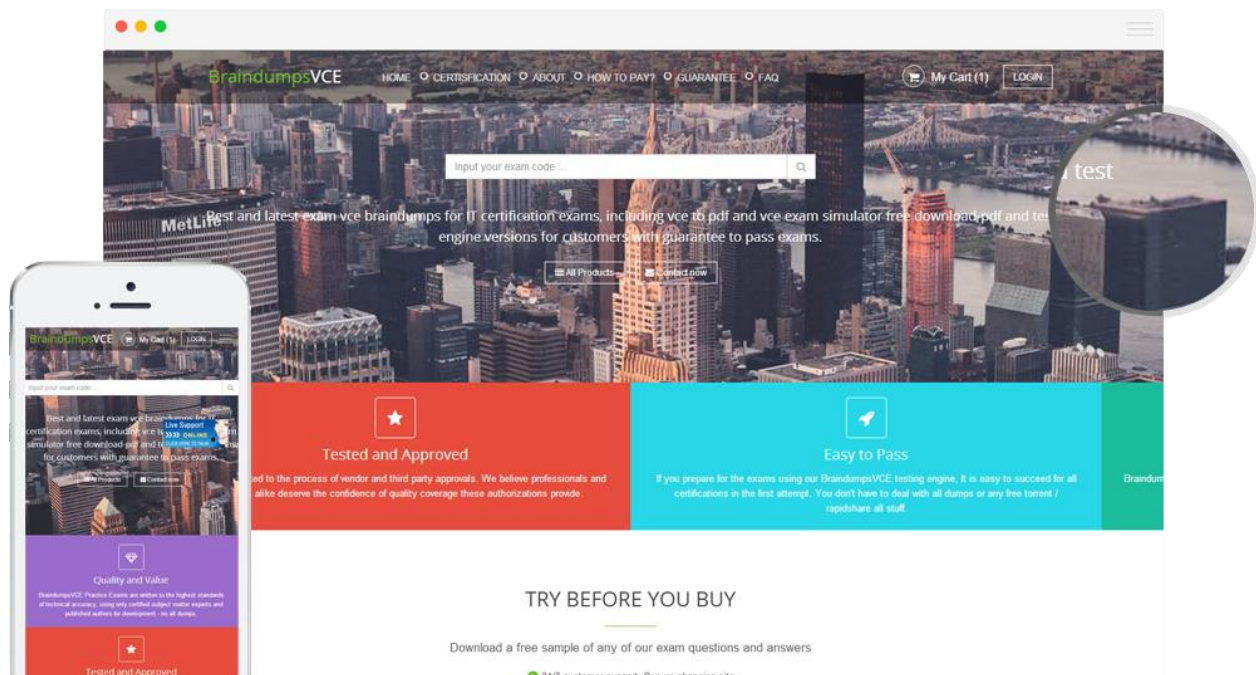
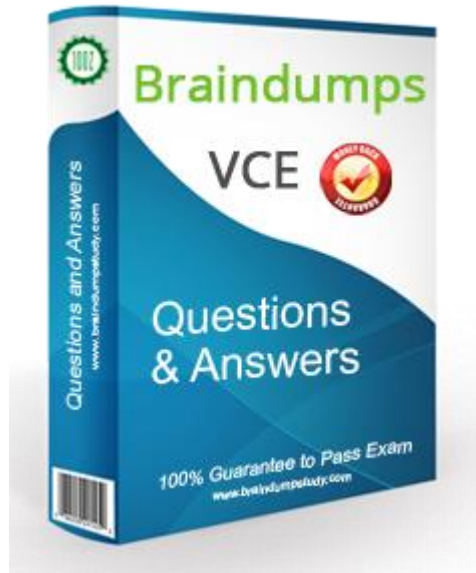


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Exam : **220-902**

Title : **CompTIA A+ Certification
Exam (902)**

Vendor : **CompTIA**

Version : **DEMO**

NO.1 A user is having difficulty with a recently installed application in Windows 7 and needs to make changes to a configuration file. A technician instructs the user to navigate to the application data to make the changes, but the user is unable to locate it. Which of the following should the technician instruct the user to do to find the appropriate folder? (Choose two.)

- A. Make the user a local admin on the PC
- B. Toggle the hidden system files option
- C. Change the password and disable the local guest account
- D. Reinstall the application using the recommended settings
- E. Type %Windir% in the Windows Explorer bar
- F. Type %Appdata% in the Windows Explorer bar

Answer: B,F

NO.2 A technician contacts the network administrator to request a list of all static IP addresses in the building.

Which of the following server roles would the technician MOST likely review to find that information?

- A. Proxy server
- B. DNS server
- C. File server
- D. DHCP server

Answer: D

NO.3 A technician receives an end user's computer that displays erratic behavior upon startup.

When the technician starts the computer, performance is reduced. A window appears on the screen stating a purchase must be made to disinfect the computer. The technician quarantines the computer and disables System Restore.

Which of the following should the technician do NEXT?

- A. Update and install anti-malware software
- B. Verify the security certificate is valid
- C. Perform a full system backup
- D. Configure and enable the email spam filters
- E. Roll back the NIC driver

Answer: A

NO.4 A technician is troubleshooting an application install on a Linux PC and cannot install the application. Which of the following would be the BEST tool for the technician to use to install the application?

- A. su
- B. sfc
- C. sudo
- D. pwd
- E. ls

Answer: C

NO.5 An accountant calls the IT administrator for assistance with a suspicious empty folder named "stuff". The administrator determines the folder needs to be removed via the command-line interface.

Which of the following Microsoft tools should be used to eliminate the folder from the accountant's PC?

- A. del stuff
- B. kill stuff
- C. rd stuff
- D. clean stuff

Answer: C

NO.6 After successfully removing malware from a user's Windows OS PC, a technician confirms the machine had been infected for many months. Two weeks after removing the malware, the malware inadvertently returns.

The technician MOST likely forgot to:

- A. install antivirus updates
- B. quarantine the system for 30 days
- C. update the firewall rules
- D. disable and enable System Restore

Answer: A

NO.7 The network administrator is investigating latency on a WiFi network. The administrator discovers a number of unidentified devices connected and wishes to limit access to only authorized users. Which of the following will BEST meet the requirement?

- A. Enable MAC filtering
- B. Disable SSID broadcast
- C. Assign static IP addresses
- D. Limit the DHCP scope

Answer: A

NO.8 Joe, an end-user, reports that the PC he uses periodically logs off his user account and displays a message that updates are being installed. Which of the following is the MOST likely cause of this issue?

- A. Remote desktop is enabled and an administrator has logged into the machine
- B. Time of day restrictions are enabled on the machine
- C. Automatic Windows Update is enabled on the machine
- D. Scheduled antivirus scans and updates are enabled on the machine

Answer: C

NO.9 Which of the following file formats does Android use for application installation?

- A. .api
- B. .apk
- C. .sdk

D. .ipa

E. .exe

Answer: B

NO.10 A web hosting company has had vendors walk out of its datacenter with computer components. Going forward, the company wants to reduce the threat of this happening by slowing vendors down on their way out so security guards can ensure they are not carrying anything. Which of the following can the company install to help reduce this threat?

A. Biometrics

B. RFID badges

C. Mantrap

D. Cameras

Answer: C

NO.11 Which of the following security features is ONLY available in the Windows 7 Enterprise?

A. Windows Firewall

B. SSL encryption

C. BitLocker

D. FTP connectivity

Answer: C

NO.12 Which of the following services is MOST likely used to allow access to internal resources by verifying network credentials for users?

A. IPS

B. RADIUS

C. DNS

D. DHCP

Answer: B

NO.13 A technician arrives at a job site to troubleshoot a copier. Which of the following safety procedures are MOST appropriate for this task?

A. Disabling the circuit breaker

B. Using an ESD mat

C. Wearing long pants

D. Removing jewelry

Answer: D

NO.14 Virtual machines provide users with the ability to do which of the following?

A. Increase the network download speed

B. Use less memory in the machine

C. Extend 32-bit machines to 64-bits

D. Share hardware resources

Answer: D

NO.15 Which of the following user groups had default administrative permissions in previous versions of Windows, but now has no default user rights in Windows 7 and above?

- A. Guests
- B. Administrators
- C. Power Users
- D. Performance Monitor Users
- E. Users

Answer: E

NO.16 A technician is on a service call assisting a user with a computer issue. While on the call, the technician's personal cell phone indicates there is an incoming call. Which of the following should the technician do in this situation?

- A. Walk away from the service call and answer the phone call privately.
- B. Ask to be excused and walk away to answer the phone call privately.
- C. Ask to be excused and answer the phone call on the spot.
- D. Ignore the phone call and complete the service call.

Answer: B

NO.17 An employee installed a new application on a shared Windows 10 PC. The next day, it becomes the employee who installed the application is the only one who has access to the application. Which of the following types of user accounts does the employee MOST likely have?

- A. Administrator
- B. Guest
- C. Limited user
- D. Standard user
- E. Super user

Answer: A

NO.18 Which of the following is MOST likely a server with an associated MX record?

- A. Web server
- B. Print server
- C. Mail server
- D. File server

Answer: C

NO.19 An office on a Caribbean Island experiences high heat and humidity and has suffered significant equipment damage in the past. Therefore, the company has decided to revamp the environmental controls in the office.

Which of the following relative humidity measurements on average would be the BEST to protect the equipment?

- A. 95%
- B. 25%

- C. 50%
- D. 35%
- E. 5%

Answer: C

NO.20 A technician is remotely connecting to a workstation using SSH to transfer a security hotfix. Which of the following command line tools would the technician use to create a directory to store the hotfix?

- A. rd
- B. dir
- C. md
- D. cd

Answer: C

NO.21 A company has a web application that is in the cloud on a multi-tenant server. The web application is connected to a database that is also in the cloud.

Which of the following cloud computing concepts does this describe?

- A. IaaS
- B. PaaS
- C. SaaS
- D. DaaS

Answer: B

NO.22 Which of the following will help to protect an organization from further data exposure AFTER a list of user passwords has already been leaked due to policy breach? (Select TWO).

- A. Enable file encryption
- B. Restrict user permissions
- C. Use multi-factor authentication
- D. Require strong passwords
- E. Educate end users

Answer: C,E

NO.23 Joe, an end-user, reports that the Windows PC he is using automatically locks when he leaves his desk and walks to a printer to retrieve documents. Joe is then required to type in his username and password to unlock the computer. The technician looks at the settings on the PC and notices that the screensaver and screen-lock options are grayed out on the computer and cannot be changed.

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

- A. Domain-level group policies
- B. Corrupted registry settings
- C. Incorrect local-level user policies
- D. Antivirus domain-level policies

Answer: A

NO.24 A user who works with sensitive data has received a new computer. The user's old computer is in good condition, and the manager has asked IT to repurpose it for a different user. Which of the following describes best practices for repurposing the computer within the company?

- A.** Destroy the drive with a drill and purchase a new one. Restore the OS from the factory disks and configure.
- B.** Configure the user with a new profile on the machine with limited privileges, and hide the original user profile.
- C.** Perform a low-level format on the drive. Restore the OS from the factory disks and configure the computer.
- D.** Install a new drive in the computer and leave the original drive in place. Install the OS from the factory disks and configure.

Answer: C

NO.25 Joe, a user, states he is unable to use his Android phone after updating the OS. Joe is in a hurry and would like a quick solution that would most likely fix the issue. Which of the following methods can the technician use?

- A.** Perform a hard reset
- B.** Rollback the OS update
- C.** Initiate a factory reset
- D.** Remove the MicroSD card

Answer: A

NO.26 A technician has been given a PC that is not powering up. After brief troubleshooting, the technician comes to the conclusion the power supply needs to be replaced. Which of the following is the NEXT step in the process of performing the repair?

- A.** The technician should remove jewelry
- B.** The technician should replace the power supply
- C.** The technician should check the environment
- D.** The technician should review disposal regulations

Answer: A

NO.27 When starting a computer, a technician notices the computer displays a blue screen and reboots after POST.

The technician completed several updates prior to encountering the blue screen. Which of the following tools would the technician use to resolve this issue?

- A.** fixboot
- B.** Secure Boot
- C.** Disk Management
- D.** System Restore
- E.** msconfig

Answer: D

NO.28 Which of the following Windows features would be used to encrypt a single file or folder?

- A. Security
- B. EFS
- C. BitLocker
- D. NTFS

Answer: B

NO.29 Ann, a user, reports that a website the company uses for time and attendance is not performing properly. The technician goes to Ann's computer and troubleshoots the issue. Ann can log into the website and sees her information on the main page. When Ann clicks on a link, to request time off, nothing happens. The technician looks at another user's computer and has the user do all the same steps. The technician notices that when the other user clicks on the same link, another window opens with the page requested. The technician goes back to Ann with the issue and checks some settings.

Which of the following is MOST likely causing the issue?

- A. Invalid certificate
- B. Firewall settings
- C. Pop-up blocker
- D. Browser hijacking

Answer: C

NO.30 Which of the following is the FASTEST way for a user to synchronize data between an iPhone and a work PC?

- A. Use Bluetooth to share data from the phone.
- B. Connect the iPhone's USB cable and use iTunes.
- C. Transfer data via WiFi Direct to the user's laptop.
- D. Copy the data from the phone to a MicroSD card.

Answer: B