

# 220-1002<sup>Q&As</sup>

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## QUESTION 1

A technician has been asked to recommend antivirus software for a home PC, but the user does not want to pay for a license. Which of the following license type should the technician recommend?

- A. Open license
- B. Personal license
- C. Corporate license
- D. Enterprise license

Correct Answer: A

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## QUESTION 2

A company is creating a disaster recovery plan.

Which of the following should be implemented to BEST ensure the company's data can be successfully restored in the event of a disaster?

- A. File-level backups
- B. Backups for critical applications
- C. Regular backup testing
- D. Backups to cloud storage
- E. Redundant backups on site

Correct Answer: C

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## QUESTION 3

A technician needs to update the network firewall, which will cause a temporary outage. The technician submits a change management request to perform the required maintenance.

Which of the following provides details about what the technician will need to do if the update fails?

- A. Back-out plan
- B. Scope of the change
- C. Risk analysis
- D. End-user acceptance

Correct Answer: B

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**QUESTION 4**

A technician is attempting to remove a virus from the machine of a user who just returned from leave. The virus is a known signature that was identified 30 days ago. The antivirus solution the company is using was updated seven days ago with the most current signatures.

Which of the following MOST likely allowed the infection?

- A. The last antivirus update the machine received was seven days ago.
- B. The user changed the machine's password 30 days ago.
- C. The user manually killed the antivirus process.
- D. The machine has not received an antivirus update in the past 30 days.

Correct Answer: A

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**QUESTION 5**

A technician is tasked with resolving a display issue with a laptop. The technician has determined that the laptop's display needs to be replaced. Which of the following is the NEXT step the technician should perform?

- A. Identify the problem that caused the display to fail.
- B. Establish a theory of the probable cause.
- C. Verify full system functionality and implement preventive measures.
- D. Establish an action plan to resolve the problem.

Correct Answer: D

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**QUESTION 6**

A user enters an identification number and password to access a computer network.

Which of the following types of authentication is this an example of?

- A. Single-factor
- B. Multifactor
- C. Biometric
- D. Token

Correct Answer: A

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## QUESTION 7

A SOHO user is working on a laptop, but the wireless connection indicator is showing a limited connection. Each time the user tries to access a website, the browser redirects to an unfamiliar authentication page.

Which of the following should the user check to troubleshoot the cause of the issue?

- A. The existing wireless network connection
- B. The signal strength from the ISP regional satellite
- C. The data speeds from the user's ISP
- D. The user's default gateway settings

Correct Answer: A

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## QUESTION 8

Joe, a customer, calls a technician to report a remote computer is demonstrating erratic behavior while he is working on it. The technician verifies the files and directories. Joe is working on locally cannot be opened in any application, and the computer is running extremely slow.

Which of the following is the MOST likely cause of this issue?

- A. Files disappearing
- B. File permission changes
- C. Application crash
- D. Too many startup items

Correct Answer: D

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## QUESTION 9

After installing an updated video card driver in a Windows XP machine, a technician sees a blue screen of death (BSOD). Which of the following would BEST help the technician repair the computer?

- A. Update antivirus definitions
- B. Run System Restore
- C. Last Known Good Configuration
- D. Factory pre-installation CD

Correct Answer: C

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## QUESTION 10

A technician needs to edit a protected .dll file but cannot find the file in the System32 directory. Which of the following Control Panel utilities should the technician use?

- A. System
- B. Display
- C. Folder Options
- D. Indexing Options

Correct Answer: C

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## QUESTION 11

A user's phone contains customer's PII. The user cannot have the phone automatically wiped because the data is very valuable. Which of the following is the BEST method of securing the phone?

- A. Fingerprint lock
- B. Passcode lock
- C. Swipe lock
- D. PIN lock

Correct Answer: A

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## QUESTION 12

When an employee logs in to a computer, access is automatically granted to all applications. Which of the following must be enabled to facilitate this capability?

- A. Single sign-on
- B. Authentication permissions
- C. Microsoft Management Console
- D. Administrator rights

Correct Answer: A

Reference: <https://www.g2.com/articles/what-is-single-sign-on>

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## QUESTION 13

A network administrator recently learned users have been accessing websites that are restricted based on content by the firewall. To prevent users from circumventing the firewall rules, which of the following Windows settings should the administrator lock to prevent them from being changed?

- A. Default gateway
- B. Proxy server
- C. WINS server
- D. DHCP settings

Correct Answer: B

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## QUESTION 14

A security team recommends a disaster recovery plan with the following requirements:

1.  
Recent backups should be readily available.
2.  
Only long-term backups should be stored off premises
3.  
There should be minimum expenditure on hardware. Which of the following satisfies all of these requirements?

- A. Store 30 days of backups on premises and then age the backups to the public cloud
- B. Store backups on premises and burst to the public cloud if needed.
- C. Store backups both on premises and in a public cloud infrastructure
- D. Store all the backups in a public cloud with no on-premises backup storage

Correct Answer: A

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## QUESTION 15

A user reports that after uninstalling software the computer is displaying '\\cannot find a file on startup\\'. According to the troubleshooting theory, which of the following should the technician do NEXT?

- A. Take notes that uninstalling the software is most likely the cause.
- B. Document the actions that were taken to resolve the issue.
- C. Ask the user if they have made any changes before this error has occurred.
- D. Verify that the system is completely operational.

Correct Answer: A

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