-The original certification question!

https://www.it-exams.com

# Exam Number:220-1002

# Exam Name:CompTIA A+
Certification Exam: Core 2

## Version: Demo

Q1

SIMULATION

A technician has installed two new drives in one of the computers in the computer lab. Disk1 will be utilized for user and application data. Disk 2 has already been properly configured and has production data on in. The technician has been unable to format the appropriate disk from the command prompt. The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive F. The second partition must be 512,000 MB in size and mapped to drive G.

The new partitions must be formatted to ensure that user's files can be secured from other users and that the disk must be configured to account for future redundancy.

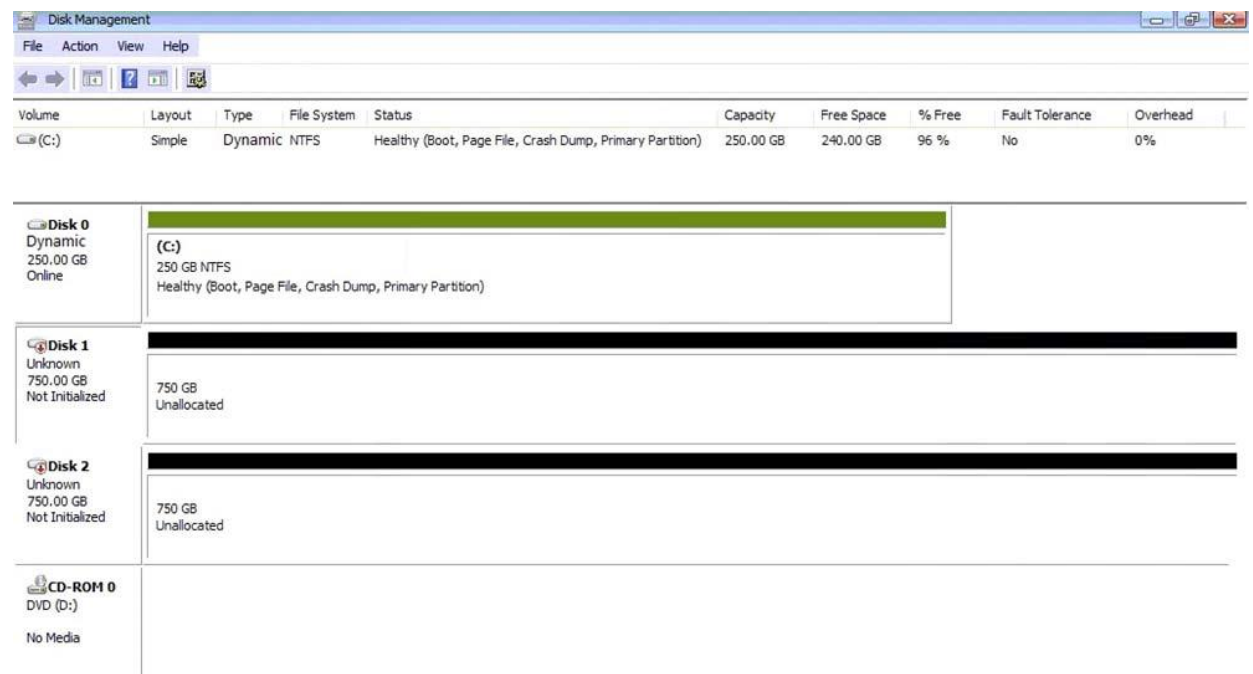Make sure to maintain a consistent file system.

The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive F. The second partition must be 512,000 MB in size and mapped to drive G.
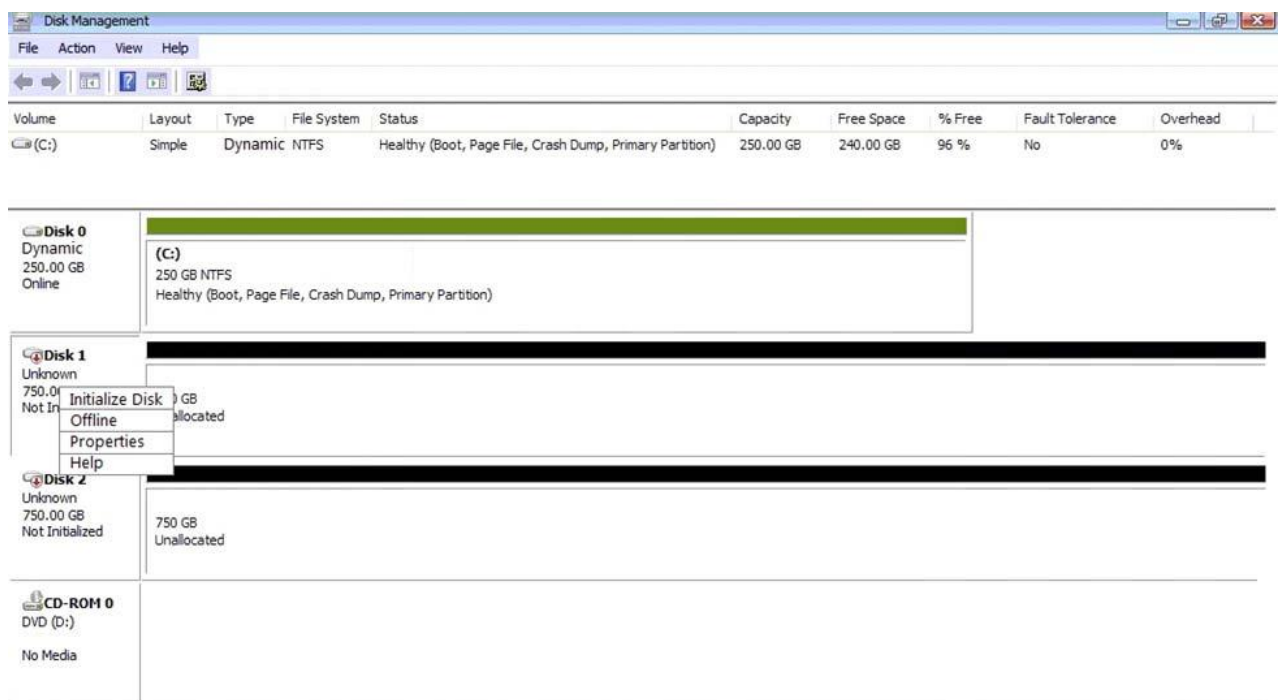
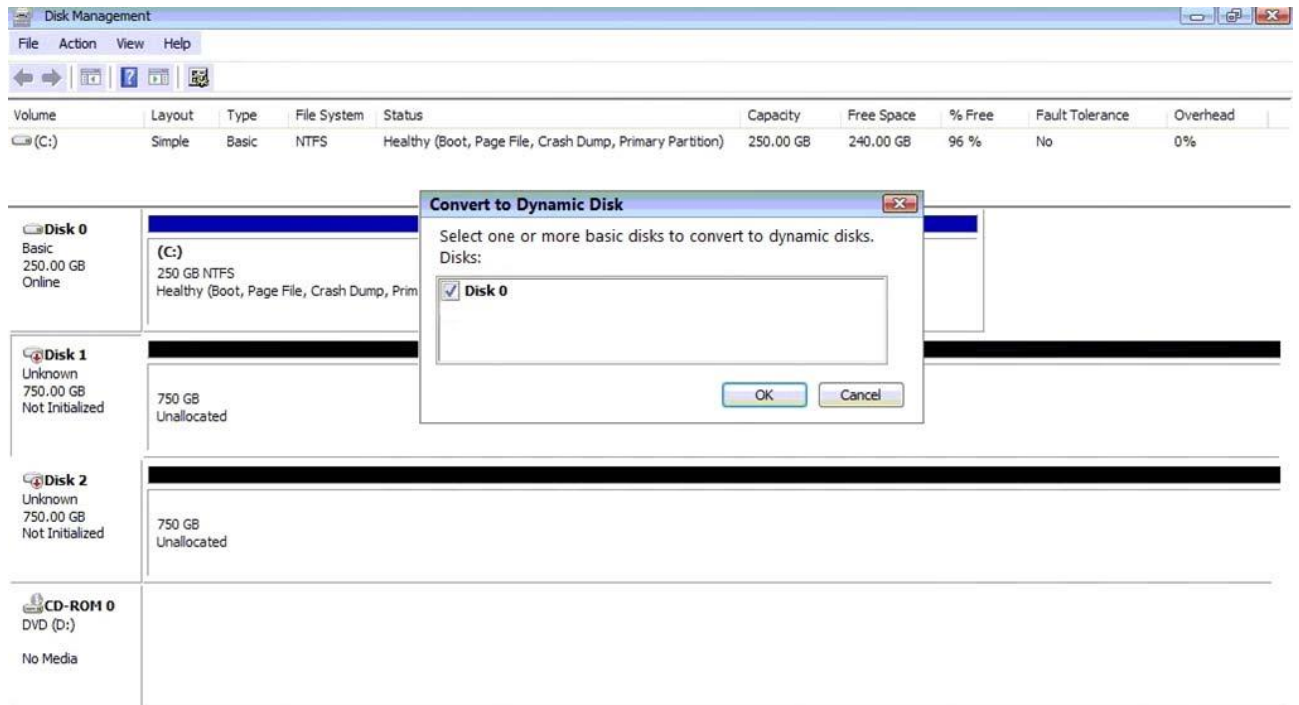The new partitions must be formatted to ensure that user's files can be secured from other users and that the disk must be configured to account for future redundancy.
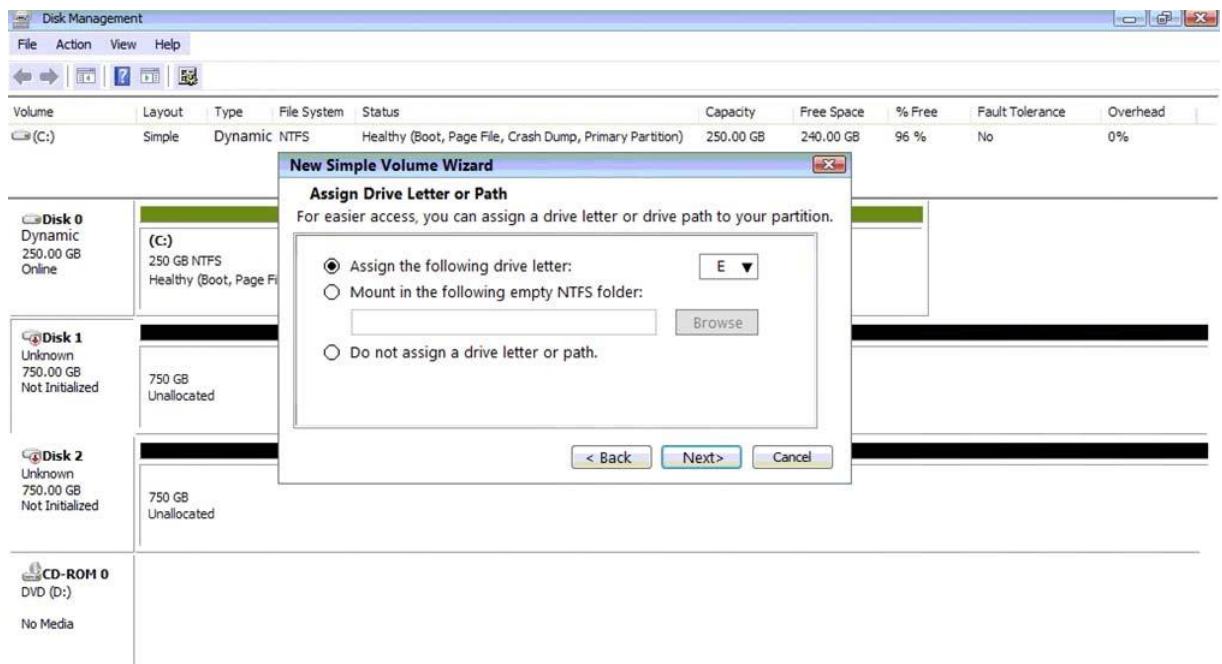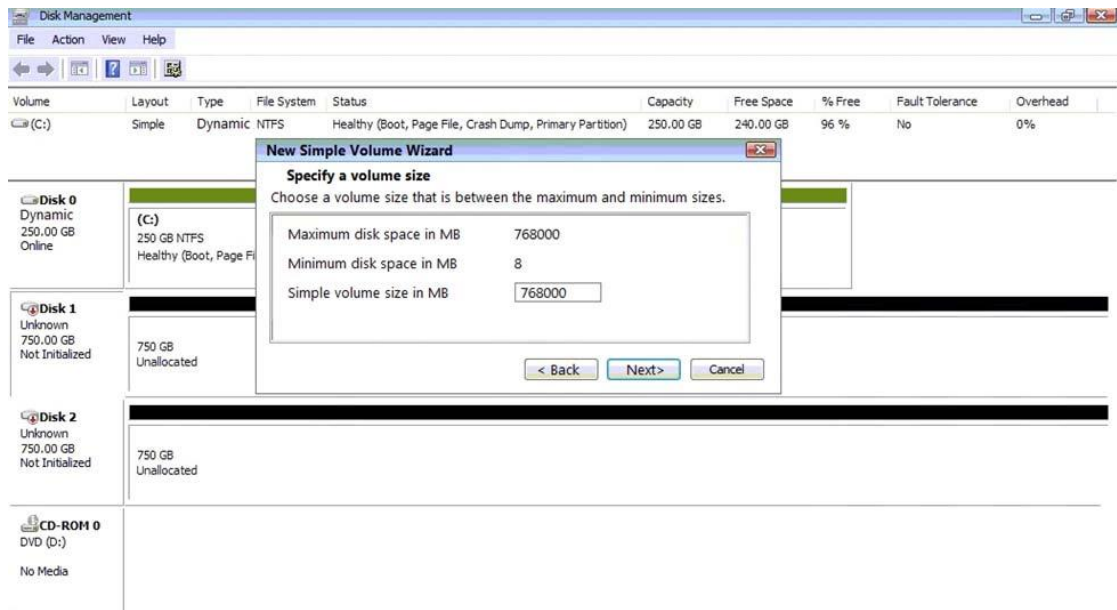
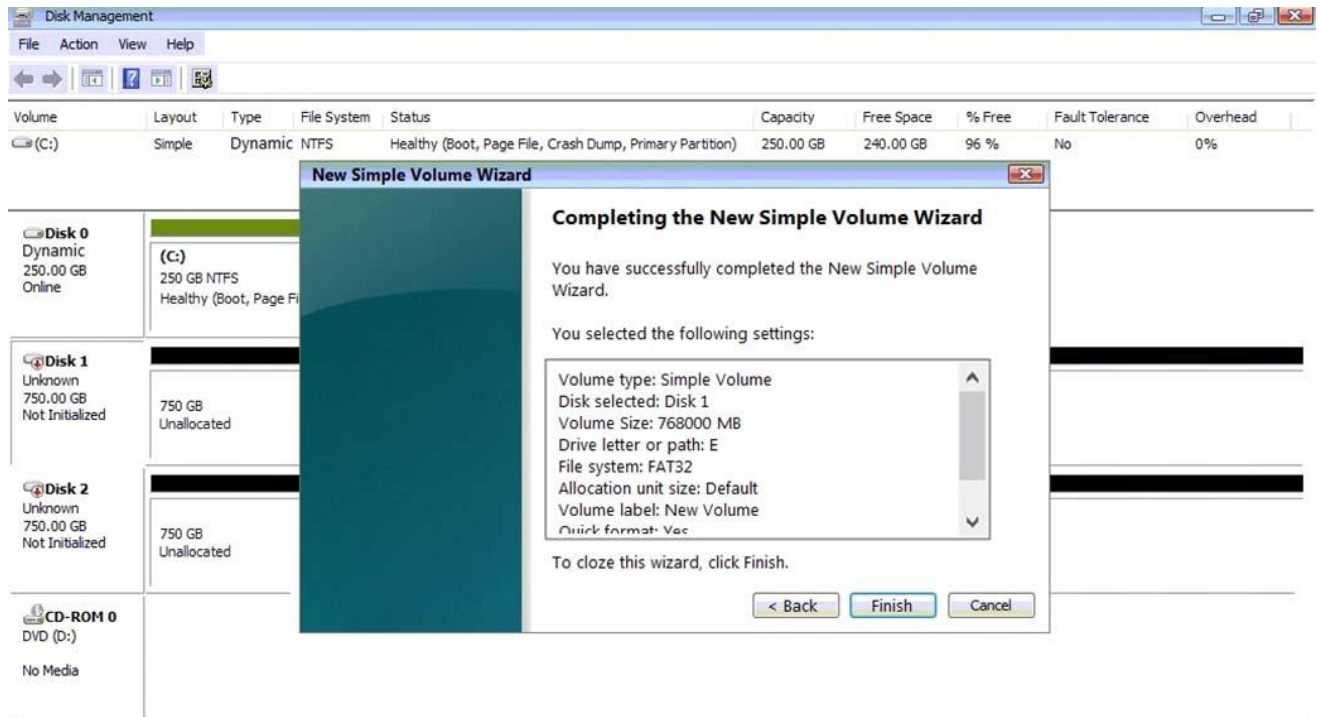Make sure to maintain a consistent file system.

INSTRUCTIONS:

Conduct the necessary steps within the Disk Manager to accomplish these tasks. If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

## Disk Management (Top Window)

| Volume | Layout | Type | File System | Status | Capacity | Free Space | % Free | Fault Tolerance | Overhead |
|--------|--------|------|-------------|--------|----------|------------|--------|-----------------|----------|
| (C:) | Simple | Basic | NTFS | Healthy (Boot, Page File, Crash Dump, Primary Partition) | 250.00 GB | 240.00 GB | 96 % | No | 0% |

**Disk 0**
Basic
250.00 GB
Online

(C:)
250 GB NTFS
Healthy (Boot, Page File, Crash Dump, Prim

**Convert to Dynamic Disk**

Select one or more basic disks to convert to dynamic disks.
Disks:

☑ Disk 0

[ OK ]  [ Cancel ]

**Disk 1**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**Disk 2**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**CD-ROM 0**
DVD (D:)

No Media

---

## Disk Management (Bottom Window)

| Volume | Layout | Type | File System | Status | Capacity | Free Space | % Free | Fault Tolerance | Overhead |
|--------|--------|------|-------------|--------|----------|------------|--------|-----------------|----------|
| (C:) | Simple | Dynamic | NTFS | Healthy (Boot, Page File, Crash Dump, Primary Partition) | 250.00 GB | 240.00 GB | 96 % | No | 0% |

**Disk 0**
Dynamic
250.00 GB
Online

(C:)
250 GB NTFS
Healthy (Boot, Page File, Crash Dump, Primary Partition)

**Disk 1**
Unknown
750.00
Not In

Initialize Disk
Offline
Properties
Help

GB
located

**Disk 2**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**CD-ROM 0**
DVD (D:)

No Media

## Disk Management

| Volume | Layout | Type | File System | Status | Capacity | Free Space | % Free | Fault Tolerance | Overhead |
|--------|--------|------|-------------|--------|----------|-----------|--------|-----------------|----------|
| (C:) | Simple | Dynamic | NTFS | Healthy (Boot, Page File, Crash Dump, Primary Partition) | 250.00 GB | 240.00 GB | 96 % | No | 0% |

**New Simple Volume Wizard**

**Specify a volume size**
Choose a volume size that is between the maximum and minimum sizes.

| | |
|---|---|
| Maximum disk space in MB | 768000 |
| Minimum disk space in MB | 8 |
| Simple volume size in MB | 768000 |

[ < Back ]  [ Next> ]  [ Cancel ]

**Disk 0**
Dynamic
250.00 GB
Online

(C:)
250 GB NTFS
Healthy (Boot, Page Fi

**Disk 1**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**Disk 2**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**CD-ROM 0**
DVD (D:)

No Media

---

## Disk Management

| Volume | Layout | Type | File System | Status | Capacity | Free Space | % Free | Fault Tolerance | Overhead |
|--------|--------|------|-------------|--------|----------|-----------|--------|-----------------|----------|
| (C:) | Simple | Dynamic | NTFS | Healthy (Boot, Page File, Crash Dump, Primary Partition) | 250.00 GB | 240.00 GB | 96 % | No | 0% |

**New Simple Volume Wizard**

**Assign Drive Letter or Path**
For easier access, you can assign a drive letter or drive path to your partition.

- ● Assign the following drive letter:   E ▼
- ○ Mount in the following empty NTFS folder:
  [                    ]  [ Browse ]
- ○ Do not assign a drive letter or path.

[ < Back ]  [ Next> ]  [ Cancel ]

**Disk 0**
Dynamic
250.00 GB
Online

(C:)
250 GB NTFS
Healthy (Boot, Page Fi

**Disk 1**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**Disk 2**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**CD-ROM 0**
DVD (D:)

No Media

A.Please review explanation for detailed answer.

Please review explanation for detailed answer.

Right click on disk 1, click on initialize

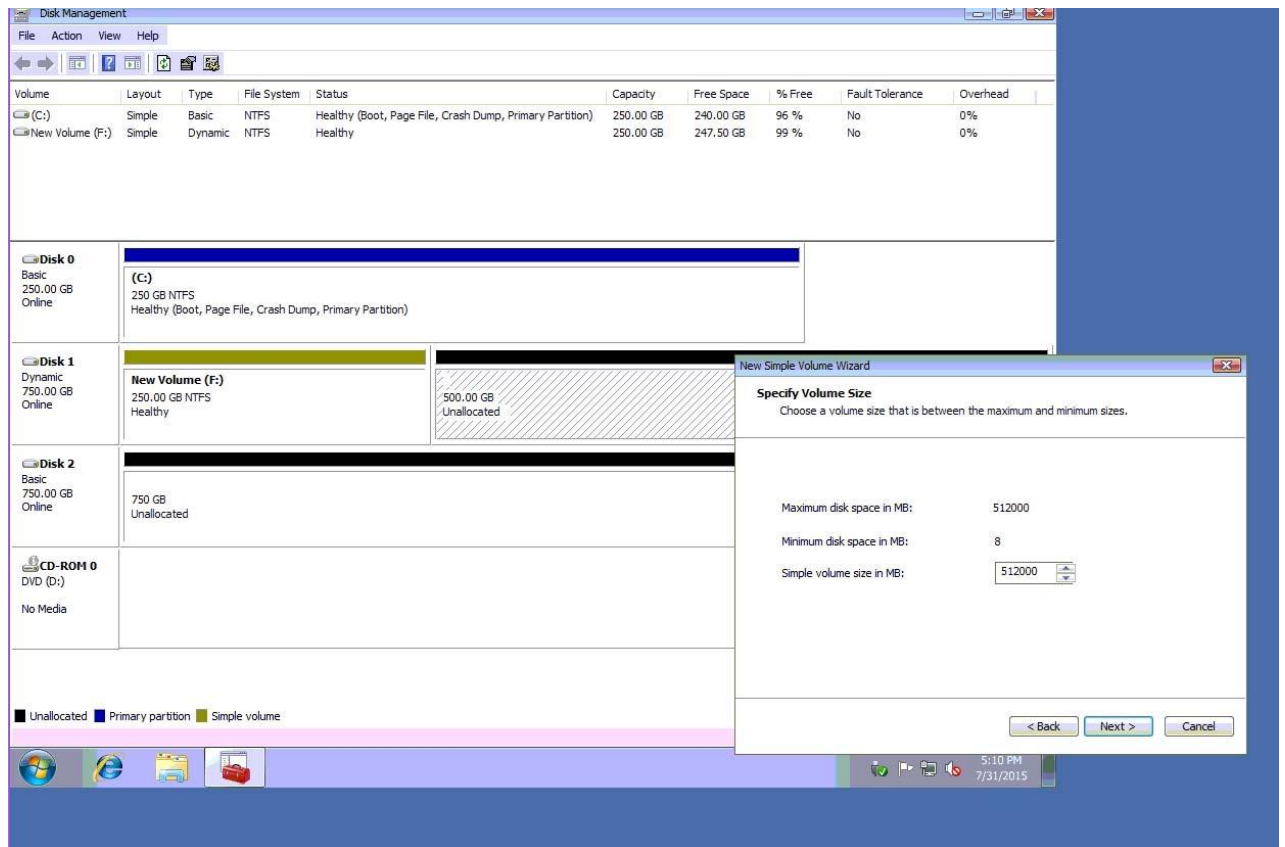Choose disk and option as MBR. Hit ok.

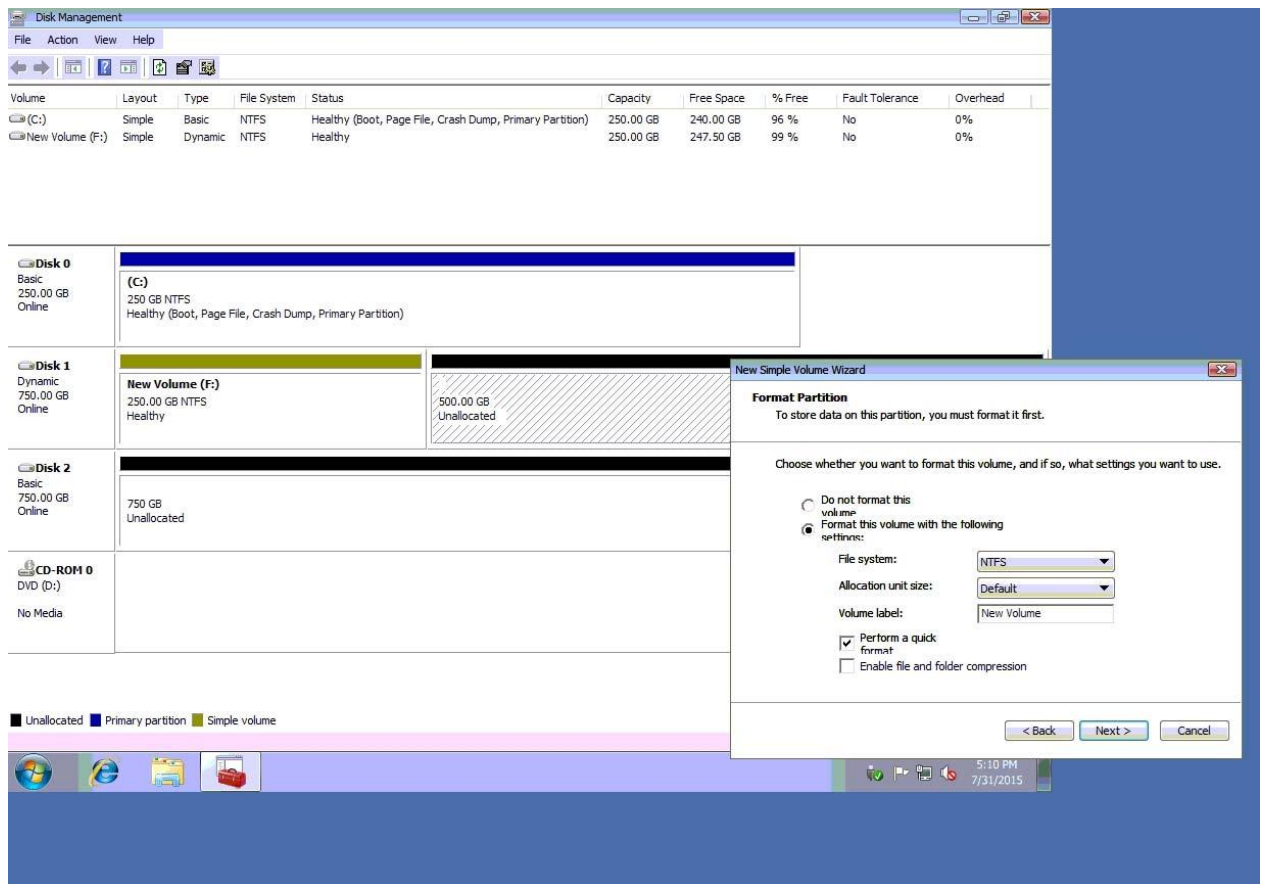Again, right click on disk 1 and choose convert to dynamic disk.
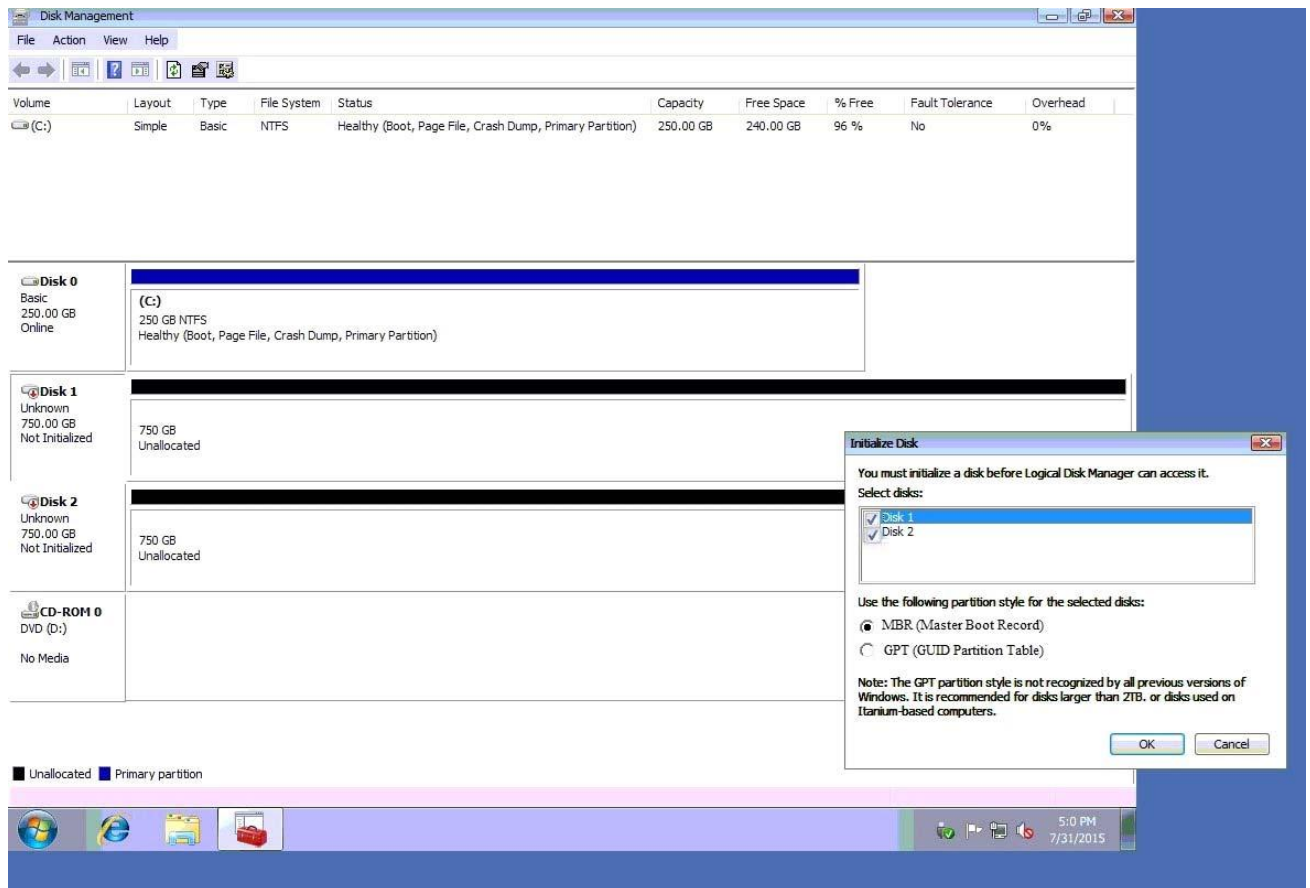
Now right click on disk 1 and choose new simple volume.

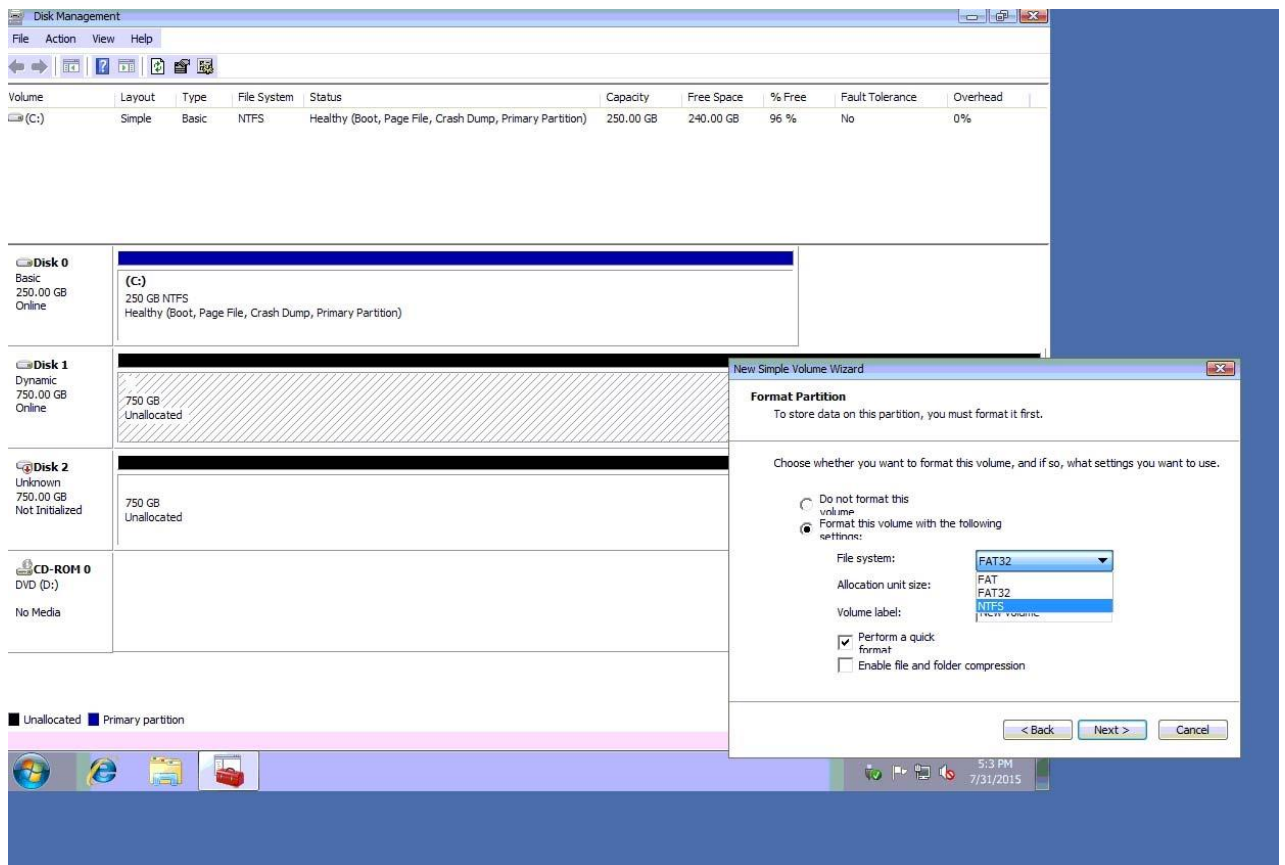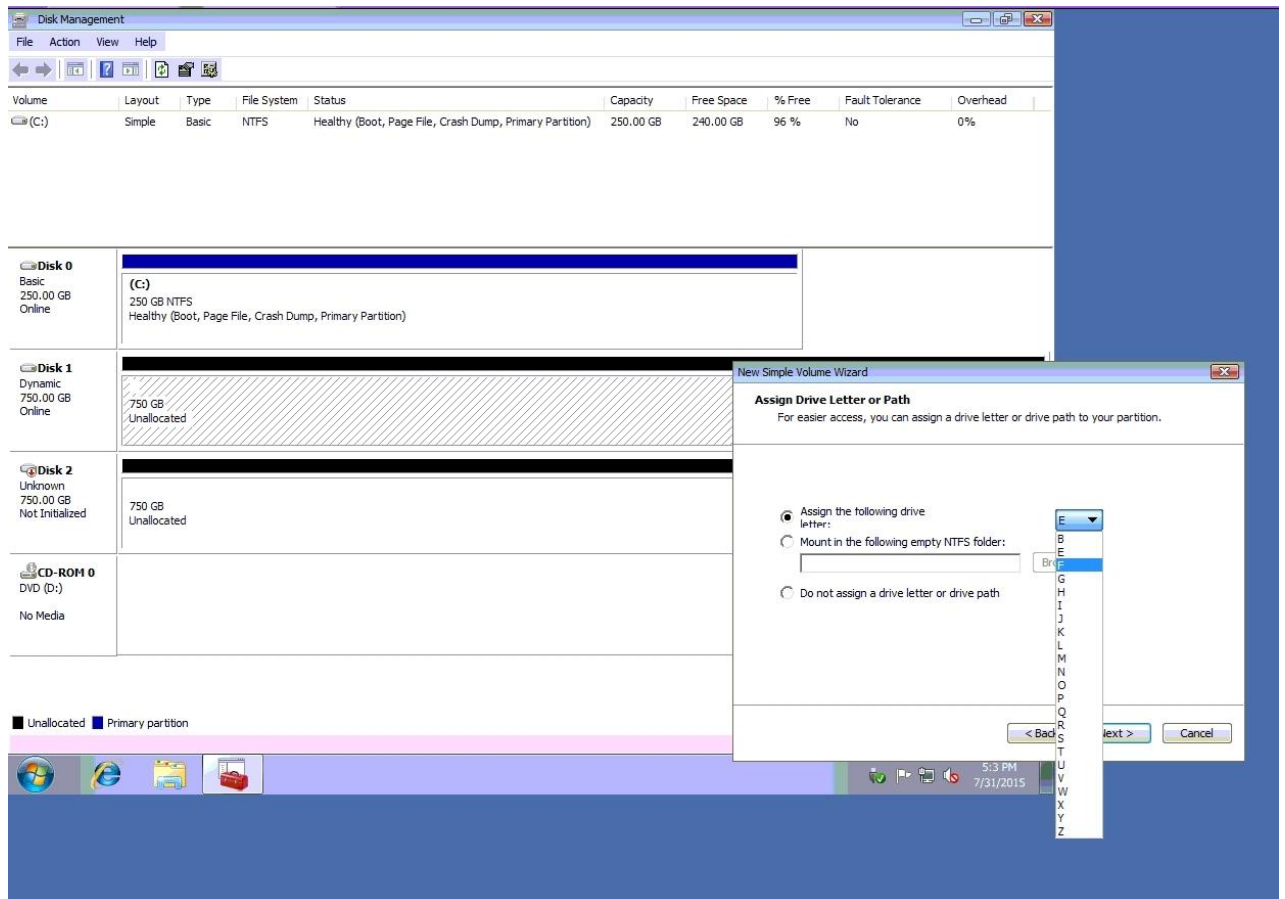Specify storage as 256000 and assign a drive letter F and choose file system as NTFS and click finish.

Do the same thing for rest of space of disk 1, assigning 512000MB and using Disc G

Here are the screen shots showing this process:

**Disk Management**

File   Action   View   Help

| Volume | Layout | Type | File System | Status | Capacity | Free Space | % Free | Fault Tolerance | Overhead |
|--------|--------|------|-------------|--------|----------|-----------|--------|-----------------|----------|
| (C:) | Simple | Basic | NTFS | Healthy (Boot, Page File, Crash Dump, Primary Partition) | 250.00 GB | 240.00 GB | 96 % | No | 0% |

**Disk 0**
Basic
250.00 GB
Online

(C:)
250 GB NTFS
Healthy (Boot, Page File, Crash Dump, Primary Partition)

**Disk 1**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**Disk 2**
Unknown
750.00 GB
Not Initialized

750 GB
Unallocated

**CD-ROM 0**
DVD (D:)

No Media

**Initialize Disk**

You must initialize a disk before Logical Disk Manager can access it.
Select disks:

☑ Disk 1
☑ Disk 2

Use the following partition style for the selected disks:

◉ MBR (Master Boot Record)
○ GPT (GUID Partition Table)

Note: The GPT partition style is not recognized by all previous versions of Windows. It is recommended for disks larger than 2TB. or disks used on Itanium-based computers.

[ OK ]   [ Cancel ]

■ Unallocated  ■ Primary partition

5:0 PM
7/31/2015

www.it-exams.com original question and answer

**Disk Management**

File   Action   View   Help

| Volume | Layout | Type | File System | Status | Capacity | Free Space | % Free | Fault Tolerance | Overhead |
|--------|--------|------|-------------|--------|----------|------------|--------|-----------------|----------|
| (C:) | Simple | Basic | NTFS | Healthy (Boot, Page File, Crash Dump, Primary Partition) | 250.00 GB | 240.00 GB | 96 % | No | 0% |
| New Volume (F:) | Simple | Dynamic | NTFS | Healthy | 250.00 GB | 247.50 GB | 99 % | No | 0% |
| New Volume (G:) | Simple | Dynamic | NTFS | Healthy | 500.00 GB | 495.00 GB | 99 % | No | 0% |

**Disk 0**
Basic
250.00 GB
Online

(C:)
250 GB NTFS
Healthy (Boot, Page File, Crash Dump, Primary Partition)

**Disk 1**
Dynamic
750.00 GB
Online

New Volume (F:)
250.00 GB NTFS
Healthy

New Volume (G:)
500.00 GB NTFS
Healthy

**Disk 2**
Basic
750.00 GB
Online

750 GB
Unallocated

**CD-ROM 0**
DVD (D:)

No Media

■ Unallocated ■ Primary partition ■ Simple volume

5:13 PM
7/31/2015

www.it-exams.com original question and answer
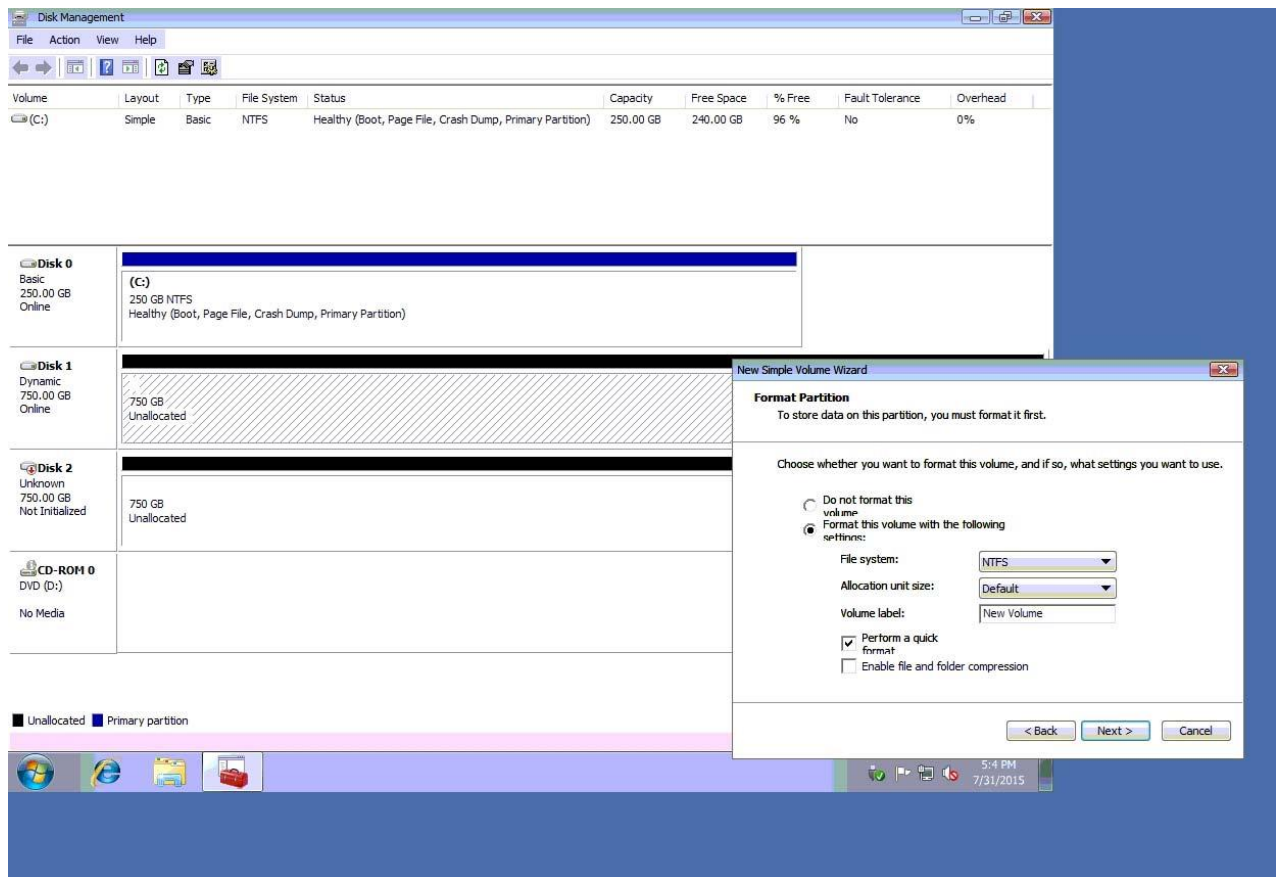
Answer:A

Q2
A technician arrives on site to find that two users who have the same model on Android smartphone are having the same issue with a specific application.

Whenever they attempt to launch the application, it fails and gives an error message. Which of the following should the technician do FIRST?

A. Reinstall the application
B. Roll back the application to the earlier version
C. Clear the application cache
D. Update the OS of the smartphones

Answer:D

Q3
A technician is working on a Windows 10 PC that is running slowly.

Which of the following commands should the technician use to correct this issue? (Choose two.)

A. dir
B. chkdsk
C. dism
D. ipconfig
E. format
F. diskpart

Answer:BC

Q4
An administrator is setting up a Windows terminal server.

Which of the following settings should the administrator modify to increase server security? (Choose two.)

A. Change the default access port
B. Enforce password complexity
C. Put the terminal server into the router's DMZ
D. Disable logon time restrictions
E. Block all unused ports on the LAN smart switch
F. Use the local client certificate for server authentication

Answer:CE

Q5
A company has hired a new IT firm to manage its network switches and routers. The firm is geographically separated from the company and will need to able to securely access the devices.

Which of the following will provide the ability to access these devices?

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

Answer:B

www.it-exams.com original question and answer

Q6
A small office's wireless network was compromised recently by an attacker who brute forced a PIN to gain access. The attacker then modified the DNS settings on the router and spread malware to the entire network.

Which of the following configurations MOST likely allowed the attack to take place? (Choose two.)

A. Guest network
B. TKIP
C. Default login
D. Outdated firmware
E. WPS
F. WEP

Answer:CF

Q7
A client wants a technician to create a PC naming convention that will make the client's PCs easier to track and identify while in use.

Which of the following naming convention formats should the technician follow?

A. Domain name, location, IP address
B. Domain name, location, asset ID
C. Asset ID, MAC address
D. Location, RFID

Answer:C

Q8
Which of the following provide the BEST security for a server room? (Choose two.)

A. Badge reader
B. Bollard
C. Biometric lock
D. Cable lock
E. USB token
F. Privacy window shades

Answer:AC

Q9
Which of the following threats uses personalized information in an attempt at obtaining information?

A. Whaling
B. Impersonation
C. Spoofing
D. Spear phishing

Answer:D


Q10
A technician receives an invalid certificate error when visiting a website with port 443 enabled. Other computers on the same LAN do not exhibit this symptom.

Which of the following needs to be adjusted on the workstation to fix the issue?

A. Date and time
B. UEFI boot mode
C. Logon times
D. User access control

Answer:A


Q11
A department in an organization set up a proxy server to manage its Internet stage. A technician is configuring the Windows workstations to use the new proxy server.

Which of the following Control Panel utilities should the technician use to configure the setting?

A. Internet Options ?Advanced
B. Internet Options ?Connections
C. Internet Options ?Security
D. Internet Options ?Content
E. Internet Options ?Privacy

Answer:B

Q12

Which of the following is the amount of memory a user is limited to with a 32-bit version of Windows?

A. 2GB
B. 4GB
C. 8GB
D. 16GB

Answer:B

Q13

A technician is working at a help desk firm and receives a call from a user who has experienced repeated BSODs. The technician is scheduled to take a break just after the call comes in.

Which of the following is the BEST choice for the technician to make?

A. Politely ask the user to call back
B. Ask another technician to take the call
C. Troubleshoot the issue for the user
D. Input the issue as a ticket and escalate to Tier 2
E. Put the user on hold and troubleshoot after the scheduled break

Answer:B

Q14

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

Answer:A

Q15
Which of the following devices are MOST likely to have a grounding wire attached to them based on the manufacturer's design? (Choose two.)

A. UPS
B. Server rack
C. PoE phone
D. Desktop printer
E. Modem
F. Patch panel

Answer:AB

Q16
A technician has just finished installing a secondary OS on a workstation. After rebooting the computer, the technician receives the following error: No OS found. The technician confirms the boot.ini file is correct.

Which of the following is MOST likely causing this error?

A. The computer has GRUB Legacy installed
B. Windows Startup services are not running
C. An incompatible partition is marked as active
D. An unsupported version of Windows is installed

Answer:C

Q17
A technician is installing a private PC in a public workspace.

Which of the following password practices should the technician implement on the PC to secure network access?

A. Remove the guest account from the administrators group
B. Disable single sign-on
C. Issue a default strong password for all users
D. Require authentication on wake-up

Answer:D

Q18

Joe, an employee, took a company-issued Windows laptop home, but is having trouble connecting to any of the shares hosted on his home media server. Joe has verified he is connected to the Internet.

Which of the following would explain why Joe cannot access his personal shares?

A. An IP conflict is present
B. A corporate VPN is enabled
C. A firewall exception must be set
D. HomeGroup must be enabled

Answer:C


Q19

A user believes there is a virus on a laptop. The user installs additional real-time protection antivirus software but is now experiencing extremely slow performance on the laptop.

Which of the following should a technician do to resolve the issue and avoid recurrence?

A. Activate real-time protection on both antivirus software programs
B. Uninstall one antivirus software program and install a different one
C. Run OS updates
D. Enable the quarantine feature on both antivirus software programs
E. Remove the user-installed antivirus software

Answer:E


Q20

A user who is running Windows XP calls a technician to upgrade the computer to a newer Windows OS. The user states the computer has only 1GB of RAM and 16GB of hard drive space with a 1.7GHz processor.

Which of the following OSs should the technician recommended to ensure the BEST performance on this computer?

A. Windows 7
B. Windows 8
C. Windows 8.1
D. Windows 10

Answer:A

Q21

Joe, a customer, has informed a Tier 2 help desk technician that a computer will not boot up. After about ten minutes of troubleshooting, Joe is increasingly concerned and claims that the technician is wasting his time because he has already tried everything that has been suggested.

Which of the following should the technician do?

A. Since Joe is concerned about time, suggest calling back later when Joe has more time to troubleshoot
B. Record the call and send it to the local intranet for future technicians to learn how to deal with calls like this one
C. Ask more open-ended questions to see if the issue can be narrowed down in order to properly identify the issue and save time
D. Inform the customer that there is a troubleshooting script that must be followed to get the issue resolved

Answer:C

Q22

Which of the following security methods BEST describes when a user enters a username and password once for multiple applications?

A. SSO
B. Permission propagation
C. Inheritance
D. MFA

Answer:A

Q23

A technician is setting up a kiosk. The technician needs to ensure the kiosk is secure and users will have access to only the application needed for customer interaction. The technician must also ensure that whenever the computer is rebooted or powered on it logs in automatically without a password.

Which of the following account types would the technician MOST likely set up on this kiosk machine?

A. Guest
B. Administrator
C. Power User
D. Remote Desktop User

Answer:A

Q24
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 types should the technician recommend?

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

Answer:A

Q25
Joe, a systems administrator, is setting up a risk management plan for the IT department. Part
of the plan is to take daily backups of all servers. The server backups will be saved locally to
NAS.

Which of the following can Joe do to ensure the backups will work if needed?

A. Frequently restore the servers from backup files and test them
B. Configure the backups to restore to virtual machines for quick recovery
C. Set up scripts that automatically rerun failed backup jobs
D. Set up alerts to let administrators know when backups fail
E. Store copies of the backups off-side in a secure datacenter

Answer:D

Q26
A SOHO customer has recently experienced a major hurricane. The customer has no backups
and has lost all data and hardware associated with the company. The customer calls a
contractor to assist in the rebuilding process and needs suggestions on the best way to
prevent this from happening again.

Which of the following recommendations should the contractor give to the customer? (Choose two.)

A. Backup testing
B. Cloud storage
C. Local storage backups
D. Data recovery
E. Hot site
F. Waterproof devices

Answer:BE

Q27
A technician is running updates on a Windows PC. Some of the updates install properly, while others appear as failed. While troubleshooting, the technician restarts the PC and attempts to install the failed updates again.
The updates continue to fail.

Which of the following is the FIRST option to check?

A. Visit the Microsoft Update website to see if there is an issue with a specific update
B. Look up the error number associated with the failed update
C. Look at the system Event Viewer to find more information on the failure
D. Download the failed update to install manually

Answer:B

Q28
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

Answer:C

Q29
A technician has identified malware on a user's system.

Which of the following should the technician do NEXT according to malware removal best practices?

A. Enable System Restore and create a restore point so no data is lost
B. Educate the user about how to avoid malware in the future
C. Update the antivirus software and run a full system scan
D. Move the infected system to a lab with no network connectivity

Answer:D

Q30
A user's Windows laptop has become consistently slower over time. The technician checks the CPU utilization and sees that it varies between 95% and 100%. After the technician closes some running applications, the CPU utilization drops to approximately 20%, and the laptop runs much faster. The next day the same user calls again with the same problem.

Which of the following is a tool the technician can use to resolve the issue?

A. Task Manager
B. MSTSC
C. MSConfig
D. PerfMon

Answer:A