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Vendor:CompTIA

Exam Code:220-1002

Exam Name:CompTIA A+ Certification Exam: Core 2

Version:Demo

QUESTION 1

A help desk technician receives a call from a user who is experiencing a recurring issue. The user complains and demands an immediate, permanent resolution.

Which of the following actions should the technician take NEXT?

- A. Review all existing case notes from previous calls and restate the issue.
- B. Apologize for the inconvenience and then escalate the call to a supervisor.
- C. Ask the user to walk through each step taken that created the issue.
- D. Establish a theory of probable cause based on what the user reported.

Correct Answer: D

QUESTION 2

A technician is looking for guidance on securing access to the administrator account.

Which of the following policies should the technician reference?

- A. Remediation policy
- B. Incident response policy
- C. Acceptable use policy
- D. Compliance policy

Correct Answer: C

QUESTION 3

An end user's PC is taking a long time to boot. Which of the following operations would be the BEST to resolve this issue with minimal expense? (Select two.)

- A. Remove applications from startup
- B. Defragment the hard drive
- C. Install additional RAM
- D. Install a faster hard drive
- E. End the processes in Task Manager
- F. Run the Disk Cleanup utility

Correct Answer: AB

QUESTION 4

A user receives an email on a company smartphone. When trying to open the email, the user gets a message stating the email is encrypted, and the user cannot open it. The user forwards the email to a personal email account and receives the same message. The user calls the IT department to ask for help. To decrypt the message, the technician tells the user to contact the sender of the message to be able to exchange:

- A. keys
- B. passwords
- C. root CA
- D. tokens

Correct Answer: A

QUESTION 5

Ann, an employee, has been trying to use a company-issued mobile device to access an internal fileshare while traveling abroad. She restarted the device due to a mobile OS update, but she is now unable to access company information. Ann calls the help desk for assistance, and a technician verifies she can make calls and access websites.

Which of the following should the technician suggest NEXT to try to fix the issue?

- A. Navigate to the VPN profile in the device settings, delete the pre-shared key, and restart the device.
- B. Instruct Ann to open the company's MDM application to ensure proper functionality.
- C. Navigate to the corporate intranet page and use hyperlinks to access the fileshare.
- D. Instruct Ann to disable TLS 1.0 in the device settings.

Correct Answer: A

QUESTION 6

A technician has installed a second monitor for a customer, but the desktop font sizes do not match. Which of the following display settings should the technician adjust to correct this issue?

- A. Resolution
- B. Refresh rate
- C. Extended monitor
- D. Color depth

Correct Answer: A

QUESTION 7

A customer is setting up a new cable modem and wireless router. The customer wants to be able to access a remote desktop while traveling.

Which of the following must be configured FIRST to enable this capability?

- A. Port forwarding
- B. Disabling ports
- C. Content filtering
- D. MAC filtering

Correct Answer: A

QUESTION 8

A technician is trying to perform a new installation of an operating system on a computer without an optical drive. Which of the following boot sources can be used?

- A. Windows easy transfer
- B. Copy of SYSTEM folder
- C. USMT
- D. Flash drive

Correct Answer: D

QUESTION 9

Many of the files in a user's network folder have a new file extension and are inaccessible.

After some troubleshooting, a technician discovers a text document that states the files were intentionally encrypted, and a large sum of money is required to decrypt them.

Which of the following should the technician do to recover the files?

- A. Restore the network folder from a backup.
- B. Perform a System Restore on the computer.
- C. Update the malware scanner and run a full scan.
- D. Disconnect the computer from the network.

Correct Answer: A

QUESTION 10

A technician is monitoring a network and notices an outage has occurred that could potentially cause a major disruption to the business workflow. Which of the following should the technician do NEXT? !? A. Identify the issue and its impact to the business.

- A. Report the incident to the proper teams or management for awareness.
- B. Start a root cause analysts and create documentation
- C. Create an action plan and implement the solution

Correct Answer: A

QUESTION 11

Which of the following is the BEST method to secure a smartphone?

- A. Disallow access to any mobile operating systems or application accounts
- B. Require fingerprint unlock with password backup
- C. Disable copy/paste and autofill functions across the entire device
- D. Download and install all programs manually

Correct Answer: B

QUESTION 12

SIMULATION

You have been tasked with setting up a new executive's laptop on his home network. After an investigation, you find that his home network is wired and has the following settings:

1.

IP range is 10.10.10.0

2.

Netmask is 255.255.255.0

3.

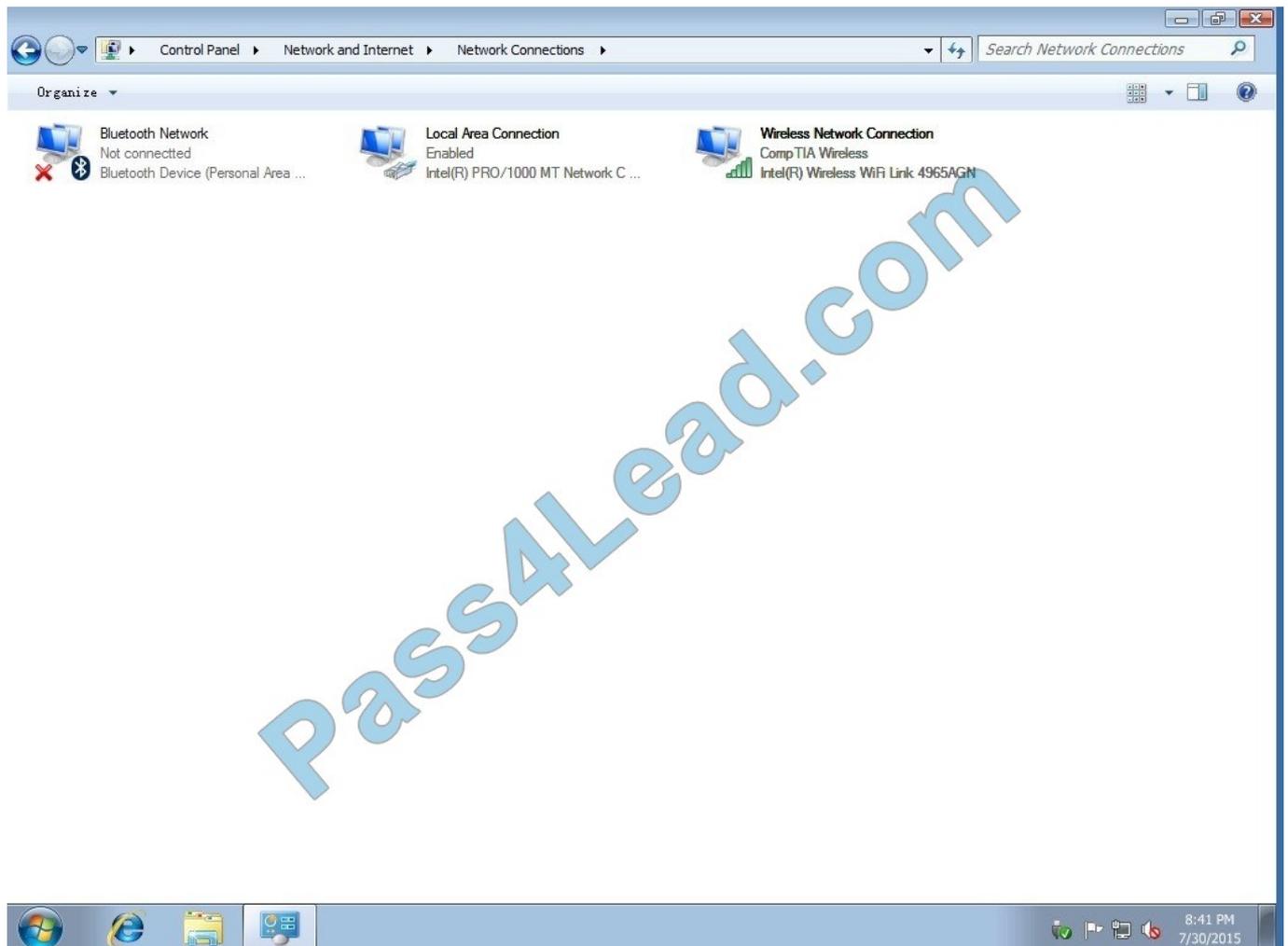
Default gateway is 10.10.10.1

Additionally, the router's address is used as the primary DNS server and WINS is not in use.

Please configure the laptop with an IP address of 10.10.10.15, ensuring that the laptop will still work when plugged into the switch at the office, which is configured for DHCP. Do not make any other unnecessary configurations to the laptop.

Instructions: Keyboard shortcuts are not available. When you have completed the simulation, please select the done

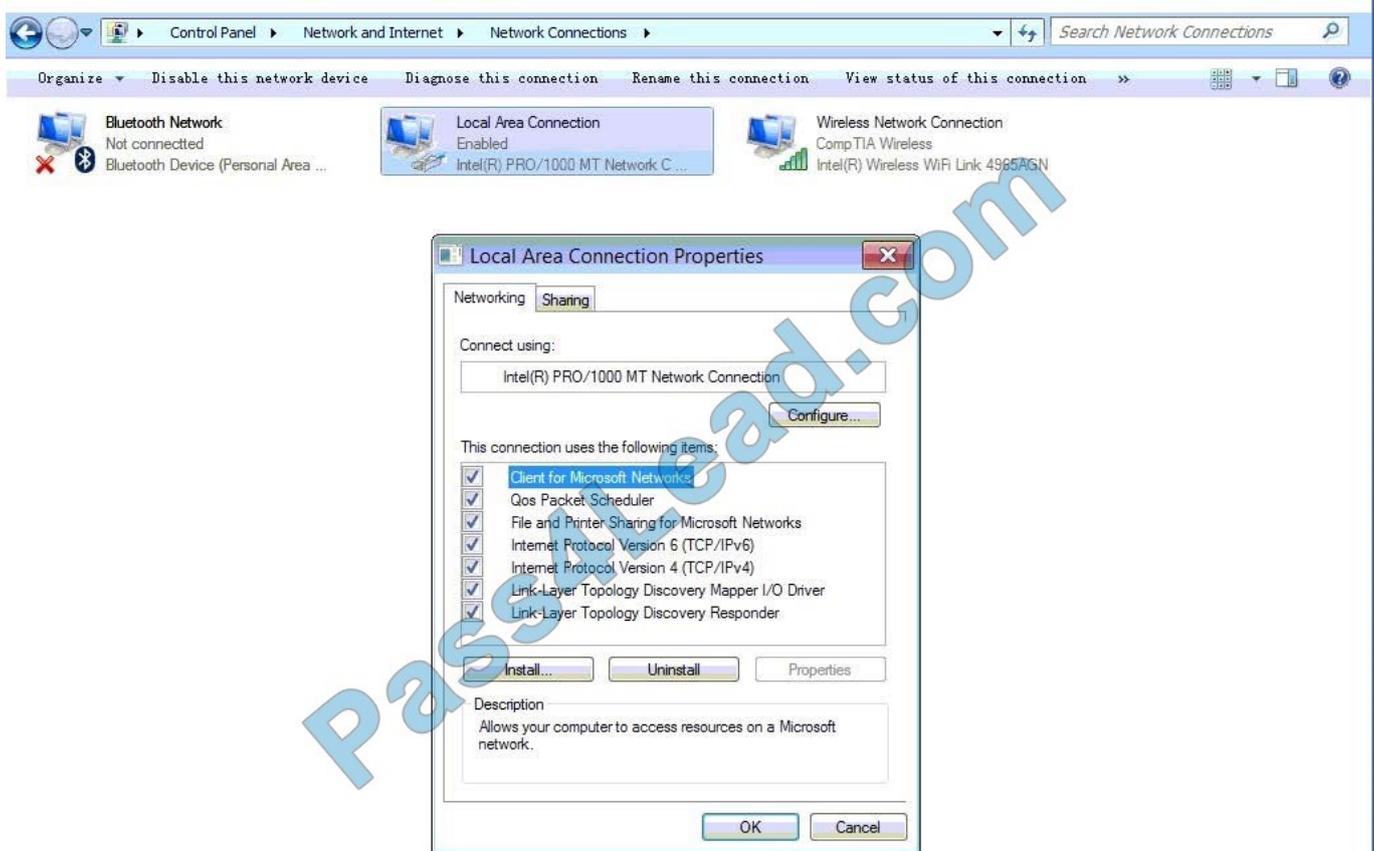
button to submit your answer.



A. Review the for all details:

Correct Answer: A

Right click in Local Area Network and double click on the IPv4 settings:



Choose Alternate Configuration Tab and enter as follows:

Control Panel > Network and Internet > Network Connections

Organize | Disable this network device | Diagnose this connection | Rename this connection | View status of this connection

Bluetooth Network
Not connected
Bluetooth Device (Personal Area ...)

Local Area Connection
Enabled
Intel(R) PRO/1000 MT Network C ...

Wireless Network Connection
CompTIA Wireless
Intel(R) Wireless WiFi Link 4965AGN

Local Area Connection Properties

Internet Protocol Version 4 (TCP/IPv4) Properties

General | Alternate Configuration

If this computer is used on more than one network, enter the alternate IP settings below.

Automatic private IP address
 User configured

IP address: 10 . 10 . 10 . 15
Subnet mask: 255 . 255 . 255 . 0
Default gateway: 10 . 10 . 10 . 1

Preferred DNS server: 10 . 10 . 10 . 1
Alternate DNS server: . . .
Preferred WINS server: . . .
Alternate WINS server: . . .

Validate settings, if changed, upon exit

OK Cancel

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