



CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2

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NEW QUESTION 1

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 2

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 3

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

Answer: D

NEW QUESTION 4

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. Verify the software license is current.

Answer: A

NEW QUESTION 5

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 6

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 7

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

Answer: B

NEW QUESTION 8

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 9

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 10

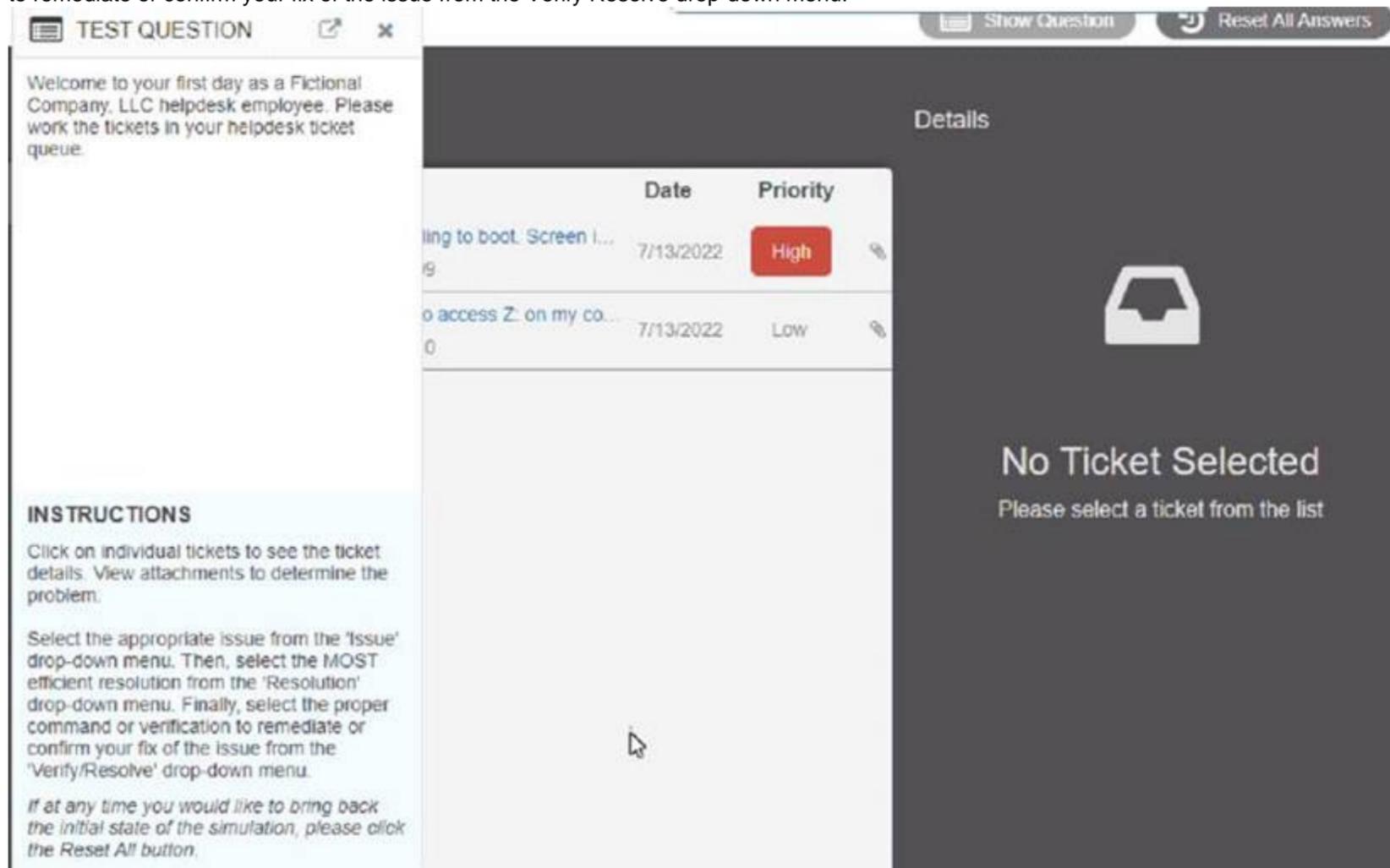
A company installed a new backup and recovery system. Which of the following types of backups should be completed FIRST?

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

Answer: D

NEW QUESTION 10

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.



The screenshot shows a helpdesk simulation interface. On the left, there is a 'TEST QUESTION' window with a welcome message and instructions. The main area displays a list of tickets with columns for 'Date' and 'Priority'. Two tickets are visible: one with a 'High' priority and another with a 'Low' priority. On the right, there is a 'Details' view for a selected ticket, which currently displays 'No Ticket Selected' and a message 'Please select a ticket from the list'.

Date	Priority	
ing to boot. Screen i...	7/13/2022	High
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	<input type="text"/>
Resolution	<input type="text"/>
Verify/Resolve	<input type="text"/>

The screenshot displays a helpdesk interface. On the left, a table lists tickets with columns for 'Date' and 'Priority'. The first ticket is titled 'ing to boot. Screen i...' with a date of 7/13/2022 and a priority of 'High'. A second ticket is titled 'access Z: on my co...' with a date of 7/13/2022 and a priority of 'Low'. The 'High' priority button is highlighted with a mouse cursor.

The 'Details' panel for ticket #8675309 shows the following information:

- 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](#)

The 'Issue' dropdown menu is open, showing a list of potential causes:

- 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

The 'Resolution' dropdown menu is also open, showing a list of actions:

- 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

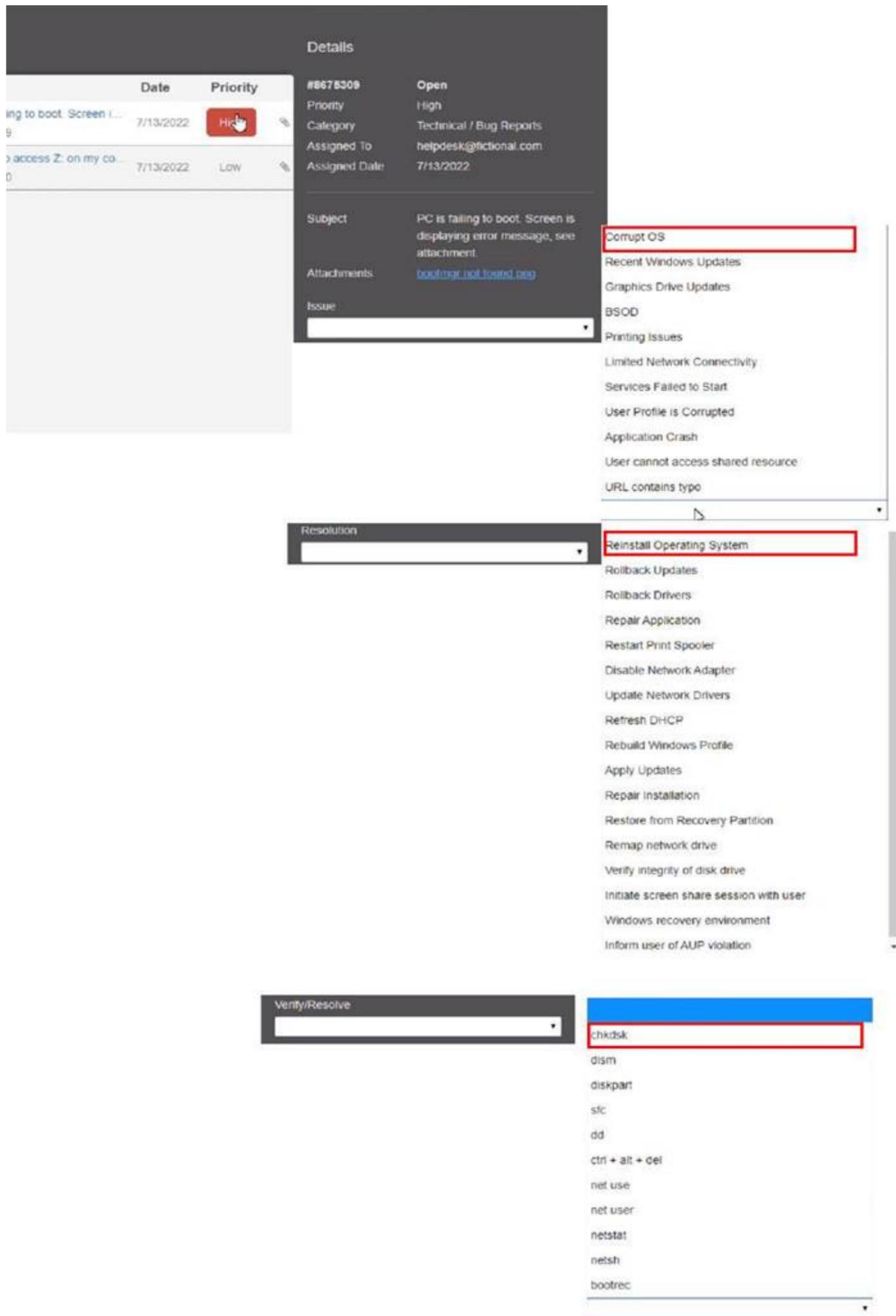
The 'Verify/Resolve' dropdown menu is open, showing a list of commands:

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



The screenshot shows a helpdesk interface with a ticket list on the left and a detailed view on the right. The ticket list includes columns for Date and Priority. The detailed view shows ticket #8675309, which is Open with a High priority. The subject is 'PC is failing to boot. Screen is displaying error message, see attachment.' The issue dropdown menu is open, showing 'Corrupt OS' as the selected option. The resolution dropdown menu is also open, showing 'Reinstall Operating System' as the selected option. A third dropdown menu, labeled 'Verify/Resolve', is open, showing 'chkdsk' as the selected option.

NEW QUESTION 13

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 14

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 19

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 22

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

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

Answer: A

NEW QUESTION 23

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

Answer: D

NEW QUESTION 24

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

Answer: D

NEW QUESTION 29

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 34

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.

Answer: B

NEW QUESTION 36

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 39

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