CompTIA
220-1002

CompTIA A+ Certification Exam: Core 2

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QUESTION 1

A plugs a 16GB jump drive into a Windows PC, and it has multiple smaller partitions that are
technician unwritable. Which of the following single DiskPart commands can be used to restore the drive, allowing it to be formatted to full capacity?
A. extend
B. merge
C. clean
D. repair
Correct Answer: a

QUESTION 2

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 3

A sales manager uses a phone as a hot-spot to connect a laptop to the Internet. The connection is fast most of the time, but the connection becomes noticeably slower every few weeks. The manager contacts the help desk for assistance. Which of the following should a technician check NEXT to troubleshoot the issue?
A. Wireless channel interference
B. The time since the last phone restart
C. The data plan limits
D. The mobile OS update log
Correct Answer: A

QUESTION 4

Which of the following security measures would BEST prevent unauthorized individuals from being granted access to a secure location?
A. An infrared retina scanner and RFID lock
B. Smart cards with a chip and PIN reader
C. Barcoded ID badges and an electronic scanner
D. Keys and a mechanical deadbolt lock
E. Key fobs and wireless entry locks
Correct Answer: A

QUESTION 5

A customer wants to format a 4TB external drive with a filesystem that is compatible with both
Windows and
Linux OSs.
Which of the following should the technician suggest the customer use?
A. Ext4
B. exFAT
C. NFS
D. FAT32
E. CDFS
Correct Answer: D

QUESTION 6

A user's mobile device has slow data speeds. The user first noticed the stow speeds after downloading a large application to the

device. The application download MOST likely caused.

A. a hardware issue on the device.

B. the device to run more slowly

C. the user to exceed the monthly data limit

D. the device to change to WiFi settings

Correct Answer: C

QUESTION 7

An employee is taking a credit card payment over the phone, but the payment system has a temporary outage. To avoid inconveniencing the customer, the employee writes down the credit card number and expiration date on a notepad to be entered later This is in violation of:

A. PHI

B. PCI

C. Pll

D. PGP

Correct Answer: B

QUESTION 8

The Chief Executive Officer (CEO) of an organization frequently travels with sensitive data on a laptop and is concerned the data could be compromised if the laptop is lost or stolen. Which of the following should the technician recommend to BEST ensure the data is not compromised if the laptop is lost or stolen?

A. Implement strong password policies.

B. Encrypt the hard drive on the laptop.

C. Set up a BIOS password on the laptop.

D. Enable multifactor authentication on the laptop.

Correct Answer: B

QUESTION 9

A technician Is troubleshooting network connectivity and receives the following output:

Which of the following tools is the technician MOST likely using? (Select TWO)

A. ping

B. ipconfig

C. netstat

D. nslookup

E. tracert

F. nbstat

Correct Answer: D,E

QUESTION 10

When users turn on or reboot their machines, many of the computers on the network are nonresponsive and unable to access the Internet. The users who left their computers on or have not rebooted are not experiencing this issue A technician confirms all the network switches and routers are working, and no servers are having any issues The network administrator notices abnormally high network utilization Which of the following is the MOST likely issue the company is experiencing?

A. Malware infection

B. Rogue antivirus

C. Browser redirection

D. OS update failures

Correct Answer: A

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