

## 220-1102 Dumps

### CompTIA A+ Certification Exam: Core 2

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**NEW QUESTION 1**

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 2**

A user is having phone issues after installing a new application that claims to optimize performance.

The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

- A. Reset the phone to factory settings
- B. Uninstall the fraudulent application
- C. Increase the data plan limits
- D. Disable the mobile hotspot.

**Answer:** C

**NEW QUESTION 3**

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 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**

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 6**

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 7**

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 8

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 9

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.

**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

**Details**

Date	Priority
ing to boot. Screen i...	High
o access Z: on my co...	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**

**Resolution**

**Verify/Resolve**

The screenshot shows the Windows 10 Troubleshooting Center. On the left, a list of issues is displayed with columns for Date and Priority. The first issue, 'PC is failing to boot. Screen is displaying error message, see attachment', is selected and highlighted in red. The right pane shows the details for this issue, including its status (Open), priority (High), category (Technical / Bug Reports), assigned to (helpdesk@fictional.com), and assigned date (7/13/2022). Below this, the subject is 'PC is failing to boot. Screen is displaying error message, see attachment' and the attachments are 'bootmgr not found.png'. 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 actions that can be taken to resolve the issue. The 'Verify/Resolve' dropdown menu is open, showing a list of commands that can be used to verify and resolve the issue.

Date	Priority	Issue
7/13/2022	High	PC is failing to boot. Screen is displaying error message, see attachment
7/13/2022	Low	Access Z: on my computer

**Issue 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:**

**Details**

Date	Priority	Subject	Category	Assigned To	Assigned Date
7/13/2022	High	PC is failing to boot. Screen is displaying error message, see attachment.	Technical / Bug Reports	helpdesk@fictional.com	7/13/2022
7/13/2022	Low				

**Resolution**

- Corrupt OS
- Recent Windows Updates
- Graphics Drive Updates
- BSOD
- Printing Issues
- Limited Network Connectivity
- Services Failed to Start
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- Verify integrity of disk drive
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- 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 10

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 10

A company is Issuing smartphones to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?



- A. Anti-malware.
- B. Remote wipe.
- C. Locator applications.
- D. Screen lock.

**Answer:** B

#### NEW QUESTION 12

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 15

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. Ransormvare.
- D. Boot sector virus.

**Answer:** B

#### NEW QUESTION 19

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 21

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 22

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 25

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 26

As part of a CYOD policy a systems administrator needs to configure each user's Windows device to require a password when resuming from a period of sleep or inactivity. Which of the following paths will lead the administrator to the correct settings?

- A. Use Settings to access Screensaver settings.
- B. Use Settings to access Screen Timeout settings.

- C. Use Settings to access General.
- D. Use Settings to access Display.

**Answer:** A

**NEW QUESTION 31**

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