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CompTIA 220-1102

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QUESTION NO: 1

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

ANSWER: D

Explanation:

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>

QUESTION NO: 2

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

ANSWER: A

Explanation:

The technician should have connected a proper ESD strap to prevent damage to the motherboard. ESD (electrostatic discharge) can cause damage to electronic components, and an ESD strap helps to prevent this by grounding the technician and preventing the buildup of static electricity. Removing all jewelry is also a good practice, but it is not the most likely solution to this problem.

QUESTION NO: 3

A team of support agents will be using their workstations to store credit card data. Which of the following should the IT department enable on the workstations in order to remain compliant with common regulatory controls? (Select TWO).

- A. Encryption
- B. Antivirus
- C. AutoRun
- D. Guest accounts
- E. Default passwords
- F. Backups

ANSWER: A F

Explanation:

Encryption is a way of protecting cardholder data by transforming it into an unreadable format that can only be decrypted with a secret key¹. Backups are a way of ensuring that cardholder data is not lost or corrupted in case of a disaster or system failure². Both encryption and backups are part of the PCI DSS requirements that apply to any entity that stores, processes, or transmits cardholder data¹. The other options are not directly related to credit card data security or compliance.

QUESTION NO: 4

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

ANSWER: B

Explanation:

Processes tab in Task Manager would contain the information a technician would use to identify the cause of this issue. The Processes tab in Task Manager displays all the processes running on the computer, including the CPU and memory usage of each process. [The technician can use this tab to identify the process that is causing the hard drive activity light to remain lit and the performance degradation¹](#)

QUESTION NO: 5

A user is unable to log in to the domain with a desktop PC, but a laptop PC is working properly on the same network. A technician logs in to the desktop PC with a local account but is unable to browse to the secure intranet site to get troubleshooting tools. Which of the following is the MOST likely cause of the issue?

- A. Time drift
- B. Dual in-line memory module failure
- C. Application crash
- D. Filesystem errors

ANSWER: A

Explanation:

The most likely cause of the issue is a “time drift”. Time drift occurs when the clock on a computer is not synchronized with the clock on the domain controller. This can cause authentication problems when a user tries to log in to the domain. [The fact that the technician is unable to browse to the secure intranet site to get troubleshooting tools suggests that there may be a problem with the network connection or the firewall settings on the desktop PC12](#)

QUESTION NO: 6

Which of the following must be maintained throughout the forensic evidence life cycle when dealing with a piece of evidence?

- A. Acceptable use
- B. Chain of custody
- C. Security policy
- D. Information management

ANSWER: B

Explanation:

The aspect of forensic evidence life cycle that must be maintained when dealing with a piece of evidence is chain of custody. This is because chain of custody is the documentation of the movement of evidence from the time it is collected to the time it is presented in court, and it is important to maintain the integrity of the evidence

QUESTION NO: 7

Which of the following would MOST likely be deployed to enhance physical security for a building? (Select TWO).

- A. Multifactor authentication
- B. Badge reader
- C. Personal identification number

- D. Firewall
- E. Motion sensor
- F. Soft token

ANSWER: B E

Explanation:

Badge reader and motion sensor are devices that can be deployed to enhance physical security for a building. A badge reader is a device that scans and verifies an identification card or tag that grants access to authorized personnel only. A badge reader can help prevent unauthorized entry or intrusion into a building or a restricted area. A motion sensor is a device that detects movement and triggers an alarm or an action when motion is detected. A motion sensor can help deter or alert potential intruders or trespassers in a building or an area. Multifactor authentication is a method of verifying identity using two or more factors, such as something you know, something you have or something you are. Multifactor authentication is not a device that can be deployed to enhance physical security for a building but a technique that can be used to enhance logical security for systems or services. Personal identification number is a numeric code that can be used as part of authentication or access control. Personal identification number is not a device that can be deployed to enhance physical security for a building but an example of something you know factor in multifactor authentication. Firewall is a device or software that filters network traffic based on rules and policies. Firewall is not a device that can be deployed to enhance physical security for a building but a device that can be used to enhance network security for systems or services. Soft token is an application or software that generates one-time passwords or codes for authentication purposes. Soft token is not a device that can be deployed to enhance physical security for a building but an example of something you have factor in multifactor authentication. References: CompTIA A+ Core 2 (220-1102) Certification Exam Objectives Version 4.0, Domain 3.3

QUESTION NO: 8

A user calls the help desk and reports a workstation is infected with malicious software. Which of the following tools should the help desk technician use to remove the malicious software? (Select TWO).

- A. File Explorer
- B. User Account Control
- C. Windows Backup and Restore
- D. Windows Firewall
- E. Windows Defender
- F. Network Packet Analyzer

ANSWER: A E

Explanation:

The correct answers are E. Windows Defender and A. File Explorer. Windows Defender is a built-in antivirus program that can detect and remove malicious software from a workstation. [File Explorer can be used to locate and delete files associated with the malicious software1](#)

QUESTION NO: 9

A user's corporate phone was stolen, and the device contains company trade secrets. Which of the following technologies should be implemented to mitigate this risk? (Select TWO).

- A. Remote wipe
- B. Firewall
- C. Device encryption
- D. Remote backup
- E. Antivirus
- F. Global Positioning System

ANSWER: A C

Explanation:

[Remote wipe is a feature that allows data to be deleted from a device or system remotely by an administrator or owner1. It is used to protect data from being compromised if the device is lost, stolen, or changed hands1. Device encryption is a feature that helps protect the data on a device by making it unreadable to unauthorized users2.](#) It requires a key or a password to access the data2. Both features can help mitigate the risk of losing company trade secrets if a corporate phone is stolen.

References: [1: How to remote wipe Windows laptop \(https://www.thewindowsclub.com/remote-wipe-windows-10\)](https://www.thewindowsclub.com/remote-wipe-windows-10) [2: Device encryption in Windows \(https://support.microsoft.com/en-us/windows/device-encryption-in-windows-ad5dcf4b-dbe0-2331-228f-7925c2a3012d\)](https://support.microsoft.com/en-us/windows/device-encryption-in-windows-ad5dcf4b-dbe0-2331-228f-7925c2a3012d)

QUESTION NO: 10

A technician needs to exclude an application folder from being cataloged by a Windows 10 search. Which of the following utilities should be used?

- A. Privacy
- B. Indexing Options
- C. System
- D. Device Manager

ANSWER: B

Explanation:

To exclude an application folder from being cataloged by a Windows 10 search, the technician should use the Indexing Options [utility1](#)

QUESTION NO: 11

A user updates a mobile device's OS. A frequently used application becomes consistently unresponsive immediately after the device is launched. Which of the following troubleshooting steps should the user perform FIRST?

- A. Delete the application's cache.
- B. Check for application updates.
- C. Roll back the OS update.
- D. Uninstall and reinstall the application.

ANSWER: B

Explanation:

Sometimes, an OS update can cause compatibility issues with some applications that are not optimized for the new version of the OS. To fix this, the user should check if there are any updates available for the application that can resolve the issue. The user can check for application updates by following these steps:

QUESTION NO: 12 - (SIMULATION)

A user reports that after a recent software deployment to upgrade applications, the user can no longer use the Testing program.

However, other employees can successfully use the Testing program.

INSTRUCTIONS

Review the information in each tab to verify the results of the deployment and resolve any issues discovered by selecting the:

BSOD



```
A problem has been detected and system has been shutdown to prevent damage to your computer.

DRIVER_IRQL_NOT_LES_OR_EQUAL

If this is the first time you've seen this stop error screen, restart your computer, if this screen appears again,
follow these steps:

Check to make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware
or software manufacturer for any system updates you might need.

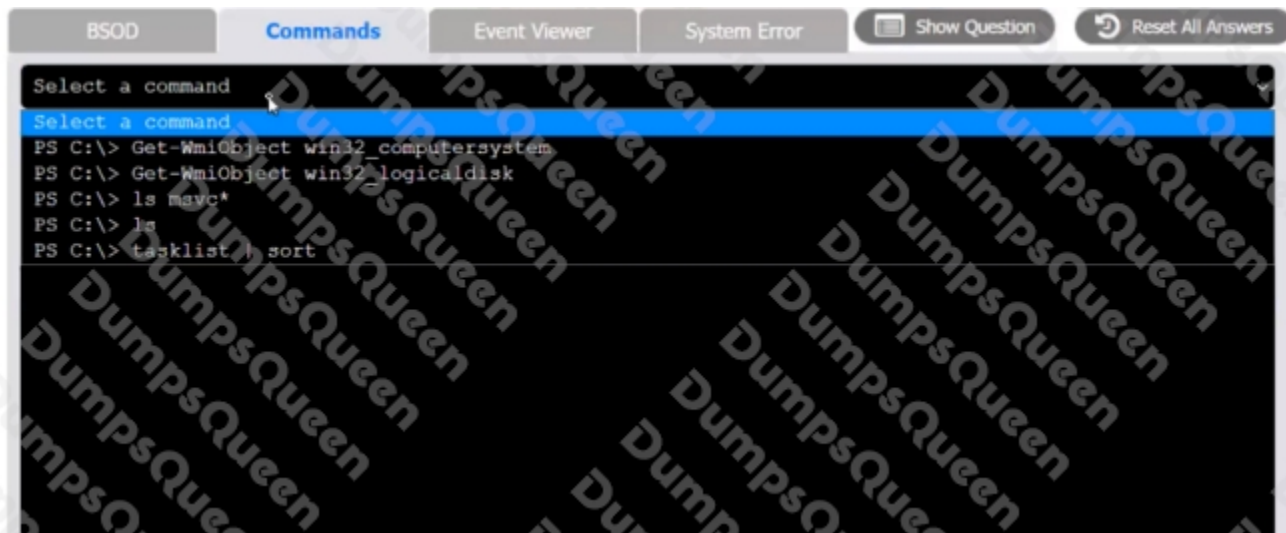
If problems continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as
caching or shadowing. If you need to use Safe Mode to remove or disable components, restart your computer, press F8 to
select Advanced Startup Options, and then select Safe Mode.

Technical information:
*** STOP: 0x00000001 (0x00000000, 0x00000007, 0x00000000, 0xG74H2574)
*** strtl.sys Address G74H2574 base at G74H0000, DateStamp 4eh2534df

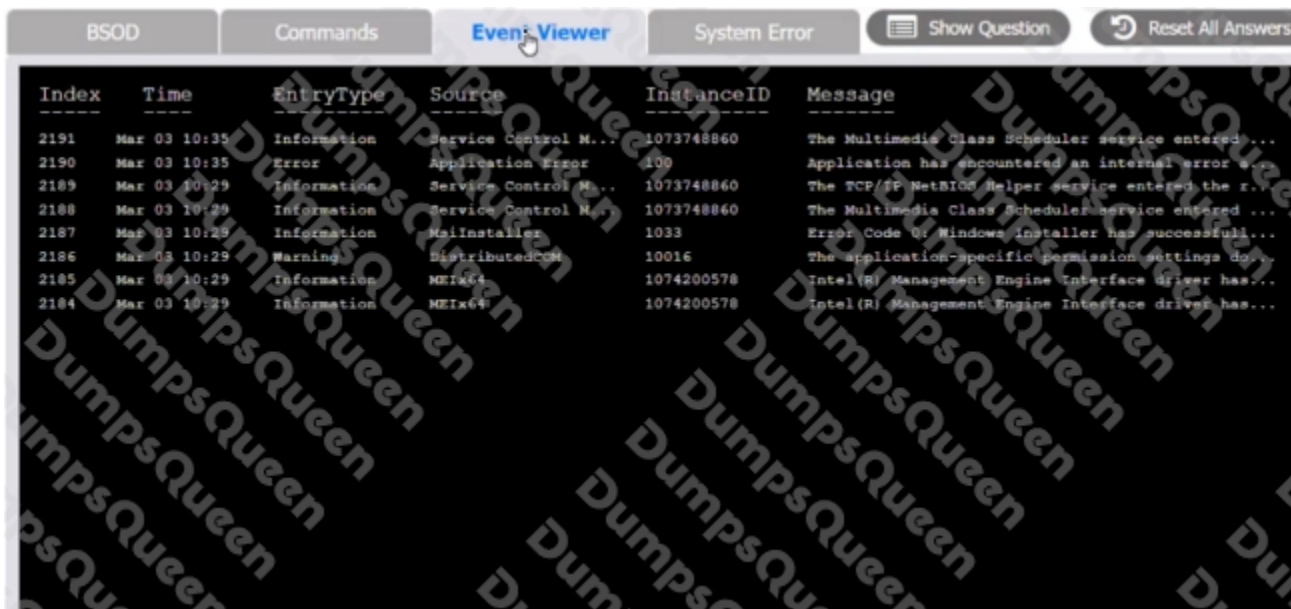
Beginning dump of physical memory
Physical memory dump complete.

Contact your system administrator or technical support group for further assistance.
```

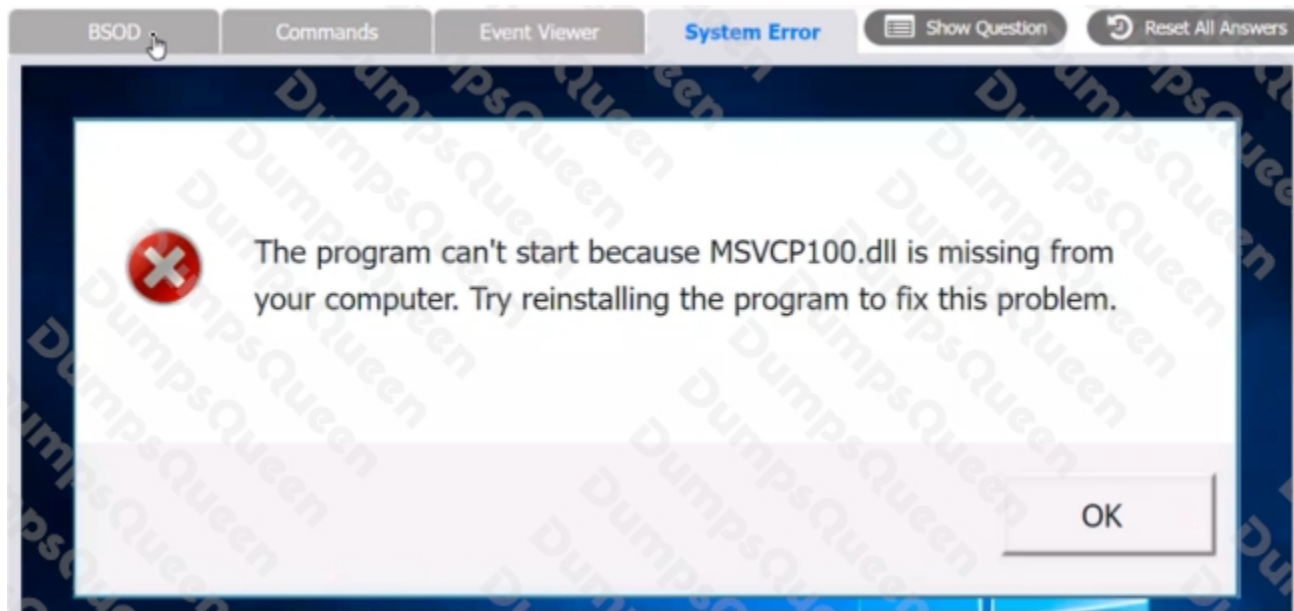
Commands:



Event Viewer:



System Error:



ANSWER: Pending

QUESTION NO: 13

A desktop engineer is deploying a master image. Which of the following should the desktop engineer consider when building the master image? (Select TWO).

- A. Device drivers
- B. Keyboard backlight settings
- C. Installed application license keys
- D. Display orientation
- E. Target device power supply
- F. Disabling express charging

ANSWER: A C

QUESTION NO: 14

A technician received a call stating that all files in a user's documents folder appear to be Changed, and each of the files now has a look file

extension Which pf the following actions is the FIRST step the technician should take?

- A. Run a live disk clone.

- B. Run a full antivirus scan.
- C. Use a batch file to rename the files-
- D. Disconnect the machine from the network

ANSWER: D

Explanation:

The CompTIA A+ Core 2 220-1002 exam covers this topic in the following domains: 1.2 Given a scenario, use appropriate resources to support users and 1.3 Explain the importance of security awareness.

QUESTION NO: 15 - (HOTSPOT)

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

Click on individual tickers to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the 'issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify Resolve drop-down menu.

The screenshot shows a helpdesk interface with a 'TEST QUESTION' window. The window contains a welcome message and instructions. The instructions state: 'Click on individual tickets to see the ticket details. View attachments to determine the problem. Select the appropriate issue from the 'Issue' drop-down menu. Then, select the MOST efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the 'Verify/Resolve' drop-down menu. If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.'

The main interface shows a list of tickets with columns for 'Date' and 'Priority'. The first ticket is 'ing to boot. Screen I...' with a date of '7/13/2022' and a 'High' priority. The second ticket is 'o access Z. on my co...' with a date of '7/13/2022' and a 'Low' priority. A 'Details' panel is open, showing a 'No Ticket Selected' message: 'Please select a ticket from the list'. The interface also includes 'Show Question' and 'Reset All Answers' buttons.

Date	Priority	
ing to boot. Screen I... 9	7/13/2022	High
to access Z: on my co... 0	7/13/2022	Low

Details	
#8675309	Open
Priority	High
Category	Technical / Bug Reports
Assigned To	helpdesk@fictional.com
Assigned Date	7/13/2022
Subject	PC is failing to boot. Screen is displaying error message, see attachment.
Attachments	bootmgr_not_found.png
Issue	<input type="text"/>
Resolution	<input type="text"/>
Verify/Resolve	<input type="text"/>

The screenshot displays a helpdesk ticket interface. On the left, a table lists tickets with columns for Date and Priority. The main area shows details for ticket #8675309, which is 'Open' and 'High' priority. The subject is 'PC is failing to boot, Screen is displaying error message, see attachment.' The assigned user is 'helpdesk@fictional.com'. A dropdown menu for 'Resolution' is open, showing various options like 'Reinstall Operating System' and 'Rollback Updates'. A second dropdown menu for 'Verify/Resolve' is also open, listing commands such as 'chkdsk', 'dism', and 'diskpart'.

Date	Priority
7/13/2022	High
7/13/2022	Low

Details

#8675309 Open

Priority: High

Category: Technical / Bug Reports

Assigned To: helpdesk@fictional.com

Assigned Date: 7/13/2022

Subject: PC is failing to boot, Screen is displaying error message, see attachment.

Attachments: [looklog_not_found.jpg](#)

Issue:

Resolution

- Corrupt OS
- Recent Windows Updates
- Graphics Drive Updates
- BSOD
- Printing Issues
- Limited Network Connectivity
- Services Failed to Start
- User Profile is Corrupted
- Application Crash
- User cannot access shared resource
- URL contains typo
- Reinstall Operating System
- Rollback Updates
- Rollback Drivers
- Repair Application
- Restart Print Spooler
- Disable Network Adapter
- Update Network Drivers
- Refresh DHCP
- Rebuild Windows Profile
- Apply Updates
- Repair installation
- Restore from Recovery Partition
- Remap network drive
- Verify integrity of disk drive
- Initiate screen share session with user
- Windows recovery environment
- Inform user of AUP violation

Verify/Resolve

- chkdsk
- dism
- diskpart
- sfc
- dd
- ctrl + alt + del
- net use
- net user
- netstat
- netsh
- bootrec

ANSWER:

The screenshot displays a helpdesk ticket interface. At the top, a table lists tickets with columns for Date and Priority. Below this, the details for ticket #9675309 are shown, including its status (Open), priority (High), category (Technical / Bug Reports), assigned user (helpdesk@fictional.com), and assigned date (7/13/2022). The subject line reads: "PC is failing to boot. Screen is displaying error message, see attachment". An attachment link for "bootlog.txt" is provided. The issue field is currently empty.

A dropdown menu for "Resolution" is open, showing a list of troubleshooting steps:

- Corrupt OS
- Recent Windows Updates
- Graphics Drive Updates
- BSOD
- Printing Issues
- Limited Network Connectivity
- Services Failed to Start
- User Profile is Corrupted
- Application Crash
- User cannot access shared resource
- URL contains typo
- Reinstall Operating System
- Rollback Updates
- Rollback Drivers
- Repair Application
- Restart Print Spooler
- Disable Network Adapter
- Update Network Drivers
- Refresh DHCP
- Rebuild Windows Profile
- Apply Updates
- Repair Installation
- Restore from Recovery Partition
- Remap network drive
- Verify integrity of disk drive
- Initiate screen share session with user
- Windows recovery environment
- Inform user of AUP violation

Below the resolution list, a "Verify/Resolve" dropdown is open, showing a list of commands:

- chkdsk
- disk
- diskpart
- sfc
- dd
- ctrl + alt + del
- net use
- net user



Explanation:

Details

#8675309 **Open**

Priority High

Category Technical / Bug Reports

Assigned To helpdesk@fictional.com

Assigned Date 7/13/2022

Subject PC is falling to boot. Screen is displaying error message, see attachment

Attachments [bootmgr not found.png](#)

Issue

Corrupt OS

Resolution

Reinstall Operating System

Verify/Resolve

chkdsk

[Close Ticket](#)