



Free Questions for 220-1102

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Question 1

Question Type: MultipleChoice

A technician cannot uninstall a system driver because the driver is currently in use. Which of the following tools should the technician use to help uninstall the driver?

Options:

- A- msinfo32.exe
- B- dxdiag.exe
- C- msconfig.exe
- D- regedit.exe



Answer:

C

Explanation:

The msconfig.exe tool, also known as the System Configuration utility, is a tool that allows users to modify various system settings, such as startup options, services, boot options, and more. One of the features of msconfig.exe is the ability to disable or enable device drivers that are loaded during the system startup. By using msconfig.exe, a technician can prevent a driver from being loaded and used by the system, which will allow them to uninstall it without any errors. To use msconfig.exe to disable a driver, the technician can follow these steps:

Open the Run dialog box by pressing the Windows key + R.

Type msconfig.exe and press Enter.

Click on the Boot tab and then click on Advanced options.

Check the box next to No GUI boot and click OK. This will prevent the graphical user interface from loading during the boot process, which will also prevent some drivers from loading.

Click on the Services tab and check the box next to Hide all Microsoft services. This will show only the third-party services and drivers that are running on the system.

Find the service or driver that corresponds to the device that the technician wants to uninstall and uncheck the box next to it. This will disable the service or driver from starting during the system startup.

Click Apply and OK and then restart the computer.

After the computer restarts, the technician can use the Device Manager or the Control Panel to uninstall the driver that was previously in use.

[How to Completely Remove/Uninstall a Driver in Windows, section 31](#)

[The Official CompTIA A+ Core 2 Study Guide \(220-1102\), page 2212](#)

Question 2

Question Type: MultipleChoice

A user reports a hardware issue to the help desk. Which of the following should the help desk technician do first when responding to the user?

Options:

- A- Ask the user for the model number of the hardware.
- B- Offer a temporary replacement device to the user.
- C- Submit the issue to the manufacturer.
- D- Remotely install updates to the device driver.

Answer:

A

Explanation:

The first step in troubleshooting a hardware issue is to identify the hardware device that is causing the problem. Asking the user for the model number of the hardware can help the help desk technician to find the specifications, manuals, drivers, and other relevant information for the device. This can also help the technician to determine if the device is compatible with the user's system, if it has any known issues or defects, and if it is covered by warranty or support contract. Asking the user for the model number of the hardware is a help desk best practice that can save time and effort in resolving the issue

Question 3

Question Type: MultipleChoice

A customer recently upgraded their computer to the latest Windows version and is now having issues with the display. The icons and text are too large, and the colors are not accurate. Which of the following Control Panel options should the technician adjust to help the customer?

Options:

- A- Ease of Access
- B- Device Manager
- C- Network and Sharing Center
- D- Programs andFeatures

Answer:

B

Explanation:

When a customer experiences display issues such as large icons and inaccurate colors after a Windows upgrade, the most appropriate Control Panel option to address these issues is 'Device Manager.' The technician can use Device Manager to check and update display drivers, which are often the cause of such problems after an OS upgrade. Updating or reinstalling the correct drivers can help resolve display resolution and color issues.

A . Ease of Access focuses on accessibility features and does not directly address display driver issues.

C . Network and Sharing Center is related to network settings and does not affect display settings.

D . Programs and Features is used for managing installed programs and features but is not relevant for updating display drivers.

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 1.3: Using features and tools of the Microsoft Windows OS, including Device Manager for managing hardware drivers.

Question 4

Question Type: MultipleChoice

Which of the following Windows 10 editions is the most cost-effective and appropriate for a single user who needs to access their computer remotely?

Options:

- A- Education
- B- Pro
- C- Enterprise
- D- Home

Answer:

B

Explanation:

For a single user who needs to access their computer remotely, the Windows 10 Pro edition is the most cost-effective and appropriate choice. It includes features such as Remote Desktop, which are essential for remote access.

Option A: Education This edition is designed for academic institutions and includes educational features. It is not the most cost-effective for a single user.

Option B: Pro Windows 10 Pro includes Remote Desktop and other business features. It is suitable and cost-effective for single users needing remote access.

Option C: Enterprise This edition includes advanced features for large organizations and is more expensive, making it less cost-effective for a single user.

Option D: Home While cost-effective, Windows 10 Home does not include the Remote Desktop feature, making it unsuitable for this requirement.

CompTIA A+ 220-1102 Objective 1.1 (Identify basic features of Microsoft Windows editions), particularly comparing editions based on features and cost.

Question 5

Question Type: MultipleChoice

A customer installed a new web browser from an unsolicited USB drive that the customer received in the mail. The browser is not working as expected, and internet searches are redirected to another site. Which of the following should the user do next after uninstalling the browser?

Options:

- A- Delete the browser cookies and history.
- B- Reset all browser settings.
- C- Change the browser default search engine.
- D- Install a trusted browser.

Answer:

D

Explanation:

The customer's web browser is likely infected by a browser hijacker, which is a type of malware that changes the browser's settings and redirects the user to malicious websites. A browser hijacker can also steal the user's personal data, display unwanted ads, and install more malware on the device. To remove a browser hijacker, the user should first uninstall the browser from the Control Panel, then scan the device with an antivirus or anti-malware program, and finally install a trusted browser from a legitimate source. Deleting the browser cookies and history, resetting the browser settings, or changing the browser default search engine may not be enough to get rid of the browser hijacker, as it may have embedded itself into the system or other browser components.

Question 6

Question Type: MultipleChoice

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?

Options:

- A- Continue researching the issue
- B- Repeat the iterative processes
- C- Inform the CEO the repair will take a couple of weeks
- D- Escalate the ticket

Answer:

D

Explanation:

The technician should escalate the ticket to ensure that the CEO's device is returned as soon as possible¹

Question 7

Question Type: MultipleChoice

A technician has identified malicious traffic originating from a user's computer. Which of the following is the best way to identify the source of the attack?

Options:

- A- Investigate the firewall logs.
- B- Isolate the machine from the network.
- C- Inspect the Windows Event Viewer.
- D- Take a physical inventory of the device.

Answer:

B

Explanation:

Isolating the machine from the network is the best way to identify the source of the attack, because it prevents the malicious traffic from spreading to other devices or reaching the attacker. Isolating the machine can also help preserve the evidence of the attack, such as the malware files, the network connections, the registry entries, or the system logs. By isolating the machine, a technician can safely analyze the machine and determine the source of the attack, such as a phishing email, a compromised website, a removable media, or a network vulnerability.

Question 8

Question Type: MultipleChoice

A technician is modifying the default home page of all the workstations in a company. Which of the following will help to implement this change?

Options:

- A- Group Policy
- B- Browser extension
- C- System Configuration
- D- Task Scheduler

Answer:

A

Explanation:

Group Policy is a feature of Windows that allows administrators to centrally manage and configure the settings of computers and users in a domain network. Group Policy can be used to modify the default home page of all the workstations in a company by creating and applying a policy that specifies the desired URL for the home page. This way, the change will be automatically applied to all the workstations that are joined to the domain and receive the policy.

Question 9

Question Type: MultipleChoice

A remote user's smartphone is performing very slowly. The user notices that the performance improves slightly after rebooting but then reverts back to performing slowly. The user also notices that the phone does not get any faster after connecting to the company's corporate guest network. A technician sees that the phone has a large number of applications installed on it. Which of the following is the most likely cause of the issue?

Options:

- A- The user is in a poor signal area.
- B- The user has too many processes running.
- C- The smartphone has malware on it.
- D- The smartphone has been jailbroken.

Answer:

B

Explanation:

One of the common reasons for a slow smartphone performance is having too many apps installed and running in the background. These apps consume the device's memory (RAM) and CPU resources, which can affect the speed and responsiveness of the phone. Rebooting the phone can temporarily clear the RAM and stop some background processes, but they may resume after a while. Connecting to a different network does not affect the performance of the phone, unless the network is congested or has a poor signal. The user can improve the phone's performance by uninstalling unused apps, clearing app caches, and restricting background activities¹². Malware can also slow down a phone, but it is not the most likely cause in this scenario, as the user does not report any other symptoms of infection, such as pop-ups, battery drain, or data usage spikes³. Jailbreaking a phone can also affect its performance, but it is not a cause, rather a consequence, of the user's actions. Jailbreaking is the process of removing the manufacturer's restrictions on a phone, which allows the user to install unauthorized apps, customize the system, and access root privileges⁴. However, jailbreaking also exposes the phone to security risks, voids the warranty, and may cause instability or compatibility issues⁵.

Reference 1: Speed up a slow Android device - Android Help - Google Help 2: Why your phone slows down over time and what you can do to stop it | TechRadar 3: How to tell if your phone has a virus | Norton 4: What is Jailbreaking?- Definition from Techopedia 5: What is Jailbreaking an iPhone? - Lifewire

Question 10

Question Type: MultipleChoice

A technician needs to import a new digital certificate and place it in the proper location. Which of the following Control Panel utilities should the technician use to import the certificate?

Options:

- A- Internet Options
- B- Network and Sharing Center
- C- Credential Manager
- D- Security and Maintenance

Answer:

A

Explanation:

To import a new digital certificate and place it in the proper location, the technician should use the 'Internet Options' utility in the Control Panel. This utility allows users to manage various settings related to internet connections and security, including the import and management of digital certificates under the 'Content' tab.

B . Network and Sharing Center is used for managing network connections and sharing settings but not for managing digital certificates.

C . Credential Manager is used to store and manage login credentials for websites and applications but not for importing digital certificates.

D . Security and Maintenance provides an overview of the security and maintenance status of the system but does not directly handle digital certificate management.

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 1.4: Using Control Panel utilities including Internet Options for managing digital certificates.



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