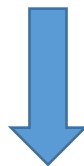


## CompTIA A+ Certification 220-1002 Exam



- **Vendor: CompTIA**
- **Exam Code: 220-1002**
- **Exam Name: CompTIA A+**

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NEW QUESTION 201

Which of the following user types should be used in a Windows environment to grant Internet access without allowing the permanent storage of files on the system?

- A. Local Administrator
- B. Standard User
- C. Power User
- D. Guest User

Answer: D

NEW QUESTION 202

A company has just experienced a data breach that affected all mobile devices. Which of the following would BEST secure access to user's mobile devices? (Choose two.)

- A. Full device encryption.
- B. Remote backup application.
- C. SSO authentication.
- D. Device profiles update.
- E. OS security updates.
- F. Biometric authentication.

Answer: AF

NEW QUESTION 203

A technician is troubleshooting a printer issue on a Windows computer and wants to disable the printer to test a theory. Which of the following should the technician use to accomplish this?

- A. Devices and Printers
- B. Sync Center
- C. Device Manger
- D. Power Options

Answer: C

NEW QUESTION 204

A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error. Which of the following tools should the technician use?

- A. Performance Monitor
- B. Component Services
- C. Task Manager
- D. Event Viewer

Answer: D

NEW QUESTION 205

Following an incident, an administrator is gathering forensic evidence from a server for a human resources investigation. Which of the following best practices is MOST important to document throughout the process to maintain integrity of the findings?

- A. Acceptable use policy violations.

- B. Server configuration.
- C. Chain of custody.
- D. Data loss incidents.

Answer: C

NEW QUESTION 206

A technician is repairing a computer. Which of the following should the technician do to protect the computer from accidental voltage spikes?

- A. Practice electrical fire safety.
- B. Clean tools properly before use.
- C. Remove any jewelry.
- D. Connect a proper ESD strap.

Answer: D

NEW QUESTION 207

Which of the following would MOST likely contain troubleshooting guides?

- A. Acceptable use policy.
- B. Topology diagram.
- C. Knowledge base.
- D. Incident documentation.

Answer: C

NEW QUESTION 208

A systems administrator needs to add security to the server room. Which of the following would provide the BEST security for the room? (Choose two.)

- A. Universal serial bus locks
- B. Personal identity verification cards
- C. Privacy screen
- D. Entry control roster
- E. Door locks
- F. Privacy window

Answer: EF

NEW QUESTION 209

Which of the following encryption methods is used by WPA2 to improve data security as compared to previous wireless encryption protocols?

- A. AES
- B. TKIP
- C. S/MIME
- D. 3DES

Answer: A

NEW QUESTION 210

A user is trying to install a very large .dmg file on a Windows computer but is receiving an error message. Which of the following is causing the error?

- A. Small hard drive.
- B. Insufficient RAM.
- C. OS compatibility.
- D. Folder permissions.

Answer: C

NEW QUESTION 211

A sales representative regularly modifies confidential files on a laptop and needs them to be available all the time. The sales representative will be on a six-month business trip in two weeks. A technician has been asked to assist the sales representative with saving files. Which of the following is the BEST method to implement to prevent any data loss for the sales representative?

- A. Give the sales representative a USB security lock.
- B. Encrypt the laptop's image on the server.
- C. Create a redundant cloud storage drive.
- D. Give the sales representative an external hard drive.

Answer: C

NEW QUESTION 212

A technician is contacted by a user who is working from home but is unable to connect to any office resources (e.g., files, printers). The user is able to access the Internet. Which of the following should the technician check FIRST?

- A. VPN
- B. DHCP
- C. NAT
- D. DNS

Answer: A

NEW QUESTION 213

A technician must remove data from the human resources computers. The technician plans to reuse the drives in the computers. Which of the following data destruction methods should the technician perform to ensure the data is removed completely?

- A. Degaussing
- B. Standard format
- C. Overwrite
- D. Low-level format

Answer: D

NEW QUESTION 214

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NEW QUESTION 311

A customer's computer is having difficulty opening programs and regularly receives error messages regarding low system resources. Which of the following performance setting changes would BEST help the customer temporarily until a proper upgrade can be made?

- A. Data execution prevention
- B. Page-file size
- C. Visual effects
- D. Processor scheduling

Answer: B

NEW QUESTION 312

Joe, a customer, requests to have a technician rename his laptop to the name of his favorite sports team. Which of the following documents MUST the technician consider before performing this action?

- A. Acceptable use policy
- B. Inventory management
- C. EULA
- D. MDM policy

Answer: B

NEW QUESTION 313

A user reports that a cell phone application is loading slowly and not functioning properly. Which of the following should a technician do FIRST to remedy this issue?

- A. Remove and reinstall the application.
- B. Hard reset the cell phone.
- C. Reconnect the wireless network connection.
- D. Close all running applications.

Answer: D

NEW QUESTION 314

Which of the following types of scripts would be seen on the user end of a web page?

- A. .bat
- B. .js
- C. .sh
- D. .vbs

Answer: D

NEW QUESTION 315

Which of the following can be applied directly to an organizational unit in Active Directory to provide security to both the user and the machine?

- A. Folder Redirection
- B. Group Policy
- C. Security Groups
- D. Home Folder

Answer: C

NEW QUESTION 316

A user has reported that a computer is running extremely slow when opening applications. A technician checks the computer and needs to verify memory utilization. Which of the following tools should the technician use to begin troubleshooting the issue?

- A. Task Scheduler
- B. Device Manager
- C. Drive Status
- D. Performance

Answer: D

NEW QUESTION 317

A security administrator does some network testing and identifies significant issues with security on desktop computers. As part of remediation, the network administrator is developing documentation based on best practices for applying updates to end users' computers. The network administrator must create the process documentation needed to submit back to the security administrator for approval. Which of the following process documents would the network administrator MOST likely create? (Choose two.)

- A. Risk analysis
- B. End-user acceptance
- C. Backout plan
- D. Plan for change
- E. Business processes
- F. Request for proposal

Answer: CD

NEW QUESTION 318

Which of the following should be enacted to reduce a company's liability and exposure to a potential lawsuit?

- A. Acceptable use policy.
- B. Incident documentation policy.
- C. Password compliance policy.
- D. Change control policy.

Answer: A

NEW QUESTION 319

A customer has just experienced a blue screen and the PC will not boot. A technician is dispatched to the customer's site. Which of the following are the FIRST and LAST steps the technician should take? (Choose two.)

- A. Test the theory to determine the cause.
- B. Document the findings.
- C. Establish a plan of action to resolve the problem and implement a solution.
- D. Identify the problem.
- E. Verify full system functionality and implement applicable preventive measures.
- F. Establish a theory of probable cause.

Answer: BD

NEW QUESTION 320

Which of the following are examples of possession authentication? (Choose three.)

- A. Key fob
- B. RFID badge
- C. Passphrase
- D. PIN
- E. Passwords
- F. Smartphone
- G. Fingerprint reader

Answer: ABF

NEW QUESTION 321

A technician has been tasked with remotely imaging a computer tab. The imaging process is failing because there is no response from the computers over the network. Which of the following should the technician perform to resolve the issue? (Choose two.)

- A. Configure remote desktop connection.
- B. Configure BIOS to enable Wake-on-LAN.
- C. Configure BIOS to enable SSH.
- D. Configure automatic updates.
- E. Configure startup applications.
- F. Configure BIOS to enable PXE boot.

Answer: AB

NEW QUESTION 322

A technician wants to deploy a solution that will detect and prevent sensitive information from being saved on external storage. Which of the following should the technician implement?

- A. IPS
- B. FTPS
- C. TPM
- D. DLP

Answer: C

NEW QUESTION 323

A technician has a single computer that continually shuts down every evening for no apparent reason and must be turned on each day. The technician has verified hibernate and sleep settings do not exist on the computer and the computer power is not the problem. Which of the following would the technician use to troubleshoot the root cause of the random shut downs? (Choose two.)

- A. System Restore
- B. Event Viewer
- C. Safe mode
- D. System file checker
- E. Logs
- F. MSConfig

Answer: BE

NEW QUESTION 324

A technician is upgrading the memory on a laptop in the field. The technician has misplaced the ESD strap. Which of the following should the technician do?

- A. Return to the shop and obtain a replacement strap.
- B. Conduct the upgrade using ESD bags as mitts.
- C. Employ effective self-grounding techniques.
- D. Improvise an ESD strap with a length of copper wire.

Answer: C

NEW QUESTION 325

Which of the following are only available in Windows Professional versions but not Windows Standard versions? (Choose two.)

- A. Remote Desktop
- B. Join a domain
- C. Secure network connections
- D. Remote access capability
- E. Encryption file service
- F. Group Policy Editor

Answer: AF

NEW QUESTION 326

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