



CompTIA

220-1102 Exam

CompTIA A+ Certification Core 2 Exam

Exam Latest Version: 31.4

DEMO Version

Full Version Features:

- 90 Days Free Updates
- 30 Days Money Back Guarantee
- Instant Download Once Purchased
- 24 Hours Live Chat Support

Full version is available at link below with affordable price.

<https://www.directcertify.com/comptia/220-1102>

Question 1. (Multi Select)

A user contacted the help desk to report pop-ups on a company workstation indicating the computer has been infected with 137 viruses and payment is needed to remove them. The user thought the company-provided antivirus software would prevent this issue. The help desk ticket states that the user only receives these messages when first opening the web browser. Which of the following steps would MOST likely resolve the issue? (Select TWO)

- A: Scan the computer with the company-provided antivirus software
- B: Install a new hard drive and clone the user's drive to it
- C: Deploy an ad-blocking extension to the browser.
- D: Uninstall the company-provided antivirus software
- E: Click the link in the messages to pay for virus removal
- F: Perform a reset on the user's web browser

Correct Answer: C, F

Explanation:

"The user thought the company-provided antivirus software would prevent this issue."

The most likely steps to resolve the issue are to deploy an ad-blocking extension to the browser and perform a reset on the user's web browser. Ad-blocking extensions can help to prevent pop-ups and other unwanted content from appearing in the browser, and resetting the browser can help to remove any malicious extensions or settings that may be causing the issue.

Question 2. (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.

TEST QUESTION
Show Question
Reset All Answers


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

INSTRUCTIONS

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.



No Ticket Selected
Please select a ticket from the list

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

Details

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

#8675309

Priority: High

Category: Technical / Bug Reports

Assigned To: helpdesk@fictional.com

Assigned Date: 7/13/2022

Open

High

Technical / Bug Reports

helpdesk@fictional.com

7/13/2022

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

Attachments [bootmgr not found.png](#)

Issue

Resolution

Verify/Resolve

Details

Date	Priority	#8675309	Open
ing to boot. Screen i... 9	7/13/2022	High	Priority: High
> access Z: on my co... 0	7/13/2022	Low	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:

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

Correct Answer:

Details

Date	Priority	#8675309	Open
ing to boot. Screen i... 9	7/13/2022	High	Priority: High
access Z: on my co... 0	7/13/2022	Low	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:

- 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

Resolution:

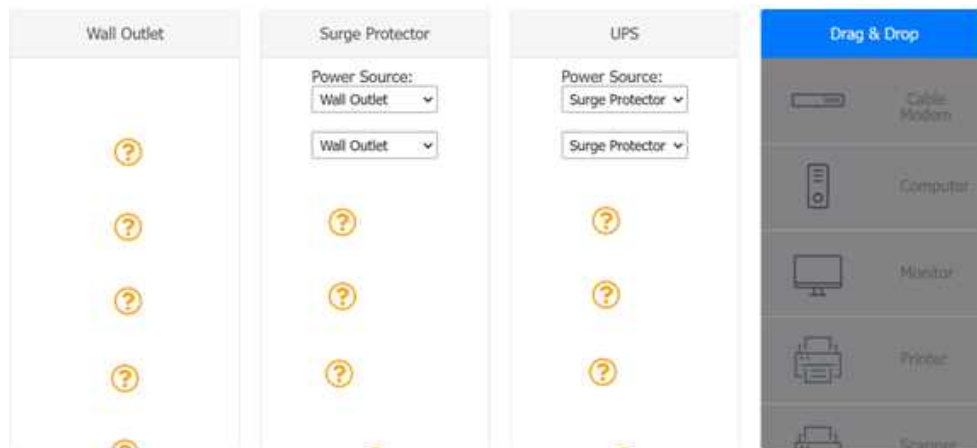
- Reinstall Operating System
- Rollback Updates
- Rollback Drivers
- Repair Application
- Restart Print Spooler
- Disable Network Adapter
- Update Network Drivers
- Refresh DHCP
- Rebuild Windows Profile
- Apply Updates
- Repair Installation
- Restore from Recovery Partition
- Remap network drive
- Verify integrity of disk drive
- Initiate screen share session with user
- Windows recovery environment
- Inform user of AUP violation

Verify/Resolve:

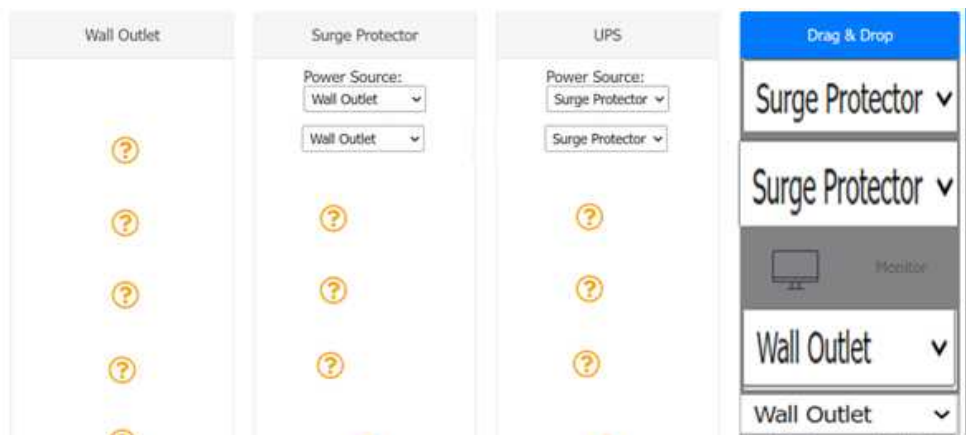
- chkdsk
- dism
- diskpart
- sfc
- dd
- ctrl + alt + del
- net use
- net user
- netstat
- netsh
- bootrec

Question 3. (DRAGDROP)

A customer recently experienced a power outage at a SOHO. The customer does not think the components are connected properly. A print job continued running for several minutes after the power failed, but the customer was not able to interact with the computer. Once the UPS stopped beeping, all functioning devices also turned off. In case of a future power failure, the customer wants to have the most time available to save cloud documents and shut down the computer without losing any data.



Correct Answer:



Question 4. (Single Select)

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

Correct Answer: D

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 5. (Single Select)

A user enabled a mobile device's screen lock function with pattern unlock. The user is concerned someone could access the mobile device by repeatedly attempting random patterns to unlock the device. Which of the following features BEST addresses the user's concern?

- A: Remote wipe
- B: Anti-malware
- C: Device encryption
- D: Failed login restrictions

Correct Answer: A

Explanation:

The feature that BEST addresses the user's concern is remote wipe. This is because remote wipe allows the user to erase all data on the mobile device if it is lost or stolen, which will prevent unauthorized access to the device.



Full version is available at link below with affordable price.

<https://www.directcertify.com/comptia/220-1102>

30% Discount Coupon Code: LimitedTime2025

*** 100% MONEY BACK GUARANTEED**
CERTIFICATION EXAMS
STUDY GUIDES

FREE TRIAL

*** Product Features**

- * 100% Success in the Final Exam
- * 90 Days Free Updates
- * Latest Exam Q/A
- * 24/7 Customer Support
- * Practice Exams

*** Free Demo for Practice Test & PDF**

50K Plus Satisfied Customers

VISA AMERICAN EXPRESS DISCOVER G Pay