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**QUESTION 1**

A technician recently removed a malware infection from a client's computer. After removing the computer from the network, the technician used an approved customized tool to remove the malware, then updated the antivirus suite, and performed a scan that reported the system was clean. A week later, the client reports the same malware infection has returned. Which of the following is MOST likely the cause of the reinfection?

- A. The technician did not disable the System Restore utility
- B. The technician ran the malware remover before the antivirus scan
- C. The technician did not install a second antivirus suite to complement the first suite
- D. The technician did not put the computer back onto the network

Correct Answer: A

QUESTION 2

A user running Windows 7 has reported that a computer has crashed and a BSOD displayed. The computer was restarted and now the user reports that it is running slower than usual, especially when multiple programs are open at the same time. The technician knows the system has 8GB of memory (2x 4G DIMMS), and suspects that the system has a faulty memory module and has disabled one of the DIMMs. Which of the following would a technician do to confirm that the OS is now only detecting 4GB of memory?

- A. In the Control Panel, click Devices and Printers.
- B. In the Control Panel, click System.
- C. In the Control Panel, click Device Manager.
- D. In the Control Panel, click Performance Information and Tools.

Correct Answer: B

QUESTION 3

A user wants to restore an application's security settings to an iOS device, but an Internet connection is unavailable. Which of the following tools can assist with mitigating this issue?

- A. Time machine
- B. Apple Configurator
- C. Device stage
- D. iCloud

Correct Answer: A

**QUESTION 4**

A SOHO network with nine workstations all connected to a switch is located in a room that visitors can enter. A technician wants to make the network secure from visitors. Which of the following would be the BEST solution?

- A. Enable QoS settings
- B. Create strong network usernames and passwords
- C. Disable all unused ports on the switch
- D. Ask administration to label the room off limits to visitors

Correct Answer: C

QUESTION 5

A technician receives a trouble ticket stating that a user is receiving error messages on their computer. When the technician arrives at the computer, it is now working with no error messages being displayed. Which of the following should the technician use to determine what the error message was?

- A. MSINFO32
- B. EVENTVWR
- C. DXDIAG
- D. REGSVR32

Correct Answer: B

QUESTION 6

A user reports that the PC is not working. After questioning the user, the technician believes the problem is a bad memory module. Which of the following is the NEXT step the technician should take?

- A. Document findings, actions, and outcomes
- B. Test the theory by replacing the motherboard
- C. Test the theory by running memory diagnostic software
- D. Verify the system is working correctly

Correct Answer: C

QUESTION 7

A technician wants to secure a company's laptops by preventing the USB flash drive from being used. Which of the following would be the BEST and FASTEST way for the technician to accomplish this goal?



- A. Use intrusion prevention systems
- B. Disable physical ports
- C. Uninstall USB drivers
- D. Install HIDS

Correct Answer: B

QUESTION 8

After installing a new printer the organization determines that there are problems printing images and very large files. Which of the following will MOST likely resolve the issue?

- A. Update the drivers using WHQL drivers
- B. Install additional memory to each computer
- C. Install additional memory to the printer
- D. Apply the latest OS service pack

Correct Answer: C

Reference: http://www.ehow.com/how_6875286_install-printer-memory.html

QUESTION 9

An administrator wants to give a user limited access rights in Windows Vista so that the user can install printers and create local user accounts. Which of the following accounts should the administrator create for the user?

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

Correct Answer: A

QUESTION 10

You have been tasked with setting up a new executive's laptop on his home network. After an investigation, you find that his home network is wired and has the following settings:

IP range is 10.10.10.0

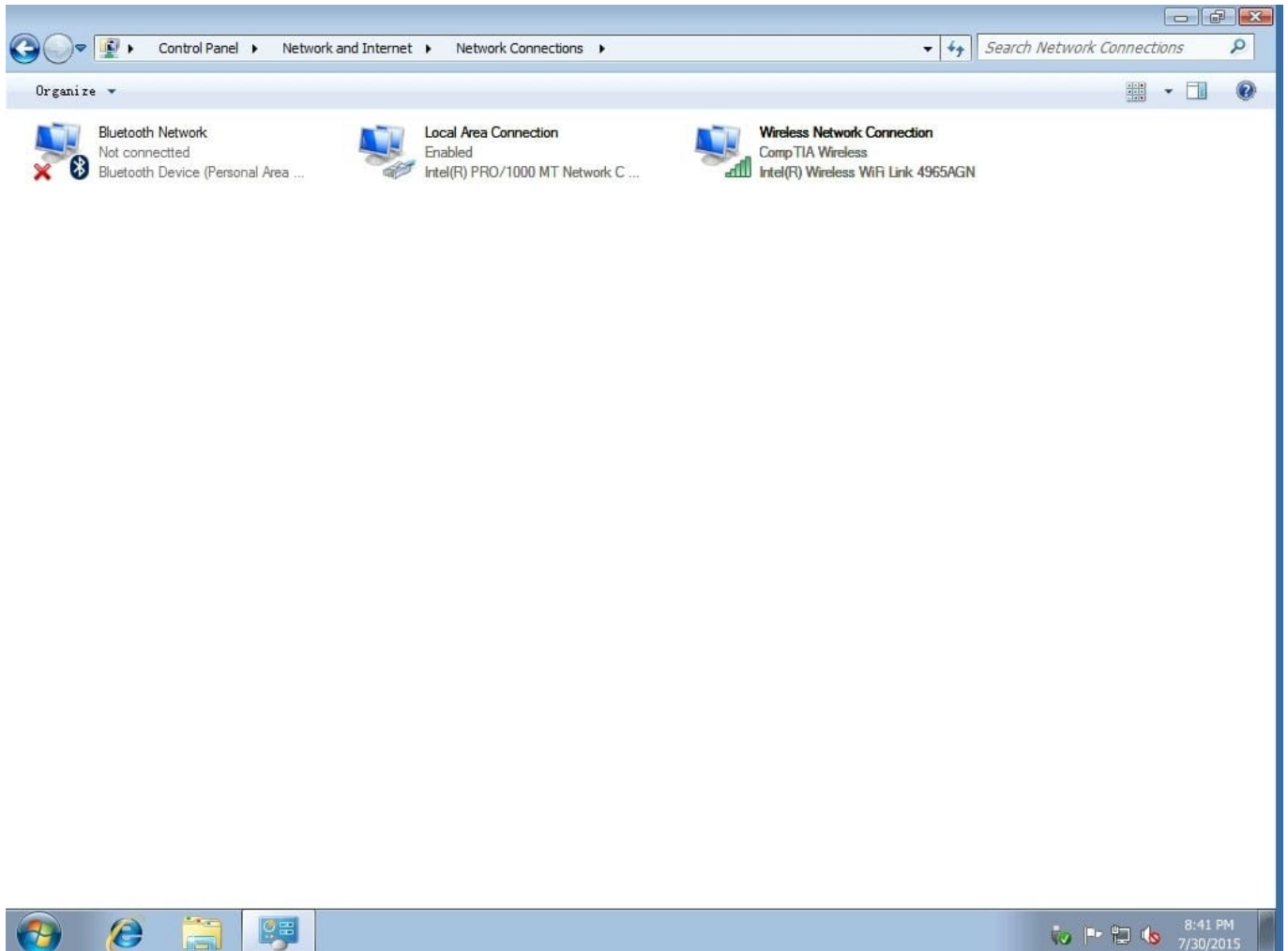
Netmask is 255.255.255.0



Default gateway is 10.10.10.1

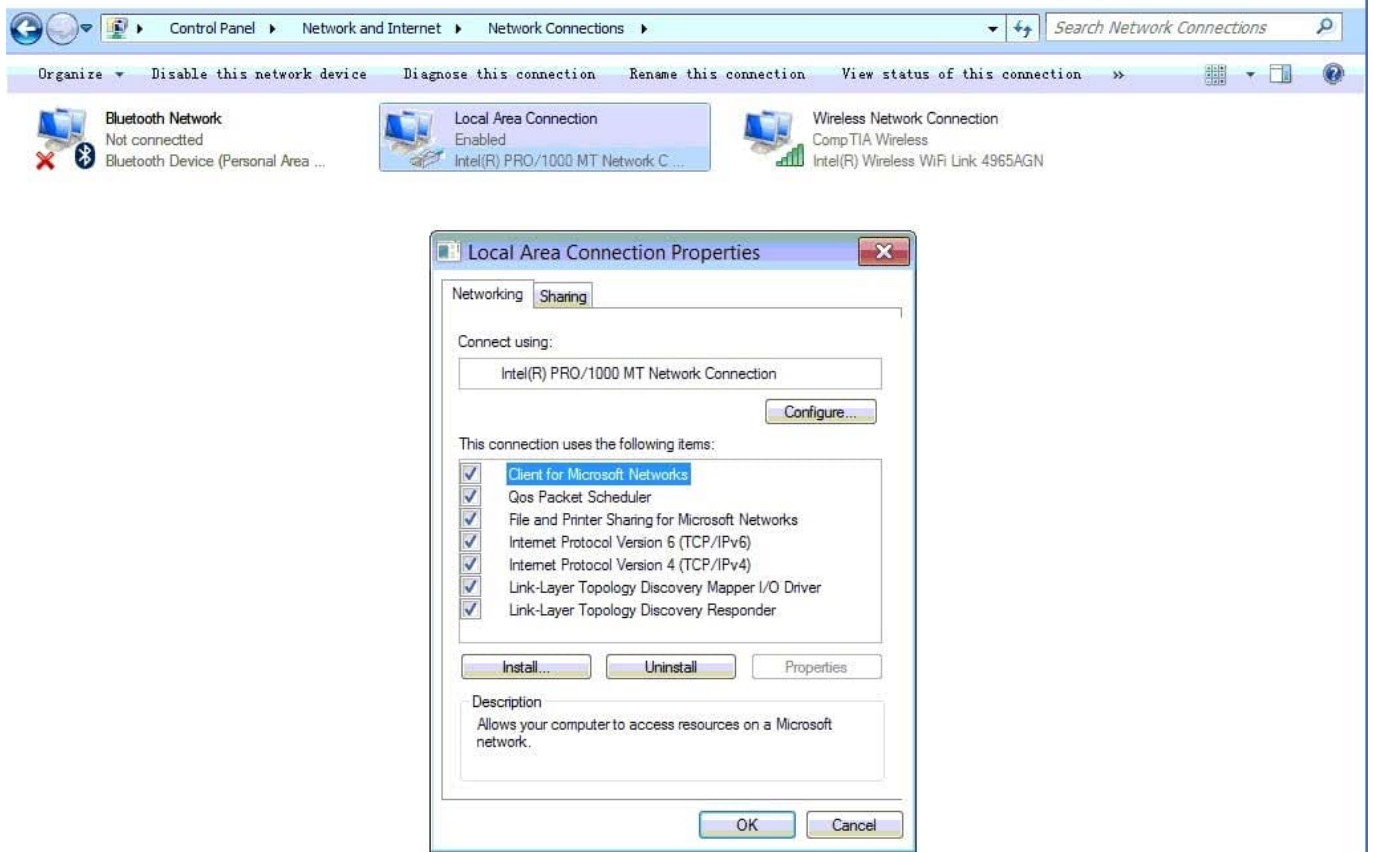
Additionally, the router's address is used as the primary DNS server and WINS is not in use.

Please configure the laptop with an IP address of 10.10.10.15, ensuring that the laptop will still work when plugged into the switch at the office, which is configured for DHCP. Do not make any other unnecessary configurations to the laptop. Instructions: Keyboard shortcuts are not available. When you have completed the simulation, please select the done button to submit your answer.

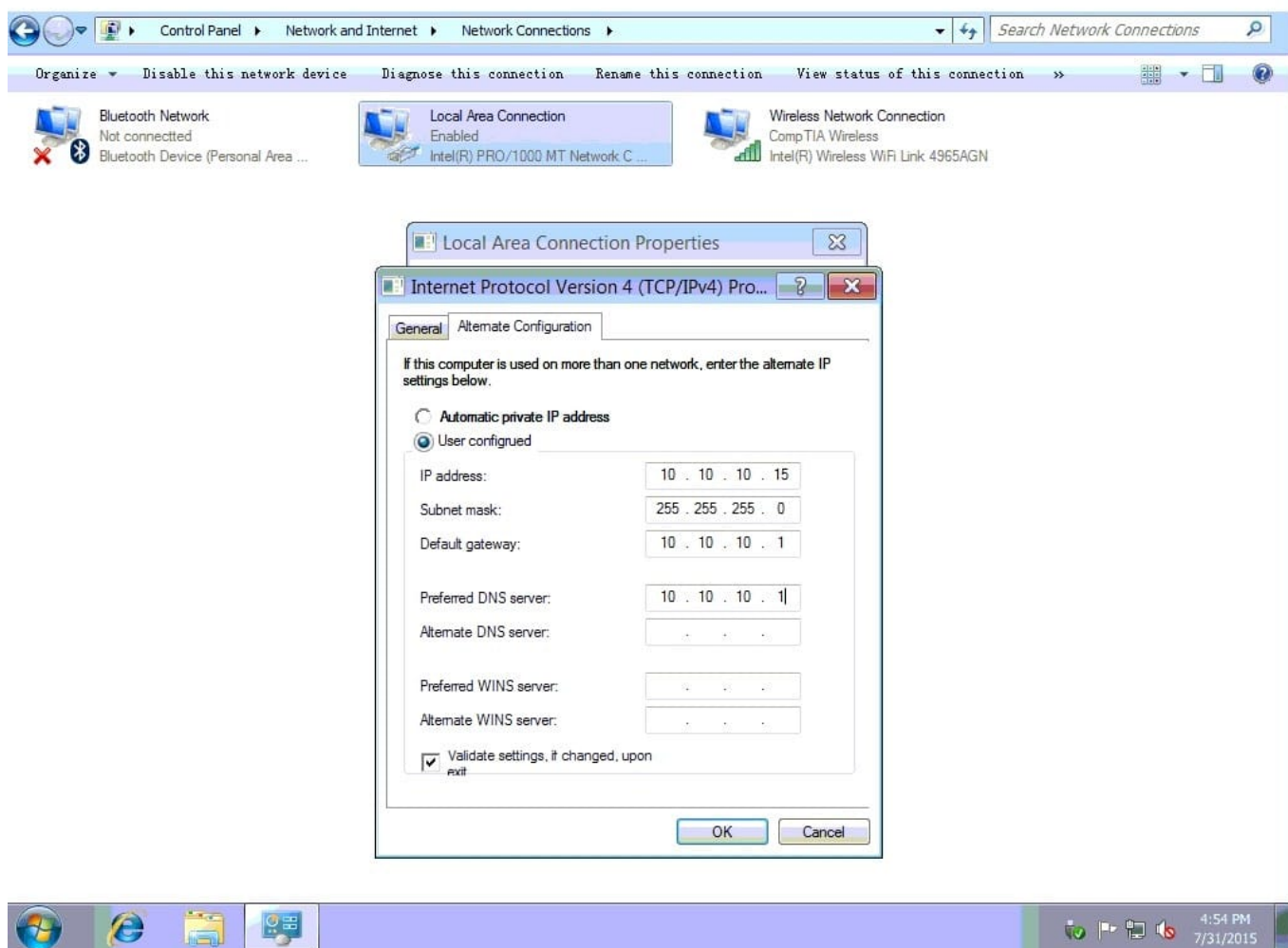


Correct Answer: Review the explanation for all details.

Right click in Local Area Network and double click on the IPv4 settings:



Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.50.23 AM.png Choose Alternate Configuration Tab and enter as follows:



Macintosh HD:Users:danielkeller:Desktop:Screen Shot 2015-07-31 at 6.54.23 AM.png

QUESTION 11

A technician is called onsite to solve a network connection error. Upon arrival, the technician observes a message on the screen stating there is no boot drive found. Which of the following steps should the technician take NEXT?

- A. Repair the boot up sequence using recovery console.
- B. Restart the system, booting from a system recovery disk.
- C. Restart the system to verify the proper boot sequence.
- D. Inform the customer the hard drive has crashed and replace the drive.

Correct Answer: C

Reference: <http://www.tomshardware.com/forum/55646-2-boot-device-available>

QUESTION 12



A user is running a RAID 0 array and has problems with one of the drives. Which of the following actions will the technician take NEXT?

- A. Replace the failing drive and let the RAID recover.
- B. Add an additional drive to the array and let the RAID recover.
- C. Replace the drive; all the data is lost and cannot be recovered.
- D. Remap the RAID array to another drive letter to recover the data.

Correct Answer: C

Reference: <http://www.pcworld.com/article/2026358/multiple-hard-drives-working-together-all-about-raids.html>

QUESTION 13

A user reports that CAD drawings are taking an excessive amount of time to load and save. The technician determines that while the files are large, they previously loaded and saved in much less time. The files are located in C:\Users\Engineer\MyDocuments\CAD Files\. The user indicates these drawings are updated frequently.

Which of the following tools should the technician use to help resolve this issue?

- A. Chkdsk
- B. ReadyBoost
- C. Defrag
- D. Disk Cleanup Utility

Correct Answer: C

QUESTION 14

Which of the following OS utilities can be used to modify which programs are run at the time of system startup?

- A. MSCONFIG
- B. Services
- C. MSTSC
- D. Computer Management

Correct Answer: A

QUESTION 15



A PC has sensitive data that must be destroyed, before the PC is redeployed. A technician has been tasked with completely wiping the PC hard drive. Which of the following methods is BEST for the technician to use?

- A. Quick format
- B. FDISK
- C. Low level format
- D. Standard format

Correct Answer: C

Reference: <http://www.dedoimedo.com/computers/low-level-formatting.html>

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