/2022	High	
o access Z: on my co...	7/13/2022	Low	

Issue

Corrupt OS

Recent Windows Updates

Graphics Drive Updates

BSOD

Printing Issues

Limited Network Connectivity

Services Failed to Start

User Profile is Corrupted

Application Crash

User cannot access shared resource

URL contains typo

Resolution

Reinstall Operating System

Rollback Updates

Rollback Drivers

Repair Application

Restart Print Spooler

Disable Network Adapter

Update Network Drivers

Refresh DHCP

Rebuild Windows Profile

Apply Updates

Repair Installation

Restore from Recovery Partition

Remap network drive

Verify integrity of disk drive

Instate screen share session with user

Windows recovery environment

Inform user of AUP violation

Verify/Resolve

chkdsk

cdm

diskpart

sfc

cd

ctrl + alt + del

net use

net user

netstat

netsh

bootrec

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Graphical user interface, text, application Description automatically generated

Details

#8675310

Open

Priority

Low

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

Unable to access Z: on my computer, but I can manually enter the location in the window.

Attachments

[File Explorer.jpg](#)

Issue

Corrupt OS

Resolution

Reinstall Operating System

Verify/Resolve

chkdsk

Close Ticket

### NEW QUESTION 133

A user reports a computer is running slow. Which of the following tools will help a technician identify the issue?

- A. Disk Cleanup
- B. Group Policy Editor
- C. Disk Management
- D. Resource Monitor

**Answer:** D

#### Explanation:

Resource Monitor is a Windows utility that can be used to monitor and analyze the system resources and processes running on a computer. It can be used to identify and troubleshoot any issues that might be causing the computer to run slowly, such as CPU usage, memory usage, disk I/O, and network usage.

### NEW QUESTION 137

A user reports that the hard drive activity light on a Windows 10 desktop computer has been steadily lit for more than an hour, and performance is severely degraded. Which of the following tabs in Task Manager would contain the information a technician would use to identify the cause of this issue?

- A. Services
- B. Processes
- C. Performance
- D. Startup

**Answer:** B

#### Explanation:

Processes tab in Task Manager would contain the information a technician would use to identify the cause of this issue. The Processes tab in Task Manager displays all the processes running on the computer, including the CPU and memory usage of each process. The technician can use this tab to identify the process that is causing the hard drive activity light to remain lit and the performance degradation<sup>1</sup>

### NEW QUESTION 138

A user receives a notification indicating the antivirus protection on a company laptop is out of date. A technician is able to ping the user's laptop. The technician checks the antivirus parent servers and sees the latest signatures have been installed. The technician then checks the user's laptop and finds the antivirus engine and definitions are current. Which of the following has MOST likely occurred?

- A. Ransomware
- B. Failed OS updates
- C. Adware
- D. Missing system files

**Answer:** B

#### Explanation:

The most likely reason for the antivirus protection on a company laptop being out of date is failed OS updates<sup>1</sup>. Antivirus software relies on the operating system to

function properly. If the operating system is not up-to-date, the antivirus software may not function properly and may not be able to receive the latest virus definitions and updates<sup>2</sup>. Therefore, it is important to keep the operating system up-to-date to ensure the antivirus software is functioning properly<sup>2</sup>.

#### NEW QUESTION 143

A technician is setting up a backup method on a workstation that only requires two sets of tapes to restore. Which of the following would BEST accomplish this task?

- A. Differential backup
- B. Off-site backup
- C. Incremental backup
- D. Full backup

**Answer:** D

#### Explanation:

A full backup involves creating a copy of all data on the workstation, including system files and user-created data, and storing it on a set of tapes. This ensures that all data is backed up, and ensures that the data can be restored in the event of a system failure or data loss.

#### NEW QUESTION 146

A laptop user is visually impaired and requires a different cursor color. Which of the following OS utilities is used to change the color of the cursor?

- A. Keyboard
- B. Touch pad
- C. Ease of Access Center
- D. Display settings

**Answer:** C

#### Explanation:

The OS utility used to change the color of the cursor in Windows is Ease of Access Center<sup>1</sup><sup>2</sup>

The user can change the cursor color by opening the Settings app, selecting Accessibility in the left sidebar selecting Mouse pointer and touch under Vision, and choosing one of the cursor options. The user can

select Custom to pick a color and use the Size slider to make the cursor larger or 1sm<sup>2</sup> aller

The Ease of Access Center in the Windows OS provides accessibility options for users with disabilities or impairments. One of these options allows the user to change the color and size of the cursor, making it more visible and easier to locate on the screen. The Keyboard and Touchpad settings do not offer the option to change cursor color, and Display Settings are used to adjust the resolution and other properties of the display. Therefore, C is the best answer. This information is covered in the CompTia A+ Core<sup>2</sup> documents/guide under the Accessibility section.

#### NEW QUESTION 149

Which of the following provide the BEST way to secure physical access to a data center server room? (Select TWO).

- A. Biometric lock
- B. Badge reader
- C. USB token
- D. Video surveillance
- E. Locking rack
- F. Access control vestibule

**Answer:** AB

#### Explanation:

A biometric lock requires an authorized user to provide a unique biometric identifier, such as a fingerprint, in order to gain access to the server room. A badge reader requires an authorized user to swipe an access card in order to gain access. Both of these methods ensure that only authorized personnel are able to access the server room. Additionally, video surveillance and access control vestibules can be used to further secure the server room. Finally, a locking rack can be used to physically secure the servers, so that they cannot be accessed without the appropriate key.

#### NEW QUESTION 152

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

**Answer:** C

#### Explanation:

Using disk-wiping software is the most secure method for removing information from past users' hard drives in order to reuse the hard drives. Disk-wiping software can help to ensure that all data on the hard drive is completely erased and cannot be recovered.

#### NEW QUESTION 155

A user is having phone issues after installing a new application that claims to optimize performance. The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

- A. Reset the phone to factory settings
- B. Uninstall the fraudulent application
- C. Increase the data plan limits



D. Disable the mobile hotspot.

**Answer:** B

**Explanation:**

Installing applications directly from a vendor's website can be risky, as the application may be malicious or fraudulent. Uninstalling the application can help mitigate the issue by removing the source of the problem.

**NEW QUESTION 158**

Following a recent power outage, several computers have been receiving errors when booting. The technician suspects file corruption has occurred. Which of the following steps should the technician try FIRST to correct the issue?

- A. Rebuild the Windows profiles.
- B. Restore the computers from backup.
- C. Reimage the computers.
- D. Run the System File Checker.

**Answer:** D

**Explanation:**

The technician should run the System File Checker (SFC) first to correct file corruption errors on computers after a power outage. SFC is a command-line utility that scans for and repairs corrupted system files. It can be run from the command prompt or from the Windows Recovery Environment. Rebuilding the Windows profiles, restoring the computers from backup, and reimaging the computers are more drastic measures that should be taken only if SFC fails to correct the issue<sup>1</sup>

**NEW QUESTION 161**

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.

**Answer:** C

**Explanation:**

The first step in troubleshooting is to check for any installed patches and roll them back one at a time until the issue is resolved. This can help to identify any patches that may be causing the issue and allow them to be removed.

**NEW QUESTION 162**

Which of the following change management documents includes how to uninstall a patch?

- A. Purpose of change
- B. Rollback plan
- C. Scope of change
- D. Risk analysis

**Answer:** B

**Explanation:**

The change management document that includes how to uninstall a patch is called the “rollback plan”. The rollback plan is a document that outlines the steps that should be taken to undo a change that has been made to a system. In the case of a patch, the rollback plan would include instructions on how to uninstall the patch if it causes problems or conflicts with other software<sup>12</sup>

**NEW QUESTION 166**

A Windows user reported that a pop-up indicated a security issue. During inspection, an antivirus system identified malware from a recent download, but it was unable to remove the malware. Which of the following actions would be BEST to remove the malware while also preserving the user's files?

- A. Run the virus scanner in an administrative mode.
- B. Reinstall the operating system.
- C. Reboot the system in safe mode and rescan.
- D. Manually delete the infected files.

**Answer:** C

**Explanation:**

Rebooting the system in safe mode will limit the number of programs and processes running, allowing the antivirus system to more effectively identify and remove the malware. Rescanning the system will allow the antivirus system to identify and remove the malware while preserving the user's files.

**NEW QUESTION 170**

A technician needs to transfer a large number of files over an unreliable connection. The technician should be able to resume the process if the connection is interrupted. Which of the following tools can be used?

- A. afc
- B. ehkdsd
- C. git clone
- D. zobocopy

**Answer:** A

**Explanation:**

The technician should use afc to transfer a large number of files over an unreliable connection and be able to resume the process if the connection is interrupted1

**NEW QUESTION 175**

A manager reports that staff members often forget the passwords to their mobile devices and applications. Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

- A. Enable multifactor authentication.
- B. Increase the failed log-in threshold.
- C. Remove complex password requirements.
- D. Implement a single sign-on with biometrics.

**Answer:** A

**Explanation:**

Multifactor authentication (MFA) is a security measure that requires users to provide multiple pieces of evidence when logging in to an account or system. This can include a combination of something the user knows (e.g. a password or PIN), something the user has (e.g. a security token or smartphone) and something the user is (e.g. biometrics such as a fingerprint or face scan). By enabling MFA, the systems administrator can ensure that users are required to provide multiple pieces of evidence when logging in, making it more difficult for unauthorized users to gain access to the system. This can help reduce the number of help desk tickets submitted due to forgotten passwords.

**NEW QUESTION 180**

A user connected a laptop to a wireless network and was tricked into providing login credentials for a website. Which of the following threats was used to carry out the attack?

- A. Zero day
- B. Vishing
- C. DDoS
- D. Evil twin

**Answer:** B

**Explanation:**

Vishing, also known as voice phishing, is a type of social engineering attack where the attacker tricks the victim into divulging sensitive information over the phone. In this case, the attacker tricked the user into providing login credentials for a website.

**NEW QUESTION 183**

An IT services company that supports a large government contract replaced the Ethernet cards on several hundred desktop machines to comply With regulatory requirements. Which of the following disposal methods for the non-compliant cards is the MOST environmentally friendly?

- A. incineration
- B. Resale
- C. Physical destruction
- D. Dumpster for recycling plastics

**Answer:** D

**Explanation:**

When disposing of non-compliant Ethernet cards, the most environmentally friendly option is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials. Additionally, recycling plastics helps to reduce the amount of toxic chemicals that can be released into the environment.

According to CompTIA A+ Core 2 documents, "The most environmentally friendly disposal method for non-compliant Ethernet cards is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials."

<https://sustainability.yale.edu/blog/how-sustainably-dispose-your-technological-waste>

**NEW QUESTION 184**

A user received the following error upon visiting a banking website:

The security presented by website was issued a different website' s address . A technician should instruct the user to:

- A. clear the browser cache and contact the bank.
- B. close out of the site and contact the bank.
- C. continue to the site and contact the bank.
- D. update the browser and contact the bank.

**Answer:** A

**Explanation:**

The technician should instruct the user to clear the browser cache and contact the bank (option A). This error indicates that the website the user is visiting is not the correct website and is likely due to a cached version of the website being stored in the user's browser. Clearing the browser cache should remove any stored versions of the website and allow the user to access the correct website. The user should also contact the bank to confirm that they are visiting the correct website and to report the error.

**NEW QUESTION 185**

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

- 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.

**Answer:** AC

**Explanation:**

The technician can close unnecessary applications and turn on autorotation to resolve these issues with minimal impact. Autorotation can help the device to switch between portrait and landscape modes automatically. Closing unnecessary applications can help to free up the device's memory and reduce the device's temperature<sup>1</sup>

**NEW QUESTION 186**

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

**Answer:** A

**Explanation:**

The smartphone's line was not provisioned with a data plan. The user is unable to use any internet-related functions on the smartphone when it is not connected to Wi-Fi because the smartphone's line was not provisioned with a data plan. The user can send and receive text messages and phone calls when the smartphone is not connected to Wi-Fi because these functions do not require an internet connection<sup>1</sup>

**NEW QUESTION 188**

A technician found that an employee is mining cryptocurrency on a work desktop. The company has decided that this action violates its guidelines. Which of the following should be updated to reflect this new requirement?

- A. MDM
- B. EULA
- C. IRP
- D. AUP

**Answer:** D

**Explanation:**

AUP (Acceptable Use Policy) should be updated to reflect this new requirement. The AUP is a document that outlines the acceptable use of technology within an organization. It is a set of rules that employees must follow when using company resources. The AUP should be updated to include a policy on cryptocurrency mining on work desktops

**NEW QUESTION 193**

A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

- A. Run a startup script that removes files by name.
- B. Provide a sample to the antivirus vendor.
- C. Manually check each machine.
- D. Monitor outbound network traffic.

**Answer:** C

**Explanation:**

The most effective way to check other machines on the network for this unknown threat is to manually check each machine. This can help to identify any other machines that may be infected with the unknown virus and allow them to be cleaned.

**NEW QUESTION 195**

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