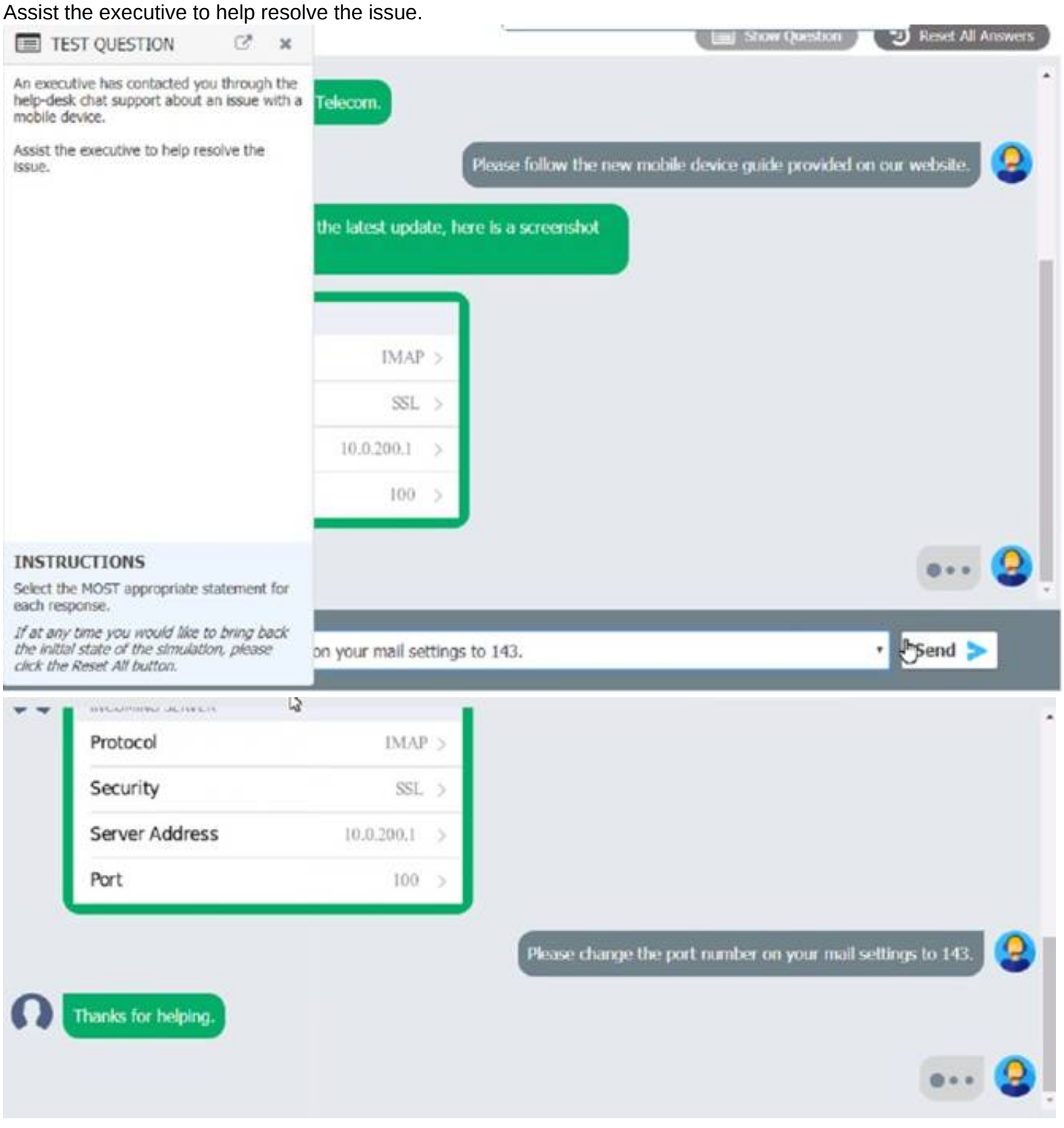
CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1
An executive has contacted you through the help-desk chat support about an issue with a mobile device.
Assist the executive to help resolve the issue.



Which of the following should be done NEXT?

A. Educate the user on the solution that was performed.
B. Tell the user to take time to fix it themselves next time.
C. Close the ticket out.
D. Send an email to Telecom to inform them of the Issue and prevent reoccurrence.

Answer: A

NEW QUESTION 2
A company recently experienced a security incident in which a USB drive containing malicious software was able to covertly install malware on a workstation.
Which of the following actions should be taken to prevent this incident from happening again? (Select two).

A. Install a host-based IDS.
B. Restrict log-in times.
C. Enable a BIOS password.
D. Update the password complexity.
E. Disable AutoRun.
F. Update the antivirus definitions.
G. Restrict user permissions.

Answer: EG

Explanation:
AutoRun is a feature of Windows that automatically executes a program or file when a removable media such as a USB drive is inserted into the computer. Disabling AutoRun can prevent a USB drive containing malicious software from covertly installing malware on a workstation, as it would require the user to manually open the drive and run the file. Restricting user permissions can also prevent a USB drive containing malicious software from covertly installing malware on a workstation, as it would limit the user's ability to execute or install unauthorized programs or files. Installing a host-based IDS, restricting log-in times, enabling a BIOS password, updating the password complexity, and updating the antivirus definitions are not actions that can directly prevent this incident from happening again.

NEW QUESTION 3

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 4
A user reports that the pages flash on the screen two or three times before finally staying open when attempting to access banking web pages. Which of the following troubleshooting steps should the technician perform NEXT to resolve the issue?

A. Examine the antivirus logs.
B. Verify the address bar URL.
C. Test the internet connection speed.
D. Check the web service status.

Answer: B

Explanation:
The next troubleshooting step that the technician should perform to resolve the issue of pages flashing on the screen before staying open when accessing banking web pages is to verify the address bar URL. The address bar URL is the web address that appears in the browser's address bar and indicates the location of the web page being accessed. Verifying the address bar URL can help determine if the user is accessing a legitimate or malicious website, as some phishing websites may try to impersonate banking websites by using similar-looking URLs or domains.

NEW QUESTION 5
Which of the following OS types provides a lightweight option for workstations thai need an easy-to-use browser-based interface?

A. FreeBSD
B. Chrome OS
macOS
6
B: Windows

Answer: B

Explanation:
Chrome OS provides a lightweight option for workstations that need an easy- to-use browser-based interface1

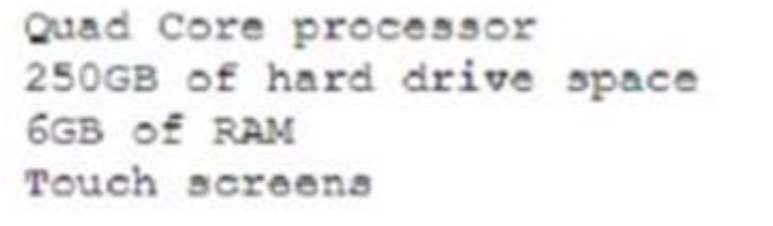
NEW QUESTION 6
A user reports a computer is running slow. Which of the following tools will help a technician identity the issued

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Resource Monitor will help a technician identify the issue when a user reports a computer is running slow1

NEW QUESTION 7
A department has the following technical requirements for a new application:



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 8
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 9
A BSOD appears on a user's workstation monitor. The user immediately presses the power button to shut down the PC, hoping to repair the issue. The user then restarts the PC, and the BSOD reappears, so the user contacts the help desk. Which of the following should the technician use to determine the cause?

A. Stop code
B. Event Mewer
C. Services
D. System Configuration

Answer: A

Explanation:
When a Blue Screen of Death (BSOD) appears on a Windows workstation, it indicates that there is a serious problem with the operating system. The stop code displayed on the BSOD can provide valuable information to help determine the cause of the issue. The stop code is a specific error code that is associated with the BSOD, and it can help identify the root cause of the problem.
In this scenario, the user has encountered a BSOD and has restarted the PC, only to see the BSOD reappear. This suggests that the problem is persistent and requires further investigation. By analyzing the stop code displayed on the BSOD, a technician can begin to identify the underlying issue and take appropriate actions to resolve it.

NEW QUESTION 10
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 10
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 11
A large university wants to equip all classrooms with high-definition IP videoconferencing equipment. Which of the following would most likely be impacted in this situation?

A. SAN
B. LAN
C. GPU
D. PAN

Answer: B

Explanation:
LAN is the most likely option to be impacted in this situation. LAN stands for Local Area Network, and it is a network that connects devices within a limited area, such as a building or a campus. Installing high-definition IP videoconferencing equipment in all classrooms would require a high bandwidth and reliable LAN infrastructure to support the video and audio transmission. The LAN would also need to be configured with proper security, quality of service, and multicast protocols to ensure the optimal performance of the videoconferencing system. SAN, GPU, and PAN are not directly related to this scenario. SAN stands for Storage Area Network, and it is a network that provides access to consolidated storage devices. GPU stands for Graphics Processing Unit, and it is a hardware component that handles graphics rendering and computation. PAN stands for Personal Area Network, and it is a network that connects devices within a short range, such as Bluetooth or infrared. References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 20
? CompTIA A+ Complete Study Guide: Core 1 Exam 220-1101 and Core 2 Exam …, page 104

NEW QUESTION 12
A user calls the help desk to report that Windows installed updates on a laptop and rebooted overnight. When the laptop started up again, the touchpad was no longer working. The technician thinks the software that controls the touchpad might be the issue. Which of the following tools should the technician use to make adjustments?

A. eventvwr.msc
B. perfmon.msc
C. gpedic.msc
D. devmgmt.msc

Answer: D

Explanation:
The technician should use devmgmt.msc tool to make adjustments for the touchpad issue after Windows installed updates on a laptop. Devmgmt.msc is a command that opens the Device Manager, which is a utility that allows users to view and manage the hardware devices and drivers installed on a computer. The technician can use the Device Manager to check the status, properties and compatibility of the touchpad device and its driver, and perform actions such as updating, uninstalling or reinstalling the driver, enabling or disabling the device, or scanning for hardware changes. Eventvwr.msc is a command that opens the Event Viewer, which is a utility that allows users to view and monitor the system logs and events. The Event Viewer may provide some information or clues about the touchpad issue, but it does not allow users to manage or troubleshoot the device or its driver directly. Perfmon.msc is a command that opens the Performance Monitor, which is a utility that allows users to measure and analyze the performance of the system

NEW QUESTION 14
Which of the following Is used to identify potential issues with a proposed change poor lo implementation?

A. Request form
B. Rollback plan
C. End-user acceptance
D. Sandbox testing

Answer: D

Explanation:
Sandbox testing is a method of identifying potential issues with a proposed change prior to implementation. It involves creating a simulated or isolated environment that mimics the real system and applying the change to it. This can help to verify that the change works as expected and does not cause any errors or conflicts. Request form, rollback plan and end-user acceptance are other components of a change management process, but they do not involve identifying issues with a change. Verified References: https://www.comptia.org/blog/what-is-sandbox-testing https://www.comptia.org/certifications/a

NEW QUESTION 19
A user added a second monitor and wants to extend the display to it. In which of the following Windows settings will the user MOST likely be able to make this change?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
The user can most likely make the change of extending the display to a second monitor in the System option in the Windows settings. The System option allows users to manage system settings and features, such as display, sound, notifications, power and storage. The user can extend the display to a second monitor by

selecting Display from the System option and then choosing Extend these displays from the Multiple displays drop-down menu. This will allow the user to use both monitors as one large desktop area. Devices is an option in the Windows settings that allows users to add and manage devices connected to the computer, such as printers, scanners, mice and keyboards. Devices is not related to extending the display to a second monitor but to configuring device settings and preferences. Personalization is an option in the Windows settings that allows users to customize the appearance and behavior of their desktop, such as themes, colors, backgrounds, lock screen and screensaver.

NEW QUESTION 24
A Linux technician needs a filesystem type that meets the following requirements:
. All changes are tracked.
. The possibility of file corruption is reduced.
· Data recovery is easy.
Which of the following filesystem types best meets these requirements?

A. ext3
B: FAT32
C. exFAT
D. NTFS

Answer: A

Explanation:
The ext3 file system is a Linux native file system that meets the requirements of the question. It has the following features:
? All changes are tracked. The ext3 file system uses a journaling mechanism that
records all changes to the file system metadata in a special log called the journal before applying them to the actual file system. This ensures that the file system can be restored to a consistent state in case of a power failure or system crash12.
? The possibility of file corruption is reduced. The journaling feature of ext3 also
reduces the possibility of file corruption, as it avoids the need for a full file system check after an unclean shutdown. The file system can be quickly replayed from the journal and any inconsistencies can be fixed12.
? Data recovery is easy. The ext3 file system supports undeletion of files using tools
such as ext3grep or extundelete, which can scan the file system for deleted inodes and attempt to recover the data blocks associated with them34.
References:
1: Introduction to Linux File System [Structure and Types] - MiniTool1 2: 7 Ways to Determine the File System Type in Linux (Ext2, Ext3 or Ext4) - Tecmint3 3: How to Recover Deleted Files in Linux with ext3grep 4: How to Recover Deleted Files from ext3 Partitions

NEW QUESTION 29
A technician installed Windows 10 on a workstation. The workstation only has 3.5GB of usable RAM, even though the technician installed 8GB. Which of the following is the MOST likely reason this system is not utilizing all the
available RAM?

A. The system is missing updates.
B. The systems utilizing a 32-bit OS.
C. The system's memory is failing.
D. The system requires BIOS updates.

Answer: B

Explanation:
The most likely reason that the system is not utilizing all the available RAM is that it is running a 32-bit OS. A 32-bit OS can only address up to 4GB of RAM, and some of that is reserved for hardware and system use1. Therefore, even if the technician installed 8GB of RAM, the system can only use around 3.5GB of usable RAM. To use the full 8GB of RAM, the technician would need to install a 64-bit OS, which can address much more memory2. The system missing updates, the system’s memory failing, or the system requiring BIOS updates are not likely to cause this issue.
References: 2: https://support.microsoft.com/en-us/windows/windows-10-system-requirements-6d4e9a79-66bf-7950-467c-795cf0386715 1: https://www.makeuseof.com/tag/unlock-64gb-ram-32-bit-windows-pae-patch/

NEW QUESTION 34
A user is having phone issues after installing a new application that claims to optimize performance. The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

A. Reset the phone to factory settings
B. Uninstall the fraudulent application
C. Increase the data plan limits
D. Disable the mobile hotspot.

Answer: B

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

NEW QUESTION 37
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 40
A user connected a smartphone to a coffee shop's public Wi-Fi and noticed the smartphone started sending unusual SMS messages and registering strange network activity A technician thinks a virus or other malware has infected the device. Which of the following should the technician suggest the user do to best address these security and privacy concerns? (Select two).

A. Disable Wi-Fi autoconnect.
B. Stay offline when in public places.
C. Uninstall all recently installed applications.
D. Schedule an antivirus scan.
E. Reboot the device
F. Update the OS

Answer: CD

Explanation:
The best way to address the security and privacy concerns caused by a malware infection on a smartphone is to uninstall all recently installed applications and schedule an antivirus scan. Uninstalling the applications that may have introduced the malware can help remove the source of infection and prevent further damage. Scheduling an antivirus scan can help detect and remove any remaining traces of malware and restore the device's functionality. References: CompTIA A+ Core 2 (220-1102) Certification Study Guide, Chapter 5: Mobile Devices, Section 5.3: Mobile Device Security1

NEW QUESTION 42
A small-office customer needs three PCs to be configured in a network with no server. Which of the following network types is the customer's BEST choice for this environment?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
A workgroup network is a peer-to-peer network where each PC can share files and resources with other PCs without a central server. A public network is a network that is accessible to anyone on the internet. A wide area network is a network that spans a large geographic area, such as a country or a continent. A domain network is a network where a server controls the access and security of the PCs. Verified References: https://www.comptia.org/blog/network-types https://www.comptia.org/certifications/a

NEW QUESTION 44
A technician is investigating options to secure a small office's wireless network. One requirement is to allow automatic log-ins to the network using certificates instead of passwords. Which of the following should the wireless solution have in order to support this feature?

A. RADIUS
B. AES
C. EAP-EKE
D. MFA

Answer: A

Explanation:
RADIUS is the correct answer for this question. RADIUS stands for Remote Authentication Dial-In User Service, and it is a protocol that provides centralized authentication, authorization, and accounting for wireless networks. RADIUS can support certificate-based authentication, which allows users to log in to the network automatically without entering passwords. RADIUS also provides other benefits, such as enforcing security policies, logging user activities, and managing network access. AES, EAP-EKE, and MFA are not wireless solutions, but rather encryption algorithms, authentication methods, and security factors, respectively.
References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 23
? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Cert Guide, page 459

NEW QUESTION 45
Which of the following is the most likely reason a filtration system is critical for data centers?

A. Plastics degrade over time.
B. High humidity levels can rust metal.
C. Insects can invade the data center.
D. Dust particles can clog the machines.

Answer: B

Explanation:
A filtration system is critical for data centers because it can control the humidity and temperature levels in the environment. High humidity levels can cause condensation and corrosion on the metal components of the servers and other equipment, leading to malfunction and damage. A filtration system can also prevent dust, dirt, and other contaminants from entering the data center and clogging the machines or causing overheating.

NEW QUESTION 49
A system drive is nearly full, and a technician needs lo tree up some space. Which of the following tools should the technician use?

A. Disk Cleanup
B. Resource Monitor
C. Disk Defragment
D. Disk Management

Answer: A

Explanation:
Disk Cleanup is a tool that can free up some space on a system drive that is nearly full. It can delete temporary files, cached files, recycle bin files, old system files and other unnecessary data. Resource Monitor is a tool that shows the network activity of each process on a Windows machine. Disk Defragment is a tool that optimizes the performance of a hard drive by rearranging the data into contiguous blocks. Disk Management is a tool that allows creating, formatting, resizing and deleting partitions on a hard drive. Verified References: https://www.comptia.org/blog/how-to-use-disk-cleanup https://www.comptia.org/certifications/a

NEW QUESTION 52
A technician is troubleshooting a mobile device that was dropped. The technician finds that the screen (ails to rotate, even though the settings are correctly applied. Which of the following pieces of hardware should the technician replace to resolve the issue?

A. LCD
B. Battery
C. Accelerometer
D. Digitizer

Answer: C

Explanation:
The piece of hardware that the technician should replace to resolve the issue of the screen failing to rotate on a mobile device that was dropped is the accelerometer. The accelerometer is a sensor that detects the orientation and movement of the mobile device by measuring the acceleration forces acting on it. The accelerometer allows the screen to rotate automatically according to the position and angle of the device. If the accelerometer is damaged or malfunctioning, the screen may not rotate properly or at all, even if the settings are correctly applied. LCD stands for Liquid Crystal Display and is a type of display that uses liquid crystals and backlight to produce images on the screen. LCD is not related to the screen rotation feature but to the quality and brightness of the display. Battery is a component that provides power to the mobile device by storing and releasing electrical energy. Battery is not related to the screen rotation feature but to the battery life and performance of the device. Digitizer is a component that converts touch inputs into digital signals that can be processed by the mobile device. Digitizer is not related to the screen rotation feature but to the touch sensitivity and accuracy of the display. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 1.5

NEW QUESTION 53
A user requires a drive to be mapped through a Windows command line. Which of the following command-line tools can be utilized to map the drive?

A. gpupdate
B. net use
C. hostname
D. dir

Answer: B

Explanation:
Net use is a command-line tool that can be used to map a drive in Windows. Mapping a drive means assigning a drive letter to a network location or a local folder, which allows the user to access it more easily and quickly. Net use can also be used to disconnect a mapped drive, display information about mapped drives, or connect to shared resources on another computer. Gpupdate, hostname, and dir are not command-line tools that can be used to map a drive.

NEW QUESTION 58
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 61
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 63
A user reports that text on the screen is too small. The user would like to make the text larger and easier to see. Which of the following is the BEST way for the user to increase the size of text, applications, and other items using the Windows 10 Settings tool?

A. Open Settings select Devices, select Display, and change the display resolution to a lower resolution option
B. Open Settings, select System, select Display, and change the display resolution to a lower resolution option.
C. Open Settings Select System, select Display, and change the Scale and layout setting to a higher percentage.
D. Open Settings select Personalization, select Display and change the Scale and layout setting to a higher percentage

Answer: C

Explanation:
Open Settings, select System, select Display, and change the Scale and layout setting to a higher percentage123
Reference: 4. How to Increase the Text Size on Your Computer. Retrieved from
https://www.laptopmag.com/articles/increase-text-size-computer 5. How to Change the Size of Text in Windows 10. Retrieved from
https://www.howtogeek.com/370055/how-to- change-the-size-of-text-in-windows-10/ 6. Change the size of text in Windows. Retrieved from
https://support.microsoft.com/en-us/windows/change-the-size-of-text-in-windows-1d5830c3-eee3-8eaa-836b-abcc37d99b9a

NEW QUESTION 65
A technician is setting up a new laptop. The company's security policy states that users cannot install virtual machines. Which of the following should the technician implement to prevent users from enabling virtual technology on their laptops?

A. UEFI password
B. Secure boot
C. Account lockout
D. Restricted user permissions

Answer: B

Explanation:
A technician setting up a new laptop must ensure that users cannot install virtual machines as the company's security policy states One way to prevent users from enabling virtual technology is by implementing Secure Boot. Secure Boot is a feature of UEFI firmware that ensures the system only boots using firmware that is trusted by the manufacturer. It verifies the signature of all bootloaders, operating systems, and drivers before running them, preventing any unauthorized modifications to the boot process. This will help prevent users from installing virtual machines on the laptop without authorization.

NEW QUESTION 70
A company needs employees who work remotely to have secure access to the corporate intranet. Which of the following should the company implement?

A. Password-protected Wi-Fi
B. Port forwarding
C. Virtual private network
D. Perimeter network

Answer: C

Explanation:
A virtual private network (VPN) is a technology that creates a secure and encrypted connection over a public network, such as the internet. A VPN allows remote employees to access the corporate intranet as if they were physically connected to the local network3.
Password-protected Wi-Fi is a security measure for wireless networks that does not provide access to the corporate intranet. Port forwarding is a technique that allows external devices to access services on a private network through a router, but does not provide access to the corporate intranet. A perimeter network is a

network segment that lies between an internal network and an external network, such as the internet, and provides an additional layer of security, but does not provide access to the corporate intranet.

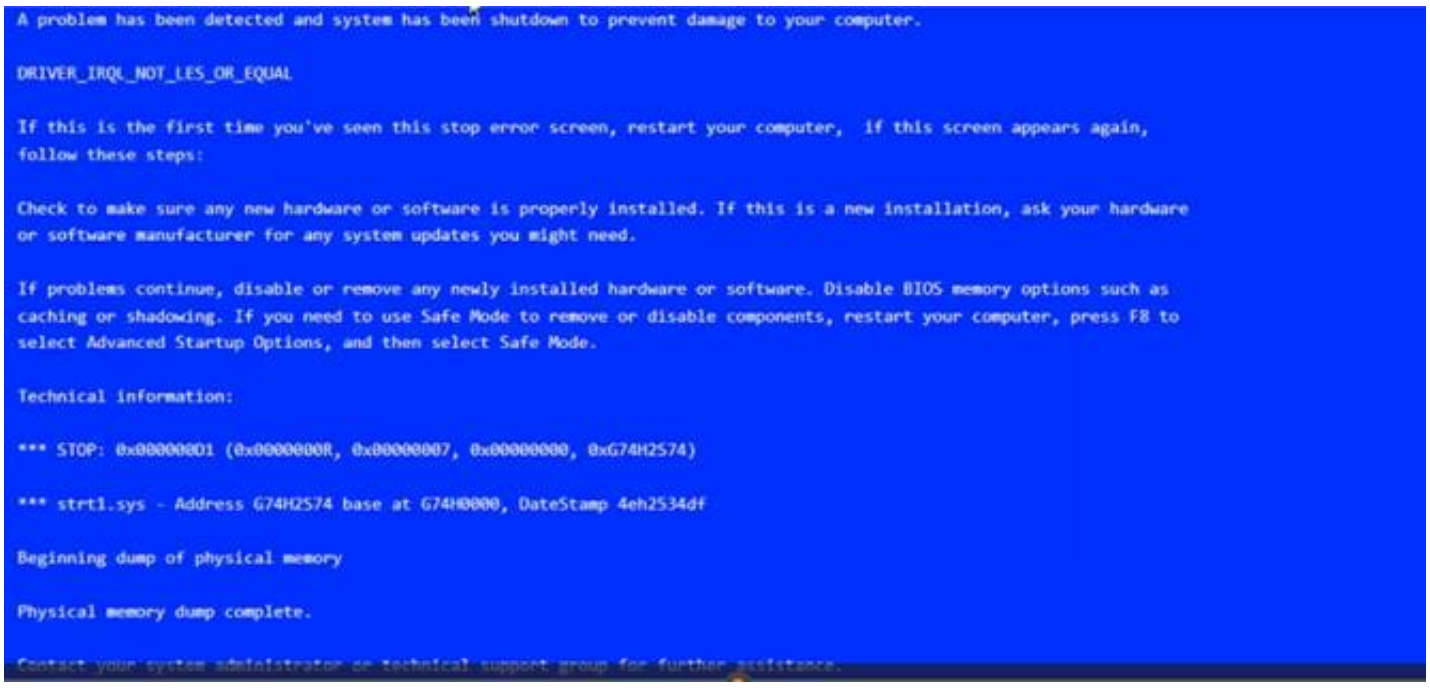
NEW QUESTION 74
A systems administrator is experiencing Issues connecting from a laptop to the corporate network using PKI. Which to the following tools can the systems administrator use to help remediate the issue?

A. certmgr.msc
B. msconfig.exe
C. lusrmgr.msc
D. perfmon.msc

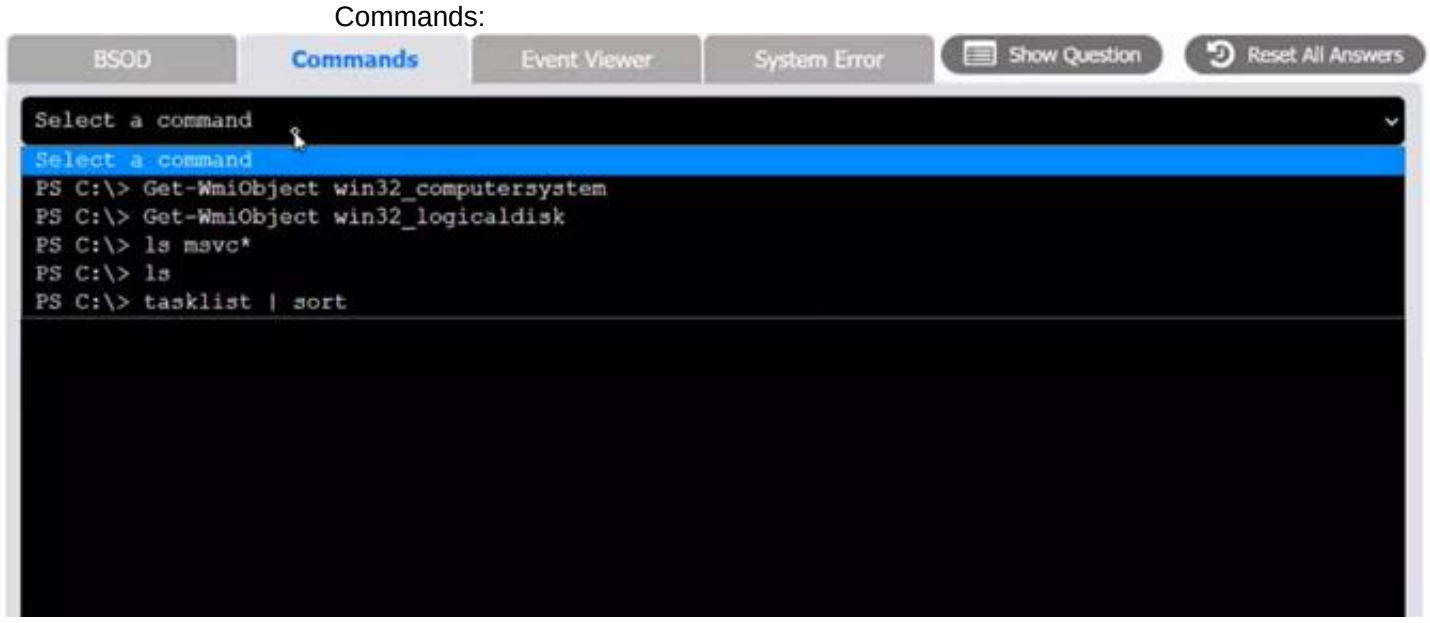
Answer: A

Explanation:
certmgr.msc is a tool that can be used to troubleshoot issues with PKI (public key infrastructure) on a Windows machine. It allows a system administrator to view, manage and import certificates, as well as check their validity, expiration and revocation status. msconfig.exe, lusrmgr.msc and perfmon.msc are other tools that can be used for different purposes on a Windows machine, but they are not related to PKI. Verified References: https://www.comptia.org/blog/what-is-certmgr-msc https://www.comptia.org/certifications/a

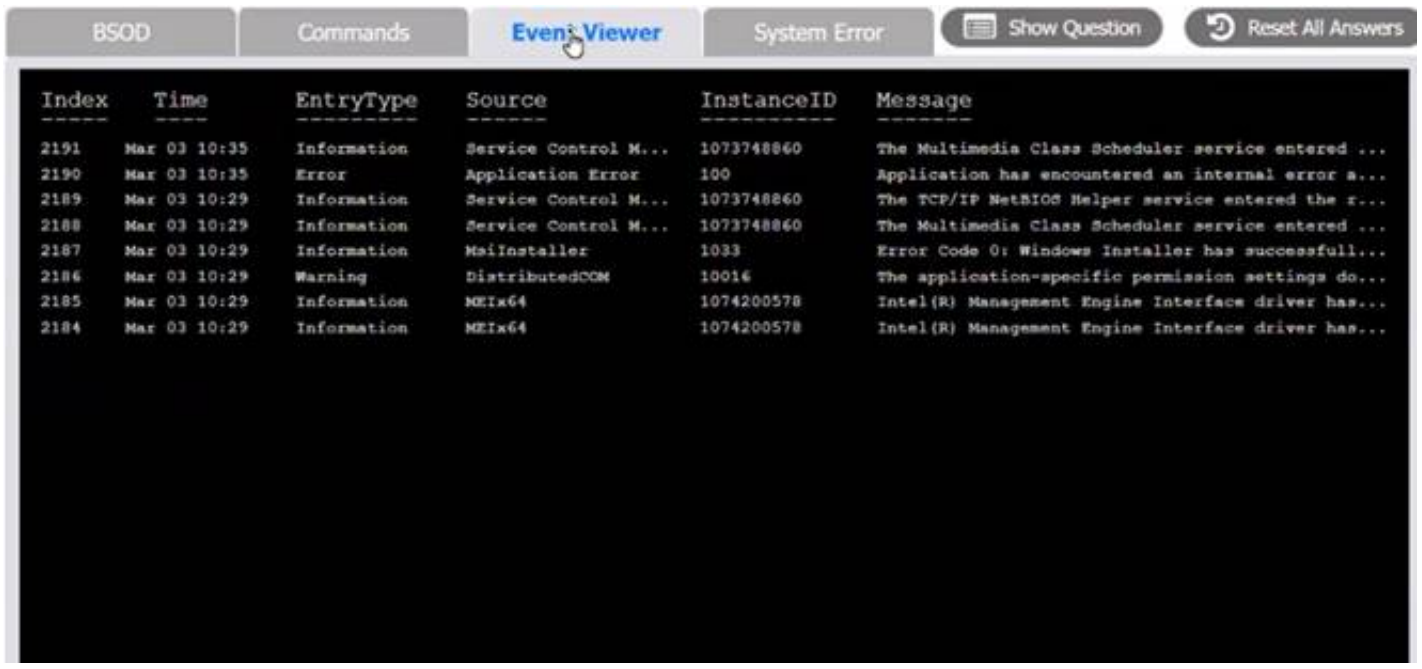
NEW QUESTION 77
SIMULATION
A user reports that after a recent software deployment to upgrade applications, the user can no longer use the Testing program.
However, other employees can successfully use the Testing program.
INSTRUCTIONS
Review the information in each tab to verify the results of the deployment 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



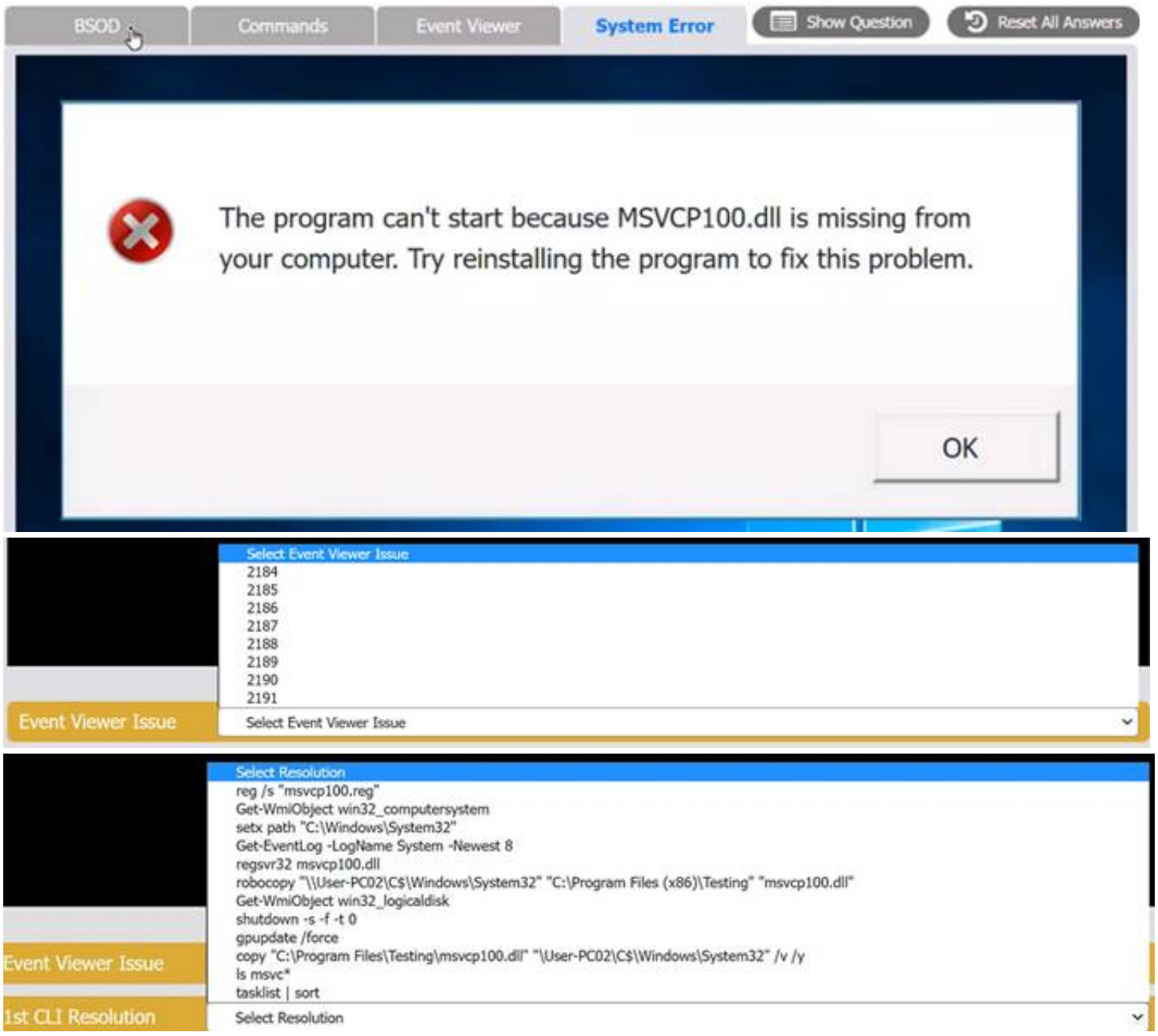
Commands:



Event Viewer:



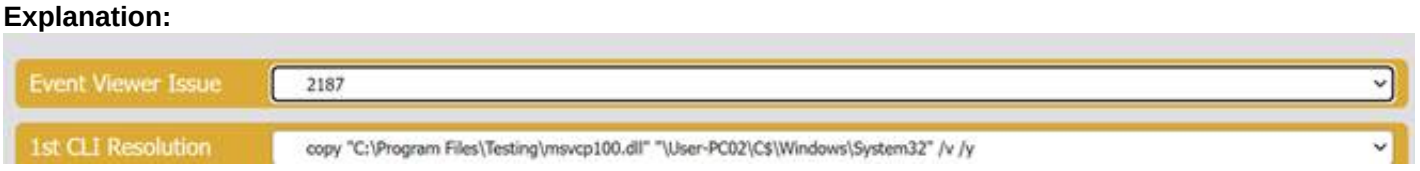
System Error:



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 82
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 83
A desktop technician has received reports that a user's PC is slow to load programs and saved files. The technician investigates and discovers an older HDD with adequate free space. Which of the following should the technician use to alleviate the issue first?

A. Disk Management
B. Disk Defragment
C. Disk Cleanup
D. Device Manager

Answer: B

Explanation:
Disk Defragment is a tool that can be used to improve the performance of a hard disk drive (HDD). HDDs store data in sectors and clusters on spinning platters. Over time, as data is written, deleted, and moved, the data may become fragmented, meaning that it is spread across different locations on the disk. This causes the HDD to take longer to access and load data, resulting in slower performance. Disk Defragment consolidates the fragmented data and rearranges it in a contiguous manner, which reduces the seek time and increases the speed of the HDD. Disk Management, Disk Cleanup, and Device Manager are not tools that can alleviate the issue of slow HDD performance.

NEW QUESTION 84
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 88
Which of the following is also known as something you know, something you have, and something you are?

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

Answer: B

Explanation:
MFA stands for Multi-Factor Authentication, which is a method of verifying a user's identity using two or more different factors of authentication. The three factors of authentication are something you know, something you have, and something you are. These factors correspond to different types of information or evidence that only the legitimate user should possess or provide. For example:
? Something you know: a password, a PIN, a security question, etc.
? Something you have: a smart card, a token, a mobile device, etc.
? Something you are: a fingerprint, a face, an iris, etc.
MFA provides a higher level of security than single-factor authentication, which only uses one factor, such as a password. MFA reduces the risk of unauthorized access, identity theft, and data breaches, as an attacker would need to compromise more than one factor to impersonate a user. MFA is commonly used for online banking, email accounts, cloud services, and other sensitive applications

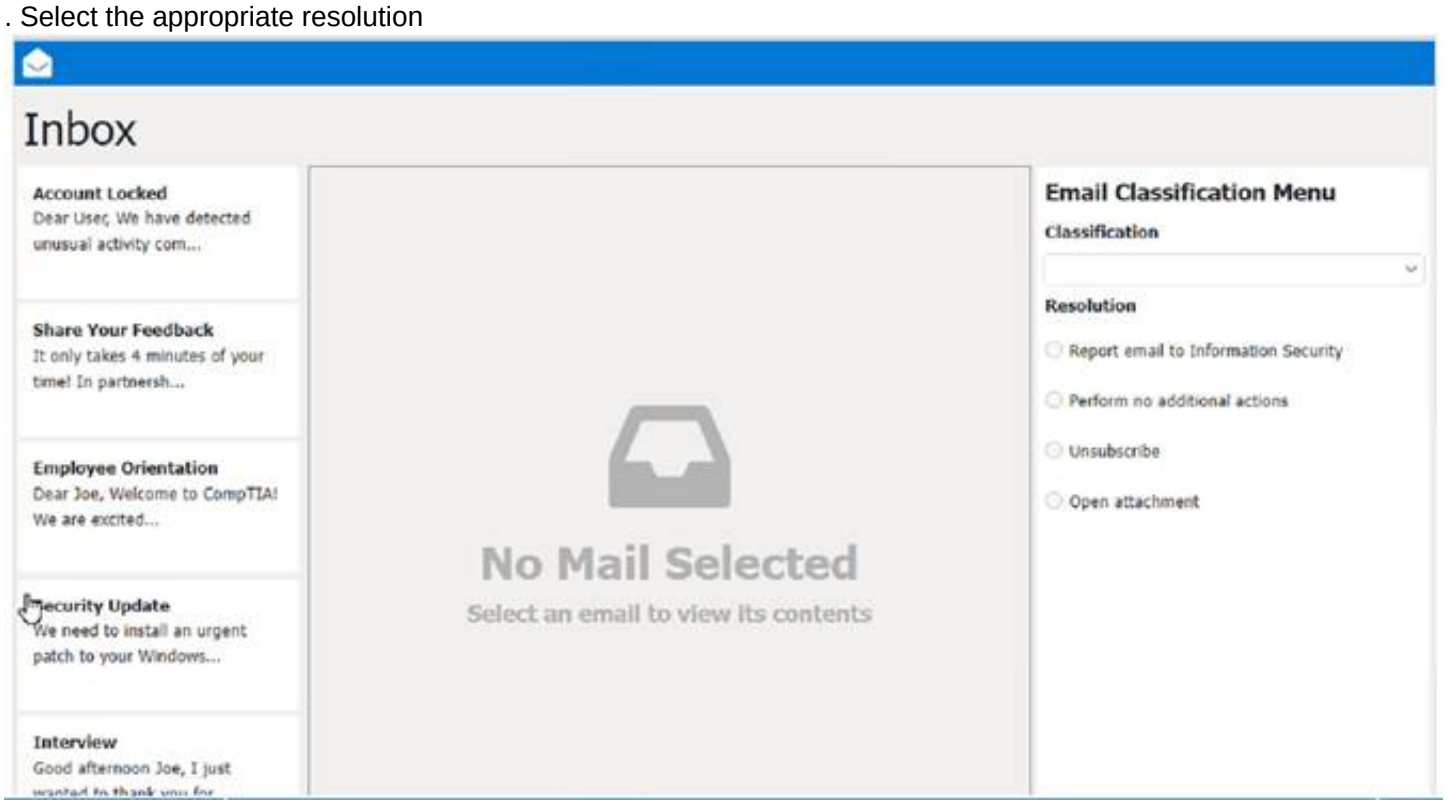
NEW QUESTION 90
While trying to repair a Windows 10 OS, a technician receives a prompt asking for a key. The technician tries the administrator password, but it is rejected. Which of the following does the technician need in order to continue the OS repair?

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 95
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



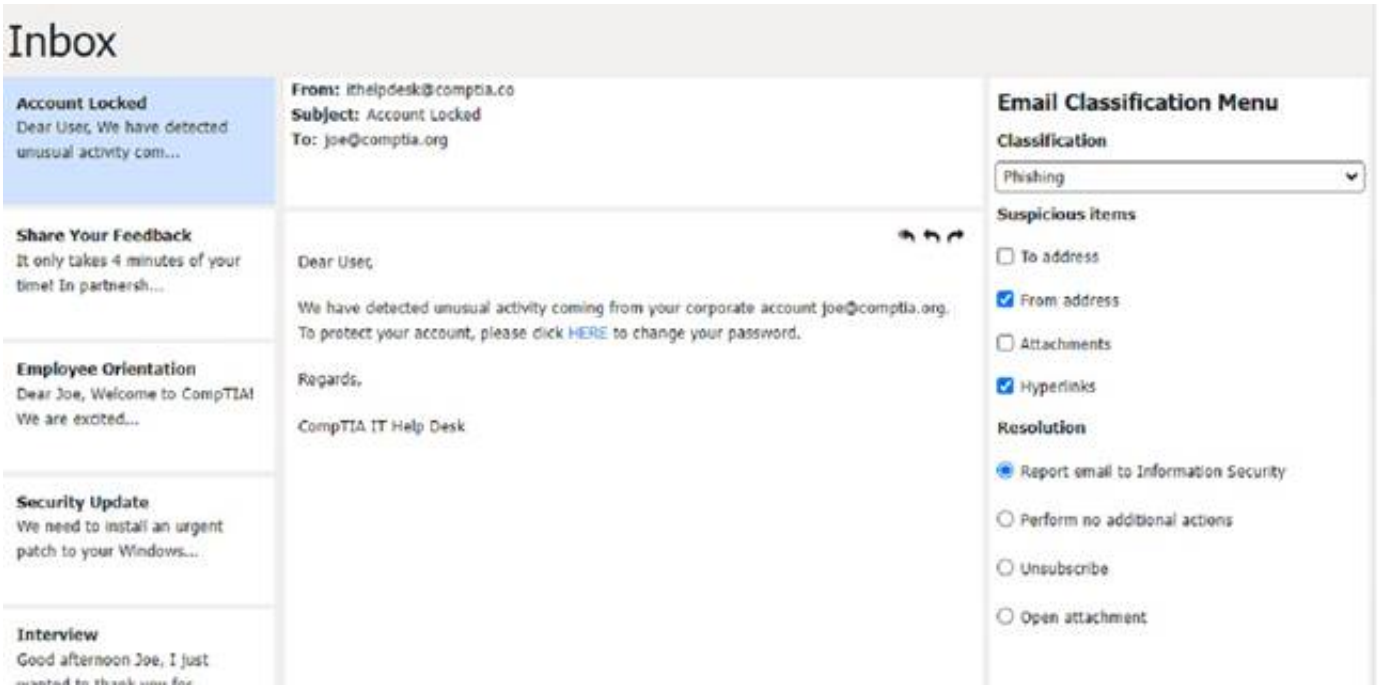
Answer:
See the Full solution in Explanation below.

A. Mastered
B. Not Mastered

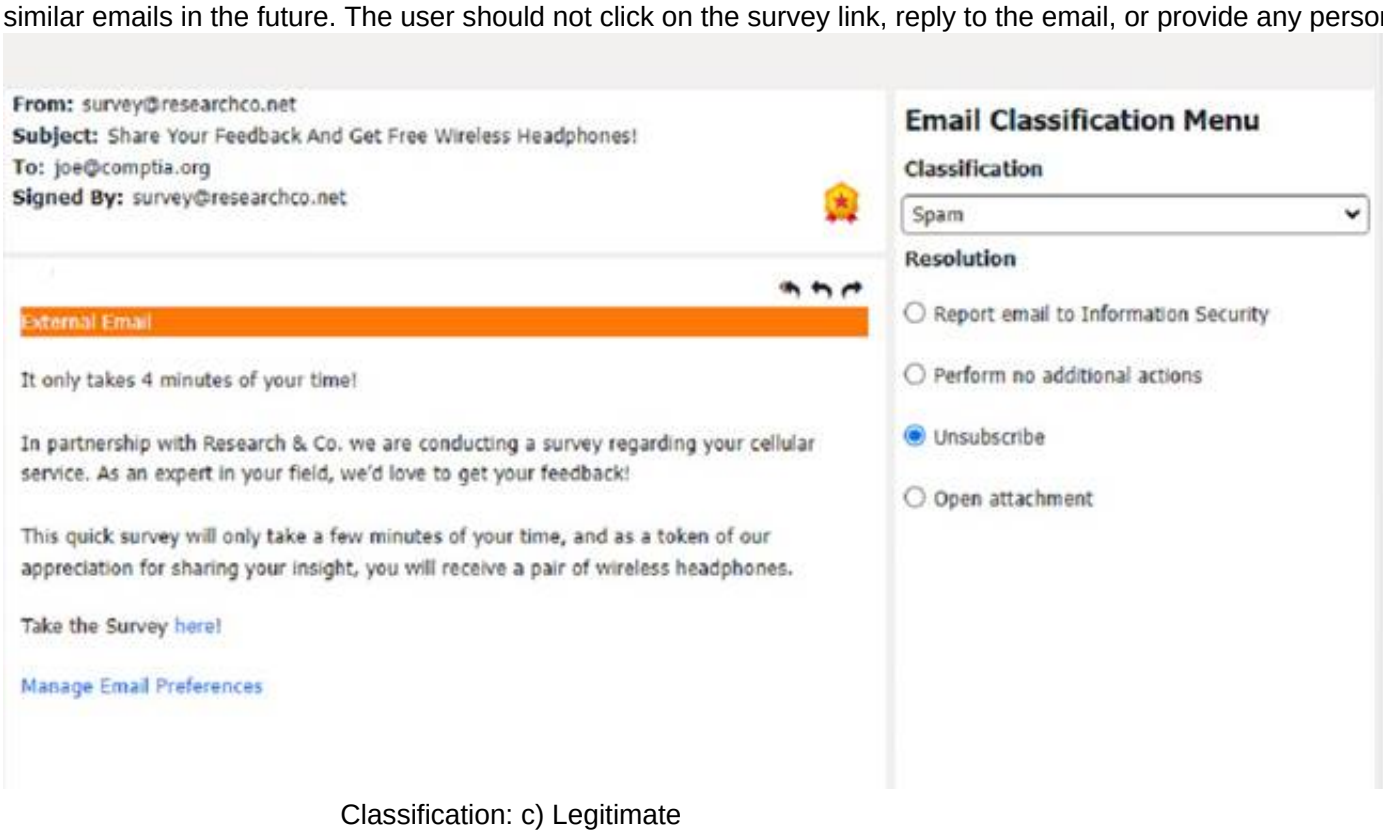
Answer: A

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:

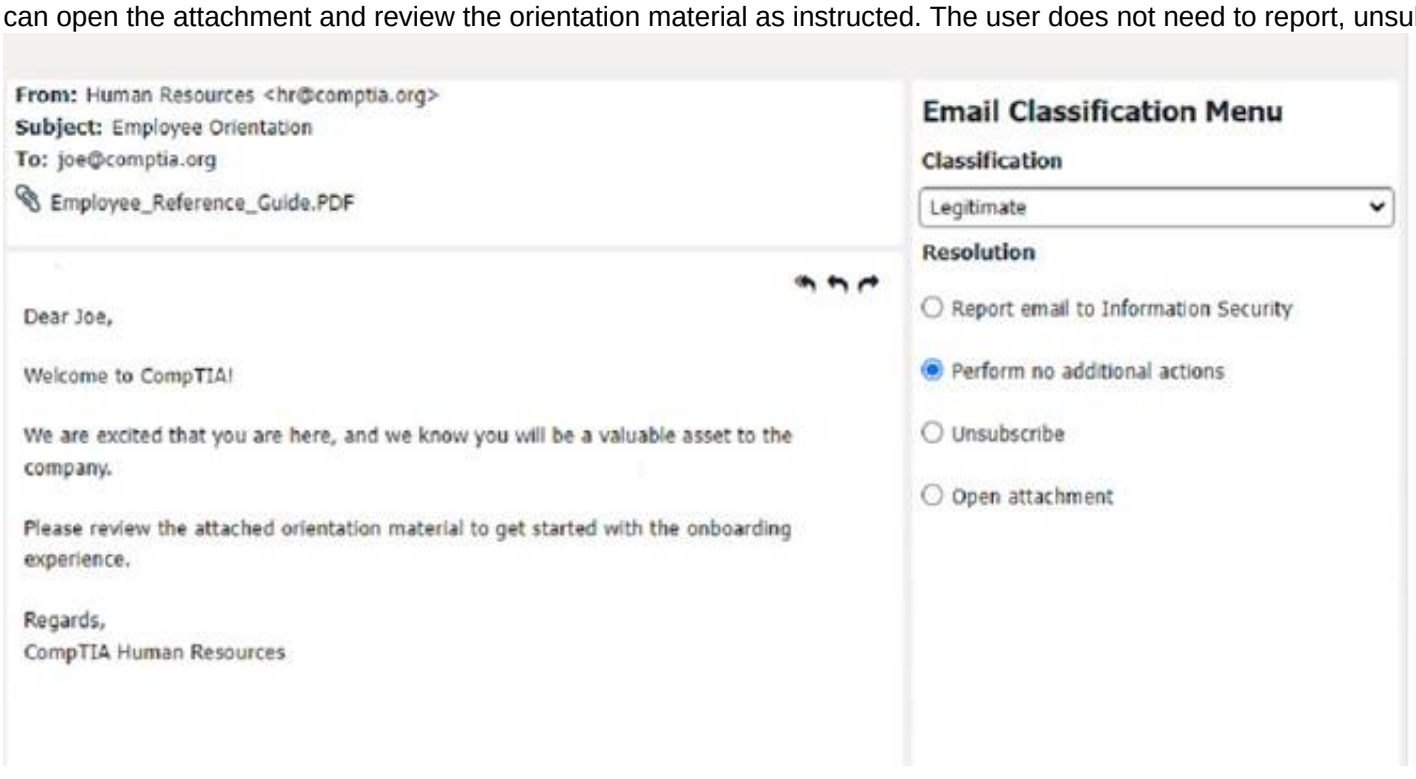
? b) From address
? d) Hyperlinks
These items indicate that the email is not from a legitimate source and that the link is potentially malicious. The other items are not suspicious in this case, as the to address is the user's own email and there are no attachments.



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.

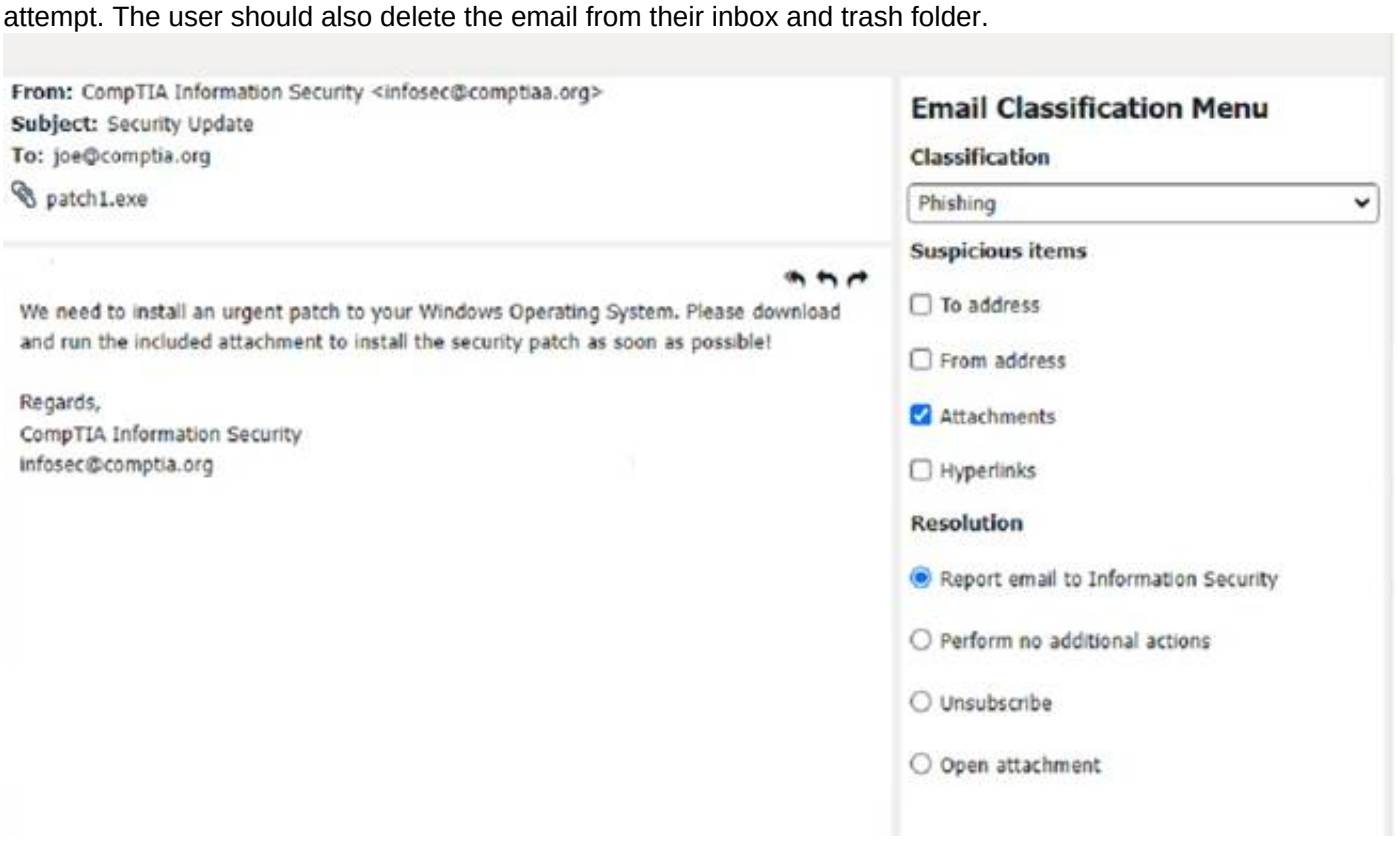


Classification: c) Legitimate
This email is a legitimate email, as it is from a trusted source and has a valid purpose. There are no suspicious items in this email, as the from address, the to address, the attachment, and the email body are all consistent and relevant. The appropriate resolution for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

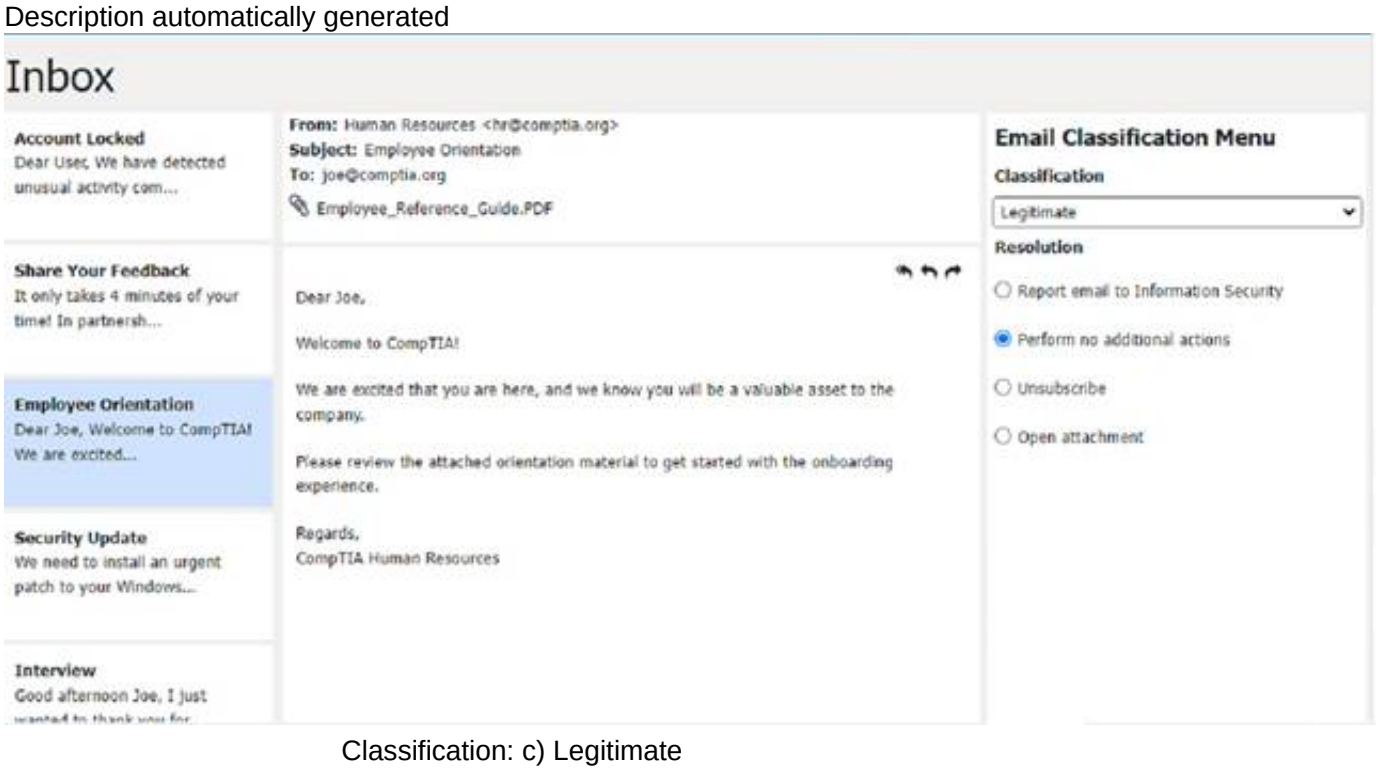


A screenshot of a computer

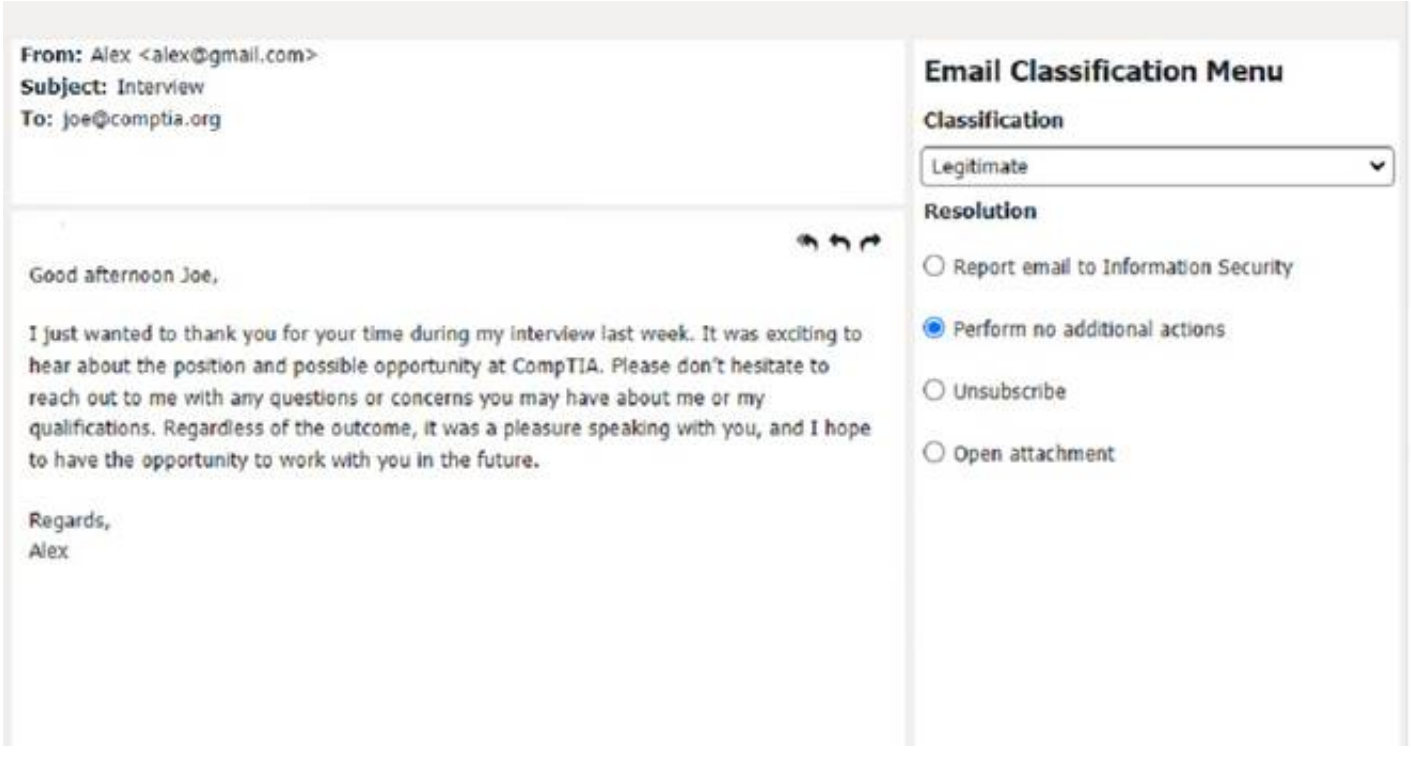
Description automatically generated
Classification: a) Phishing
This email is a phishing attempt, as it tries to deceive the user into downloading and running a malicious attachment that could compromise their system or data.
Some suspicious items in this email are:
? The email has a generic greeting 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 98
Which of the following is MOST likely used to run .vbs files on Windows devices?

A. winmgmt.exe
B. powershell.exe
C. cscript.exe
D. explorer.exe

Answer: C

Explanation:
A .vbs file is a Virtual Basic script written in the VBScript scripting language. It contains code that can be executed within Windows via the Windows-based script host (Wscript.exe), to perform certain admin and processing functions1. Cscript.exe is a command-line version of the Windows Script Host that provides command-line options for setting script properties. Therefore, cscript.exe is most likely used to run .vbs files on Windows devices. References: 1: https://fileinfo.com/extension/vbs : https://docs.microsoft.com/en-us/windows-server/administration/windows- commands/cscript

NEW QUESTION 101
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
F. Backups

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 103
A user reported that a laptop's screen turns off very quickly after silting for a few moments and is also very dim when not plugged in to an outlet Everything else seems to be functioning normally. Which of the following Windows settings should be configured?

A. Power Plans
B. Hibernate
C. Sleep/Suspend
D. Screensaver

Answer: A

Explanation:
Power Plans are Windows settings that allow a user to configure how a laptop’s screen behaves when plugged in or running on battery power. They can adjust the screen brightness and the time before the screen turns off due to inactivity. Hibernate, Sleep/Suspend and Screensaver are other Windows settings that affect how a laptop’s screen behaves, but they do not allow changing the screen brightness or turning off time. Verified References: https://www.comptia.org/blog/windows-power-plans https://www.comptia.org/certifications/a

NEW QUESTION 106
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 111
A technician suspects a rootkit has been installed and needs to be removed. Which of the following would BEST resolve the issue?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
If a rootkit has caused a deep infection, then the only way to remove the rootkit is to reinstall the operating system. This is because rootkits are designed to be difficult to detect and remove, and they can hide in the operating system's kernel, making it difficult to remove them without reinstalling the operating system https://www.minitool.com/backup-tips/how-to-get-rid-of-rootkit-windows-10.html

NEW QUESTION 116
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 120
The findings from a security audit indicate the risk of data loss from lost or stolen laptops is high. The company wants to reduce this risk with minimal impact to users who want to use their laptops when not on the network. Which of the following would BEST reduce this risk for Windows laptop users?

A. Requiring strong passwords
B. Disabling cached credentials
C. Requiring MFA to sign on
D. Enabling BitLocker on all hard drives

Answer: D

Explanation:
BitLocker is a disk encryption tool that can be used to encrypt the hard drive of a Windows laptop. This will protect the data stored on the drive in the event that the laptop is lost or stolen, and will help to reduce the risk of data loss. Additionally, BitLocker can be configured to require a PIN or other authentication in order to unlock the drive, providing an additional layer of security.

NEW QUESTION 125
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

Explanation:
The systems administrator should use Settings to access Screensaver settings to configure each user's Windows device to require a password when resuming

from a period of sleep or inactivity1

NEW QUESTION 129
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 130
A user contacts a technician about an issue with a laptop. The user states applications open without being launched and the browser redirects when trying to go to certain websites. Which of the following is MOST likely the cause of the user's issue?

A. Keylogger
B. Cryptominers
C. Virus
D. Malware

Answer: D

Explanation:
The most likely cause of the user's issue of applications opening without being launched and browser redirects when trying to go to certain websites is malware. Malware is a general term that refers to any software or code that is malicious or harmful to a computer or system. Malware can perform various unwanted or unauthorized actions on a computer or system, such as opening applications, redirecting browsers, displaying ads, stealing data, encrypting files or damaging hardware. Malware can infect a computer or system through various means, such as email attachments, web downloads, removable media or network connections. Keylogger is a type of malware that records and transmits the keystrokes made by a user on a keyboard. Keylogger can be used to steal personal or sensitive information, such as passwords, credit card numbers or chat messages. Keylogger does not typically open applications or redirect browsers but only captures user inputs. Cryptominers are a type of malware that use the computing resources of a computer or system to mine cryptocurrency, such as Bitcoin or Ethereum. Cryptominers can degrade the performance and increase the power consumption of a computer or system. Cryptominers do not typically open applications or redirect browsers but only consume CPU or GPU cycles. Virus is a type of malware that infects and replicates itself on other files or programs on a computer or system.

NEW QUESTION 132
A user received the following error upon visiting a banking website:
The security presented by website was issued a different website' s address . A technician should instruct the user to:

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

Answer: A

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

NEW QUESTION 135
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 140
An organization is updating the monitors on kiosk machines. While performing the upgrade, the organization would like to remove physical input devices. Which of the following utilities in the Control Panel can be used to turn on the on-screen keyboard to replace the physical input devices?

A. Devices and Printers
B. Ease of Access
C. Programs and Features
D. Device Manager

Answer: B

Explanation:
Ease of Access is a utility in the Control Panel that allows users to adjust various accessibility settings on Windows, such as the on-screen keyboard, magnifier, narrator, high contrast, etc. The on-screen keyboard can be turned on by going to Ease of Access > Keyboard and toggling the switch to On12. Alternatively, the on-screen keyboard can be opened by pressing Windows + Ctrl + O keys or by typing osk.exe in the Run dialog box3.
References: 1 Use the On-Screen Keyboard (OSK) to type(https://support.microsoft.com/en-us/windows/use-the-on-screen-keyboard-osk-to-type- ecbb5e08-5b4e-d8c8-f794-81dbf896267a)2 How to Enable or Disable the On-Screen Keyboard in Windows 10 - Lifewire(https://www.lifewire.com/enable-or-disable-on-screen-keyboard-in-windows-10-5180667)3 On-Screen Keyboard Settings, Tips and Tricks in Windows 11/10(https://www.thewindowsclub.com/windows-onscreen-keyboard).

NEW QUESTION 145
Which of the following defines the extent of a change?

A. Scope
B. Purpose
C. Analysis
D. Impact

Answer: A

Explanation:
The term that defines the extent of a change is scope. Scope is a measure of the size, scale and boundaries of a project or an activity. Scope defines what is included and excluded in the project or activity, such as goals, requirements, deliverables, tasks and resources. Scope helps determine the feasibility, duration and cost of the project or activity. Scope also helps manage the expectations and needs of the stakeholders involved in the project or activity. Purpose is the reason or objective for doing a project or an activity. Purpose defines why the project or activity is important or necessary, such as solving a problem, meeting a need or achieving a goal. Purpose helps provide direction, motivation and justification for the project or activity. Analysis is the process of examining, evaluating and interpreting data or information related to a project or an activity. Analysis helps identify, understand and prioritize issues, risks, opportunities and solutions for the project or activity. Impact is the effect or outcome of a project or an activity on something or someone else. Impact defines how the project or activity affects or influences other factors, such as performance, quality, satisfaction or value. Impact helps measure the success and effectiveness of the project or activity.
References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 5.2

NEW QUESTION 149
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 151
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 156
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 157
Which of the following must be maintained throughout the forensic evidence life cycle when dealing with a piece of evidence?

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

Answer: B

Explanation:
The aspect of forensic evidence life cycle that must be maintained when dealing with a piece of evidence is chain of custody. This is because chain of custody is the documentation of the movement of evidence from the time it is collected to the time it is presented in court, and it is important to maintain the integrity of the evidence

NEW QUESTION 160
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 165
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 166
A manager called the help desk to ask for assistance with creating a more secure environment for the finance department- which resides in a non-domain

environment. Which of the following would be the BEST method to protect against unauthorized use?

A. Implementing password expiration
B. Restricting user permissions
C. Using screen locks
D. Disabling unnecessary services

Answer: B

Explanation:
Restricting user permissions is a method of creating a more secure environment for the finance department in a non-domain environment. This means that users will only have access to the files and resources that they need to perform their tasks and will not be able to modify or delete other files or settings that could compromise security or functionality.

NEW QUESTION 171
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 174
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 175
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 178
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 183
A technician has just used an anti-malware removal tool to resolve a user's malware issue on a corporate laptop. Which of the following BEST describes what the technician should do before returning the laptop to the user?

A. Educate the user on malware removal.
B. Educate the user on how to reinstall the laptop OS.
C. Educate the user on how to access recovery mode.
D. Educate the user on common threats and how to avoid them.

Answer: D

Explanation:
educating the user on common threats and how to avoid them (D) would be a good step before returning the laptop to the user. This can help prevent similar issues from happening again.

NEW QUESTION 186
A user reports that a workstation is operating sluggishly Several other users operate on the same workstation and have reported that the workstation is operating normally. The systems administrator has validated that the workstation functions normally. Which of the following steps should the systems administrator most likely attempt NEXT?

A. Increase the paging file size
B. Run the chkdsk command
C. Rebuild the user's profile
D. Add more system memory.
E. Defragment the hard drive.

Answer: C

Explanation:
Since the systems administrator has validated that the workstation functions normally and other users operate on the same workstation without any issues, the next step should be to rebuild the user's profile. This will ensure that any corrupted files or settings are removed and the user's profile is restored to its default state.

NEW QUESTION 191
A technician is troubleshooting a PC that has been performing poorly. Looking at the Task Manager, the technician sees that CPU and memory resources seem fine, but disk throughput is at 100%.
Which of the following types of malware is the system MOST likely infected with?

A. Keylogger
B. Rootkit
C. Ransomware
D. Trojan

Answer: C

Explanation:
Ransomware is a type of malware that encrypts the files on the victim's computer and demands a ransom for their decryption. Ransomware can cause high disk throughput by encrypting large amounts of data in a short time.

NEW QUESTION 193
A user wants to acquire antivirus software for a SOHO PC. A technician recommends a licensed software product, but the user does not want to pay for a license. Which of the following license types should the technician recommend?

A. Corporate

B. Open-source
C. Personal
D. Enterprise

Answer: B

Explanation:
Open-source software is software that has its source code available for anyone to inspect, modify, and distribute. Open-source software is usually free of charge and does not require a license to use. Some examples of open-source antivirus software are ClamAV, Comodo, and Immunet12. The other license types are either not free or not suitable for a SOHO PC. Corporate and enterprise licenses are designed for large-scale organizations and networks, and they usually require a subscription fee. Personal licenses are for individual users and may have limited features or support.
References: 1 What is Open Source Software? - Definition from Techopedia(https://www.tomsguide.com/us/best-antivirus,review-2588.html). 2 7 Best Lifetime License Antivirus Tools [2023 Guide] - Windows Report(https://windowsreport.com/antivirus-with-unlimited-validity/).

NEW QUESTION 198
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 201
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 204
A user receives a notification indicating the data plan on the user's corporate phone has reached its limit. The user has also noted the performance of the phone is abnormally slow. A technician discovers a third-party GPS application was installed on the phone. Which of the following is the MOST likely cause?

A. The GPS application is installing software updates.
B. The GPS application contains malware.
C. The GPS application is updating its geospatial map data.
D. The GPS application is conflicting with the built-in GPS.

Answer: B

Explanation:
The GPS application contains malware. The third-party GPS application is likely the cause of the slow performance of the phone. The application may contain malware that is using up system resources and slowing down the phone. The user should uninstall the application and run a malware scan on the phone1

NEW QUESTION 207
Which of the following is a consequence of end-of-lite operating systems?

A. Operating systems void the hardware warranty.
B. Operating systems cease to function.
C. Operating systems no longer receive updates.
D. Operating systems are unable to migrate data to the new operating system.

Answer: C

Explanation:
End-of-life operating systems are those which have reached the end of their life cycle and are no longer supported by the software developer. This means that the operating system will no longer receive updates, security patches, or other new features. This can leave users vulnerable to security threats, as the system will no longer be protected against the latest threats. Additionally, this can make it difficult to migrate data to a newer operating system, as the old system is no longer supported.

NEW QUESTION 209
Maintaining the chain of custody is an important part of the incident response process. Which of the following reasons explains why this is important?

A. To maintain an information security policy
B. To properly identify the issue
C. To control evidence and maintain integrity
D. To gather as much information as possible

Answer: C

Explanation:
Maintaining the chain of custody is important to control evidence and maintain integrity. The chain of custody is a process that documents who handled, accessed, or modified a piece of evidence, when, where, how, and why. The chain of custody ensures that the evidence is preserved, protected, and authenticated throughout the incident response process. Maintaining the chain of custody can help prevent tampering, alteration, or loss of evidence, as well as establish its reliability and validity in legal proceedings. Maintaining an information security policy, properly identifying the issue, and gathering as much information as possible are not reasons why maintaining the chain of custody is important. Maintaining an information security policy is a general practice that defines the rules and guidelines for securing an organization's information assets and resources. Properly identifying the issue is a step in the incident response process that involves analyzing and classifying the incident based on its severity, impact, and scope. Gathering as much information as possible is a step in the incident response process that involves collecting and documenting relevant data and evidence from various sources, such as logs, alerts, or witnesses. References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 26

NEW QUESTION 212
A user notices a small USB drive is attached to the user's computer after a new vendor visited the office. The technician notices two files named grabber.exe and output.txt. Which of the following attacks is MOST likely occurring?

A. Trojan
B. Rootkit
C. Cryptominer
D. Keylogger

Answer: D

Explanation:

A keylogger is a type of malware that records the keystrokes of a user and sends them to a remote attacker1. The attacker can use the captured information to steal passwords, credit card numbers, or other sensitive data. A keylogger can be installed on a computer by attaching a small USB drive that contains a malicious executable file, such as grabber.exe2. The output.txt file may contain the recorded keystrokes. The user should remove the USB drive and scan the computer for malware.
References: 2: What is grabber.exe? (https://www.freefixer.com/library/file/grabber.exe- 55857/) 1: What is a keylogger? (https://www.kaspersky.com/resource-center/definitions/keylogger)

NEW QUESTION 216
Which of the following would MOST likely be used to change the security settings on a user's device in a domain environment?

A. Security groups
B. Access control list
C. Group Policy
D. Login script

Answer: C

Explanation:
Group Policy is the most likely tool to be used to change the security settings on a user's device in a domain environment. Group Policy is a feature of Windows that allows administrators to manage and configure settings for multiple devices and users in a centralized way. Group Policy can be used to enforce security policies such as password

complexity, account lockout, firewall rules, encryption settings, etc.

NEW QUESTION 217
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 220
A desktop specialist needs to prepare a laptop running Windows 10 for a newly hired employee. Which of the following methods should the technician use to refresh the laptop?

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

In place upgrade

Answer: C

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

NEW QUESTION 223
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 225
A user's permissions are limited to read on a shared network folder using NTFS security settings. Which of the following describes this type of security control?

A. SMS
B.

MFA
C. ACL

D. MDM

Answer: C

Explanation:
ACL (access control list) is a security control that describes what permissions a user or group has on a shared network folder using NTFS (New Technology File System) security settings. It can be used to grant or deny read, write, modify, delete or execute access to files and folders. SMS (short message service), MFA (multifactor authentication), MDM (mobile device management) are not security controls that apply to shared network folders. Verified References: https://www.comptia.org/blog/what-is-an-acl https://www.comptia.org/certifications/a

NEW QUESTION 230
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 231
A user receives the following error while attempting to boot a computer.
BOOTMGR is missing
press Ctrl+Alt+Del to restart
Which of the following should a desktop engineer attempt FIRST to address this issue?

A. Repair Windows.
B. Partition the hard disk.
C. Reimage the workstation.
D. Roll back the updates.

Answer: A

Explanation:
The error “BOOTMGR is missing” indicates that the boot sector is damaged or missing1
. The boot sector is a part of the hard disk that contains the code and information needed to start Windows1. To fix this error, one of the possible methods is to run Startup Repair from Windows Recovery Environment (WinRE)1. Startup Repair is a tool that can automatically diagnose and repair problems with the boot process2.
References: 1: “Bootmgr is missing Press Ctrl+Alt+Del to restart” error when you start Windows (https://support.microsoft.com/en-us/topic/-bootmgr-is-missing-press-ctrl-alt-del- to-restart-error-when-you-start-windows-8bc1b94b-d243-1027-5410-aeb04d5cd5e2) 2: Startup Repair: frequently asked questions (https://support.microsoft.com/en- us/windows/startup-repair-frequently-asked-questions-f5f412a0-19c4-8e0a-9f68- bb0f17f3daa0)

NEW QUESTION 235
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:
An unattended installation is a method of installing Windows 10 that does not require any user input or interaction during the installation process. An unattended installation can be performed by using an answer file, which is a file that contains all the configuration settings and preferences for the installation, such as the product key, the language, the partition size, and the user accounts. An unattended installation can be the fastest way to install Windows 10, as it automates and streamlines the installation process. Factory reset, System Restore, and in-place upgrade are not methods of installing Windows 10.

NEW QUESTION 239
A customer calls desktop support and begins yelling at a technician. The customer claims to have submitted a support ticket two hours ago and complains that the issue still has not been resolved. Which of the following describes how the technician should respond?

A. Place the customer on hold until the customer calms down.
B. Disconnect the call to avoid a confrontation.
C. Wait until the customer is done speaking and offer assistance.
D. Escalate the issue to a supervisor.

Answer: C

Explanation:
The best way to deal with an angry customer who is yelling at a technician is to wait until the customer is done speaking and offer assistance. This shows respect, empathy, and professionalism, and allows the technician to understand the customer's problem and find a solution. According to the CompTIA A+ Core 2 (220-1102) Certification Study Guide1, some of the steps to handle angry customers are:
? Stay calm and do not take it personally.
? Listen actively and acknowledge the customer's feelings.
? Apologize sincerely and offer to help.
? Restate the customer's issue and ask for clarification if needed.
? Explain the possible causes and solutions for the problem.
? Provide clear and realistic expectations for the resolution.
? Follow up with the customer until the issue is resolved.
The other options are not appropriate ways to deal with angry customers, as they may worsen the situation or damage the customer relationship. Placing the customer on hold may make them feel ignored or dismissed. Disconnecting the call may make them feel disrespected or abandoned. Escalating the issue to a supervisor may make them feel frustrated or powerless, unless the technician cannot resolve the issue or the customer requests to speak to a supervisor.
References:
? CompTIA A+ Certification Exam Core 2 Objectives2
? CompTIA A+ Core 2 (220-1102) Certification Study Guide1
? How To Deal with Angry Customers (With Examples and Tips)3
? 17 ways to deal with angry customers: Templates and examples4
? Six Ways to Handle Angry Customers5

NEW QUESTION 242
A user updates a mobile device's OS. A frequently used application becomes consistently unresponsive immediately after the device is launched. Which of the following troubleshooting steps should the user perform FIRST?

A. Delete the application's cache.
B. Check for application updates.
C. Roll back the OS update.
D. Uninstall and reinstall the application.

Answer: B

Explanation:
Checking for application updates is the first troubleshooting step that the user should perform, because the application may not be compatible with the new OS version and may need an update to fix the issue. Deleting the application's cache, rolling back the OS update, or uninstalling and reinstalling the application are possible solutions, but they are more time-consuming and disruptive than checking for updates. References: : https://www.comptia.org/training/resources/exam-objectives/comptia-a-core-2-exam- objectives : https://www.lifewire.com/how-to-update-apps-on-android-4173855

NEW QUESTION 245
A department manager submits a help desk ticket to request the migration of a printer's port utilization from USB to Ethernet so multiple users can access the printer. This will be a new network printer, thus a new IP address allocation is required. Which of the following should happen immediately before network use is authorized?

A. Document the date and time of the change.
B. Submit a change request form.
C. Determine the risk level of this change.
D. Request an unused IP address.

Answer: B

Explanation:
A change request form is a document that describes the proposed change, the reason for the change, the impact of the change, and the approval process for the change. A change request form is required for any planned changes to the network, such as adding a new network printer, to ensure that the change is authorized, documented, and communicated to all stakeholders. Submitting a change request form should happen immediately before network use is authorized, as stated in the Official CompTIA A+ Core 2 Study Guide. The other options are either too late (documenting the date and time of the change) or too early (determining the risk level of the change and requesting an unused IP address) in the change management process.

NEW QUESTION 246
The audio on a user's mobile device is inconsistent when the user uses wireless headphones and moves around. Which of the following should a technician perform to troubleshoot the issue?

A. Verify the Wi-Fi connection status.
B. Enable the NFC setting on the device.
C. Bring the device within Bluetooth range.
D. Turn on device tethering.

Answer: C

Explanation:
Bringing the device within Bluetooth range is the best way to troubleshoot the issue of inconsistent audio when using wireless headphones and moving around. Bluetooth is a wireless technology that allows devices to communicate over short distances, typically up to 10 meters or 33 feet. If the device is too far from the headphones, the Bluetooth signal may be weak or interrupted, resulting in poor audio quality or loss of connection.

NEW QUESTION 248
A user attempts to install additional software and receives a UAC prompt. Which of the following is the BEST way to resolve this issue?

A. Add a user account to the local administrator's group.
B. Configure Windows Defender Firewall to allow access to all networks.
C. Create a Microsoft account.
D. Disable the guest account.

Answer: A

Explanation:
A user account that belongs to the local administrator’s group has the permission to install software on a Windows machine. If a user receives a UAC (user account control) prompt when trying to install software, it means the user does not have enough privileges and needs to enter an administrator’s password or switch to an administrator’s account. Adding the user account to the local administrator’s group can resolve this issue. Configuring Windows Defender Firewall, creating a Microsoft account and disabling the guest account are not related to this issue. Verified References: https://www.comptia.org/blog/user-account-control https://www.comptia.org/certifications/a

NEW QUESTION 250
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 253
Which of the following is the most likely to use NTFS as the native filesystem?

A. macOS
B. Linux
C. Windows
D. Android

Answer: C

Explanation:
NTFS stands for New Technology File System, which is a proprietary file system developed by Microsoft4. NTFS is the default file system for the Windows NT family of operating systems, which includes Windows 10, Windows Server 2019, and other versions5. NTFS provides features such as security, encryption, compression, journaling, and large volume support45. NTFS is not the native file system for other operating systems, such as macOS, Linux, or Android, although some of them can read or write to NTFS volumes with third-party drivers or tools

NEW QUESTION 257
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 262
A technician is troubleshooting a customer's PC and receives a phone call. The technician does not take the call and sets the phone to silent. Which of the following BEST describes
the technician's actions?

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

Answer: A

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

NEW QUESTION 267
An implementation specialist is replacing a legacy system at a vendor site that has only one wireless network available. When the specialist connects to Wi-Fi. the specialist realizes the insecure network has open authentication. The technician needs to secure the vendor's sensitive data. Which of the following should the specialist do FIRST to protect the company's data?

A. Manually configure an IP address, a subnet mask, and a default gateway.
B. Connect to the vendor's network using a VPN.
C. Change the network location to private.
D. Configure MFA on the network.

Answer: B

Explanation:
The first thing that the specialist should do to protect the company’s data on an insecure network with open authentication is to connect to the vendor’s network using a VPN. A VPN stands for Virtual Private Network and is a technology that creates a secure and encrypted connection over a public or untrusted network. A VPN can protect the company’s data by preventing eavesdropping, interception or modification of the network traffic by unauthorized parties. A VPN can also provide access to the company’s internal network and resources remotely. Manually configuring an IP address, a subnet mask and a default gateway may not be necessary or possible if the vendor’s network uses DHCP to assign network configuration parameters automatically. Manually configuring an IP address, a subnet mask and a default gateway does not protect the company’s data from network attacks or threats. Changing the network location to private may not be advisable or effective if the vendor’s network is a public or untrusted network. Changing the network location to private does not protect the company’s data from network attacks or threats. Configuring MFA on the network may not be feasible or sufficient if the vendor’s network has open authentication and does not support or require MFA. Configuring MFA on the network does not protect the company’s data from network attacks or threats. References: CompTIA A+ Core 2 (220-1002) Certification Exam Objectives Version 4.0, Domain 3.3

NEW QUESTION 272
Users access files in the department share. When a user creates a new subfolder, only that user can access the folder and Its files. Which of the following will MOST likely allow all users to access the new folders?

A. Assigning share permissions
B. Enabling inheritance
C. Requiring multifactor authentication
D. Removing archive attribute

Answer: B

Explanation:
Enabling inheritance is a method that allows new subfolders to inherit the permissions and settings from their parent folder. If users can access files in the department share, but not in the new subfolders created by other users, it may indicate that inheritance is disabled and that each new subfolder has its own permissions and settings that restrict access to only the creator. Enabling inheritance can help resolve this issue by allowing all users to access the new subfolders with the same permissions and settings as the department share. Assigning share permissions, requiring multifactor authentication, and removing archive attribute are not methods that can most likely allow all users to access the new folders.

NEW QUESTION 275
A customer has a USB-only printer attached to a computer. A technician is configuring an arrangement that allows other computers on the network to use the printer. In which of the following locations on the customer's desktop should the technician make this configuration?

A. Printing Preferences/Advanced tab
B. Printer Properties/Sharing tab
C. Printer Properties/Security tab
D. Printer Properties/Ports tab

Answer: B

Explanation:
The correct answer is B. Printer Properties/Sharing tab. This is the location where the technician can enable printer sharing and assign a share name for the USB printer. This will allow other computers on the network to access the printer by using the share name or the IP address of the computer that has the printer attached1.
1: CompTIA A+ Certification Exam: Core 2 Objectives, page 15, section 1.9.

NEW QUESTION 279
A user's iPhone was permanently locked after several tailed login attempts. Which of the following will restore access to the device?

A. Fingerprint and pattern
B. Facial recognition and PIN code
C. Primary account and password
D. Secondary account and recovery code

Answer: D

Explanation:
A secondary account and recovery code are used to reset the primary account and password on an iPhone after it has been locked due to failed login attempts.

Fingerprint, pattern, facial recognition and PIN code are biometric or numeric methods that can be used to unlock an iPhone, but they are not helpful if the device has been permanently locked. Verified References: https://support.apple.com/en-us/HT204306 https://www.comptia.org/certifications/a

NEW QUESTION 281
A payroll workstation has data on it that needs to be readily available and can be recovered quickly if something is accidentally removed. Which of the following backup methods should be used to provide fast data recovery in this situation?

A. Full
B. Differential
C. Synthetic
D. Incremental

Answer: A

Explanation:
A full backup does not depend on any previous backups, unlike differential or incremental backups, which only save the changes made since the last backup. A synthetic backup is a type of full backup that combines an existing full backup with incremental backups to create a new full backup, but it still requires multiple backup sets to recover data. Therefore, a full backup is the most suitable for the payroll workstation that needs to have its data readily available and recoverable. You can learn more about the differences between full, differential, incremental, and synthetic backups from this article.

NEW QUESTION 286
A macOS user is installing a new application. Which of the following system directories is the software MOST likely to install by default?

A. /etc/services
B. /Applications
C. /usr/bin
D. C:\Program Files

Answer: B

Explanation:
The software is most likely to install by default in the /Applications directory, which is the standard location for macOS applications. This directory can be accessed from the Finder sidebar or by choosing Go > Applications from the menu bar. The /Applications directory contains all the applications that are available to all users on the system1. Some applications might also offer the option to install in the ~/Applications directory, which is a personal applications folder for a single user2. The /etc/services directory is a system configuration file that maps service names to port numbers and protocols3. The /usr/bin directory is a system directory that contains executable binaries for various commands and utilities4. The C:\Program Files directory is a Windows directory that does not exist on macOS.

NEW QUESTION 291
A user receives a notification indicating the antivirus protection on a company laptop is out of date. A technician is able to ping the user's laptop. The technician checks the antivirus parent servers and sees the latest signatures have been installed. The technician then checks the user's laptop and finds the antivirus engine and definitions are current. Which of the following has MOST likely occurred?

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

Answer: B

Explanation:
The most likely reason for the antivirus protection on a company laptop being out of date is failed OS updates1. Antivirus software relies on the operating system to function properly. If the operating system is not up-to-date, the antivirus software may not function properly and may not be able to receive the latest virus definitions and updates2. Therefore, it is important to keep the operating system up-to-date to ensure the antivirus software is functioning properly2.

NEW QUESTION 293
A company implemented a BYOD policy and would like to reduce data disclosure caused by malware that may infect these devices. Which of the following should the company deploy to address these concerns?

A. UAC
B. MDM
C. LDAP
D. SSO

Answer: B

Explanation:
MDM stands for mobile device management, which is a type of software solution that allows remote management and security of mobile devices. MDM can help a company reduce data disclosure caused by malware that may infect these devices by enforcing security policies, such as encryption, password protection, antivirus software, and remote wipe. MDM can also monitor and control the access of personal devices to corporate data and networks. UAC stands for user account control, which is a feature of Windows that prompts users for permission or an administrator password before making changes that affect the system. UAC may not be effective in preventing malware infection or data disclosure on personal devices. LDAP stands for lightweight directory access protocol, which is a protocol for accessing and managing information stored in a directory service, such as user names and passwords. LDAP does not directly address the issue of malware infection or data disclosure on personal devices. SSO stands for single sign-on, which is a feature that allows users to access multiple applications or services with one set of credentials. SSO may not prevent malware infection or data disclosure on personal devices, and may even increase the risk if the credentials are compromised.
https://www.nist.gov/news-events/news/2021/03/mobile-device-security-bring-your-own-device-byod-draft-sp-1800-22

NEW QUESTION 297
A branch office suspects a machine contains ransomware. Which of the following mitigation steps should a technician take first?

A. Disable System Restore.
B. Remediate the system.
C. Educate the system user.
D. Quarantine the system.

Answer: D

Explanation:
The first mitigation step that a technician should take when a machine is suspected to contain ransomware is to quarantine the system. This means isolating the infected machine from the network and other devices, to prevent the ransomware from spreading and encrypting more data. The technician can quarantine the system by disconnecting the network cable, turning off the wireless adapter, or using firewall rules to block the traffic from and to the machine12.
This step is more important than the other options because:
? Disabling System Restore (A) is not a priority, as it will not stop the ransomware from running or spreading. System Restore is a feature that allows users to restore their system to a previous state, but it may not work if the ransomware has encrypted or deleted the restore points. Moreover, disabling System Restore may prevent the user from recovering some data or settings in the future13.
? Remediating the system (B) is the ultimate goal, but it cannot be done before quarantining the system. Remediating the system means removing the ransomware, restoring the data, and fixing the vulnerabilities that allowed the attack. However, this process requires careful analysis, planning, and execution, and it may not be possible if the ransomware is still active and communicating with the attackers. Therefore, the technician should first isolate the system and then proceed with the remediation steps12.
? Educating the system user © is a preventive measure, but it is not a mitigation step. Educating the system user means raising awareness and providing training on how to avoid ransomware attacks, such as by recognizing phishing emails, avoiding suspicious links or attachments, and updating and patching the system regularly. However, this step will not help if the system is already infected, and it may not be effective if the user is not willing or able to follow the best practices. Therefore, the technician should focus on resolving the current incident and then educate the user as part of the recovery plan14.
References:
1: How to Mitigate Ransomware Attacks in 10 Steps - Heimdal Security1 2: 3 steps to prevent and recover from ransomware | Microsoft Security Blog3 3: How to use System Restore on Windows 10 | Windows Central5 4: Ransomware Mitigation | Prevention and Mitigation Strategies - Delinea4

NEW QUESTION 298
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