

## Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

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#### NEW QUESTION 1

A technician needs to recommend the best backup method that will mitigate ransomware attacks.

Only a few files are regularly modified, however, storage space is a concern. Which of the following backup methods would BEST address these concerns?

- A. Full
- B. Differential
- C. Off-site
- D. Grandfather-father-son

**Answer: D**

#### NEW QUESTION 2

When a user calls in to report an issue, a technician submits a ticket on the user's behalf. Which of the following practices should the technician use to make sure the ticket is associated with the correct user?

- A. Have the user provide a callback phone number to be added to the ticket
- B. Assign the ticket to the department's power user
- C. Register the ticket with a unique user identifier
- D. Provide the user with a unique ticket number that can be referenced on subsequent calls.

**Answer: D**

#### NEW QUESTION 3

Which of the following is the MOST cost-effective version of Windows 10 that allows remote access through Remote Desktop?

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

**Answer: D**

#### NEW QUESTION 4

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

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

**Answer: B**

#### NEW QUESTION 5

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

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

**Answer: B**

#### NEW QUESTION 6

The Chief Executive Officer at a bank 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 bank'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**

#### NEW QUESTION 7

A technician is asked to resize a partition on the internal storage drive of a computer running macOS.

Which of the following tools should the technician use to accomplish this task?

- A. Consolef
- B. Disk Utility
- C. Time Machine

D. FileVault

**Answer: B**

#### NEW QUESTION 8

A technician is working with a company to determine the best way to transfer sensitive personal information between offices when conducting business. The company currently uses USB drives and is resistant to change. The company's compliance officer states that all media at rest must be encrypted. Which of the following would be the BEST way to secure the current workflow?

- A. Deploy a secondary hard drive with encryption on the appropriate workstation
- B. Configure a hardened SFTP portal for file transfers between file servers
- C. Require files to be individually password protected with unique passwords
- D. Enable BitLocker To Go with a password that meets corporate requirements

**Answer: D**

#### NEW QUESTION 9

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

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

**Answer: A**

#### NEW QUESTION 10

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

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

A.

**Answer: C**

#### NEW QUESTION 10

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

Which of the following is the FIRST step in troubleshooting?

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

**Answer: C**

#### NEW QUESTION 12

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

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

**Answer: C**

#### NEW QUESTION 17

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### **NEW QUESTION 19**

A user is experiencing frequent malware symptoms on a Windows workstation. The user has tried several times to roll back the state but the malware persists. Which of the following would MOST likely resolve the issue?

- A. Reimaging the workstation
- B. Quarantining system files
- C. Encrypting the hard drive
- D. Disabling TLS 1.0 support

**Answer:** A

#### **NEW QUESTION 22**

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

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

**Answer:** B

#### **NEW QUESTION 27**

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

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

**Answer:** A

#### **NEW QUESTION 30**

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

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

**Answer: B**

#### NEW QUESTION 32

Which of the following Wi-Fi protocols is the MOST secure?

- A. WPA3
- B. WPA-AES
- C. WEP
- D. WPA-TKIP

**Answer: A**

#### NEW QUESTION 33

A user reports that antivirus software indicates a computer is infected with viruses. The user thinks this happened while browsing the internet. The technician does not recognize the interface with which the antivirus message is presented. Which of the following is the NEXT step the technician should take?

- A. Shut down the infected computer and swap it with another computer.
- B. Investigate what the interface is and what triggered it to pop up.
- C. Proceed with initiating a full scan and removal of the viruses using the presented interface.
- D. Call the phone number displayed in the interface of the antivirus removal tool.

**Answer: C**

#### NEW QUESTION 34

A technician is unable to join a Windows 10 laptop to a domain. Which of the following is the MOST likely reason?

- A. The domain's processor compatibility is not met.
- B. The laptop has Windows 10 Home installed.
- C. The laptop does not have an onboard Ethernet adapter.
- D. The Laptop does not have all current Windows updates installed.

**Answer: B**

#### NEW QUESTION 37

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

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

**Answer: A**

#### NEW QUESTION 40

As part of a CYOD policy a systems administrator needs to configure each user's Windows device to require a password when resuming from a period of sleep or inactivity. Which of the following paths will lead the administrator to the correct settings?

- A. Use Settings to access Screensaver settings.
- B. Use Settings to access Screen Timeout settings.
- C. Use Settings to access General.
- D. Use Settings to access Display.

**Answer: A**

#### NEW QUESTION 43

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