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QUESTION 1

A user's computer consistently shuts down several minutes after booting. When the technician reboots the computer, a message stating "CPU fan failure" appears. Which of the following is the MOST likely reason the computer shuts down?

- A. Overheating
- B. Power supply failure
- C. Faulty CPU
- D. High humidity

Correct Answer: A

QUESTION 2

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

Correct Answer: D

QUESTION 3

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 Mtv1C 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.

Correct Answer: B

Local Users and Groups is a Microsoft Management Console (MMC) snap-in that allows you to manage user accounts

or groups on your computer. If you cannot find it in the MMC console, you can add it manually by following these steps:

Press Windows key + R to open the Run dialog box, or open the Command Prompt.

Type mmc and hit Enter. This will open a blank MMC console.

Click File and then Add/Remove Snap-in.

In the Add or Remove Snap-ins window, select Local Users and Groups from the Available snap-ins list, and click Add.

In the Select Computer window, choose Local computer or Another computer, depending on which computer you want to manage, and click Finish. Click OK to close the Add or Remove Snap-ins window. You should now see Local Users and

Groups in the MMC console.

QUESTION 4

A user is trying to limit the amount of time their children spend on the internet. Which of the following Windows 10 settings should be enabled to accomplish this objective?

- A. Family Options
- B. Update and Security
- C. Ease of Access
- D. Network and Internet
- E. Privacy

Correct Answer: A

Windows 10 includes a set of parental controls within the "Family Options" section of the Windows settings. This feature allows parents to manage their children's computing activities, including setting time limits on device use, filtering web content, managing privacy and online safety settings, and viewing activity reports. Family Options: By enabling and configuring Family Options, the user can set specific times when their children can use the device and access the internet, effectively limiting their overall screen time and internet usage. Update and Security (B) mainly deals with Windows updates and security features but does not directly provide settings for time management. Ease of Access (C) is focused on accessibility settings and does not include time management options. Network and Internet (D) settings control network connectivity and do not offer parental controls or time limits. Privacy (E) settings manage which applications can access device features and user data but do not include time management options.

QUESTION 5

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.

Correct Answer: A

Before removing a Trojan virus from a workstation, a technician should disable System Restore. System Restore is a feature that allows users to restore their system to a previous state in case of problems or errors. However, System Restore can also restore infected files or registry entries that were removed by antivirus software or manual actions. By disabling System Restore, a technician can ensure that the Trojan virus is completely removed and does not reappear after a system restore operation. Scheduling a malware scan may help detect and remove some malware but may not be effective against all types of Trojan viruses. Educating the end user may help prevent future infections but does not address the current issue of removing the Trojan virus. Running Windows Update may help patch some security vulnerabilities but does not guarantee that the Trojan virus will be removed. References: CompTIA A+ Core 2 (220-1102) Certification Exam Objectives Version 4.0, Domain 1.3

QUESTION 6

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.

Correct Answer: B

The GPS application contains malware. The third-party GPS application is likely the cause of the slow performance of the phone. The application may contain malware that is using up system resources and slowing down the phone. The user should uninstall the application and run a malware scan on the phone.

QUESTION 7

A customer who uses a Linux OS called the help desk to request assistance in locating a missing file. The customer does not know the exact name of the file but can provide a partial file name. Which of the following tools should the technician use? (Select two).

- A. cat
- B. df
- C. grep
- D. ps
- E. dig
- F. find

G. top

Correct Answer: CF

To locate a missing file with only a partial name known, the best tools to use in a Linux environment would be grep and find.

grep: This command is used to search the contents of files for a specific pattern. While grep itself might not be the first choice for finding file names, it can be combined with other commands (like ls or find) to search within file lists or contents.

find: This command is used to search for files in a directory hierarchy based on various criteria like name, size, modification date, etc. find can be used to search for files by partial name by using wildcards in the search pattern. cat (A) is used

to concatenate and display the content of files. df (B) displays the amount of disk space used and available on filesystems. ps (D) shows information about active processes. dig (E) is used for querying DNS name servers. top (G) displays

Linux tasks and system performance information. None of these tools are directly suited for finding files by partial names.

QUESTION 8

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

Correct Answer: C

QUESTION 9

A user receives an error message on a Windows 10 device when trying to access a mapped drive from a Windows XP machine in the office. Other Windows XP devices in the office can access the drive. Which of the following Control Panel utilities should the user select to enable connectivity to the device?

- A. Devices and Printers
- B. Administrative Tools
- C. Network and Sharing Center
- D. Programs and Features

Correct Answer: C

The Network and Sharing Center in the Control Panel is the central place to manage network connections and settings in Windows. When facing issues with accessing a mapped drive, this utility allows users to review and adjust network settings, making it possible to resolve connectivity problems. It provides options to view network status, set up new connections, change adapter settings, and troubleshoot network problems, which can help in enabling connectivity to the mapped drive on the Windows XP machine.

QUESTION 10

A company installed WAPs and deployed new laptops and docking stations to all employees. The docking stations are connected via LAN cables. Users are now reporting degraded network service. The IT department has determined that the WAP mesh network is experiencing a higher than anticipated amount of traffic. Which of the following would be the most efficient way to ensure the wireless network can support the expected number of wireless users?

- A. Replacing non-mobile users\' laptops with wired desktop systems
- B. Increasing the wireless network adapter metric
- C. Adding wireless repeaters throughout the building
- D. Upgrading the current mesh network to support the 802.11 n specification

Correct Answer: D

When a WAP (Wireless Access Point) mesh network is experiencing a higher than anticipated amount of traffic, leading to degraded network service, upgrading the network to a more advanced wireless standard can help alleviate the problem. The 802.11n specification, also known as Wireless-N, offers significant improvements over earlier standards like 802.11b/g in terms of speed, range, and reliability. It allows for increased data throughput and better coverage, which can support a higher number of wireless users effectively. Upgrading to 802.11n: This involves replacing existing WAPs with those that support the 802.11n standard or higher. The upgrade can result in improved network performance by accommodating more wireless connections with higher data rates, reducing congestion and improving overall network efficiency. Replacing non-mobile users\' laptops with wired desktop systems (A) could reduce wireless traffic but may not be feasible or desirable for all users. Increasing the wireless network adapter metric (B) would affect route priority but not overall network capacity. Adding wireless repeaters (C) can extend the range but might also introduce additional latency and does not necessarily increase the network\'s capacity to handle more users efficiently.

QUESTION 11

Which of the following authentication types is the most secure?

- A. WPA3
- B. WEP
- C. RADIUS
- D. TACACS+
- E. WPS

Correct Answer: A

QUESTION 12

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

Correct Answer: B

RADIUS stands for Remote Authentication Dial-In User Service and it is a protocol that provides centralized authentication, authorization, and accounting for network access. RADIUS can be used to implement 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. This is also known as 802.1X authentication or EAP-TLS authentication

QUESTION 13

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

Correct Answer: A

An evil twin is a type of social-engineering attack that involves setting up a rogue wireless access point that mimics a legitimate one. The attacker can then intercept or modify the traffic of the users who connect to the fake SSID. The attacker may also use phishing or malware to steal credentials or personal information from the users

QUESTION 14

Following a recent power outage, several computers have been receiving errors when booting. The technician suspects file corruption has occurred. Which of the following steps should the technician try FIRST to correct the issue?

- A. Rebuild the Windows profiles.
- B. Restore the computers from backup.
- C. Reimage the computers.
- D. Run the System File Checker.

Correct Answer: D

The technician should run the System File Checker (SFC) first to correct file corruption errors on computers after a power outage. SFC is a command-line utility that scans for and repairs corrupted system files. It can be run from the command prompt or from the Windows Recovery Environment. Rebuilding the Windows profiles, restoring the computers from backup, and reimaging the computers are more drastic measures that should be taken only if SFC fails to correct the issue

QUESTION 15

The audio on a user's mobile device is inconsistent when the user uses wireless headphones and moves around. Which of the following should a technician perform to troubleshoot the issue?

- A. Verify the Wi-Fi connection status.
- B. Enable the NFC setting on the device.
- C. Bring the device within Bluetooth range.
- D. Turn on device tethering.

Correct Answer: C

Bringing the device within Bluetooth range is the best way to troubleshoot the issue of inconsistent audio when using wireless headphones and moving around. Bluetooth is a wireless technology that allows devices to communicate over short distances, typically up to 10 meters or 33 feet. If the device is too far from the headphones, the Bluetooth signal may be weak or interrupted, resulting in poor audio quality or loss of connection.

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