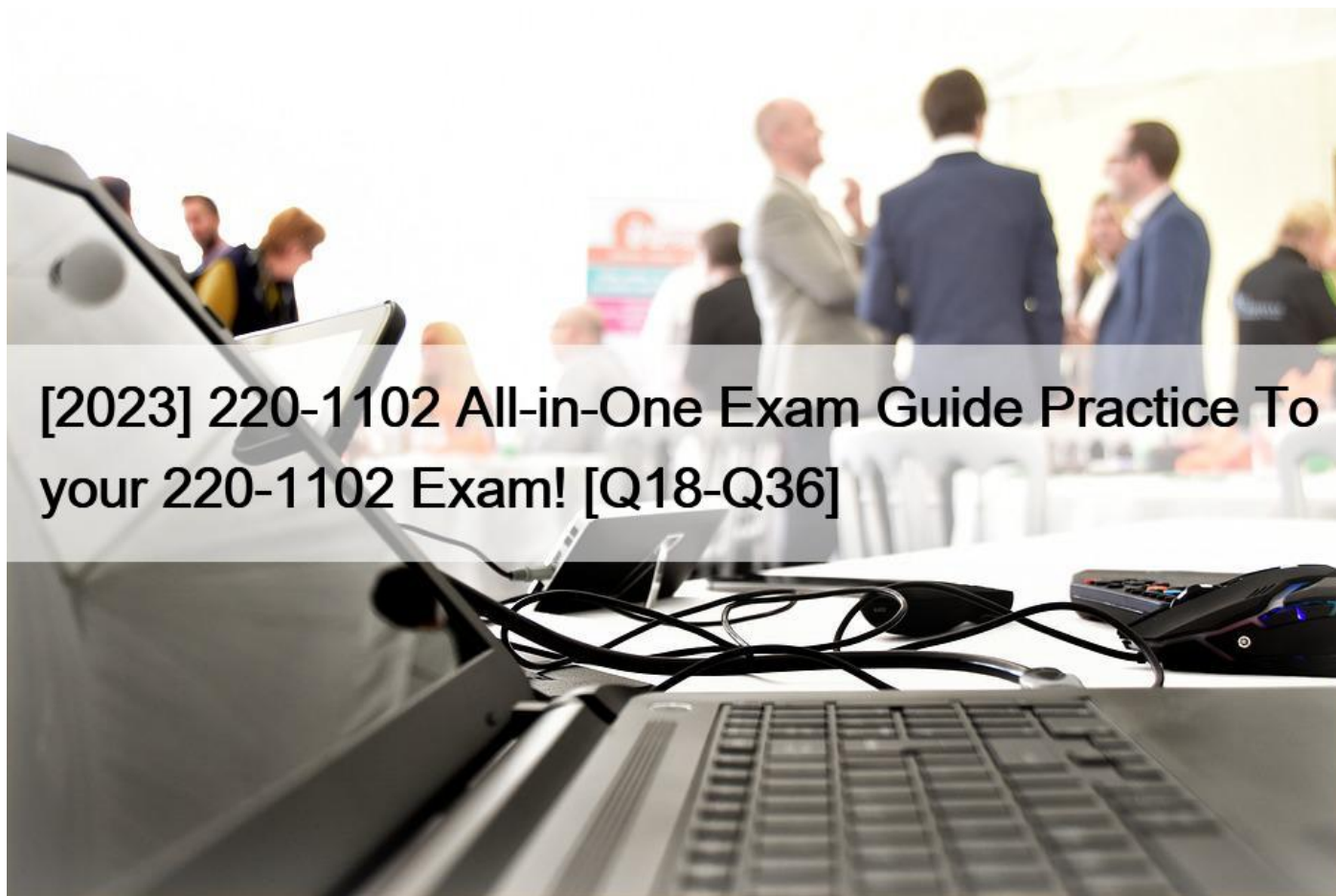


[2023 220-1102 All-in-One Exam Guide Practice To your 220-1102 Exam! [Q18-Q36]



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Preparations of 220-1102 Exam 2023 A+ Unlimited 128 Questions

CompTIA 220-1102 Exam Syllabus Topics:

TopicDetailsTopic 1- Given a scenario, use remote access technologies- Given a scenario, use common data destruction and disposal methodsTopic 2- Given a scenario, configure Microsoft Windows networking features on a client- desktop- Explain common social-engineering attacks, threats, and vulnerabilitiesTopic 3- Given a scenario, troubleshoot common mobile OS and application security issues- Given a scenario, manage and configure basic security settings in the Microsoft Windows OSTopic 4- Explain the importance of prohibited content- activity and privacy, licensing, and policy concepts- Given a scenario, use the appropriate Microsoft command-line toolTopic 5- Given a scenario, use best practice procedures for malware removal- Given a scenario, apply application installation and configuration conceptsTopic 6- Given a scenario, troubleshoot common personal computer (PC) security issues- Given a scenario, troubleshoot common mobile OS and application issuesTopic 7- Given a scenario, detect, remove, and prevent malware using the appropriate tools and methods- Given a scenario, use the appropriate Microsoft Windows 10Topic 8- Given a scenario, use proper communication techniques and professionalism- Given a scenario, use features and tools of the MicrosoftTopic 9- Given a scenario, install and configure browsers and relevant security settings- Identify common features and tools of the Linux client- desktop OSTopic 10 - Given a scenario, implement workstation backup and recovery methods- Identify common features and tools of the macOS-

desktop OSTopic 11- Given a scenario, perform OS installations and upgrades in a diverse OS environment- Explain basic change-management best practices

Q18. A user corrects a laptop that is running Windows 10 to a docking station with external monitors when working at a desk. The user would like to close the laptop when it is docked, but the user reports it goes to sleep when it is closed. Which of the following is the BEST solution to prevent the laptop from going to sleep when it is closed and on the docking station?

- * Within the Power Options of the Control Panel utility click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the Plugged In category to Never
- * Within the Power Options of the Control Panel utility, click the Change Plan Settings button for the enabled power plan and select Put the Computer to Sleep under the On Battery category to Never
- * Within the Power Options of the Control Panel utility select the option Choose When to Turn Off the Display and select Turn Off the Display under the Plugged In category to Never
- * Within the Power Options of the Control Panel utility, select the option Choose What Closing the Lid Does and select When I Close the Lid under the Plugged in category to Do Nothing

Q19. A technician is upgrading the backup system for documents at a high-volume law firm. The current backup system can retain no more than three versions of full backups before failing. The law firm is not concerned about restore times but asks the technician to retain more versions when possible. Which of the following backup methods should the technician MOST likely implement?

- * Full
- * Mirror
- * Incremental
- * Differential

Q20. 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?

- * Encrypting File System
- * FileVault
- * BitLocker
- * Encrypted LVM

Q21. A company is Issuing smartphones to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?

- * Anti-malware
- * Remote wipe
- * Locator applications
- * Screen lock

Q22. Which of the following is the MOST important environmental concern inside a data center?

- * Battery disposal
- * Electrostatic discharge mats
- * Toner disposal
- * Humidity levels

Q23. A technician has spent hours trying to resolve a computer issue for the company's Chief Executive Officer (CEO). The CEO needs the device returned as soon as possible. Which of the following steps should the technician take NEXT?

- * Continue researching the issue
- * Repeat the iterative processes
- * Inform the CEO the repair will take a couple of weeks

- * Escalate the ticket

Q24. A technician is investigating an employee's smartphone that has the following symptoms

- * The device is hot even when it is not in use.
- * Applications crash, especially when others are launched
- * Certain applications, such as GPS, are in portrait mode when they should be in landscape mode Which of the following can the technician do to MOST likely resolve these issues with minimal impact? (Select TWO).
- * Turn on autorotation
- * Activate airplane mode.
- * Close unnecessary applications
- * Perform a factory reset
- * Update the device's operating system
- * Reinstall the applications that have crashed.

Q25. While assisting a customer with an issue, a support representative realizes the appointment is taking longer than expected and will cause the next customer meeting to be delayed by five minutes. Which of the following should the support representative do NEXT?

- * Send a quick message regarding the delay to the next customer.
- * Cut the current customer's time short and rush to the next customer.
- * Apologize to the next customer when arriving late.
- * Arrive late to the next meeting without acknowledging the time.

Q26. A desktop specialist needs to prepare a laptop running Windows 10 for a newly hired employee. Which of the following methods should the technician use to refresh the laptop?

- * Internet-based upgrade
- * Repair installation
- * Clean install
- * USB repair
- * In place upgrade

Q27. Which of the following command-line tools will delete a directory?

- * md
- * del
- * dir
- * rd
- * cd

To delete an empty directory, enter `rd Directory` or `rmdir Directory` . If the directory is not empty, you can remove files and subdirectories from it using the `/s` switch. You can also use the `/q` switch to suppress confirmation messages (quiet mode).

Q28. A change advisory board just approved a change request. Which of the following is the MOST likely next step in the change process?

- * End user acceptance
- * Perform risk analysis
- * Communicate to stakeholders
- * Sandbox testing

Q29. A user is being directed by the help desk to look up a Windows PC's network name so the help desk can use a remote

administration tool to assist the user. Which of the following commands would allow the user to give the technician the correct information? (Select TWO).

- * ipconfig /all
- * hostname
- * netstat /?
- * nslookup localhost
- * arp -a
- * ping :: 1

Q30. A technician is asked to resize a partition on the internal storage drive of a computer running macOS. Which of the following tools should the technician use to accomplish this task?

- * Consolef
- * Disk Utility
- * Time Machine
- * FileVault

Q31. Which of the following should be done NEXT?

- * Send an email to Telecom to inform them of the issue and prevent recurrence.
- * Close the ticket out.
- * Tell the user to take time to fix it themselves next time.
- * Educate the user on the solution that was performed.

Q32. After clicking on a link in an email a Chief Financial Officer (CFO) received the following error:



The CFO then reported the incident to a technician. The link is purportedly to the organization's bank. Which of the following should the technician perform FIRST?

- * Update the browser's CRLs
- * File a trouble ticket with the bank.
- * Contact the ISP to report the CFCs concern
- * Instruct the CFO to exit the browser

Q33. A technician needs to recommend the best backup method that will mitigate ransomware attacks. Only a few files are regularly modified, however, storage space is a concern. Which of the following backup methods would BEST address these concerns?

- * Full

- * Differential
- * Off-site
- * Grandfather-father-son

Q34. 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?

- * Run a startup script that removes files by name.
- * Provide a sample to the antivirus vendor.
- * Manually check each machine.
- * Monitor outbound network traffic.

Q35. A technician is troubleshooting an issue involving programs on a Windows 10 machine that are loading on startup but causing excessive boot times. Which of the following should the technician do to selectively prevent programs from loading?

- * Right-click the Windows button, then select Run entering shell startup and clicking OK, and then move items one by one to the Recycle Bin
- * Remark out entries listed HKEY_LOCAL_MACHINE>SOFTWARE>Microsoft>Windows>CurrentVersion>Run
- * Manually disable all startup tasks currently listed as enabled and reboot checking for issue resolution at startup
- * Open the Startup tab and methodically disable items currently listed as enabled and reboot, checking for issue resolution at each startup.

Q36. A user is having issues with document-processing software on a Windows workstation. Other users that log in to the same device do not have the same issue.

Which of the following should a technician do to remediate the issue?

- * Roll back the updates.
- * Increase the page file.
- * Update the drivers.
- * Rebuild the profile.

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