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CompTIA A+ certification is highly valued in the IT industry, as it demonstrates that the holder has a comprehensive understanding of the latest technologies and tools used in the field. CompTIA A+ Certification Exam: Core 2 certification is widely recognized by employers and can lead to better job opportunities and higher salaries. Additionally, the certification provides a foundation for other IT certifications, such as the CompTIA Network+ and Security+ certifications.

CompTIA A+ Certification Exam: Core 2 (220-1102) is a globally recognized certification exam that assesses the competency of individuals in terms of installing, configuring, and troubleshooting software and hardware components of personal computers, mobile devices, and other digital devices. CompTIA A+ Certification Exam: Core 2 certification exam is designed for IT professionals who aim to advance their career in the IT industry by acquiring the necessary knowledge and skills to become a successful IT technician. Individuals who pass the CompTIA A+ Certification Exam: Core 2 will be able to demonstrate their proficiency in critical areas such as security, cloud computing, virtualization, and operational procedures.

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CompTIA A+ Certification Exam: Core 2 (220-1102) is an essential certification exam for IT professionals who wish to validate their skills and knowledge in the field of IT support. It is the second part of the CompTIA A+ certification, which covers the fundamentals of computer technology, installation, and configuration of PCs, laptops, and related hardware, as well as basic networking concepts and security protocols. 220-1102 Exam is designed to test the candidates' ability to troubleshoot and solve problems related to hardware, operating systems, and software applications.

CompTIA A+ Certification Exam: Core 2 Sample Questions (Q782-Q787):

NEW QUESTION # 782

A customer called the help desk to report that a machine that was recently updated is no longer working. The support technician checks the latest logs to see what updates were deployed, but nothing was deployed in more than three weeks. Which of the following should the support technician do to BEST resolve the situation?

- A. Advise that the help desk will investigate and follow up at a later date.
- **B. Use open-ended questions to further diagnose the issue.**
- C. Put the customer on hold and escalate the call to a manager.
- D. Offer to wipe and reset the device for the customer.

Answer: B

Explanation:

Open-ended questions are questions that require more than a yes or no answer and encourage the customer to provide more details and information. Using open-ended questions can help the support technician to understand the problem better, identify the root cause, and find a suitable solution. Some examples of open-ended questions are:

- * What exactly is not working on your machine?
- * When did you notice the problem?
- * How often does the problem occur?
- * What were you doing when the problem happened?
- * What have you tried to fix the problem?

Offering to wipe and reset the device for the customer is not a good option, as it may result in data loss and inconvenience for the customer. It should be used as a last resort only if other troubleshooting steps fail.

Advising that the help desk will investigate and follow up at a later date is not a good option, as it may leave the customer unsatisfied and frustrated. It should be used only if the problem requires further research or escalation and cannot be resolved on the first call.

Putting the customer on hold and escalating the call to a manager is not a good option, as it may waste time and resources. It should be used only if the problem is beyond the support technician's scope or authority and requires managerial intervention.

NEW QUESTION # 783

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

Details

#8675310 **Open**
Priority Low
Category Technical / Bug Reports
Assigned To helpdesk@fictional.com
Assigned Date 7/13/2022

CompTIA

Subject Unable to access Z: on my
computer, but I can manually
enter the location in the window

Attachments [File Explorer.jpg](#)

Issue

Resolution

Verify/Resolve

Close Ticket

CompTIA

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.

	Date	Priority
ling to boot. Screen l...	7/13/2022	High
o access Z. on my co	7/13/2022	Low

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.

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

Answer:

Explanation:

TEST QUESTION

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

	Date	Priority
ling to boot. Screen i...	7/13/2022	High
o access Z. on my co	7/13/2022	Low

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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

Resolution

Verify/Resolve

chkdsk

dism

diskpart

sfc

dd

ctrl + alt + del

net use

net user

netstat

netsh

bootrec

Explanation:

Graphical user interface, text, application Description automatically generated



NEW QUESTION # 784

A user calls the help desk to report that mapped drives are no longer accessible. The technician verifies that clicking on any of the drives on the user's machine results in an error message. Other users in the office are not having any issues. As a first step, the technician would like to remove and attempt to reconnect the drives.

Which of the following command-line tools should the technician use?

- A. net use
- B. mkdir
- C. set
- D. rename

Answer: A

Explanation:

The technician should use net use command-line tool to remove and reconnect mapped drives. Net use is a command that allows users to manage network connections and resources, such as shared folders or printers.

Net use can be used to map or unmap network drives by specifying their drive letters and network paths. For example, net use Z: \\server\share maps drive Z: to \\server\share folder, and net use Z: /delete unmaps drive Z:.

Set is a command that displays or modifies environment variables for the current user or process. Set is not related to managing mapped drives. Mkdir is a command that creates a new directory or folder in the current or specified location. Mkdir is not related to managing mapped drives. Rename is a command that renames a file or folder in the current or specified location. Rename is not related to managing mapped drives.

References: CompTIA A+ Core 2 (220-1102) Certification Exam Objectives Version 4.0, Domain 1.6

NEW QUESTION # 785

A user's PC is performing slowly after the user clicked on a suspicious email attachment. The technician notices that a single process is taking 100% of RAM, CPU, and network resources. Which of the following should the technician do first?

- A. Educate the user about cybersecurity best practices
- B. Reboot the computer
- C. Run an antivirus scan
- D. Disconnect the computer from the network

Answer: D

Explanation:

The technician should disconnect the computer from the network (Option A) first to prevent any further spread of the infection or data loss. Once the machine is isolated from the network, the technician can safely investigate the malware without risking infection

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