CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1
A user is no longer able to start the OS on a computer and receives an error message indicating there is no OS found. A technician reviews the audit logs and notes that the user's system posted a S.M.A.R.T. error just days before this issue. Which of the following is the MOST likely cause of this issue?

A. Boot order
B. Malware
C. Drive failure
D. Windows updates

Answer: C

Explanation:
A S.M.A.R.T. error is a warning that a hard drive is about to fail or has failed. This means that the OS cannot be loaded from the drive and the user will see an error message indicating there is no OS found. The most likely cause of this issue is drive failure.

NEW QUESTION 2
A developer receives the following error while trying to install virtualization software on a workstation:
VTx not supported by system
Which of the following upgrades will MOST likely fix the issue?

A. Processor
B. Hard drive
Memory
C
D: Video card

Answer: A

Explanation:
The processor is the component that determines if the system supports virtualization technology (VTx), which is required for running virtualization software. The hard drive, memory and video card are not directly related to VTx support, although they may affect the performance of the virtual machines. Verified References: https://www.comptia.org/blog/what-is-virtualization https://www.comptia.org/certifications/a

NEW QUESTION 3
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 4
A customer installed a new web browser from an unsolicited USB drive that the customer received in the mail. The browser is not working as expected, and internet searches are redirected to another site. Which of the following should the user do next after uninstalling the browser?

A. Delete the browser cookies and history.
B. Reset all browser settings.
C. Change the browser default search engine.
D. Install a trusted browser.

Answer: D

Explanation:
The customer’s web browser is likely infected by a browser hijacker, which is
a type of malware that changes the browser’s settings and redirects the user to malicious websites. A browser hijacker can also steal the user’s personal data, display unwanted ads, and install more malware on the device. To remove a browser hijacker, the user should first uninstall the browser from the Control Panel, then scan the device with an antivirus or anti-malware program, and finally install a trusted browser from a legitimate source. Deleting the browser cookies and history, resetting the browser settings, or changing the browser default search engine may not be enough to get rid of the browser hijacker, as it may have embedded itself into the system or other browser components.

NEW QUESTION 5
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 6
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 7
Which of the following filesystem formats would be the BEST choice to ensure read and write compatibility of USB flash drives across several generations of Microsoft operating systems?

APFS

A.
B. ext4
C. CDFS
D. FAT32

Answer: D

Explanation:
The best filesystem format to ensure read and write compatibility of USB flash drives across several generations of Microsoft operating systems is FAT32. FAT32 stands for File Allocation Table 32-bit and is a filesystem format that organizes and manages files and folders on storage devices using 32-bit clusters. FAT32 is compatible with most Microsoft operating systems since Windows 95 OSR2, as well as other operating systems such as Linux and Mac OS X. FAT32 can support storage devices up to 2TB in size and files up to 4GB in size. APFS stands for Apple File System and is a filesystem format that organizes and manages files and folders on storage devices using encryption, snapshots and cloning features. APFS is compatible with Mac OS X 10.13 High Sierra and later versions but not with Microsoft operating systems natively. Ext4 stands for Fourth Extended File System and is a filesystem format that organizes and manages files and folders on storage devices using journaling, extents and delayed allocation features. Ext4 is compatible with Linux operating systems but not with Microsoft operating systems natively.

NEW QUESTION 8
A new spam gateway was recently deployed at a small business However; users still occasionally receive spam. The management team is concerned that users will open the messages and potentially
infect the network systems. Which of the following is the MOST effective method for dealing with this Issue?

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

Answer: D

Explanation:
The most effective method for dealing with spam messages in a small business is to provide user training1. Users should be trained to recognize spam messages and avoid opening them1. They should also be trained to report spam messages to the IT department so that appropriate action can be taken1. In addition, users should be trained to avoid clicking on links or downloading attachments from unknown sources1. By providing user training, the management team can reduce the risk of users opening spam messages and potentially infecting the network systems1.

NEW QUESTION 9

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 10
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 10
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 12
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
Disk Defragment
C
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 15
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 18
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 22
A user attempts to open some files, but a message appears stating that the files are encrypted. The user was able to access these files before without receiving this message and no changes have been made within the company. Which of the following has infected the computer?

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

Answer: C

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

NEW QUESTION 27
A company acquired a local office, and a technician is attempting to join the machines at the office to the local domain. The technician notes that the domain join option appears to be missing. Which of the following editions of Windows is MOST likely installed on the machines?

A. Windows Professional
B. Windows Education
C. Windows Enterprise
D. Windows Home

Answer: D

Explanation:
Windows Home is the most likely edition of Windows installed on the machines that do not have the domain join option. Windows Home is a consumer-oriented edition that does not support joining a domain or using Group Policy. Only Windows Professional, Education, and Enterprise editions can join a domain

NEW QUESTION 30
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 34
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

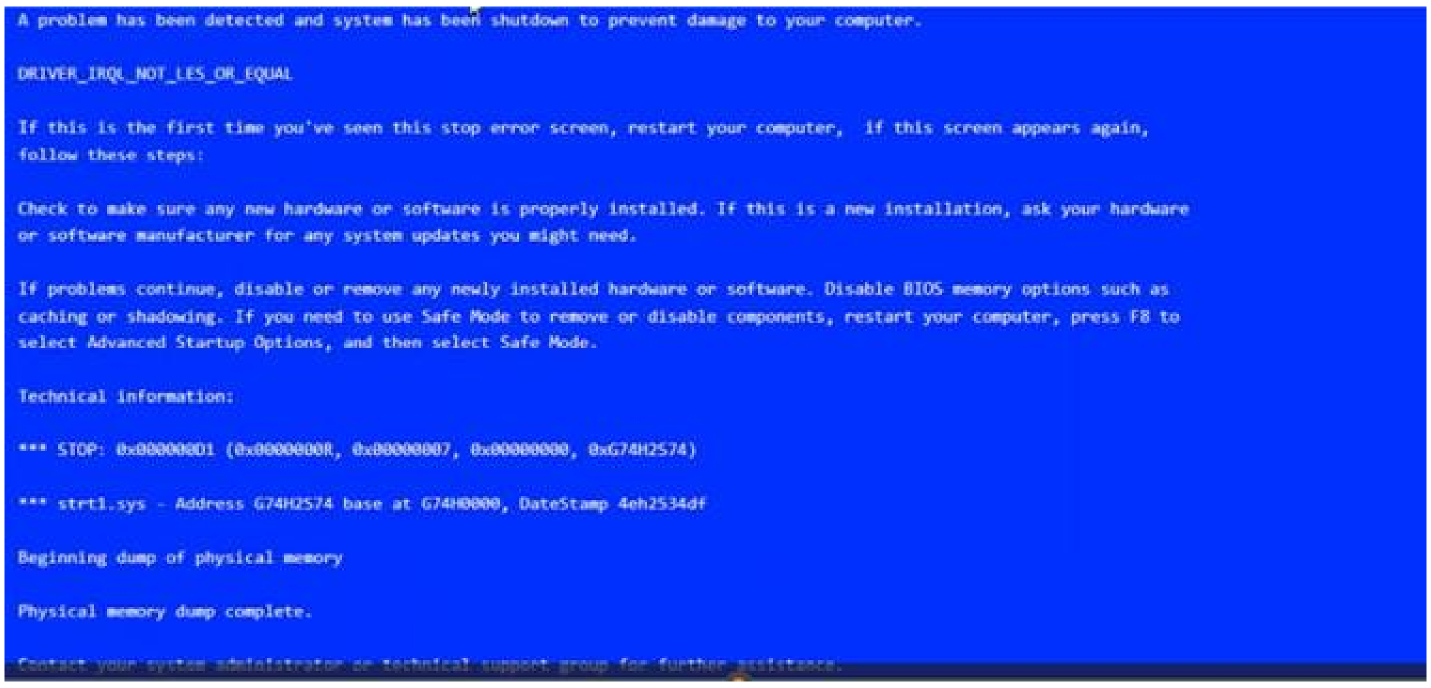
Review the information in each tab to verify the results of the deployment and resolve any issues discovered by selecting the:

? Index number of the Event Viewer issue

? First command to resolve the issue

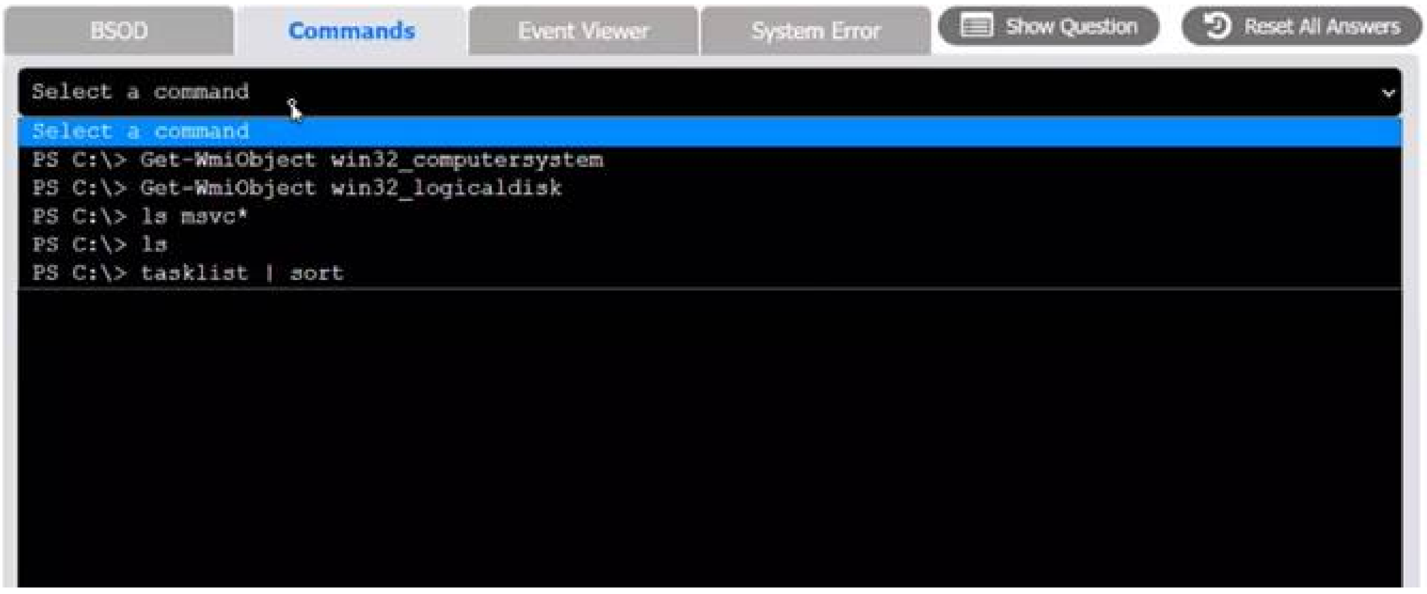
? Second command to resolve the issue

BSOD



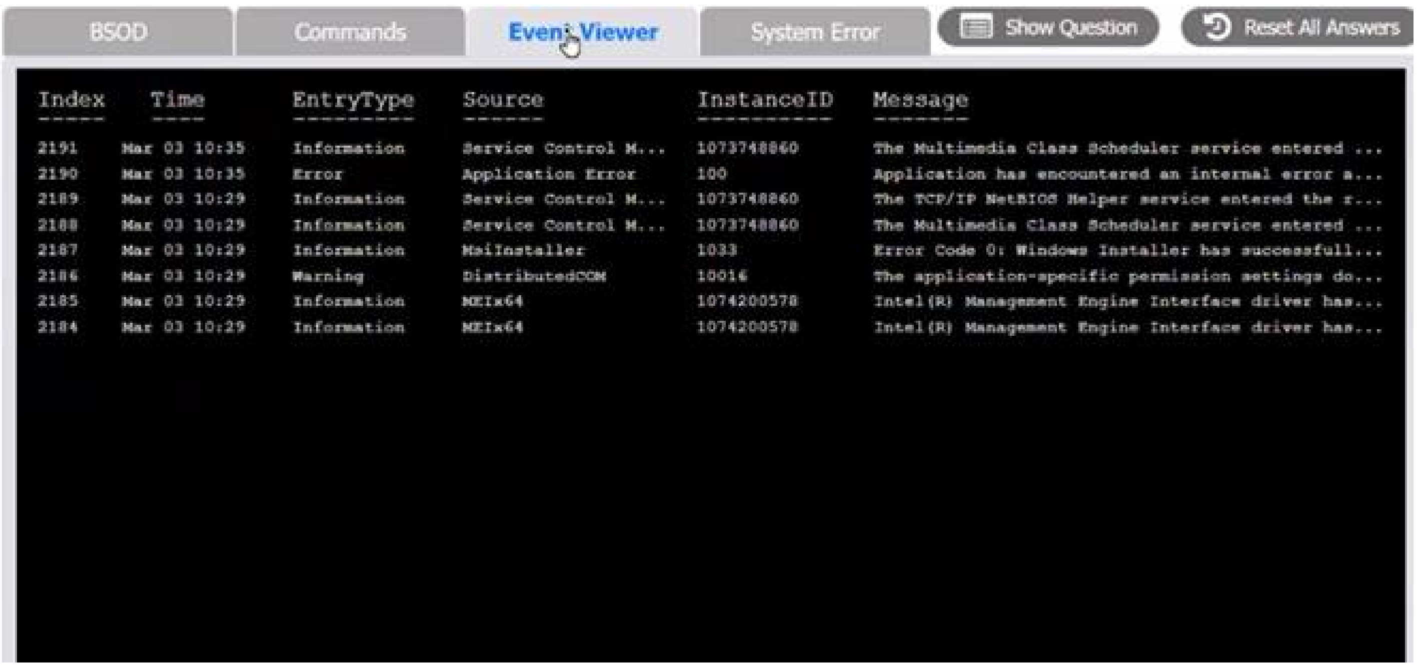
```
A problem has been detected and system has been shutdown to prevent damage to your computer.

DRIVER_IRQL_NOT_LES_OR_EQUAL

If this is the first time you've seen this stop error screen, restart your computer,  if this screen appears again,
follow these steps:

Check to make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware
or software manufacturer for any system updates you might need.

If problems continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as
caching or shadowing. If you need to use Safe Mode to remove or disable components, restart your computer, press F8 to
select Advanced Startup Options, and then select Safe Mode.

Technical information:

*** STOP: 0x000000D1 (0x0000000R, 0x00000007, 0x00000000, 0xG74H2574)

*** strtl.sys - Address G74H2574 base at G74H0000, DateStamp 4eh2534df

Beginning dump of physical memory

Physical memory dump complete.

Contact your system administrator or technical support group for further assistance.
```

Commands:



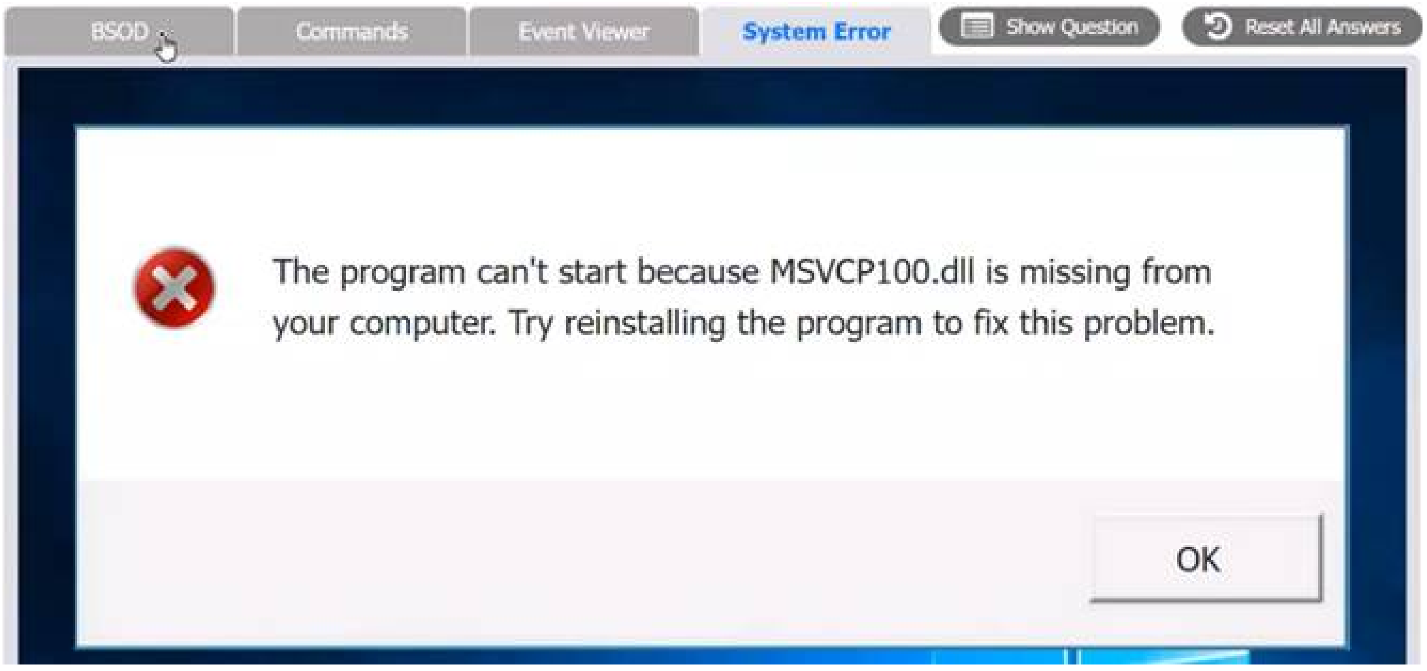
```
Select a command
Select a command
PS C:\> Get-WmiObject win32_computersystem
PS C:\> Get-WmiObject win32_logicaldisk
PS C:\> ls msvc*
PS C:\> ls
PS C:\> tasklist | sort
```

Event Viewer:

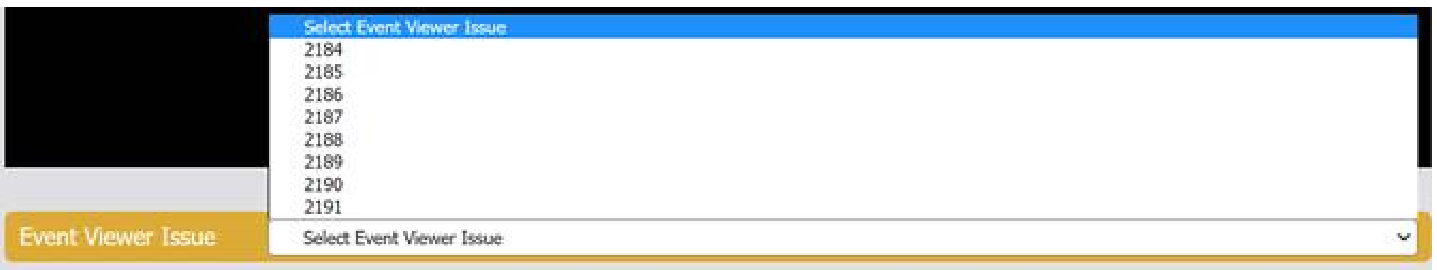


```
Index   Time          EntryType    Source               InstanceID   Message
-----   ----          ---------    ------               ----------   -------
2191    Mar 03 10:35  Information  Service Control M... 1073748860   The Multimedia Class Scheduler service entered ...
2190    Mar 03 10:35  Error        Application Error    100          Application has encountered an internal error a...
2189    Mar 03 10:29  Information  Service Control M... 1073748860   The TCP/IP NetBIOS Helper service entered the r...
2188    Mar 03 10:29  Information  Service Control M... 1073748860   The Multimedia Class Scheduler service entered ...
2187    Mar 03 10:29  Information  MsiInstaller         1033         Error Code 0: Windows Installer has successfull...
2186    Mar 03 10:29  Warning      DistributedCOM       10016        The application-specific permission settings do...
2185    Mar 03 10:29  Information  MEIx64               1074200578   Intel(R) Management Engine Interface driver has...
2184    Mar 03 10:29  Information  MEIx64               1074200578   Intel(R) Management Engine Interface driver has...
```

System Error:

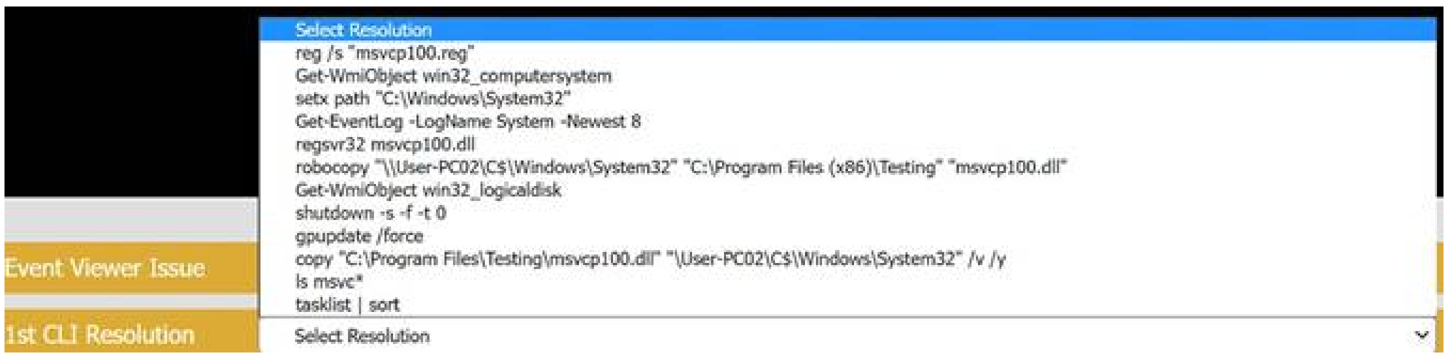


The program can't start because MSVCP100.dll is missing from your computer. Try reinstalling the program to fix this problem.


Event Viewer Issue

Select Event Viewer Issue
2184
2185
2186
2187
2188
2189
2190
2191

Select Event Viewer Issue


Event Viewer Issue

1st CLI Resolution

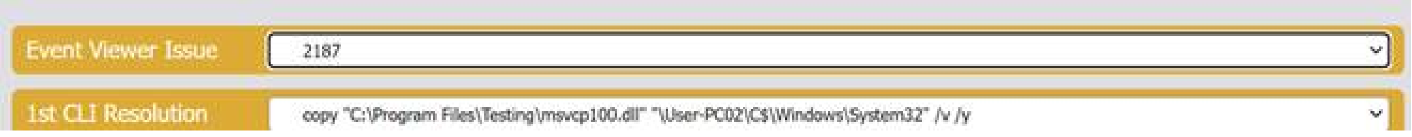
```
Select Resolution
reg /s "msvcp100.reg"
Get-WmiObject win32_computersystem
setx path "C:\Windows\System32"
Get-EventLog -LogName System -Newest 8
regsvr32 msvcp100.dll
robocopy "\\User-PC02\C$\Windows\System32" "C:\Program Files (x86)\Testing" "msvcp100.dll"
Get-WmiObject win32_logicaldisk
shutdown -s -f -t 0
gpupdate /force
copy "C:\Program Files\Testing\msvcp100.dll" "\User-PC02\C$\Windows\System32" /v /y
ls msvc*
tasklist | sort
```

Select Resolution

A. Mastered
B. Not Mastered

Answer: A

Explanation:


Event Viewer Issue: 2187

1st CLI Resolution: copy "C:\Program Files\Testing\msvcp100.dll" "\User-PC02\C$\Windows\System32" /v /y

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 35
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 36
A help desk technician needs to remotely access and control a customer's Windows PC by using a secure session that allows the technician the same control as the customer. Which of the following tools provides this type of access?

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

Answer: B

Explanation:
RDP stands for Remote Desktop Protocol, which is a proprietary protocol developed by Microsoft that allows a user to remotely access and control another computer over a network. RDP provides a secure session that encrypts the data between the client and the host, and allows the user to see and interact with the desktop and applications of the remote computer as if they were sitting in front of it. RDP also supports features such as audio, video, clipboard, printer, and file sharing, as well as multiple monitor support and session recording. To use RDP, the host computer must have Remote Desktop enabled and configured, and the client computer must have a Remote Desktop client software installed. The client can connect to the host by entering its IP address, hostname, or domain name, and providing the login credentials of a user account on the host. RDP is commonly used for remote administration, technical support, and remote work scenarios

NEW QUESTION 37
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 41
A company-owned mobile device is displaying a high number of ads, receiving data-usage limit notifications, and experiencing slow response. After checking the device, a technician notices the device has been jailbroken. Which of the following should the technician do next?

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

Answer: B

Explanation:
The best course of action for the technician is to restore the defaults and reimage the corporate OS on the device. This will remove the jailbreak and any unauthorized or malicious apps that may have been installed on the device, as well as restore the security features and policies that the company has set for its devices. This will also ensure that the device can receive the latest updates and patches from the manufacturer and the company, and prevent any data leakage or compromise from the device.
Jailbreaking is a process of bypassing the built-in security features of a device to install software other than what the manufacturer has made available for that device1. Jailbreaking allows the device owner to gain full access to the root of the operating system and access all the features1. However, jailbreaking also exposes the device to various risks, such as:
? The loss of warranty from the device manufacturers2.
? Inability to update software until a jailbroken version becomes available2.
? Increased security vulnerabilities32.
? Decreased battery life2.
? Increased volatility of the device2.
Some of the signs of a jailbroken device are:
? A high number of ads, which may indicate the presence of adware or spyware on the device3.
? Receiving data-usage limit notifications, which may indicate the device is sending or receiving data in the background without the user's knowledge or consent3.
? Experiencing slow response, which may indicate the device is running unauthorized or malicious apps that consume resources or interfere with the normal functioning of the device3.
? Finding apps or icons that the user did not install or recognize, such as Cydia, which is a storefront for jailbroken iOS devices1.
The other options are not sufficient or appropriate for dealing with a jailbroken device. Running an antivirus and enabling encryption may not detect or remove all the threats or vulnerabilities that the jailbreak has introduced, and may not restore the device to its original state or functionality. Backing up the files and doing a system restore may not erase the jailbreak or the unauthorized apps, and may also backup the infected or compromised files. Undoing the jailbreak and enabling an antivirus may not be possible or effective, as the jailbreak may prevent the device from updating or installing security software, and may also leave traces of the

jailbreak or the unauthorized apps on the device.
References:
? CompTIA A+ Certification Exam Core 2 Objectives4
? CompTIA A+ Core 2 (220-1102) Certification Study Guide5
? What is Jailbreaking & Is it safe? - Kaspersky1
? Is Jailbreaking Safe? The ethics, risks and rewards involved - Comparitech3
? Jailbreaking : Security risks and moving past them2

NEW QUESTION 45
A technician downloads a validated security tool and notes the vendor hash of a58e87a2. When the download is complete, the technician again validates the hash, but the value returns as 2a876a7d3. Which of the following is the MOST likely cause of the issue?

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

Answer: C

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

NEW QUESTION 46
A homeowner recently moved and requires a new router for the new ISP to function correctly. The internet service has been installed and has been confirmed as functional. Which of the following is the FIRST step the homeowner should take after installation of all relevant cabling and hardware?

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

Answer: D

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

NEW QUESTION 48
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 53
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 57
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 61
A help desk technician determines a motherboard has failed. Which of the following is the most logical next step in the remediation process?

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

Answer: B

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

NEW QUESTION 65
A technician has verified that a user's computer has a virus and the antivirus software is out of date. Which of the following steps should the technician take next?

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

Answer: D

Explanation:
The first step in removing a virus from a computer is to update the antivirus software with the latest virus definitions. Virus definitions are files that contain information about the characteristics and behavior of known viruses and malware. They help the antivirus software to identify and remove the malicious threats from the computer. Without the latest virus definitions, the antivirus software may not be able to detect or remove the virus that infected the user’s computer. Therefore, the technician should download the latest virus definitions from the antivirus vendor’s website or use the update feature in the antivirus program before scanning the computer for viruses.
References:
? How to remove malware or viruses from my Windows 10 PC, section 21
? How to Remove a Virus From a Computer in 2023, section 32
? The Official CompTIA A+ Core 2 Study Guide (220-1102), page 2193

NEW QUESTION 70
A user visits a game vendor's website to view the latest patch notes, but this information is not available on the page. Which of the following should the user perform before reloading the page?

A. Synchronize the browser data.
B. Enable private browsing mode.
C. Mark the site as trusted.
D. Clear the cached file.

Answer: D

Explanation:
Clearing the cached file is an action that can help resolve the issue of not seeing the latest patch notes on a game vendor’s website. A cached file is a copy of a web page or file that is stored locally on the user’s browser or device for faster loading and offline access. However, sometimes a cached file may become outdated or corrupted and prevent the user from seeing the most recent or accurate version of a web page or file. Clearing the cached file can force the browser to download and display the latest version from the server instead of using the old copy from the cache. Synchronizing the browser data, enabling private browsing mode, and marking the site as trusted are not actions that can help resolve this issue.

NEW QUESTION 71
Upon downloading a new ISO, an administrator is presented with the following string: 59d15a16ce90cBcc97fa7c211b767aB
Which of the following BEST describes the purpose of this string?

A. XSS verification
B. AES-256 verification
C. Hash verification
D. Digital signature verification

Answer: C

Explanation:
Hash verification is a process that verifies the integrity of a file by comparing the hash value of the downloaded file to the hash value provided by the source1

NEW QUESTION 72
A user's computer unexpectedly shut down immediately after the user plugged in a USB headset. Once the user turned the computer back on, everything was functioning properly, including the headset. Which of the following Microsoft tools would most likely be used to determine the root cause?

A. Event Viewer
B. System Configuration
C. Device Manager
D. Performance Monitor

Answer: A

Explanation:
Event Viewer is a Microsoft tool that records and displays system events, errors, warnings, and information. Event Viewer can help troubleshoot and diagnose problems, such as unexpected shutdowns, by showing the details of what happened before, during, and after the incident. Event Viewer can also show the source of the event such as an application, a service, a driver, or a hardware device. By using Event Viewer, a technician can identify the root cause of the unexpected shutdown, such as a power failure, a thermal event, a driver conflict, or a malware infection.

NEW QUESTION 74
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
Spyware
F.

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 78
A technician downloaded software from the Internet that required the technician to scroll through a text box and at the end of the text box, click a button labeled Accept Which of the following agreements IS MOST likely in use?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
The most likely agreement in use here is a EULA (End User License Agreement). This is a legally binding agreement between the user and the software developer, outlining the terms and conditions that the user must agree to in order to use the software. It is important that the user understands and agrees to the EULA before they can proceed with downloading and installing the software. As stated in the CompTIA A+ Core 2 exam objectives, users should be aware of the EULA before downloading any software.

NEW QUESTION 79
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:

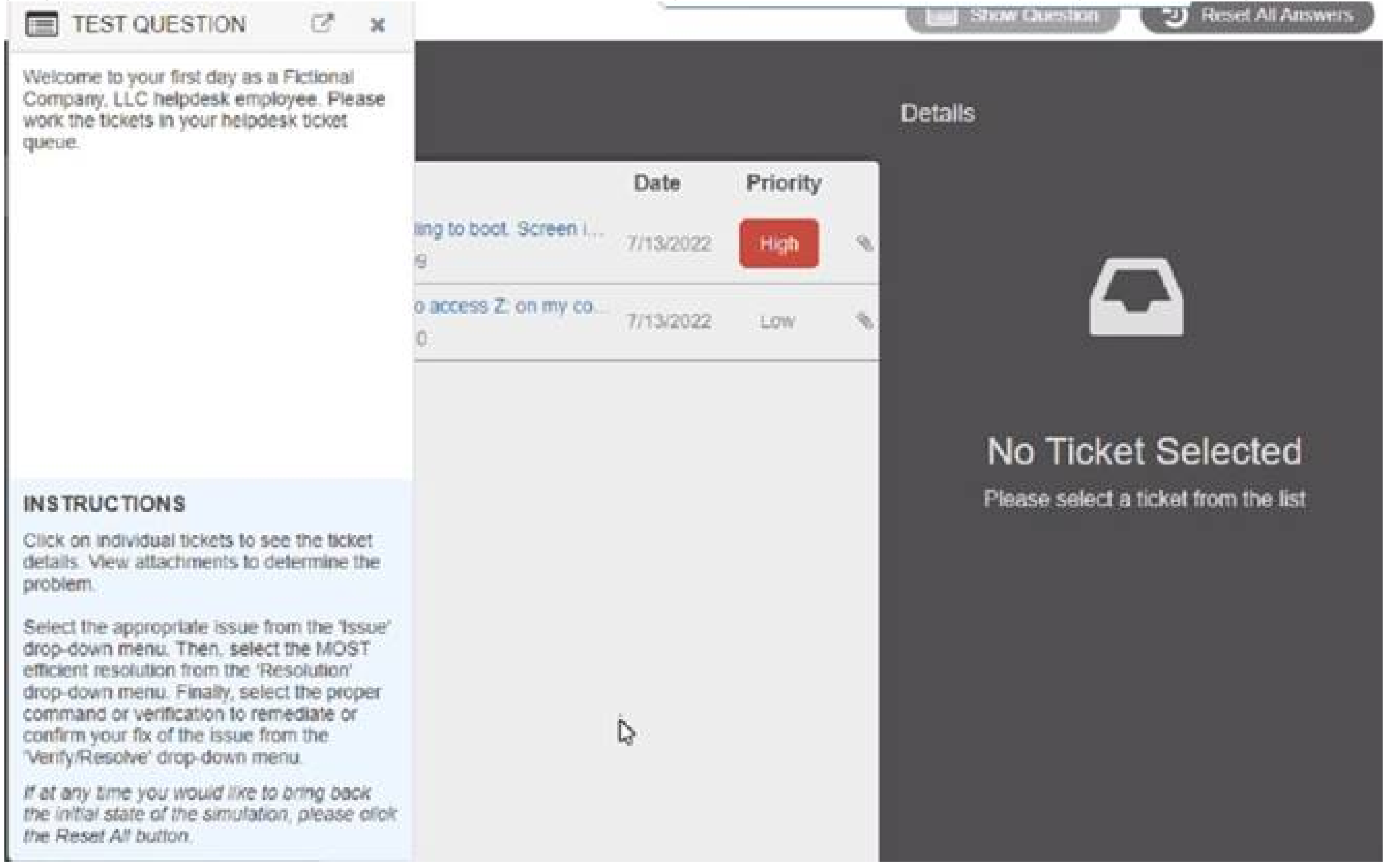
A. clear the browser cache and contact the bank.

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 80
HOTSPOT
Welcome to your first day as a Fictional Company. LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.
Click on individual tickers to see the ticket details. View attachments to determine the problem.
Select the appropriate issue from the 'issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify Resolve drop-down menu.



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

INSTRUCTIONS

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

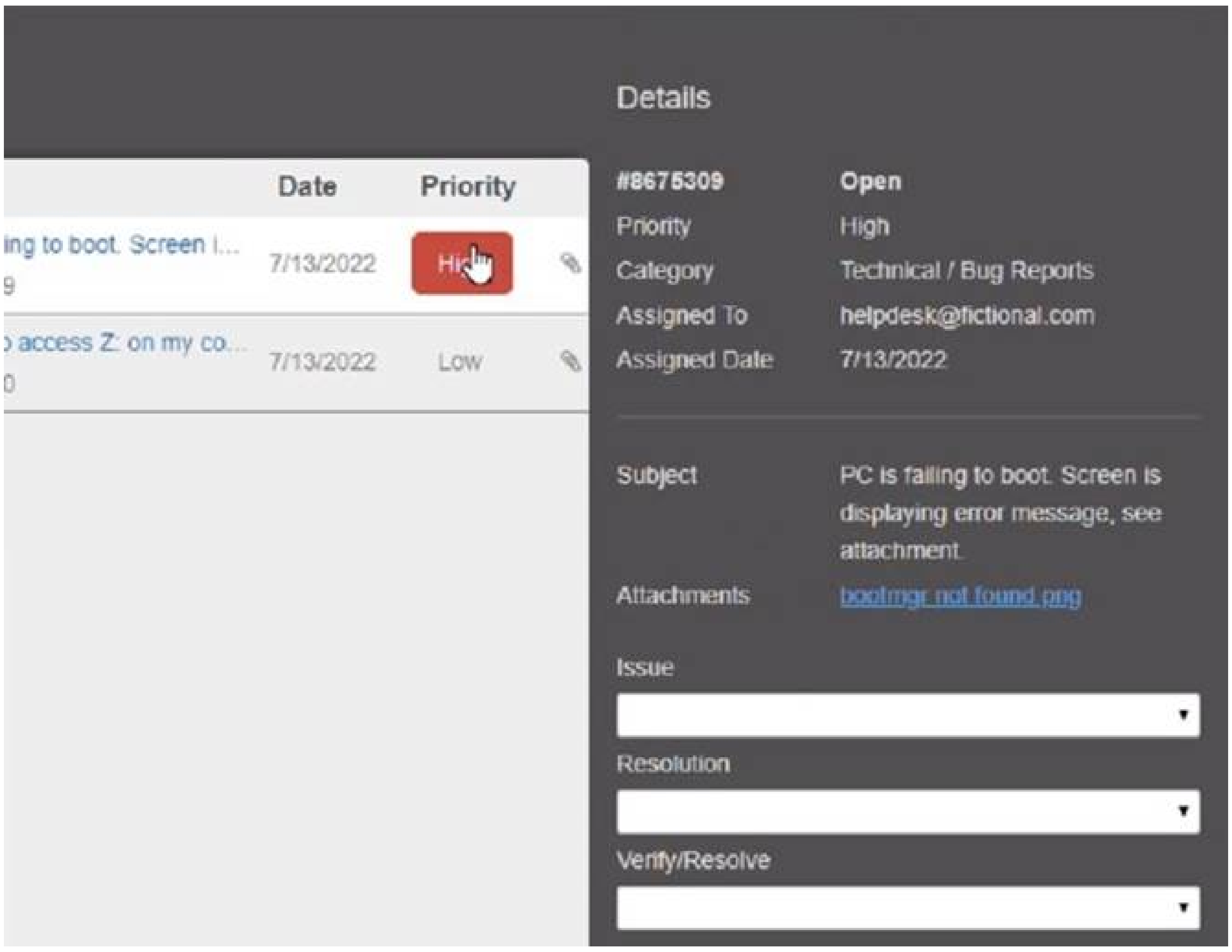
Select the appropriate issue from the 'Issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the 'Verify/Resolve' drop-down menu.

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

	Date	Priority
ing to boot. Screen i... 9	7/13/2022	High
o access Z: on my co... 0	7/13/2022	Low

Details

No Ticket Selected
Please select a ticket from the list

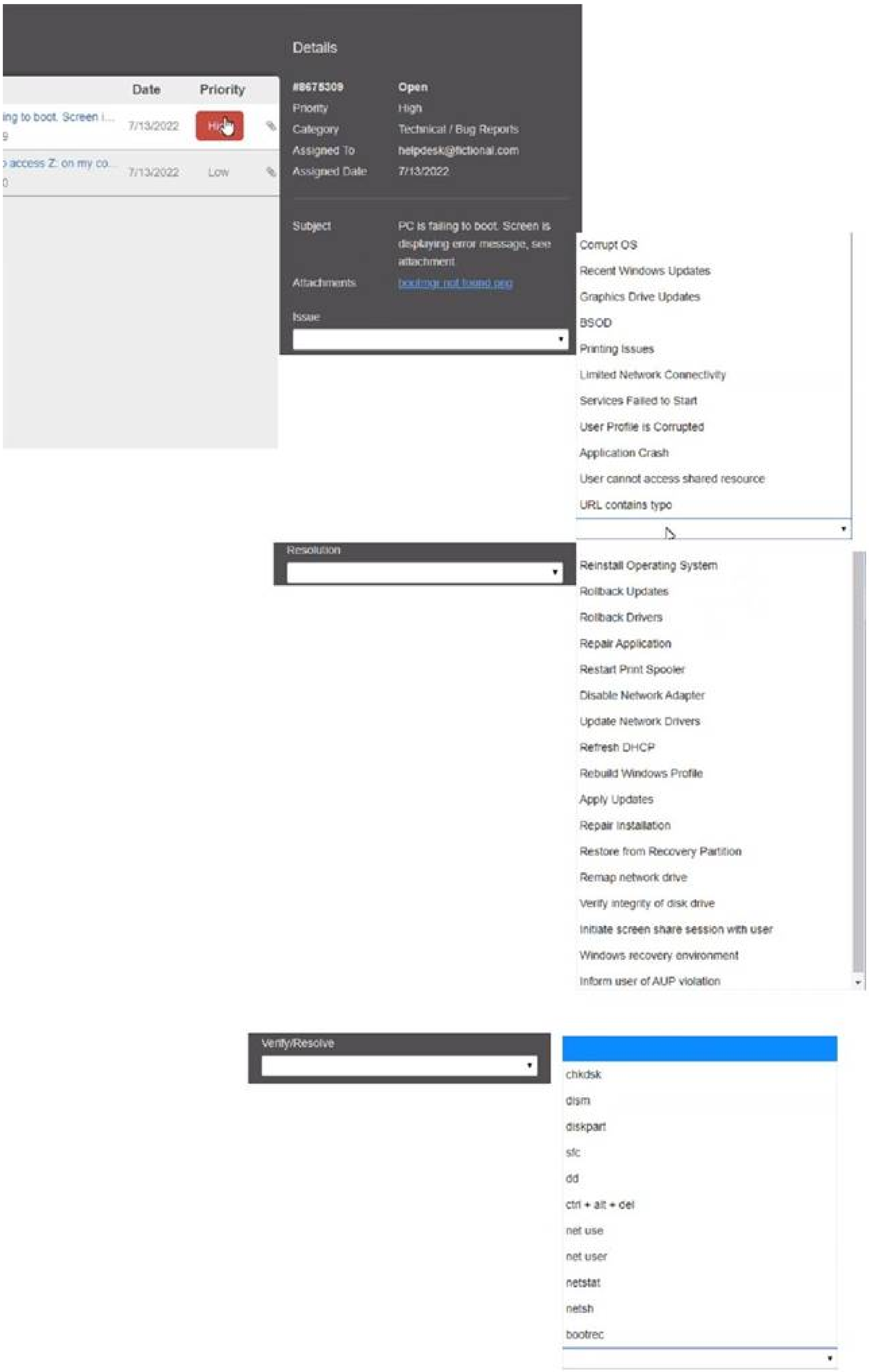


	Date	Priority
ing to boot. Screen i... 9	7/13/2022	High
access Z: on my co... 0	7/13/2022	Low

Details

#8675309	Open
Priority	High
Category	Technical / Bug Reports
Assigned To	helpdesk@fictional.com
Assigned Date	7/13/2022
Subject	PC is failing to boot. Screen is displaying error message, see attachment
Attachments	bootmgr not found.png

Issue
Resolution
Verify/Resolve



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

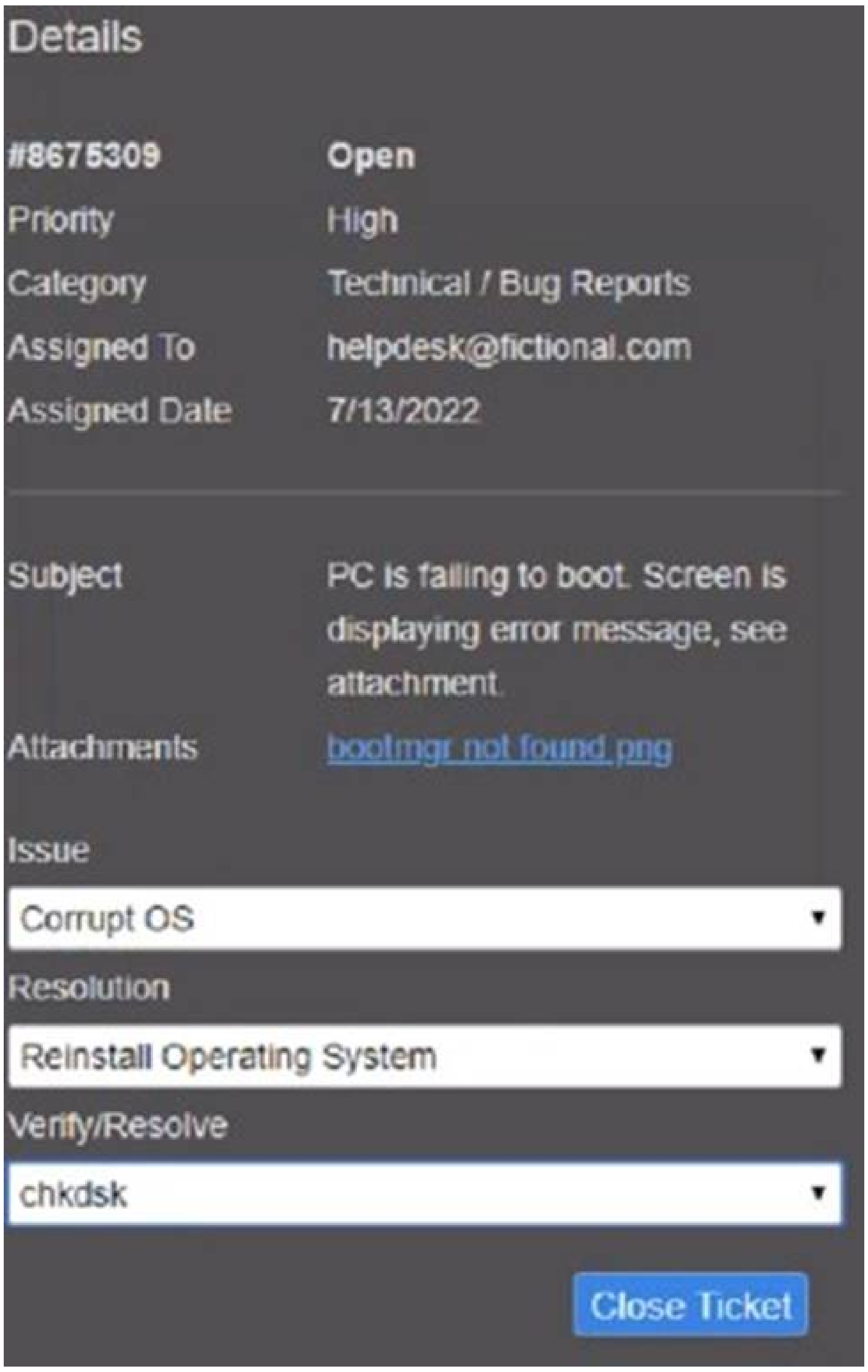
Details

#8675309	Open
Priority	High
Category	Technical / Bug Reports
Assigned To	helpdesk@fictional.com
Assigned Date	7/13/2022
Subject	PC is failing to boot. Screen is displaying error message, see attachment
Attachments	bootmgr not found.png

A. Mastered
B. Not Mastered

Answer: A

Explanation:



Details

#8675309	Open
Priority	High
Category	Technical / Bug Reports
Assigned To	helpdesk@fictional.com
Assigned Date	7/13/2022
Subject	PC is failing to boot. Screen is displaying error message, see attachment.
Attachments	bootmgr not found.png

Issue: Corrupt OS

Resolution: Reinstall Operating System

Verify/Resolve: chkdsk

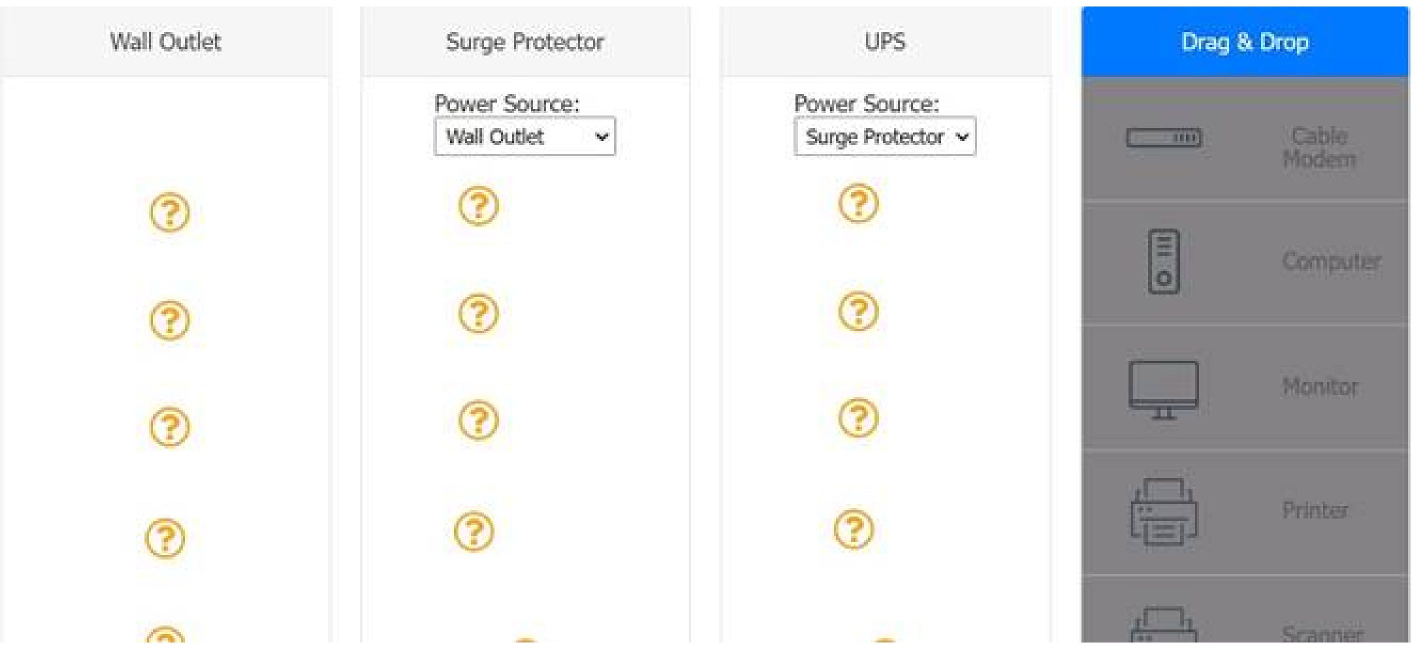
NEW QUESTION 81
A user reports a workstation has been performing strangely after a suspicious email was opened on it earlier in the week. Which of the following should the technician perform FIRST?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
https://partners.comptia.org/docs/default-source/resources/comptia-a-220-1102-exam-objectives-(3-0)
When a user reports that their workstation is behaving strangely after opening a suspicious email, the first step a technician should take is to run a virus scan on the computer. This is because opening a suspicious email is a common way for viruses and malware to infect a computer. Running a virus scan can help identify and remove any infections that may be causing the computer to behave strangely.

NEW QUESTION 84
DRAG DROP
A customer recently experienced a power outage at a SOHO. The customer does not think the components are connected properly. A print job continued running for several minutes after the power failed, but the customer was not able to interact with the computer. Once the UPS stopped beeping, all functioning devices also turned off. In case of a future power failure, the customer wants to have the most time available to save cloud documents and shut down the computer without losing any data.



Surge Protector — Power Source: Wall Outlet

UPS — Power Source: Surge Protector

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 89
A technician is creating a location on a Windows workstation for a customer to store meeting minutes. Which of the following commands should the technician use?

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

Answer: D

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

NEW QUESTION 92
A systems administrator is setting up a Windows computer for a new user Corporate policy requires a least privilege environment. The user will need to access advanced features and configuration settings for several applications. Which of the following BEST describes the account access level the user will need?

A. Power user account
B. Standard account
C. Guest account
D. Administrator account

Answer: B

Explanation:
The account access level the user will need to access advanced features and configuration settings for several applications while adhering to corporate policy requiring a least privilege environment is a standard account. This is because a standard account allows the user to access advanced features and configuration settings for several applications while adhering to corporate policy requiring a least privilege environment1.

NEW QUESTION 94
Which of the following filesystem types does macOS use?

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

Answer: D

Explanation:
APFS stands for Apple File System and it is the default filesystem type for macOS since High Sierra (10.13) version1. APFS is optimized for flash storage and supports features such as encryption, snapshots, cloning, and space sharing1.

NEW QUESTION 99
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 103
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 104
A user's smartphone data usage is well above average. The user suspects an installed application is transmitting data in the background. The user would like to be alerted when an application attempts to communicate with the internet. Which of the following BEST addresses the user's concern?

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

Answer: D

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

NEW QUESTION 106
A technician is concerned about a large increase in the number of whaling attacks happening in the industry. The technician wants to limit the company's risk to avoid any issues. Which of the following items should the technician implement?

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

Answer: C

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

NEW QUESTION 107
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 drive with zeros or random patterns, making it impossible to recover any data from the drive. Low-level wiping also restores the hard 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 109
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 111
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 113
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 117
An IT services company that supports a large government contract replaced the Ethernet cards on several hundred desktop machines to comply With regulatory requirements. Which of the following disposal methods for the non-compliant cards is the MOST environmentally friendly?

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

Answer: D

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

Additionally, recycling plastics helps to reduce the amount of toxic chemicals that can be released into the environment. According to CompTIA A+ Core 2 documents, "The most environmentally friendly disposal method for non-compliant Ethernet cards is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials." https://sustainability.yale.edu/blog/how-sustainably-dispose-your-technological-waste

NEW QUESTION 122
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 124
A systems administrator is creating periodic backups of a folder on a Microsoft Windows machine. The source data is very dynamic, and files are either added or deleted regularly. Which of the following utilities can be used to ‘mirror the source data for the backup?

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

Answer: C

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

NEW QUESTION 125
A user contacted the help desk to report pop-ups on a company workstation indicating the computer has been infected with 137 viruses and payment is needed to remove them. The user thought the company-provided antivirus software would prevent this issue. The help desk ticket states that the user only receives these messages when first opening the web browser. Which of the following steps would MOST likely resolve the issue? (Select TWO)

A. Mastered
B. Not Mastered

Answer: A

Explanation:
"The user thought the company-provided antivirus software would prevent this issue." The most likely steps to resolve the issue are to deploy an ad-blocking extension to the browser and perform a reset on the user’s web browser. Ad-blocking extensions can help to prevent pop-ups and other unwanted content from appearing in the browser, and resetting the browser can help to remove any malicious extensions or settings that may be causing the issue.

NEW QUESTION 127
Which of the following file types allows a user to easily uninstall software from macOS by simply placing it in the trash bin?

A. .exe
B. .dmg
C. . app
D. . rpm
E. .pkg

Answer: C

Explanation:
app files are application bundles that contain all the necessary files and resources for a Mac app. They can be easily deleted by dragging them to the Trash or using Launchpad12. Other file types, such as .exe, .dmg, .rpm, and .pkg, are either not compatible with macOS or require additional steps to uninstall34.
References: 1 Uninstall apps on your Mac - Apple Support(https://support.apple.com/en- us/102610)2 How to Uninstall Apps on a Mac (and Make Sure Leftover Files Are
…(https://www.pcmag.com/how-to/uninstall-delete-apps-from-mac)3 How to install and uninstall software on a Mac - Laptop Mag(https://www.laptopmag.com/articles/install- unininstall-mac-software)4 How to completely uninstall an app on a Mac and delete all junk files(https://www.xda-developers.com/how-to-uninstall-app-mac/).

NEW QUESTION 129
A user has a computer with Windows 10 Home installed and purchased a Windows 10 Pro license. The user is not sure how to upgrade the OS. Which of the following should the technician do to apply this license?

A. Copy the c:\Wlndows\wlndows.lie file over to the machine and restart.
B. Redeem the included activation key card for a product key.
C. Insert a Windows USB hardware dongle and initiate activation.
D. Activate with the digital license included with the device hardware.

Answer: B

Explanation:
Redeeming the included activation key card for a product key is the correct way to apply a Windows 10 Pro license to a computer that has Windows 10 Home installed. The activation key card is a physical or digital card that contains a 25-digit code that can be used to activate Windows 10 Pro online or by phone. Copying the windows.lie file, inserting a Windows USB hardware dongle and activating with the digital license are not valid methods of applying a Windows 10 Pro license. Verified References: https://www.comptia.org/blog/how-to-upgrade-windows-10-home-to-pro https://www.comptia.org/certifications/a

NEW QUESTION 132
A technician is installing new software on a macOS computer. Which of the following file types will the technician MOST likely use?

.deb

A.
B. .vbs
C. .exe
D. .app

Answer: D

Explanation:
The file type that the technician will MOST likely use when installing new software on a macOS computer is .app. This is because .app is the file extension for applications on macOS1.

NEW QUESTION 136
Which of the following best describes when to use the YUM command in Linux?

A. To add functionality
B. To change folder permissions
C. To show documentation
D. To list file contents

Answer: A

Explanation:
YUM stands for Yellowdog Updater Modified and it is a command-line tool that allows users to install, update, remove, and manage software packages in Linux. YUM can be used to add functionality to a Linux system by installing new software packages or updating existing ones. To change folder permissions, show documentation, or list file contents, other commands such as chmod, man, or ls can be used in Linux.

NEW QUESTION 140
A technician needs to transfer a file to a user's workstation. Which of the following would BEST accomplish this task utilizing the workstation's built-in protocols?

A.

VPN

B. SMB
C. RMM
D. MSRA

Answer: B

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

NEW QUESTION 145
A user's corporate laptop with proprietary work Information was stolen from a coffee shop. The user togged in to the laptop with a simple password. and no other security mechanisms were in place. Which of the following would MOST likely prevent the stored data from being recovered?

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

Answer: B

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

NEW QUESTION 146
A technician is replacing the processor in a desktop computer prior to opening the computer, the technician wants to ensure the internal components are protected. Which of the following safety procedures would BEST protect the components in the PC? (Select TWO).

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

Answer: AC

Explanation:
The two safety procedures that would best protect the components in the PC are:
? Utilizing an ESD strap
? Placing the PSU in an antistatic bag

https://www.professormesser.com/free-a-plus-training/220-902/computer-safety- procedures-2/
https://www.skillsoft.com/course/comptia-a-core-2-safety-procedures-environmental-impacts-cbdf0f2c-61c0-4f4a-a659-dc98f1f00158

NEW QUESTION 151
A technician has identified malicious traffic originating from a user's computer. Which of the following is the best way to identify the source of the attack?

A. Investigate the firewall logs.
B. Isolate the machine from the network.
C. Inspect the Windows Event Viewer.
D. Take a physical inventory of the device.

Answer: B

Explanation:
Isolating the machine from the network is the best way to identify the source of the attack, because it prevents the malicious traffic from spreading to other devices or reaching the attacker. Isolating the machine can also help preserve the evidence of the attack, such as the malware files, the network connections, the registry entries, or the system logs. By isolating the machine, a technician can safely analyze the machine and determine the source of the attack, such as a phishing email, a compromised website, a removable media, or a network vulnerability.

NEW QUESTION 154
A user is unable to access a web-based application. A technician verifies the computer cannot access any web pages at all. The computer obtains an IP address from the DHCP server. Then, the technician verifies the user can ping localhost. the gateway, and known IP addresses on the interne! and receive a response. Which of the following Is the MOST likely reason tor the Issue?

A. A firewall is blocking the application.
B. The wrong VLAN was assigned.
C. The incorrect DNS address was assigned.
D. The browser cache needs to be cleared

Answer: C

Explanation:
DNS (domain name system) is a protocol that translates domain names to IP addresses. If the computer has an incorrect DNS address assigned, it will not be able to resolve the domain names of web-based applications and access them. A firewall, a VLAN (virtual local area network) and a browser cache are not the most likely reasons for the issue, since the computer can ping known IP addresses on the internet and receive a response. Verified References: https://www.comptia.org/blog/what-is-dns https://www.comptia.org/certifications/a

NEW QUESTION 157
All the desktop icons on a user's newly issued PC are very large. The user reports that the PC was working fine until a recent software patch was deployed. Which of the following would BEST resolve the issue?

A. Rolling back video card drivers
B. Restoring the PC to factory settings
C. Repairing the Windows profile
D. Reinstalling the Windows OS

Answer: A

Explanation:
Rolling back video card drivers is the best way to resolve the issue of large desktop icons on a user’s newly issued PC. This means restoring the previous version of the drivers that were working fine before the software patch was deployed. The software patch may have caused compatibility issues or corrupted the drivers, resulting in display problems

NEW QUESTION 158

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

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

Answer: A

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

NEW QUESTION 159
A neighbor successfully connected to a user's Wi-Fi network. Which of the following should the user do after changing the network configuration to prevent the neighbor from being able to connect again?

A. Disable the SSID broadcast.
B. Disable encryption settings.
C. Disable DHCP reservations.
D. Disable logging.

Answer: A

Explanation:
? A. Disable the SSID broadcast1: The SSID broadcast is a feature that allows a Wi- Fi network to be visible to nearby devices. Disabling the SSID broadcast can make the network harder to find by unauthorized users, but it does not prevent them from accessing it if they know the network name and password.

NEW QUESTION 163
A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

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

Answer: C

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

NEW QUESTION 167
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 171
A technician is finalizing a new workstation for a user. The user's PC will be connected to the internet but will not require the same private address each time. Which of the following protocols will the technician MOST likely utilize?

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

Answer: A

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

NEW QUESTION 173
Which of the following file extensions should a technician use for a PowerShell script?

A.

.ps1
B. .py
C. .sh
D. .bat
E. .cmd

Answer: A

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

NEW QUESTION 176
A technician has spent hours trying to resolve a computer issue for the company's Chief Executive Officer (CEO). The CEO needs the device returned as soon as possible. Which of the following steps should the technician take NEXT?

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

Answer: D

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

NEW QUESTION 179

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 184

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

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

Answer: A

Explanation:
Content filtering is a process that manages or screens access to specific emails or webpages based on their content categories1. Content filtering can be used by

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

NEW QUESTION 188
During a recent flight an executive unexpectedly received several dog and cat pictures while trying to watch a movie via in-flight Wi-Fi on an iPhone. The executive has no records of any contacts sending pictures like these and has not seen these pictures before. To BEST resolve this issue, the executive should:

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

Answer: A

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

NEW QUESTION 190
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 192
A technician needs to ensure that USB devices are not suspended by the operating system Which of the following Control Panel utilities should the technician use to configure the setting?

A. System
B. Power Options
C. Devices and Printers
D. Ease of Access

Answer: B

Explanation:
The correct answer is B. Power Options. The Power Options utility in the Control Panel allows you to configure various settings related to how your computer uses and saves power, such as the power plan, the sleep mode, the screen brightness, and the battery status. To access the Power Options utility, you can follow these steps:
? Go to Control Panel > Hardware and Sound > Power Options.
? Click on Change plan settings for the power plan you are using.
? Click on Change advanced power settings.
? Expand the USB settings category and then the USB selective suspend setting subcategory.
? Set the option to Disabled for both On battery and Plugged in.
? Click on OK and then on Save changes.
This will prevent the operating system from suspending the USB devices to save power . System, Devices and Printers, and Ease of Access are not the utilities that should be used to configure the setting. System is a utility that provides information about your computer’s hardware and software, such as the processor, memory, operating system, device manager, and system protection. Devices and Printers is a utility that allows you to view and manage the devices and printers connected to your computer, such as adding or removing devices, changing device settings, or troubleshooting problems. Ease of Access is a utility that allows you to customize your computer’s accessibility options, such as the narrator, magnifier, high contrast, keyboard, mouse, and speech recognition. None of these utilities have any option to configure the USB selective suspend setting.

NEW QUESTION 193
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 196
An analyst needs GUI access to server software running on a macOS server. Which of the following options provides the BEST way for the analyst to access the macOS server from the Windows workstation?

A. RDP through RD Gateway
B. Apple Remote Desktop
C. SSH access with SSH keys
D. VNC with username and password

Answer: B

Explanation:
Apple Remote Desktop is a remote access solution that allows a user to access and control another macOS computer from their Windows workstation. It provides a graphical user interface so that the analyst can easily access the server software running on the macOS server. Apple Remote Desktop also supports file transfers, so the analyst can easily transfer files between the two computers. Additionally, Apple Remote Desktop supports encryption, so data is secure during transmission.

NEW QUESTION 197
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 202
Which of the following macOS features provides the user with a high-level view of all open windows?

A. Mission Control
B. Finder
C. Multiple Desktops
D. Spotlight

Answer: A

Explanation:
Mission Control is the macOS feature that provides the user with a high- level view of all open windows. Mission Control allows the user to see and switch between multiple desktops, full-screen apps, and windows in a single screen. Mission Control can be accessed by swiping up with three or four fingers on the trackpad, pressing F3 on the keyboard, or moving the cursor to a hot corner

NEW QUESTION 205
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 210
An employee calls the help desk regarding an issue with a laptop PC. After a Windows update, the user can no longer use certain locally attached devices, and a reboot has not fixed the issue. Which of the following should the
technician perform to fix the issue?

A. Disable the Windows Update service.
B. Check for updates.
C. Restore hidden updates.
D. Rollback updates.

Answer: D

Explanation:
The technician should perform a rollback of the Windows update that caused the issue with the locally attached devices. A rollback is a process of uninstalling an update and restoring the previous version of the system. This can help to fix any compatibility or performance issues caused by the update1. To rollback an update, the technician can use the Settings app, the Control Panel, or the System Restore feature. The technician should also check for any device driver updates that might be needed after rolling back the update. Disabling the Windows Update service is not a good practice, as it can prevent the system from receiving important security and feature updates. Checking for updates might not fix the
issue, as the update that caused the issue might still be installed. Restoring hidden updates is not relevant, as it only applies to updates that have been hidden by the user to prevent them from being installed2.
References: 1: https://www.windowscentral.com/how-uninstall-and-reinstall-updates-windows-10 2: https://support.microsoft.com/en-us/windows/show-or-hide-updates-in-windows-10-9c9f0a4f-9a6e-4c8e-8b44-afbc6b33f3cf

NEW QUESTION 215
Which of the following is the MOST important environmental concern inside a data center?

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

Answer: D

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

NEW QUESTION 217
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 218
A user requires local administrative access to a workstation. Which of the following Control Panel utilities allows the technician to grant access to the user?

A. System
B. Network and Sharing Center
C. User Accounts
D. Security and Maintenance

Answer: C

Explanation:
User Accounts is a Control Panel utility that allows the technician to manage user accounts and groups on a workstation1. The technician can use User Accounts to grant local administrative access to a user by adding the user to the Administrators group1. The Administrators group has full control over the workstation and can perform tasks such as installing software, changing system settings, and accessing all files.
References: 1: User Accounts (Control Panel) (https://docs.microsoft.com/en-us/windows/win32/shell/user-accounts) : Local Users and Groups practices/local-users-and-groups)
(https://docs.microsoft.com/en-us/windows-server/identity/ad-ds/plan/security-best-

NEW QUESTION 223
A technician is attempting to mitigate micro power outages, which occur frequently within the area of operation. The outages are usually short, with the longest occurrence lasting five minutes. Which of the following should the technician use to mitigate this issue?

A. Surge suppressor
B. Battery backup
C. CMOS battery
D. Generator backup

Answer: B

Explanation:
A battery backup, also known as an uninterruptible power supply (UPS), is a device that provides backup power during a power outage. When the power goes out, the battery backup provides a short amount of time (usually a few minutes up to an hour, depending on the capacity of the device) to save any work and safely shut down the equipment.

NEW QUESTION 227
A remote user contacts the help desk about an email that appears to be distorted. The technician is unsure what the user means and needs to view the email to assist with troubleshooting. Which of the following should the technician use to assist the user?

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

Answer: D

Explanation:
The best tool to use to assist the user with viewing the email is RMM, which stands for remote monitoring and management. This is a software that allows the technician to remotely access, monitor, and manage the user’s computer and applications. The technician can use RMM to view the user’s screen, control the mouse and keyboard, and troubleshoot the email issue. The other tools are not suitable for this task. VNC is a software that allows remote desktop sharing, but it requires the user to install and configure
it on their computer, which may not be feasible or convenient. SSH is a protocol that allows secure remote access to a command-line interface, but it is not useful for viewing graphical applications such as email. VPN is a technology that creates a secure and encrypted connection over a public network, but it does not provide remote access or control of the user’s computer.

NEW QUESTION 231
A police officer often leaves a workstation for several minutes at a time. Which of the following is the BEST way the officer can secure the workstation quickly when walking away?

A. Use a key combination to lock the computer when leaving.
B. Ensure no unauthorized personnel are in the area.
C. Configure a screensaver to lock the computer automatically after approximately 30 minutes of inactivity.
D. Turn off the monitor to prevent unauthorized visibility of information.

Answer: A

Explanation:
The BEST way to secure the workstation quickly when walking away is to use a key combination to lock the computer when leaving1

NEW QUESTION 232
A network administrator is deploying a client certificate to be used for Wi-Fi access for all devices in an organization. The certificate will be used in conjunction with the user's existing username and password. Which of the following BEST describes the security benefits realized after this deployment?

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

Answer: B

Explanation:
The security benefits realized after deploying a client certificate to be used for Wi-Fi access for all devices in an organization are that all Wi-Fi traffic will be encrypted in transit. This means that any data transmitted over the Wi-Fi network will be protected from eavesdropping attempts. Rogue access points will not

connect to the network because they will not have the client certificate. However, multifactor authentication will not be forced for Wi-Fi because the client certificate is being used in conjunction with the user's existing username and password12

NEW QUESTION 233
Which of the following Wi-Fi protocols is the MOST secure?

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 236
Which of the following is command options is used to display hidden files and directories?

A. -a
B. -s
C. -lh
D. -t

Answer: A

Explanation:
The -a option is used to display hidden files and directories in a command- line interface. Hidden files and directories are those that start with a dot (.) and are normally not shown by default. The -a option stands for "all" and shows all files and directories, including the hidden ones. The -a option can be used with commands such as ls, dir, or find to list or search for hidden files and directories. The -s, -lh, and -t options are not used to display hidden files and directories. The -s option stands for "size" and shows the size of files or directories in bytes. The -lh option stands for "long human-readable" and shows the size of files or directories in a more readable format, such as KB, MB, or GB. The -t option stands for "time" and sorts the files or directories by modification time. References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 17
? CompTIA A+ Complete Study Guide: Core 1 Exam 220-1101 and Core 2 Exam …, page 107

NEW QUESTION 239
A technician successfully removed malicious software from an infected computer after running updates and scheduled scans to mitigate future risks. Which of the following should the technician do next?

A. Educate the end user on best practices for security.
B. Quarantine the host in the antivirus system.
C. Investigate how the system was infected with malware.
D. Create a system restore point.

Answer: A

Explanation:
Educating the end user on best practices for security is the next step that the technician should take after successfully removing malicious software from an infected computer. Educating the end user on best practices for security is an important part of preventing future infections and mitigating risks. The technician should explain to the end user how to avoid common sources of malware, such as phishing emails, malicious websites, or removable media. The technician should also advise the end user to use strong passwords, update software regularly, enable antivirus and firewall protection, and backup data frequently. Educating the end user on best practices for security can help the end user become more aware and responsible for their own security and reduce the likelihood of recurrence of malware infections. Quarantining the host in the antivirus system, investigating how the system was infected with malware, and creating a system restore point are not the next steps that the technician should take after successfully removing malicious software from an infected computer. Quarantining the host in the antivirus system is a step that the technician should take before removing malicious software from an infected computer. Quarantining the host in the antivirus system means isolating the infected computer from the network or other devices to prevent the spread of malware. Investigating how the system was infected with malware is a step that the technician should take during or after removing malicious software from an infected computer. Investigating how the system was infected with malware means identifying the source, type, and impact of malware on the system and documenting the findings and actions taken. Creating a system restore point is a step that the technician should take before removing malicious software from an infected computer. Creating a system restore point means saving a snapshot of the system's configuration and settings at a certain point in time, which can be used to restore the system in case of failure or corruption. References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 15
? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Cert Guide, page 458

NEW QUESTION 242
A systems administrator installed the latest Windows security patch and received numerous tickets reporting slow performance the next day. Which of the following should the administrator do to resolve this issue?

A. Rebuild user profiles.
B. Roll back the updates.
C. Restart the services.
D. Perform a system file check.

Answer: B

Explanation:
Rolling back the updates is the best way to resolve the issue of slow performance caused by installing the latest Windows security patch. This can be done by using the System Restore feature or by uninstalling the specific update from the Control Panel. Rebuilding user profiles, restarting the services and performing a system file check are not likely to fix the issue, since they do not undo the changes made by the update. Verified References: https://www.comptia.org/blog/how-to-roll-back-windows-updates https://www.comptia.org/certifications/a

NEW QUESTION 247
After a company installed a new SOHO router customers were unable to access the company-hosted public website. Which of the following will MOST likely allow customers to access the website?

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

Answer: B

Explanation:
If customers are unable to access the company-hosted public website after installing a new SOHO router, the company should check for firmware updates1. Firmware updates can fix bugs and compatibility issues that may be preventing customers from accessing the website1. The company should also ensure that the router is properly configured to allow traffic to the website1. If the router is blocking traffic to the website, the company should configure the router to allow traffic to the website1.

NEW QUESTION 252
A user reports seeing random, seemingly non-malicious advertisement notifications in the Windows 10 Action Center. The notifications indicate the advertisements are coming from a web browser. Which of the following is the best solution for a technician to implement?

A. Disable the browser from sending notifications to the Action Center.
B. Run a full antivirus scan on the computer.
C. Disable all Action Center notifications.
D. Move specific site notifications from Allowed to Block.

Answer: A

Explanation:
The best solution for a technician to implement is to disable the browser from sending notifications to the Action Center. This will prevent the random advertisement notifications from appearing in the Windows 10 Action Center, which can be annoying and distracting for the user. The technician can follow these steps to disable the browser notifications1:
? Open the browser that is sending the notifications, such as Microsoft Edge, Google
Chrome, or Mozilla Firefox.
? Go to the browser settings or options menu, and look for the privacy and security section.
? Find the option to manage site permissions or notifications, and click on it.
? You will see a list of sites that are allowed or blocked from sending notifications to the browser and the Action Center. You can either block all sites from sending notifications, or select specific sites that you want to block or allow.
? Save the changes and close the browser settings. This solution is better than the other options because:
? Running a full antivirus scan on the computer (B) is not necessary, as the advertisement notifications are not malicious or harmful, and they are not caused by a virus or malware infection. Running a scan will not stop the notifications from appearing, and it will consume system resources and time.
? Disabling all Action Center notifications © is not advisable, as the Action Center is a useful feature that shows notifications and alerts from various apps and system events, such as email, calendar, security, updates, etc. Disabling all notifications will make the user miss important information and reminders, and reduce the functionality of the Action Center.
? Moving specific site notifications from Allowed to Block (D) is not the best solution,
as it will only stop the notifications from some sites, but not from others. The user may still receive advertisement notifications from other sites that are not blocked, or from new sites that are added to the Allowed list. This solution will also require the user to manually manage the list of sites, which can be tedious and time- consuming.
References:
1: How to Disable Annoying Browser Notifications - PCMag

NEW QUESTION 255
A user reports a computer is running slow. Which of the following tools will help a technician identify the issue?

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

Answer: D

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

NEW QUESTION 258
A user's Windows computer seems to work well at the beginning of the day. However, its performance degrades throughout the day, and the system freezes when several applications are open. Which of the following should a technician do to resolve the issue? (Select two).

A. Install the latest GPU drivers.
B. Reinstall the OS.
C. Increase the RAM.
D. Increase the hard drive space.
E. Uninstall unnecessary software.
F. Disable scheduled tasks.

Answer: CE

Explanation:

The most likely causes of the user’s Windows computer performance degradation and freezing are insufficient RAM and excessive software running in the background. Therefore, the technician should do the following to resolve the issue:
? Increase the RAM. RAM is the memory that the computer uses to store and run applications and processes. If the RAM is not enough to handle the workload, the computer will use the hard drive as a virtual memory, which is much slower and can cause performance issues. Increasing the RAM will allow the computer to run more applications and processes smoothly and avoid freezing. The technician should check the system requirements of the applications that the user needs to run, and install additional RAM modules that are compatible with the motherboard and the existing RAM. The technician should also make sure that the system is managing the page file size automatically, or adjust it manually to optimize the virtual memory usage12.
? Uninstall unnecessary software. Software that the user does not need or use can take up valuable disk space and system resources, and can interfere with the performance of other applications. Some software may also run in the background or start automatically when the computer boots up, which can slow down the system and cause freezing. The technician should help the user to identify and uninstall unnecessary software from the control panel or the settings app, and disable unnecessary startup programs from the task manager or the system configuration tool. The technician should also check for and remove viruses and malware that may affect the system performance134.
References:
1: Tips to improve PC performance in Windows - Microsoft Support1 2: How to Upgrade or Install RAM on Your Windows PC - Lifewire5 3: How to Uninstall Programs on Windows 10
- PCMag6 4: How to Fix a Windows Computer that Hangs or Freezes - wikiHow

NEW QUESTION 263
A technician wants to mitigate unauthorized data access if a computer is lost or stolen. Which of the following features should the technician enable?

A. Network share
B. Group Policy
C. BitLocker
D. Static IP

Answer: C

Explanation:
BitLocker is a Windows security feature that provides encryption for entire volumes, addressing the threats of data theft or exposure from lost, stolen, or inappropriately decommissioned devices1. BitLocker helps mitigate unauthorized data access by enhancing file and system protections, rendering data inaccessible when BitLocker-protected devices are decommissioned or recycled1. Network share, Group Policy, and Static IP are not features that can prevent unauthorized data access if a computer is lost or stolen.
References:
? BitLocker overview - Windows Security | Microsoft Learn1
? The Official CompTIA A+ Core 2 Study Guide2, page 315.

NEW QUESTION 264
A technician has been tasked with installing a workstation that will be used tor point-of-sale transactions. The point-of-sale system will process credit cards and loyalty cards. Which of the following encryption technologies should be used to secure the workstation in case of theft?

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Disk encryption should be used to secure the workstation in case of theft. Disk encryption can help to protect data on the hard drive by encrypting it so that it cannot be accessed without the correct encryption key.

NEW QUESTION 269
A laptop user is visually impaired and requires a different cursor color. Which of the following OS utilities is used to change the color of the cursor?

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

Answer: C

Explanation:
The OS utility used to change the color of the cursor in Windows is Ease of Access Center 12
The user can change the cursor color by opening the Settings app,
selecting Accessibility in the left sidebar, selecting Mouse pointer and touch under Vision, and choosing one of the cursor options. The user can select Custom to pick a color and
use the Size slider to make the cursor larger or sma1lle2r
The Ease of Access Center in the Windows OS provides accessibility options for users with disabilities or impairments. One of these options allows the user to change the color and size of the cursor, making it more visible and easier to locate on the screen. The Keyboard and Touchpad settings do not offer the option to change cursor color, and Display Settings are used to adjust the resolution and other properties of the display. Therefore, C is the best answer. This information is covered in the Comptia A+ Core2 documents/guide under the Accessibility section.

NEW QUESTION 273
A call center technician receives a call from a user asking how to update Windows Which of the following describes what the technician should do?

A. Have the user consider using an iPad if the user is unable to complete updates
B. Have the user text the user's password to the technician.
C. Ask the user to click in the Search field, type Check for Updates, and then press the Enter key

D. Advise the user to wait for an upcoming, automatic patch

Answer: C

Explanation:
The technician should guide the user to update Windows through the built-in "Check for Updates" feature. This can be done by having the user click in the Search field, type "Check for Updates", and then press the Enter key. This will bring up the Windows Update function, which will search for any available updates and give the user the option to install them.

NEW QUESTION 275
A suite of security applications was installed a few days ago on a user's home computer.
The user reports that the computer has been running slowly since the installation. The user notices the hard drive activity light is constantly solid. Which of the following should be checked FIRST?

A. Services in Control Panel to check for overutilization
B. Performance Monitor to check for resource utilization
C. System File Checker to check for modified Windows files
D. Event Viewer to identify errors

Answer: C

Explanation:
System File Checker to check for modified Windows files. System File Checker (SFC) is a Windows utility that can be used to scan for and restore corrupt Windows system files. SFC can be used to detect and fix any modified or corrupted system files on a computer, and thus should be checked first when a user reports that their computer has been running slowly since the installation of security applications [1][2]. By checking SFC, any modified or corrupted system files can be identified and fixed, potentially improving the overall performance of the computer.

NEW QUESTION 277
A user installed a new computer game. Upon starting the game, the user notices the frame rates are low. Which of the following should the user upgrade to resolve the issue?

A. Hard drive
B. Graphics card
C. Random-access memory
D. Monitor

Answer: B

Explanation:
A graphics card, also known as a video card or a GPU (graphics processing unit), is a component that can affect the performance of a computer game. A graphics card is responsible for rendering and displaying graphics on the screen, such as images, animations, and effects. A computer game may require a high level of graphics processing power to run smoothly and achieve high frame rates, which are the number of frames per second (FPS) that the game can display. Upgrading to a better graphics card can improve the performance of a computer game by increasing its graphics quality and frame rates. Hard drive, random-access memory, and monitor are not components that can directly improve the performance of a computer game.

NEW QUESTION 282
An administrator responded to an incident where an employee copied financial data to a portable hard drive and then left the company with the data. The administrator documented the movement of the evidence. Which of the following concepts did the administrator demonstrate?

A. Preserving chain of custody
B. Implementing data protection policies
C. Informing law enforcement
D. Creating a summary of the incident

Answer: A

Explanation:
Preserving chain of custody is a concept that refers to the documentation and tracking of who handled, accessed, modified, or transferred a piece of evidence, when, where, why, and how. Preserving 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. An administrator who documented the movement of the evidence demonstrated the concept of preserving chain of custody. Implementing data protection policies, informing law enforcement, and creating a summary of the incident are not concepts that describe the action of documenting the movement of the evidence.

NEW QUESTION 286
A small business owner wants to install newly purchased software on all networked PCs. The network is not configured as a domain, and the owner wants to use the easiest method possible. Which of the following is the MOST deficient way lor the owner to install the application?

A. Use a network share to share the installation files.
B. Save software to an external hard drive to install.
C. Create an imaging USB for each PC.
D. Install the software from the vendor's website

Answer: B

Explanation:
Saving software to an external hard drive and installing it on each individual PC is the most inefficient method for the small business owner. This method requires

manual intervention on each PC, and there is a higher risk of error or inconsistencies between PCs. Additionally, if the software needs to be updated or reinstalled in the future, this process would need to be repeated on each PC.

NEW QUESTION 287

A computer technician is investigating a computer that is not booting. The user reports that the computer was working prior to shutting it down last night. The technician notices a removable USB device is inserted, and the user explains the device is a prize the user received in the mail yesterday. Which of the following types of attacks does this describe?

A. Phishing
B. Dumpster diving
C. Tailgating
D. Evil twin

Answer: A

Explanation:

Phishing is the correct answer for this question. Phishing is a type of attack that uses fraudulent emails or other messages to trick users into revealing sensitive information or installing malicious software. Phishing emails often impersonate legitimate entities or individuals and offer incentives or threats to lure users into clicking on malicious links or attachments. In this scenario, the user received a removable USB device in the mail as a prize, which could be a phishing attempt to infect the user's computer with malware or gain access to the user's data. Dumpster diving, tailgating, and evil twin are not correct answers for this question. Dumpster diving is a type of attack that involves searching through trash bins or recycling containers to find discarded documents or devices that contain valuable information. Tailgating is a type of attack that involves following an authorized person into a restricted area without proper identification or authorization. Evil twin is a type of attack that involves setting up a rogue wireless access point that mimics a legitimate one to intercept or manipulate network traffic. References:
? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 25
? [CompTIA Security+ SY0-601 Certification Study Guide], page 1004

NEW QUESTION 288

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