

220-1102^{Q&As}

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QUESTION 1

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

QUESTION 2

A Microsoft Windows PC needs to be set up for a user at a target corporation. The user will need access to the corporate domain to access email and shared drives. Which of the following versions of Windows would a technician MOST likely deploy for the user?

- A. Windows Enterprise Edition
- B. Windows Professional Edition
- C. Windows Server Standard Edition
- D. Windows Home Edition

Correct Answer: B

The Windows Professional Edition is the most likely version that a technician would deploy for a user at a target corporation. This version of Windows is designed for business use and provides the necessary features and capabilities that a user would need to access the corporate domain, such as email and shared drives.

QUESTION 3

A student is setting up a new Windows 10 laptop for the upcoming semester. The student is interested in customizing the wallpaper. Which of the following should the student use to change the wallpaper?

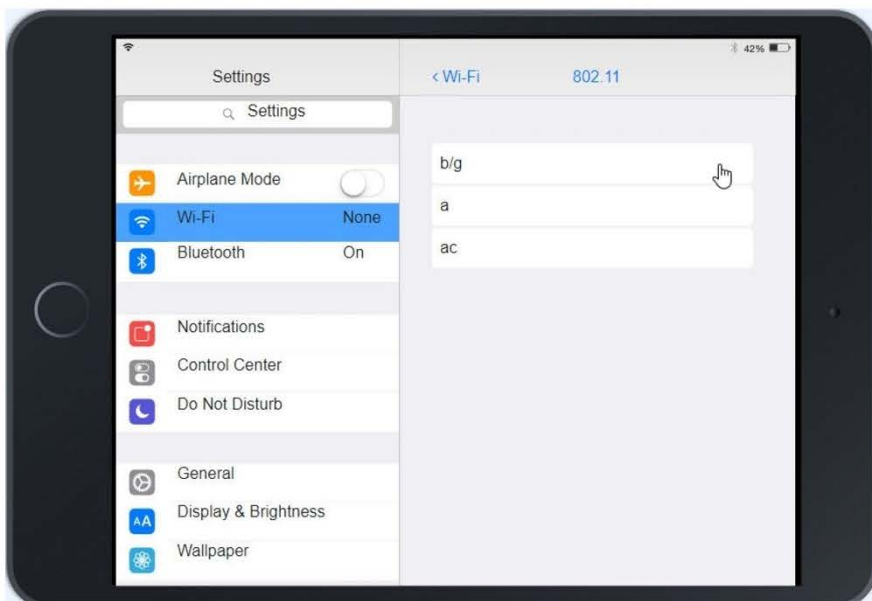
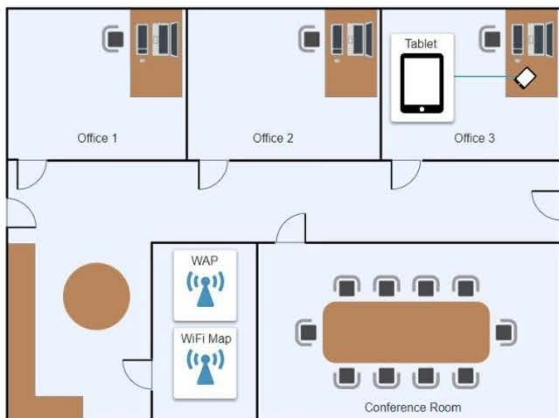
- A. Apps and Features
- B. Personalization
- C. File Explorer
- D. Task Manager

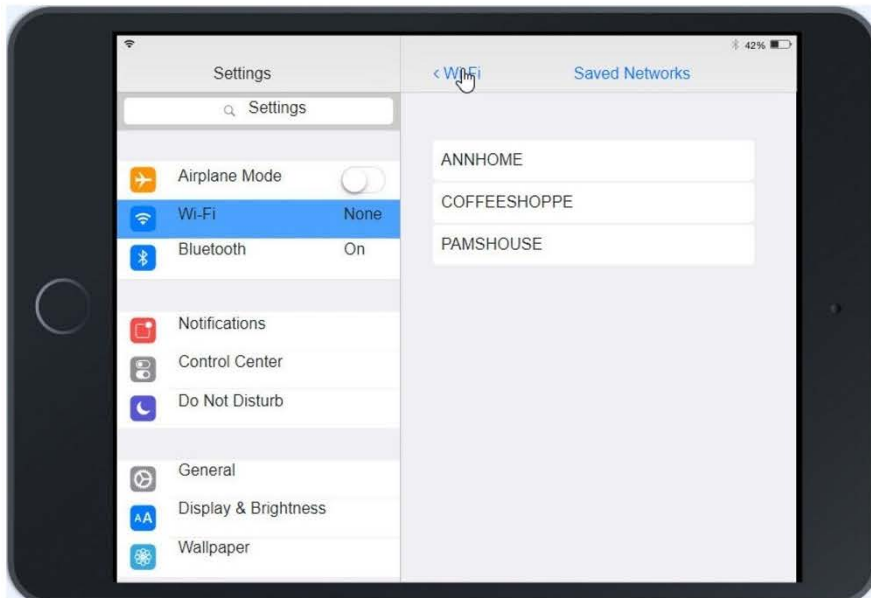
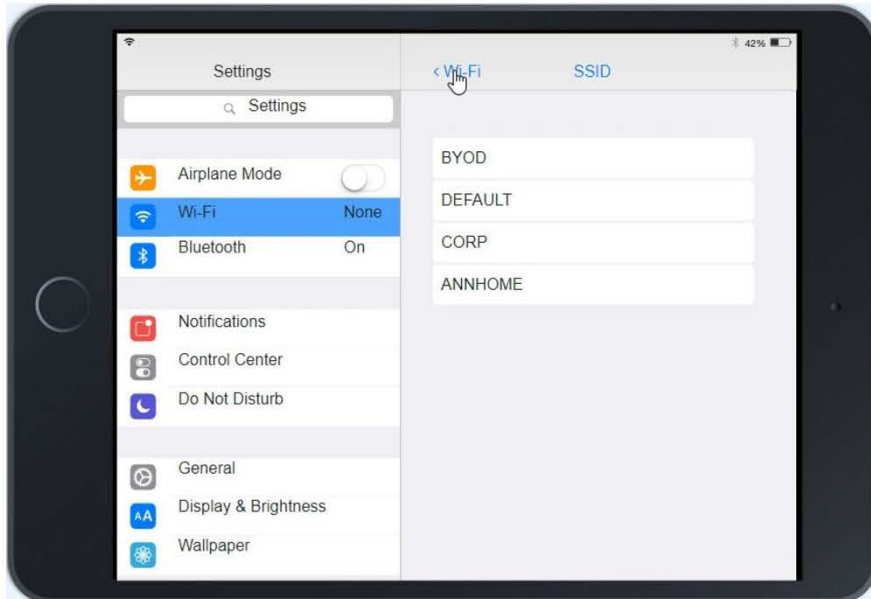
Correct Answer: B

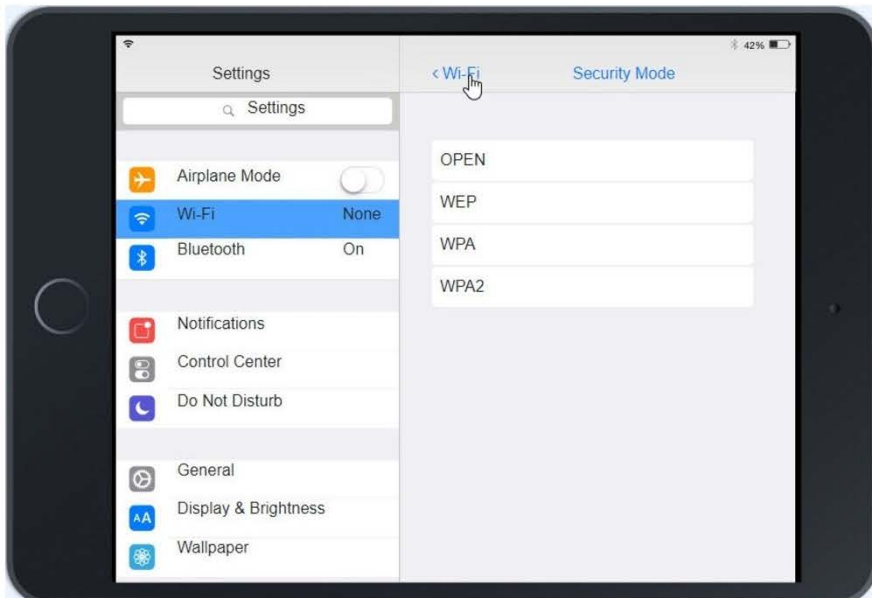
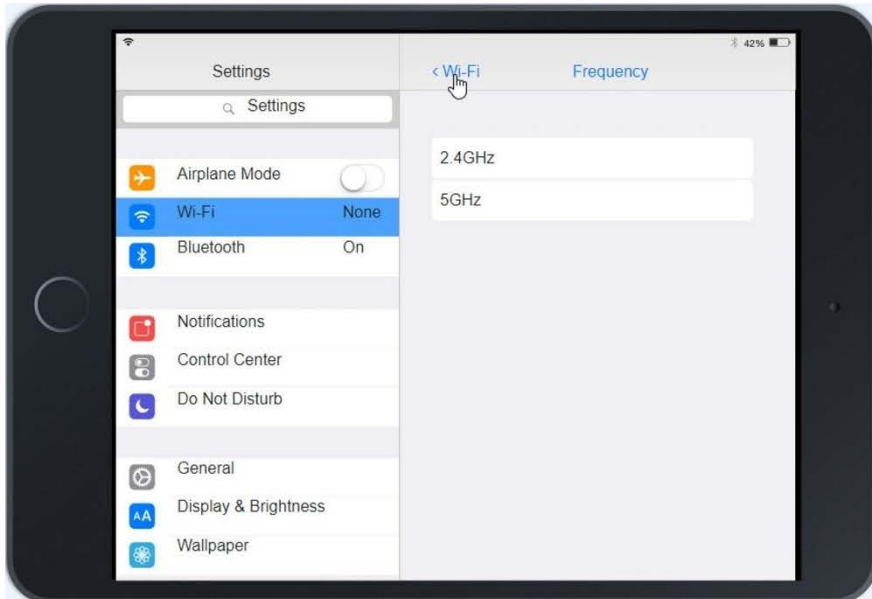
To change the wallpaper on a Windows 10 laptop, the "Personalization" settings should be used. These settings allow users to customize themes, which include various aspects of the desktop environment such as the desktop wallpaper, screen saver, color scheme, and more. This makes "Personalization" the correct option for customizing the wallpaper.

References: Official CompTIA A+ Core 1 and Core 2 Student Guide.

QUESTION 4







Settings

x

Site

Wireless Networks

SSID	Frequency	Security	Totally Secure!
CORP	2.4GHz/5GHz	WPA2	Corpsecure1
BYOD	2.4GHz/5GHz	WPA-PSK	TotallySecure1

Create New Wireless Network

Guest Control

Admins

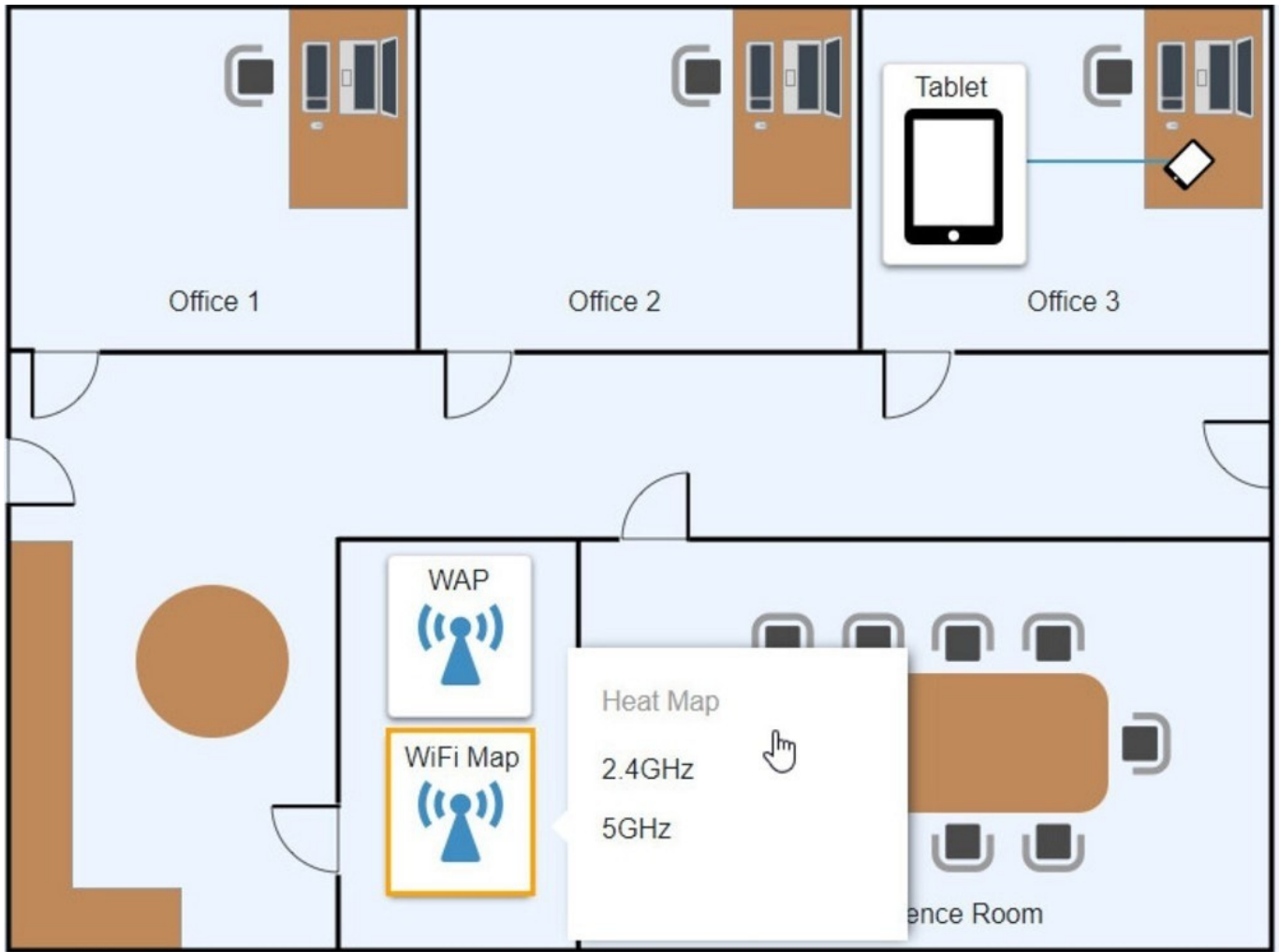
User Groups

VOIP

Controller

Cloud Access

Maintenance



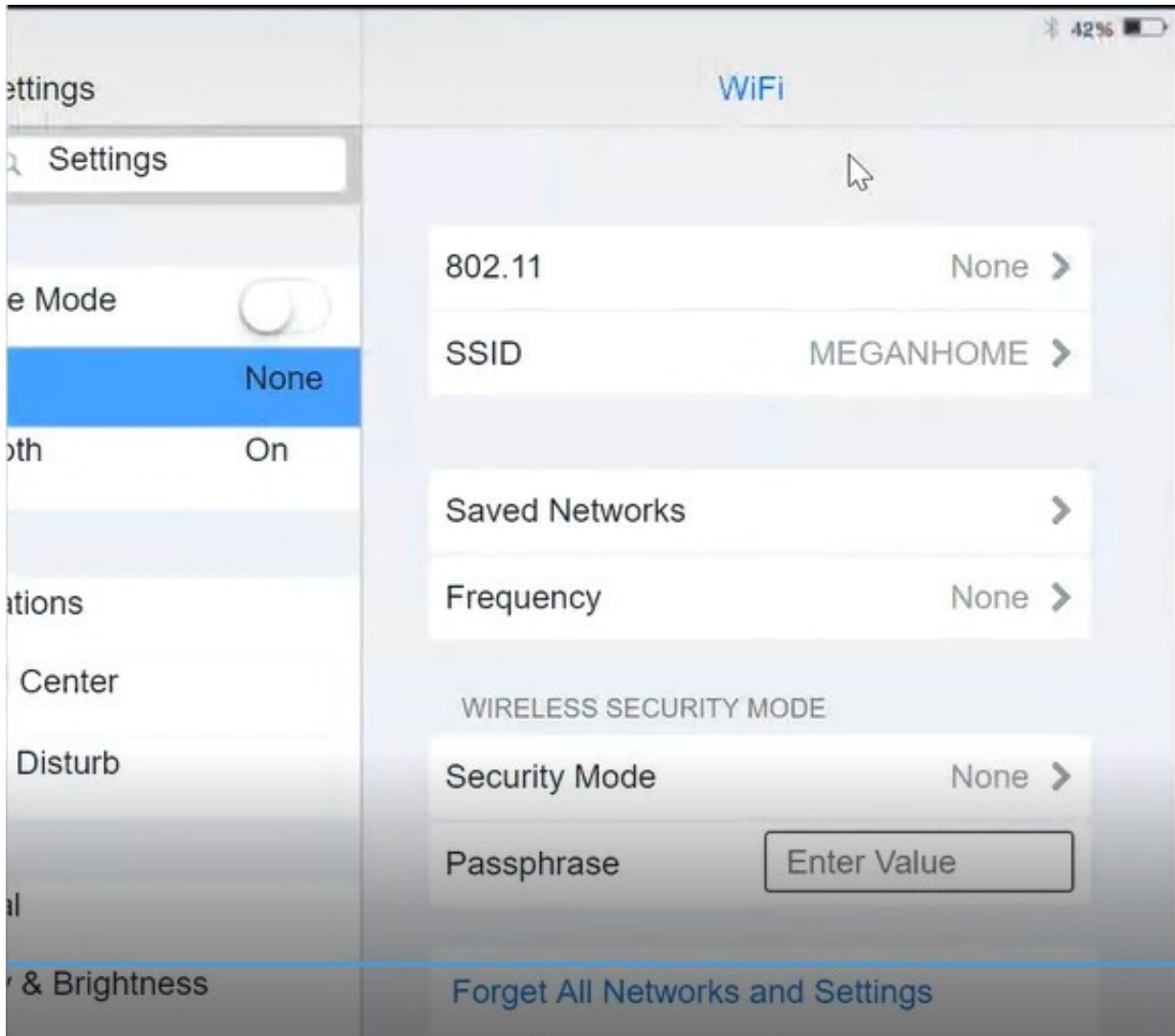
A. Check the answer in expalation.

B. Placeholder

C. Placeholder

D. Placeholder

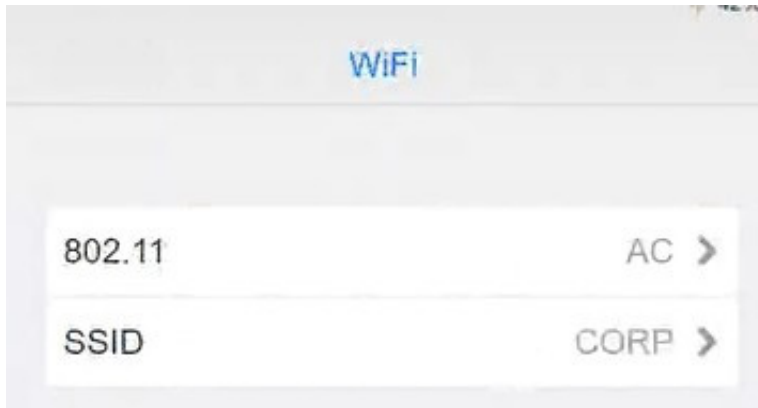
Correct Answer: A



Graphical user interface, application Click on 802.11 and Select ac



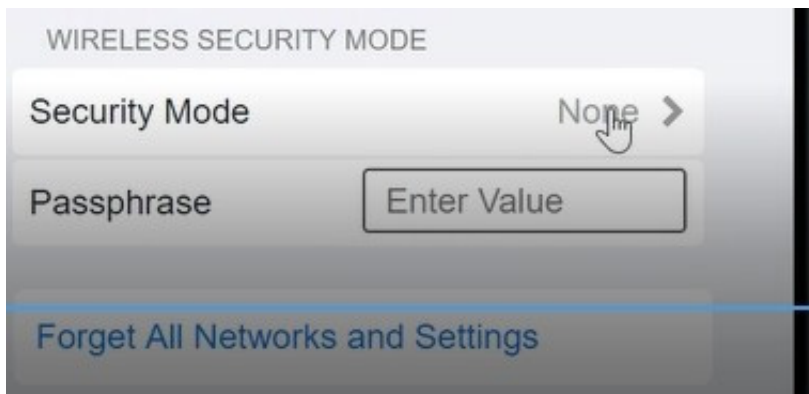
Graphical user interface, application Click on SSID and select CORP



Graphical user interface, text, application, Teams Click on Frequency and select 5GHz



A picture containing background pattern At Wireless Security Mode, Click on Security Mode



Graphical user interface, text, application Select the WPA2



Graphical user interface, application, Teams Description automatically generated with medium confidence Ann needs to

connect to the BYOD SSID, using 2.4GHZ. The selected security method chose should be WPA PSK, and the password should be set to TotallySecret.



QUESTION 5

A small library has an integrated switch and router that is not wireless. All of the public PCs in the library are connected to the device. Which of the following is the FIRST thing the library should do to deter curious patrons from interfering with the device?

- A. Configure DNS to resolve externally rather than internally
- B. Enable MAC filtering to permit public PCs
- C. Change the default user name and password
- D. Set up the DHCP server to use a different gateway option

Correct Answer: C

QUESTION 6

A technician needs to provide recommendations about how to upgrade backup solutions for a site in an area that has frequent hurricanes and an unstable power grid. Which of the following should the technician recommend implementing?

- A. High availability
- B. Regionally diverse backups
- C. On-site backups
- D. Incremental backups

Correct Answer: B

Regionally diverse backups are backups that are stored in different geographic locations, preferably far away from the primary site. This way, if a disaster such as a hurricane or a power outage affects one location, the backups in another location will still be available and accessible. Regionally diverse backups can help ensure business continuity and data recovery in case of a disaster. The other options are not the best backup solutions for a site in an area that has frequent hurricanes and an unstable power grid. High availability is a feature that allows a system to remain operational and accessible even if one or more components fail, but it does not protect against data loss or corruption. On-site backups are backups that are stored in the same location as the primary site, which means they are vulnerable to the same disasters that can affect the primary site. Incremental backups are backups that only store the changes made since the last backup, which means they require less storage space and bandwidth, but they also depend on previous backups to restore data and may not be sufficient for disaster recovery.

QUESTION 7

A technician is troubleshooting a mobile device that was dropped. The technician finds that the screen (ails to rotate, even though the settings are correctly applied. Which of the following pieces of hardware should the technician replace to resolve the issue?

- A. LCD
- B. Battery
- C. Accelerometer
- D. Digitizer

Correct Answer: C

The piece of hardware that the technician should replace to resolve the issue of the screen failing to rotate on a mobile device that was dropped is the accelerometer. The accelerometer is a sensor that detects the orientation and movement of the mobile device by measuring the acceleration forces acting on it. The accelerometer allows the screen to rotate automatically according to the position and angle of the device. If the accelerometer is damaged or malfunctioning, the screen may not rotate properly or at all, even if the settings are correctly applied. LCD stands for Liquid Crystal Display and is a type of display that uses liquid crystals and backlight to produce images on the screen. LCD is not related to the screen rotation feature but to the quality and brightness of the display. Battery is a component that provides power to the mobile device by storing and releasing electrical energy. Battery is not related to the screen rotation feature but to the battery life and performance of the device. Digitizer is a component that converts touch inputs into digital signals that can be processed by the mobile device. Digitizer is not related to the screen rotation feature but to the touch sensitivity and accuracy of the display. References: CompTIA A+ Core 2 (220-1102) Certification Exam Objectives Version 4.0, Domain 1.5

QUESTION 8

A SOHO client is having trouble navigating to a corporate website. Which of the following should a technician do to

allow access?

- A. Adjust the content filtering.
- B. Unmap port forwarding.
- C. Disable unused ports.
- D. Reduce the encryption strength.

Correct Answer: B

QUESTION 9

A small business owner wants to install newly purchased software on all networked PCs. The network is not configured as a domain, and the owner wants to use the easiest method possible. Which of the following is the MOST deficient way for the owner to install the application?

- A. Use a network share to share the installation files.
- B. Save software to an external hard drive to install.
- C. Create an imaging USB for each PC.
- D. Install the software from the vendor's website

Correct Answer: B

Saving software to an external hard drive and installing it on each individual PC is the most inefficient method for the small business owner. This method requires manual intervention on each PC, and there is a higher risk of error or inconsistencies between PCs. Additionally, if the software needs to be updated or reinstalled in the future, this process would need to be repeated on each PC.

QUESTION 10

Which of the following OS types provides a lightweight option for workstations that need an easy-to-use browser-based interface?

- A. FreeBSD
- B. Chrome OS
- C. macOS
- D. Windows

Correct Answer: B

Chrome OS provides a lightweight option for workstations that need an easy-to-use browser-based interface

QUESTION 11

A user receives an error message from an online banking site that states the following:

Your connection is not private. Authority invalid.

Which of the following actions should the user take NEXT?

- A. Proceed to the site.
- B. Use a different browser.
- C. Report the error to the bank.
- D. Reinstall the browser.

Correct Answer: C

The error message "Your connection is not private. Authority invalid." means that the web browser cannot verify the identity or security of the website's SSL certificate. This could indicate that the website has been compromised, has a configuration error, or has an expired or invalid certificate. The user should not proceed to the site or use a different browser, as this could expose their sensitive information to potential attackers. The user should also not reinstall the browser, as this is unlikely to fix the error and could cause data loss. The best action for the user to take is to report the error to the bank and wait for them to resolve it. References: : How to Fix "Your Connection Is Not Private" Errors ([https:// www.howtogeek.com/874436/how-to-fix-your-connection-is-not-private-errors/](https://www.howtogeek.com/874436/how-to-fix-your-connection-is-not-private-errors/)) : Fix connection errors (<https://support.google.com/chrome/answer/6098869?hl=en>)

QUESTION 12

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

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

Correct Answer: A

The encryption solution that the technician should choose when configuring a new Windows laptop and corporate policy requires that mobile devices make use of full disk encryption at all times is BitLocker. This is because BitLocker is a full-disk encryption feature that encrypts all data on a hard drive and is included with Window

QUESTION 13

A large organization is researching proprietary software with vendor support for a multiuser environment. Which of the following EULA types should be selected?

- A. Corporate
- B. Perpetual

C. Open-source

D. Personal

Correct Answer: A

A corporate EULA is a type of end-user license agreement that is designed for a large organization that needs to use proprietary software with vendor support for a multiuser environment. A corporate EULA typically grants the organization a volume license that allows it to install and use the software on multiple devices or servers, and to distribute the software to its employees or affiliates. A corporate EULA also usually provides the organization with technical support, maintenance, updates, and warranty from the software vendor, as well as some customization options and discounts. A corporate EULA may also include terms and conditions that specify the rights and obligations of both parties, such as confidentiality, liability, indemnification, termination, and dispute resolution¹². A corporate EULA is a better option than the other choices because: A perpetual EULA (B) is a type of end-user license agreement that grants the user a permanent and irrevocable license to use the software, without any time limit or expiration date. However, a perpetual EULA does not necessarily include vendor support, updates, or warranty, and it may not allow the user to install the software on multiple devices or servers, or to distribute the software to other users. A perpetual EULA may also be more expensive than a corporate EULA, as it requires a one-time payment upfront, rather than a recurring subscription fee³⁴. An open-source EULA [?]is a type of end-user license agreement that grants the user a license to use, modify, and redistribute the software, which is publicly available and free of charge. However, an open-source EULA does not provide any vendor support, maintenance, updates, or warranty, and it may impose some restrictions or obligations on the user, such as disclosing the source code, attributing the original author, or using a compatible license for derivative works. An open-source EULA may not be suitable for a large organization that needs proprietary software with vendor support for a multiuser environment⁵⁶. A personal EULA (D) is a type of end-user license agreement that grants the user a license to use the software for personal, non-commercial purposes only. A personal EULA may limit the number of devices or servers that the user can install the software on, and prohibit the user from distributing, copying, or reselling the software to other users. A personal EULA may also provide limited or no vendor support, maintenance, updates, or warranty, and it may have a fixed or renewable term. A personal EULA may not meet the needs of a large organization that needs proprietary software with vendor support for a multiuser environment⁷. References:

1: What is a Corporate License Agreement? - Definition from Techopedia¹ 2: Corporate License Agreement - Template - Word and PDF² 3: What is a Perpetual License? - Definition from Techopedia³ 4:

Perpetual vs. Subscription Software Licensing: Which Is Best for You?⁴ 5: What is an Open Source License? - Definition from Techopedia⁵ 6: Open Source Licenses: Which One Should You Use?⁶ 7: What is a Personal License Agreement?

- Definition from Techopedia⁷ : Personal License Agreement - Template - Word and PDF

QUESTION 14

A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

A. Run a startup script that removes files by name.

B. Provide a sample to the antivirus vendor.

C. Manually check each machine.

D. Monitor outbound network traffic.

Correct Answer: C

The most effective way to check other machines on the network for this unknown threat is to manually check each machine. This can help to identify any other machines that may be infected with the unknown virus and allow them to be cleaned.

QUESTION 15

A user opened an infected email. A security administrator responded to the malicious event, successfully mitigated the situation, and returned the machine to service

Which of the following needs to be completed before this event is considered closed?

- A. Acceptable use policy
- B. Incident report
- C. End user license agreement
- D. Standard operating procedures

Correct Answer: B

After successfully mitigating a malicious event caused by an infected email, the final step before considering the event closed is to complete an incident report. This document should detail the nature of the incident, the steps taken to resolve it, and any lessons learned to improve future responses to similar threats.

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