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QUESTION 1

A system drive is nearly full, and a technician needs to free up some space. Which of the following tools should the technician use?

- A. Disk Cleanup
- B. Resource Monitor
- C. Disk Defragment
- D. Disk Management

Correct Answer: A

Disk Cleanup is a tool that can free up some space on a system drive that is nearly full. It can delete temporary files, cached files, recycle bin files, old system files and other unnecessary data. Resource Monitor is a tool that shows the network activity of each process on a Windows machine. Disk Defragment is a tool that optimizes the performance of a hard drive by rearranging the data into contiguous blocks. Disk Management is a tool that allows creating, formatting, resizing and deleting partitions on a hard drive. Verified References: <https://www.comptia.org/blog/how-to-use-disk-cleanup> <https://www.comptia.org/certifications/a>

QUESTION 2

A systems administrator is troubleshooting network performance issues in a large corporate office. The end users report that traffic to certain internal environments is not stable and often drops. Which of the following command-line tools can provide the most detailed information for investigating the issue further?

- A. ipconfig
- B. arp
- C. nslookup
- D. pathping

Correct Answer: D

QUESTION 3

A user is unable to access a remote server from a corporate desktop computer using the appropriate terminal emulation program. The user contacts the help desk to report the issue. Which of the following clarifying questions would be most effective for the help desk technician to ask the user in order to understand the issue?

- A. What is the error message?
- B. Does the program work on another computer?
- C. Did the program ever work?
- D. Is anyone else having this issue?



Correct Answer: A

The most effective clarifying question for the help desk technician to ask the user in order to understand the issue is A. What is the error message? This question will help the technician to identify the possible cause and solution of the problem, as the error message will provide specific information about the nature and location of the error, such as the server name, the port number, the protocol, the authentication method, or the network status. The error message will also help the technician to troubleshoot the issue by following the suggested steps or searching for the error code online. This question is more effective than the other choices because:

B. Does the program work on another computer? is not a very helpful question, as it will not reveal the source of the error or how to fix it. The program may work on another computer for various reasons, such as different network settings, firewall rules, permissions, or software versions. However, this question will not tell the technician what is wrong with the user's computer or the remote server, or what needs to be changed or updated to make the program work. C. Did the program ever work? is not a very relevant question, as it will not address the current issue or how to resolve it. The program may have worked in the past, but it may have stopped working due to changes in the network configuration, the server status, the software updates, or the user credentials. However, this question will not tell the technician what has changed or how to restore the program functionality. D. Is anyone else having this issue? is not a very useful question, as it will not explain the reason or the solution for the error. The issue may affect only the user, or multiple users, depending on the scope and the impact of the error. However, this question will not tell the technician what is causing the error or how to fix it for the user or the others. References: How to Troubleshoot Terminal Emulation Problems - Techwalla : How to Read and Understand Windows Error Messages - Lifewire : How to Troubleshoot Network Connectivity Problems - How-To Geek : How to Troubleshoot Software Problems - dummies : How to Troubleshoot Common PC Issues For Users - MakeUseOf

QUESTION 4

A Windows computer is experiencing slow performance when the user tries to open programs and files. The user recently installed a new software program from an external website.

Various websites are being redirected to an unauthorized site, and Task Manager shows the CPU usage is consistently at 100%. Which of the following should the technician do first?

- A. Uninstall the new program.
- B. Check the HOSTS file.
- C. Restore from a previous backup.
- D. Clear the web browser cache.

Correct Answer: A

The symptoms that the user's Windows computer is experiencing suggest that the new software program that the user installed from an external website may be malicious or incompatible with the system. The program may be consuming a lot of CPU resources, slowing down the performance of other programs and files. The program may also be altering the browser settings or the HOSTS file, causing the web redirection to an unauthorized site. The first step that the technician should do is to uninstall the new program from the Control Panel or the Settings app, and then restart the computer. This may resolve the issue and restore the normal functionality of the computer. If the problem persists, the technician may need to perform additional steps, such as scanning for malware, checking the HOSTS file, clearing the web browser cache, or restoring from a previous backup

QUESTION 5



A systems administrator is tasked with configuring desktop systems to use a new proxy server that the organization has added to provide content filtering. Which of the following Windows utilities IS the BEST choice for accessing the necessary configuration to complete this goal?

- A. Security and Maintenance
- B. Network and Sharing Center
- C. Windows Defender Firewall
- D. Internet Options

Correct Answer: D

The best choice for accessing the necessary configuration to configure the desktop systems to use a new proxy server is the Internet Options utility. This utility can be found in the Control Panel and allows you to configure the proxy settings for your network connection. As stated in the CompTIA A+ Core 2 exam objectives, technicians should be familiar with the Internet Options utility and how to configure proxy settings.

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