



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

CompTIA A+ Certification Exam: Core 2

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### QUESTION 1

A technician is trying to remove a resilient computer virus. The virus keeps coming back after rebooting the system because some program or service has locked some of the virus's files and is preventing the AV from cleaning the system. Which of the following is the BEST approach to try and remove the virus while minimizing negative impact to the system?

- A. Use REGSRV32 to deregister the virus DLLs.
- B. Run the antivirus after rebooting in safe mode.
- C. Use the repair disk and follow the prompts.
- D. Use the recovery console to disable all windows services.

Correct Answer: B

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### QUESTION 2

A technician downloads a validated security tool and notes the vendor hash of a58e87a2. When the download is complete, the technician again validates the hash, but the value returns as 2a876a7d3. Which of the following is the MOST likely cause of the issue?

- A. Private-browsing mode
- B. Invalid certificate
- C. Modified file
- D. Browser cache

Correct Answer: C

The most likely cause of the issue of having different hash values for a downloaded security tool is a modified file. A hash value is a unique and fixed-length string that is generated from an algorithm that processes data or files. A hash value can be used to verify the integrity and authenticity of data or files by comparing it with a known or expected value. If the hash values do not match, it means that the data or file has been altered or corrupted in some way. A modified file may result from intentional or unintentional changes, such as editing, encryption, compression or malware infection. Private-browsing mode is a feature that allows users to browse the web without storing any browsing history, cookies or cache on their browser. Private-browsing mode does not affect the hash value of a downloaded file but only how the browser handles user data. Invalid certificate is an error that occurs when a website or a server does not have a valid or trusted digital certificate that proves its identity and secures its communication. Invalid certificate does not affect the hash value of a downloaded file but only how the browser verifies the website or server's credibility. Browser cache is a temporary storage that stores copies of web pages, images and other content that users have visited on their browser.

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### QUESTION 3

Which of the following defines the extent of a change?

- A. Scope



- B. Purpose
- C. Analysis
- D. Impact

Correct Answer: A

The term that defines the extent of a change is scope. Scope is a measure of the size, scale and boundaries of a project or an activity. Scope defines what is included and excluded in the project or activity, such as goals, requirements, deliverables, tasks and resources. Scope helps determine the feasibility, duration and cost of the project or activity. Scope also helps manage the expectations and needs of the stakeholders involved in the project or activity. Purpose is the reason or objective for doing a project or an activity. Purpose defines why the project or activity is important or necessary, such as solving a problem, meeting a need or achieving a goal. Purpose helps provide direction, motivation and justification for the project or activity. Analysis is the process of examining, evaluating and interpreting data or information related to a project or an activity. Analysis helps identify, understand and prioritize issues, risks, opportunities and solutions for the project or activity. Impact is the effect or outcome of a project or an activity on something or someone else. Impact defines how the project or activity affects or influences other factors, such as performance, quality, satisfaction or value. Impact helps measure the success and effectiveness of the project or activity. References: CompTIA A+ Core 2 (220-1102) Certification Exam Objectives Version 4.0, Domain 5.2

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#### QUESTION 4

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

Correct Answer: B

The technician should not proceed with initiating a full scan and removal of the viruses using the presented interface or call the phone number displayed in the interface of the antivirus removal tool. Shutting down the infected computer and swapping it with another computer is not necessary at this point.

The technician should not immediately assume that the message is legitimate or perform any actions without knowing what the interface is and what triggered it to pop up. It is important to investigate the issue further, including checking the legitimacy of the antivirus program and the message it is displaying.

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#### QUESTION 5

A technician needs to establish a remote access session with a user who has a Windows workstation. The session must allow for simultaneous viewing of the workstation by both the user and technician. Which of the following remote access technologies should be used?

- A. RDP



- B. VPN
- C. SSH
- D. MSRA

Correct Answer: D

"Remote desktop is for unattended access. Remote assistance is for remote collaboration. Enterprise administrators can remotely access and troubleshoot IT devices with remote desktop software. Remote assistance comes in handy while educating or assisting an end user."

<https://www.manageengine.com/remote-desktop-management/remote-assistance-vs-remote-desktop.html#:~:text=Remote%20desktop%20is%20for%20unattended,or%20assisting%20an%20end%20user.>

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#### QUESTION 6

A user requires a drive to be mapped through a Windows command line. Which of the following command-line tools can be utilized to map the drive?

- A. gpupdate
- B. net use
- C. hostname
- D. dir

Correct Answer: B

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#### QUESTION 7

A user reports a PC is running slowly. The technician suspects high disk I/O. Which of the following should the technician perform NEXT?

- A. resmon\_exe
- B. dfrgui\_exe
- C. msinf032exe
- D. msconfig\_exe

Correct Answer: A

If a technician suspects high disk I/O, the technician should use the Resource Monitor (resmon.exe) to identify the process that is causing the high disk I/O. Resource Monitor provides detailed information about the system's resource usage, including disk I/O. The technician can use this information to identify the process that is causing the high disk I/O and take appropriate action

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#### QUESTION 8



A technician is installing a program from an ISO file. Which of the following steps should the technician take?

- A. Mount the ISO and run the installation file.
- B. Copy the ISO and execute on the server.
- C. Copy the ISO file to a backup location and run the ISO file.
- D. Unzip the ISO and execute the setup.exe file.

Correct Answer: A

Mounting the ISO and running the installation file is the correct way to install a program from an ISO file. An ISO file is an image of a disc that contains all the files and folders of a program. Mounting the ISO means creating a virtual drive that can access the ISO file as if it were a physical disc. Running the installation file means executing the setup program that will install the program on the computer

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### QUESTION 9

A technician is troubleshooting boot times for a user. The technician attempts to use MSConfig to see which programs are starting with the OS but receives a message that it can no longer be used to view startup items. Which of the following programs can the technician use to view startup items?

- A. msinfo32
- B. perfmon
- C. regedit
- D. taskmgr

Correct Answer: D

When troubleshooting boot times for a user, a technician may want to check which programs are starting with the operating system to identify any that may be slowing down the boot process. MSConfig is a tool that can be used to view

startup items on a Windows system, but it may not always be available or functional. In this scenario, the technician receives a message that MSConfig cannot be used to view startup items. As an alternative, the technician can use Task

Manager (taskmgr), which can also display the programs that run at startup. To access the list of startup items in Task Manager, the technician can follow these steps:

Open Task Manager by pressing Ctrl+Shift+Esc.

Click the "Startup" tab.

The list of programs that run at startup will be displayed.

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### QUESTION 10

A user's computer consistently shuts down several minutes after booting. When the technician reboots the computer, a



message stating "CPU fan failure" appears. Which of the following is the MOST likely reason the computer shuts down?

- A. Overheating
- B. Power supply failure
- C. Faulty CPU
- D. High humidity

Correct Answer: A

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#### QUESTION 11

Which of the following can be used to help recover a lost smartphone?

- A. Remote support software
- B. Locator application
- C. NFC enabled device
- D. GPS navigation software

Correct Answer: B

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#### QUESTION 12

Which of the following is a consequence of end-of-life operating systems?

- A. Operating systems void the hardware warranty.
- B. Operating systems cease to function.
- C. Operating systems no longer receive updates.
- D. Operating systems are unable to migrate data to the new operating system.

Correct Answer: C

End-of-life operating systems are those which have reached the end of their life cycle and are no longer supported by the software developer. This means that the operating system will no longer receive updates, security patches, or other new features. This can leave users vulnerable to security threats, as the system will no longer be protected against the latest threats. Additionally, this can make it difficult to migrate data to a newer operating system, as the old system is no longer supported.

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#### QUESTION 13

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 14

A technician receives a call from a user who is on vacation. The user provides the necessary credentials and asks the technician to log in to the user's account and read a critical email that the user has been expecting. The technician refuses because this is a violation of the:

- A. acceptable use policy.
- B. regulatory compliance requirements.
- C. non-disclosure agreement
- D. incident response procedures

Correct Answer: A

Logging into a user's account without their explicit permission is a violation of the acceptable use policy, which outlines the rules and regulations by which a user must abide while using a computer system. By logging into the user's account without their permission, the technician would be violating this policy. Additionally, this action could be seen as a breach of confidentiality, as the technician would have access to information that should remain confidential.

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#### QUESTION 15

An IT services company that supports a large government contract replaced the Ethernet cards on several hundred desktop machines to comply With regulatory requirements. Which of the following disposal methods for the non-



compliant cards is the MOST environmentally friendly?

- A. incineration
- B. Resale
- C. Physical destruction
- D. Dumpster for recycling plastics

Correct Answer: D

When disposing of non-compliant Ethernet cards, the most environmentally friendly option is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials. Additionally, recycling plastics helps to reduce the amount of toxic chemicals that can be released into the environment. According to CompTIA A+ Core 2 documents, "The most environmentally friendly disposal method for non-compliant Ethernet cards is to use a dumpster for recycling plastics. This method is the most effective way to reduce the amount of waste that is sent to landfills, and it also helps to reduce the amount of energy used in the production of new materials."

<https://sustainability.yale.edu/blog/how-sustainably-dispose-your-technological-waste>

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