CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1
A technician at a customer site is troubleshooting a laptop A software update needs to be downloaded but the company's proxy is blocking traffic to the update site. Which of the following should the technician perform?

A. Change the DNS address to 1.1.1.1
B. Update Group Policy
C. Add the site to the client's exceptions list
D. Verity the software license is current.

Answer: A

NEW QUESTION 2
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

Answer: D

NEW QUESTION 3
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 4
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 5
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

Answer: D

NEW QUESTION 6
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 7
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 8
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.

Answer: C

NEW QUESTION 9
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

Answer: C

NEW QUESTION 10
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 alt 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.

Answer: C

NEW QUESTION 10
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 11
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.

Show Question   **Reset All Answers**

Details

	Date	Priority	
ing to boot. Screen i...9	7/13/2022	High	
o access Z: on my co...0	7/13/2022	Low	

No Ticket Selected

Please select a ticket from the list

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.

	Date	Priority	
ing to boot. Screen i...9	7/13/2022	High	
o access Z: on my co...0	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

▼

Details

	Date	Priority
ing to boot. Screen i... 9	7/13/2022	High
access Z: on my co... 0	7/13/2022	Low

#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.
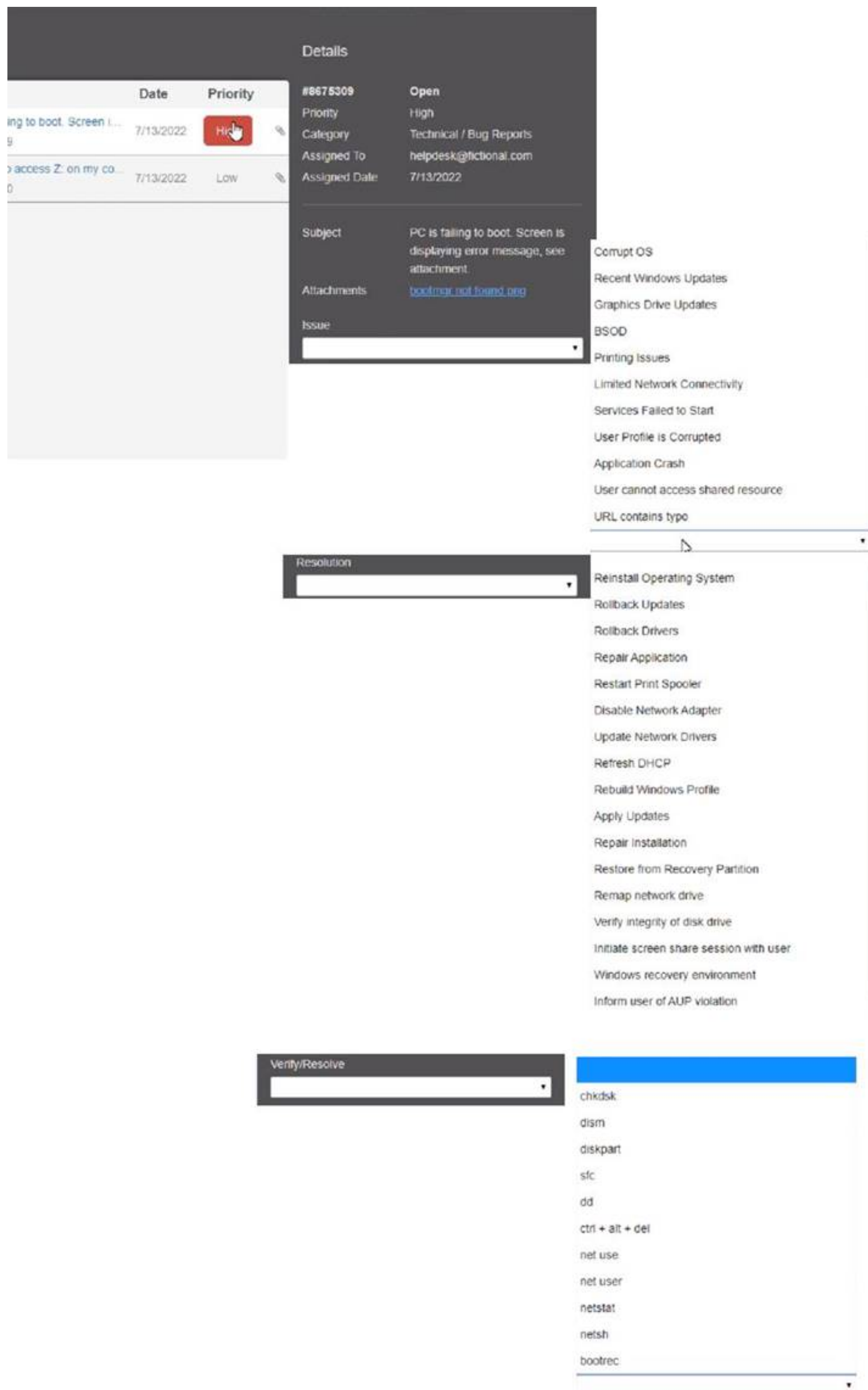
Attachments   bootmgr not found png

Issue

Issue options:
- 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

Resolution options:
- 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

Verify/Resolve options:
- 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
ing to boot. Screen i... 9	7/13/2022	High
access Z: on my co... 0	7/13/2022	Low

Details

#8675309	Open
Priority	High
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Issue

- Corrupt OS
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- Graphics Drive Updates
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Resolution

- Reinstall Operating System
- Rollback Updates
- Rollback Drivers
- Repair Application
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Verify/Resolve

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

NEW QUESTION 13

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

Answer: A

NEW QUESTION 17

A technician has been tasked with installing a workstation that will be used tor 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 19
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 SSIO broadcast

Answer: A

NEW QUESTION 24
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 27
Which of the following provide the BEST way to secure physical access to a data cento server room? (Choose two.)

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

Answer: AD

NEW QUESTION 30
A user reports that antivirus software indicates a computer is infected with viruses. The user thinks this happened white 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 31
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

Answer: B

NEW QUESTION 36
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