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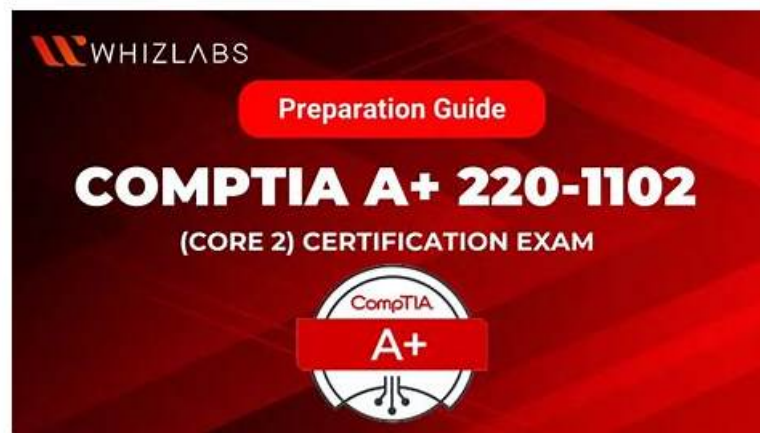
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CompTIA 220-1102 Exam consists of 90 multiple-choice and performance-based questions that test candidates' knowledge and skills in various areas of IT support. 220-1102 exam is designed to validate the candidate's ability to install, configure, and troubleshoot operating systems, software, and hardware, as well as implement basic security measures. Candidates are also expected to demonstrate their understanding of operational procedures, including customer service and communication skills.

>> New 220-1102 Exam Guide <<

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CompTIA 220-1102 (CompTIA A+ Certification Exam: Core 2) Exam is the second part of the CompTIA A+ certification. 220-1102 exam covers the knowledge and skills required to install, configure, and maintain operating systems, mobile devices, and security. 220-1102 Exam is designed to test the candidate's ability to perform tasks such as configuring network connectivity, installing and configuring operating systems, troubleshooting software and hardware issues, and implementing security protocols.

CompTIA A+ Certification Exam: Core 2 Sample Questions (Q816-Q821):

NEW QUESTION # 816
As a corporate technician, you are asked to evaluate several suspect email messages on a client's computer. Corporate policy requires he following:
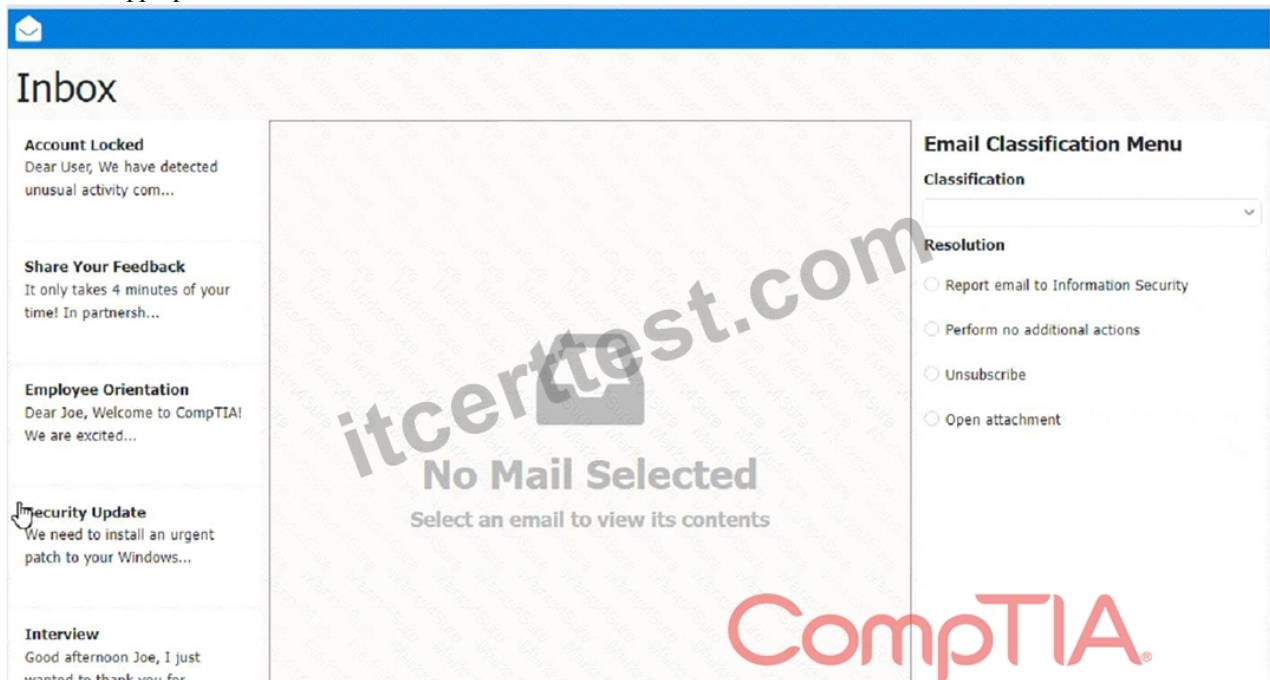. All phishing attempts must be reported.
. Future spam emails to users must be prevented.
INSTRUCTIONS
Review each email and perform the

following within the email:

. Classify the emails

. Identify suspicious items, if applicable, in each email

. Select the appropriate resolution

Answer:

Explanation:

See the Full solution in Explanation below.

Explanation:

Classification: a) Phishing

This email is a phishing attempt, as it tries to trick the user into clicking on a malicious link that could compromise their account or personal information. Some suspicious items in this email are:

* The email has a generic greeting and does not address the user by name.

* The email has spelling errors, such as "unusal" and "Locaked".

* The email uses a sense of urgency and fear to pressure the user into clicking on the link.

* The email does not match the official format or domain of the IT Help Desk at CompTIA.

* The email has two black bat icons, which are not related to CompTIA or IT support.

The appropriate resolution for this email is A. Report email to Information Security. The user should not click on the link, reply to the email, or provide any personal or account information. The user should forward the email to the Information Security team or use a professional email form to report the phishing attempt. The user should also delete the email from their inbox and trash folder.

The suspicious items to select are:

* b) From address

* d) Hyperlinks

These items indicate that the email is not from a legitimate source and that the link is potentially malicious.

The other items are not suspicious in this case, as the to address is the user's own email and there are no attachments.
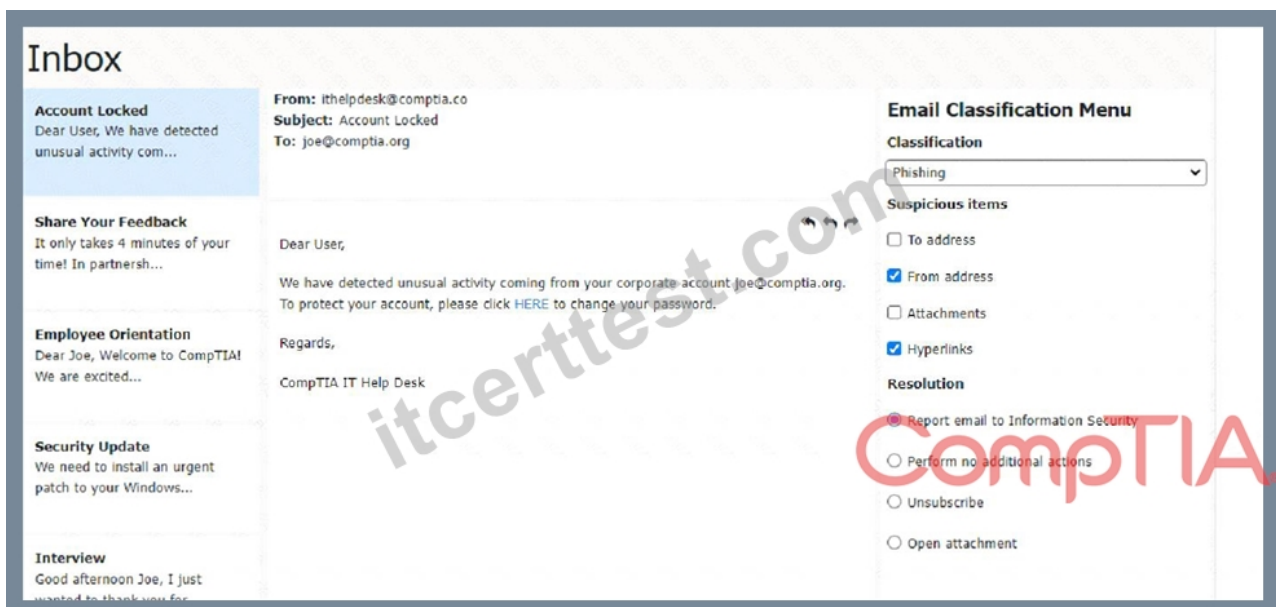
Classification: b) Spam

This email is a spam email, as it is an unsolicited and unwanted message that tries to persuade the user to participate in a survey and claim a reward. Some suspicious items in this email are:

* The email offers a free wireless headphone as an incentive, which is too good to be true.
* The email does not provide any details about the survey company, such as its name, address, or contact information.
* The email contains an external survey link, which may lead to a malicious or fraudulent website.
* The email does not have an unsubscribe option, which is required by law for commercial emails.

The appropriate resolution for this email is C. Unsubscribe. The user should look for an unsubscribe link or button at the bottom of the email and follow the instructions to opt out of receiving future emails from the sender. The user should also mark the email as spam or junk in their email client, which will help filter out similar emails in the future. The user should not click on the survey link, reply to the email, or provide any personal or financial information.
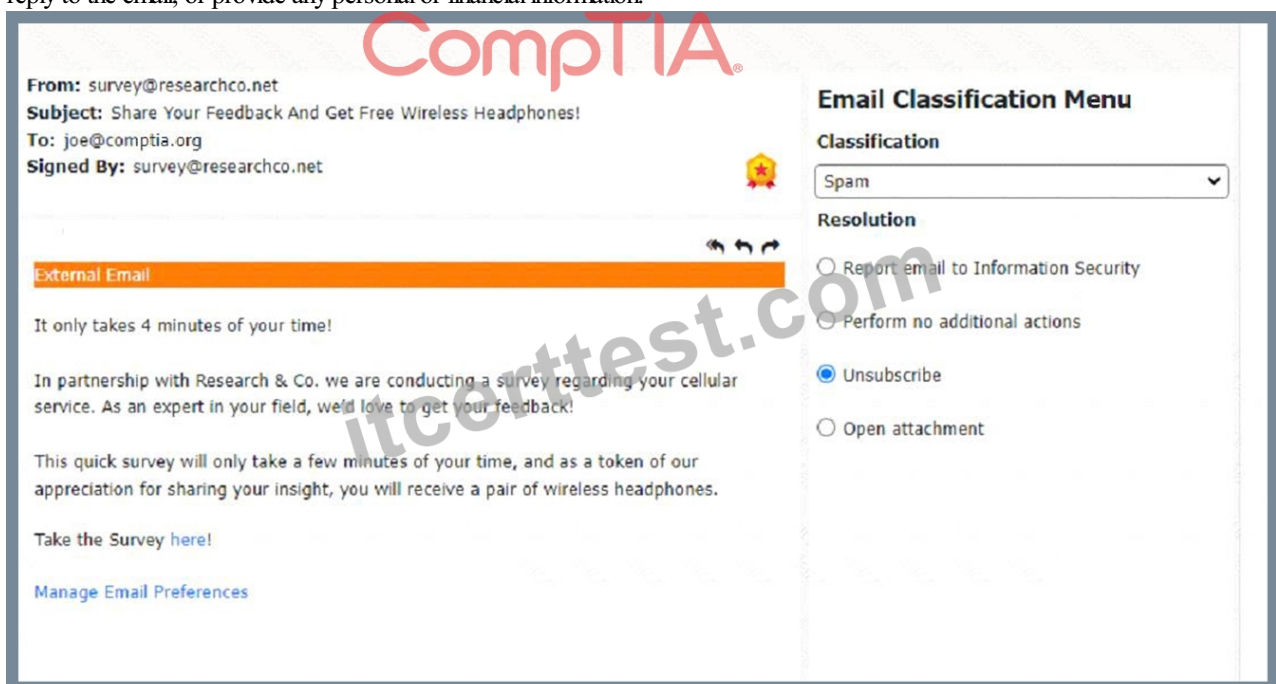
Classification: c) Legitimate

This email is a legitimate email, as it is from a trusted source and has a valid purpose. There are no suspicious items in this email, as the from address, the to address, the attachment, and the email body are all consistent and relevant. The appropriate resolution for this email is B. Perform no additional actions. The user can open the attachment and review the orientation material as instructed. The user does not need to report, unsubscribe, or delete this email.

A screenshot of a computer Description automatically generated

Classification: a) Phishing

This email is a phishing attempt, as it tries to deceive the user into downloading and running a malicious attachment that could compromise their system or data. Some suspicious items in this email are:

* The email has a generic greeting and does not address the user by name or username.
* The email has an urgent tone and claims that a security patch needs to be installed immediately.
* The email has an attachment named "patch1.exe", which is an executable file that could contain malware or ransomware.
* The email does not match the official format or domain of CompTIA Information Security.

The appropriate resolution for this email is A. Report email to Information Security. The user should not open the attachment, reply to the email, or provide any personal or account information. The user should forward the email to the Information Security team or use a professional email form to report the phishing attempt. The user should also delete the email from their inbox and trash folder.

A screenshot of a computer Description automatically generated

Inbox

Account Locked
Dear User, We have detected unusual activity com...

Share Your Feedback
It only takes 4 minutes of your time! In partnersh...

Employee Orientation
Dear Joe, Welcome to CompTIA! We are excited...

Security Update
We need to install an urgent patch to your Windows...

Interview
Good afternoon Joe, I just

From: Human Resources <hr@comptia.org>
Subject: Employee Orientation
To: joe@comptia.org
📎 Employee_Reference_Guide.PDF

Dear Joe,

Welcome to CompTIA!

We are excited that you are here, and we know you will be a valuable asset to the company.

Please review the attached orientation material to get started with the onboarding experience.

Regards,
CompTIA Human Resources

Email Classification Menu

Classification
[Legitimate ▾]

Resolution
○ Report email to Information Security
● Perform no additional actions
○ Unsubscribe
○ Open attachment

Classification: c) Legitimate

This email is a legitimate email, as it is from a trusted source and has a valid purpose. There are no suspicious items in this email, as the from address, the to address, and the email body are all consistent and relevant. The appropriate resolution for this email is B. Perform no additional actions. The user can reply to the email and thank the sender for the interview opportunity. The user does not need to report, unsubscribe, or delete this email.

A screenshot of a computer Description automatically generated

From: Alex <alex@gmail.com>
Subject: Interview
To: joe@comptia.org

Good afternoon Joe,

I just wanted to thank you for your time during my interview last week. It was exciting to hear about the position and possible opportunity at CompTIA. Please don't hesitate to reach out to me with any questions or concerns you may have about me or my qualifications. Regardless of the outcome, it was a pleasure speaking with you, and I hope to have the opportunity to work with you in the future.

Regards,
Alex

Email Classification Menu

Classification
[Legitimate ▾]

Resolution
○ Report email to Information Security
● Perform no additional actions
○ Unsubscribe
○ Open attachment

NEW QUESTION # 817

A large company is selecting a new Windows operating system and needs to ensure it has built-in encryption and endpoint protection. Which of the following Windows versions will MOST likely be selected?

- A. Pro for Workstations
- B. Enterprise
- C. Pro
- D. Home

Answer: B

Explanation:

Explanation
When selecting a new Windows operating system for a large company that needs built-in encryption and endpoint protection, the Enterprise edition is the most likely choice. This edition provides advanced security features such as Windows Defender Advanced Threat Protection (ATP), AppLocker, and BitLocker Drive Encryption. These features can help to protect the company's data and endpoints against malware attacks, unauthorized access, and data theft.
The Home and Pro editions of Windows do not include some of the advanced security features provided by the Enterprise edition, such as Windows Defender ATP and AppLocker. The Pro for Workstations edition is designed for high-performance and high-end hardware configurations, but it does not provide additional security features beyond those provided by the Pro edition.

NEW QUESTION # 818
A user reports a computer is running slow. Which of the following tools will help a technician identify the issue?

- A. Resource Monitor
- B. Disk Cleanup
- C. Disk Management
- D. Group Policy Editor

Answer: A

Explanation:
Resource Monitor is a Windows utility that can be used to monitor and analyze the system resources and processes running on a computer. It can be used to identify and troubleshoot any issues that might be causing the computer to run slowly, such as CPU usage, memory usage, disk I/O, and network usage.

NEW QUESTION # 819
A user's mobile phone has become sluggish A systems administrator discovered several malicious applications on the device and reset the phone. The administrator installed MDM software. Which of the following should the administrator do to help secure the device against this threat in the future? (Select TWO).

- A. Prevent GPS spoofing
- B. Enable developer mode
- C. Block a third-party application installation
- D. Require a PIN on the unlock screen
- E. Prevent a device root
- F. Disable biometric authentication

Answer: C,D

Explanation:
Explanation
rahman.cse027@yahoo.com

NEW QUESTION # 820
A technician wants to mitigate unauthorized data access if a computer is lost or stolen. Which of the following features should the technician enable?

- A. Group Policy
- B. Network share
- C. BitLocker
- D. Static IP

Answer: C

Explanation:
Explanation
BitLocker is a Windows security feature that provides encryption for entire volumes, addressing the threats of data theft or exposure from lost, stolen, or inappropriately decommissioned devices1. BitLocker helps mitigate unauthorized data access by enhancing file and system protections, rendering data inaccessible when BitLocker-protected devices are decommissioned or recycled1. Network

share, Group Policy, and Static IP are not features that can prevent unauthorized data access if a computer is lost or stolen.
References:
BitLocker overview - Windows Security | Microsoft Learn1
The Official CompTIA A+ Core 2 Study Guide2, page 315.

NEW QUESTION # 821

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