



CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

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NEW QUESTION 1

A technician installed a known-good, compatible motherboard on a new laptop. However, the motherboard is not working on the laptop. Which of the following should the technician MOST likely have done to prevent damage?

- A. Removed all jewelry
- B. Completed an inventory of tools before use
- C. Practiced electrical fire safety
- D. Connected a proper ESD strap

Answer: A

NEW QUESTION 2

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

Answer: A

NEW QUESTION 3

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

Answer: A

NEW QUESTION 4

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.

Answer: D

NEW QUESTION 5

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.

Answer: B

NEW QUESTION 6

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

Answer: B

NEW QUESTION 7

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

Answer: B

NEW QUESTION 8

A user reports that the hard drive activity light on a Windows 10 desktop computer has been steadily lit for more than an hour, and performance is severely degraded. Which of the following tabs in Task Manager would contain the information a technician would use to identify the cause of this issue?

- A. Services
- B. Processes
- C. Performance
- D. Startup

Answer: A

NEW QUESTION 9

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? (Select 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

Answer: AF

NEW QUESTION 10

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

Answer: D

NEW QUESTION 10

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

A.

Answer: C

NEW QUESTION 14

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

Answer: C

NEW QUESTION 16

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

Answer: D

NEW QUESTION 21

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

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

Answer: D

NEW QUESTION 26

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

Click on individual tickers to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the 'Issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify Resolve drop-down menu.

TEST QUESTION

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.

Show Question

Reset All Answers

Details

	Date	Priority	
ing to boot. Screen i...	7/13/2022	High	
o access Z: on my co...	7/13/2022	Low	

No Ticket Selected
Please select a ticket from the list

	Date	Priority	
ing to boot. Screen i...	7/13/2022	High	
o access Z: on my co...	7/13/2022	Low	

Details

#8675309

Open

Priority

High

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

7/13/2022

Subject

PC is failing to boot. Screen is displaying error message, see attachment.

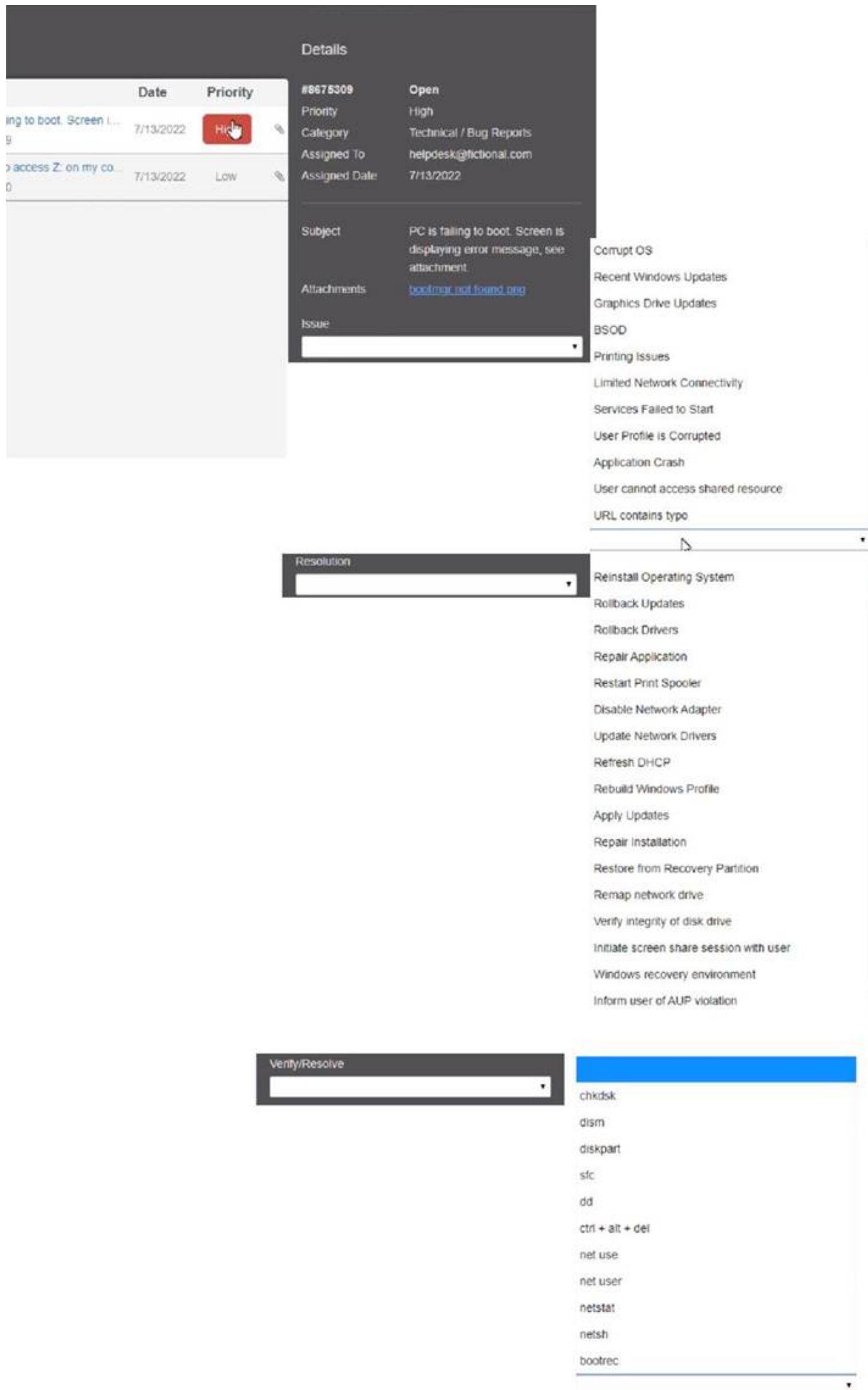
Attachments

[bootmgr not found.png](#)

Issue

Resolution

Verify/Resolve



The screenshot shows the Windows 10 Troubleshooting Center. On the left, a list of issues is displayed with columns for Date, Priority, and a status icon. The first issue is 'PC is failing to boot. Screen is displaying error message, see attachment' with a date of 7/13/2022 and a priority of High. The second issue is 'User cannot access shared resource' with a date of 7/13/2022 and a priority of Low. The main panel shows the details for the first issue, including the subject, attachments (a link to 'bootmgr not found.png'), and a list of possible causes. The 'Issue' dropdown menu is open, showing a list of common Windows 10 troubleshooting steps. The 'Resolution' dropdown menu is also open, showing a list of possible resolutions. The 'Verify/Resolve' dropdown menu is open, showing a list of commands to run in the Command Prompt.

Date	Priority	Status
7/13/2022	High	High
7/13/2022	Low	Low

Details

#6675309 Open

Priority High

Category Technical / Bug Reports

Assigned To helpdesk@fictional.com

Assigned Date 7/13/2022

Subject PC is failing to boot. Screen is displaying error message, see attachment.

Attachments [bootmgr not found.png](#)

Issue

- 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
- URL contains typo

Resolution

- 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
- Inform user of AUP violation

Verify/Resolve

- chkdsk
- dism
- diskpart
- sfc
- dd
- ctrl + alt + del
- net use
- net user
- netstat
- netsh
- bootrec

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Date

Priority

#8675309

Open

ing to boot. Screen i...

7/13/2022

High

g.

> access Z: on my co...

7/13/2022

Low

0

Details

Priority

Category

Assigned To

Assigned Date

Open

High

Technical / Bug Reports

helpdesk@fictional.com

7/13/2022

Subject

PC is failing to boot. Screen is displaying error message, see attachment.

Attachments

[bootimg_not_found.png](#)

Issue

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

URL contains type

Resolution

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

Inform user of AUP violation

Verify/Resolve

chkdsk

dism

diskpart

sfc

dd

ctrl + alt + del

net use

net user

netstat

netsh

bootrec

NEW QUESTION 30

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. Disk encryption
- C. USB drive encryption
- D. File encryption

Answer: B

NEW QUESTION 33

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

Answer: A

NEW QUESTION 34

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.

Answer: AB

NEW QUESTION 36

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.

Answer: AE

NEW QUESTION 38

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.

Answer: B

NEW QUESTION 40

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.

Answer: C

NEW QUESTION 42

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.

Answer: B

NEW QUESTION 43

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.

Answer: A

NEW QUESTION 46

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

Answer: C

NEW QUESTION 51

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