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**QUESTION 1**

A user calls the corporate helpdesk stating that their battery is not charging. The operating system shows that there is a problem with the battery. Which of the following should the technician do FIRST to determine what the issue is without erasing the user's unsaved data?

- A. Using a known-good computer of the same type, switch batteries between the two laptops.
- B. Remove the A/C adapter while the system is running and observe if the screen dims.
- C. Completely shut down the laptop, remove the A/C power source and restart the laptop.
- D. Using a known-good computer of the same type, switch A/C adapters between the two laptops.

Correct Answer: A

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

A technician has spent hours trying to resolve a computer issue for the company's Chief Executive Officer (CEO). The CEO needs the device returned as soon as possible. Which of the following steps should the technician take NEXT?

- A. Continue researching the issue



- B. Repeat the iterative processes
- C. Inform the CEO the repair will take a couple of weeks
- D. Escalate the ticket

Correct Answer: D

The technician should escalate the ticket to ensure that the CEO's device is returned as soon as possible1

QUESTION 4

A user states that they see a warning on their screen about an IP conflict. Which of the following is MOST likely the cause?

- A. A static IP address is assigned to the workstation
- B. A bad router
- C. A bad switch
- D. The computer is getting an APIPA address

Correct Answer: A

QUESTION 5

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. Which of the following should the technician implement?

- A. MSRA
- B. VNC
- C. VPN
- D. SSH

Correct Answer: C

A technician needs to interconnect two offices to the main branch while complying with good practices and security standards. The technician should implement VPN

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