

Actual exam question from CompTIA's 220-1102

Question #: 1

Topic #: 1

[\[All 220-1102 Questions\]](#)

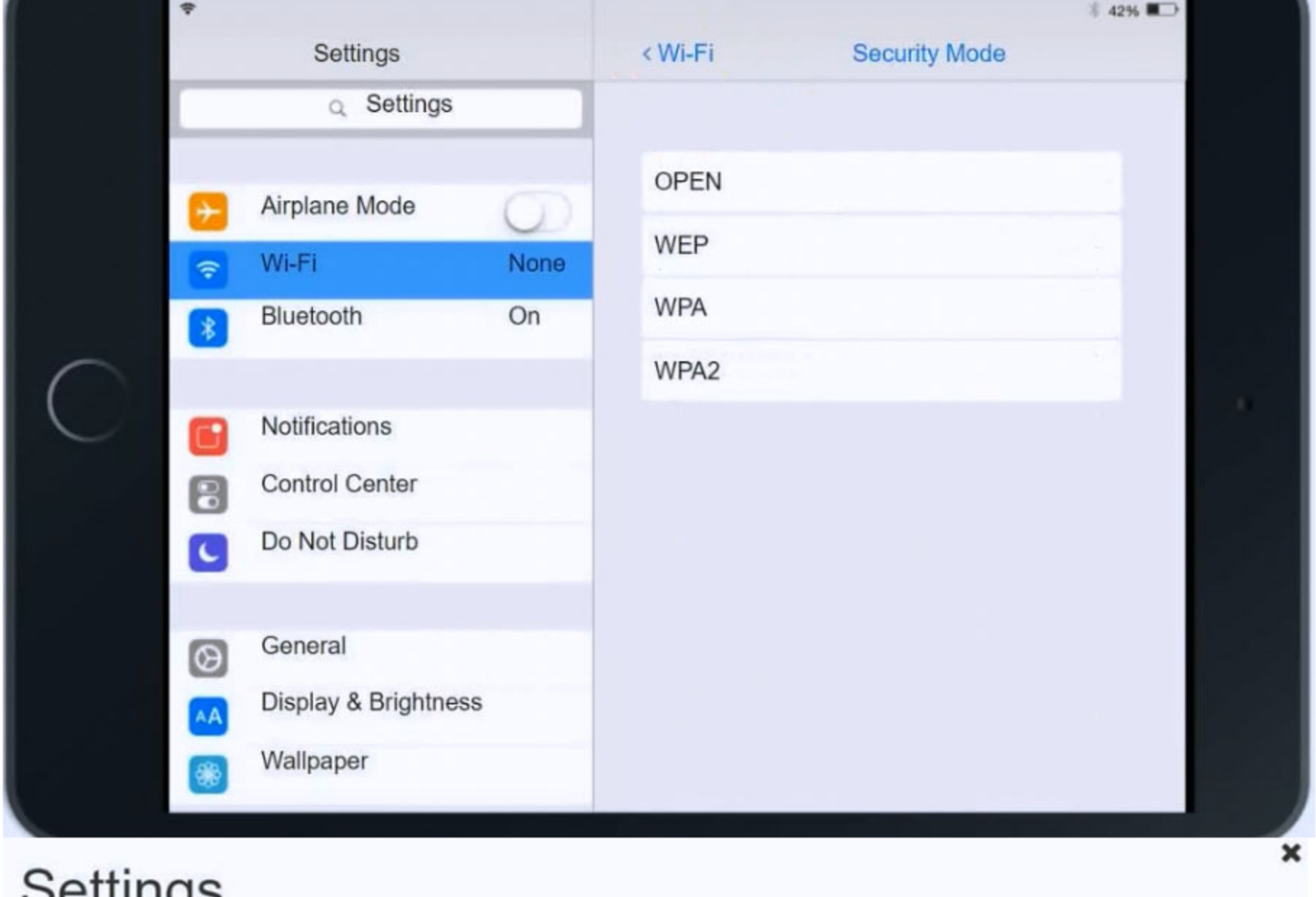
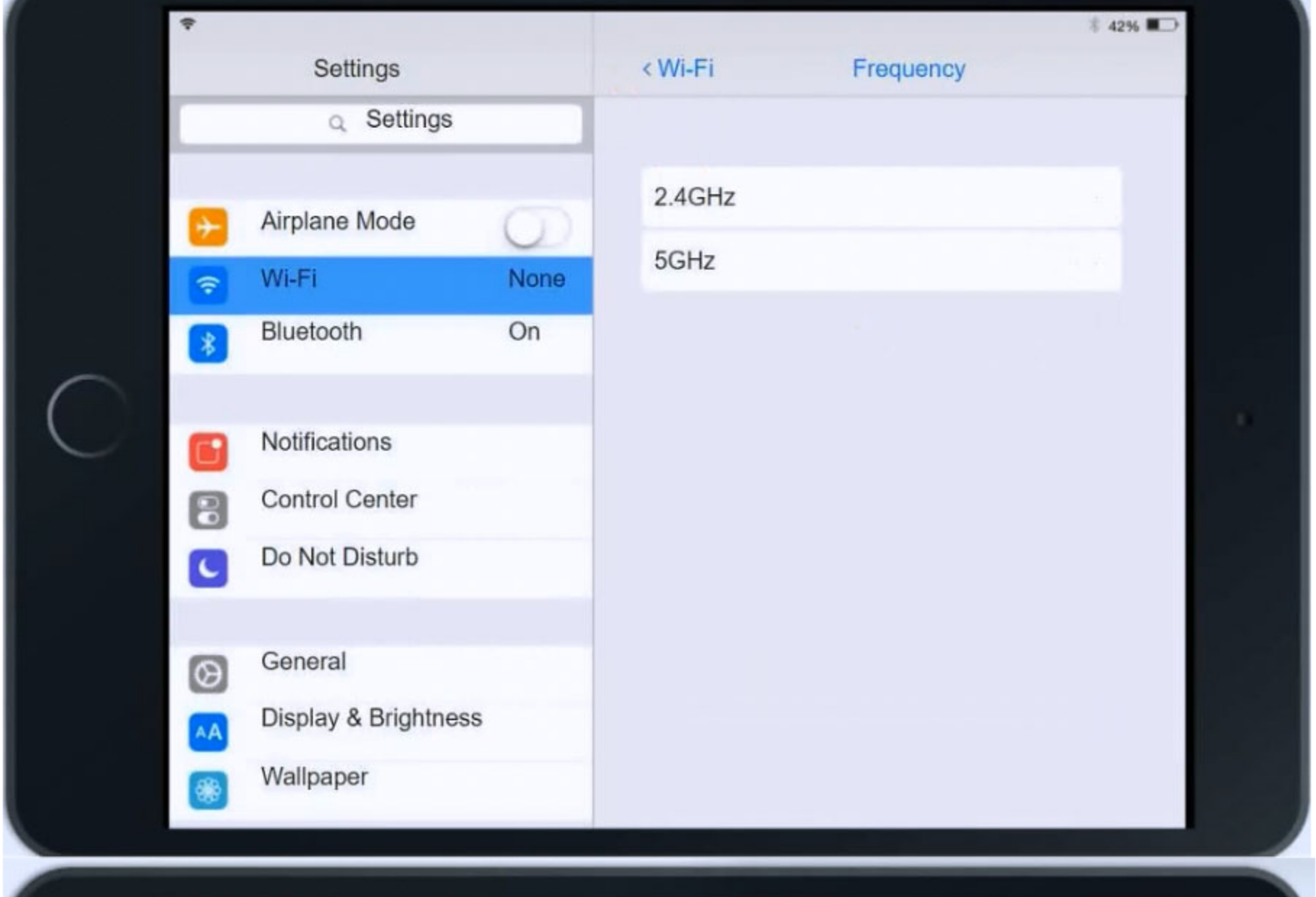
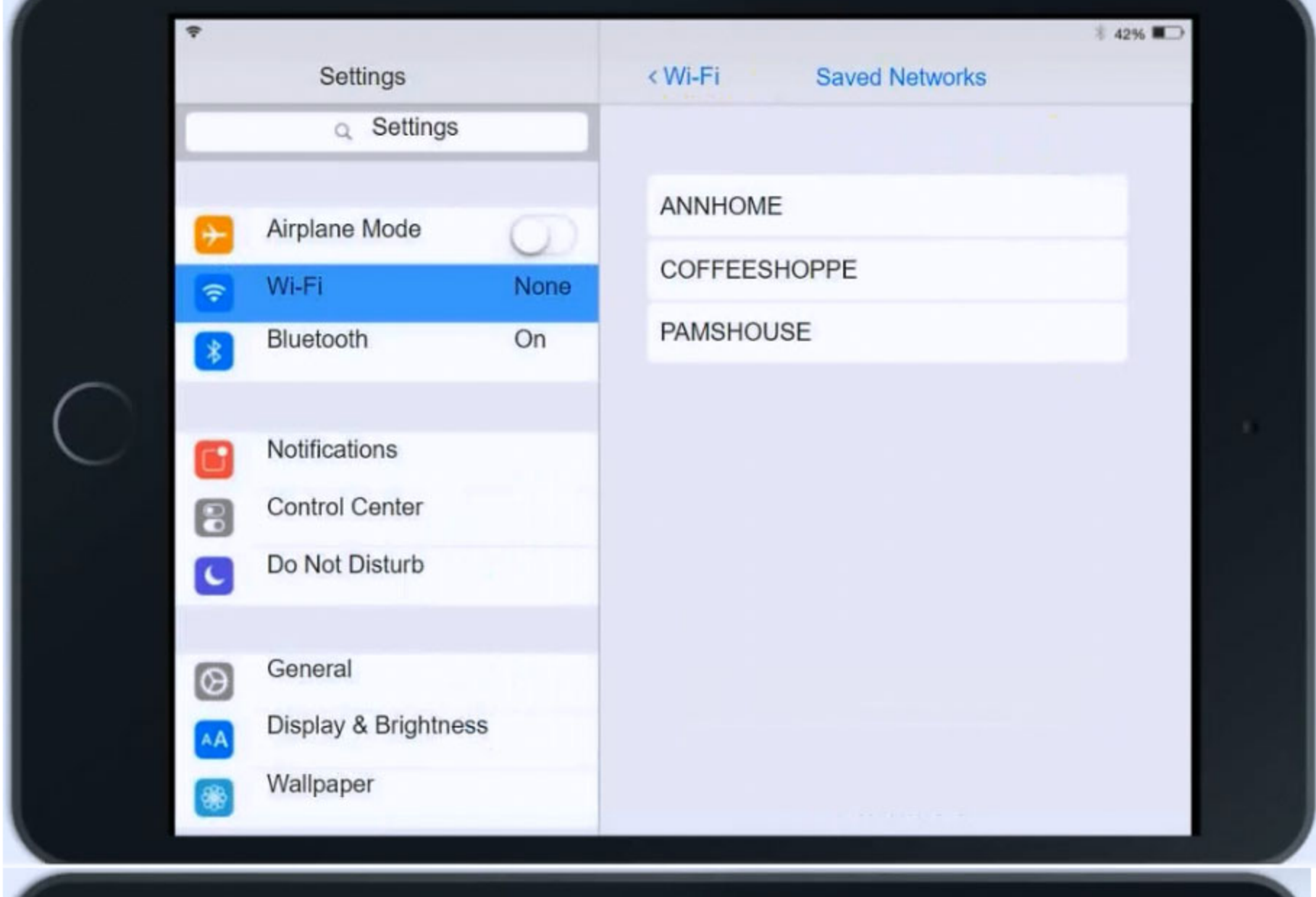
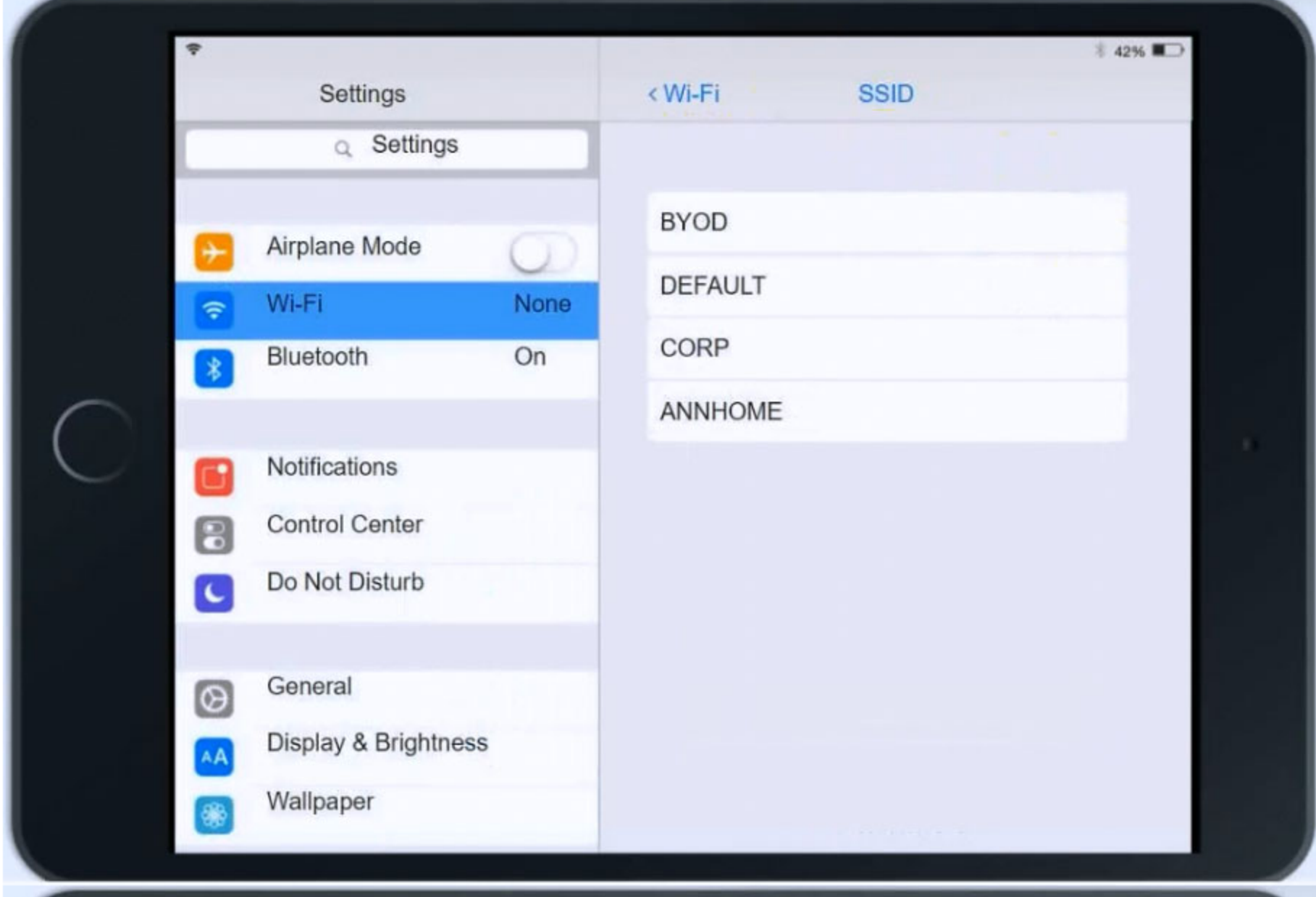
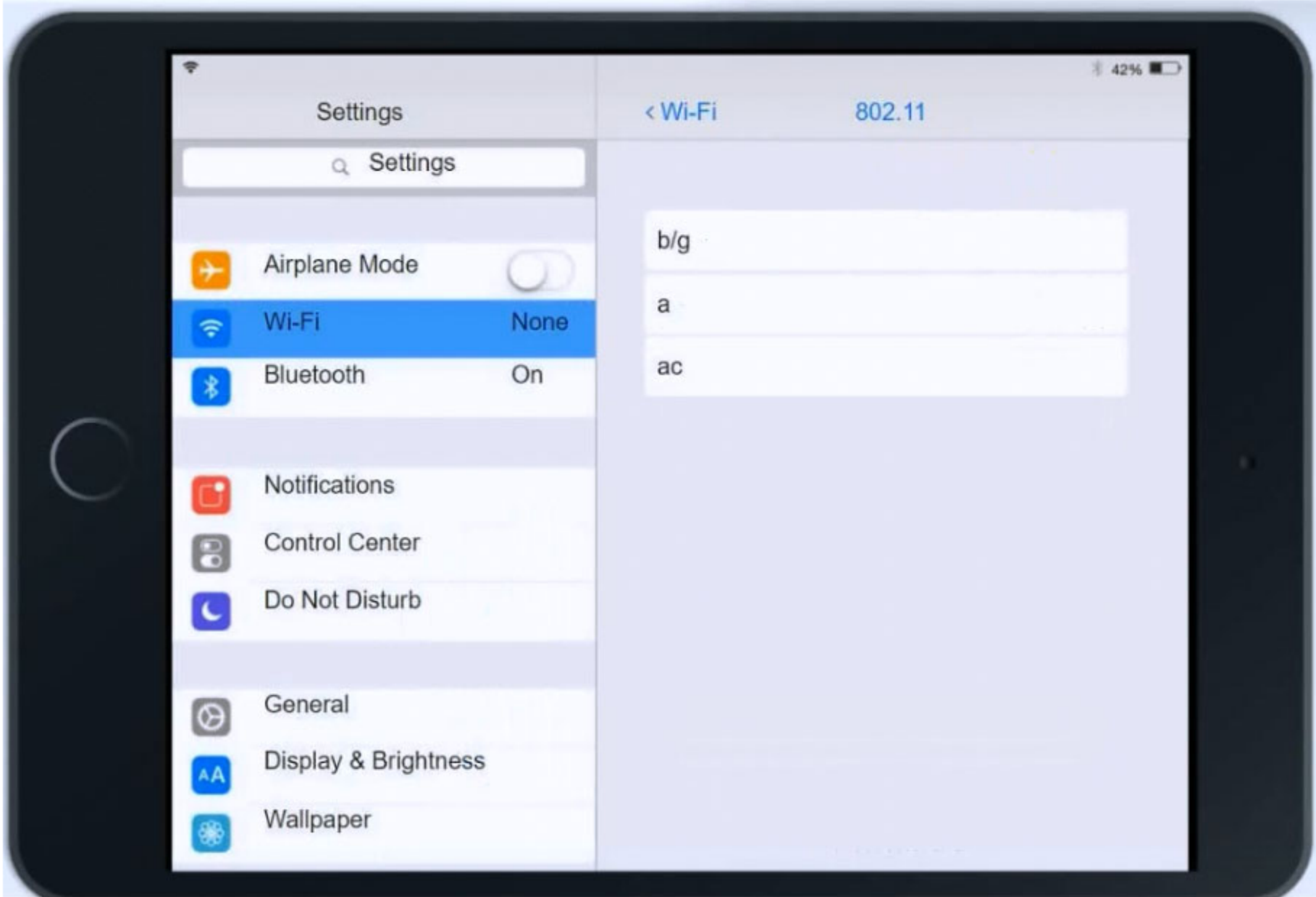
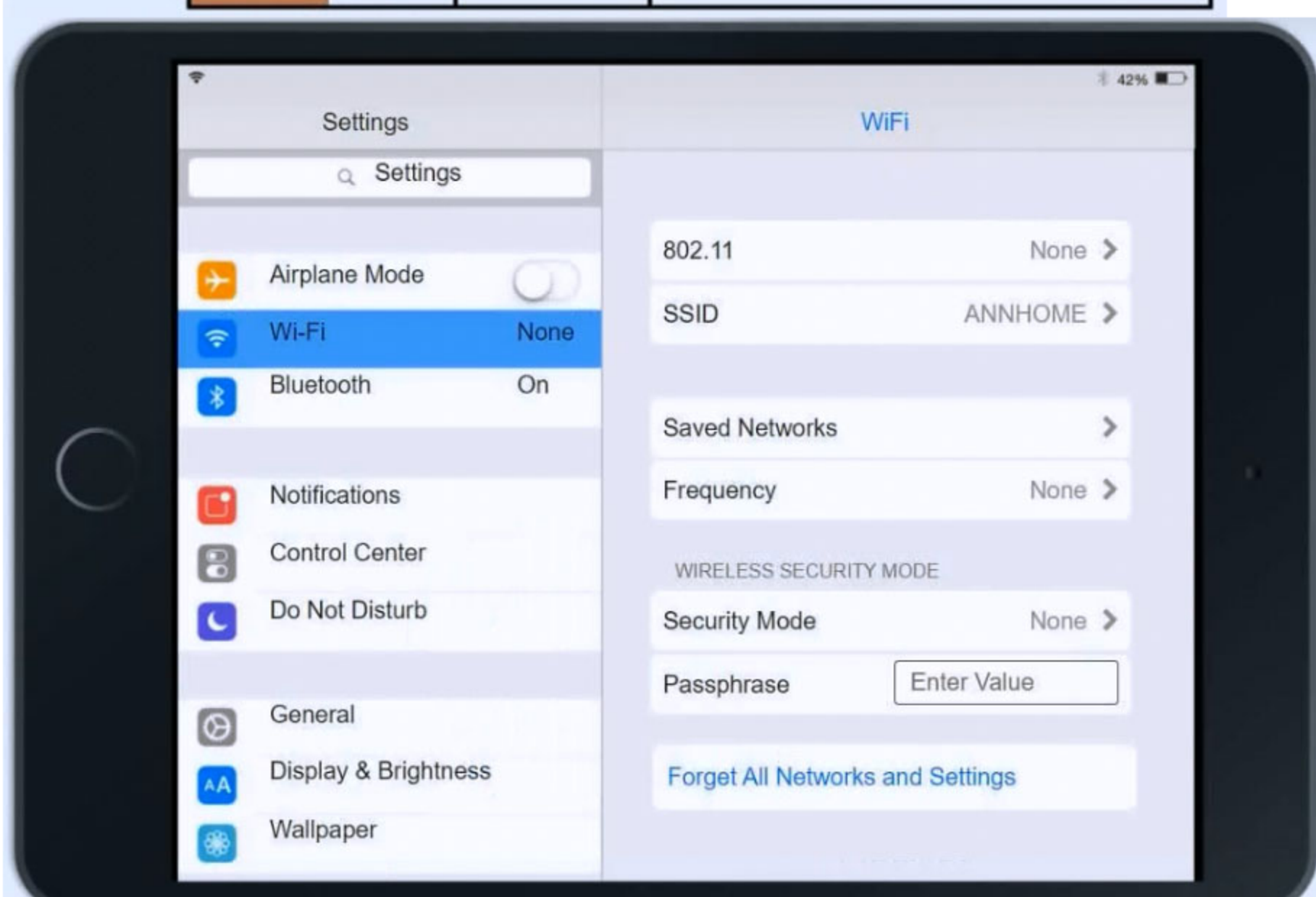
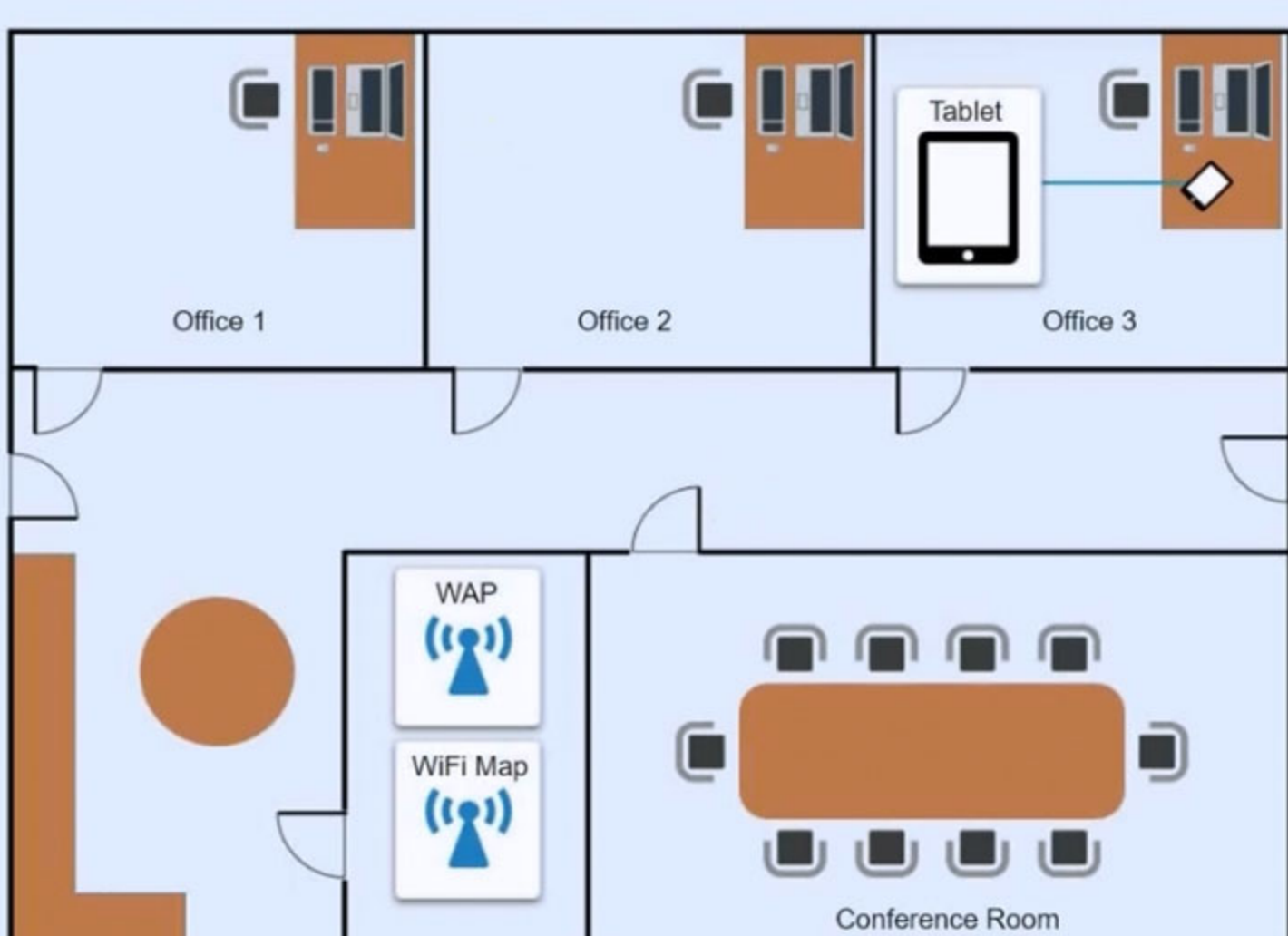
SIMULATION -

Ann, a CEO, has purchased a new consumer-class tablet for personal use, but she is unable to connect to the wireless network. Other users have reported that their personal devices are connecting without issues. She has asked you to assist with getting the device online without adjusting her home WiFi configuration.

INSTRUCTIONS -

Review the network diagrams and device configurations to determine the cause of the problem and resolve any discovered issues. If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Mobile Device Configuration



Settings

Site

Wireless Networks

| SSID | Frequency | Security | TotallySecure! |
|------|-------------|----------|----------------|
| CORP | 2.4GHz/5GHz | WPA2 | Corpsecure1 |
| BYOD | 2.4GHz/5GHz | WPA-PSK | TotallySecure! |

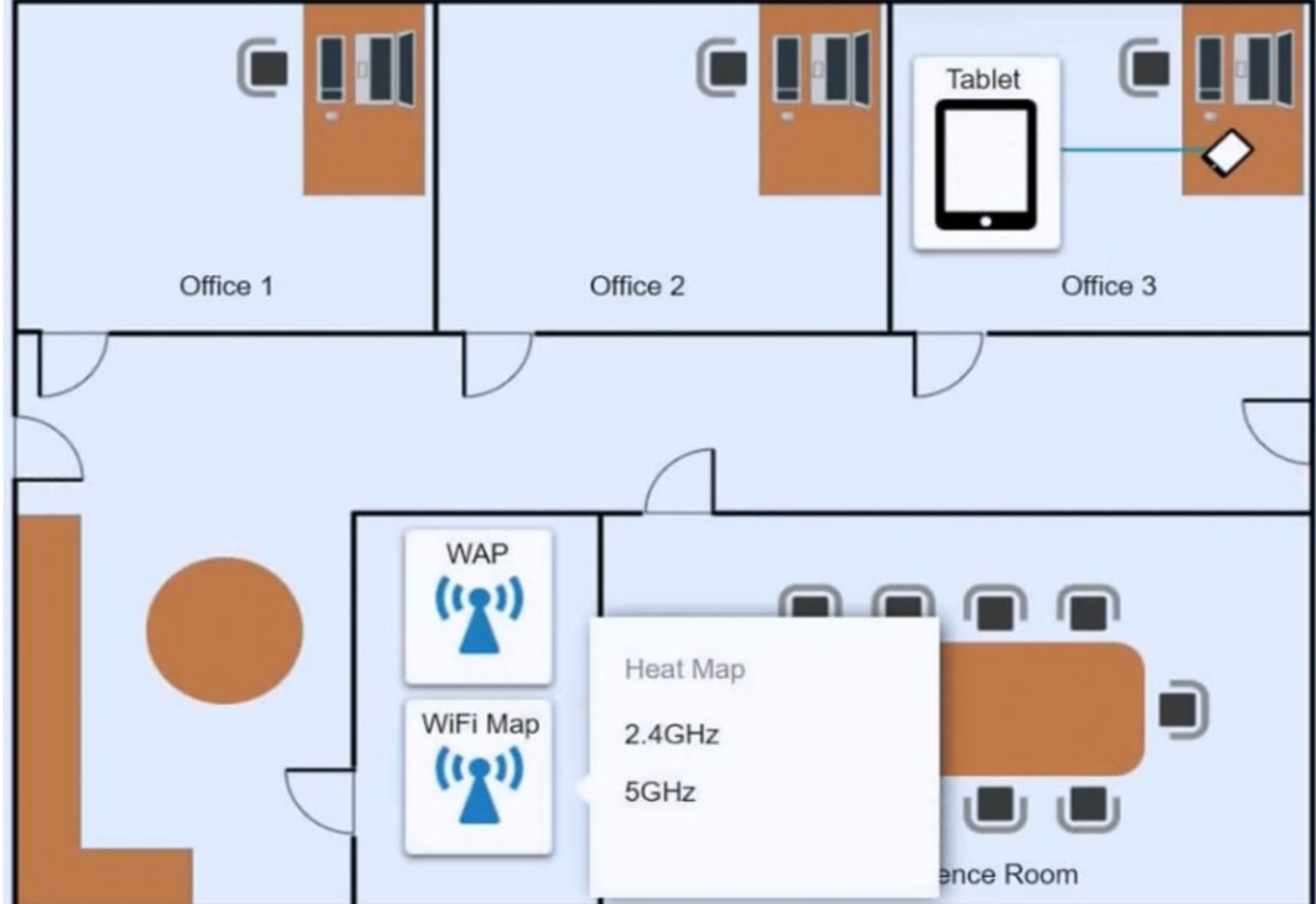
Create New Wireless Network

VOIP

Controller

Cloud Access

Maintenance



Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 2

Topic #: 1

[\[All 220-1102 Questions\]](#)

A help desk team lead contacts a systems administrator because the technicians are unable to log in to a Linux server that is used to access tools. When the administrator tries to use remote desktop to log in to the server, the administrator sees the GUI is crashing. Which of the following methods can the administrator use to troubleshoot the server effectively?

- A. SFTP
- B. SSH
- C. VNC
- D. MSRA

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Actual exam question from CompTIA's 220-1102

Question #: 3

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company wants to remove information from past users' hard drives in order to reuse the hard drives. Which of the following is the MOST secure method?

- A. Reinstalling Windows
- B. Performing a quick format
- C. Using disk-wiping software
- D. Deleting all files from command-line interface:

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Actual exam question from CompTIA's 220-1102

Question #: 4

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is having phone issues after installing a new application that claims to optimize performance. The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

- A. Reset the phone to factory settings.
- B. Uninstall the fraudulent application.
- C. Increase the data plan limits.
- D. Disable the mobile hotspot.

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Actual exam question from CompTIA's 220-1102

Question #: 5

Topic #: 1

[\[All 220-1102 Questions\]](#)

A change advisory board just approved a change request. Which of the following is the MOST likely next step in the change process?

- A. End user acceptance
- B. Perform risk analysis
- C. Communicate to stakeholders
- D. Sandbox testing

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Actual exam question from CompTIA's 220-1102

Question #: 6

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user calls the help desk to report that none of the files on a PC will open. The user also indicates a program on the desktop is requesting payment in exchange for file access. A technician verifies the user's PC is infected with ransomware. Which of the following should the technician do FIRST?

- A. Scan and remove the malware.
- B. Schedule automated malware scans.
- C. Quarantine the system.
- D. Disable System Restore.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 7

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company is issuing smartphone to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?

- A. Anti-malware
- B. Remote wipe
- C. Locator applications
- D. Screen lock

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 8

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports seeing random, seemingly non-malicious advertisement notifications in the Windows 10 Action Center. The notifications indicate the advertisements are coming from a web browser. Which of the following is the BEST solution for a technician to implement?

- A. Disable the browser from sending notifications to the Action Center.
- B. Run a full antivirus scan on the computer.
- C. Disable all Action Center notifications.
- D. Move specific site notifications from Allowed to Block.

Show Suggested Answer



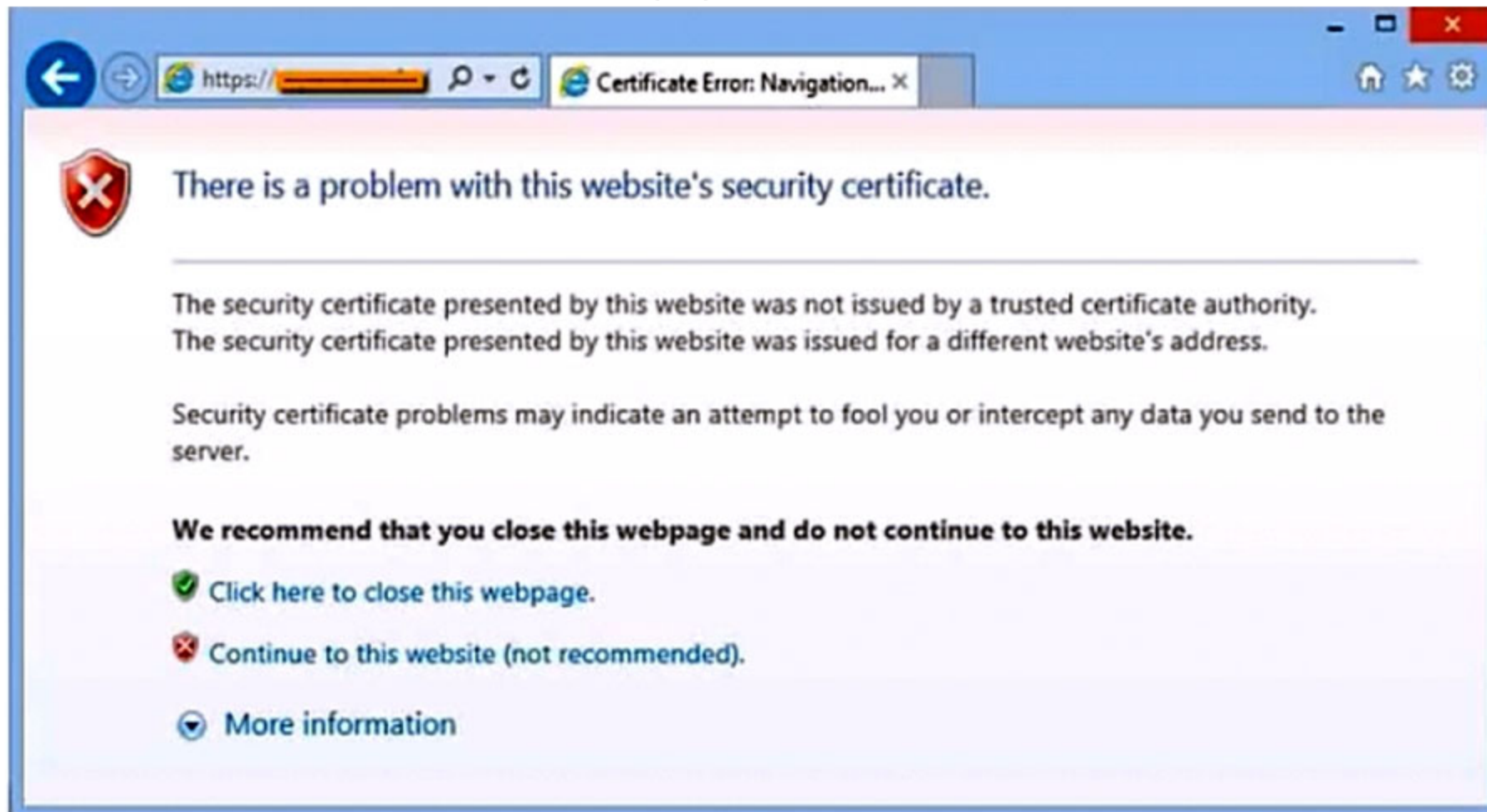
Actual exam question from CompTIA's 220-1102

Question #: 9

Topic #: 1

[\[All 220-1102 Questions\]](#)

After clicking on a link in an email, a Chief Financial Officer (CFO) received the following error:



The CFO then reported the incident to a technician. The link is purportedly to the organization's bank. Which of the following should the technician perform FIRST?

- A. Update the browser's CRLs.
- B. File a trouble ticket with the bank.
- C. Contact the ISP to report the CFO's concern.
- D. Instruct the CFO to exit the browser.

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 10

Topic #: 1

[\[All 220-1102 Questions\]](#)

A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

- A. Run a startup script that removes files by name.
- B. Provide a sample to the antivirus vendor.
- C. Manually check each machine.
- D. Monitor outbound network traffic.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 11

Topic #: 1

[\[All 220-1102 Questions\]](#)

A laptop user is visually impaired and requires a different cursor color. Which of the following OS utilities is used to change the color of the cursor?

- A. Keyboard
- B. Touch pad
- C. Ease of Access Center
- D. Display settings

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 12

Topic #: 1

[\[All 220-1102 Questions\]](#)

A manager reports that staff members often forget the passwords to their mobile devices and applications. Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

- A. Enable multifactor authentication.
- B. Increase the failed log-in threshold.
- C. Remove complex password requirements.
- D. Implement a single sign-on with biometrics.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 13

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician suspects a rootkit has been installed and needs to be removed. Which of the following would BEST resolve the issue?

- A. Application updates
- B. Anti-malware software
- C. OS reinstallation
- D. File restore

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 14

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is setting up a SOHO wireless router. The router is about ten years old. The customer would like the most secure wireless network possible. Which of the following should the technician configure?

- A. WPA2 with TKIP
- B. WPA2 with AES
- C. WPA3 with AES-256
- D. WPA3 with AES-128

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 15

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is troubleshooting an issue involving programs on a Windows 10 machine that are loading on startup but causing excessive boot times. Which of the following should the technician do to selectively prevent programs from loading?

- A. Right-click the Windows button, then select Run... entering shell:startup and clicking OK, and then move items one by one to the Recycle Bin.
- B. Remark out entries listed HKEY_LOCAL_MACHINE>SOFTWARE>Microsoft>Windows>CurrentVersion>Run.
- C. Manually disable all startup tasks currently listed as enabled and reboot, checking for issue resolution at startup.
- D. Open the Startup tab and methodically disable items currently listed as enabled and reboot, checking for issue resolution at each startup.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 16

Topic #: 1

[\[All 220-1102 Questions\]](#)

A call center technician receives a call from a user asking how to update Windows. Which of the following describes what the technician should do?

- A. Have the user consider using an iPad if the user is unable to complete updates.
- B. Have the user text the user's password to the technician.
- C. Ask the user to click in the Search field, type Check for Updates, and then press the Enter key.
- D. Advise the user to wait for an upcoming, automatic patch.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 17

Topic #: 1

[\[All 220-1102 Questions\]](#)

When a user calls in to report an issue, a technician submits a ticket on the user's behalf. Which of the following practices should the technician use to make sure the ticket is associated with the correct user?

- A. Have the user provide a callback phone number to be added to the ticket.
- B. Assign the ticket to the department's power user.
- C. Register the ticket with a unique user identifier.
- D. Provide the user with a unique ticket number that can be referenced on subsequent calls.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 18

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is the MOST important environmental concern inside a data center?

- A. Battery disposal
- B. Electrostatic discharge mats
- C. Toner disposal
- D. Humidity levels

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 19

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is unable to log in to the network. The network uses 802.1X with EAP-TLS to authenticate on the wired network. The user has been on an extended leave and has not logged in to the computer in several months. Which of the following is causing the log-in issue?

- A. Expired certificate
- B. OS update failure
- C. Service not started
- D. Application crash
- E. Profile rebuild needed

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 20

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to format a USB drive to transfer 20GB of data from a Linux computer to a Windows computer. Which of the following filesystems will the technician MOST likely use?

- A. FAT32
- B. ext4
- C. NTFS
- D. exFAT

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Actual exam question from CompTIA's 220-1102

Question #: 21

Topic #: 1

[\[All 220-1102 Questions\]](#)

Following the latest Windows update, PDF files are opening in Microsoft Edge instead of Adobe Reader. Which of the following utilities should be used to ensure all PDF files open in Adobe Reader?

- A. Network and Sharing Center
- B. Programs and Features
- C. Default Apps
- D. Add or Remove Programs

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 22

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to exclude an application folder from being cataloged by a Windows 10 search. Which of the following utilities should be used?

- A. Privacy
- B. Indexing Options
- C. System
- D. Device Manager

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 23

Topic #: 1

[\[All 220-1102 Questions\]](#)

As part of a CYOD policy, a systems administrator needs to configure each user's Windows device to require a password when resuming from a period of sleep or inactivity. Which of the following paths will lead the administrator to the correct settings?

- A. Use Settings to access Screensaver settings.
- B. Use Settings to access Screen Timeout settings.
- C. Use Settings to access General.
- D. Use Settings to access Display.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 24

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is working with a company to determine the best way to transfer sensitive personal information between offices when conducting business. The company currently uses USB drives and is resistant to change. The company's compliance officer states that all media at rest must be encrypted. Which of the following would be the BEST way to secure the current workflow?

- A. Deploy a secondary hard drive with encryption on the appropriate workstation.
- B. Configure a hardened SFTP portal for file transfers between file servers.
- C. Require files to be individually password protected with unique passwords.
- D. Enable BitLocker To Go with a password that meets corporate requirements.

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Actual exam question from CompTIA's 220-1102

Question #: 25

Topic #: 1

[\[All 220-1102 Questions\]](#)

The command `cat comptia.txt` was issued on a Linux terminal. Which of the following results should be expected?

- A. The contents of the text `comptia.txt` will be replaced with a new blank document.
- B. The contents of the text `comptia.txt` would be displayed.
- C. The contents of the text `comptia.txt` would be categorized in alphabetical order.
- D. The contents of the text `comptia.txt` would be copied to another `comptia.txt` file.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 26

Topic #: 1

[\[All 220-1102 Questions\]](#)

An incident handler needs to preserve evidence for possible litigation. Which of the following will the incident handler MOST likely do to preserve the evidence?

- A. Encrypt the files.
- B. Clone any impacted hard drives.
- C. Contact the cyber insurance company.
- D. Inform law enforcement.

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Actual exam question from CompTIA's 220-1102

Question #: 27

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to recommend the best backup method that will mitigate ransomware attacks. Only a few files are regularly modified; however, storage space is a concern. Which of the following backup methods would BEST address these concerns?

- A. Full
- B. Differential
- C. Off-site
- D. Grandfather-father-son

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Actual exam question from CompTIA's 220-1102

Question #: 28

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is troubleshooting a customer's PC and receives a phone call. The technician does not take the call and sets the phone to silent. Which of the following BEST describes the technician's actions?

- A. Avoid distractions
- B. Deal appropriately with customer's confidential material
- C. Adhere to user privacy policy
- D. Set and meet timelines

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 29

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to transfer a large number of files over an unreliable connection. The technician should be able to resume the process if the connection is interrupted. Which of the following tools can be used?

- A. sfc
- B. chkdsk
- C. git clone
- D. robocopy

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 30

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company installed a new backup and recovery system. Which of the following types of backups should be completed FIRST?

- A. Full
- B. Non-parity
- C. Differential
- D. Incremental

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 31

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user's smartphone data usage is well above average. The user suspects an installed application is transmitting data in the background. The user would like to be alerted when an application attempts to communicate with the internet. Which of the following BEST addresses the user's concern?

- A. Operating system updates
- B. Remote wipe
- C. Antivirus
- D. Firewall

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 32

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician has been tasked with installing a workstation that will be used for point-of-sale transactions. The point-of-sale system will process credit cards and loyalty cards. Which of the following encryption technologies should be used to secure the workstation in case of theft?

- A. Data-in-transit encryption
- B. File encryption
- C. USB drive encryption
- D. Disk encryption

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 33

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user contacted the help desk to report pop-ups on a company workstation, indicating the computer has been infected with 137 viruses and payment is needed to remove them. The user thought the company-provided antivirus software would prevent this issue. The help desk ticket states that the user only receives these messages when first opening the web browser. Which of the following steps would MOST likely resolve the issue? (Choose two.)

- A. Scan the computer with the company-provided antivirus software.
- B. Install a new hard drive and clone the user's drive to it.
- C. Deploy an ad-blocking extension to the browser.
- D. Uninstall the company-provided antivirus software.
- E. Click the link in the messages to pay for virus removal.
- F. Perform a reset on the user's web browser.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 34

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is installing new software on a macOS computer. Which of the following file types will the technician MOST likely use?

- A. .deb
- B. .vbs
- C. .exe
- D. .app

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 35

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is investigating an employee's smartphone that has the following symptoms:

- ⇒ The device is hot, even when it is not in use.
- ⇒ Applications crash, especially when others are launched.
- ⇒ Certain applications, such as GPS, are in portrait mode when they should be in landscape mode.

Which of the following can the technician do to MOST likely resolve these issues with minimal impact? (Choose two.)

- A. Turn on autorotation.
- B. Activate airplane mode.
- C. Close unnecessary applications.
- D. Perform a factory reset.
- E. Update the device's operating system.
- F. Reinstall the applications that have crashed.

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 36

Topic #: 1

[\[All 220-1102 Questions\]](#)

A customer reported that a home PC with Windows 10 installed in the default configuration is having issues loading applications after a reboot occurred in the middle of the night. Which of the following is the FIRST step in troubleshooting?

- A. Install alternate open-source software in place of the applications with issues.
- B. Run both CPU and memory tests to ensure that all hardware functionality is normal.
- C. Check for any installed patches and roll them back one at a time until the issue is resolved.
- D. Reformat the hard drive, and then reinstall the newest Windows 10 release and all applications.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 37

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following could be used to implement secure physical access to a data center?

- A. Geofence
- B. Alarm system
- C. Badge reader
- D. Motion sensor

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 38

Topic #: 1

[\[All 220-1102 Questions\]](#)

The Chief Executive Officer at a bank recently saw a news report about a high-profile cybercrime where a remote-access tool that the bank uses for support was also used in this crime. The report stated that attackers were able to brute force passwords to access systems. Which of the following would BEST limit the bank's risk? (Choose two.)

- A. Enable multifactor authentication for each support account.
- B. Limit remote access to destinations inside the corporate network.
- C. Block all support accounts from logging in from foreign countries.
- D. Configure a replacement remote-access tool for support cases.
- E. Purchase a password manager for remote-access tool users.
- F. Enforce account lockouts after five bad password attempts.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 39

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports a computer is running slow. Which of the following tools will help a technician identify the issue?

- A. Disk Cleanup
- B. Group Policy Editor
- C. Disk Management
- D. Resource Monitor

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 40

Topic #: 1

[\[All 220-1102 Questions\]](#)

Upon downloading a new ISO, an administrator is presented with the following string:

59d15a16ce90c8ee97fa7c211b7673a8

Which of the following BEST describes the purpose of this string?

- A. XSS verification
- B. AES-256 verification
- C. Hash verification
- D. Digital signature verification

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 41

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user's mobile phone has become sluggish. A systems administrator discovered several malicious applications on the device and reset the phone. The administrator installed MDM software. Which of the following should the administrator do to help secure the device against this threat in the future? (Choose two.)

- A. Prevent a device root.
- B. Disable biometric authentication.
- C. Require a PIN on the unlock screen.
- D. Enable developer mode.
- E. Block a third-party application installation.
- F. Prevent GPS spoofing.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 42

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is unable to join a Windows 10 laptop to a domain. Which of the following is the MOST likely reason?

- A. The domain's processor compatibility is not met.
- B. The laptop has Windows 10 Home installed.
- C. The laptop does not have an onboard Ethernet adapter.
- D. The laptop does not have all current Windows updates installed.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 43

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following OS types provides a lightweight option for workstations that need an easy-to-use, browser-based interface?

- A. FreeBSD
- B. Chrome OS
- C. macOS
- D. Windows

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Actual exam question from CompTIA's 220-1102

Question #: 44

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user has requested help setting up the fingerprint reader on a Windows 10 laptop. The laptop is equipped with a fingerprint reader and is joined to a domain. Group Policy enables Windows Hello on all computers in the environment. Which of the following options describes how to set up Windows Hello Fingerprint for the user?

- A. Navigate to the Control Panel utility, select the Security and Maintenance submenu, select Change Security and Maintenance settings, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete.
- B. Navigate to the Windows 10 Settings menu, select the Accounts submenu, select Sign-in options, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete.
- C. Navigate to the Windows 10 Settings menu, select the Update & Security submenu, select Windows Security, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete.
- D. Navigate to the Control Panel utility, select the Administrative Tools submenu, select the user account in the list, select Windows Hello Fingerprint, and have the user place a fingerprint on the fingerprint reader repeatedly until Windows indicates setup is complete.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 45

Topic #: 1

[\[All 220-1102 Questions\]](#)

An architecture firm is considering upgrading its computer-aided design (CAD) software to the newest version that forces storage of backups of all CAD files on the software's cloud server. Which of the following is MOST likely to be of concern to the IT manager?

- A. All updated software must be tested with all system types and accessories.
- B. Extra technician hours must be budgeted during installation of updates.
- C. Network utilization will be significantly increased due to the size of CAD files.
- D. Large update and installation files will overload the local hard drives.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 46

Topic #: 1

[\[All 220-1102 Questions\]](#)

Someone who is fraudulently claiming to be from a reputable bank calls a company employee. Which of the following describes this incident?

- A. Pretexting
- B. Spoofing
- C. Vishing
- D. Scareware

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 47

Topic #: 1

[\[All 220-1102 Questions\]](#)

The network was breached over the weekend. System logs indicate that a single user's account was successfully breached after 500 attempts with a dictionary attack. Which of the following would BEST mitigate this threat?

- A. Encryption at rest
- B. Account lockout
- C. Automatic screen lock
- D. Antivirus

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 48

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports a PC is running slowly. The technician suspects it has a badly fragmented hard drive. Which of the following tools should the technician use?

- A. resmon.exe
- B. msconfig.exe
- C. dfrgui.exe
- D. msinfo32.exe

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 49

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company has just refreshed several desktop PCs. The hard drives contain PII. Which of the following is the BEST method to dispose of the drives?

- A. Drilling
- B. Degaussing
- C. Low-level formatting
- D. Erasing/wiping

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 50

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is the MOST cost-effective version of Windows 10 that allows remote access through Remote Desktop?

- A. Home
- B. Pro for Workstations
- C. Enterprise
- D. Pro

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 51

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user created a file on a shared drive and wants to prevent its data from being accidentally deleted by others. Which of the following applications should the technician use to assist the user with hiding the file?

- A. Device Manager
- B. Indexing Options
- C. File Explorer
- D. Administrative Tools

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 52

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is configuring a new SOHO Wi-Fi router for the first time. Which of the following settings should the user change FIRST?

- A. Encryption
- B. Wi-Fi channel
- C. Default passwords
- D. Service set identifier

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 53

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician has spent hours trying to resolve a computer issue for the company's Chief Executive Officer (CEO). The CEO needs the device returned as soon as possible. Which of the following step should the technician take NEXT?

- A. Continue researching the issue.
- B. Repeat the iterative processes.
- C. Inform the CEO the repair will take a couple of weeks.
- D. Escalate the ticket.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 54

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following must be maintained throughout the forensic evidence life cycle when dealing with a piece of evidence?

- A. Acceptable use
- B. Chain of custody
- C. Security policy
- D. Information management

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 55

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is configuring a SOHO device. Company policy dictates that static IP addresses cannot be used. The company wants the server to maintain the same IP address at all times. Which of the following should the technician use?

- A. DHCP reservation
- B. Port forwarding
- C. DNS A record
- D. NAT

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 56

Topic #: 1

[\[All 220-1102 Questions\]](#)

Security software was accidentally uninstalled from all servers in the environment. After requesting the same version of the software be reinstalled, the security analyst learns that a change request will need to be filled out. Which of the following is the BEST reason to follow the change management process in this scenario?

- A. Owners can be notified a change is being made and can monitor it for performance impact.
- B. A risk assessment can be performed to determine if the software is needed.
- C. End users can be aware of the scope of the change.
- D. A rollback plan can be implemented in case the software breaks an application.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 57

Topic #: 1

[\[All 220-1102 Questions\]](#)

Once weekly, a user needs Linux to run a specific open-source application that is not available for the currently installed Windows platform. The user has limited bandwidth throughout the day. Which of the following solutions would be the MOST efficient, allowing for parallel execution of the Linux application and Windows applications?

- A. Install and run Linux and the required application in a PaaS cloud environment.
- B. Install and run Linux and the required application as a virtual machine installed under the Windows OS.
- C. Use a swappable drive bay for the boot drive and install each OS with applications on its own drive. Swap the drives as needed.
- D. Set up a dual boot system by selecting the option to install Linux alongside Windows.

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 58

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user connects a laptop that is running Windows 10 to a docking station with external monitors when working at a desk. The user would like to close the laptop when it is docked, but the user reports it goes to sleep when it is closed. Which of the following is the BEST solution to prevent the laptop from going to sleep when it is closed and on the docking station?

- A. Within the Power Options of the Control Panel utility, click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the Plugged In category to Never.
- B. Within the Power Options of the Control Panel utility, click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the On Battery category to Never.
- C. Within the Power Options of the Control Panel utility, select the option Choose When to Turn Off the Display and select Turn Off the Display under the Plugged In category to Never.
- D. Within the Power Options of the Control Panel utility, select the option Choose What Closing the Lid Does and select When I Close the Lid under the Plugged In category to Do Nothing.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 59

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user attempts to open some files, but a message appears stating that the files are encrypted. The user was able to access these files before without receiving this message, and no changes have been made within the company. Which of the following has infected the computer?

- A. Cryptominer
- B. Phishing
- C. Ransomware
- D. Keylogger

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 60

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is replacing the processor in a desktop computer. Prior to opening the computer, the technician wants to ensure the internal components are protected. Which of the following safety procedures would BEST protect the components in the PC? (Choose two.)

- A. Utilizing an ESD strap
- B. Disconnecting the computer from the power source
- C. Placing the PSU in an antistatic bag
- D. Ensuring proper ventilation
- E. Removing dust from the ventilation fans
- F. Ensuring equipment is grounded

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 61

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user wants to set up speech recognition on a PC. In which of the following Windows Settings tools can the user enable this option?

- A. Language
- B. System
- C. Personalization
- D. Ease of Access

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 62

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports that antivirus software indicates a computer is infected with viruses. The user thinks this happened while browsing the internet. The technician does not recognize the interface with which the antivirus message is presented. Which of the following is the NEXT step the technician should take?

- A. Shut down the infected computer and swap it with another computer.
- B. Investigate what the interface is and what triggered it to pop up.
- C. Proceed with initiating a full scan and removal of the viruses using the presented interface.
- D. Call the phone number displayed in the interface of the antivirus removal tool.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 63

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician found that an employee is mining cryptocurrency on a work desktop. The company has decided that this action violates its guidelines. Which of the following should be updated to reflect this new requirement?

- A. MDM
- B. EULA
- C. IRP
- D. AUP

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 64

Topic #: 1

[\[All 220-1102 Questions\]](#)

An organization is centralizing support functions and requires the ability to support a remote user's desktop. Which of the following technologies will allow a technician to see the issue along with the user?

- A. RDP
- B. VNC
- C. SSH
- D. VPN

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 65

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following provide the BEST way to secure physical access to a data center server room? (Choose two.)

- A. Biometric lock
- B. Badge reader
- C. USB token
- D. Video surveillance
- E. Locking rack
- F. Access control vestibule

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 66

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following Wi-Fi protocols is the MOST secure?

- A. WPA3
- B. WPA-AES
- C. WEP
- D. WPA-TKIP

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 67

Topic #: 1

[\[All 220-1102 Questions\]](#)

A department has the following technical requirements for a new application:

Quad Core processor -
250GB of hard drive space
6GB of RAM

Touch screens -

The company plans to upgrade from a 32-bit Windows OS to a 64-bit OS. Which of the following will the company be able to fully take advantage of after the upgrade?

- A. CPU
- B. Hard drive
- C. RAM
- D. Touch screen

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 68

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is unable to log in to the domain with a desktop PC, but a laptop PC is working properly on the same network. A technician logs in to the desktop PC with a local account but is unable to browse to the secure intranet site to get troubleshooting tools. Which of the following is the MOST likely cause of the issue?

- A. Time drift
- B. Dual in-line memory module failure
- C. Application crash
- D. Filesystem errors

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 69

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports that a workstation is operating sluggishly. Several other users operate on the same workstation and have reported that the workstation is operating normally. The systems administrator has validated that the workstation functions normally. Which of the following steps should the systems administrator most likely attempt NEXT?

- A. Increase the paging file size.
- B. Run the chkdsk command.
- C. Rebuild the user's profile.
- D. Add more system memory.
- E. Defragment the hard drive.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 70

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is setting up a desktop computer in a small office. The user will need to access files on a drive shared from another desktop on the network. Which of the following configurations should the technician employ to achieve this goal?

- A. Configure the network as private.
- B. Enable a proxy server.
- C. Grant the network administrator role to the user.
- D. Create a shortcut to public documents.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 71

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is a proprietary Cisco AAA protocol?

- A. TKIP
- B. AES
- C. RADIUS.
- D. TACACS+

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 72

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is asked to resize a partition on the internal storage drive of a computer running macOS. Which of the following tools should the technician use to accomplish this task?

- A. Console
- B. Disk Utility
- C. Time Machine
- D. FileVault

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 73

Topic #: 1

[\[All 220-1102 Questions\]](#)

A desktop specialist needs to prepare a laptop running Windows 10 for a newly hired employee. Which of the following methods should the technician use to refresh the laptop?

- A. Internet-based upgrade
- B. Repair installation
- C. Clean install
- D. USB repair
- E. In-place upgrade

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 74

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports that a PC seems to be running more slowly than usual. A technician checks system resources, but disk, CPU, and memory usage seem to be fine. The technician sees that GPU temperature is extremely high. Which of the following types of malware is MOST likely to blame?

- A. Spyware
- B. Cryptominer
- C. Ransomware
- D. Boot sector virus

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 75

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is experiencing frequent malware symptoms on a Windows workstation. The user has tried several times to roll back the state, but the malware persists. Which of the following would MOST likely resolve the issue?

- A. Quarantining system files
- B. Reimaging the workstation
- C. Encrypting the hard drive
- D. Disabling TLS 1.0 support

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 76

Topic #: 1

[\[All 220-1102 Questions\]](#)

A change advisory board did not approve a requested change due to the lack of alternative actions if implementation failed. Which of the following should be updated before requesting approval again?

- A. Scope of change
- B. Risk level
- C. Rollback plan
- D. End user acceptance

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 77

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is setting up a new laptop. The company's security policy states that users cannot install virtual machines. Which of the following should the technician implement to prevent users from enabling virtual technology on their laptops?

- A. UEFI password
- B. Secure boot
- C. Account lockout
- D. Restricted user permissions

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 78

Topic #: 1

[\[All 220-1102 Questions\]](#)

During a recent flight, an executive unexpectedly received several dog and cat pictures while trying to watch a movie via in-flight Wi-Fi on an iPhone. The executive has no records of any contacts sending pictures like these and has not seen these pictures before. To BEST resolve this issue, the executive should:

- A. set AirDrop so that transfers are only accepted from known contacts.
- B. completely disable all wireless systems during the flight.
- C. discontinue using iMessage and only use secure communication applications.
- D. only allow messages and calls from saved contacts.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 79

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician receives a call from a user who is unable to open Outlook. The user states that Outlook worked fine yesterday, but the computer may have restarted sometime overnight. Which of the following is the MOST likely reason Outlook has stopped functioning?

- A. Spam filter installation
- B. Invalid registry settings
- C. Malware infection
- D. Operating system update

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 80

Topic #: 1

[\[All 220-1102 Questions\]](#)

A bank would like to enhance building security in order to prevent vehicles from driving into the building while also maintaining easy access for customers. Which of the following BEST addresses this need?

- A. Guards
- B. Bollards
- C. Motion sensors
- D. Access control vestibule

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 81

Topic #: 1

[\[All 220-1102 Questions\]](#)

After a company installed a new SOHO router, customers were unable to access the company-hosted public website. Which of the following will MOST likely allow customers to access the website?

- A. Port forwarding
- B. Firmware updates
- C. IP filtering
- D. Content filtering

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 82

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is the proper way for a technician to dispose of used printer consumables?

- A. Proceed with the custom manufacturer's procedure.
- B. Proceed with the disposal of consumables in standard trash receptacles.
- C. Empty any residual ink or toner from consumables before disposing of them in a standard recycling bin.
- D. Proceed with the disposal of consumables in standard recycling bins.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 83

Topic #: 1

[\[All 220-1102 Questions\]](#)

An Android user reports that when attempting to open the company's proprietary mobile application, it immediately closes. The user states that the issue persists, even after rebooting the phone. The application contains critical information that cannot be lost. Which of the following steps should a systems administrator attempt FIRST?

- A. Uninstall and reinstall the application.
- B. Reset the phone to factory settings.
- C. Install an alternative application with similar functionality.
- D. Clear the application cache.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 84

Topic #: 1

[\[All 220-1102 Questions\]](#)

A wireless network is set up, but it is experiencing some interference from other nearby SSIDs. Which of the following can BEST resolve the interference?

- A. Changing channels
- B. Modifying the wireless security
- C. Disabling the SSID broadcast
- D. Changing the access point name

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 85

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user rotates a cell phone horizontally to read emails, but the display remains vertical, even though the settings indicate autorotate is on. Which of the following will MOST likely resolve the issue?

- A. Recalibrating the magnetometer
- B. Recalibrating the compass
- C. Recalibrating the digitizer
- D. Recalibrating the accelerometer

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 86

Topic #: 1

[\[All 220-1102 Questions\]](#)

A Microsoft Windows PC needs to be set up for a user at a large corporation. The user will need access to the corporate domain to access email and shared drives. Which of the following versions of Windows would a technician MOST likely deploy for the user?

- A. Windows Enterprise Edition
- B. Windows Professional Edition
- C. Windows Server Standard Edition
- D. Windows Home Edition

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 87

Topic #: 1

[\[All 220-1102 Questions\]](#)

An Android user contacts the help desk because a company smartphone failed to complete a tethered OS update. A technician determines there are no error messages on the device. Which of the following should the technician do NEXT?

- A. Verify all third-party applications are disabled.
- B. Determine if the device has adequate storage available.
- C. Check if the battery is sufficiently charged.
- D. Confirm a strong internet connection is available using Wi-Fi or cellular data.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 88

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician just completed a Windows 10 installation on a PC that has a total of 16GB of RAM. The technician notices the Windows OS has only 4GB of RAM available for use. Which of the following explains why the OS can only access 4GB of RAM?

- A. The UEFI settings need to be changed.
- B. The RAM has compatibility issues with Windows 10.
- C. Some of the RAM is defective.
- D. The newly installed OS is x86.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 89

Topic #: 1

[\[All 220-1102 Questions\]](#)

A call center handles inquiries into billing issues for multiple medical facilities. A security analyst notices that call center agents often walk away from their workstations, leaving patient data visible for anyone to see. Which of the following should a network administrator do to BEST prevent data theft within the call center?

- A. Encrypt the workstation hard drives.
- B. Lock the workstations after five minutes of inactivity.
- C. Install privacy screens.
- D. Log off the users when their workstations are not in use.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 90

Topic #: 1

[\[All 220-1102 Questions\]](#)

An organization's Chief Financial Officer (CFO) is concerned about losing access to very sensitive, legacy, unmaintained PII on a workstation if a ransomware outbreak occurs. The CFO has a regulatory requirement to retain this data for many years. Which of the following backup methods would BEST meet the requirements?

- A. A daily, incremental backup that is saved to the corporate file server
- B. An additional, secondary hard drive in a mirrored RAID configuration
- C. A full backup of the data that is stored off site in cold storage
- D. Weekly, differential backups that are stored in a cloud-hosting provider

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 91

Topic #: 1

[\[All 220-1102 Questions\]](#)

A police officer often leaves a workstation for several minutes at a time. Which of the following is the BEST way the officer can secure the workstation quickly when walking away?

- A. Use a key combination to lock the computer when leaving.
- B. Ensure no unauthorized personnel are in the area.
- C. Configure a screensaver to lock the computer automatically after approximately 30 minutes of inactivity.
- D. Turn off the monitor to prevent unauthorized visibility of information.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 92

Topic #: 1

[\[All 220-1102 Questions\]](#)

A homeowner recently moved and requires a new router for the new ISP to function correctly. The internet service has been installed and has been confirmed as functional. Which of the following is the FIRST step the homeowner should take after installation of all relevant cabling and hardware?

- A. Convert the PC from a DHCP assignment to a static IP address.
- B. Run a speed test to ensure the advertised speeds are met
- C. Test all network sharing and printing functionality the customer uses.
- D. Change the default passwords on new network devices.

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 93

Topic #: 1

[\[All 220-1102 Questions\]](#)

While browsing a website, a staff member received a message that the website could not be trusted. Shortly afterward, several other colleagues reported the same issue across numerous other websites. Remote users who were not connected to corporate resources did not have any issues. Which of the following is MOST likely the cause of this issue?

- A. A bad antivirus signature update was installed.
- B. A router was misconfigured and was blocking traffic.
- C. An upstream internet service provider was flapping.
- D. The time or date was not in sync with the website.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 94

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following data is MOST likely to be regulated?

- A. Name in a phone book
- B. Name on a medical diagnosis
- C. Name on a job application
- D. Name on an employer's website

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 95

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company is deploying mobile phones on a one-to-one basis, but the IT manager is concerned that users will root/jailbreak their phones. Which of the following technologies can be implemented to prevent this issue?

- A. Signed system images
- B. Antivirus
- C. SSO
- D. MDM

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 96

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is setting up a conference room computer with a script that boots the application on log-in. Which of the following would the technician use to accomplish this task? (Choose two.)

- A. File Explorer
- B. Startup Folder
- C. System Information
- D. Programs and Features
- E. Task Scheduler
- F. Device Manager

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 97

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator needs to reset a user's password because the user forgot it. The systems administrator creates the new password and wants to further protect the user's account. Which of the following should the systems administrator do?

- A. Require the user to change the password at the next log-in
- B. Disallow the user from changing the password.
- C. Disable the account.
- D. Choose a password that never expires.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 98

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician downloaded software from the Internet that required the technician to scroll through a text box and at the end of the text box, click a button labeled Accept. Which of the following agreements is MOST likely in use?

- A. DRM
- B. NDA
- C. EULA
- D. MOU

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 99

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following command-line tools will delete a directory?

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

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 100

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is troubleshooting a computer with a suspected short in the power supply. Which of the following is the FIRST step the technician should take?

- A. Put on an ESD strap.
- B. Disconnect the power before servicing the PC.
- C. Place the PC on a grounded work bench.
- D. Place components on an ESD mat.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 101

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator is tasked with configuring desktop systems to use a new proxy server that the organization has added to provide content filtering. Which of the following Windows utilities is the BEST choice for accessing the necessary configuration to complete this goal?

- A. Security and Maintenance
- B. Network and Sharing Center
- C. Windows Defender Firewall
- D. Internet Options

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 102

Topic #: 1

[\[All 220-1102 Questions\]](#)

An analyst needs GUI access to server software running on a macOS server. Which of the following options provides the BEST way for the analyst to access the macOS server from the Windows workstation?

- A. RDP through RD Gateway
- B. Apple Remote Desktop
- C. SSH access with SSH keys
- D. VNC with username and password

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 103

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is an example of MFA?

- A. Fingerprint scan and retina scan
- B. Password and PIN
- C. Username and password
- D. Smart card and password

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 104

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user turns on a new laptop and attempts to log in to specialized software, but receives a message stating that the address is already in use. The user logs on to the old desktop and receives the same message. A technician checks the account and sees a comment that the user requires a specifically allocated address before connecting to the software. Which of the following should the technician do to MOST likely resolve the issue?

- A. Bridge the LAN connection between the laptop and the desktop.
- B. Set the laptop configuration to DHCP to prevent conflicts.
- C. Remove the static IP configuration from the desktop.
- D. Replace the network card in the laptop, as it may be defective.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 105

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is having issues with document-processing software on a Windows workstation. Other users that log in to the same device do not have the same issue. Which of the following should a technician do to remediate the issue?

- A. Roll back the updates.
- B. Increase the page file.
- C. Update the drivers.
- D. Rebuild the profile.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 106

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is the MOST basic version of Windows that includes BitLocker?

- A. Home
- B. Pro
- C. Enterprise
- D. Pro for Workstations

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 107

Topic #: 1

[\[All 220-1102 Questions\]](#)

A Windows user reported that a pop-up indicated a security issue. During inspection, an antivirus system identified malware from a recent download, but it was unable to remove the malware. Which of the following actions would be BEST to remove the malware while also preserving the user's files?

- A. Run the virus scanner in an administrative mode.
- B. Reinstall the operating system.
- C. Reboot the system in safe mode and rescan.
- D. Manually delete the infected files.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 108

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is installing a new business application on a user's desktop computer. The machine is running Windows 10 Enterprise 32-bit operating system. Which of the following files should the technician execute in order to complete the installation?

- A. Installer_x64.exe
- B. Installer_Files.zip
- C. Installer_32.msi
- D. Installer_x86.exe
- E. Installer_Win10Enterprise.dmg

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 109

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user calls the help desk to report potential malware on a computer. The anomalous activity began after the user clicked a link to a free gift card in a recent email. The technician asks the user to describe any unusual activity, such as slow performance, excessive pop-ups, and browser redirections. Which of the following should the technician do NEXT?

- A. Advise the user to run a complete system scan using the OS anti-malware application.
- B. Guide the user to reboot the machine into safe mode and verify whether the anomalous activities are still present.
- C. Have the user check for recently installed applications and outline those installed since the link in the email was clicked.
- D. Instruct the user to disconnect the Ethernet connection to the corporate network.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 110

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is setting up a new laptop for an employee who travels. Which of the following is the BEST security practice for this scenario?

- A. PIN-based login
- B. Quarterly password changes
- C. Hard drive encryption
- D. A physical laptop lock

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 111

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is troubleshooting a lack of outgoing audio on a third-party Windows 10 VoIP application. The PC uses a USB microphone connected to a powered hub. The technician verifies the microphone works on the PC using Voice Recorder. Which of the following should the technician do to solve the issue?

- A. Remove the microphone from the USB hub and plug it directly into a USB port on the PC.
- B. Enable the microphone under Windows Privacy settings to allow desktop applications to access it.
- C. Delete the microphone from Device Manager and scan for new hardware.
- D. Replace the USB microphone with one that uses a traditional 3.5mm plug.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 112

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user who is unable to connect to the network submits a help desk ticket. The assigned help desk technician inquires about whether any recent changes have been made. The user reports there is construction activity in the surrounding offices. The help desk technician proceeds to ping the user's desktop, which does not respond. Which of the following is the MOST likely cause of this issue?

- A. A duplicate IP address has been issued to the user's desktop.
- B. The HDD of the OS is failing.
- C. The network cable has become disconnected.
- D. Malware has infected the system.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 113

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user has been unable to access a website and has submitted a help desk ticket. The website has been verified to be online. Which of the following troubleshooting steps will MOST likely resolve the issue?

- A. Deleting the browser history
- B. Clearing the cache
- C. Enabling private mode browsing
- D. Enabling ad blocking

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 114

Topic #: 1

[\[All 220-1102 Questions\]](#)

A desktop support technician is tasked with migrating several PCs from Windows 7 Pro to Windows 10 Pro. The technician must ensure files and user preferences are retained, must perform the operation locally, and should migrate one station at a time. Which of the following methods would be MOST efficient?

- A. Golden image
- B. Remote network install
- C. In-place upgrade
- D. Clean install

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 115

Topic #: 1

[\[All 220-1102 Questions\]](#)

The findings from a security audit indicate the risk of data loss from lost or stolen laptops is high. The company wants to reduce this risk with minimal impact to users who want to use their laptops when not on the network. Which of the following would BEST reduce this risk for Windows laptop users?

- A. Requiring strong passwords
- B. Disabling cached credentials
- C. Requiring MFA to sign on
- D. Enabling BitLocker on all hard drives

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 116

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician has been asked to set up a new wireless router with the best possible security. Which of the following should the technician implement?

- A. WPS
- B. TKIP
- C. WPA3
- D. WEP

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 117

Topic #: 1

[\[All 220-1102 Questions\]](#)

After returning from vacation, a user is unable to connect to the network at the corporate office. Windows allows the user to log in; however, no internal or external websites are accessible when running a browser. The user's expected network shares are unreachable, and all websites attempted return the message, `Hmm, we can't reach this page.` Which of the following is the MOST likely cause of this issue?

- A. The user's password expired while on vacation.
- B. The user clicked on a malicious email.
- C. The user connected to a captive portal while traveling.
- D. The user enabled airplane mode.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 118

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following file extensions are commonly used to install applications on a macOS machine? (Choose three.)

- A. .mac
- B. .pkg
- C. .deb
- D. .dmg
- E. .msi
- F. .appx
- G. .app
- H. .apk

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 119

Topic #: 1

[\[All 220-1102 Questions\]](#)

A suite of security applications was installed a few days ago on a user's home computer. The user reports that the computer has been running slowly since the installation. The user notices the hard drive activity light is constantly solid. Which of the following should be checked FIRST?

- A. Services in Control Panel to check for overutilization
- B. Performance Monitor to check for resource utilization
- C. System File Checker to check for modified Windows files
- D. Event Viewer to identify errors

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 120

Topic #: 1

[\[All 220-1102 Questions\]](#)

A field technician applied a Group Policy setting to all the workstations in the network. This setting forced the workstations to use a specific SNTP server. Users are unable to log in now. Which of the following is the MOST likely cause of this issue?

- A. The SNTP server is offline.
- B. A user changed the time zone on a local machine.
- C. The Group Policy setting has disrupted domain authentication on the system.
- D. The workstations and the authentication server have a system clock difference.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 121

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is setting up a backup method on a workstation that only requires two sets of tapes to restore. Which of the following would BEST accomplish this task?

- A. Differential backup
- B. Off-site backup
- C. Incremental backup
- D. Full backup

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 122

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician receives a call from a user who is on vacation. The user provides the necessary credentials and asks the technician to log in to the user's account and read a critical email that the user has been expecting. The technician refuses because this is a violation of the:

- A. acceptable use policy.
- B. regulatory compliance requirements.
- C. non-disclosure agreement.
- D. incident response procedures.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 123

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician received a call stating that all files in a user's documents folder appear to be changed, and each of the files now has a .lock file extension. Which of the following actions is the FIRST step the technician should take?

- A. Run a live disk clone.
- B. Run a full antivirus scan.
- C. Use a batch file to rename the files.
- D. Disconnect the machine from the network.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 124

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is attempting to browse the internet using Internet Explorer. When trying to load a familiar web page, the user is unexpectedly redirected to an unfamiliar website. Which of the following would MOST likely solve the issue?

- A. Updating the operating system
- B. Changing proxy settings
- C. Reinstalling the browser
- D. Enabling port forwarding

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 125

Topic #: 1

[\[All 220-1102 Questions\]](#)

An administrator has submitted a change request for an upcoming server deployment. Which of the following must be completed before the change can be approved?

- A. Risk analysis
- B. Sandbox testing
- C. End user acceptance
- D. Lessons learned

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 126

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is a consequence of end-of life operating systems?

- A. Operating systems void the hardware warranty.
- B. Operating systems cease to function.
- C. Operating systems no longer receive updates.
- D. Operating systems are unable to migrate data to the new operating system.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 127

Topic #: 1

[\[All 220-1102 Questions\]](#)

A macOS user reports seeing a spinning round cursor on a program that appears to be frozen. Which of the following methods does the technician use to force the program to close in macOS?

- A. The technician presses the Ctrl+Alt+Del keys to open the Force Quit menu, selects the frozen application in the list, and clicks Force Quit.
- B. The technician clicks on the frozen application and presses and holds the Esc key on the keyboard for 10 seconds which causes the application to force quit.
- C. The technician opens Finder, navigates to the Applications folder, locates the application that is frozen in the list, right-clicks on the application, and selects the Force Quit option.
- D. The technician opens the Apple icon menu, selects Force Quit, selects the frozen application in the list, and clicks Force Quit.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 128

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is tasked with configuring a computer for a visually impaired user. Which of the following utilities should the technician use?

- A. Device Manager
- B. System
- C. Ease of Access Center
- D. Programs and Features

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 129

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user received the following error upon visiting a banking website:

The security certificate presented by this website was issued for a different website's address.

A technician should instruct the user to:

- A. clear the browser cache and contact the bank.
- B. close out of the site and contact the bank.
- C. continue to the site and contact the bank
- D. update the browser and contact the bank.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 130

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician connects an additional monitor to a PC using a USB port. The original HDMI monitor is mounted to the left of the new monitor. When moving the mouse to the right from the original monitor to the new monitor, the mouse stops at the end of the screen on the original monitor. Which of the following will allow the mouse to correctly move to the new monitor?

- A. Rearranging the monitor's position in display settings
- B. Swapping the cables for the monitors
- C. Using the Ctrl+Alt+=> to correct the display orientation
- D. Updating the display drivers for the video card

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 131

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is unable to use any internet-related functions on a smartphone when it is not connected to Wi-Fi. When the smartphone is connected to Wi-Fi, the user can browse the internet and send and receive email. The user is also able to send and receive text messages and phone calls when the smartphone is not connected to Wi-Fi. Which of the following is the MOST likely reason the user is unable to use the internet on the smartphone when it is not connected to Wi-Fi?

- A. The smartphone's line was not provisioned with a data plan
- B. The smartphone's SIM card has failed.
- C. The smartphone's Bluetooth radio is disabled
- D. The smartphone has too many applications open

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 132

Topic #: 1

[\[All 220-1102 Questions\]](#)

A help desk technician runs the following script: `Inventory.py`. The technician receives the following error message:

How do you want to open this file?

Which of the following is the MOST likely reason this script is unable to run?

- A. Scripts are not permitted to run.
- B. The script was not built for Windows.
- C. The script requires administrator privileges.
- D. The runtime environment is not installed.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 133

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company discovered that numerous computers from multiple geographic locations are sending a very high number of connection requests which is causing the company's web server to become unavailable to the general public. Which of the following attacks is occurring?

- A. Zero day
- B. SQL injection
- C. Cross-site scripting
- D. Distributed denial of service

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 134

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician suspects the boot disk of a user's computer contains bad sectors. Which of the following should the technician verify in the command prompt to address the issue without making any changes?

- A. Run sfc / scannow on the drive as the administrator
- B. Run cleanmgr on the drive as the administrator
- C. Run chkdsk on the drive as the administrator
- D. Run dfrgui on the drive as the administrator

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 135

Topic #: 1

[\[All 220-1102 Questions\]](#)

A BSOD appears on a user's workstation monitor. The user immediately presses the power button to shut down the PC, hoping to repair the issue. The user then restarts the PC, and the BSOD reappears, so the user contacts the help desk. Which of the following should the technician use to determine the cause?

- A. Stop code
- B. Event Viewer
- C. Services
- D. System Configuration

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 136

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is the STRONGEST wireless configuration?

- A. WPS
- B. WPA3
- C. WEP
- D. WMN

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 137

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is installing new network equipment in a SOHO and wants to ensure the equipment is secured against external threats on the Internet. Which of the following actions should the technician do FIRST?

- A. Lock all devices in a closet.
- B. Ensure all devices are from the same manufacturer.
- C. Change the default administrative password.
- D. Install the latest operating system and patches.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 138

Topic #: 1

[\[All 220-1102 Questions\]](#)

While assisting a customer with an issue, a support representative realizes the appointment is taking longer than expected and will cause the next customer meeting to be delayed by five minutes. Which of the following should the support representative do NEXT?

- A. Send a quick message regarding the delay to the next customer.
- B. Cut the current customer's time short and rush to the next customer.
- C. Apologize to the next customer when arriving late.
- D. Arrive late to the next meeting without acknowledging the time.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 139

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user connected a laptop to a wireless network and was tricked into providing log-in credentials for a website. Which of the following threats was used to carry out the attack?

- A. Zero day
- B. Vishing
- C. DDoS
- D. Evil twin

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 140

Topic #: 1

[\[All 220-1102 Questions\]](#)

A new service desk is having a difficult time managing the volume of requests. Which of the following is the BEST solution for the department?

- A. Implementing a support portal
- B. Creating a ticketing system
- C. Commissioning an automated callback system
- D. Submitting tickets through email

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 141

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following Linux commands would be used to install an application?

- A. yum
- B. grep
- C. ls
- D. sudo

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 142

Topic #: 1

[\[All 220-1102 Questions\]](#)

A network administrator is deploying a client certificate to be used for Wi-Fi access for all devices in an organization. The certificate will be used in conjunction with the user's existing username and password. Which of the following BEST describes the security benefits realized after this deployment?

- A. Multifactor authentication will be forced for Wi-Fi.
- B. All Wi-Fi traffic will be encrypted in transit.
- C. Eavesdropping attempts will be prevented.
- D. Rogue access points will not connect.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 143

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user in a corporate office reports the inability to connect to any network drives. No other users have reported this issue. Which of the following is the MOST likely reason the user is having this issue?

- A. The user is not connected to the VPN.
- B. The file server is offline.
- C. A low battery is preventing the connection.
- D. The log-in script failed.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 144

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports a PC is running slowly. The technician suspects high disk I/O. Which of the following should the technician perform NEXT?

- A. resmon.exe
- B. msconfig.exe
- C. dfrgui.exe
- D. msinfo32.exe

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 145

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user enabled a mobile device's screen lock function with pattern unlock. The user is concerned someone could access the mobile device by repeatedly attempting random patterns to unlock the device. Which of the following features BEST addresses the user's concern?

- A. Remote wipe
- B. Anti-malware
- C. Device encryption
- D. Failed login restrictions

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 146

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is MOST likely contained in an EULA?

- A. Chain of custody
- B. Backup of software code
- C. Personally identifiable information
- D. Restrictions of use

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 147

Topic #: 1

[\[All 220-1102 Questions\]](#)

A junior administrator is responsible for deploying software to a large group of computers in an organization. The administrator finds a script on a popular coding website to automate this distribution but does not understand the scripting language. Which of the following BEST describes the risks in running this script?

- A. The instructions from the software company are not being followed.
- B. Security controls will treat automated deployments as malware.
- C. The deployment script is performing unknown actions.
- D. Copying scripts off the internet is considered plagiarism.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 148

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user opened a ticket regarding a corporate-managed mobile device. The assigned technician notices the OS is several versions out of date. The user is unaware the OS version is not current because auto-update is turned on. Which of the following is MOST likely the cause of the issue?

- A. The device does not have enough free space to download the OS updates.
- B. The device needs user confirmation to update to a major release.
- C. The device is not compatible with the newest version of the OS.
- D. The device is restricted from updating due to a corporate security policy.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 149

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician receives a ticket indicating the user cannot resolve external web pages. However, specific IP addresses are working. Which of the following does the technician MOST likely need to change on the workstation to resolve the issue?

- A. Default gateway
- B. Host address
- C. Name server
- D. Subnet mask

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 150

Topic #: 1

[\[All 220-1102 Questions\]](#)

An administrator has received approval for a change request for an upcoming server deployment. Which of the following steps should be completed NEXT?

- A. Perform a risk analysis.
- B. Implement the deployment.
- C. Verify end user acceptance.
- D. Document the lessons learned.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 151

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user calls the help desk to report that Windows installed updates on a laptop and rebooted overnight. When the laptop started up again, the touchpad was no longer working. The technician thinks the software that controls the touchpad might be the issue. Which of the following tools should the technician use to make adjustments?

- A. eventvwr.msc
- B. perfmon.msc
- C. gpedit.msc
- D. devmgmt.msc

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 152

Topic #: 1

[\[All 220-1102 Questions\]](#)

Antivirus software indicates that a workstation is infected with ransomware that cannot be quarantined. Which of the following should be performed FIRST to prevent further damage to the host and other systems?

- A. Power off the machine.
- B. Run a full antivirus scan.
- C. Remove the LAN card.
- D. Install a different endpoint solution.

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 153

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician has been tasked with troubleshooting audiovisual issues in a conference room. The meeting presenters are unable to play a video with sound. The following error is received:

The Audio Driver is not running.

Which of the following will MOST likely resolve the issue?

- A. compmgmt.msc
- B. regedit.exe
- C. explorer.exe
- D. taskmgr.exe
- E. gpmmc.msc
- F. services.msc

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 154

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician installed a new application on a workstation. For the program to function properly, it needs to be listed in the Path Environment Variable. Which of the following Control Panel utilities should the technician use?

- A. System
- B. Indexing Options
- C. Device Manager
- D. Programs and Features

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 155

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator is setting up a Windows computer for a new user. Corporate policy requires a least privilege environment. The user will need to access advanced features and configuration settings for several applications. Which of the following BEST describes the account access level the user will need?

- A. Power user account
- B. Standard account
- C. Guest account
- D. Administrator account

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 156

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician downloads a validated security tool and notes the vendor hash of a11e11a1. When the download is complete, the technician again validates the hash, but the value returns as 2a222a2b2. Which of the following is the MOST likely cause of the issue?

- A. Private-browsing mode
- B. Invalid certificate
- C. Modified file
- D. Browser cache

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 157

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company needs to securely dispose of data stored on optical discs. Which of the following is the MOST effective method to accomplish this task?

- A. Degaussing
- B. Low-level formatting
- C. Recycling
- D. Shredding

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 158

Topic #: 1

[\[All 220-1102 Questions\]](#)

A mobile phone user has downloaded a new payment application that allows payments to be made with a mobile device. The user attempts to use the device at a payment terminal but is unable to do so successfully. The user contacts a help desk technician to report the issue. Which of the following should the technician confirm NEXT as part of the troubleshooting process?

- A. If airplane mode is enabled
- B. If Bluetooth is disabled
- C. If NFC is enabled
- D. If Wi-Fi is enabled
- E. If location services are disabled

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 159

Topic #: 1

[\[All 220-1102 Questions\]](#)

A Chief Executive Officer has learned that an exploit has been identified on the web server software, and a patch is not available yet. Which of the following attacks MOST likely occurred?

- A. Brute force
- B. Zero day
- C. Denial of service
- D. On-path

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 160

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user has a license for an application that is in use on a personal home laptop. The user approaches a systems administrator about using the same license on multiple computers on the corporate network. Which of the following BEST describes what the systems administrator should tell the user?

- A. Use the application only on the home laptop because it contains the initial license.
- B. Use the application at home and contact the vendor regarding a corporate license.
- C. Use the application on any computer since the user has a license.
- D. Use the application only on corporate computers.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 161

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. Which of the following should the technician implement?

- A. MSRA
- B. VNC
- C. VPN
- D. SSH

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 162

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user receives a notification indicating the data plan on the user's corporate phone has reached its limit. The user has also noted the performance of the phone is abnormally slow. A technician discovers a third-party GPS application was installed on the phone. Which of the following is the MOST likely cause?

- A. The GPS application is installing software updates.
- B. The GPS application contains malware.
- C. The GPS application is updating its geospatial map data.
- D. The GPS application is conflicting with the built-in GPS.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 163

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to document who had possession of evidence at every step of the process. Which of the following does this process describe?

- A. Rights management
- B. Audit trail
- C. Chain of custody
- D. Data integrity

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 164

Topic #: 1

[\[All 220-1102 Questions\]](#)

A malicious file was executed automatically when a flash drive was plugged in. Which of the following features would prevent this type of incident?

- A. Disabling UAC
- B. Restricting local administrators
- C. Enabling UPnP
- D. Turning off AutoPlay

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 165

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is used to identify potential issues with a proposed change prior to implementation?

- A. Request form
- B. Rollback plan
- C. End-user acceptance
- D. Sandbox testing

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 166

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user needs assistance changing the desktop wallpaper on a Windows 10 computer. Which of the following methods will enable the user to change the wallpaper using a Windows 10 Settings tool?

- A. Open Settings, select Accounts, select Your info, click Browse, and then locate and open the image the user wants to use as the wallpaper.
- B. Open Settings, select Personalization, click Browse, and then locate and open the image the user wants to use as the wallpaper.
- C. Open Settings, select System, select Display, click Browse, and then locate and open the image the user wants to use as the wallpaper.
- D. Open Settings, select Apps, select Apps & features, click Browse, and then locate and open the image the user wants to use as the wallpaper.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 167

Topic #: 1

[\[All 220-1102 Questions\]](#)

A macOS user needs to create another virtual desktop space. Which of the following applications will allow the user to accomplish this task?

- A. Dock
- B. Spotlight
- C. Mission Control
- D. Launchpad

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 168

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user lost a company tablet that was used for customer intake at a doctor's office. Which of the following actions would BEST protect against unauthorized access of the data?

- A. Changing the office's Wi-Fi SSID and password
- B. Performing a remote wipe on the device
- C. Changing the user's password
- D. Enabling remote drive encryption

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 169

Topic #: 1

[\[All 220-1102 Questions\]](#)

A desktop engineer is deploying a master image. Which of the following should the desktop engineer consider when building the master image? (Choose two.)

- A. Device drivers
- B. Keyboard backlight settings
- C. Installed application license keys
- D. Display orientation
- E. Target device power supply
- F. Disabling express charging

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 170

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician installed an application on a user's desktop and received an error message. Which of the following tools can the technician use to research the error?

- A. Resource Monitor > CPU > Services
- B. Task Manager > Processes > Apps
- C. Event Viewer > Windows Logs > Application
- D. Device Manager > Computer

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 171

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is configuring a new Windows laptop. Corporate policy requires that mobile devices make use of full disk encryption at all times. Which of the following encryption solutions should the technician choose?

- A. Encrypting File System
- B. File Vault
- C. BitLocker
- D. Encrypted LVM

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 172

Topic #: 1

[\[All 220-1102 Questions\]](#)

A small business owner wants to install newly purchased software on all networked PCs. The network is not configured as a domain, and the owner wants to use the easiest method possible. Which of the following is the MOST efficient way for the owner to install the application?

- A. Use a network share to share the installation files.
- B. Save software to an external hard drive to install.
- C. Create an imaging USB for each PC.
- D. Install the software from the vendor's website.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 173

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports that text on the screen is too small. The user would like to make the text larger and easier to see. Which of the following is the BEST way for the user to increase the size of text, applications, and other items using the Windows 10 Settings tool?

- A. Open Settings, select Devices, select Display, and change the display resolution to a lower resolution option.
- B. Open Settings, select System, select Display, and change the display resolution to a lower resolution option.
- C. Open Settings, select System, select Display, and change the Scale and layout setting to a higher percentage.
- D. Open Settings, select Personalization, select Display, and change the Scale and layout setting to a higher percentage.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 174

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is being directed by the help desk to look up a Windows PC's network name so the help desk can use a remote administration tool to assist the user. Which of the following commands would allow the user to give the technician the correct information? (Choose two.)

- A. ipconfig /all
- B. hostname
- C. netstat /?
- D. nslookup localhost
- E. arp -a
- F. ping ::1

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 175

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is a data security standard for protecting credit cards?

- A. PHI
- B. NIST
- C. PCI
- D. GDPR

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 176

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician has verified that a user's computer has a virus, and the antivirus software is out of date. Which of the following steps should the technician take NEXT?

- A. Quarantine the computer.
- B. Use a previous restore point.
- C. Educate the end user about viruses.
- D. Download the latest virus definitions.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 177

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician installs specialized software on a workstation. The technician then attempts to run the software. The workstation displays a message indicating the software is not authorized to run. Which of the following should the technician do to MOST likely resolve the issue?

- A. Grant permissions to the installation directory.
- B. Attach the external hardware token.
- C. Install OS updates.
- D. Restart the workstation after installation

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 178

Topic #: 1

[\[All 220-1102 Questions\]](#)

A team of support agents will be using their workstations to store credit card data. Which of the following should the IT department enable on the workstations in order to remain compliant with common regulatory controls? (Choose two.)

- A. Encryption
- B. Antivirus
- C. AutoRun
- D. Guest accounts
- E. Default passwords
- F. Backups

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 179

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following editions of Windows 10 requires reactivation every 180 days?

- A. Enterprise
- B. Pro for Workstation
- C. Home
- D. Pro

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 180

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician has an external SSD. The technician needs to read and write to an external SSD on both Macs and Windows PCs. Which of the following filesystems is supported by both OS types?

- A. NTFS
- B. APFS
- C. ext4
- D. exFAT

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 181

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company is retiring old workstations and needs a certificate of destruction for all hard drives. Which of the following would be BEST to perform on the hard drives to ensure the data is unrecoverable? (Choose two.)

- A. Standard formatting
- B. Drilling
- C. Erasing
- D. Recycling
- E. Incinerating
- F. Low-level formatting

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 182

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is working to resolve a Wi-Fi network issue at a doctor's office that is located next to an apartment complex. The technician discovers that employees and patients are not the only people on the network. Which of the following should the technician do to BEST minimize this issue?

- A. Disable unused ports.
- B. Remove the guest network.
- C. Add a password to the guest network.
- D. Change the network channel

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 183

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user's system is infected with malware. A technician updates the anti-malware software and runs a scan that removes the malware. After the user reboots the system, it once again becomes infected with malware. Which of the following will MOST likely help to permanently remove the malware?

- A. Enabling System Restore
- B. Educating the user
- C. Booting into safe mode
- D. Scheduling a scan

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 184

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is upgrading the backup system for documents at a high-volume law firm. The current backup system can retain no more than three versions of full backups before failing. The law firm is not concerned about restore times but asks the technician to retain more versions when possible. Which of the following backup methods should the technician MOST likely implement?

- A. Full
- B. Mirror
- C. Incremental
- D. Differential

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 185

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user needs assistance installing software on a Windows PC but will not be in the office. Which of the following solutions would a technician MOST likely use to assist the user without having to install additional software?

- A. VPN
- B. MSRA
- C. SSH
- D. RDP

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 186

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user receives a notification indicating the antivirus protection on a company laptop is out of date. A technician is able to ping the user's laptop. The technician checks the antivirus parent servers and sees the latest signatures have been installed. The technician then checks the user's laptop and finds the antivirus engine and definitions are current. Which of the following has MOST likely occurred?

- A. Ransomware
- B. Failed OS updates
- C. Adware
- D. Missing system files

Show Suggested Answer



Actual exam question from CompTIA's 220-1102
 Question #: 187
 Topic #: 1
[\[All 220-1102 Questions\]](#)

SIMULATION

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

INSTRUCTIONS

Click on individual tickets 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.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

The screenshot shows the helpdesk interface. On the left is a sidebar with 'Statuses' (New: 1, Open: 1, On Hold: 0, Mgr Review: 0, Approved / Closed: 0) and 'Priorities' (Low: 1, Medium: 0, High: 1). The main 'Tickets' pane shows two tickets: #8675309 (High priority, 'PC is failing to boot...') and #8675310 (Low priority, 'Unable to access Z: on my co...'). The 'Details' pane on the right displays 'No Ticket Selected' and prompts the user to 'Please select a ticket from the list'.

The screenshot shows the helpdesk interface with ticket #8675309 selected. The 'Details' pane now displays information for this ticket: Priority: High, Category: Technical / Bug Reports, Assigned To: helpdesk@fictional.com, Assigned Date: 10/1/2022. The Subject is 'PC is failing to boot. Screen is displaying error message, see attachment.' An attachment 'bootmgr_not_found.png' is listed. The 'Issue' dropdown is empty, and the 'Resolution' and 'Verify/Resolve' dropdowns are also empty. A 'Close Ticket' button is at the bottom.

The screenshot shows the helpdesk interface with a list of issues selected in the 'Issue' dropdown for ticket #8675309. The list includes: Corrupt OS, Recent Windows Updates, Graphics Drive Updates, BSOD, Printing Issues, Limited Network Connectivity, Services Failed to Start, User Profile is Corrupted, Application Crash, User cannot access shared resource, and URL contains typo. The 'Resolution' and 'Verify/Resolve' dropdowns remain empty. A 'Close Ticket' button is at the bottom.

The screenshot shows the helpdesk interface with a list of commands selected in the 'Verify/Resolve' dropdown for ticket #8675309. The list includes: chkdsk, diskpart, sfc, dd, ctrl + alt + del, net use, net user, netstat, netsh, and bootrec. The 'Close Ticket' button is at the bottom.

The screenshot shows the helpdesk interface with a list of commands selected in the 'Verify/Resolve' dropdown for ticket #8675309. The list includes: chkdsk, diskpart, sfc, dd, ctrl + alt + del, net use, net user, netstat, netsh, and bootrec. The 'Close Ticket' button is at the bottom.

The screenshot shows the helpdesk interface with ticket #8675310 selected. The 'Details' pane displays: Priority: Low, Category: Technical / Bug Reports, Assigned To: helpdesk@fictional.com, Assigned Date: 10/1/2022. The Subject is 'Unable to access Z: on my computer, but I can manually enter the location in the window.' An attachment 'File Explorer.jpg' is listed. The 'Issue' dropdown is empty, and the 'Resolution' and 'Verify/Resolve' dropdowns are also empty. A 'Close Ticket' button is at the bottom.

The screenshot shows the helpdesk interface with a list of issues selected in the 'Issue' dropdown for ticket #8675310. The list includes: Corrupt OS, Recent Windows Updates, Graphics Drive Updates, BSOD, Printing Issues, Limited Network Connectivity, Services Failed to Start, User Profile is Corrupted, Application Crash, User cannot access shared resource, and URL contains typo. The 'Resolution' and 'Verify/Resolve' dropdowns remain empty. A 'Close Ticket' button is at the bottom.

The screenshot shows the helpdesk interface with a list of commands selected in the 'Verify/Resolve' dropdown for ticket #8675310. The list includes: Reinstall Operating System, Rollback Updates, Rollback Drivers, Repair Application, Restart Print Spooler, Disable Network Adapter, Update Network Drivers, 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, Windows recovery environment, and Inform user of AUP violation. The 'Close Ticket' button is at the bottom.

The screenshot shows the helpdesk interface with a list of commands selected in the 'Verify/Resolve' dropdown for ticket #8675310. The list includes: chkdsk, diskpart, sfc, dd, ctrl + alt + del, net use, net user, netstat, netsh, and bootrec. The 'Close Ticket' button is at the bottom.



Actual exam question from CompTIA's 220-1102

Question #: 188

Topic #: 1

[\[All 220-1102 Questions\]](#)

HOTSPOT

-

An executive has contacted you through the help-desk chat support about an issue with a mobile device.

Assist the executive to help resolve the issue.

INSTRUCTIONS

-

Select the MOST appropriate statement for each response.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

The screenshot shows a chat simulation interface with a light gray background. On the left, a user's messages are shown in green bubbles with a purple profile icon. On the right, a support agent's responses are shown in gray bubbles with a blue profile icon. At the bottom, there is a text input field with a dropdown menu and a 'Send' button.

Chat messages:

- User: Email is currently down!
- Support: Good afternoon, I will be happy to assist you with your email.
- User: This needs to be fixed ASAP as I am unable to access urgent emails through my phone.
- Support: I will be glad to help, but first I need to know what type of device you are using.
- User: I recently received a phone from Telecom.

Support agent's suggested responses (shown in a dropdown menu):

- Select the question to ask next...
- Please follow the new mobile device guide provided on our website.
- i know exactly what's wrong lol, let's take a look at it :)
- Has anything changed recently?
- Let's take a look at your phone settings.

Input field: Select the question to ask next... Send

Show Suggested Answer

Actual exam question from CompTIA's 220-1102

Question #: 189

Topic #: 1

[\[All 220-1102 Questions\]](#)

DRAG DROP

A customer recently experienced a power outage at a SOHO. The customer does not think the components are connected properly. A print job continued running for several minutes after the power failed, but the customer was not able to interact with the computer.

Once the UPS stopped beeping, all functioning devices also turned off.

In case of a future power failure, the customer wants to have the most time available to save cloud documents and shut down the computer without losing any data.

INSTRUCTIONS

Based on the customer's requirements, connect the customer's devices to the proper outlets. Select the power source for the Surge Protector and UPS. This may require reselecting dropdowns or removing tokens.

Each token may only be used once.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

| Wall Outlet | Surge Protector | UPS | Drag & Drop |
|-------------|---|---|--------------|
| | Power Source: <input type="text" value="Wall Outlet"/> | Power Source: <input type="text" value="Surge Protector"/> | Cable Modem |
| | | | Computer |
| | | | Monitor |
| | | | Printer |
| | | | Scanner |
| | | | Wi-Fi Router |

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 190

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is unable to access files on a work PC after opening a text document. The text document was labeled "URGENT PLEASE READ.txt - In active folder, .txt file titled urgent please read". Which of the following should a support technician do FIRST?

- A. Quarantine the host in the antivirus system.
- B. Run antivirus scan for malicious software.
- C. Investigate how malicious software was installed.
- D. Reimage the computer.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 191

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user has a computer with Windows 10 Home installed and purchased a Windows 10 Pro license. The user is not sure how to upgrade the OS. Which of the following should the technician do to apply this license?

- A. Copy the c:\Windows\windows.1ic file over to the machine and restart.
- B. Redeem the included activation key card for a product key.
- C. Insert a Windows USB hardware dongle and initiate activation.
- D. Activate with the digital license included with the device hardware.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 192

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is a package management utility for PCs that are running the Linux operating system?

- A. chmod
- B. yum
- C. man
- D. grep

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 193

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is attempting to make a purchase at a store using a phone. The user places the phone on the payment pad, but the device does not recognize the phone. The user attempts to restart the phone but still has the same results. Which of the following should the user do to resolve the issue?

- A. Turn off airplane mode while at the register.
- B. Verify that NFC is enabled.
- C. Connect to the store's Wi-Fi network.
- D. Enable Bluetooth on the phone.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 194

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is investigating unauthorized Wi-Fi access on a customer's home network. Individuals are able to access the customer's Wi-Fi network without a password. Which of the following is the MOST likely reason this situation is occurring?

- A. Channel utilization is oversubscribed.
- B. WPA2 exploits are being leveraged.
- C. The Wi-Fi password is posted on the router.
- D. The customer has a guest network enabled.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 195

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is troubleshooting an issue that requires a user profile to be rebuilt. The technician is unable to locate Local Users and Groups in the MMC console. Which of the following is the NEXT step the technician should take to resolve the issue?

- A. Run the antivirus scan.
- B. Add the required snap-in.
- C. Restore the system backup.
- D. Use the administrator console.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 196

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to provide recommendations about how to upgrade backup solutions for a site in an area that has frequent hurricanes and an unstable power grid. Which of the following should the technician recommend implementing?

- A. High availability
- B. Regionally diverse backups
- C. On-site backups
- D. Incremental backups

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 197

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user updates a mobile device's OS. A frequently used application becomes consistently unresponsive immediately after the device is launched. Which of the following troubleshooting steps should the user perform FIRST?

- A. Delete the application's cache.
- B. Check for application updates.
- C. Roll back the OS update.
- D. Uninstall and reinstall the application.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 198

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following physical security controls can prevent laptops from being stolen?

- A. Encryption
- B. LoJack
- C. Multifactor authentication
- D. Equipment lock
- E. Bollards

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 199

Topic #: 1

[\[All 220-1102 Questions\]](#)

The screenshot shows a chat conversation between a user and a support agent. The user reports that their email is down and they need it fixed ASAP because they can't access urgent emails. The support agent asks for the device type and suggests checking phone settings. The user provides a screenshot of their incoming server settings: Protocol: IMAP, Security: SSL, Server Address: 10.0.200.1, and Port: 100. The support agent instructs the user to change the port to 993. The user thanks the agent for the help.

Chat transcript:

- User: Email is currently down!
- Support: Good afternoon, I will be happy to assist you with your email.
- User: This needs to be fixed ASAP as I am unable to access urgent emails through my phone.
- Support: I will be glad to help, but first I need to know what type of device you are using.
- User: I recently received a phone from Telecom.
- Support: Let's take a look at your phone settings.
- User: I updated my phone last night to the latest update, here is a screenshot of my settings.
- User:

| INCOMING SERVER | |
|-----------------|--------------|
| Protocol | IMAP > |
| Security | SSL > |
| Server Address | 10.0.200.1 > |
| Port | 100 > |
- Support: Please change the port number on your mail settings to 993.
- User: Thanks for helping.

Which of the following should be done NEXT?

- A. Educate the user on the solution that was performed.
- B. Tell the user to take time to fix it themselves next time.
- C. Close the ticket out.
- D. Send an email to Telecom to inform them of the issue and prevent reoccurrence.

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 200

Topic #: 1

[\[All 220-1102 Questions\]](#)

An application user received an email indicating the version of the application currently in use will no longer be sold. Users with this version of the application will no longer receive patches or updates either. Which of the following indicates a vendor no longer supports a product?

- A. AUP
- B. EULA
- C. EOL
- D. UAC

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 201

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports a workstation has been performing strangely after a suspicious email was opened on it earlier in the week. Which of the following should the technician perform FIRST?

- A. Escalate the ticket to Tier 2.
- B. Run a virus scan.
- C. Utilize a Windows restore point.
- D. Reimage the computer.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 202

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following wireless security features can be enabled to allow a user to use login credentials to attach to available corporate SSIDs?

- A. TACACS+
- B. Kerberos
- C. Preshared key
- D. WPA2/AES

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 203

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following would MOST likely be used to change the security settings on a user's device in a domain environment?

- A. Security groups
- B. Access control list
- C. Group Policy
- D. Login script

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 204

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following often uses an SMS or third-party application as a secondary method to access a system?

- A. MFA
- B. WPA2
- C. AES
- D. RADIUS

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 205

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to ensure that USB devices are not suspended by the operating system. Which of the following Control Panel utilities should the technician use to configure the setting?

- A. System
- B. Power Options
- C. Devices and Printers
- D. Device Manager

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 206

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to manually set an IP address on a computer that is running macOS. Which of the following commands should the technician use?

- A. ipconfig
- B. ifconfig
- C. arpa
- D. ping

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 207

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user receives a call from someone who claims to be from the user's bank and requests information to ensure the user's account is safe. Which of the following social-engineering attacks is the user experiencing?

- A. Phishing
- B. Smishing
- C. Whaling
- D. Vishing

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 208

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user called the help desk to report an issue with the internet connection speed on a laptop. The technician thinks that background services may be using extra bandwidth. Which of the following tools should the technician use to investigate connections on the laptop?

- A. nslookup
- B. net use
- C. netstat
- D. net user

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 209

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following operating systems is considered closed source?

- A. Ubuntu
- B. Android
- C. CentOS
- D. OSX

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 210

Topic #: 1

[\[All 220-1102 Questions\]](#)

An internet café has several computers available for public use. Recently, users have reported the computers are much slower than they were the previous week. A technician finds the CPU is at 100% utilization, and antivirus scans report no current infection. Which of the following is MOST likely causing the issue?

- A. Spyware is redirecting browser searches.
- B. A cryptominer is verifying transactions.
- C. Files were damaged from a cleaned virus infection.
- D. A keylogger is capturing user passwords.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 211

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following should be used to secure a device from known exploits?

- A. Encryption
- B. Remote wipe
- C. Operating system updates
- D. Cross-site scripting

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 212

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is securing a new Windows 10 workstation and wants to enable a screensaver lock. Which of the following options in the Windows settings should the technician use?

- A. Ease of Access
- B. Privacy
- C. Personalization
- D. Update and Security

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 213

Topic #: 1

[\[All 220-1102 Questions\]](#)

Sensitive data was leaked from a user's smartphone. A technician discovered an unapproved application was installed, and the user has full access to the device's command shell. Which of the following is the NEXT step the technician should take to find the cause of the leaked data?

- A. Restore the device to factory settings.
- B. Uninstall the unapproved application.
- C. Disable the ability to install applications from unknown sources.
- D. Ensure the device is connected to the corporate WiFi network.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 214

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is creating a full inventory of the company's IT hardware. Which of the following should the technician use for documentation management?

- A. Checklist for new user setup
- B. User information
- C. Asset tags and IDs
- D. Procurement life cycle

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 215

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator is creating periodic backups of a folder on a Microsoft Windows machine. The source data is very dynamic, and files are either added or deleted regularly. Which of the following utilities can be used to mirror the source data for the backup?

- A. copy
- B. xcopy
- C. robocopy
- D. Copy-Item

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 216

Topic #: 1

[\[All 220-1102 Questions\]](#)

Each time a user tries to go to the selected web search provider, a different website opens. Which of the following should the technician check FIRST?

- A. System time
- B. IP address
- C. DNS servers
- D. Windows updates

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 217

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is troubleshooting a mobile device that was dropped. The technician finds that the screen fails to rotate, even though the settings are correctly applied. Which of the following pieces of hardware should the technician replace to resolve the issue?

- A. LCD
- B. Battery
- C. Accelerometer
- D. Digitizer

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 218

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is troubleshooting an issue with a computer that contains sensitive information. The technician determines the computer needs to be taken off site for repair. Which of the following should the technician do NEXT?

- A. Remove the HDD and then send the computer for repair.
- B. Check corporate policies for guidance.
- C. Delete the sensitive information before the computer leaves the building.
- D. Get authorization from the manager.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 219

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following macOS features provides the user with a high-level view of all open windows?

- A. Mission Control
- B. Finder
- C. Multiple Desktops
- D. Spotlight

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 220

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is creating a tunnel that hides IP addresses and secures all network traffic. Which of the following protocols is capable of enduring enhanced security?

- A. DNS
- B. IPS
- C. VPN
- D. SSH

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 221

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician receives a call from a user who is having issues with an application. To best understand the issue, the technician simultaneously views the user's screen with the user. Which of the following would BEST accomplish this task?

- A. SSH
- B. VPN
- C. VNC
- D. RDP

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 222

Topic #: 1

[\[All 220-1102 Questions\]](#)

After a failed update, an application no longer launches and generates the following error message: Application needs to be repaired. Which of the following Windows 10 utilities should a technician use to address this concern?

- A. Device Manager
- B. Administrator Tools
- C. Programs and Features
- D. Recovery

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 223

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to access a Windows 10 desktop on the network in a SOHO using RDP. Although the connection is unsuccessful, the technician is able to ping the computer successfully. Which of the following is MOST likely preventing the connection?

- A. The Windows 10 desktop has Windows 10 Home installed.
- B. The Windows 10 desktop does not have DHCP configured.
- C. The Windows 10 desktop is connected via Wi-Fi.
- D. The Windows 10 desktop is hibernating.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 224

Topic #: 1

[\[All 220-1102 Questions\]](#)

A new employee was hired recently. Which of the following documents will the new employee need to sign before being granted login access to the network?

- A. MSDS
- B. EULA
- C. UAC
- D. AUP

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 225

Topic #: 1

[\[All 220-1102 Questions\]](#)

An organization implemented a method of wireless security that requires both a user and the user's computer to be in specific managed groups on the server in order to connect to Wi-Fi. Which of the following wireless security methods BEST describes what this organization implemented?

- A. TKIP
- B. RADIUS
- C. WPA2
- D. AES

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 226

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is used to integrate Linux servers and desktops into Windows Active Directory environments?

- A. apt-get
- B. CIFS
- C. Samba
- D. grep

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 227

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is setting up a newly built computer. Which of the following is the FASTEST way for the technician to install Windows 10?

- A. Factory reset
- B. System Restore
- C. In-place upgrade
- D. Unattended installation

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 228

Topic #: 1

[\[All 220-1102 Questions\]](#)

A network technician installed a SOHO router for a home office user. The user has read reports about home routers being targeted by malicious actors and then used in DDoS attacks. Which of the following can the technician MOST likely do to defend against this threat?

- A. Add network content filtering.
- B. Disable the SSID broadcast.
- C. Configure port forwarding.
- D. Change the default credentials.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 229

Topic #: 1

[\[All 220-1102 Questions\]](#)

A kiosk, which is running Microsoft Windows 10, relies exclusively on a numeric keypad to allow customers to enter their ticket numbers but no other information. If the kiosk is idle for four hours, the login screen locks. Which of the following sign-on options would allow any employee the ability to unlock the kiosk?

- A. Requiring employees to enter their usernames and passwords
- B. Setting up facial recognition for each employee
- C. Using a PIN and providing it to employees
- D. Requiring employees to use their fingerprints

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 230

Topic #: 1

[\[All 220-1102 Questions\]](#)

A data center is required to destroy SSDs that contain sensitive information. Which of the following is the BEST method to use for the physical destruction of SSDs?

- A. Wiping
- B. Low-level formatting
- C. Shredding
- D. Erasing

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 231

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports that the pages flash on the screen two or three times before finally staying open when attempting to access banking web pages. Which of the following troubleshooting steps should the technician perform NEXT to resolve the issue?

- A. Examine the antivirus logs.
- B. Verify the address bar URL.
- C. Test the internet connection speed.
- D. Check the web service status.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 232

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following script types is used with the Python language by default?

- A. .ps1
- B. .vbs
- C. .bat
- D. .py

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 233

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following only has a web browser interface?

- A. Linux
- B. Microsoft Windows
- C. iOS
- D. Chromium

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 234

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user has been unable to receive emails or browse the internet from a smartphone while traveling. However, text messages and phone calls are working without issue. Which of the following should a support technician check FIRST?

- A. User account status
- B. Mobile OS version
- C. Data plan coverage
- D. Network traffic outages

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 235

Topic #: 1

[\[All 220-1102 Questions\]](#)

The web browsing speed on a customer's mobile phone slows down every few weeks and then returns to normal after three or four days. Restarting the device does not usually restore performance. Which of the following should a technician check FIRST to troubleshoot this issue?

- A. Data usage limits
- B. Wi-Fi connection speed
- C. Status of airplane mode
- D. System uptime

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 236

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user calls the help desk to report that mapped drives are no longer accessible. The technician verifies that clicking on any of the drives on the user's machine results in an error message. Other users in the office are not having any issues. As a first step, the technician would like to remove and attempt to reconnect the drives. Which of the following command-line tools should the technician use?

- A. net use
- B. set
- C. mkdir
- D. rename

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 237

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is editing the hosts file on a few PCs in order to block certain domains. Which of the following would the technician need to execute after editing the hosts file?

- A. Enable promiscuous mode.
- B. Clear the browser cache.
- C. Add a new network adapter.
- D. Reset the network adapter.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 238

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is finalizing a new workstation for a user. The user's PC will be connected to the internet but will not require the same private address each time. Which of the following protocols will the technician MOST likely utilize?

- A. DHCP
- B. SMTP
- C. DNS
- D. RDP

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 239

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company acquired a local office, and a technician is attempting to join the machines at the office to the local domain. The technician notes that the domain join option appears to be missing. Which of the following editions of Windows is MOST likely installed on the machines?

- A. Windows Professional
- B. Windows Education
- C. Windows Enterprise
- D. Windows Home

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 240

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician discovers user input has been captured by a malicious actor. Which of the following malware types is MOST likely being used?

- A. Cryptominers
- B. Rootkit
- C. Spear phishing
- D. Keylogger

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 241

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is trying to use a third-party USB adapter but is experiencing connection issues. Which of the following tools should the technician use to resolve this issue?

A. taskschd.msc

B. eventvwr.msc

C. devmgmt.msc

D. diskmgmt.msc

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 242

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following defines the extent of a change?

- A. Scope
- B. Purpose
- C. Analysis
- D. Impact

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 243

Topic #: 1

[\[All 220-1102 Questions\]](#)

All the desktop icons on a user's newly issued PC are very large. The user reports that the PC was working fine until a recent software patch was deployed. Which of the following would BEST resolve the issue?

- A. Rolling back video card drivers
- B. Restoring the PC to factory settings
- C. Repairing the Windows profile
- D. Reinstalling the Windows OS

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 244

Topic #: 1

[\[All 220-1102 Questions\]](#)

A computer on a corporate network has a malware infection. Which of the following would be the BEST method for returning the computer to service?

- A. Scanning the system with a Linux live disc, flashing the BIOS, and then returning the computer to service
- B. Flashing the BIOS, reformatting the drive, and then reinstalling the OS
- C. Degaussing the hard drive, flashing the BIOS, and then reinstalling the OS
- D. Reinstalling the OS, flashing the BIOS, and then scanning with on-premises antivirus

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 245

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is installing a program from an ISO file. Which of the following steps should the technician take?

- A. Mount the ISO and run the installation file.
- B. Copy the ISO and execute on the server.
- C. Copy the ISO file to a backup location and run the ISO file.
- D. Unzip the ISO and execute the setup.exe file.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 246

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician installed Windows 10 on a workstation. The workstation only has 3.5GB of usable RAM, even though the technician installed 8GB. Which of the following is the MOST likely reason this system is not utilizing all the available RAM?

- A. The system is missing updates.
- B. The system is utilizing a 32-bit OS.
- C. The system's memory is failing.
- D. The system requires BIOS updates.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 247

Topic #: 1

[\[All 220-1102 Questions\]](#)

While staying at a hotel, a user attempts to connect to the hotel Wi-Fi but notices that multiple SSIDs have very similar names. Which of the following social-engineering attacks is being attempted?

- A. Evil twin
- B. Impersonation
- C. Insider threat
- D. Whaling

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 248

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is no longer able to start the OS on a computer and receives an error message indicating there is no OS found. A technician reviews the audit logs and notes that the user's system posted a S.M.A.R.T. error just days before this issue. Which of the following is the MOST likely cause of this issue?

- A. Boot order
- B. Malware
- C. Drive failure
- D. Windows updates

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 249

Topic #: 1

[\[All 220-1102 Questions\]](#)

The battery life on an employee's new phone seems to be drastically less than expected, and the screen stays on for a very long time after the employee sets the phone down. Which of the following should the technician check FIRST to troubleshoot this issue? (Choose two.)

- A. Screen resolution
- B. Screen zoom
- C. Screen timeout
- D. Screen brightness
- E. Screen damage
- F. Screen motion smoothness

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 250

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is used to explain issues that may occur during a change implementation?

- A. Scope change
- B. End-user acceptance
- C. Risk analysis
- D. Rollback plan

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 251

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is an advantage of using WPA2 instead of WPA3?

- A. Connection security
- B. Encryption key length
- C. Device compatibility
- D. Offline decryption resistance

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 252

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to remotely connect to a Linux desktop to assist a user with troubleshooting. The technician needs to make use of a tool natively designed for Linux. Which of the following tools will the technician MOST likely use?

- A. VNC
- B. MFA
- C. MSRA
- D. RDP

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 253

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is preparing to remediate a Trojan virus that was found on a workstation. Which of the following steps should the technician complete BEFORE removing the virus?

- A. Disable System Restore.
- B. Schedule a malware scan.
- C. Educate the end user.
- D. Run Windows Update.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 254

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following options should MOST likely be considered when preserving data from a hard drive for forensic analysis? (Choose two.)

- A. Licensing agreements
- B. Chain of custody
- C. Incident management documentation
- D. Data integrity
- E. Material safety data sheet
- F. Retention requirements

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 255

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following would MOST likely be deployed to enhance physical security for a building? (Choose two.)

- A. Multifactor authentication
- B. Badge reader
- C. Personal identification number
- D. Firewall
- E. Motion sensor
- F. Soft token

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 256

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician, who is working at a local office, has found multiple copies of home edition software installed on computers. Which of the following does this MOST likely violate?

- A. EULA
- B. PII
- C. DRM
- D. Open-source agreement

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 257

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user tries to access commonly used web pages but is redirected to unexpected websites. Clearing the web browser cache does not resolve the issue. Which of the following should a technician investigate NEXT to resolve the issue?

- A. Enable firewall ACLs.
- B. Examine the localhost file entries.
- C. Verify the routing tables.
- D. Update the antivirus definitions.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 258

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following features must be configured on a Windows OS desktop in order to encrypt files in a laptop?

- A. HDD drivers
- B. BitLocker
- C. Boot settings
- D. RAID

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 259

Topic #: 1

[\[All 220-1102 Questions\]](#)

A manager called the help desk to ask for assistance with creating a more secure environment for the finance department, which resides in a non-domain environment. Which of the following would be the BEST method to protect against unauthorized use?

- A. Implementing password expiration
- B. Restricting user permissions
- C. Using screen locks
- D. Disabling unnecessary services

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 260

Topic #: 1

[\[All 220-1102 Questions\]](#)

A Windows workstation that was recently updated with approved system patches shut down instead of restarting. Upon reboot, the technician notices an alert stating the workstation has malware in the root OS folder. The technician promptly performs a System Restore and reboots the workstation, but the malware is still detected. Which of the following BEST describes why the system still has malware?

- A. A system patch disabled the antivirus protection and host firewall.
- B. The system updates did not include the latest anti-malware definitions.
- C. The system restore process was compromised by the malware.
- D. The malware was installed before the system restore point was created.

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 261

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following filesystem formats would be the BEST choice to ensure read and write compatibility of USB flash drives across several generations of Microsoft operating systems?

- A. APFS
- B. ext4
- C. CDFS
- D. FAT32

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 262

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following would cause a corporate-owned iOS device to have an Activation Lock issue?

- A. A forgotten keychain password
- B. An employee's Apple ID used on the device
- C. An operating system that has been jailbroken
- D. An expired screen unlock code

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 263

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is the default GUI and file manager in macOS?

- A. Disk Utility
- B. Finder
- C. Dock
- D. FileVault

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 264

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is attempting to mitigate micro power outages, which occur frequently within the area of operation. The outages are usually short, with the longest occurrence lasting five minutes. Which of the following should the technician use to mitigate this issue?

- A. Surge suppressor
- B. Battery backup
- C. CMOS battery
- D. Generator backup

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 265

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user contacts a technician about an issue with a laptop. The user states applications open without being launched and the browser redirects when trying to go to certain websites. Which of the following is MOST likely the cause of the user's issue?

- A. Keylogger
- B. Cryptominers
- C. Virus
- D. Malware

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 266

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following security methods supports the majority of current Wi-Fi-capable devices without sacrificing security?

- A. WPA3
- B. MAC filtering
- C. RADIUS
- D. TACACS+

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 267

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following threats will the use of a privacy screen on a computer help prevent?

- A. Impersonation
- B. Shoulder surfing
- C. Whaling
- D. Tailgating

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 268

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to override DNS and redirect IP addresses and URLs to different locations. Which of the following should the technician do?

- A. Install signal repeaters.
- B. Edit the hosts file.
- C. Configure the firewall.
- D. Enable port forwarding.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 269

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company needs employees who work remotely to have secure access to the corporate intranet. Which of the following should the company implement?

- A. Password-protected Wi-Fi
- B. Port forwarding
- C. Virtual private network
- D. Perimeter network

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 270

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following operating systems can allow users to have access to the source code, can host various server applications, and can be command line only?

- A. Windows
- B. macOS
- C. Linux
- D. Chrome OS

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 271

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is investigating options to secure a small office wireless network. One requirement is to allow automatic logins to the network using certificates instead of passwords. Which of the following should the wireless solution have in order to support this feature?

- A. RADIUS
- B. AES
- C. EAP-EKE
- D. MFA

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 272

Topic #: 1

[\[All 220-1102 Questions\]](#)

A SOHO client is having trouble navigating to a corporate website. Which of the following should a technician do to allow access?

- A. Adjust the content filtering.
- B. Unmap port forwarding.
- C. Disable unused ports.
- D. Reduce the encryption strength.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 273

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs a way to test software without placing company systems at risk. Which of the following features should the technician use to completely achieve this objective?

- A. Cryptography
- B. Sandbox
- C. Perimeter network
- D. Firewall

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 274

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator notices that a server on the company network has extremely high CPU utilization. Upon further inspection, the administrator sees that the server is consistently communicating with an IP address that is traced back to a company that awards digital currency for solving hash algorithms. Which of the following was MOST likely used to compromise the server?

- A. Keylogger
- B. Ransomware
- C. Boot sector virus
- D. Cryptomining malware

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 275

Topic #: 1

[\[All 220-1102 Questions\]](#)

A system drives nearly full, and a technician needs to free up some space. Which of the following tools should the technician use?

- A. Disk Cleanup
- B. Resource Monitor
- C. Disk Defragment
- D. Disk Management

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 276

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is partitioning a hard disk. The five primary partitions should contain 4TB of free space. Which of the following partition styles should the technician use to partition the device?

- A. EFS
- B. GPT
- C. MBR
- D. FAT32

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 277

Topic #: 1

[\[All 220-1102 Questions\]](#)

A developer receives the following error while trying to install virtualization software on a workstation:

VTx not supported by system -

Which of the following upgrades will MOST likely fix the issue?

- A. Processor
- B. Hard drive
- C. Memory
- D. Video card

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 278

Topic #: 1

[\[All 220-1102 Questions\]](#)

The screen on a user's mobile device is not autorotating even after the feature has been enabled and the device has been restarted. Which of the following should the technician do NEXT to troubleshoot the issue?

- A. Calibrate the phone sensors.
- B. Enable the touchscreen.
- C. Reinstall the operating system.
- D. Replace the screen.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 279

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician received a call from a user who clicked on a web advertisement. Now, every time the user moves the mouse, a pop-up displays across the monitor. Which of the following procedures should the technician perform?

- A. Boot into safe mode.
- B. Perform a malware scan.
- C. Restart the machine.
- D. Reinstall the browser.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 280

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user's permissions are limited to read on a shared network folder using NTFS security settings. Which of the following describes this type of security control?

- A. SMS
- B. MFA
- C. ACL
- D. MDM

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 281

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user attempts to install additional software and receives a UAC prompt. Which of the following is the BEST way to resolve this issue?

- A. Add a user account to the local administrator's group.
- B. Configure Windows Defender Firewall to allow access to all networks.
- C. Create a Microsoft account.
- D. Disable the guest account.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 282

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is unable to access a web-based application. A technician verifies the computer cannot access any web pages at all. The computer obtains an IP address from the DHCP server. Then, the technician verifies the user can ping localhost, the gateway, and known IP addresses on the internet and receive a response. Which of the following is the MOST likely reason for the issue?

- A. A firewall is blocking the application.
- B. The wrong VLAN was assigned.
- C. The incorrect DNS address was assigned.
- D. The browser cache needs to be cleared.

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 283

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is unable to access a website, which is widely used across the organization, and receives the following error message:

The security certificate presented by this website has expired or is not yet valid.

The technician confirms the website works when accessing it from another computer but not from the user's computer. Which of the following should the technician perform NEXT to troubleshoot the issue?

- A. Reboot the computer.
- B. Reinstall the OS.
- C. Configure a static IP.
- D. Check the computer's date and time.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 284

Topic #: 1

[\[All 220-1102 Questions\]](#)

Every time a user tries to open the organization's proprietary application on an Android tablet, the application immediately closes. Other applications are operating normally. Which of the following troubleshooting actions would MOST likely resolve the issue? (Choose two.)

- A. Uninstalling the application
- B. Gaining root access to the tablet
- C. Resetting the web browser cache
- D. Deleting the application cache
- E. Clearing the application storage
- F. Disabling mobile device management

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 285

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to add an individual as a local administrator on a Windows home PC. Which of the following utilities would the technician MOST likely use?

- A. Settings > Personalization
- B. Control Panel > Credential Manager
- C. Settings > Accounts > Family and Other Users
- D. Control Panel > Network and Sharing Center

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 286

Topic #: 1

[\[All 220-1102 Questions\]](#)

A Windows administrator is creating user profiles that will include home directories and network printers for several new users. Which of the following is the MOST efficient way for the technician to complete this task?

- A. Access control
- B. Authentication application
- C. Group Policy
- D. Folder redirection

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 287

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user's corporate laptop with proprietary work information was stolen from a coffee shop. The user logged in to the laptop with a simple password, and no other security mechanisms were in place. Which of the following would MOST likely prevent the stored data from being recovered?

- A. Biometrics
- B. Full disk encryption
- C. Enforced strong system password
- D. Two-factor authentication

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 288

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is troubleshooting boot times for a user. The technician attempts to use MSConfig to see which programs are starting with the OS but receives a message that it can no longer be used to view startup items. Which of the following programs can the technician use to view startup items?

- A. msinfo32
- B. perfmon
- C. regedit
- D. taskmgr

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 289

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator is experiencing issues connecting from a laptop to the corporate network using PKI. Which of the following tools can the systems administrator use to help remediate the issue?

- A. certmgr.msc
- B. mscontig.exe
- C. lusrmgr.msc
- D. perfmon.msc

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 290

Topic #: 1

[\[All 220-1102 Questions\]](#)

A large company is selecting a new Windows operating system and needs to ensure it has built-in encryption and endpoint protection. Which of the following Windows versions will MOST likely be selected?

- A. Home
- B. Pro
- C. Pro for Workstations
- D. Enterprise

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 291

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is reimaging a desktop PC. The technician connects the PC to the network and powers it on. The technician attempts to boot the computer via the NIC to image the computer, but this method does not work. Which of the following is the MOST likely reason the computer is unable to boot into the imaging system via the network?

- A. The computer's CMOS battery failed.
- B. The computer's NIC is faulty.
- C. The PXE boot option has not been enabled.
- D. The Ethernet cable the technician is using to connect the desktop to the network is faulty.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 292

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following features allows a technician to configure policies in a Windows 10 Professional desktop?

- A. gpedit
- B. gpmmc
- C. gpresult
- D. gpupdate

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 293

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is trying to encrypt a single folder on a PC. Which of the following should the technician use to accomplish this task?

- A. FAT32
- B. exFAT
- C. BitLocker
- D. EFS

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 294

Topic #: 1

[\[All 220-1102 Questions\]](#)

A small-office customer needs three PCs to be configured in a network with no server. Which of the following network types is the customer's BEST choice for this environment?

- A. Workgroup network
- B. Public network
- C. Wide area network
- D. Domain network

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 295

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following common security vulnerabilities can be mitigated by using put validation?

- A. Brute-force attack
- B. Cross-site scripting
- C. SQL injection
- D. Cross-site request forgery

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 296

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company is looking for a solution that provides a backup for all data on the system while providing the lowest impact to the network. Which of the following backup types will the company MOST likely select?

- A. Off-site
- B. Synthetic
- C. Full
- D. Differential

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 297

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to establish a remote access session with a user who has a Windows workstation. The session must allow for simultaneous viewing of the workstation by both the user and technician. Which of the following remote access technologies should be used?

- A. RDP
- B. VPN
- C. SSH
- D. MSRA

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 298

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user's iPhone was permanently locked after several failed login attempts. Which of the following will restore access to the device?

- A. Fingerprint and pattern
- B. Facial recognition and PIN code
- C. Primary account and password
- D. Secondary account and recovery code

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 299

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following macOS utilities uses AES-128 to encrypt the startup disk?

- A. fdisk
- B. Diskpart
- C. Disk Utility
- D. FileVault

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 300

Topic #: 1

[\[All 220-1102 Questions\]](#)

A remote user is having issues accessing an online share. Which of the following tools would MOST likely be used to troubleshoot the issue?

- A. Screen-sharing software
- B. Secure shell
- C. Virtual private network
- D. File transfer software

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 301

Topic #: 1

[\[All 220-1102 Questions\]](#)

A customer calls a service support center and begins yelling at a technician about a feature for a product that is not working to the customer's satisfaction. This feature is not supported by the service support center and requires a field technician to troubleshoot. The customer continues to demand service. Which of the following is the BEST course of action for the support center representative to take?

- A. Inform the customer that the issue is not within the scope of this department.
- B. Apologize to the customer and escalate the issue to a manager.
- C. Ask the customer to explain the issue and then try to fix it independently.
- D. Respond that the issue is something the customer should be able to fix.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 302

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reported that a laptop's screen turns off very quickly after sitting for a few moments and is also very dim when not plugged in to an outlet. Everything else seems to be functioning normally. Which of the following Windows settings should be configured?

- A. Power Plans
- B. Hibernate
- C. Sleep/Suspend
- D. Screensaver

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 303

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is receiving repeated pop-up advertising messages while browsing the internet. A malware scan is unable to locate the source of an infection. Which of the following should the technician check NEXT?

- A. Windows updates
- B. DNS settings
- C. Certificate store
- D. Browser plug-ins

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 304

Topic #: 1

[\[All 220-1102 Questions\]](#)

The courts determined that a cybercrimes case could no longer be prosecuted due to the agency's handling of evidence. Which of the following was MOST likely violated during the investigation?

- A. Open-source software
- B. EULA
- C. Chain of custody
- D. AUP

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 305

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user reports a virus is on a PC. The user installs additional real-time protection antivirus software, and the PC begins performing extremely slow. Which of the following steps should the technician take to resolve the issue?

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

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 306

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician removed a virus from a user's device. The user returned the device a week later with the same virus on it. Which of the following should the technician do to prevent future infections?

- A. Disable System Restore.
- B. Educate the end user.
- C. Install the latest OS patches.
- D. Clean the environment preinstallation.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 307

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is concerned about a large increase in the number of whaling attacks happening in the industry. The technician wants to limit the company's risk to avoid any issues. Which of the following items should the technician implement?

- A. Screened subnet
- B. Firewall
- C. Anti-phishing training
- D. Antivirus

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 308

Topic #: 1

[\[All 220-1102 Questions\]](#)

A customer calls the help desk asking for instructions on how to modify desktop wallpaper. Which of the following Windows 10 settings should the technician recommend?

- A. Personalization
- B. Apps
- C. Updates
- D. Display

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 309

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user calls the help desk and reports a workstation is infected with malicious software. Which of the following tools should the help desk technician use to remove the malicious software? (Choose two.)

- A. Local Network Connection
- B. User Account Control
- C. Windows Backup and Restore
- D. Windows Firewall
- E. Windows Defender
- F. Network Packet Analyzer

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 310

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator is monitoring an unusual amount of network traffic from a kiosk machine and needs to investigate to determine the source of the traffic. Which of the following tools can the administrator use to view which processes on the kiosk machine are connecting to the internet?

- A. Resource Monitor
- B. Performance Monitor
- C. Command Prompt
- D. System Information

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 311

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following protects a mobile device against unwanted access when it is left unattended?

- A. PIN code
- B. OS updates
- C. Antivirus software
- D. BYOD policy

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 312

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator installed the latest Windows security patch and received numerous tickets reporting slow performance the next day. Which of the following should the administrator do to resolve this issue?

- A. Rebuild user profiles.
- B. Roll back the updates.
- C. Restart the services.
- D. Perform a system file check.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 313

Topic #: 1

[\[All 220-1102 Questions\]](#)

A corporation purchased new computers for a school. The computers are the same make and model and need to have the standard image loaded. Which of the following orchestration tools should a desktop administrator use for wide-scale deployment?

- A. USB drive
- B. DVD installation media
- C. PXE boot
- D. Recovery partition

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 314

Topic #: 1

[\[All 220-1102 Questions\]](#)

A Windows user recently replaced a computer. The user can access the public internet on the computer; however, an internal site at `https://companyintranet.com:8888` is no longer loading. Which of the following should a technician adjust to resolve the issue?

- A. Default gateway settings
- B. DHCP settings
- C. IP address settings
- D. Firewall settings
- E. Antivirus settings

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 315

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following refers to the steps to be taken if an issue occurs during a change implementation?

- A. Testing
- B. Rollback
- C. Risk
- D. Acceptance

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 316

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company would like to implement multifactor authentication for all employees at a minimal cost. Which of the following best meets the company's requirements?

- A. Biometrics
- B. Soft token
- C. Access control lists
- D. Smart card

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 317

Topic #: 1

[\[All 220-1102 Questions\]](#)

A help desk technician determines a motherboard has failed. Which of the following is the most logical next step in the remediation process?

- A. Escalating the issue to Tier 2
- B. Verifying warranty status with the vendor
- C. Replacing the motherboard
- D. Purchasing another PC

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 318

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user added a second monitor and wants to extend the display to it. In which of the following Windows settings will the user most likely be able to make this change?

- A. System
- B. Devices
- C. Personalization
- D. Accessibility

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 319

Topic #: 1

[\[All 220-1102 Questions\]](#)

A systems administrator is configuring centralized desktop management for computers on a domain. The management team has decided that all users' workstations should have the same network drives, printers, and configurations. Which of the following should the administrator use to accomplish this task?

- A. Network and Sharing Center
- B. net use
- C. User Accounts
- D. regedit
- E. Group Policy

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 320

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user connected an external hard drive but is unable to see it as a destination to save files. Which of the following tools will allow the drive to be formatted?

- A. Disk Management
- B. Device Manager
- C. Disk Cleanup
- D. Disk Defragmenter

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 321

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following best describes when to use the YUM command in Linux?

- A. To add functionality
- B. To change folder permissions
- C. To show documentation
- D. To list file contents

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 322

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following would MOST likely be used to extend the life of a device?

- A. Battery backup
- B. Electrostatic discharge mat
- C. Proper ventilation
- D. Green disposal

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 323

Topic #: 1

[\[All 220-1102 Questions\]](#)

While trying to repair a Windows 10 OS, a technician receives a prompt asking for a key. The technician tries the administrator password, but it is rejected. Which of the following does the technician need in order to continue the OS repair?

- A. SSL key
- B. Preshared key
- C. WPA2 key
- D. Recovery key

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 324

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following allows access to the command line in macOS?

- A. PsExec
- B. command.com
- C. Terminal
- D. CMD

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 325

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician sees a file that is requesting payment to a cryptocurrency address. Which of the following should the technician do first?

- A. Quarantine the computer.
- B. Disable System Restore.
- C. Update the antivirus software definitions.
- D. Boot to safe mode.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 326

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user contacts the help desk to request assistance with a program feature. The user is in a different building but on the same network as the help desk technician. Which of the following should the technician use to assist the user?

- A. AAA
- B. SSH
- C. RDP
- D. VPN

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 327

Topic #: 1

[\[All 220-1102 Questions\]](#)

An engineer is configuring a new server that requires a bare-metal installation. Which of the following installation methods should the engineer use if installation media is not available on site?

- A. Image deployment
- B. Recovery partition Installation
- C. Remote network installation
- D. Repair installation

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 328

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company is experiencing a DDoS attack. Several internal workstations are the source of the traffic. Which of the following types of infections are the workstations most likely experiencing? (Choose two.)

- A. Zombies
- B. Keylogger
- C. Adware
- D. Botnet
- E. Ransomware
- F. Spyware

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 329

Topic #: 1

[\[All 220-1102 Questions\]](#)

A desktop technician has received reports that a user's PC is slow to load programs and saved files. The technician investigates and discovers an older HDD with adequate free space. Which of the following should the technician use to alleviate the issue first?

- A. Disk Management
- B. Disk Defragment
- C. Disk Cleanup
- D. Device Manager

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 330

Topic #: 1

[\[All 220-1102 Questions\]](#)

An employee calls the help desk regarding an issue with a laptop PC. After a Windows update, the user can no longer use certain locally attached devices, and a reboot has not fixed the issue. Which of the following should the technician perform to fix the issue?

- A. Disable the Windows Update service.
- B. Check for updates.
- C. Restore hidden updates.
- D. Roll back updates.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 331

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician needs to transfer a file to a user's workstation. Which of the following would best accomplish this task utilizing the workstation's built-in protocols?

- A. VPN
- B. SMB
- C. RMM
- D. MSRA

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 332

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following is most likely used to run .vbs files on Windows devices?

- A. winmgmt.exe
- B. powershell.exe
- C. cscript.exe
- D. explorer.exe

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 333

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician wants to install Developer Mode on a Windows laptop but is receiving a "failed to install package" message. Which of the following should the technician do first?

- A. Ensure internet connectivity.
- B. Check for Windows updates.
- C. Enable SSH.
- D. Reboot computer.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 334

Topic #: 1

[\[All 220-1102 Questions\]](#)

A PC is taking a long time to boot. Which of the following operations would be best to do to resolve the issue at a minimal expense? (Choose two.)

- A. Installing additional RAM
- B. Removing the applications from startup
- C. Installing a faster SSD
- D. Running the Disk Cleanup utility
- E. Defragmenting the hard drive
- F. Ending the processes in the Task Manager

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 335

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician installs specialized software on a workstation. The technician then attempts to run the software. The workstation displays a message indicating the software is not authorized to run. Which of the following should the technician do to most likely resolve the issue?

- A. Install the software in safe mode.
- B. Attach the external hardware token.
- C. Install OS updates.
- D. Restart the workstation after installation

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 336

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following would most likely be used in a small office environment?

- A. Print server
- B. Virtualization
- C. Domain access
- D. Workgroup

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 337

Topic #: 1

[\[All 220-1102 Questions\]](#)

When trying to access a secure internal network, the user receives an error messaging stating, "There is a problem with this website's security certificate." The user reboots the desktop and tries to access the website again, but the issue persists. Which of the following should the user do to prevent this error from reoccurring?

- A. Reimage the system and install SSL.
- B. Install Trusted Root Certificate
- C. Select View Certificates and then Install Certificate.
- D. Continue to access the website.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 338

Topic #: 1

[\[All 220-1102 Questions\]](#)

A department manager submits a help desk ticket to request the migration of a printer's port utilization from USB to Ethernet so multiple users can access the printer. This will be a new network printer, thus a new IP address allocation is required. Which of the following should happen immediately before network use is authorized?

- A. Document the date and time of the change.
- B. Submit a change request form.
- C. Determine the risk level of this change.
- D. Request an unused IP address.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 339

Topic #: 1

[\[All 220-1102 Questions\]](#)

An IT security team is implementing a new Group Policy that will return a computer to the log-in after three minutes. Which of the following best describes the change in policy?

- A. Log-in times
- B. Screen lock
- C. User permission
- D. Log-in lockout attempts

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 340

Topic #: 1

[\[All 220-1102 Questions\]](#)

A company recently experienced a security incident in which a USB drive containing malicious software was able to covertly install malware on a workstation. Which of the following actions should be taken to prevent this incident from happening again? (Choose two.)

- A. Install a host-based IDS.
- B. Restrict log-in times.
- C. Enable a BIOS password.
- D. Update the password complexity.
- E. Disable AutoRun.
- F. Update the antivirus definitions.
- G. Restrict user permissions.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 341

Topic #: 1

[\[All 220-1102 Questions\]](#)

A hard drive that previously contained PII needs to be repurposed for a public access workstation. Which of the following data destruction methods should a technician use to ensure data is completely removed from the hard drive?

- A. Shredding
- B. Degaussing
- C. Low-level formatting
- D. Recycling

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 342

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician receives a help desk ticket from a user who is unable to update a phone. The technician investigates the issue and notices the following error message: Insufficient storage space. While analyzing the phone, the technician does not discover any third-party applications or photos. Which of the following is the best way to resolve the issue?

- A. Exchange the device for a newer one.
- B. Upgrade the onboard storage.
- C. Allocate more space by removing factory applications.
- D. Move factory applications to external memory.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 343

Topic #: 1

[\[All 220-1102 Questions\]](#)

During an enterprise rollout of a new application, a technician needs to validate compliance with an application's EULA while also reducing the number of licenses to manage. Which of the following licenses would best accomplish this goal?

- A. Personal use license
- B. Corporate use license
- C. Open-source license
- D. Non-expiring license

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 344

Topic #: 1

[\[All 220-1102 Questions\]](#)

An administrator is designing and implementing a server backup system that minimizes the capacity of storage used. Which of the following is the best backup approach to use in conjunction with synthetic full backups?

- A. Differential
- B. Open file
- C. Archive
- D. Incremental

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 345

Topic #: 1

[\[All 220-1102 Questions\]](#)

A developer's Type 2 hypervisor is performing inadequately when compiling new source code. Which of the following components should the developer upgrade to improve the hypervisor's performance?

- A. Amount of system RAM
- B. NIC performance
- C. Storage IOPS
- D. Dedicated GPU

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 346

Topic #: 1

[\[All 220-1102 Questions\]](#)

A change advisory board authorized a setting change so a technician is permitted to implement the change. The technician successfully implemented the change. Which of the following should be done next?

- A. Document the date and time of change.
- B. Document the purpose of the change.
- C. Document the risk level.
- D. Document the findings of the sandbox test.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 347

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user's corporate phone was stolen, and the device contains company trade secrets. Which of the following technologies should be implemented to mitigate this risk? (Choose two.)

- A. Remote wipe
- B. Firewall
- C. Device encryption
- D. Remote backup
- E. Antivirus
- F. Global Positioning System

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 348

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user visits a game vendor's website to view the latest patch notes, but this information is not available on the page. Which of the following should the user perform before reloading the page?

- A. Synchronize the browser data.
- B. Enable private browsing mode.
- C. Mark the site as trusted.
- D. Clear the cached file.

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 349

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user receives the following error while attempting to boot a computer:

BOOTMGR is missing -

Press Ctrl+Alt+Del to restart -

Which of the following should a desktop engineer attempt first to address this issue?

- A. Repair Windows.
- B. Partition the hard disk.
- C. Reimage the workstation.
- D. Roll back the updates.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 350

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician is working on a way to register all employee badges and associated computer IDs. Which of the following options should the technician use in order to achieve this objective?

- A. Database system
- B. Software management
- C. Active Directory description
- D. Infrastructure as a Service

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 351

Topic #: 1

[\[All 220-1102 Questions\]](#)

A technician successfully removed malicious software from an infected computer after running updates and scheduled scans to mitigate future risks. Which of the following should the technician do next?

- A. Educate the end user on best practices for security.
- B. Quarantine the host in the antivirus system.
- C. Investigate how the system was infected with malware.
- D. Create a system restore point.

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 352

Topic #: 1

[\[All 220-1102 Questions\]](#)

An administrator responded to an incident where an employee copied financial data to a portable hard drive and then left the company with the data. The administrator documented the movement of the evidence. Which of the following concepts did the administrator demonstrate?

- A. Preserving chain of custody
- B. Implementing data protection policies
- C. Informing law enforcement
- D. Creating a summary of the incident

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1102

Question #: 353

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user requires a drive to be mapped through a Windows command line. Which of the following command-line tools can be utilized to map the drive?

- A. gpupdate
- B. net use
- C. hostname
- D. dir

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 354

Topic #: 1

[\[All 220-1102 Questions\]](#)

Users access files in the department share. When a user creates a new subfolder, only that user can access the folder and its files. Which of the following will MOST likely allow all users to access the new folders?

- A. Assigning share permissions
- B. Enabling inheritance
- C. Requiring multifactor authentication
- D. Removing archive attribute

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 356

Topic #: 1

[\[All 220-1102 Questions\]](#)

A macOS user is installing a new application. Which of the following system directories is the software most likely to install by default?

- A. /etc/services
- B. /Applications
- C. /usr/bin
- D. C:\Program Files

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 357

Topic #: 1

[\[All 220-1102 Questions\]](#)

A customer is requesting help with a technical issue. Which of the following techniques should the technician use to properly evaluate and correct the customer concern?

- A. Have a videoconference using the customer's personal phone so the customer can share the screen.
- B. Ask yes or no questions so that the answers are clear.
- C. Use open-ended questions to get additional information.
- D. Ask for the customer's password so the issue can be resolved quickly and directly by the technician.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 358

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user is setting up backups on a workstation. The user wants to ensure that the restore process is as simple as possible. Which of the following backup types should the user select?

- A. Full
- B. Incremental
- C. Differential
- D. Synthetic

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 359

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user notices a small USB drive is attached to the user's computer after a new vendor visited the office. The technician notices two files named grabber.exe and output.txt. Which of the following attacks is most likely occurring?

- A. Trojan
- B. Rootkit
- C. Cryptominer
- D. Keylogger

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 360

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following ls command options is used to display hidden files and directories?

- A. -a
- B. -s
- C. -lh
- D. -t

Show Suggested Answer



Actual exam question from CompTIA's 220-1102

Question #: 362

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user receives an error message from an online banking site that states the following:

Your connection is not private. Authority invalid.

Which of the following actions should the user take next?

- A. Proceed to the site.
- B. Use a different browser.
- C. Report the error to the bank.
- D. Reinstall the browser.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1102

Question #: 363

Topic #: 1

[\[All 220-1102 Questions\]](#)

Which of the following filesystems replaced FAT as the preferred filesystem for Microsoft Windows OS?

- A. APFS
- B. FAT32
- C. NTFS
- D. ext4

Show Suggested Answer





Actual exam question from CompTIA's 220-1102

Question #: 364

Topic #: 1

[\[All 220-1102 Questions\]](#)

A user requires local administrative access to a workstation. Which of the following Control Panel utilities allows the technician to grant access to the user?

- A. System
- B. Network and Sharing Center
- C. User Accounts
- D. Security and Maintenance

Show Suggested Answer

