CompTIA

Exam Questions 220-1102

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
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 4
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 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
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 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 8
The command cac cor.pti a. txt was issued on a Linux terminal.
Which of the following results should be expected?

A. The contents of the text compti
B. txt would be copied to another compti
C. txt file
D. The contents of the text compti
E. txt would be displayed.
F. The contents of the text comptia.txt would be categorized in alphabetical order.
G. The contents of the text comptia.txt will be replaced with a new blank document

Answer: B

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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 10
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 10
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 13
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 17
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 18
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 technician needs lo formal 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 26
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 31
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