



# 220-1102<sup>Q&As</sup>

CompTIA A+ Certification Exam: Core 2

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### QUESTION 1

A technician is troubleshooting an issue with a computer that contains sensitive information. The technician determines the computer needs to be taken off site for repair. Which of the following should the technician do NEXT?

- A. Remove the HDD and then send the computer for repair.
- B. Check corporate policies for guidance.
- C. Delete the sensitive information before the computer leaves the building.
- D. Get authorization from the manager.

Correct Answer: D

The next step that the technician should do before taking the computer off site for repair is to get authorization from the manager. Getting authorization from the manager is important because it ensures that the technician has permission and approval to remove the computer from the premises and perform the repair work off site. Getting authorization from the manager can also help document and communicate the reason and duration of the repair and avoid any misunderstanding or conflict with the user or the organization. Removing the HDD and then sending the computer for repair may not be feasible or necessary if the issue is not related to the HDD or if the HDD contains essential data or software for the repair. Checking corporate policies for guidance may be a good step but it does not replace getting authorization from the manager who is responsible for the computer and its data. Deleting the sensitive information before the computer leaves the building may not be possible or advisable if the issue prevents access to the data or if the data is needed for troubleshooting or recovery purposes. References: CompTIA A+ Core 2 (220-1102) Certification Exam Objectives Version 4.0, Domain 5.1

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### QUESTION 2

A technician receives a help desk ticket from a user who is unable to update a phone. The technician investigates the issue and notices the following error message: Insufficient storage space. While analyzing the phone, the technician does not discover any third-party applications or photos. Which of the following is the best way to resolve the issue?

- A. Exchange the device for a newer one.
- B. Upgrade the onboard storage.
- C. Allocate more space by removing factory applications.
- D. Move factory applications to external memory.

Correct Answer: D

<https://www.techinpost.com/android-insufficient-storage-available-plenty-of-space/>

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### QUESTION 3

A user calls the helpdesk to report that print jobs coming from a laser printer in the office are losing most of their toner due to being touched by hand smudge. The printer was recently serviced with a new fuser unit. Which of the following problems is MOST likely affecting the printer?



- A. The fuser is not heating up to proper temperature levels necessary.
- B. The pickup rollers are likely dirty and leaving paper dust on all printed pages.
- C. The printer's firmware was not updated with the installation of the new fuser.
- D. The fuser was installed backwards and is not evenly heating printed pages.

Correct Answer: A

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#### QUESTION 4

A user identified that a program installed in a workstation does not have optional features enabled. Which of the following must the technician do to install the optional features?

- A. Go to Programs and Features, uninstall the program, and reinstall it.
- B. Go to Administrative Tools and edit System Configuration.
- C. Go to Administrative Tools and run Disk Cleanup.
- D. Go to Programs and Features, select the program, and click on Change.

Correct Answer: D

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#### QUESTION 5

A technician installed Windows 10 on a workstation. The workstation only has 3.5GB of usable RAM, even though the technician installed 8GB. Which of the following is the MOST likely reason this system is not utilizing all the

available RAM?

- A. The system is missing updates.
- B. The systems utilizing a 32-bit OS.
- C. The system's memory is failing.
- D. The system requires BIOS updates.

Correct Answer: B

The most likely reason that the system is not utilizing all the available RAM is that it is running a 32-bit OS. A 32-bit OS can only address up to 4GB of RAM, and some of that is reserved for hardware and system use. Therefore, even if the

technician installed 8GB of RAM, the system can only use around 3.5GB of usable RAM. To use the full 8GB of RAM, the technician would need to install a 64-bit OS, which can address much more memory. The system missing updates, the

system's memory failing, or the system requiring BIOS updates are not likely to cause this issue.

References:



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