CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

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NEW QUESTION 1
When trying to access a secure internal network, the user receives an error messaging stating, "There is a problem with this website's security certificate." The user reboots the desktop and tries to access the website again, but the issue persists. Which of the following should the user do to prevent this error from reoccurring?

A. Reimage the system and install SSL.
B. Install Trusted Root Certificate.
C. Select View Certificates and then Install Certificate.
D. Continue to access the website.

Answer: C

Explanation:
The error message indicates that the website's security certificate is not trusted by the user's device, which may prevent the user from accessing the secure internal network. To resolve this issue, the user can view the certificate details and install it on the device, which will add it to the trusted root certificate store. Reimaging the system and installing SSL, installing Trusted Root Certificate, or continuing to access the website are not recommended solutions, as they may compromise the security of the device or the network.

NEW QUESTION 2
A systems administrator is monitoring an unusual amount of network traffic from a kiosk machine and needs to Investigate to determine the source of the traffic. Which of the following tools can the administrator use to view which processes on the kiosk machine are connecting to the internet?

A. Resource Monitor
B. Performance Monitor
C. Command Prompt
D. System Information

Answer: A

Explanation:
Resource Monitor is a tool that shows the network activity of each process on a Windows machine, including the TCP connections and the sent and received bytes. Performance Monitor is a tool that shows the performance metrics of the system, such as CPU, memory, disk and network usage. Command Prompt is a tool that allows running commands and scripts on a Windows machine. System Information is a tool that shows the hardware and software configuration of a Windows machine. Verified References:
https://www.comptia.org/blog/how-to-use-resource-monitor https://www.comptia.org/certifications/a

NEW QUESTION 3
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

Answer: C

Explanation:
https://www.makeuseof.com/tag/difference-32-bit-64-bit-windows/
After upgrading from a 32-bit Windows OS to a 64-bit OS, the company will be able to fully take advantage of the RAM of the computer. This is because a 64-bit operating system is able to use larger amounts of RAM compared to a 32-bit operating system, which may benefit the system's overall performance if it has more than 4GB of RAM installed

NEW QUESTION 4
A hotel's Wi-Fi was used to steal information on a corporate laptop. A technician notes the following security log:
SRC: 192.168.1.1/secrets.zip Protocol SMB >> DST: 192.168.1.50/capture The technician analyses the following Windows firewall information:

Port	Status	Direction
1	Open	In/Out
445	Open	In/Out
25	Open	Out
110	Open	In/Out
53	Open	In/Out

Which of the following protocols most likely allowed the data theft to occur?

A. 1
B. 53
C. 110
D. 445

Answer: D

Explanation:
The protocol that most likely allowed the data theft to occur is SMB over TCP port 445. SMB is a network file sharing protocol that enables access to files, printers, and other resources on a network. Port 445 is used by SMB to communicate directly over TCP without the need for NetBIOS, which is an older and less secure protocol. The security log shows that the source IP address 192.168.1.1 sent a file named secrets.zip using SMB protocol to the destination IP address 192.168.1.50, which captured the file. The Windows firewall information shows that port 445 is enabled for inbound and outbound traffic, which means that it is not blocked by the firewall. Therefore, port 445 is the most likely port that was exploited by the attacker to steal the data from the corporate laptop.
References:
? SMB port number: Ports 445, 139, 138, and 137 explained1
? What is an SMB Port + Ports 445 and 139 Explained2
? CompTIA A+ Certification Exam Core 2 Objectives3

NEW QUESTION 5
A technician at a customer site is troubleshooting a laptop A software update needs to be downloaded but the company's proxy is blocking traffic to the update site. Which of the following should the technician perform?

A. Change the DNS address to 1.1.1.1
B. Update Group Policy
C. Add the site to the client's exceptions list
D. Verity the software license is current.

Answer: C

Explanation:
The technician should add the update site to the client’s exceptions list to bypass the proxy. This can be done through the client’s web browser settings, where the proxy settings can be configured. By adding the update site to the exceptions list, the client will be able to access the site and download the software update.

NEW QUESTION 6
A Windows user recently replaced a computer The user can access the public internet on the computer; however, an internal site at https7/companyintranet.com:8888 is no longer loading. Which of the following should a technician adjust to resolve the issue?

A. Default gateway settings
B. DHCP settings
C. IP address settings
D. Firewall settings
E. Antivirus settings

Answer: D

Explanation:
The technician should adjust the firewall settings to resolve the issue of not being able to access an internal site at https://companyintranet.com:8888. The firewall settings control how the firewall filters and allows network traffic based on rules and policies. The firewall settings may be blocking or preventing the access to the internal site by mistake or by default, especially if the site uses a non-standard port number such as 8888. The technician should check and modify the firewall settings to allow the access to the internal site or its port number. Default gateway settings determine how a computer connects to other networks or the internet. Default gateway settings are not likely to cause the issue of not being able to access an internal site if the user can access the public internet. DHCP settings determine how a computer obtains its IP address and other network configuration parameters automatically from a DHCP server. DHCP settings are not likely to cause the issue of not being able to access an internal site if the user can access other network resources. IP address settings determine how a computer identifies itself and communicates with other devices on a network. IP address settings are not likely to cause the issue of not being able to access an internal site if the user can access other network resources. Antivirus settings control how the antivirus software scans and protects the computer from malware and threats. Antivirus settings are less likely to cause the issue of not being able to access an internal site than firewall settings, unless the antivirus software has its own firewall feature that may interfere with the network traffic. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 1.6

NEW QUESTION 7
A technician installs specialized software on a workstation. The technician then attempts to run the software. The workstation displays a message indicating the software is not authorized to run. Which of the following should the technician do to most likely resolve the issue?

A. Install the software in safe mode.
B. Attach the external hardware token.
C. Install OS updates.
D. Restart the workstation after installation.

Answer: B

Explanation:
A hardware token is a physical device that provides an additional layer of security for software authorization. Some specialized software may require a hardware token to be attached to the workstation in order to run. A hardware token may contain a cryptographic key, a password, or a one-time code that verifies the user’s identity or permission. Installing the software in safe mode, installing OS updates, and restarting the workstation after installation are not likely to resolve the issue of software authorization.

NEW QUESTION 8
A technician is in the process of installing a new hard drive on a server but is called away to another task. The drive has been unpackaged and left on a desk. Which of the following should the technician perform before leaving?

A. Ask coworkers to make sure no one touches the hard drive.
B. Leave the hard drive on the table; it will be okay while the other task is completed.
C. Place the hard drive in an antistatic bag and secure the area containing the hard drive.
D. Connect an electrostatic discharge strap to the drive.

Answer: C

Explanation:
The technician should place the hard drive in an antistatic bag and secure the area containing the hard drive before leaving. This will protect the hard drive from electrostatic discharge (ESD), dust, moisture, and physical damage. Asking coworkers to make sure no one touches the hard drive is not a reliable or secure way to prevent damage. Leaving the hard drive on the table exposes it to ESD and other environmental hazards. Connecting an electrostatic discharge strap to the drive is not enough to protect it from dust, moisture, and physical damage.

NEW QUESTION 9
A technician is preparing to remediate a Trojan virus that was found on a workstation. Which of the following steps should the technician complete BEFORE removing the virus?

A. Disable System Restore.
B. Schedule a malware scan.
C. Educate the end user.
D. Run Windows Update.

Answer: A

Explanation:
Before removing a Trojan virus from a workstation, a technician should disable System Restore. System Restore is a feature that allows users to restore their system to a previous state in case of problems or errors. However, System Restore can also restore infected files or registry entries that were removed by antivirus software or manual actions. By disabling System Restore, a technician can ensure that the Trojan virus is completely removed and does not reappear after a system restore operation. Scheduling a malware scan may help detect and remove some malware but may not be effective against all types of Trojan viruses. Educating the end user may help prevent future infections but does not address the current issue of removing the Trojan virus. Running Windows Update may help patch some security vulnerabilities but does not guarantee that the Trojan virus will be removed. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 1.3

NEW QUESTION 10
A user is unable to access files on a work PC after opening a text document. The text document was labeled "URGENT PLEASE READ.txt - In active folder, .txt file titled urgent please read". Which of the following should a support technician do FIRST?

A. Quarantine the host in the antivirus system.
B. Run antivirus scan tor malicious software.
C. Investigate how malicious software was Installed.
D. Reimage the computer.

Answer: B

Explanation:
Running an antivirus scan for malicious software is the first step that a support technician should do when a user reports a virus on a PC. The antivirus scan can detect and remove the virus, as well as prevent further damage or infection. Quarantining the host, investigating how the malware was installed and reimaging the computer are possible steps that can be done after running the antivirus scan, depending on the situation and the results of the scan. Verified References: https://www.comptia.org/blog/how-to- remove-a-virus https://www.comptia.org/certifications/a

NEW QUESTION 10
A remote user is experiencing issues connecting to a corporate email account on a laptop. The user clicks the internet connection icon and does not recognize the connected Wi-Fi. The help desk technician, who is troubleshooting the issue, assumes this is a rogue access point. Which of the following is the first action the technician should take?

A. Restart the wireless adapter.
B. Launch the browser to see if it redirects to an unknown site.
C. Instruct the user to disconnect the Wi-Fi.
D. Instruct the user to run the installed antivirus software.

Answer: C

Explanation:
Instructing the user to disconnect the Wi-Fi is the first action the technician should take if they suspect a rogue access point. A rogue access point is an unauthorized wireless network that could be used to intercept or manipulate network traffic, compromise security, or launch attacks. Disconnecting the Wi-Fi would prevent further exposure or damage to the user's device or data. Restarting the wireless adapter, launching the browser, or running the antivirus software are possible actions to take after disconnecting the Wi-Fi, but they are not as urgent or effective as the first step. References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 22
? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Cert Guide, page 456

NEW QUESTION 12
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 training1. Users should be trained to recognize spam messages and avoid opening them1. They should also be trained to report spam messages to the IT department so that appropriate action can be taken1. In addition, users should be trained to avoid clicking on links or downloading attachments from unknown sources1. By providing user training, the management team can reduce the risk of users opening spam messages and potentially infecting the network systems1.

NEW QUESTION 17
A technician needs to track evidence for a forensic investigation on a Windows computer. Which of the following describes this process?

A. Valid license
B. Data retention requirements
C. Material safety data sheet
D. Chain of custody

Answer: D

Explanation:
Chain of custody is a legal term that refers to the chronological documentation or paper trail that records the sequence of custody, control, transfer, analysis, and disposition of materials, including physical or electronic evidence1. It is important in forensic investigations to establish that the evidence is in fact related to the case, and that it has not been tampered with or contaminated. A technician needs to track evidence for a forensic investigation on a Windows computer by following the proper procedures for collecting, handling, storing, and analyzing the evidence, and documenting every step of the process on a chain of custody form23

NEW QUESTION 19
Which of the following macOS features can help a user close an application that has stopped responding?

A. Finder
B. Mission Control
C. System Preferences
D. Force Quit

Answer: D

Explanation:
The correct answer is D. Force Quit. Force Quit is a macOS feature that allows users to close an application that has stopped responding. To use Force Quit, users can press and hold Option (or Alt), Command, and Esc (Escape) keys together, or choose Force Quit from the Apple menu in the corner of the screen. A Force Quit window will open, where users can select the application that they want to close and click Force Quit123.
References and Explanation
? The web search results provide information about how to force an app to quit on
Mac using different methods, such as keyboard shortcuts, mouse clicks, or menu options. The results also explain what to do if the app cannot be forced to quit or if the Mac does not respond.
? The first result1 is from the official Apple Support website and provides detailed
instructions and screenshots on how to force an app to quit on Mac using the keyboard shortcut or the Apple menu. It also explains how to force quit the Finder app and how to restart or turn off the Mac if needed.
? The second result2 is from the same website but for a different region (UK). It has
the same content as the first result but with some minor differences in spelling and wording.
? The third result4 is from a website called Lifehacker that provides tips and tricks for
various topics, including technology. It compares how to close a program that is not responding on different operating systems, such as Windows, Mac, and Linux. It briefly mentions how to force quit an app on Mac using the keyboard shortcut or the mouse click.
? The fourth result3 is from a website called Parallels that provides software
solutions for running Windows on Mac. It focuses on how to force quit an app on Mac using the keyboard shortcut and provides a video tutorial and a screenshot on how to do it. It also suggests some alternative ways to close an app that is not responding, such as using Activity Monitor or Terminal commands.

NEW QUESTION 21
Antivirus software indicates that a workstation is infected with ransomware that cannot be quarantined. Which of the following should be performed first to prevent further damage to the host and other systems?

A. Turn off the machine.
B. Run a full antivirus scan.
C. Remove the LAN card.
D. Install a different endpoint solution.

Answer: A

Explanation:
Turning off the machine is the first and most urgent step to prevent further damage to the host and other systems. Ransomware can encrypt files, steal data, and spread to other devices on the network if the infected machine remains online. Turning off the machine will stop the ransomware process and isolate the machine from the network12. The other options are either ineffective or risky. Running a full antivirus scan may not detect or remove the ransomware, especially if it is a new or unknown variant. Removing the LAN card may disconnect the machine from the network, but it will not stop the ransomware from encrypting or deleting files on the local drive. Installing a different endpoint solution may not be possible or helpful if the ransomware has already compromised the system or blocked the installation.

References: 1 3 steps to prevent and recover from ransomware(https://www.microsoft.com/en-us/security/blog/2021/09/07/3-steps-to-prevent- and-recover-from-ransomware/)2 #StopRansomware Guide | CISA(https://www.cisa.gov/stopransomware/ransomware-guide).

NEW QUESTION 22
Which of the following features allows a technician to configure policies in a Windows 10 Professional desktop?

A. gpedit
B. gpmc
C. gpresult
D. gpupdate

Answer: A

Explanation:
The feature that allows a technician to configure policies in a Windows 10 Professional desktop is gpedit. Gpedit is a command that opens the Local Group Policy Editor, which is a utility that allows users to view and modify local group policies on their Windows PC. Local group policies are a set of rules and settings that control the behavior and configuration of the system and its users. Local group policies can be used to configure policies such as security, network, software installation and user rights. Gpmc is a command that opens the Group Policy Management Console, which is a utility that allows users to view and modify domain-based group policies on a Windows Server. Domain- based group policies are a set of rules and settings that control the behavior and configuration of the computers and users in a domain. Domain-based group policies are not available on a Windows 10 Professional desktop. Gpresult is a command that displays the result of applying group policies on a Windows PC. Gpresult can be used to troubleshoot or verify group policy settings but not to configure them. Gpupdate is a command that updates or refreshes the group policy settings on a Windows PC. Gpupdate can be used to apply new or changed group policy settings but not to configure them.
References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 1.6

NEW QUESTION 27
A technician is modifying the default home page of all the workstations in a company. Which of the following will help to implement this change?

A. Group Policy
B. Browser extension
C. System Configuration
D. Task Scheduler

Answer: A

Explanation:
Group Policy is a feature of Windows that allows administrators to centrally manage and configure the settings of computers and users in a domain network. Group Policy can be used to modify the default home page of all the workstations in a company by creating and applying a policy that specifies the desired URL for the home page. This way, the change will be automatically applied to all the workstations that are joined to the domain and receive the policy.

NEW QUESTION 30
A technician is creating a tunnel that hides IP addresses and secures all network traffic. Which of the following protocols is capable of enduring enhanced security?

A. DNS
B. IPS
C. VPN
D. SSH

Answer: C

Explanation:
A VPN (virtual private network) is a protocol that creates a secure tunnel between two devices over the internet, hiding their IP addresses and encrypting their traffic. DNS (domain name system) is a protocol that translates domain names to IP addresses. IPS (intrusion prevention system) is a device that monitors and blocks malicious network traffic. SSH (secure shell) is a protocol that allows remote access and command execution on another device. Verified References: https://www.comptia.org/blog/what-is-a-vpn
https://www.comptia.org/certifications/a

NEW QUESTION 31
Which of the following would MOST likely be deployed to enhance physical security for a building? (Select TWO).

A. Multifactor authentication
B. Badge reader
C. Personal identification number
D. Firewall
E. Motion sensor
F. Soft token

Answer: BE

Explanation:
Badge reader and motion sensor are devices that can be deployed to enhance physical security for a building. A badge reader is a device that scans and verifies an identification card or tag that grants access to authorized personnel only. A badge reader can help prevent unauthorized entry or intrusion into a building or a restricted area. A motion sensor is a device that detects movement and triggers an alarm or an action when motion is detected. A motion sensor can help deter or alert potential intruders or trespassers in a building or an area. Multifactor authentication is a method of verifying identity using two or more factors, such as something you know, something you have or something you are. Multifactor authentication is not a device that can be deployed to enhance physical security for a building but a technique that can be used to enhance logical security for systems or services. Personal identification number is a numeric code that can be used as part of authentication or access control. Personal identification number is not a device that can be deployed to enhance physical

security for a building but an example of something you know factor in multifactor authentication. Firewall is a device or software that filters network traffic based on rules and policies. Firewall is not a device that can be deployed to enhance physical security for a building but a device that can be used to enhance network security for systems or services. Soft token is an application or software that generates one-time passwords or codes for authentication purposes. Soft token is not a device that can be deployed to enhance physical security for a building but an example of something you have factor in multifactor authentication. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 3.3

NEW QUESTION 35
A user reports a virus is on a PC. The user installs additional real-lime protection antivirus software, and the PC begins performing extremely slow. Which of the following steps should the technician take to resolve the issue?

A. Uninstall one antivirus software program and install a different one.
B. Launch Windows Update, and then download and install OS updates
C. Activate real-time protection on both antivirus software programs
D. Enable the quarantine feature on both antivirus software programs.
E. Remove the user-installed antivirus software program.

Answer: E

Explanation:
Removing the user-installed antivirus software program is the best way to resolve the issue of extremely slow performance caused by installing additional real-time protection antivirus software on a PC. Having more than one antivirus software program running at the same time can cause conflicts, resource consumption and performance degradation. Uninstalling one antivirus software program and installing a different one, activating real-time protection on both antivirus software programs, enabling the quarantine feature on both antivirus software programs and launching Windows Update are not effective ways to resolve the issue. Verified References: https://www.comptia.org/blog/why- you-shouldnt-run-multiple-antivirus-programs-at-the-same-time https://www.comptia.org/certifications/a

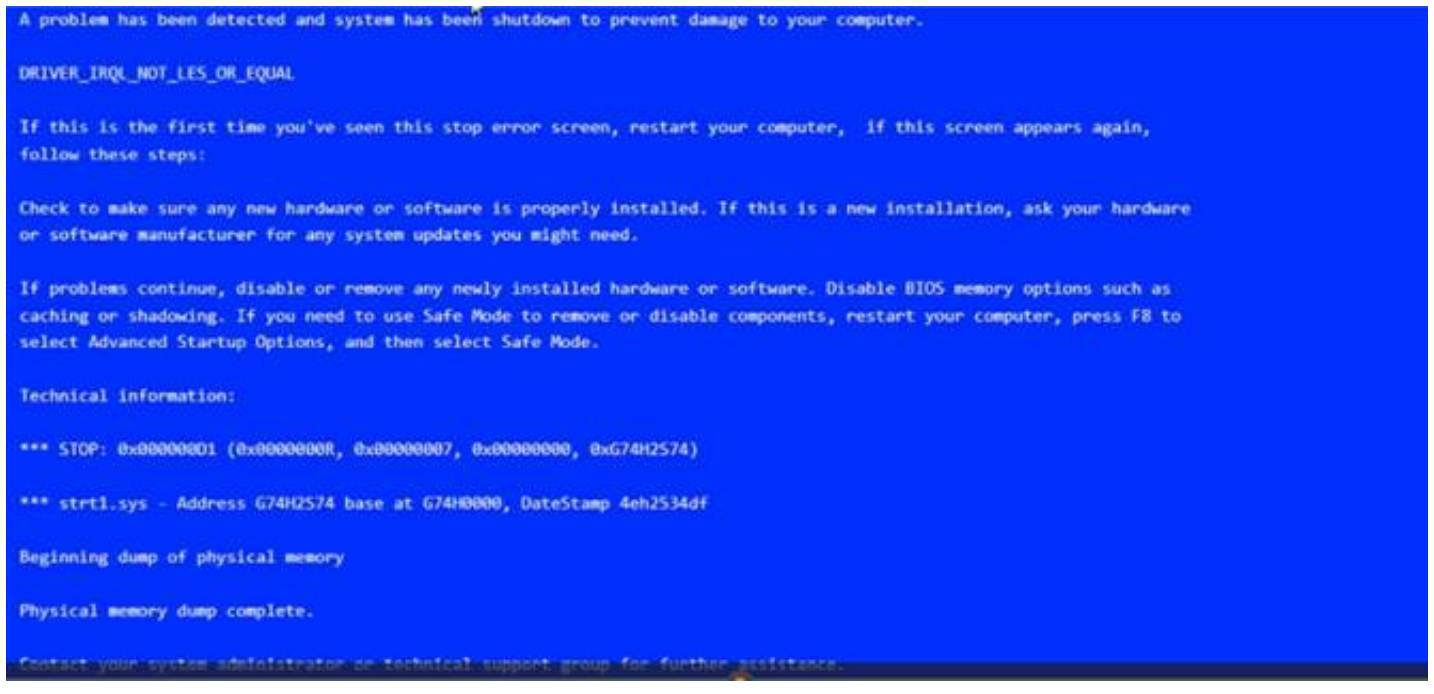
NEW QUESTION 36
A computer on a corporate network has a malware infection. Which of the following would be the BEST method for returning the computer to service?

A. Scanning the system with a Linux live disc, flashing the BIOS, and then returning the computer to service
B. Flashing the BIOS, reformatting the drive, and then reinstalling the OS
C. Degaussing the hard drive, flashing the BIOS, and then reinstalling the OS
D. Reinstalling the O
E. flashing the BIOS, and then scanning with on-premises antivirus

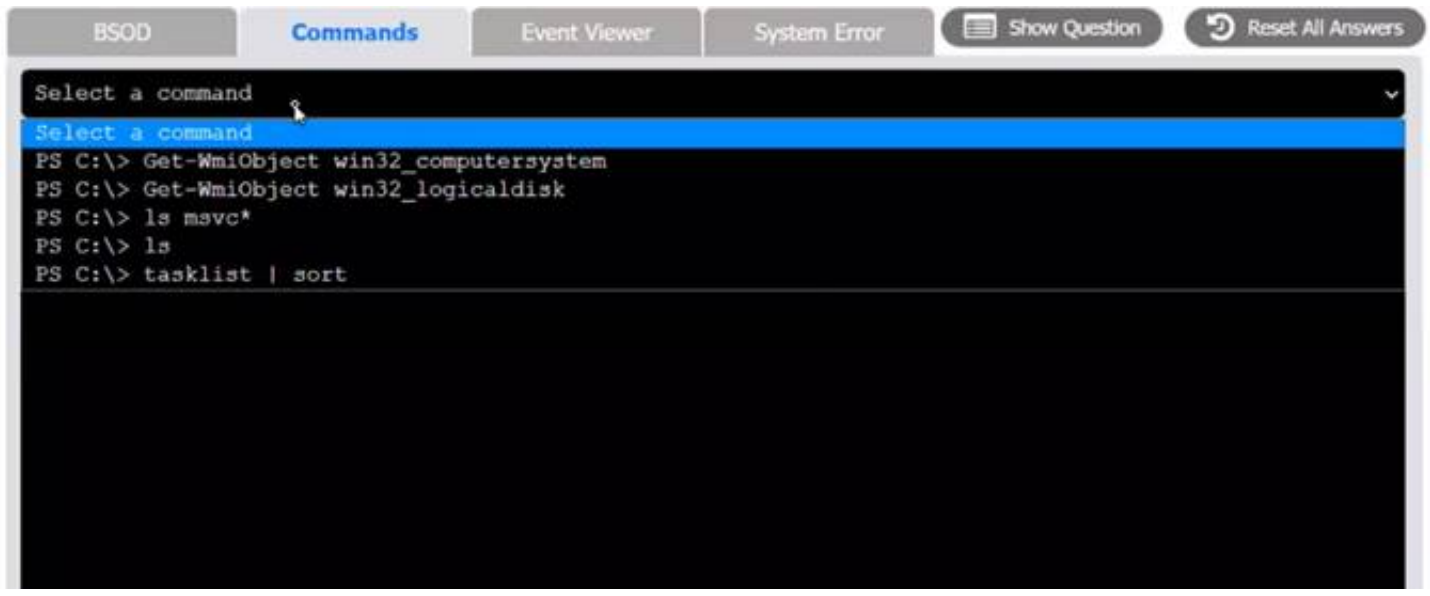
Answer: B

Explanation:
Flashing the BIOS, reformatting the drive, and then reinstalling the OS is the best method for returning a computer with a malware infection to service. Flashing the BIOS updates the firmware of the motherboard and can remove any malware that may have infected it. Reformatting the drive erases all data on it and can remove any malware that may have infected it. Reinstalling the OS restores the system files and settings to their original state and can remove any malware that may have modified them. Scanning the system with a Linux live disc may not detect or remove all malware infections. Degaussing the hard drive is an extreme method of destroying data that may damage the drive beyond repair. Reinstalling the OS before flashing the BIOS or scanning with antivirus may not remove malware infections that persist in the BIOS or other files.

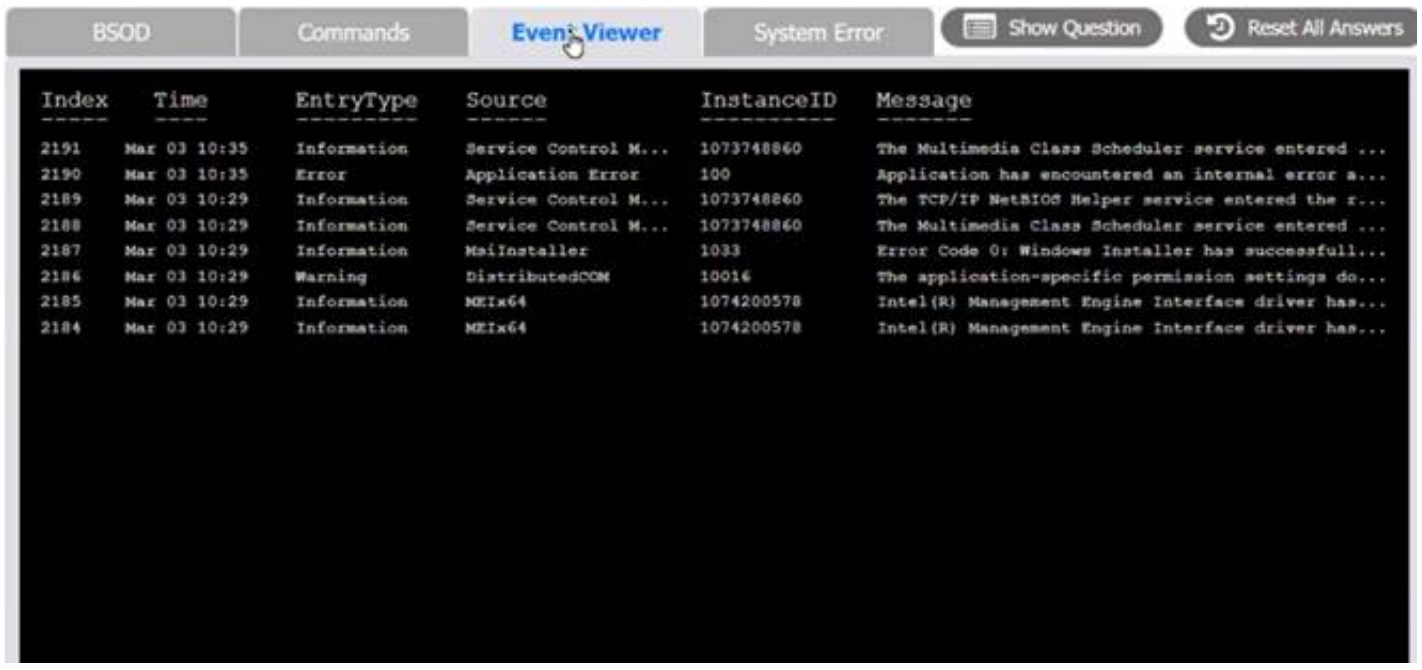
NEW QUESTION 37
SIMULATION
A user reports that after a recent software deployment to upgrade applications, the user can no longer use the Testing program.
However, other employees can successfully use the Testing program.
INSTRUCTIONS
Review the information in each tab to verify the results of the deployment and resolve any issues discovered by selecting the:
? Index number of the Event Viewer issue
? First command to resolve the issue
? Second command to resolve the issue
BSOD



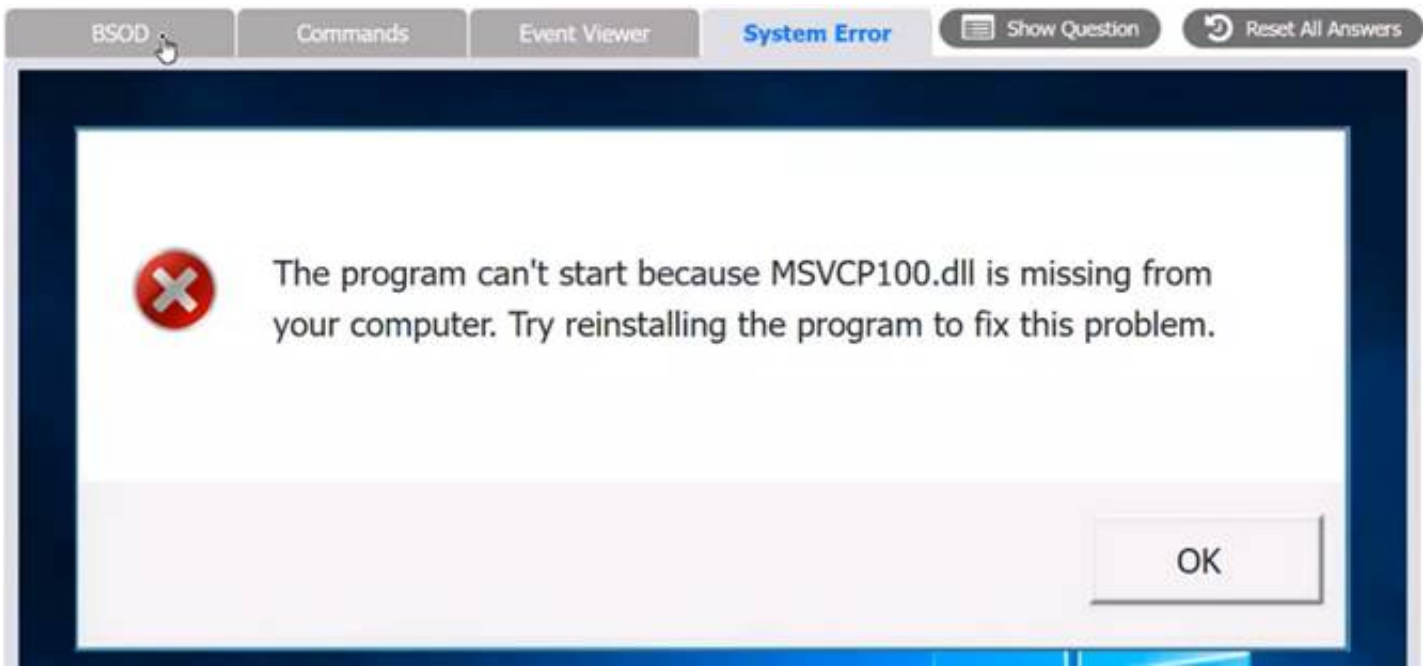
Commands:

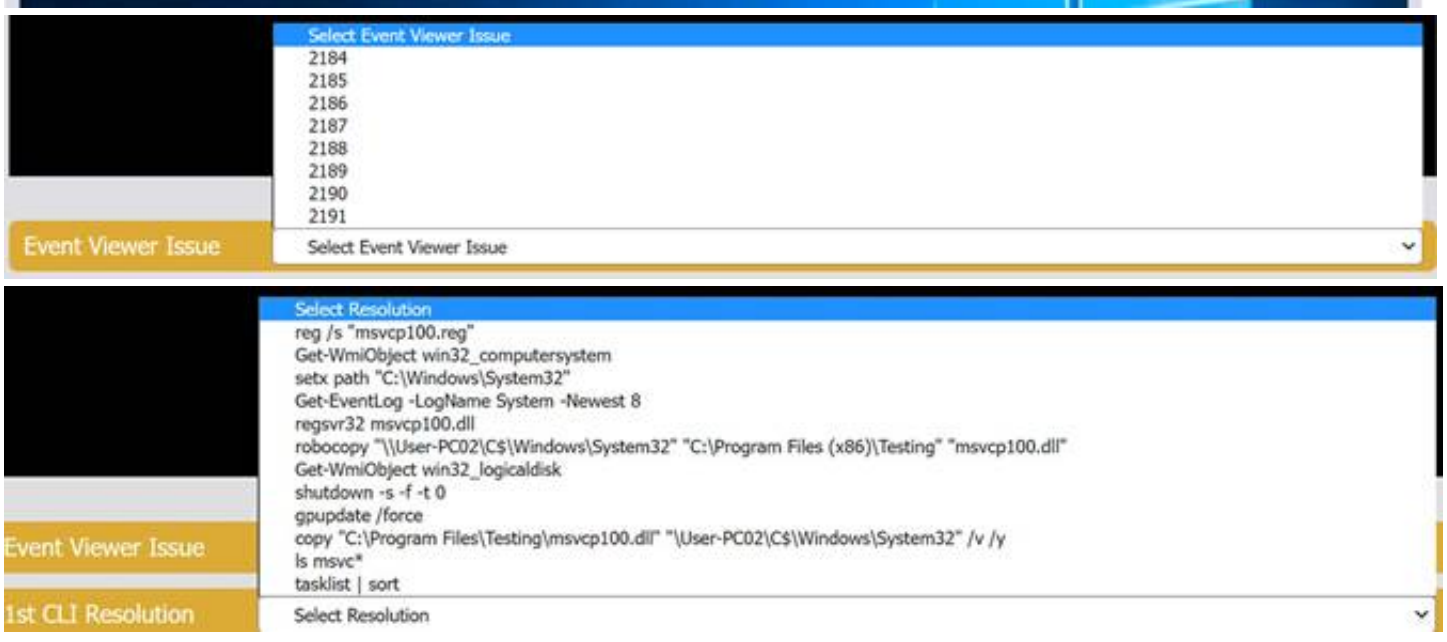


Event Viewer:



System Error:

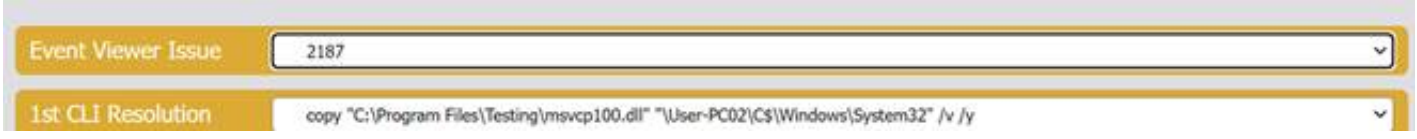




A. Mastered
B. Not Mastered

Answer: A

Explanation:



The user is experiencing a system error that prevents them from using the Testing program. The error message indicates that the file MSVCP100.dll is missing from the computer. This file is part of the Microsoft Visual C++ 2010 Redistributable Package, which is required by some applications to run properly. The error may have occurred due to a corrupted or incomplete software deployment.
To resolve this issue, the user needs to restore the missing file and register it in the system. One possible way to do this is to copy the file from another computer that has the
Testing program installed and working, and then use the regsvr32 command to register it. The steps are as follows:
? On another computer (User-PC02) that has the Testing program installed and
working, locate the file MSVCP100.dll in the folder C:\Program Files\Testing.
? Share the folder C:\Windows\System32 on User-PC02 by right-clicking on it, selecting Properties, then Sharing, then Advanced Sharing, then checking Share this folder, then clicking OK.
? On the user's computer (User-PC01), open a command prompt as an administrator by clicking Start, typing cmd, right-clicking on Command Prompt, and selecting Run as administrator.
? In the command prompt, type the following command to copy the file MSVCP100.dll from User-PC02 to User-PC01: copy "C:\Program Files\Testing\msvcp100.dll" "\\User-PC02\C$\Windows\System32"
? After the file is copied, type the following command to register it in the system: regsvr32 msvcp100.dll
? Restart the user's computer and try to run the Testing program again. Therefore, based on the instructions given by the user, the correct answers are: Select Event Viewer Issue: 2187
Select First Command: copy "C:\Program Files\Testing\msvcp100.dll" "\\User- PC02\C$\Windows\System32"
Select Second Command: regsvr32 msvcp100.dll

NEW QUESTION 41
A company is looking lot a solution that provides a backup for all data on the system while providing the lowest impact to the network. Which of the following backup types will the company MOST likely select?

A. Off-site
B. Synthetic
C. Full
D. Differential

Answer: B

Explanation:
A synthetic backup is a backup type that provides a backup for all data on the system while providing the lowest impact to the network. It combines a full backup with one or more incremental backups to create a single backup set, without requiring access to the original data source. Off-site is a backup location, not a backup type. Full and differential are backup types, but they have a higher impact on the network than synthetic. Verified References: https://www.comptia.org/blog/what-is-a-synthetic-backup https://www.comptia.org/certifications/a

NEW QUESTION 42
A technician is troubleshooting application crashes on a Windows workstation. Each time the workstation user tries to open a website in a browser, the following message is displayed:
crypt32.d11 is missing not found
Which of the following should the technician attempt FIRST?

A. Rebuild Windows profiles.
B. Reimage the workstation
C. Roll back updates
D. Perform a system file check

Answer: D

Explanation:
If this file is missing or corrupted, it can cause application crashes or errors when trying to open websites in a browser. To fix this, the technician can perform a system file check, which is a utility that scans and repairs corrupted or missing system files1. To perform a system file check, the technician can follow these steps:
? Open the Command Prompt as an administrator. To do this, type cmd in the
search box on the taskbar, right-click on Command Prompt, and select Run as administrator.
? In the Command Prompt window, type sfc /scannow and hit Enter. This will start
the scanning and repairing process, which may take some time.
? Wait for the process to complete. If any problems are found and fixed, you will see a message saying Windows Resource Protection found corrupt files and successfully repaired them. If no problems are found, you will see a message saying Windows Resource Protection did not find any integrity violations.
? Restart your computer and check if the issue is resolved.

NEW QUESTION 44
While trying to repair a Windows 10 OS, a technician receives a prompt asking for a key. The technician tries the administrator password, but it is rejected. Which of the following does the technician need in order to continue the OS repair?

A. SSL key
B. Preshared key
C. WPA2 key
D. Recovery key

Answer: D

Explanation:
A recovery key is a code that can be used to unlock a BitLocker-encrypted drive when the normal authentication methods (such as password or PIN) are not available or have been forgotten. BitLocker is a feature of Windows that encrypts the entire drive to protect data from unauthorized access. If a technician is trying to repair a Windows 10 OS that has BitLocker enabled, they will need the recovery key to access the drive and continue the OS repair. SSL key, preshared key, and WPA2 key are not keys that are related to BitLocker or OS repair.

NEW QUESTION 48
A technician downloads a validated security tool and notes the vendor hash of a58e87a2. When the download is complete, the technician again validates the hash, but the value returns as 2a876a7d3. Which of the following is the MOST likely cause of the issue?

A. Private-browsing mode
B. Invalid certificate
C. Modified file
D. Browser cache

Answer: C

Explanation:
The most likely cause of the issue of having different hash values for a downloaded security tool is a modified file. A hash value is a unique and fixed-length string that is

generated from an algorithm that processes data or files. A hash value can be used to verify the integrity and authenticity of data or files by comparing it with a known or expected value. If the hash values do not match, it means that the data or file has been altered or corrupted in some way. A modified file may result from intentional or unintentional changes, such as editing, encryption, compression or malware infection. Private-browsing mode is a feature that allows users to browse the web without storing any browsing history, cookies or cache on their browser. Private-browsing mode does not affect the hash value of a downloaded file but only how the browser handles user data. Invalid certificate is an error that occurs when a website or a server does not have a valid or trusted digital certificate that proves its identity and secures its communication. Invalid certificate does not affect the hash value of a downloaded file but only how the browser verifies the website or server's credibility. Browser cache is a temporary storage that stores copies of web pages, images and other content that users have visited on their browser.

NEW QUESTION 49
A company is deploying mobile phones on a one-to-one basis, but the IT manager is concerned that users will root/jailbreak their phones. Which of the following technologies can be implemented to prevent this issue?

A. Signed system images
B. Antivirus
C. SSO
D. MDM

Answer: D

Explanation:
MDM stands for Mobile Device Management, and it is a way of remotely managing and securing mobile devices that are used for work purposes1. MDM can enforce policies and restrictions on the devices, such as preventing users from installing unauthorized apps, modifying system settings, or accessing root privileges2. MDM can also monitor device status, wipe data, lock devices, or locate lost or stolen devices1.

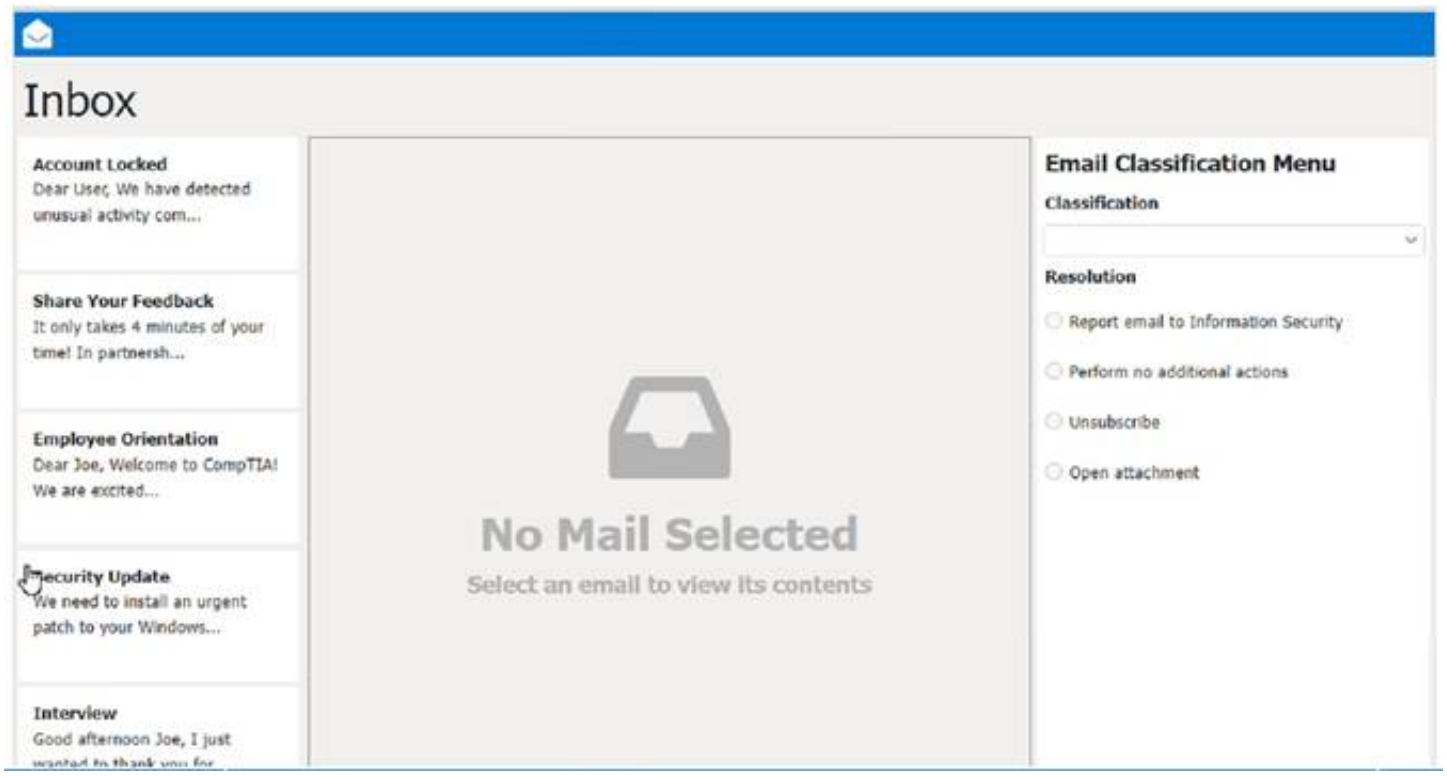
NEW QUESTION 50
A homeowner recently moved and requires a new router for the new ISP to function correctly. The internet service has been installed and has been confirmed as functional. Which of the following is the FIRST step the homeowner should take after installation of all relevant cabling and hardware?

A. Convert the PC from a DHCP assignment to a static IP address.
B. Run a speed test to ensure the advertised speeds are met.
C. Test all network sharing and printing functionality the customer uses.
D. Change the default passwords on new network devices.

Answer: D

Explanation:
When a homeowner moves and sets up a new router for the new ISP it is important to take appropriate security measures to protect their network from potential security threats. The FIRST step that the homeowner should take after installation of all relevant cabling and hardware is to change the default passwords on new network devices. Most modern routers come with default usernames and passwords that are widely known to potential attackers. If these defaults are not changed, it could make it easier for external attackers to gain unauthorized access to the network. Changing the passwords on new network devices is a simple but effective way to improve the security posture of the network.

NEW QUESTION 52
SIMULATION
As a corporate technician, you are asked to evaluate several suspect email messages on a client's computer. Corporate policy requires he following:
. All phishing attempts must be reported.
. Future spam emails to users must be prevented. INSTRUCTIONS
Review each email and perform the following within the email:
. Classify the emails
. Identify suspicious items, if applicable, in each email
. Select the appropriate resolution



Answer:

See the Full solution in Explanation below.

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Classification: a) Phishing

This email is a phishing attempt, as it tries to trick the user into clicking on a malicious link that could compromise their account or personal information. Some suspicious items in this email are:

? The email has a generic greeting and does not address the user by name.

? The email has spelling errors, such as “unusal” and “Locaked”.

? The email uses a sense of urgency and fear to pressure the user into clicking on the link.

? The email does not match the official format or domain of the IT Help Desk at CompTIA.

? The email has two black bat icons, which are not related to CompTIA or IT support.

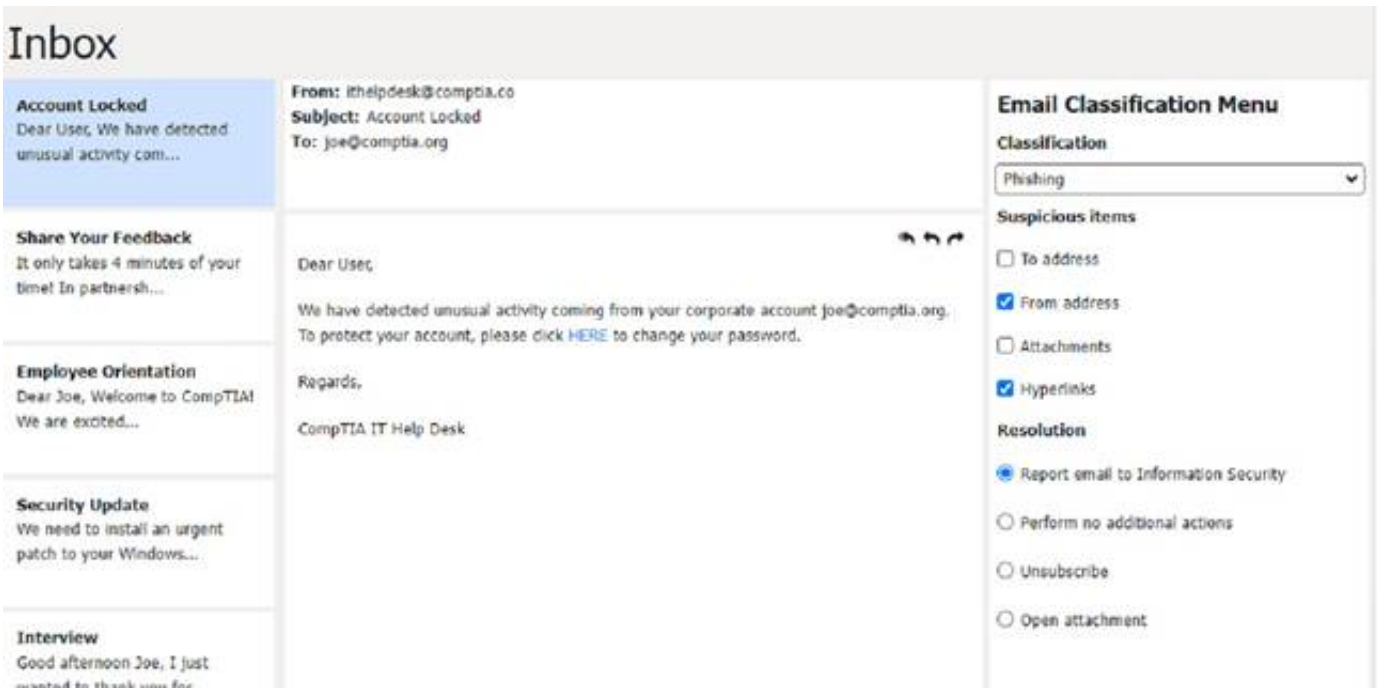
The appropriate resolution for this email is A. Report email to Information Security. The user should not click on the link, reply to the email, or provide any personal or account information. The user should forward the email to the Information Security team or use a professional email form to report the phishing attempt. The user should also delete the email from their inbox and trash folder.

The suspicious items to select are:

? b) From address

? d) Hyperlinks

These items indicate that the email is not from a legitimate source and that the link is potentially malicious. The other items are not suspicious in this case, as the to address is the user’s own email and there are no attachments.



Classification: b) Spam

This email is a spam email, as it is an unsolicited and unwanted message that tries to persuade the user to participate in a survey and claim a reward. Some suspicious items in this email are:

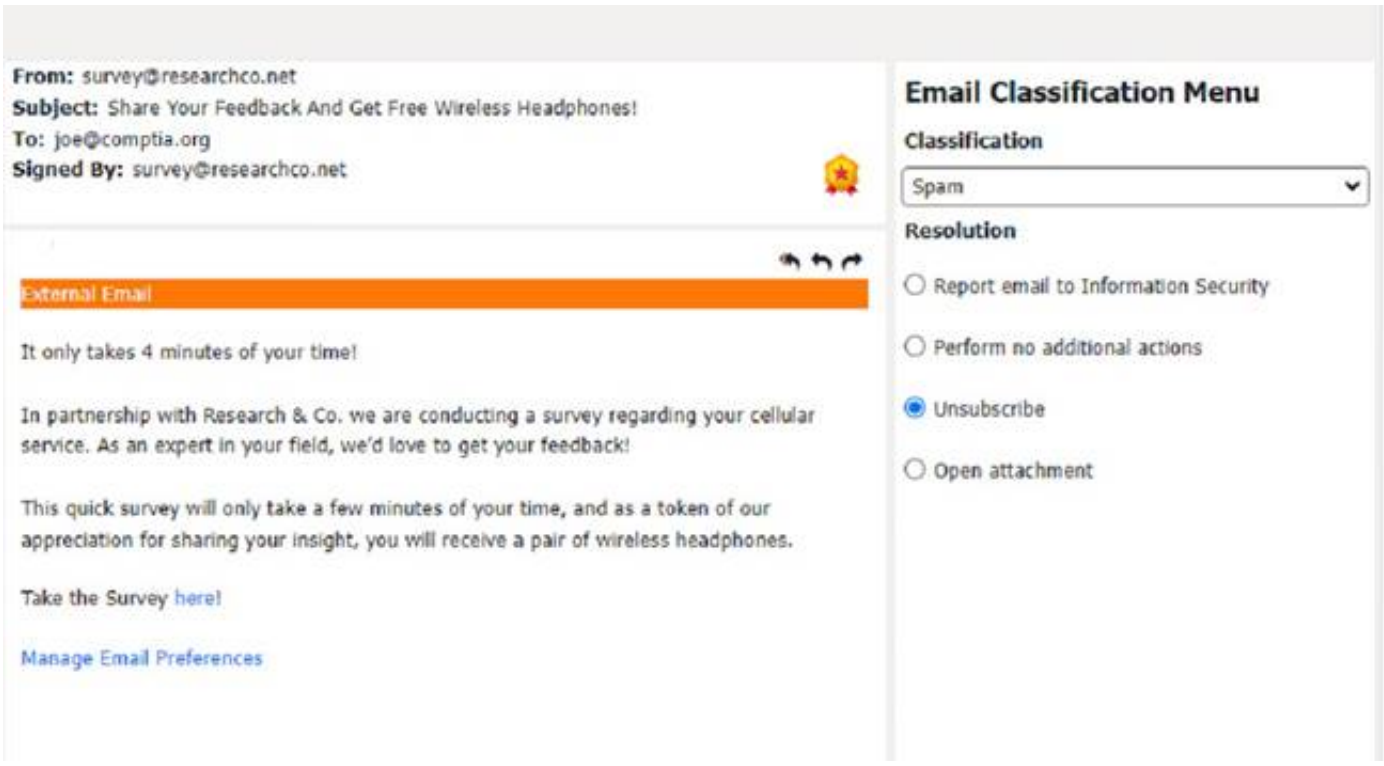
? The email offers a free wireless headphone as an incentive, which is too good to be true.

? The email does not provide any details about the survey company, such as its name, address, or contact information.

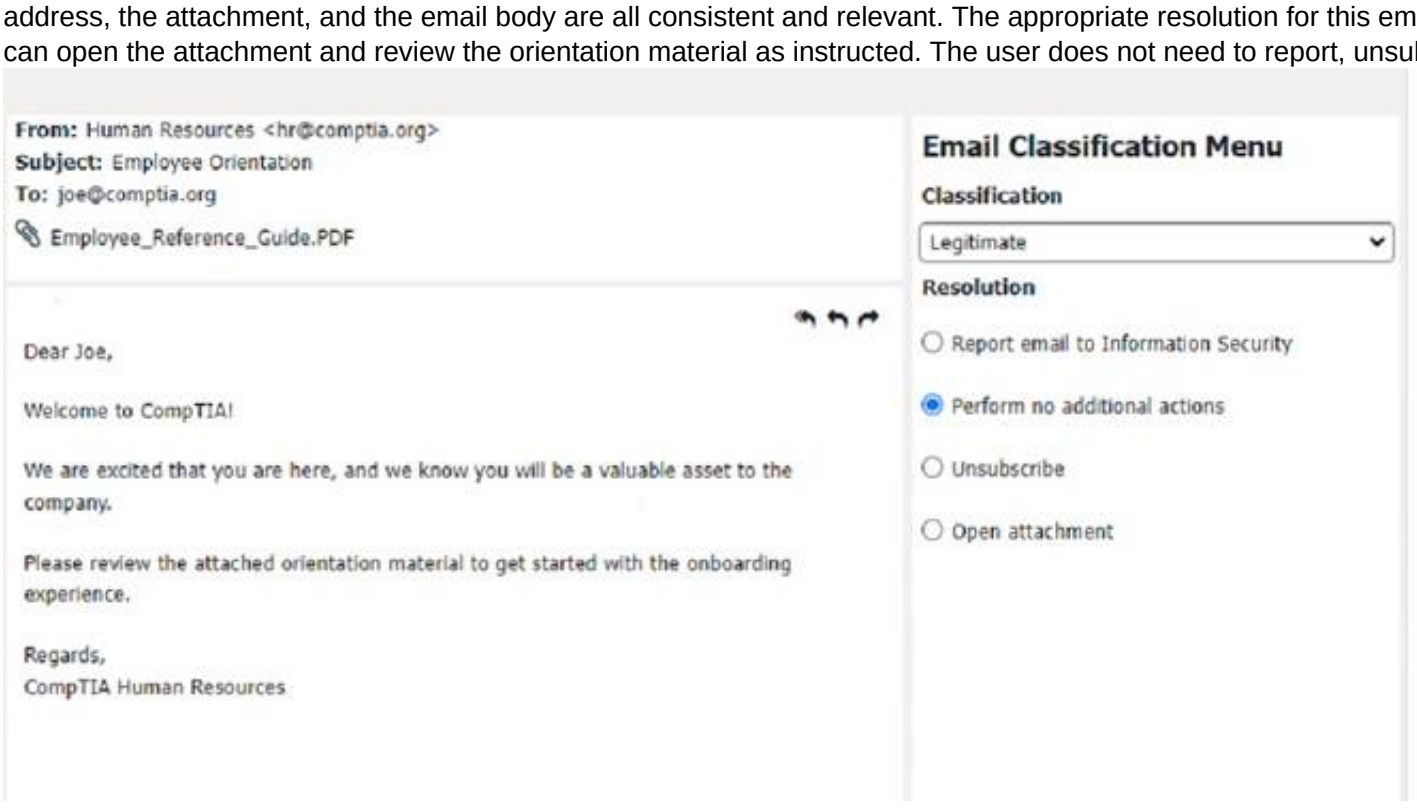
? The email contains an external survey link, which may lead to a malicious or fraudulent website.

? The email does not have an unsubscribe option, which is required by law for commercial emails.

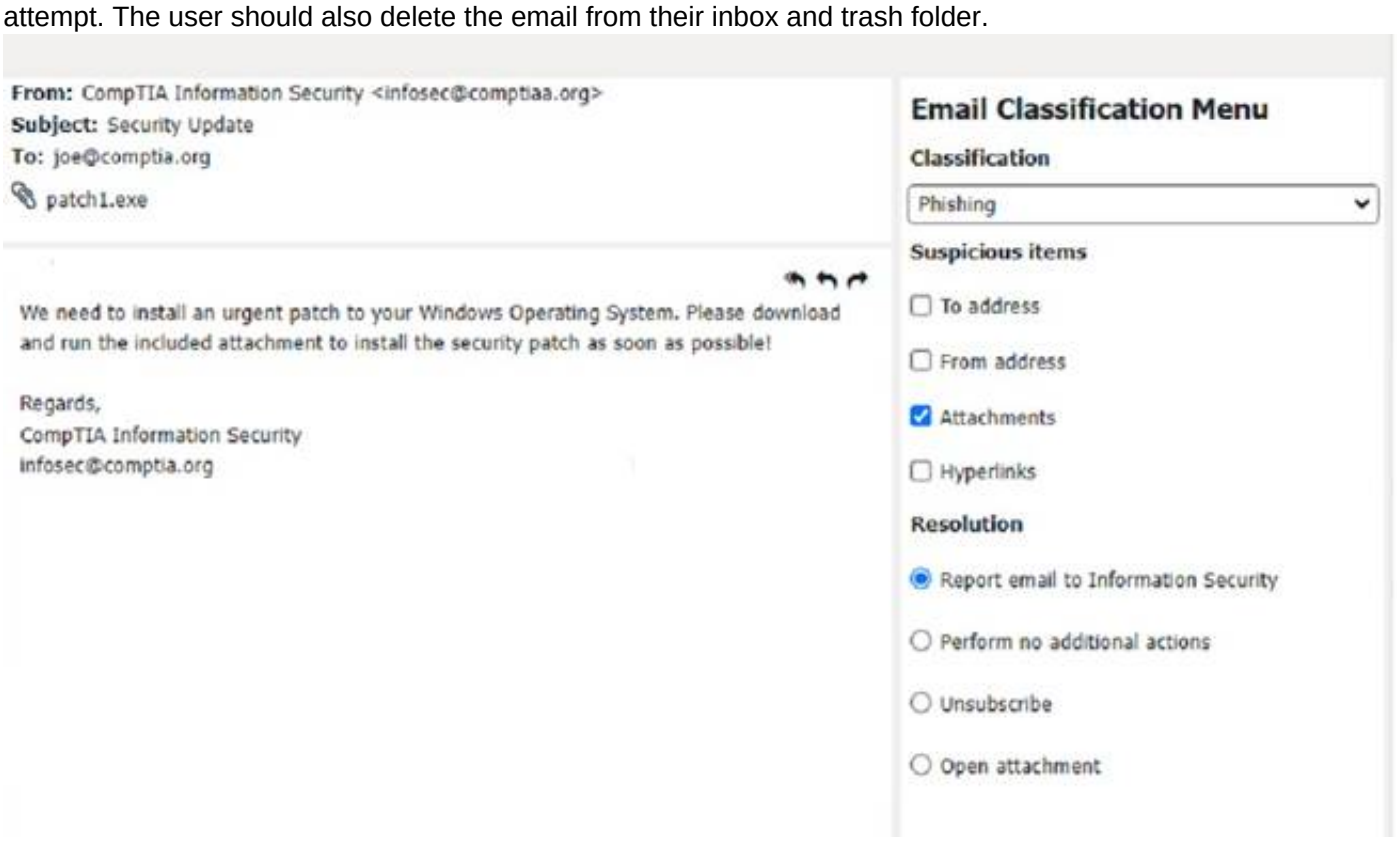
The appropriate resolution for this email is C. Unsubscribe. The user should look for an unsubscribe link or button at the bottom of the email and follow the instructions to opt out of receiving future emails from the sender. The user should also mark the email as spam or junk in their email client, which will help filter out similar emails in the future. The user should not click on the survey link, reply to the email, or provide any personal or financial information.



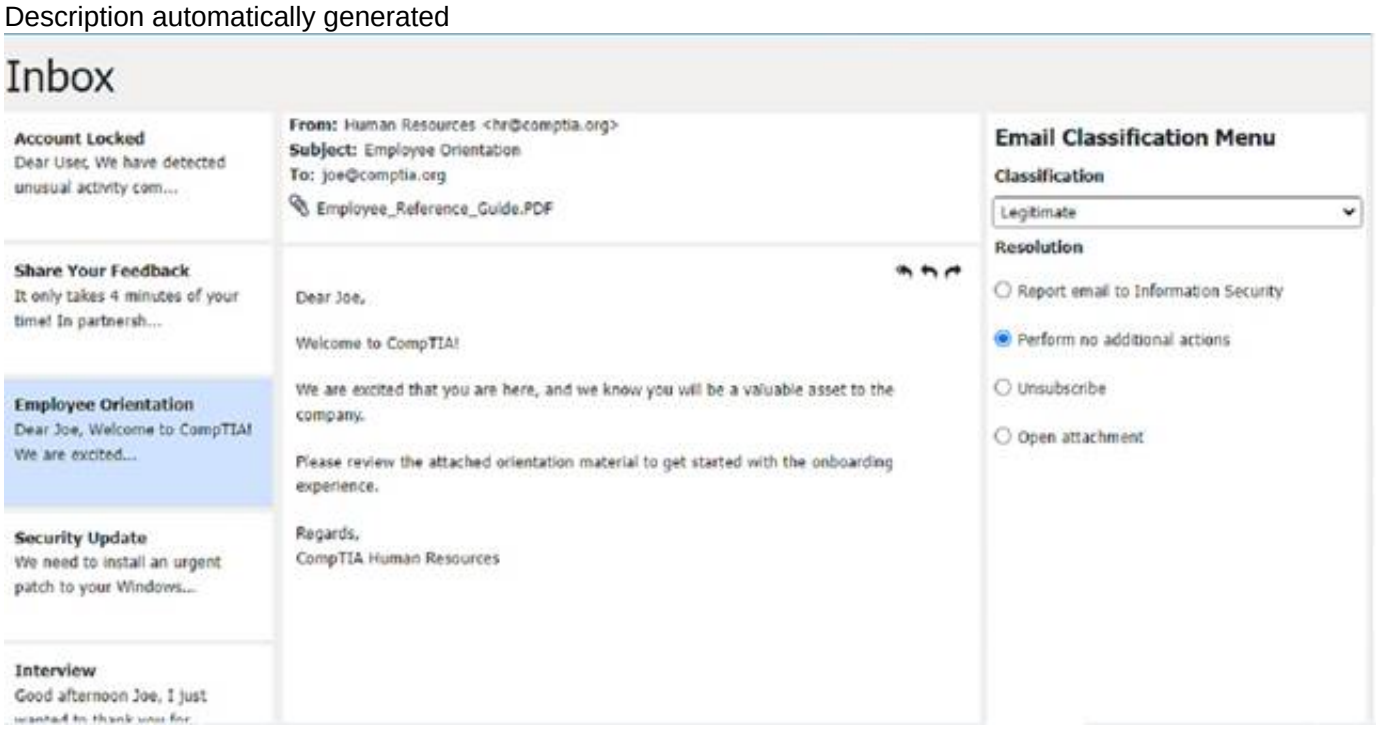
Classification: c) Legitimate
This email is a legitimate email, as it is from a trusted source and has a valid purpose. There are no suspicious items in this email, as the from address, the to address, the attachment, and the email body are all consistent and relevant. The appropriate resolution for this email is B. Perform no additional actions. The user can open the attachment and review the orientation material as instructed. The user does not need to report, unsubscribe, or delete this email.



A screenshot of a computer
Description automatically generated
Classification: a) Phishing
This email is a phishing attempt, as it tries to deceive the user into downloading and running a malicious attachment that could compromise their system or data. Some suspicious items in this email are:
? The email has a generic greeting and does not address the user by name or username.
? The email has an urgent tone and claims that a security patch needs to be installed immediately.
? The email has an attachment named “patch1.exe”, which is an executable file that could contain malware or ransomware.
? The email does not match the official format or domain of CompTIA Information Security.
The appropriate resolution for this email is A. Report email to Information Security. The user should not open the attachment, reply to the email, or provide any personal or account information. The user should forward the email to the Information Security team or use a professional email form to report the phishing attempt. The user should also delete the email from their inbox and trash folder.



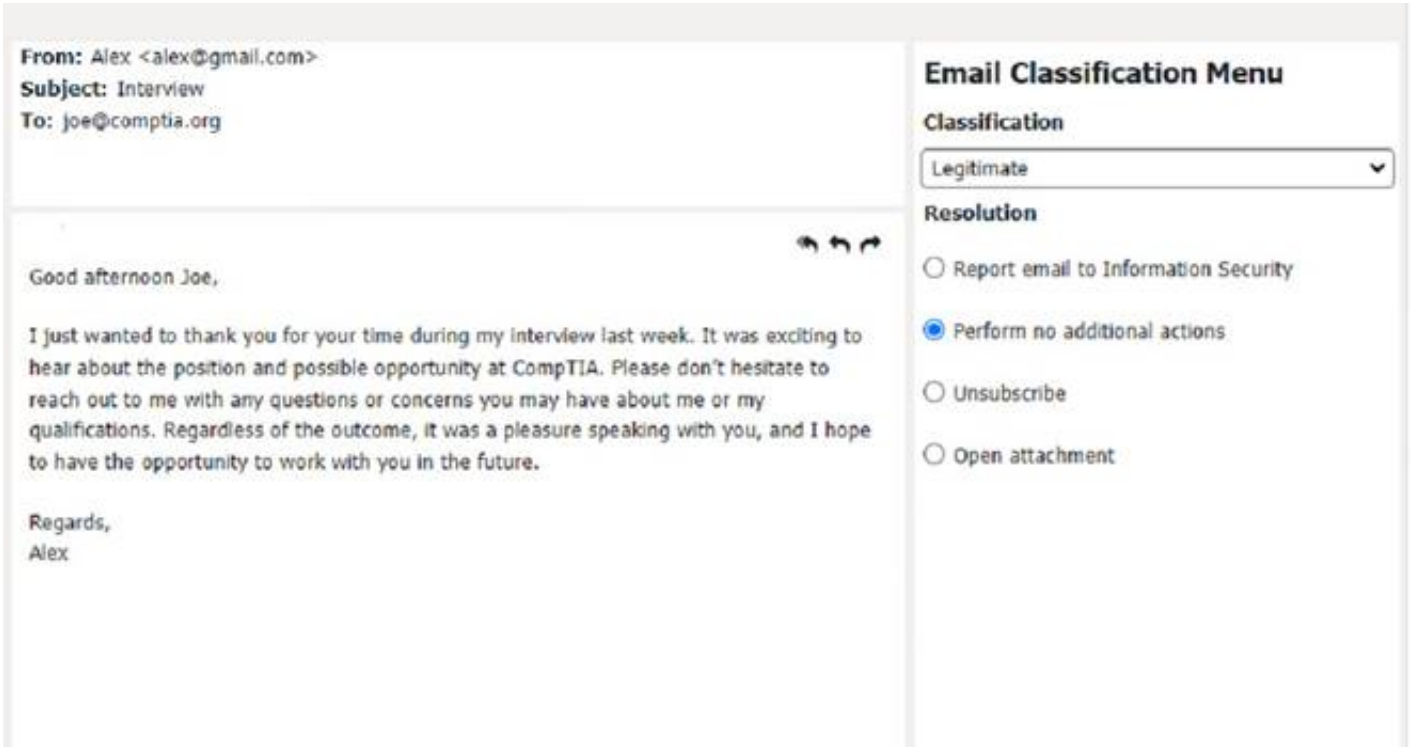
A screenshot of a computer
Description automatically generated



Classification: c) Legitimate

This email is a legitimate email, as it is from a trusted source and has a valid purpose. There are no suspicious items in this email, as the from address, the to address, and the email body are all consistent and relevant. The appropriate resolution for this email is B.

Perform no additional actions. The user can reply to the email and thank the sender for the interview opportunity. The user does not need to report, unsubscribe, or delete this email.



A screenshot of a computer
Description automatically generated

NEW QUESTION 56
An IT security team is implementing a new Group Policy that will return a computer to the login after three minutes. Which of the following BEST describes the change in policy?

A. Login times
B. Screen lock
C. User permission
D. Login lockout attempts

Answer: B

Explanation:
Screen lock is a feature that returns a computer to the login screen after a period of inactivity, requiring the user to enter their credentials to resume their session. Screen lock can be configured using Group Policy settings, such as Screen saver timeout and Interactive logon: Machine inactivity limit. Screen lock can help prevent unauthorized access to a computer when the user is away from their desk. Login times are not a feature that returns a computer to the login screen, but a measure of how long it takes for a user to log in to a system. User permission is not a feature that returns a computer to the login screen, but a set of rights and privileges that determine what a user can do on a system. Login lockout attempts are not a feature that returns a computer to the login screen, but a security policy that locks out a user account after a number of failed login attempts. https://woshub.com/windows-lock-screen-after-idle-via-gpo/

NEW QUESTION 59
A team of support agents will be using their workstations to store credit card data. Which of the following should the IT department enable on the workstations in order to remain compliant with common regulatory controls? (Select TWO).

A. Encryption
B. Antivirus
C. AutoRun
D. Guest accounts
E. Default passwords

Backups

F.

Answer: AF

Explanation:
Encryption is a way of protecting cardholder data by transforming it into an unreadable format that can only be decrypted with a secret key1. Backups are a way of ensuring that cardholder data is not lost or corrupted in case of a disaster or system failure2. Both encryption and backups are part of the PCI DSS requirements that apply to any entity that stores, processes, or transmits cardholder data1. The other options are not directly related to credit card data security or compliance.

NEW QUESTION 64
A new employee was hired recently. Which of the following documents will the new employee need to sign before being granted login access to the network?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
A new employee will need to sign an AUP before being granted login access to the network. An AUP is an Acceptable Use Policy that defines the rules and guidelines for using network resources and services in an organization. An AUP typically covers topics such as security, privacy, ethics, compliance and liability issues related to network usage. An AUP helps protect the organization and its users from legal, regulatory and reputational risks associated with network activities. An MSDS is a Material Safety Data Sheet that provides information about hazardous substances and how to handle them safely. An MSDS is not related to network access or usage. A EULA is an End User License Agreement that specifies the terms and conditions for using a software product or service. A EULA is usually provided by software vendors or developers and does not apply to network access or usage in general. A UAC is a User Account Control that is a security feature that prompts users for permission or confirmation before performing certain actions that require elevated privileges or affect system settings. A UAC is not a document that needs to be signed by users but a mechanism that helps prevent unauthorized changes or malware infections on a system. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 5.1

NEW QUESTION 68
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 73
A help desk technician determines a motherboard has failed. Which of the following is the most logical next step in the remediation process?

A. Escalating the issue to Tier 2
B. Verifying warranty status with the vendor
C. Replacing the motherboard
D. Purchasing another PC

Answer: B

Explanation:
Verifying warranty status with the vendor is the most logical next step in the remediation process after determining that a motherboard has failed. A warranty is a guarantee from the vendor that covers the repair or replacement of defective or faulty products within a specified period of time. Verifying warranty status with the vendor can help the technician determine if the motherboard is eligible for warranty service and what steps to take to obtain it. Escalating the issue to Tier 2, replacing the motherboard, and purchasing another PC are not the most logical next steps in the remediation process.

NEW QUESTION 76
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:
The first step in removing a virus from a computer is to update the antivirus software with the latest virus definitions. Virus definitions are files that contain information about the characteristics and behavior of known viruses and malware. They help the antivirus software to identify and remove the malicious threats from the computer. Without the latest virus definitions, the antivirus software may not be able to detect or remove the virus that infected the user’s computer. Therefore, the technician should download the latest virus definitions from the antivirus vendor’s website or use the update feature in the antivirus program before scanning the computer for viruses.
References:
? How to remove malware or viruses from my Windows 10 PC, section 21

? How to Remove a Virus From a Computer in 2023, section 32
? The Official CompTIA A+ Core 2 Study Guide (220-1102), page 2193

NEW QUESTION 79
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 80
A junior administrator is responsible for deploying software to a large group of computers in an organization. The administrator finds a script on a popular coding website to automate this distribution but does not understand the scripting language. Which of the following BEST describes the risks in running this script?

A. The instructions from the software company are not being followed.
B. Security controls will treat automated deployments as malware.
C. The deployment script is performing unknown actions.
D. Copying scripts off the internet is considered plagiarism.

Answer: C

Explanation:
The risks in running this script are that the deployment script is performing unknown actions. Running the script blindly could cause unintended actions, such as deploying malware or deleting important files, which could negatively impact the organization’s network and data1.

NEW QUESTION 83
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 feature1
Open up ease of access, click on speech, then there is an on and off button for speech recognition.

NEW QUESTION 85
A user reports an issue when connecting a mobile device to Bluetooth. The user states the mobile device's Bluetooth is turned on. Which of the following steps should the technician take NEXT to resolve the issue?

A. Restart the mobile device.
B. Turn on airplane mode.
C. Check that the accessory is ready to pair.
D. Clear all devices from the phone's Bluetooth settings.

Answer: C

Explanation:
The first step in troubleshooting a Bluetooth connection issue is to check that the accessory is ready to pair with the mobile device. Some accessories may have a button or a switch that needs to be pressed or turned on to initiate pairing mode. If the accessory is not ready to pair, the mobile device will not be able to detect it.
Reference: CompTIA A+ Core 2 Exam Objectives, Section 2.4

NEW QUESTION 88
A company is experiencing a ODDS attack. Several internal workstations are the source of the traffic Which of the following types of infections are the workstations most likely experiencing? (Select two)

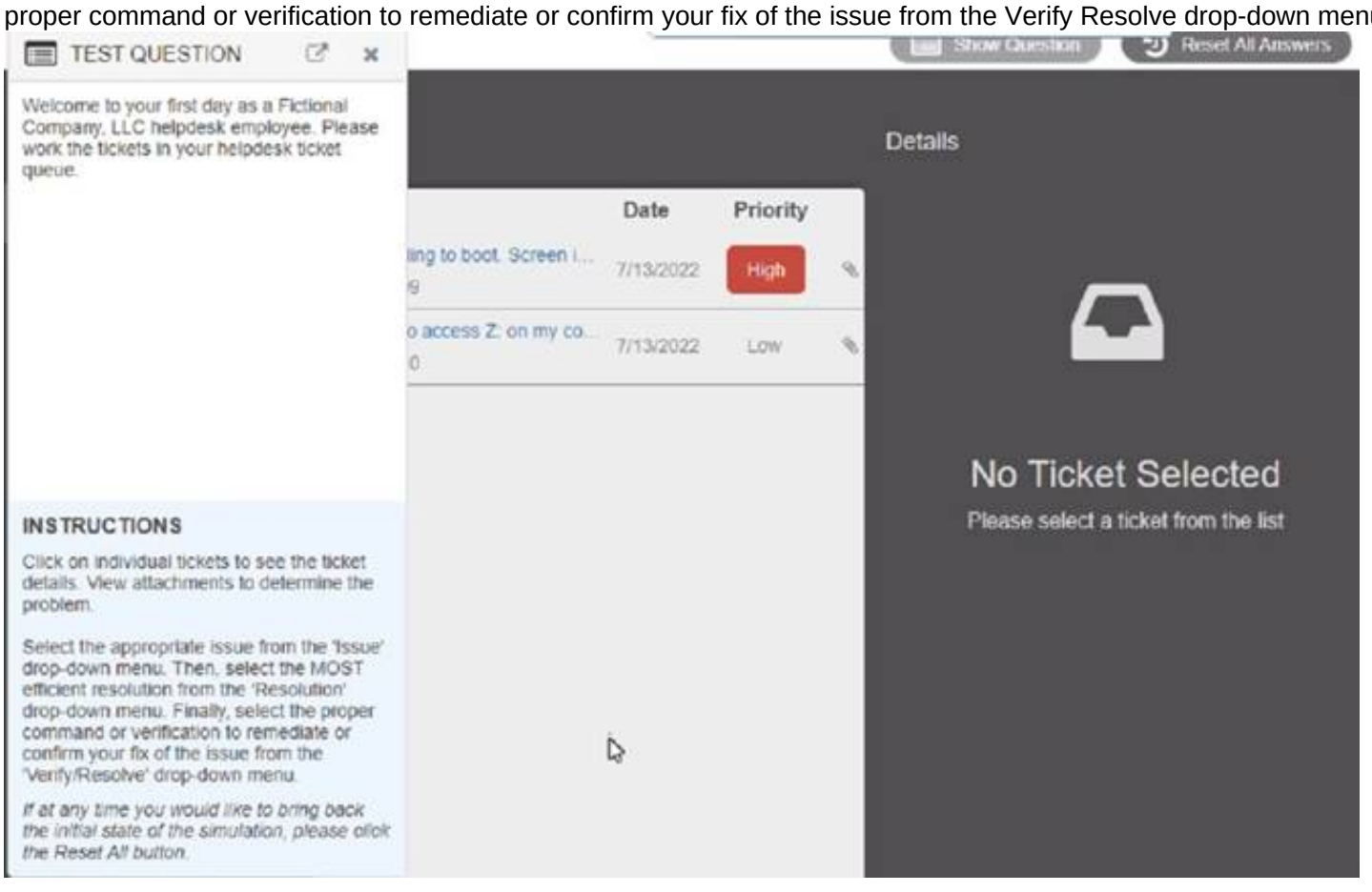
A. Zombies
B. Keylogger

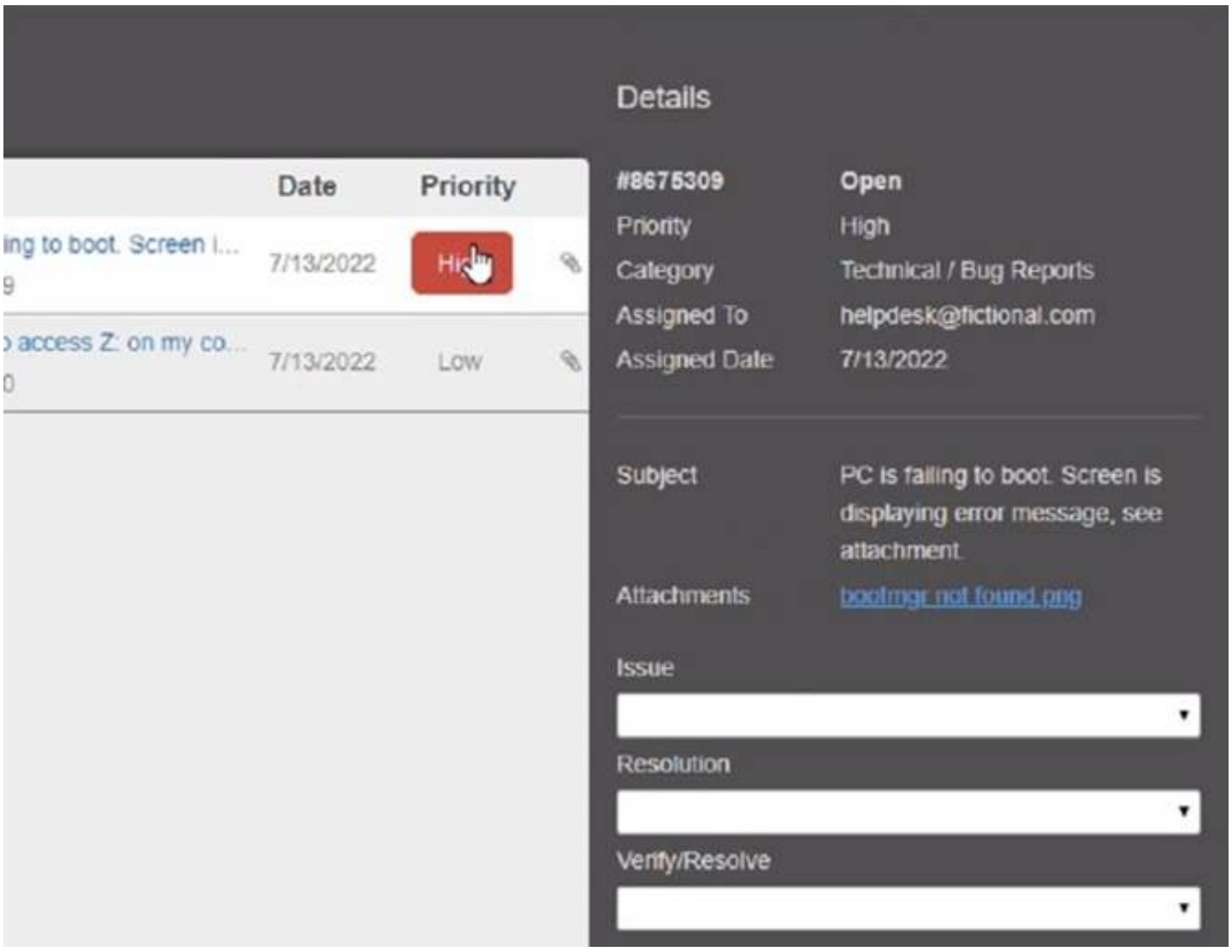
C. Adware
D. Botnet
E. Ransomvvare
F. Spyware

Answer: AD

Explanation:
The correct answers are A and D. Zombies and botnets are types of infections that allow malicious actors to remotely control infected computers and use them to launch distributed denial-of-service (DDoS) attacks against a target. A DDoS attack is a type of cyberattack that aims to overwhelm a server or a network with a large volume of traffic from multiple sources, causing it to slow down or crash.
A keylogger is a type of malware that records the keystrokes of a user and sends them to a remote server, often for the purpose of stealing passwords, credit card numbers, or other sensitive information.
Adware is a type of software that displays unwanted advertisements on a user's computer, often in the form of pop-ups, banners, or redirects. Adware can also collect user data and compromise the security and performance of the system.
Ransomware is a type of malware that encrypts the files or locks the screen of a user's computer and demands a ransom for their restoration. Ransomware can also threaten to delete or expose the user's data if the ransom is not paid.
Spyware is a type of software that covertly monitors and collects information about a user's online activities, such as browsing history, search queries, or personal data. Spyware can also alter the settings or functionality of the user's system without their consent.

NEW QUESTION 90
HOTSPOT
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
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Priority
ing to boot. Screen i...
9
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0
7/13/2022
Low
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Open
Priority
High
Category
Technical / Bug Reports
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helpdesk@fictional.com
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7/13/2022
Subject
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Attachments
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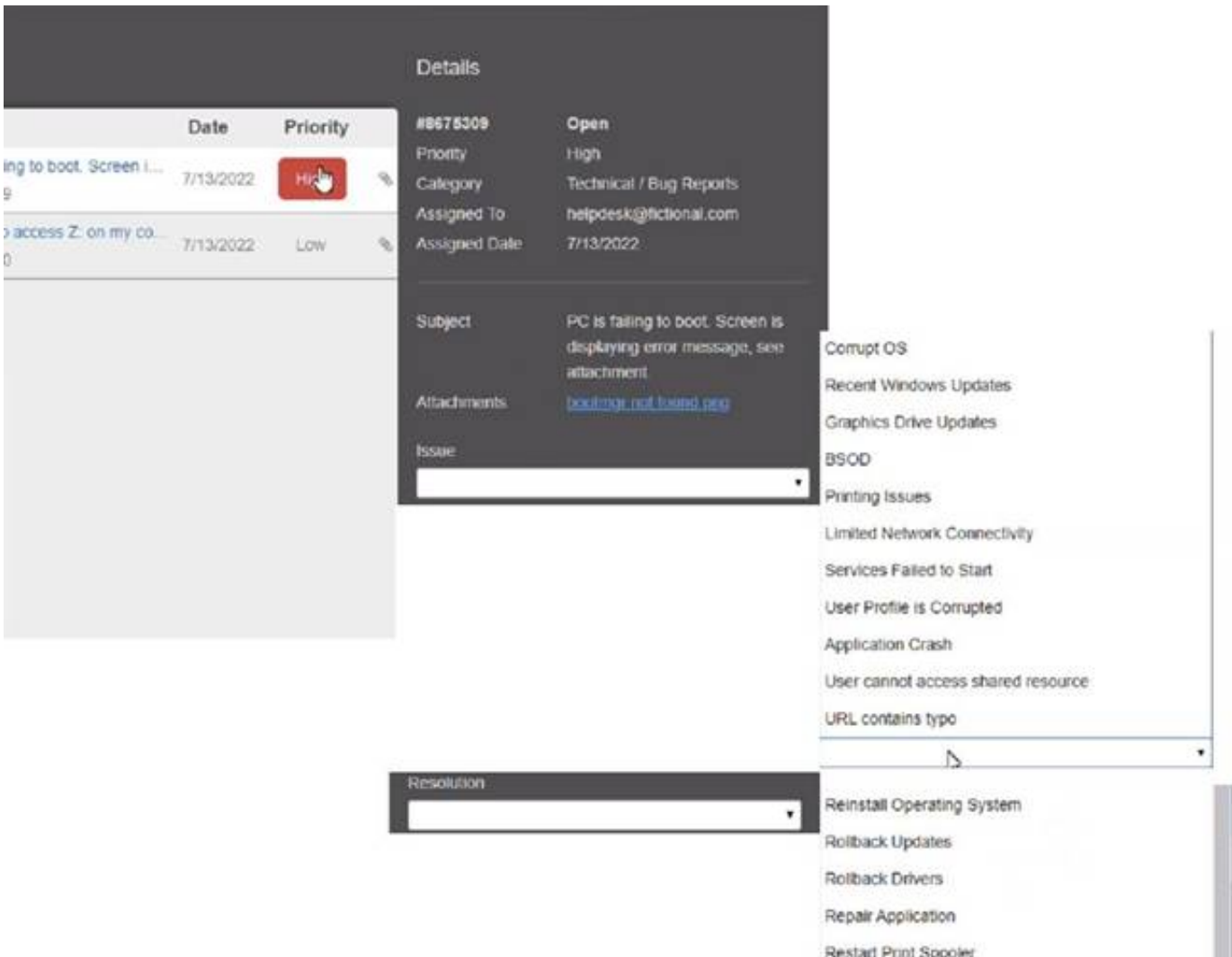
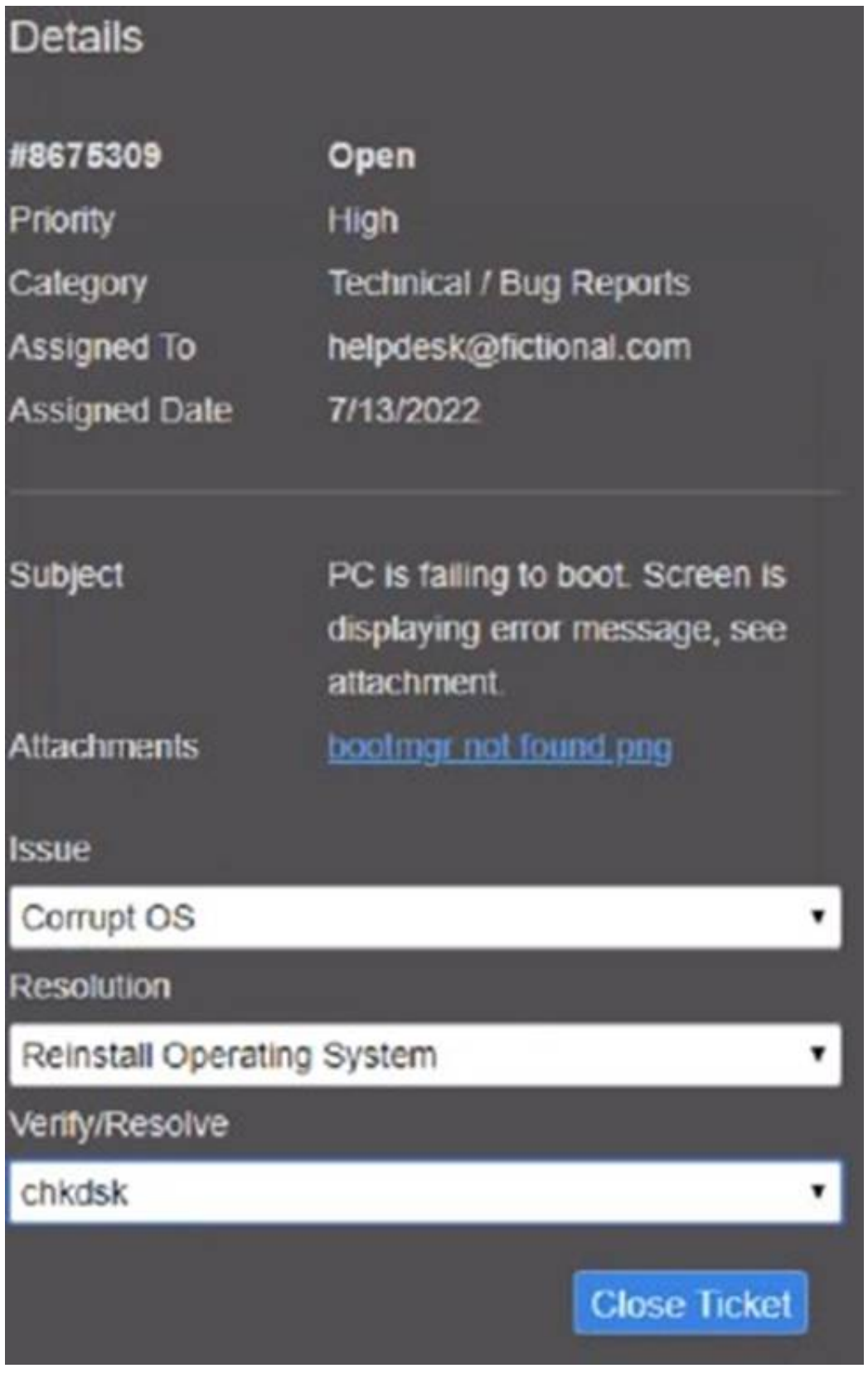
Issue
Resolution
Verify/Resolve



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 95
A technician, who is working at a local office, has found multiple copies of home edition software installed on computers. Which of the following does this MOST likely violate?

A. EULA
B. Pll
C. DRM
D. Open-source agreement

Answer: A

Explanation:
The installation of home edition software on computers at a local office most likely violates the EULA. EULA stands for End User License Agreement and is a legal contract that specifies the terms and conditions for using a software product or service. EULA typically covers topics such as license scope, duration and limitations, rights and obligations of the parties, warranties and disclaimers, liability and indemnity clauses, and termination procedures. EULA may also restrict the use of home edition software to personal or non- commercial purposes only, and prohibit the use of home edition software in business or professional settings. Violating EULA may result in legal actions or penalties from the software vendor or developer. PII stands for Personally Identifiable Information and is any information that can be used to identify or locate an individual, such as name, address, phone number, email address, social security number or credit card number. PII is not related to software installation or licensing but to data protection and privacy. DRM stands for Digital Rights Management and is a technology that controls or restricts the access and
use of digital content, such as music, movies, books or games. DRM is not related to software installation or licensing but to content distribution and piracy prevention. Open- source agreement is a type of license that allows users to access, modify and distribute the source code of a software product or service freely and openly. Open-source agreement does not restrict the use of software to home edition only but encourages collaboration and innovation among developers and users. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 5.1

NEW QUESTION 99
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 degradation1

NEW QUESTION 101
A technician is unable to completely start up a system. The OS freezes when the desktop background appears, and the issue persists when the system is restarted. Which of the following should the technician do next to troubleshoot the issue?

A. Disable applicable BIOS options.
B. Load the system in safe mode.
C. Start up using a flash drive OS and run System Repair.
D. Enable Secure Boot and reinstall the system.

Answer: B

Explanation:
Loading the system in safe mode is a common troubleshooting step that allows the technician to isolate the problem by disabling unnecessary drivers and services. This can help determine if the issue is caused by a faulty device, a corrupted system file, or a malware infection.

NEW QUESTION 106
A technician is creating a location on a Windows workstation for a customer to store meeting minutes. Which of the following commands should the technician use?

A. c: \minutes
B. dir
C. rmdir
D. md

Answer: D

Explanation:
The command md stands for make directory and is used to create a new directory or folder in the current location. In this case, the technician can use md minutes to create a folder named minutes in the C: drive. The other commands are not relevant for
this task. c: \minutes is not a command but a path to a folder. dir is used to display a list of files and folders in the current directory. rmdir is used to remove or delete an existing directory or folder.

NEW QUESTION 111
A technician is trying to connect to a user's laptop in order to securely install updates. Given the following information about the laptop:

Hostname:	corp-laptop-222
IP Address:	192.168.0.45
Gateway:	192.168.1.1
Subnet Mask:	255.255.252.0
Open Ports:	21, 22, 80, 443

Which of the following should the technician do to connect via RDP?

A. Confirm the user can ping the default gateway.
B. Change the IP address on the user's laptop.
C. Change the subnet mask on the user's laptop.
D. Open port 3389 on the Windows firewall.

Answer: D

Explanation:
In order to connect to a user's laptop via RDP, the technician should open port 3389 on the Windows firewall. This is because RDP uses port 3389 for communication12. The other options are not necessary or relevant for establishing an RDP connection.
? Confirming the user can ping the default gateway is not required for RDP, as it
only tests the network connectivity between the user's laptop and the router. RDP works over the internet, so the technician should be able to ping the user's laptop directly using its IP address3.
? Changing the IP address on the user's laptop is not needed for RDP, as long as
the IP address is valid and not conflicting with another device on the network. The user's laptop has a valid IP address of 192.168.0.45, which belongs to the same subnet as the gateway (192.168.0.1) and the subnet mask (255.255.255.0)4.
? Changing the subnet mask on the user's laptop is not required for RDP, as long as
the subnet mask matches the network configuration. The user's laptop has a correct subnet mask of 255.255.255.0, which defines a network with 254 possible hosts4.
References:
1: [What is RDP and How Does It Work? - CompTIA] 2: CompTIA A+ Certification Exam Core 2 Objectives - CompTIA 3: [Ping (networking utility) - Wikipedia] 4: [IP address - Wikipedia] : What is RDP and How Does It Work? - CompTIA : CompTIA A+ Certification Exam Core 2 Objectives - CompTIA : Ping (networking utility) - Wikipedia) : IP address - Wikipedia

NEW QUESTION 112
A technician is installing RAM in a new workstation and needs to protect against electrostatic discharge. Which of the following will best resolve this concern?

A. Battery backup
B. Thermal paste
C. ESD strap
D. Consistent power

Answer: C

Explanation:
An ESD strap, also known as an antistatic wrist strap, is a device that prevents electrostatic discharge (ESD) from damaging sensitive electronic components such as RAM. ESD is the sudden flow of electricity between two objects with different electrical charges, which can cause permanent damage or malfunction to electronic devices. An ESD strap connects the technician's wrist to a grounded surface, such as a metal case or a mat, and equalizes the electrical potential between the technician and the device. Battery backup, thermal paste, and consistent power are not devices that can protect against ESD.

NEW QUESTION 116
A technician is concerned about a large increase in the number of whaling attacks happening in the industry. The technician wants to limit the company's risk to avoid any issues. Which of the following items should the technician implement?

A. Screened subnet
B. Firewall
C. Anti-phishing training
D. Antivirus

Answer: C

Explanation:
Anti-phishing training is a method of educating users on how to identify and avoid phishing attacks, which are attempts to trick users into revealing sensitive information or performing malicious actions by impersonating legitimate entities or persons. Whaling attacks are a specific type of phishing attack that target high-level executives or influential individuals within an organization. Anti-phishing training can help users recognize the signs of whaling attacks and prevent them from falling victim to them. Screened subnet, firewall, and antivirus are not items that can directly address the issue of whaling attacks.

NEW QUESTION 118
A company is recycling old hard drives and wants to quickly reprovision the drives for reuse. Which of the following data destruction methods should the company use?

A. Degaussing
B. Standard formatting
C. Low-level wiping
D. Deleting

Answer: C

Explanation:
Low-level wiping is the best data destruction method for recycling old hard drives for reuse. Low-level wiping is a process that overwrites every bit of data on a hard drive with zeros or random patterns, making it impossible to recover any data from the drive. Low-level wiping also restores the drive to its factory state, removing any bad sectors or errors that may have accumulated over time. Low-level wiping can be done using specialized software tools or hardware devices that connect to the drive. Degaussing, standard formatting, and deleting are not suitable data destruction methods for recycling old hard drives for reuse. Degaussing is a process that exposes a hard drive to a strong magnetic field, destroying both the data and the drive itself. Degaussing renders the drive unusable for reuse. Standard formatting is a process that erases the data on a hard drive by removing the file system structure, but it does not overwrite the data itself. Standard formatting leaves some data recoverable using forensic tools or software utilities. Deleting is a process that removes the data from a hard drive by marking it as free space, but it does not erase or overwrite the data itself. Deleting leaves most data recoverable using undelete tools or software utilities.
References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 15
? CompTIA A+ Complete Study Guide: Core 1 Exam 220-1101 and Core 2 Exam …, page 105

NEW QUESTION 123
A systems administrator needs to reset a users password because the user forgot it. The systems administrator creates the new password and wants to further protect the user's account Which of the following should the systems administrator do?

A. Require the user to change the password at the next log-in.
B. Disallow tie user from changing the password.
C. Disable the account
D. Choose a password that never expires.

Answer: A

Explanation:
This will ensure that the user is the only one who knows their password, and that the new password is secure.
The CompTIA A+ Core 2 220-1002 exam covers this topic in the domain 1.4 Given a scenario, use appropriate data destruction and disposal methods.

NEW QUESTION 125
A developer's Type 2 hypervisor is performing inadequately when compiling new source code. Which of the following components should the developer upgrade to improve the hypervisor's performance?

A. Amount of system RAM

B. NIC performance
C. Storage IOPS
D. Dedicated GPU

Answer: A

Explanation:
The correct answer is A. Amount of system RAM. A Type 2 hypervisor is a virtualization software that runs on top of a host operating system, which means it shares the system resources with the host OS and other applications. Therefore, increasing the amount of system RAM can improve the performance of the hypervisor and the virtual machines running on it. RAM is used to store data and instructions that are frequently accessed by the CPU, and having more RAM can reduce the need for swapping data to and from the storage device, which is slower than RAM.
NIC performance, storage IOPS, and dedicated GPU are not as relevant for improving the hypervisor's performance in this scenario. NIC performance refers to the speed and quality of the network interface card, which is used to connect the computer to a network. Storage IOPS refers to the number of input/output operations per second that can be performed by the storage device, which is a measure of its speed and efficiency. Dedicated GPU refers to a separate graphics processing unit that can handle complex graphics tasks, such as gaming or video editing. These components may affect other aspects of the computer's performance, but they are not directly related to the hypervisor's ability to compile new source code.

NEW QUESTION 128
The network was breached over the weekend System logs indicate that a single user's account was successfully breached after 500 attempts with a dictionary attack. Which of the following would BEST mitigate this threat?

A. Encryption at rest
B. Account lockout
C. Automatic screen lock
D. Antivirus

Answer: B

Explanation:
Account lockout would best mitigate the threat of a dictionary attack1

NEW QUESTION 133
A technician is setting up a desktop computer in a small office. The user will need to access files on a drive shared from another desktop on the network. Which of the following configurations should the technician employ to achieve this goal?

A. Configure the network as private
B. Enable a proxy server
C. Grant the network administrator role to the user
D. Create a shortcut to public documents

Answer: A

Explanation:
The technician should configure the network as private to allow the user to access files on a drive shared from another desktop on the network1

NEW QUESTION 135
Which of the following helps ensure that a piece of evidence extracted from a PC is admissible in a court of law?

A. Data integrity form
B. Valid operating system license
C. Documentation of an incident
D. Chain of custody

Answer: D

Explanation:
Chain of custody is a process that helps ensure that a piece of evidence extracted from a PC is admissible in a court of law. Chain of custody refers to the documentation and tracking of who handled, accessed, modified, or transferred the evidence, when, where, why, and how. Chain of custody can help establish the authenticity, integrity, and reliability of the evidence, as well as prevent tampering, alteration, or loss of the evidence. Data integrity form, valid operating system license, and documentation of an incident are not processes that can ensure that a piece of evidence extracted from a PC is admissible in a court of law.

NEW QUESTION 138
A technician is setting up a newly built computer. Which of the following is the fastest way for the technician to install Windows 10?

A. Factory reset
B. System Restore
C. In-place upgrade
D. Unattended installation

Answer: D

Explanation:
Windows 10

The correct answer is D. Unattended installation. An unattended installation is a way of installing Windows 10 without requiring any user input or interaction. It uses a configuration file called answer file that contains the settings and preferences for the installation, such as the product key, language, partition, and network settings. An unattended installation can be performed by using a bootable USB flash drive or DVD that contains the Windows 10 installation files and the answer file1. This is the fastest way for the technician to install Windows 10 on a newly built computer, as it automates the whole process and saves time. A factory reset is a way of restoring a computer to its original state by deleting all the data and applications and reinstalling the operating system. A factory reset can be performed by using the recovery partition or media that came with the computer, or by using the Reset this PC option in Windows 10 settings2. A factory reset is not a way of installing Windows 10 on a newly built computer, as it requires an existing operating system to be present.
A system restore is a way of undoing changes to a computer's system files and settings by using a restore point that was created earlier. A system restore can be performed by using the System Restore option in Windows 10 settings or by using the Advanced Startup Options menu3. A system restore is not a way of installing Windows 10 on a newly built computer, as it requires an existing operating system and restore points to be present.
An in-place upgrade is a way of upgrading an existing operating system to a newer version without losing any data or applications. An in-place upgrade can be performed by using the Windows 10 Media Creation Tool or by running the Setup.exe file from the Windows 10 installation media. An in-place upgrade is not a way of installing Windows 10 on a newly built computer, as it requires an existing operating system to be present.

NEW QUESTION 139
An Android user reports that when attempting to open the company's proprietary mobile application it immediately doses. 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. Mastered
B. Not Mastered

Answer: A

Explanation:
The systems administrator should clear the application cach1e2
If clearing the application cache does not work, the systems administrator should uninstall and reinstall the application12
Resetting the phone to factory settings is not necessary at this point12
Installing an alternative application with similar functionality is not necessary at this point12

NEW QUESTION 142
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.

Answer: C

Explanation:
The IT manager is most likely to be concerned about network utilization being significantly increased due to the size of CAD files.
Backing up all CAD files to the software's cloud server can result in a large amount of data being transferred over the network, which can cause network congestion and slow down other network traffic.

NEW QUESTION 146
Which of the following is a proprietary Cisco AAA protocol?

A. TKIP
B. AES
C. RADIUS
D. TACACS+

Answer: D

Explanation:
TACACS+ is a proprietary Cisco AAA protocol

NEW QUESTION 147
A company-owned mobile device is displaying a high number of ads, receiving data-usage limit notifications, and experiencing slow response. After checking the device, a technician notices the device has been jailbroken. Which of the following should the technician do next?

A. Run an antivirus and enable encryption.
B. Restore the defaults and reimage the corporate OS.
C. Back up the files and do a system restore.
D. Undo the jailbreak and enable an antivirus.

Answer: B

Explanation:
Jailbreaking a device exposes it to various security risks, such as malware, data theft, network attacks, and service disruption1234. Running an antivirus and enabling encryption may not be enough to remove the threats and restore the device's functionality. Undoing the jailbreak may not be possible or effective, depending on the method used. Backing up the files and doing a system restore may preserve the jailbreak and the associated problems. The best option is to erase the device and reinstall the original operating system that is compatible with the corporate policies and standards. This will ensure that the device is clean, secure, and compliant25.
References: 1 What is Jailbreaking & Is it safe? - Kaspersky(https://www.kaspersky.com/resource-center/definitions/what-is- jailbreaking). 2 Jailbreak Detection: Why is jailbreaking a potential security risk? -
Cybersecurity ASEE(https://cybersecurity.asee.co/blog/what-is-jailbreaking/). 3 Jailbreaking Information for iOS Devices | University IT(https://uit.stanford.edu/service/mydevices/jailbreak)4 What does it mean to jailbreak your phone—and is it legal? - Microsoft(https://www.microsoft.com/en-us/microsoft-365-life- hacks/privacy-and-safety/what-is-jailbreaking-a-phone). 5 Resetting a corporate laptop back to a personal laptop… Enterprise vs Pro - Windows 10(https://community.spiceworks.com/topic/2196812-resetting-a-corporate-laptop-back-to-a-personal-laptop-enterprise-vs-pro).

NEW QUESTION 149
Remote employees need access to information that is hosted on local servers at the company. The IT department needs to find a solution that gives employees secure access to the company's resources as if the employees were on premises. Which of the following
remote connection services should the IT team implement?

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

Answer: C

Explanation:
A VPN (Virtual Private Network) is a service that allows remote employees to access the company's network resources securely over the internet as if they were on premises. A VPN encrypts the data traffic between the employee's device and the VPN server, and assigns the employee a virtual IP address that belongs to the company's network. This way, the employee can access the local servers, files, printers, and other resources without exposing them to the public internet. A VPN also protects the employee's privacy and identity by masking their real IP address and location.

NEW QUESTION 154
A user installed a new application that automatically starts each time the user logs in to a Windows 10 system. The user does not want this to happen and has asked for this setting to be changed. Which of the following tools would the technician MOST likely use to safely make this change?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
The technician would most likely use the Task Manager tool to safely make this change12
The Task Manager tool can be used to disable applications from starting automatically on Windows 10
The tool that a technician would most likely use to stop an application from automatically starting when a user logs in to a Windows 10 system is the Task Manager. The Task Manager can be used to view and manage processes, including those that are set to automatically start when a user logs in to the system.

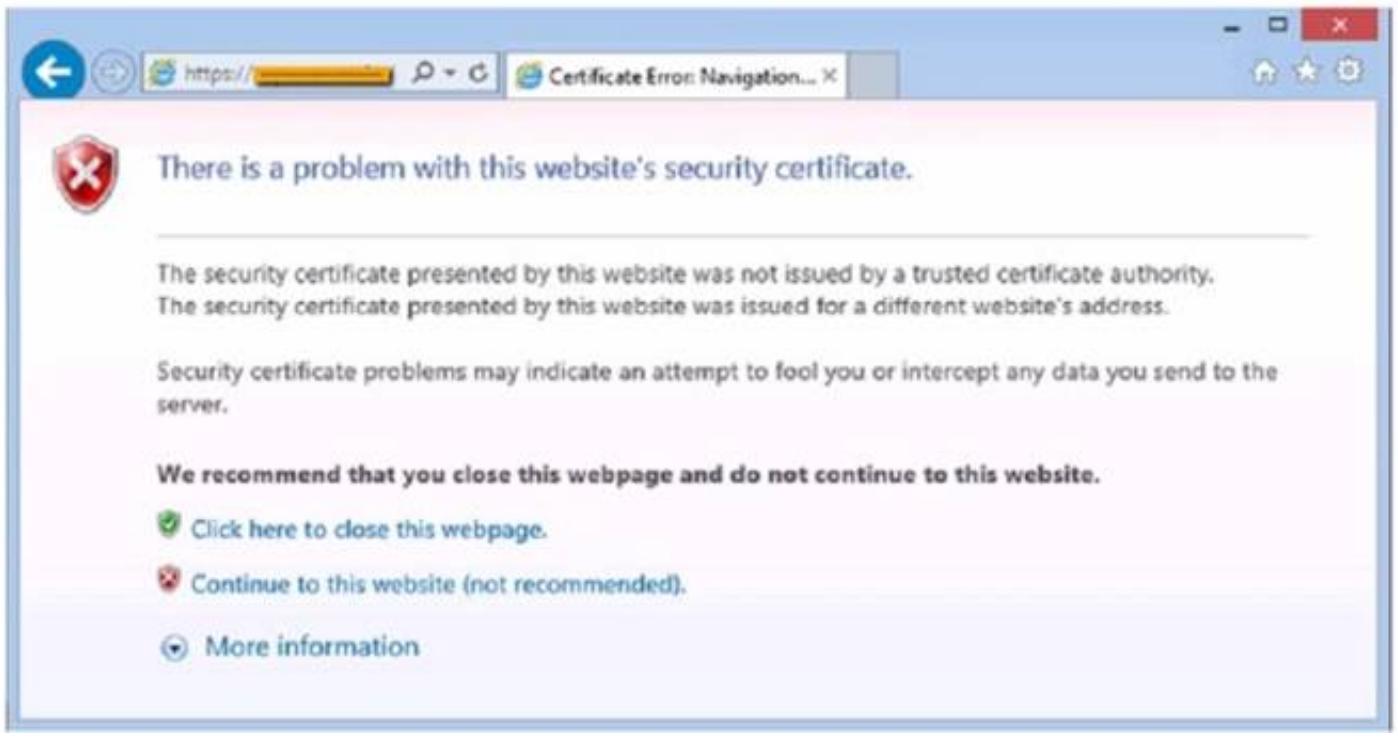
NEW QUESTION 158
A systems administrator is creating periodic backups of a folder on a Microsoft Windows machine. The source data is very dynamic, and files are either added or deleted regularly. Which of the following utilities can be used to 'mirror the source data for the backup?

A. copy
B. xcopy
C. robocopy
D. Copy-Item

Answer: C

Explanation:
Robocopy is a command-line utility that can be used to mirror the source data for the backup. It can copy files and folders with various options, such as copying only changed files, preserving attributes and permissions, and retrying failed copies. Robocopy is more powerful and flexible than copy or xcopy, which are simpler commands that can only copy files and folders without mirroring or other advanced features. Copy-Item is a PowerShell cmdlet that can also copy files and folders, but it is not a native Windows utility and it requires PowerShell to run1.
References: 1: https://windowsreport.com/mirror-backup-software/

NEW QUESTION 163
After clicking on a link in an email a Chief Financial Officer (CFO) received the following error:



The CFO then reported the incident to a technician. The link is purportedly to the organization's bank. Which of the following should the technician perform FIRST?

A. Update the browser's CRLs
B. File a trouble ticket with the bank.
C. Contact the ISP to report the CFCs concern
D. Instruct the CFO to exit the browser

Answer: A

Explanation:
The technician should update the browser's CRLs first. The error message indicates that the certificate revocation list (CRL) is not up to date. Updating the CRLs will ensure that the browser can verify the authenticity of the bank's website.

NEW QUESTION 167
A mobile phone user has downloaded a new payment application that allows payments to be made with a mobile device. The user attempts to use the device at a payment terminal but is unable to do so successfully. The user contacts a help desk technician to report the issue. Which of the following should the technician confirm NEXT as part of the troubleshooting process?

A. If airplane mode is enabled
B. If Bluetooth is disabled
C. If NFC is enabled
D. If WiFi is enabled
E. If location services are disabled

Answer: C

Explanation:
NFC stands for Near Field Communication, and it is a wireless technology that allows your phone to act as a contactless payment device, among other things2. Payment applications that allow payments to be made with a mobile device usually rely on NFC to communicate with the payment terminal1. Therefore, if NFC is disabled on the phone, the payment will not work. To enable NFC on an Android phone, you need to follow these steps3:
? On your Android device, open the Settings app.
? Select Connected devices.
? Tap on Connection preferences.
? You should see the NFC option. Toggle it on.
The other options are not directly related to using a payment application with a mobile device. Airplane mode is a setting that disables all wireless communication on the phone, including NFC4, but it also affects calls, texts, and internet access. Bluetooth is a wireless technology that allows you to connect your phone with other devices such as headphones or speakers, but it is not used for contactless payments. Wi-Fi is a wireless technology that allows you to access the internet or a local network, but it is also not used for contactless payments. Location services are a feature that allows your phone to determine your geographic location using GPS or other methods, but they are not required for contactless payments.

NEW QUESTION 171
A help desk technician runs the following script: Inventory.py. The technician receives the following error message:
How do you want to Open this file?
Which of the following is the MOST likely reason this script is unable to run?

A. Scripts are not permitted to run.
B. The script was not built for Windows.
C. The script requires administrator privileges,
D. The runtime environment is not installed.

Answer: D

Explanation:
The error message is indicating that the script is not associated with any program on the computer that can open and run it. This means that the script requires a runtime environment, such as Python, to be installed in order for it to execute properly. Without the appropriate runtime environment, the script will not be able to run.

NEW QUESTION 174

The Chief Executive Officer at a bark recently saw a news report about a high-profile cybercrime where a remote-access tool that the bank uses for support was also used in this crime. The report stated that attackers were able to brute force passwords to access systems. Which of the following would BEST limit the bark's risk? (Select TWO)

A. Enable multifactor authentication for each support account
B. Limit remote access to destinations inside the corporate network
C. Block all support accounts from logging in from foreign countries
D. Configure a replacement remote-access tool for support cases.
E. Purchase a password manager for remote-access tool users
F. Enforce account lockouts after five bad password attempts

Answer: AF

Explanation:
The best ways to limit the bank's risk are to enable multifactor authentication for each support account and enforce account lockouts after five bad password attempts. Multifactor authentication adds an extra layer of security to the login process, making it more difficult for attackers to gain access to systems. Account lockouts after five bad password attempts can help to prevent brute force attacks by locking out accounts after a certain number of failed login attempts.

NEW QUESTION 177
A technician is editing the hosts file on a few PCs in order to block certain domains. Which of the following would the technician need to execute after editing the hosts file?

A. Enable promiscuous mode.
B. Clear the browser cache.
C. Add a new network adapter.
D. Reset the network adapter.

Answer: D

Explanation:
Resetting the network adapter is the best way to apply the changes made to the hosts file on a few PCs. The hosts file is a text file that maps hostnames to IP addresses and can be used to block certain domains by redirecting them to invalid or local addresses. Resetting the network adapter will clear the DNS cache and force the PC to use the new entries in the hosts file.

NEW QUESTION 178
An administrator is designing and implementing a server backup system that minimizes the capacity of storage used. Which of the following is the BEST backup approach to use in conjunction with synthetic full backups?

A. Differential
B. Open file
C. Archive
D. Incremental

Answer: D

Explanation:
Incremental backups are backups that only include the changes made since the last backup, whether it was a full or an incremental backup. Incremental backups minimize the capacity of storage used and are often used in conjunction with synthetic full backups, which are backups that combine a full backup and subsequent incremental backups into a single backup set.
Reference: CompTIA A+ Core 2 Exam Objectives, Section 3.3

NEW QUESTION 179
A customer calls a service support center and begins yelling at a technician about a feature for a product that is not working to the customer's satisfaction. This feature is not supported by the service support center and requires a field technician to troubleshoot. The customer continues to demand service. Which of the following is the BEST course of action for the support center representative to take?

A. Inform the customer that the issue is not within the scope of this department.
B. Apologize to the customer and escalate the issue to a manager.
C. Ask the customer to explain the issue and then try to fix it independently.
D. Respond that the issue is something the customer should be able to fix.

Answer: B

Explanation:
Apologizing to the customer and escalating the issue to a manager is the best course of action for the support center representative to take. This shows empathy and professionalism and allows the manager to handle the situation and provide the appropriate service or resolution for the customer.

NEW QUESTION 184
Which of the following macOS utilities uses AES-128 to encrypt the startup disk?

A. fdisk
B. Diskpart
C. Disk Utility
D. FileVault

Answer: D

Explanation:

FileVault is a macOS utility that uses AES-128 (Advanced Encryption Standard) to encrypt the startup disk of a Mac computer. It protects the data from unauthorized access if the computer is lost or stolen. fdisk and Diskpart are disk partitioning utilities for Linux and Windows, respectively. Disk Utility is another macOS utility that can perform disk management tasks, such as formatting, resizing, repairing, etc. Verified References: https://www.comptia.org/blog/what-is-filevault https://www.comptia.org/certifications/a

NEW QUESTION 185
A technician needs administrator access on a Windows workstation to facilitate system changes without elevating permissions. Which of the following would best accomplish this task?

A. Group Policy Editor
B. Local Users and Groups
C. Device Manager
D. System Configuration

Answer: B

Explanation:

Local Users and Groups is the best option to accomplish this task. Local Users and Groups is a tool that allows managing the local user accounts and groups on a Windows workstation. The technician can use this tool to create a new user account with administrator privileges or add an existing user account to the Administrators group. This way, the technician can log in with the administrator account and make system changes without elevating permissions. Group Policy Editor, Device Manager, and System Configuration are not correct answers for this question. Group Policy Editor is a tool that allows configuring policies and settings for users and computers in a domain environment. Device Manager is a tool that allows managing the hardware devices and drivers on a Windows workstation. System Configuration is a tool that allows modifying the startup options and services on a Windows workstation. None of these tools can directly grant administrator access to a user account. References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 13
? CompTIA A+ Complete Study Guide: Core 1 Exam 220-1101 and Core 2 Exam …, page 103

NEW QUESTION 188
A technician needs to transfer a file to a user's workstation. Which of the following would BEST accomplish this task utilizing the workstation's built-in protocols?

A.

VPN

B. SMB
C. RMM

D. MSRA

Answer: B

Explanation:
SMB stands for Server Message Block, which is a network file sharing protocol that allows applications on a computer to read and write to files and to request services from server programs in a computer network. SMB is a built-in protocol in Windows operating systems and can be used to transfer files between computers over a network. The technician can use SMB to access a file share on the user's workstation and copy the file to or from it. VPN stands for virtual private network, which is a technology that creates a secure and encrypted connection over a public network. VPN is not a built-in protocol in Windows operating systems and does not directly transfer files between computers. RMM stands for remote monitoring and management, which is a type of software solution that allows remote management and monitoring of devices and networks. RMM is not a built-in protocol in Windows operating systems and does not directly transfer files between computers. MSRA stands for Microsoft Remote Assistance, which is a feature that allows a user to invite another user to view or control their computer remotely. MSRA is not a protocol, but an application that uses Remote Desktop Protocol (RDP) to establish a connection. MSRA does not directly transfer files between computers. https://www.pcmag.com/picks/the-best-desktop-workstations

NEW QUESTION 192
A user's corporate laptop with proprietary work Information was stolen from a coffee shop. The user togged in to the laptop with a simple password. and no other security mechanisms were in place. Which of the following would MOST likely prevent the stored data from being recovered?

A. Biometrics
B. Full disk encryption
C. Enforced strong system password
D. Two-factor authentication

Answer: B

Explanation:
Full disk encryption is a security mechanism that encrypts the entire data on a hard drive, making it unreadable without the correct decryption key or password. It can prevent the stored data from being recovered by unauthorized persons who steal or access the laptop. Biometrics, enforced strong system password and two-factor authentication are other security mechanisms, but they only protect the login access to the laptop, not the data on the hard drive. Verified References: https://www.comptia.org/blog/what-is-full-disk- encryption https://www.comptia.org/certifications/a

NEW QUESTION 197
An application user received an email indicating the version of the application currently in use will no longer be sold. Users with this version of the application will no longer receive patches or updates either. Which of the following indicates a vendor no longer supports a product?

A. AUP
B. EULA
C. EOL
D. UAC

Answer: C

Explanation:
EOL (end-of-life) is a term that indicates a vendor no longer supports a product. It means that the product will no longer be sold, updated or patched by the vendor, and that the users should migrate to a newer version or alternative product. AUP (acceptable use policy), EULA (end-user license agreement) and UAC (user account control) are not terms that indicate a vendor no longer supports a product. Verified References: https://www.comptia.org/blog/what-is-end-of-life https://www.comptia.org/certifications/a

NEW QUESTION 202
Which of the following is used to explain issues that may occur during a change implementation?

A. Scope change
B. End-user acceptance
C. Risk analysis
D. Rollback plan

Answer: C

Explanation:
Risk analysis is used to explain issues that may occur during a change implementation. Risk analysis is a process of identifying, assessing and prioritizing potential risks that may affect a project or an activity. Risk analysis can help determine the likelihood and impact of various issues that may arise during a change implementation, such as technical errors, compatibility problems, security breaches, performance degradation or user dissatisfaction. Risk analysis can also help plan and prepare for mitigating or avoiding these issues. Scope change is a modification of the original goals, requirements or deliverables of a project or an activity. Scope change is not used to explain issues that may occur during a change implementation but to reflect changes in expectations or needs of the stakeholders. End- user acceptance is a measure of how well the users are satisfied with and adopt a new system or service. End-user acceptance is not used to explain issues that may occur during a change implementation but to evaluate the success and effectiveness of the change. Rollback plan is a contingency plan that describes how to restore a system or service to its previous state in case of a failed or problematic change implementation. Rollback plan is not used to explain issues that may occur during a change implementation but to recover from them. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 5.2

NEW QUESTION 203
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-61c0-4f4a-a659-dc98f1f00158

NEW QUESTION 205
A technician is troubleshooting boot times for a user. The technician attempts to use MSConfig to see which programs are starting with the OS but receives a message that it can no longer be used to view startup items. Which of the following programs can the technician use to view startup items?

A. msinfo32
B. perfmon
C. regedit
D. taskmgr

Answer: D

Explanation:
When troubleshooting boot times for a user, a technician may want to check which programs are starting with the operating system to identify any that may be slowing down the boot process. MSConfig is a tool that can be used to view startup items on a Windows system, but it may not always be available or functional. In this scenario, the technician receives a message that MSConfig cannot be used to view startup items. As an alternative, the technician can use Task Manager (taskmgr), which can also display the programs that run at startup. To access the list of startup items in Task Manager, the technician can follow these steps:
? Open Task Manager by pressing Ctrl+Shift+Esc.
? Click the "Startup" tab.
? The list of programs that run at startup will be displayed.

NEW QUESTION 208
A large company is selecting a new Windows operating system and needs to ensure it has built-in encryption and endpoint protection. Which of the following Windows versions will MOST likely be selected?

A. Home
B. Pro
C. Pro for Workstations
D. Enterprise

Answer: D

Explanation:
When selecting a new Windows operating system for a large company that needs built-in encryption and endpoint protection, the Enterprise edition is the most likely choice. This edition provides advanced security features such as Windows Defender Advanced Threat Protection (ATP), AppLocker, and BitLocker Drive Encryption. These features can help to protect the company's data and endpoints against malware attacks, unauthorized access, and data theft.
The Home and Pro editions of Windows do not include some of the advanced security features provided by the Enterprise edition, such as Windows Defender ATP and AppLocker. The Pro for Workstations edition is designed for high-performance and high- end hardware configurations, but it does not provide additional security features beyond those provided by the Pro edition.

NEW QUESTION 211

Which of the following should be used to control security settings on an Android phone in a domain environment?

A. MDM
B. MFA
C. ACL
D. SMS

Answer: A

Explanation:
The best answer to control security settings on an Android phone in a domain environment is to use “Mobile Device Management (MDM)”. MDM is a type of software that is used to manage and secure mobile devices such as smartphones and tablets. MDM can be used to enforce security policies, configure settings, and remotely wipe data from devices. In a domain environment, MDM can be used to manage Android phones and enforce security policies such as password requirements, encryption, and remote wipe capabilities12

NEW QUESTION 213

Which of the following is the best reason for sandbox testing in change management?

A. To evaluate the change before deployment
B. To obtain end-user acceptance
C. To determine the affected systems
D. To select a change owner

Answer: A

Explanation:
Sandbox testing is a method of testing changes in a simulated environment that mimics the real one, without affecting the actual production system. Sandbox testing is useful for change management because it allows the testers to evaluate the change before deployment, and ensure that it works as intended, does not cause any errors or conflicts, and meets the requirements and expectations of the stakeholders. Sandbox testing also helps to protect the investment in the existing system, as it reduces the risk of introducing bugs or breaking functionality that could harm the customer experience or the business operations. Sandbox testing also gives the testers more control over the customer experience, as they can experiment with different scenarios and configurations, and optimize the change for the best possible outcome.
References:
1: Change Management and Sandbox - Quickbase1 2: Embracing change: Build, test, and adapt in a sandbox environment - Zendesk3

NEW QUESTION 217
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 219
A PC is taking a long time to boot. Which of the following operations would be best to do to resolve the issue at a minimal expense? (Select two).

A. Installing additional RAM
B. Removing the applications from startup
C. Installing a faster SSD
D. Running the Disk Cleanup utility
E. Defragmenting the hard drive
F. Ending the processes in the Task Manager

Answer: BD

Explanation:
Removing the applications from startup can improve the boot time of a PC by reducing the number of programs that load automatically when the PC starts. Some applications may add themselves to the startup list without the user's knowledge or

consent, which can slow down the PC's performance. Running the Disk Cleanup utility can also improve the boot time of a PC by deleting unnecessary or temporary files that take up disk space and affect the PC's speed. Disk Cleanup can also remove old system files that may cause conflicts or errors during booting. Installing additional RAM, installing a faster SSD, defragmenting the hard drive, and ending the processes in the Task Manager are not operations that would be best to do to resolve the issue of slow boot time at a minimal expense, as they may require purchasing new hardware or software, or may have negative impacts on other aspects of the PC's performance.

NEW QUESTION 224
A technician wants to enable BitLocker on a Windows 10 laptop and is unable to find the BitLocker Drive Encryption menu item in Control Panel. Which of the following explains why the technician unable to find this menu item?

A. The hardware does not meet BitLocker's minimum system requirements.
B. BitLocker was renamed for Windows 10.
C. BitLocker is not included on Windows 10 Home.
D. BitLocker was disabled in the registry of the laptop

Answer: C

Explanation:
BitLocker is only available on Windows 10 Pro, Enterprise, and Education editions1. Therefore, the technician is unable to find the BitLocker Drive Encryption menu item in Control Panel because it is not included in the Windows 10 Home edition1.

NEW QUESTION 228
A technician is finalizing a new workstation for a user. The user's PC will be connected to the internet but will not require the same private address each time. Which of the following protocols will the technician MOST likely utilize?

A. DHCP
B. SMTP
C. DNS
D. RDP

Answer: A

Explanation:
DHCP stands for Dynamic Host Configuration Protocol and it is used to assign IP addresses and other network configuration parameters to devices on a network automatically. This is useful for devices that do not require the same private address each time they connect to the internet.

NEW QUESTION 232
Which of the following file extensions should a technician use for a PowerShell script?

A.

.ps1

B. .py
C. .sh
D. .bat
E. .cmd

Answer: A

Explanation:
A PowerShell script is a plain text file that contains one or more PowerShell commands. Scripts have a .ps1 file extension and can be run on your computer or in a remote session. PowerShell scripts can be used to automate tasks and change settings on Windows devices. To create and run a PowerShell script, you need a text editor (such as Visual Studio Code or Notepad) and the PowerShell Integrated Scripting Environment (ISE) console. You also need to enable the correct execution policy to allow scripts to run on your system

NEW QUESTION 234
A user is setting up a computer for the first time and would like to create a secondary login with permissions that are different than the primary login. The secondary login will need to be protected from certain content such as games and websites. Which of the following Windows settings should the user utilize to create the secondary login?

A. Privacy
B. Accounts
C. Personalization
D. Shared resources

Answer: B

Explanation:
To create a secondary login with different permissions in Windows 10, the user should utilize the Accounts setting. Here are the steps to create a new user account with different permissions:
? Right-click the Windows Start menu button.
? Select Control Panel.
? Select User Accounts.
? Select Manage another account.
? Select Add a new user in PC settings.
? Use the Accounts dialog box to configure a new account.1

NEW QUESTION 237
A technician has spent hours trying to resolve a computer issue for the company's Chief Executive Officer (CEO). The CEO needs the device returned as soon as possible. Which of the following steps should the technician take NEXT?

A. Continue researching the issue
B. Repeat the iterative processes
C. Inform the CEO the repair will take a couple of weeks
D. Escalate the ticket

Answer: D

Explanation:
The technician should escalate the ticket to ensure that the CEO’s device is returned as soon as possible1

NEW QUESTION 242
Which of the following would cause a corporate-owned iOS device to have an Activation Lock issue?

A. A forgotten keychain password
B. An employee's Apple ID used on the device
C. An operating system that has been jailbroken
D. An expired screen unlock code

Answer: B

Explanation:
Activation Lock is a feature that prevents anyone from erasing or activating an iOS device without the owner’s Apple ID and password. If a corporate-owned iOS device is linked to an employee’s Apple ID, it will have an Activation Lock issue when the employee leaves the company or forgets their Apple ID credentials.
Reference: CompTIA A+ Core 2 Exam Objectives, Section 4.1

NEW QUESTION 247

A SOHO client is having trouble navigating to a corporate website. Which of the following should a technician do to allow access?

A. Adjust the content filtering.
B. Unmap port forwarding.
C. Disable unused ports.
D. Reduce the encryption strength

Answer: A

Explanation:
Content filtering is a process that manages or screens access to specific emails or webpages based on their content categories1. Content filtering can be used by organizations to control content access through their firewalls and enforce corporate policies around information system management2. A SOHO client may have content filtering enabled on their network and may need to adjust it to allow access to a corporate website that is blocked by default. The client can use a software program, a hardware device, or a subscription service to configure the content filtering settings and whitelist the desired website2.
References: 1: Web content filtering (https://learn.microsoft.com/en-us/microsoft-365/security/defender-endpoint/web-content-filtering?view=o365-worldwide) 2: What is Content Filtering? Definition and Types of Content Filters (https://www.fortinet.com/resources/cyberglossary/content-filtering)

NEW QUESTION 249
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 254
When visiting a particular website, a user receives a message stating, "Your connection is not private." Which of the following describes this issue?

A. Certificate warning
B. Malware
C. JavaScript error
D. Missing OS update

Answer: A

Explanation:
A certificate warning is a message that appears when a web browser cannot verify the identity or security of a website. It usually means that there is a problem with the website's SSL certificate, such as expiration, invalidity, or mismatch. A certificate warning can indicate that the website is unsafe or compromised, and that the user's connection is not private123.
References: 1 How to Fix "Your Connection Is Not Private" Errors - How-To Geek(https://www.howtogeek.com/874436/how-to-fix-your-connection-is-not-private-errors/)2 How to fix a "Your connection is not private" error - Norton(https://us.norton.com/blog/how-to/your-connection-is-not-private)3 "Your Connection Is Not Private" Error: 8 Ways to Fix It - HubSpot Blog(https://blog.hubspot.com/website/how-to-fix-your-connection-is-not-private).

NEW QUESTION 255
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. Mastered
B. Not Mastered

Answer: A

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 temperature1
Reference:
CompTIA A+ Certification Exam: Core 2 (220-1102) Exam Objectives Version 4.0. Retrieved from https://partners.comptia.org/docs/default-source/resources/comptia-a-220- 1102-exam-objectives-(3-0)

NEW QUESTION 259
A technician sees a file that is requesting payment to a cryptocurrency address. Which of the following should the technician do first?

A. Quarantine the computer.
B. Disable System Restore.
C. Update the antivirus software definitions.
D. Boot to safe mode.

Answer: A

Explanation:
Quarantining the computer means isolating it from the network and other devices to prevent the spread of malware or ransomware. Ransomware is a type of malware that encrypts the files on a computer and demands payment (usually in cryptocurrency) to restore them. If a technician sees a file that is requesting payment to a cryptocurrency address, it is likely that the computer has been infected by ransomware. Quarantining the computer should be the first step to contain the infection and prevent further damage. Disabling System Restore, updating the antivirus software definitions, and booting to safe mode are not steps that should be done before quarantining the computer.

NEW QUESTION 262
A technician requires graphical remote access to various Windows, Linux, and macOS desktops on the company LAN. The security administrator asks the technician to utilize a single software solution that does not require an external internet connection. Which of the following remote access tools is the technician most likely to install?

A. VNC
B. RMM
C. RDP
D. SSH

Answer: A

Explanation:
VNC (Virtual Network Computing) is a remote access tool that allows the technician to access and control various Windows, Linux, and macOS desktops on the company LAN using a graphical user interface. VNC does not require an external internet connection, as it works over a local network or a VPN. VNC uses a client-server model, where the server runs on the remote desktop and the client connects to it from another device. VNC can transmit the keyboard and mouse events from the client to the server, and the screen updates from the server to the client, enabling the technician to interact with the remote desktop as if it were local12.
VNC is a better option than the other choices because:
? RMM (Remote Monitoring and Management) (B) is not a single software solution, but a category of software solutions that enable IT professionals to remotely monitor, manage, and troubleshoot multiple devices and networks. RMM software may include remote access tools, but also other features such as patch management, backup and recovery, security, reporting, and automation. RMM software may require an external internet connection, as it often relies on cloud-based services or web-based consoles34.
? RDP (Remote Desktop Protocol) © is a remote access tool that allows the technician to access and control Windows desktops on the company LAN using a graphical user interface. However, RDP is not compatible with Linux or macOS desktops, unless they have third-party software installed that can emulate or translate the RDP protocol. RDP also has some security and performance issues, such as encryption vulnerabilities, bandwidth consumption, and latency problems56.
? SSH (Secure Shell) (D) is a remote access tool that allows the technician to access and control various Windows, Linux, and macOS desktops on the company LAN using a command-line interface. SSH does not require an external internet connection, as it works over a local network or a VPN. SSH uses encryption and authentication to secure the communication between the client and the server. However, SSH does not provide a graphical user interface, which may limit the functionality and usability of the remote desktop7 .
References:
1: What is VNC? - Definition from Techopedia1 2: How VNC Works - RealVNC2 3: What is Remote Monitoring and Management (RMM)? - Definition from Techopedia3 4: What is RMM Software? - NinjaRMM4 5: What is Remote Desktop Protocol (RDP)? - Definition from Techopedia5 6: Remote Desktop Protocol: What it is and how to secure it - CSO Online6 7: What is Secure Shell (SSH)? - Definition from Techopedia7 : How to Use SSH to Access a Remote Server in Linux or Windows - Hostinger Tutorials

NEW QUESTION 266
Which of the following would typically require the most computing resources from the host computer?

A. Chrome OS
B. Windows
C. Android
D. macOS
E. Linux

Answer: B

Explanation:
Windows is the operating system that typically requires the most computing resources from the host computer, compared to the other options. Computing resources include hardware components such as CPU, RAM, disk space, graphics card, and network adapter. The minimum system requirements for an operating system indicate the minimum amount of computing resources needed to install and run the operating system on a computer. The higher the minimum system requirements, the more computing resources the operating system consumes.
According to the web search results, the minimum system requirements for Windows 10 and Windows 11 are as follows12:
? CPU: 1 GHz or faster with two or more cores (Windows 10); 1 GHz or faster with
two or more cores on a compatible 64-bit processor (Windows 11)
? RAM: 1 GB for 32-bit or 2 GB for 64-bit (Windows 10); 4 GB (Windows 11)
? Disk space: 16 GB for 32-bit or 32 GB for 64-bit (Windows 10); 64 GB (Windows 11)
? Graphics card: DirectX 9 or later with WDDM 1.0 driver (Windows 10); DirectX 12 compatible with WDDM 2.0 driver (Windows 11)
? Network adapter: Ethernet or Wi-Fi (Windows 10); Ethernet or Wi-Fi that supports 5 GHz (Windows 11)
The minimum system requirements for macOS Ventura are as follows:
? CPU: Intel Core i3 or higher, or Apple M1 chip
? RAM: 4 GB
? Disk space: 35.5 GB
? Graphics card: Metal-capable
? Network adapter: Ethernet or Wi-Fi
The minimum system requirements for Chrome OS are as follows:
? CPU: Intel Celeron or higher
? RAM: 2 GB
? Disk space: 16 GB
? Graphics card: Integrated
? Network adapter: Ethernet or Wi-Fi
The minimum system requirements for Android are as follows:
? CPU: 1 GHz or higher
? RAM: 512 MB
? Disk space: 8 GB
? Graphics card: OpenGL ES 2.0
? Network adapter: Ethernet or Wi-Fi
The minimum system requirements for Linux vary depending on the distribution, but a common example is Ubuntu, which has the following minimum system requirements:
? CPU: 2 GHz dual core processor or better
? RAM: 4 GB
? Disk space: 25 GB
? Graphics card: 1024 x 768 screen resolution
? Network adapter: Ethernet or Wi-Fi
Based on the comparison of the minimum system requirements, Windows has the highest requirements for CPU, RAM, disk space, and graphics card, while Chrome OS and Android have the lowest requirements. macOS and Linux have moderate requirements, depending on the hardware and software configuration. Therefore, Windows is the operating system that typically requires the most computing resources from the host computer.
References:
? Windows, macOS, Chrome OS, or Linux: Which Operating System Is Right for You?1
? Comparison of operating systems3
? Windows 10 vs 11 Minimum System Requirements: Why Need a New One?2
? macOS Monterey - Technical Specifications
? Chrome OS - Wikipedia
? Android - Wikipedia
? Installation/SystemRequirements - Community Help Wiki

NEW QUESTION 269
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