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>> 220-1102 Exam Sims <<

## 220-1102 Training Material, 220-1102 Certification Materials

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CompTIA 220-1102 (CompTIA A+ Certification Exam: Core 2) is an important certification exam for IT professionals who want to enhance their career prospects in the field of IT. 220-1102 exam covers a wide range of topics, and it is recognized globally by major IT companies. Passing the exam is a requirement for many IT job roles, and it validates the candidate's skills and knowledge in IT support and related fields.

## CompTIA A+ Certification Exam: Core 2 Sample Questions (Q301-Q306):

### NEW QUESTION # 301

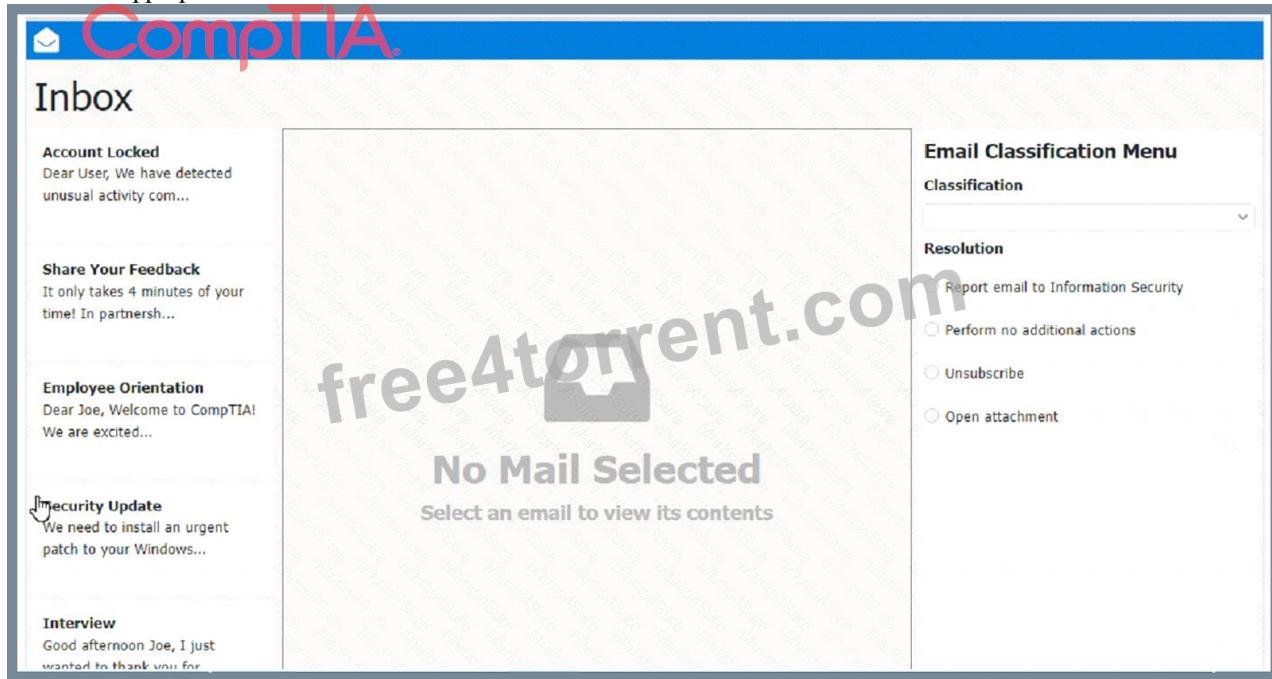
As a corporate technician, you are asked to evaluate several suspect email messages on a client's computer. Corporate policy requires the following:

- . 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



The screenshot shows a CompTIA email inbox with the following messages:

- Account Locked**: Dear User, We have detected unusual activity com...
- Share Your Feedback**: It only takes 4 minutes of your time! In partners...
- 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 wanted to thank you for...

The main area displays a large watermark: **free4torrent.com**. The right side of the screen shows the **Email Classification Menu** with the following options:

- Classification**: A dropdown menu.
- Resolution**:
  - Report email to Information Security
  - Perform no additional actions
  - Unsubscribe
  - Open attachment

#### 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.

## Inbox

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

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

**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 wanted to thank you for...

**From:** ithelpdesk@comptia.co  
**Subject:** Account Locked  
**To:** joe@comptia.org

Dear User,

We have detected unusual activity coming from your corporate account joe@comptia.org. To protect your account, please click [HERE](#) to change your password.

Regards,

CompTIA IT Help Desk

**Email Classification Menu**

**Classification**

Phishing

**Suspicious items**

To address

From address

Attachments

Hyperlinks

**Resolution**

Report email to Information Security

Perform no additional actions

Unsubscribe

Open attachment

**CompTIA**

### 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.

**From:** survey@researchco.net  
**Subject:** Share Your Feedback And Get Free Wireless Headphones!  
**To:** joe@comptia.org  
**Signed By:** survey@researchco.net

**CompTIA**

**Email Classification Menu**

**Classification**

  Spam

**Resolution**

Report email to Information Security

Perform no additional actions

Unsubscribe

Open attachment

### External Email

It only takes 4 minutes of your time!

In partnership with Research & Co. we are conducting a survey regarding your cellular service. As an expert in your field, we'd love to get your feedback!

This quick survey will only take a few minutes of your time, and as a token of our appreciation for sharing your insight, you will receive a pair of wireless headphones.

Take the Survey [here!](#)

[Manage Email Preferences](#)

### 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



**From:** Human Resources <hr@comptia.org>  
**Subject:** Employee Orientation  
**To:** joe@comptia.org  
**Attachment:** 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: 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

**From:** CompTIA Information Security <infosec@comptia.org>  
**Subject:** Security Update  
**To:** joe@comptia.org  
**Attachment:** patch1.exe

We need to install an urgent patch to your Windows Operating System. Please download and run the included attachment to install the security patch as soon as possible!

Regards,  
CompTIA Information Security  
infosec@comptia.org

#### Email Classification Menu

##### Classification

Phishing

##### Suspicious items

To address

From address

Attachments

Hyperlinks

##### Resolution

Report email to Information Security

Perform no additional actions

Unsubscribe

Open attachment



## Inbox

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

**From:** Human Resources <hr@comptia.org>  
**Subject:** Employee Orientation  
**To:** joe@comptia.org  
**Attachment:** Employee\_Reference\_Guide.PDF

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

Dear Joe,  
Welcome to CompTIA!

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

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.

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

Regards,  
CompTIA Human Resources

**Interview**  
Good afternoon Joe, I just wanted to thank you for

### Email Classification Menu

#### Classification

Legitimate

#### Resolution

Report email to Information Security

Perform no additional actions

Unsubscribe

Open attachment

CompTIA.

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

CompTIA.

## NEW QUESTION # 302

A technician is setting up a backup method on a workstation that only requires two sets of tapes to restore. Which of the following would BEST accomplish this task?

- A. Full backup
- B. Incremental backup
- C. Off-site backup
- D. Differential backup

**Answer: A**

Explanation:

### Explanation

To accomplish this task, the technician should use a Full backup method. A full backup only requires two sets of tapes to restore because it backs up all the data from the workstation. With a differential backup, the backups need to be taken multiple times over a period of time, so more tapes would be needed to restore the data.

### NEW QUESTION # 303

A company is retiring old workstations and needs a certificate of destruction for all hard drives. Which of the following would be BEST to perform on the hard drives to ensure the data is unrecoverable? (Select TWO).

- A. Incinerating
- B. Drilling
- C. Recycling
- D. Standard formatting
- E. Low-level formatting
- F. Erasing

### Answer: A,B

#### Explanation:

Drilling and incinerating are physical destruction methods that make the data on hard drives unrecoverable. Standard formatting, erasing and low-level formatting are logical methods that can be reversed with data recovery tools. Recycling is not a destruction method at all. Verified Reference: <https://www.comptia.org/blog/what-is-a-certificate-of-destruction>  
<https://www.comptia.org/certifications/a>

### NEW QUESTION # 304

A user is unable to see the devices that are present on the network after changing some network settings in the Control Panel. Which of the following settings did the user change on the Windows 10 computer?

- A. The Windows Firewall from on to off
- B. The network type from private to public
- C. The UAC level to its highest level
- D. The file-sharing permissions

### Answer: B

#### Explanation:

Comprehensive and Detailed In-Depth Explanation: In Windows, when a user changes the network type from private to public, network discovery and file sharing are disabled for security reasons. Public networks are treated as untrusted, and devices on the network are hidden from the user.

- \* B. The Windows Firewall from on to off - Incorrect. Disabling the firewall does not block network visibility.
- \* C. The UAC level to its highest level - Incorrect. User Account Control (UAC) settings control administrative privileges, not network visibility.
- \* D. The file-sharing permissions - Incorrect. File-sharing permissions only affect access to shared folders, not network visibility.

#### Reference:

CompTIA A+ 220-1102, Objective 1.8 - Windows Networking and Configuration

### NEW QUESTION # 305

A user attempts to open some files, but a message appears stating that the files are encrypted. The user was able to access these files before without receiving this message and no changes have been made within the company. Which of the following has infected the computer?

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

### Answer: A

## NEW QUESTION # 306

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