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CompTIA A+ Certification Exam: Core 2, also known as CompTIA 220-1102, is the second part of the CompTIA A+ certification program. CompTIA A+ Certification Exam: Core 2 certification is recognized worldwide as a standard for entry-level IT professionals, and passing the Core 2 exam demonstrates competency in troubleshooting and problem-solving for networking, mobile devices, and security.

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## CompTIA 220-1102 New Exam Materials, Latest 220-1102 Test Prep

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The CompTIA 220-1102 exam measures the candidate's knowledge of the latest technologies and trends in the IT industry. 220-1102 exam covers a broad range of topics such as security, mobile devices, cloud computing, and virtualization. It ensures that the candidate has the required knowledge and skills to work with the latest technology and trends in the IT industry. 220-1102 Exam is designed to validate the candidate's proficiency in the core concepts of IT, including hardware, software, networking, and security.

## CompTIA A+ Certification Exam: Core 2 Sample Questions (Q484-Q489):

### NEW QUESTION # 484

A technician receives a call from a user who is unable to open Outlook. The user states that Outlook worked fine yesterday, but the computer may have restarted sometime overnight. Which of the following is the MOST likely reason Outlook has stopped functioning?

- A. Operating system update
- B. Malware infection
- C. Invalid registry settings
- D. Spam filter installation

**Answer: A**

Explanation:

Explanation

Operating system updates can sometimes cause compatibility issues with some applications, such as Outlook, that may prevent them from opening or working properly. This can happen if the update changes some system files or settings that Outlook relies on, or if the update conflicts with some Outlook add-ins or extensions. To fix this, the technician can try some of these troubleshooting steps: Start Outlook in safe mode and disable add-ins. Safe mode is a way of starting Outlook without any add-ins or extensions that may interfere with its functionality. To start Outlook in safe mode, press and hold the Ctrl key while clicking on the Outlook icon. You should see a message asking if you want to start Outlook in safe mode. Click Yes. If Outlook works fine in safe mode, it means one of the add-ins is causing the problem. To disable add-ins, go to File > Options > Add-ins. In the Manage drop-down list, select COM Add-ins and click Go. Uncheck any add-ins that you don't need and click OK. Restart Outlook normally and check if the issue is resolved<sup>4</sup>.

Create a new Outlook profile. A profile is a set of settings and information that Outlook uses to manage your email accounts and data. Sometimes, a profile can get corrupted or damaged and cause Outlook to malfunction. To create a new profile, go to Control Panel > Mail > Show Profiles. Click Add and follow the instructions to set up a new profile with your email account. Make sure to select the option to use the new profile as the default one. Restart Outlook and check if the issue is resolved<sup>5</sup>.

Repair your Outlook data files. Data files are files that store your email messages, contacts, calendar events, and other items on your computer. Sometimes, data files can get corrupted or damaged and cause Outlook to malfunction. To repair your data files, you can use a tool called scanpst.exe, which is located in the same folder where Outlook is installed (usually C:\Program Files\Microsoft Office\root\Office16).

To use scanpst.exe, close Outlook and locate the tool in the folder. Double-click on it and browse to the location of your data file. Select the file and click Start to begin the scanning and repairing process. When it's done, restart Outlook and check if the issue is resolved.

Run the /resetnavpane command. The navigation pane is the panel on the left side of Outlook that shows your folders and accounts. Sometimes, the navigation pane can get corrupted or damaged and cause Outlook to malfunction. To reset the navigation pane, press Windows key + R to open the Run dialog box, or open the Command Prompt. Type outlook.exe /resetnavpane and hit Enter. This will clear and regenerate the navigation pane settings for Outlook. Restart Outlook and check if the issue is resolved.

### NEW QUESTION # 485

A technician is trying to perform an in-place upgrade of a Windows OS from a file. When the technician double-clicks the file, the technician receives a prompt to mount a drive. Which of the following file types did the technician download?

- A. zip
- B. msi
- C. iso
- D. exe

**Answer: C**

Explanation:

The file type ISO is a disk image format that contains everything from a CD, DVD, or Blu-ray disc in a single file. When an ISO file is accessed, the system prompts the user to mount it as a virtual drive, which is why the technician received a "mount a drive" prompt. MSI (A) is for installing software, ZIP (C) is a compressed file, and EXE (D) is an executable file.

### NEW QUESTION # 486

An Internet café has several computers available for public use. Recently, users have reported the computers are much slower than they were the previous week. A technician finds the CPU is at 100% utilization, and antivirus scans report no current infection. Which of the following is MOST likely causing the issue?

- A. Spyware is redirecting browser searches.
- B. A keylogger is capturing user passwords.
- **C. A cryptominer is verifying transactions.**
- D. Files were damaged from a cleaned virus infection.

**Answer: C**

Explanation:

A cryptominer is a malicious program that uses the CPU resources of a computer to generate cryptocurrency, such as Bitcoin or Ethereum. This can cause the CPU to run at 100% utilization and slow down the system.

Spyware, virus and keylogger are other types of malware, but they do not necessarily cause high CPU usage.

Verified References: <https://www.comptia.org/blog/what-is-cryptomining> <https://www.comptia.org/certifications/a>

#### **NEW QUESTION # 487**

A support specialist needs to decide whether to install a 32-bit or 64-bit OS architecture on a new computer. Which of the following specifications will help the specialist determine which OS architecture to use?

- A. 500GB HDD
- **B. 16GB RAM**
- C. 1Gbps Ethernet
- D. Intel i7 CPU

**Answer: B**

Explanation:

Comprehensive and Detailed In-Depth Explanation: The amount of RAM is the key factor in choosing a 32-bit vs. 64-bit OS:

- \* A 32-bit OS can only address up to 4GB of RAM.
- \* A 64-bit OS is required for 16GB RAM or more to fully utilize the memory.
- \* B. Intel i7 CPU - Incorrect. Most modern CPUs support both 32-bit and 64-bit OS.
- \* C. 500GB HDD - Incorrect. Hard drive size does not determine OS architecture.
- \* D. 1Gbps Ethernet - Incorrect. Network speed has no relation to OS architecture.

Reference:

CompTIA A+ 220-1102, Objective 1.6 - Operating System Installation Types

#### **NEW QUESTION # 488**

A technician has been tasked with troubleshooting audiovisual issues in a conference room. The meeting presenters are unable to play a video with sound. The following error is received:

The Audio Driver is not running.

Which of the following will MOST likely resolve the issue?

- A. taskmgr.exe
- B. regedit.exe
- C. gpmmc.msc
- **D. services.msc**
- E. explorer.exe
- F. compmgmt.msc

**Answer: D**

Explanation:

services.msc is a tool that can be used to resolve the issue of "The Audio Driver is not running" on a Windows machine. It allows a technician to view, start, stop and configure the services that run on the system, such as the Windows Audio service.

compmgmt.msc, regedit.exe, explorer.exe, taskmgr.exe and gpmmc.msc are other tools that can be used for different purposes on a

Windows machine, but they are not related to audio drivers or services. Verified References: <https://www.comptia.org/blog/what-is-services-misc>  
<https://www.comptia.org/certifications/a>

## NEW QUESTION # 489

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