



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

CompTIA A+ Certification Exam: Core 2

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### QUESTION 1

A user states that every time they turn on their computer they have to change the computer's time and date. Which of the following should the technician perform FIRST to resolve this issue?

- A. Change time zones
- B. Synchronize with a different time date server
- C. Replace the drive cache battery
- D. Perform a firmware update

Correct Answer: B

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### QUESTION 2

#### SIMULATION

Two components of Genericware2.0 are causing performance issues on a Windows 7 PC. One Generic 2.0 component is currently not responding and needs to be disabled upon reboot. To prevent further performance issues ensure both

components are no longer running upon reboot, without making any other changes to the current system or without deleting registry keys or shortcuts.

Instructions: When you have completed the simulation, please select the done button to submit your answer.

- A. Check the answer in explanation.

Correct Answer: A

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### QUESTION 3

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:

<https://support.microsoft.com/en-us/windows/windows-10-system-requirements-6d4e9a79-66bf-7950-467c-795cf0386715>

<https://www.makeuseof.com/tag/unlock-64gb-ram-32-bit-windows-pae-patch/>

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#### QUESTION 4

A technician is setting up a new laptop. The company's security policy states that users cannot install virtual machines.

Which of the following should the technician implement to prevent users from enabling virtual technology on their laptops?

- A. UEFI password
- B. Secure boot
- C. Account lockout
- D. Restricted user permissions

Correct Answer: B

A technician setting up a new laptop must ensure that users cannot install virtual machines as the company's security policy states. One way to prevent users from enabling virtual technology is by implementing Secure Boot. Secure Boot is a feature of UEFI firmware that ensures the system only boots using firmware that is trusted by the manufacturer. It verifies the signature of all bootloaders, operating systems, and drivers before running them, preventing any unauthorized modifications to the boot process. This will help prevent users from installing virtual machines on the laptop without authorization.

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#### QUESTION 5

A technician is concerned about a large increase in the number of whaling attacks happening in the industry. The technician wants to limit the company's risk to avoid any issues. Which of the following items should the technician implement?

- A. Screened subnet
- B. Firewall
- C. Anti-phishing training
- D. Antivirus

Correct Answer: C



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