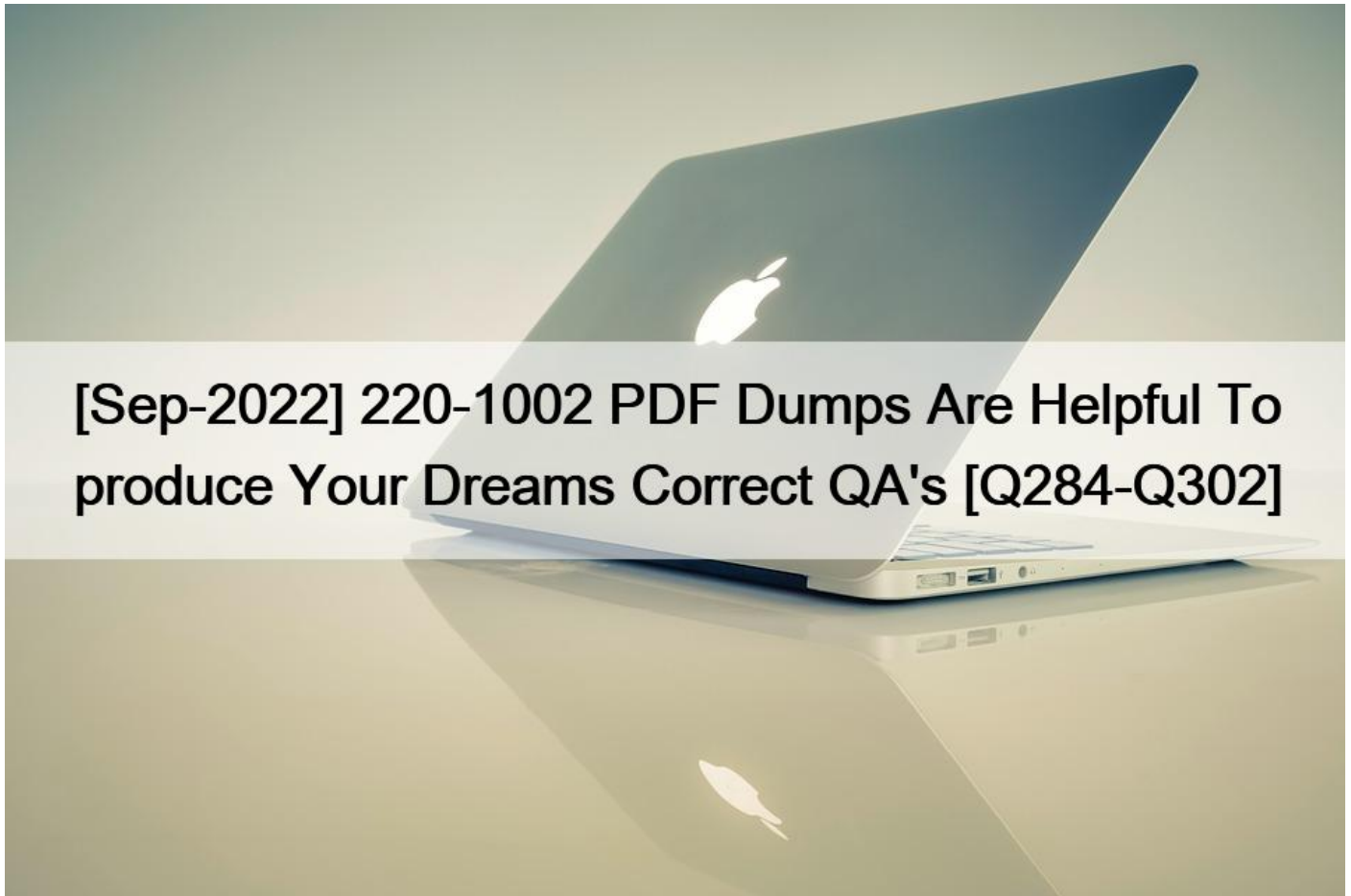


[Sep-2022 220-1002 PDF Dumps Are Helpful To produce Your Dreams Correct QA's [Q284-Q302]



[Sep-2022 220-1002 PDF Dumps Are Helpful To produce Your Dreams Correct QA's New 220-1002 exam Free Sample Questions to Practice

If you are eager to acquire the CompTIA A+ certification, you will need to go through two exams, and the CompTIA 220-1002 is the second of them.

Q284. A technician is setting up a new laptop for a doctor to take to a conference. The laptop contains private health information, and the technician needs to ensure the laptop is protected from unauthorized access in case it is lost or stolen. Which of the following the technician implement the BEST meet this requirement? (Select TWO.)

- * UEFI password
- * Privacy screen protector
- * Login time restrictions
- * User account restrictions
- * Password expiration
- * Full disk encryption

Q285. A SOHO user reports desktop applications are performing slowly, and no emails have been received all morning. A technician remotes in and determines Internet pages load slowly or not at all, CPU performance is normal, and the local router can successfully ping. The remote connection drops periodically.

Which of the following steps should the technician take NEXT to resolve the problem?

- * Reboot into safe mode, uninstall the latest OS update, and run a repair on the OS
- * Update the antivirus software, run an antivirus scan, verify the browser settings, and check all email settings
- * Reboot to BIOS setup, verify the TPM is enabled, and start a System Restore from safe mode
- * Send a test email, open a command prompt to check the file system, and empty the browser cache

Explanation/Reference:

Q286. A user installed a new company-approved application on a Windows PC. The installation required a reboot.

After the reboot and logon, the system froze. A technician has been called to fix the problem. Which of the following should the technician do FIRST?

- * Contact the application vendor support staff for more information
- * Boot into safe mode, and then load the ERD and restore the most recent files
- * Boot the PC, run misconfig, check the safe boot box under the Boot tab, and then restart
- * Log in as an administrative user and determine if the problem persists

Q287. A technician needs to allow RDP access for a user. Port forwarding is already set up for port 3389. The technician will have to change the listening port for the new access. Which of the following OS tools should the technician use on the PC to change the listening port for RDP?

- * Local firewall
- * MSTSC
- * MSINFO32
- * Services

Q288. A technician is troubleshooting a home WiFi router that is used by a small company of 30 employees. The business is experiencing intermittent wireless connectivity issues. Which of the following is the MOST likely cause of the issues?

- * Some of the employees are not licensed to use the router
- * The router has insufficient capabilities
- * Static DNS has not been set up on the router.
- * Several of the employees are using an incorrect SSID

Q289. A user's PC has become infected with malware that has a known remediation. Which of the following would MOST likely prevent this from happening again?

- * Create a restore point.
- * Utilize a preinstallation environment.
- * Disable System Restore.
- * Keep software up to date.

Q290. An administrator created a documents that shows network equipment connections, including endpoints, server, routers, and switches. Which of the following documents did the administrator create?

- * Incident response plan
- * Knowledge base
- * Inventory list
- * Network topology

Q291. A customer recently lost data because it was accidentally deleted The customer calls a technician and asks to have a Windows

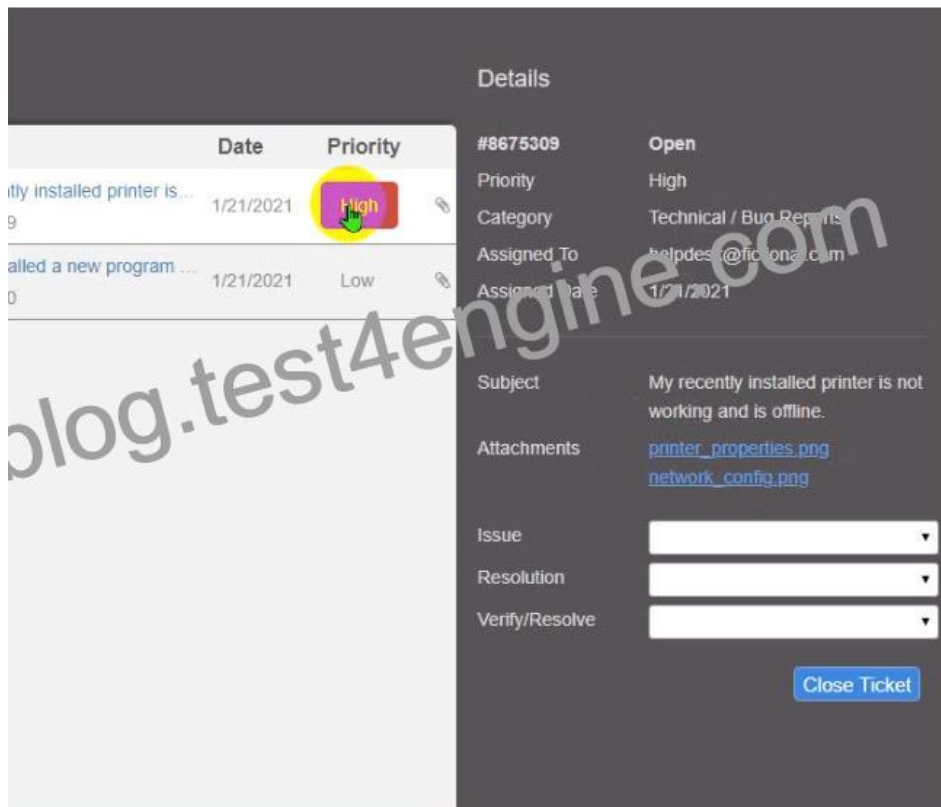
backup solution installed The customer needs to ensure all company data is backed up and quickly recoverable every time a change is made. Which of the following solutions would the technician MOST likely recommend? (Select TWO)

- * File level
- * Bare metal
- * Snapshot
- * Shadow Copy
- * Critical applications
- * Image level

Q292. 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.



Date	Priority	#8675309	Open
Recently installed printer is not working	High	Priority	High
Installed a new program ...	Low	Category	Technical / Bug Reports
		Assigned To	helpdesk@fictional.com
		Assigned Date	1/21/2021
		Subject	My recently installed printer is not working and is offline.
		Attachments	printer_properties.png network_config.png
		Issue	<ul style="list-style-type: none">Corrupt OSRecent Windows UpdatesGraphics Drive UpdatesBSODIncorrect IP addressLimited Network ConnectivityServices Failed to StartUser Profile is CorruptedApplication CrashUser cannot access shared resourceURL contains typoPrinting Issues
		Resolution	<ul style="list-style-type: none">Reinstall Operating SystemRollback UpdatesRollback DriversRepair ApplicationCreate DHCP reservationUninstall ApplicationRestart Print SpoolerUpdate Network DriversRelease DHCPRefresh DHCPRebuild Windows ProfileApply UpdatesRepair InstallationRestore from Recovery PartitionRemap network driveVerify integrity of disk driveInitiate screen share session with userVerify website connectivityInform user of Acceptable Use Policy violation
		Verify/Resolve	<ul style="list-style-type: none">pingnetstatnetconfigipconfig /renewSafemodeBIOSchkdiskFormat OSHard Drive replacement

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#8675309 Open

Priority High

Category Technical / Bug Reports

Assigned To helpdesk@fictional.com

Assigned Date 1/21/2021

Subject My recently installed printer is not working and is offline.

Attachments [printer_properties.png](#)
[network_config.png](#)

Issue

- Corrupt OS
- Recent Windows Updates
- Graphics Drive Updates
- BSOD**
- Incorrect IP address
- Limited Network Connectivity
- Services Failed to Start
- User Profile is Corrupted
- Application Crash
- User cannot access shared resource
- URL contains typo
- Printing Issues

Resolution

- Reinstall Operating System
- Rollback Updates
- Rollback Drivers
- Repair Application
- Create DHCP reservation
- Uninstall Application**
- Restart Print Spooler
- Update Network Drivers
- Release DHCP
- Refresh DHCP
- Rebuild Windows Profile
- Apply Updates
- Repair Installation
- Restore from Recovery Partition
- Remap network drive
- Verify integrity of disk drive
- Initiate screen share session with user
- Verify website connectivity
- Inform user of Acceptable Use Policy violation

Verify/Resolve

- ping
- netstat
- netconfig
- ipconfig /renew
- Safemode**
- BIOS
- chkdisk
- Format OS
- Hard Drive replacement

Q293. Which of the following BEST describes kernel panic?

- * An OS feature that provides an administrator with the ability to override the boot sequence if fault detection has occurred
- * An OS call that results from rootkit malware being detected and the system rebooting in safe mode
- * A low-level OS function that handles any fatal errors by sending an image of the system's memory to disk
- * A condition in the OS where low-level system calls are preempted by lower priority services, resulting in an unstable operating environment

Q294. Which of the following types of social engineering attacks can be prevented by the destruction of documents with personal or sensitive information?

- * Shoulder surfing
- * Phishing
- * Tailgating
- * Dumpster diving

Q295. A technician accessed a network share from a computer joined to workgroup. The technician logged in as

“user1” and directed the computer to save the username and password. Several weeks later, the technician wants to log in to this network share using the administrator account. The computer does not prompt for a username and password, but it automatically logs in to the network share under the “user1” account.

Which of the following would allow the technician to log in using the “administrator” username?

- * Use the command: net use Z: fileservershare
- * Go to the Sync Center and disable the offline files feature.
- * Delete the “user” account for the network share in Credential Manager.
- * Join the computer and file server to a domain and delegate administrator rights to “user1”.
- * Use the Advanced Sharing options in the Network and Sharing Center and enable “turn on network discovery”.

Explanation

Q296. A technician is working on a computer that has the following symptoms:

– Unable to access the Internet

– Unable to send email

– Network connection (limited or no connectivity)

The technician runs hardware diagnostics on the computer and verifies the computer’s NIC is functioning correctly. The technician attempts to access the Internet and receives the message:

page cannot be displayed. The technician runs a command to verify the computer network settings and sees the following information:

IP address:192.166.0.100

Subnet mask.: 255.255.255.0

Gateway: 192.168.0.1 DNS: 192.168.0.1

The technician confirms other computers on the network can access the Internet.

Which of the following is MOST likely causing the issues?

- * Rogue antivirus
- * Firewall rule
- * Ransomware
- * Proxy settings

Q297. A technician has set up a new computer for a customer and needs to add a login with administrative privileges. Which of the following tools should the technician use?

- * Component Services
- * System Configuration
- * Security Policy
- * Local Users and Groups

Q298. A recent ransomware attack caused several datasets to be inaccessible. Security technicians were able to mitigate any additional attacks and remove any unauthorized software. Which of the following should the technicians do NEXT?

- * Run an antivirus tool.
- * Boot to the Recovery Console
- * Update the software firewall
- * Restore from backup.

Q299. A technician responds to a report that a user's desktop is operating much slower after upgrading the Windows OS to the latest version. The technician notices responsiveness is erratic, and the symptoms are similar to a failing hard drive. The technician runs a full hardware diagnostic, and all systems pass. The technician checks the properties for each device in Device Manager and the hard disk and the standard AHCI 1.0 serial ATA controller both indicate the following message: This device is working properly. Which of the following should the technician attempt that will MOST likely resolve the performance issue?

- * Roll back the OS upgrade. Continue using the older version of Windows
- * Reset the PC to its factory conditions. Perform the OS upgrade again
- * Update the SATA controller driver from the manufacturer's website
- * Perform a full backup and replace the hard drive

Explanation

Explanation/Reference:

Q300. An employee reported that a suspicious individual was looking through the recycle bin.

Which of the following types of social engineering threats is this?

- * Phishing
- * Spear phishing
- * Dumpster diving
- * Impersonation

Q301. An issue with a user's computer was addressed several times by multiple technicians, but the User has continued to experience the issue. The User calls the help desk and insists on speaking to a supervisor; however, the supervisor is away at lunch.

Which of the following should the technician perform FIRST?

- * Offer to address the concern since the supervisor is currently unavailable.
- * Show the work orders to the customer as proof the issue was resolved.
- * Tell the customer to return at a later time when the supervisor is available.
- * Call the supervisor on the phone and let the customer talk to the supervisor directly.

Q302. A technician is troubleshooting a problem in which a user gets an error when trying to access the company web page using SSL. When checking with other users, the technician discovers all of them display the same warning message.

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

- * The website is below connection capacity
- * Browser content filtering is required

- * The website has not been added to Trusted Sites
- * The website's security certificate has expired

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