



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 needs to recommend the best backup method that will mitigate ransomware attacks.

Only a few files are regularly modified, however, storage space is a concern. Which of the following backup methods would BEST address these concerns?

- A. Full
- B. Differential
- C. Off-site
- D. Grandfather-father-son

Answer: D

NEW QUESTION 3

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 4

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 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

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 7

A user contacted the help desk to report pop-ups on a company workstation indicating the computer has been infected with 137 viruses and payment is needed to remove them. The user thought the company-provided antivirus software would prevent this issue. The help desk ticket states that the user only receives these messages when first opening the web browser. Which of the following steps would MOST likely resolve the issue? (Select TWO)

- A. Scan the computer with the company-provided antivirus software
- B. Install a new hard drive and clone the user's drive to it
- C. Deploy an ad-blocking extension to the browser.
- D. Uninstall the company-provided antivirus software
- E. Click the link in the messages to pay for virus removal

F. Perform a reset on the user's web browser

Answer: CF

NEW QUESTION 8

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 9

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 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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 15

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 18

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 20

Which of the following must be maintained throughout the forensic evidence life cycle when dealing with a piece of evidence?

- A. Acceptable use.
- B. Chain of custody.
- C. Security policy.
- D. Information management.

Answer: B

NEW QUESTION 22

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

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 28

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 29

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 32

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 35

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 39

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 41

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