

CompTIA 220-1202 Prüfungs & 220-1202 Exam



CompTIA A+ Certification Exam Objectives

EXAM NUMBER: CORE 2 (220-1202) V15



CompTIA A+ Core 2 (220-1202) V15 Certification Exam
Exam Objectives Document Version 3.0
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Außerdem sind jetzt einige Teile dieser ITZert 220-1202 Prüfungsfragen kostenlos erhältlich: <https://drive.google.com/open?id=1iVsN5VQBdWA9vSujp9W9MdvCdI9zQ01q>

Wenn Sie sich an der CompTIA 220-1202 Zertifizierungsprüfung beteiligen, wählen Sie doch ITZert, was Erfolg bedeutet. Viel Glück!

CompTIA 220-1202 Exam Syllabus Topics:

Section	Weight	Objectives
Topic 1: Software Troubleshooting	23%	- Security-related troubleshooting • 1. Resolve unauthorized access issues • 2. Identify malware symptoms • 3. Recover compromised systems - Operating system troubleshooting • 1. Troubleshoot performance problems • 2. Fix application and driver errors • 3. Resolve boot and startup issues - Mobile and application troubleshooting • 1. Troubleshoot mobile OS issues • 2. Resolve connectivity problems • 3. Fix application crashes and freezes

Topic 2: Operating Systems	28%	- OS installation and configuration • 1. Configure macOS and Linux • 2. Install and configure Windows • 3. Manage mobile operating systems - File systems and maintenance • 1. Perform OS updates and upgrades • 2. Configure backup and recovery • 3. Manage file systems and permissions - Windows tools and utilities • 1. Use Command Prompt and PowerShell • 2. Use Task Manager and Device Manager • 3. Manage disks and partitions
Topic 3: Operational Procedures	21%	- Backup and disaster recovery • 1. Verify data integrity • 2. Perform disaster recovery procedures • 3. Implement backup strategies - Safety and compliance • 1. Understand environmental impacts • 2. Handle hazardous materials properly • 3. Follow workplace safety procedures - Documentation and professionalism • 1. Use professional communication skills • 2. Follow change management procedures • 3. Maintain accurate documentation
Topic 4: Security	28%	- Security fundamentals • 1. Apply encryption technologies • 2. Configure wireless security • 3. Implement authentication and access controls - Threat prevention • 1. Prevent phishing and social engineering • 2. Secure end-user devices • 3. Detect and remove malware - Security best practices • 1. Perform data destruction and disposal • 2. Implement physical security measures • 3. Apply least privilege principles

>> **CompTIA 220-1202 Prüfungs** <<

220-1202 Unterlagen mit echte Prüfungsfragen der CompTIA Zertifizierung

ITZert versprechen, dass wir keine Mühe scheuen, um Ihnen zu helfen, die CompTIA 220-1202 Zertifizierungsprüfung zu bestehen. Jetzt können Sie kostenlos einen Teil der Fragen und Antworten von CompTIA 220-1202 Zertifizierungsprüfung (CompTIA A+ Certification Exam: Core 2) auf ITZert downloaden. Wenn Sie ITZert wählen, können Sie nicht nur die CompTIA 220-1202

Zertifizierungsprüfung bestehen, sondern auch über einen einjährigen kostenlosen Update-Service verfügen. ITZert versprechen, wenn Sie die Prüfung nicht bestehen, zahlen wir Ihnen die gesamte Summe zurück.

CompTIA A+ Certification Exam: Core 2 220-1202 Prüfungsfragen mit Lösungen (Q406-Q411):

406. Frage

You have been contacted through the help desk chat application. A user is setting up a replacement SOHO router. Assist the user with setting up the router.

INSTRUCTIONS

Select the most appropriate statement for each response. Click the send button after each response to continue the chat.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

To: Customer

I just received a new router for the office, and I need help setting it up.

Select reply
I am happy to assist you today.
Have you tried using the FAQ?

Select reply

Send

To: Customer

I just received a new router for the office, and I need help setting it up.

Answer 1

I need to set up my basic security settings.

Is this the first router in your office?

No, it is a replacement. The last router broke.
I am currently logged in and connected to the router's web page.

The first thing you need to do is change the default password.

Select reply
Type the password printed on the label on the bottom of the router.
Use Summer21 as the administrative password so we can assist you in the future.
Create a new password with an uppercase, a lowercase, and a special character.
Leave the password field blank for easy access in the future.

Select reply

Send

No, it is a replacement. The last router broke.
I am currently logged in and connected to the router's web page.

The first thing you need to do is change the default password.

Answer 2

That is complete now, and the router is asking to reboot. Should I reboot to move on?

Select reply
If you think you should, you can.
No, it is not necessary.
Yes, reboot please.

Select reply

Send

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Antwort:

Begründung:

See explanation below.

Explanation:

First Chat Response: When the user mentions setting up a new router, the best initial response to maintain a helpful and professional

tone is:

>Select reply:"I am happy to assist you today."

Second Chat Response:When the user states that they need to set up basic security settings:

>Select reply:"Is this the first router in your office?"

Third Chat Response:After learning it's a replacement router and the user is logged into the router's web page:

>Select reply:"The first thing you need to do is change the default password." Fourth Chat Response:For the response about password settings:

>Select reply:"Create a new password with an uppercase, a lowercase, and a special character." Fifth Chat Response:When the router prompts to reboot:

>Select reply:"Yes, reboot please."

Study Guide Reference: The CompTIA A+ Core 2 guide highlights the importance of changing default credentials and using strong password policies, particularly in SOHO environments where routers are often targeted.

407. Frage

A customer is unable to open some files on their system. Each time the customer attempts to open a file, the customer receives a message that the file is encrypted. Which of the following best describes this issue?

- A. Phishing
- B. Keylogger
- C. Cryptominer
- D. Ransomware

Antwort: D

Begründung:

Ransomware is a type of malware that encrypts the user's files and demands a payment (ransom) for the decryption key. When a user receives a message stating that their files are encrypted and cannot be accessed, ransomware is the most likely cause. The attacker's goal is to hold the data hostage until the victim pays to restore access.

A). Keylogger records keystrokes and doesn't encrypt files.

C). Phishing is a social engineering tactic to gather credentials, not to encrypt data.

D). Cryptominer uses system resources to mine cryptocurrency, not encrypt files.

Reference:

CompTIA A+ 220-1102 Objective 2.3: Compare and contrast common types of malware and threats.

Study Guide Section: Ransomware behavior and user impact

408. Frage

A Windows user is having trouble accessing a fileshare. The technician would like to confirm the username that the machine is currently logged in to. Which of the following should the technician use?

- A. whoami
- B. hostname
- C. net user
- D. tracert

Antwort: A

Begründung:

The whoami command displays the username of the currently logged-in user in Windows.

409. Frage

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, and view applicable 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.



Tickets

Subject	Date	Priority
---------	------	----------

Internet Down!		
----------------	--	--

#8675309		
----------	--	--

	08/05/2024	
--	------------	--

		High
--	--	------

A small yellow triangle appeared in the taskbar. I am no longer able to access network resources.

#8675310		
----------	--	--

	08/05/2024	
--	------------	--

		Low
--	--	-----

Details

#8675310

Open

Subject

A small yellow triangle appeared in the taskbar. I am no longer able to access network resources.

Priority

Low

Category

Technical / Bug Reports

Assigned To

helpdesk@fictional.com

Assigned Date

08/05/2024

Attachment

[Output.txt](#)

Issue

Graphics drive updates
User profile is corrupted
User cannot access shared resource
Application crash
Services failed to start
Printing issues
Recent Windows updates
Limited network connectivity
Corrupt OS
BSOD
URL contains typo

Resolution

Initiate screen share session with user
Reinstall Operating System
Restore from recovery partition
Repair installation
Rollback updates
Refresh DHCP
Remap network drive
Disable network adapter
Repair application
Rollback drivers
Apply updates
Restart print spooler
Rebuild Windows profile
Inform user of AUP violation
Verify integrity of disk drive

Verify / Resolve

netconfig
ipconfig /renew
nslookup
gpupdate /force

Antwort:

Begründung:

Tickets

Subject	Date	Priority
Internet Down!	08/05/2024	High
A small yellow triangle appeared in the taskbar. I am no longer able to access network resources.	08/05/2024	Low

Details

#8675310	Open	Subject	A small yellow triangle appeared in the taskbar. I am no longer able to access network resources.
Priority	Low		
Category	Technical / Bug Reports		
Assigned To	helpdesk@fictional.com		
Assigned Date	08/05/2024	Attachment	Output.txt

Issue

Graphics drive updates

User profile is corrupted

User cannot access shared resource

Application crash

Services failed to start

Printing issues

Recent Windows updates

Limited network connectivity

Corrupt OS

BSOD

URL contains typo

Resolution

Initiate screen share session with user

Reinstall Operating System

Restore from recovery partition

Repair installation

Rollback updates

Refresh DHCP

Remap network drive

Disable network adapter

Repair application

Rollback drivers

Apply updates

Restart print spooler

Rebuild Windows profile

Inform user of AUP violation

Verify integrity of disk drive

Verify / Resolve

netconfig

ipconfig /renew

nslookup

ipconfig /flushdns

Explanation:

Ticket #8675310

* Issue: Limited network connectivity

* Resolution: Refresh DHCP

* Verify/Resolve: ipconfig /renew

For the Low priority ticket #8675310 ("A small yellow triangle appeared in the taskbar. I am no longer able to access network resources."), the Windows yellow triangle on the network icon is the classic indicator of limited connectivity (often caused by a bad/expired DHCP lease, APIPA address, missing default gateway, or DNS info not being assigned).

Correct PBQ Selections (Ticket #8675310)

Issue

Limited network connectivity

Why (CompTIA logic):

That yellow warning triangle means the NIC is connected at Layer 2 (link is up), but the system likely doesn't have valid Layer 3 config (IP/gateway/DNS), so it can't reach network resources.

Resolution

Refresh DHCP

Why this is the most efficient fix:

When a Windows PC can't access network resources and shows "limited connectivity," the fastest, lowest- risk fix is to renew DHCP so the PC can pull:

* a valid IP address

* default gateway

* DNS servers

This directly resolves the most common root cause behind that icon.

Verify / Resolve

ipconfig /renew

Why this is the correct verification/remediation command:

ipconfig /renew is the direct command to request a fresh DHCP lease. After renewal, the user should regain access to network resources if DHCP was the issue.

What this fixes (what you'd expect to see)

Before the fix, the attachment (Output.txt) in these PBQs typically shows symptoms like:

* 169.254.x.x (APIPA) # DHCP failed

* Missing/blank Default Gateway

* DNS not present or incorrect

After ipconfig /renew, you should see a normal private IP (like 192.168.x.x / 10.x.x.x / 172.16-31.x.x) and a valid gateway/DNS.

410. Frage

Which of the following is required to have a central log-in for a Windows computer?

- A. Local Group Policy Editor
- B. Active Directory
- C. Domain membership
- D. Workgroup

Antwort: C

Begründung:

A "central log-in" means users can authenticate using a centralized account database rather than separate local accounts on each PC- this is a core feature of a Windows domain . Mike Meyers explains that a Windows domain makes it easy for anyone with a domain account to log on to any computer in the domain with a single account , a process called "single sign-on (SSO)," and that users do not need a separate local account stored on every computer. The All-in-One guide reinforces the same: in a domain, the domain controller stores domain accounts and "a user logging on to any computer on the domain may use their one domain account to log on to the entire network." Active Directory is the directory service commonly used to implement domains, but the question asks what is required for centralized logon on the workstation side- the computer must be joined to the domain (domain membership).

Workgroups use only local accounts, and Local Group Policy Editor manages policies locally, not centralized authentication.

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