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**QUESTION 1**

A desktop support technician is tasked with migrating several PCs from Windows 7 Pro to Windows 10 Pro. The technician must ensure files and user preferences are retained, must perform the operation locally, and should migrate one station at a time.

Which of the following methods would be MOST efficient?

- A. Golden image
- B. Remote network install
- C. In-place upgrade
- D. Clean install

Correct Answer: C

An in-place upgrade is the most efficient method for migrating from Windows 7 Pro to Windows 10 Pro, as it will retain all user files and preferences, can be done locally, and can be done one station at a time. An in-place upgrade involves installing the new version of Windows over the existing version, and can be done quickly and easily.

QUESTION 2

A user requires local administrative access to a workstation. Which of the following Control Panel utilities allows the technician to grant access to the user?

- A. System
- B. Network and Sharing Center
- C. User Accounts
- D. Security and Maintenance

Correct Answer: C

User Accounts is a Control Panel utility that allows the technician to manage user accounts and groups on a workstation. The technician can use User Accounts to grant local administrative access to a user by adding the user to the

Administrators group. The Administrators group has full control over the workstation and can perform tasks such as installing software, changing system settings, and accessing all files.

References:

User Accounts (Control Panel) (<https://docs.microsoft.com/en-us/windows/win32/shell/user-accounts>)

Local Users and Groups (<https://docs.microsoft.com/en-us/windows-server/identity/ad-ds/plan/security-best-practices/local-users-and-groups>)



QUESTION 3

SIMULATION

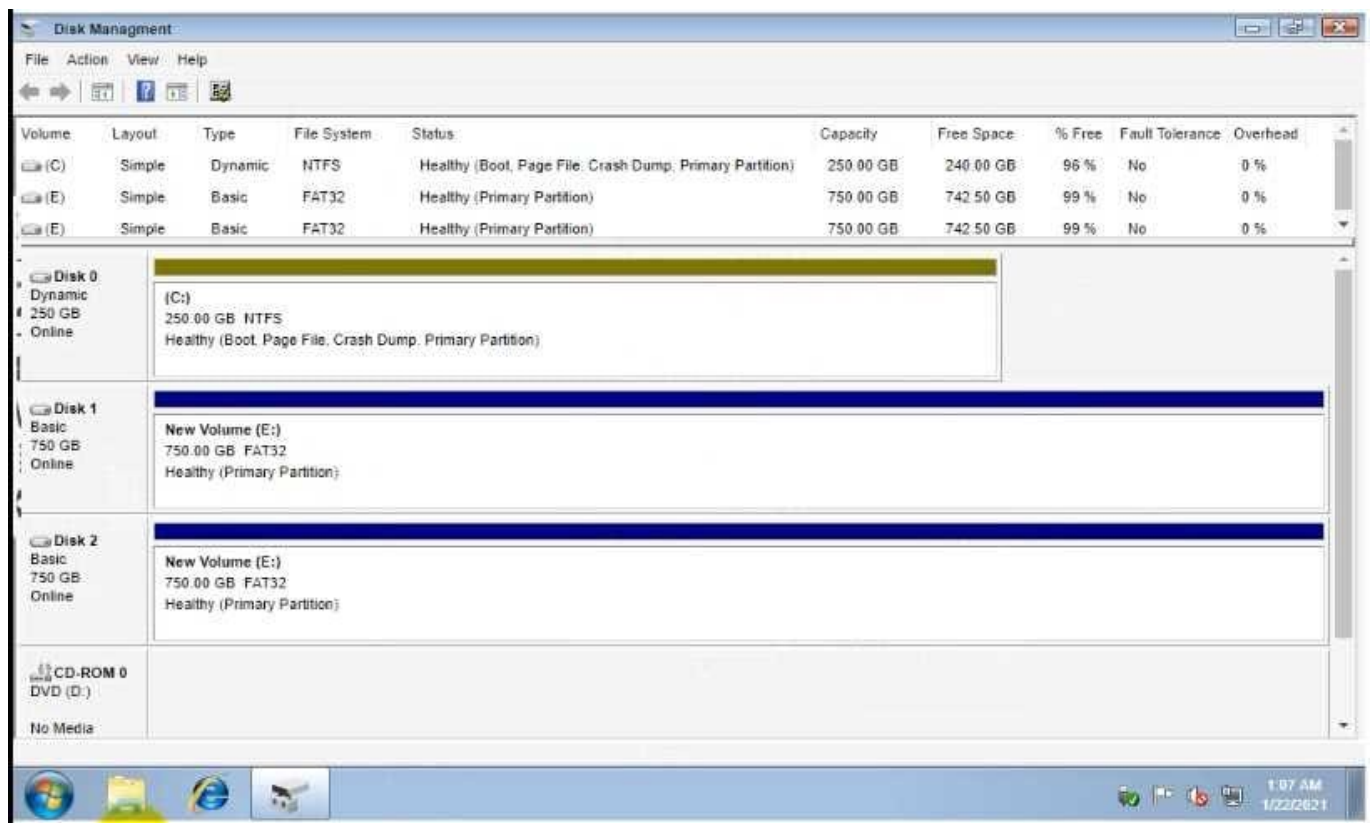
A technician has installed two new drives in a computer in the computer lab. Disk1 will be utilized for user and application data

> Disk2 has already been properly configured and has production data on it The technician has been unable to format the appropriate disk from the command prompt.

The lab requirements state that Disk1 should be a dynamic disk that contains two partitions. The first partition needs to be 256.000 MB and mapped to drive F. The , second partition needs to be 512.000 MB , and mapped to drive G.

The new partitions must be formatted to prevent each user\\'s files from being accessed by other users, and the disk must be configured to account for future redundancy.

A consistent file system must be maintained on the machine.



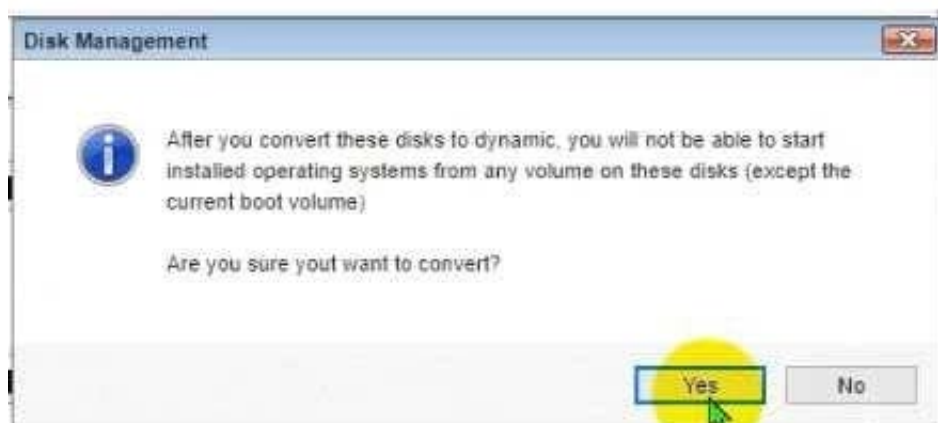
INSTRUCTIONS Conduct the necessary steps within the Disk Manager to accomplish these tasks If at any time you would like to bring back the initial state of the simulation, please click the Reset Alt button

A. Check the answer in explanation.

Correct Answer: A

See the explanation below.

Click on Disk 0 Basic 250 GB online and select Convert to Dynamic Disk



Click on Disk 1 Unknown 750 GB Not in use and click on initialize Disk



After this Click on Disk 2 Basic 750 GB Online and setup New Simple Volume





QUESTION 4

A technician needs to provide recommendations about how to upgrade backup solutions for a site in an area that has frequent hurricanes and an unstable power grid. Which of the following should the technician recommend implementing?

- A. High availability
- B. Regionally diverse backups
- C. On-site backups
- D. Incremental backups

Correct Answer: B

Regionally diverse backups are backups that are stored in different geographic locations, preferably far away from the primary site. This way, if a disaster such as a hurricane or a power outage affects one location, the backups in another location will still be available and accessible. Regionally diverse backups can help ensure business continuity and data recovery in case of a disaster. The other options are not the best backup solutions for a site in an area that has frequent hurricanes and an unstable power grid. High availability is a feature that allows a system to remain operational and accessible even if one or more components fail, but it does not protect against data loss or corruption. On-site backups are backups that are stored in the same location as the primary site, which means they are vulnerable to the same disasters that can affect the primary site. Incremental backups are backups that only store the changes made since the last backup, which means they require less storage space and bandwidth, but they also depend on previous backups to restore data and may not be sufficient for disaster recovery.

QUESTION 5



A manager called the help desk to ask for assistance with creating a more secure environment for the finance department-which resides in a non-domain environment. Which of the following would be the BEST method to protect against unauthorized use?

- A. Implementing password expiration
- B. Restricting user permissions
- C. Using screen locks
- D. Disabling unnecessary services

Correct Answer: B

Restricting user permissions is a method of creating a more secure environment for the finance department in a non-domain environment. This means that users will only have access to the files and resources that they need to perform their tasks and will not be able to modify or delete other files or settings that could compromise security or functionality.

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