VCEûp

Exam Code: 220-1102
Exam Name: CompTIA A+ Certification Exam: Core 2
Certification Provider: CompTIA
Corresponding Certification: CompTIA A+
Website: https://VCEup.com/
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VCEûp

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
A change advisory board did not approve a requested change due to the lack of alternative actions if implementation failed. Which of the following should be updated before requesting approval again?

A. Scope of change
B. Risk level
C. Rollback plan
D. End user acceptance

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 5
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.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
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.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
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. Verity the software license is current.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
A systems administrator is setting up a Windows computer for a new user Corporate policy requires a least privilege environment. The user will need to access advanced features and configuration settings for several applications. Which of the following BEST describes the account access level the user will need?

A. Power user account
B. Standard account
C. Guest account
D. Administrator account

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16

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

Correct Answer: CF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
The Chief Executive Officer at a bark 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 bark'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

Correct Answer: AF
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
A technician is asked to resize a partition on the internal storage drive of a computer running macOS.
Which of the followings tools should the technician use to accomplish this task?

A. Consoltf
B. Disk Utility
C. Time Machine
D. FileVault

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
A technician is working with a company to determine the best way to transfer sensitive personal information between offices when conducting business. The company currently uses USB drives and is resistant to change. The company's compliance officer states that all media at rest must be encrypted. Which of the following would be the BEST way to secure the current workflow?

A. Deploy a secondary hard drive with encryption on the appropriate workstation
B. Configure a hardened SFTP portal for file transfers between file servers
C. Require files to be individually password protected with unique passwords

D. Enable BitLocker To Go with a password that meets corporate requirements

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
A technician is configuring a new Windows laptop Corporate policy requires that mobile devices make use of full disk encryption at all limes Which of the following encryption solutions should the technician choose?

A. Encrypting File System
B. FileVault
C. BitLocker
D. Encrypted LVM

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation: