

**Free Questions for 220-1102**

**Shared by Santiago on 04-10-2024**

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# Question 1

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**Question Type:** MultipleChoice

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A company's help desk receives numerous calls from employees reporting issues related to a current security breach. Which of the following steps should the help desk team take to document the breach?

## Options:

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- A- Record the details in the ticketing system.
- B- Take screenshots and attach them to the root cause analysis.
- C- Discuss the incident with the company's legal team.
- D- List the details in the company's knowledge base.

## Answer:

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A

## Explanation:

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In the event of a security breach, documenting the incident is crucial for tracking, analysis, and resolution. The appropriate steps should ensure thorough documentation and communication:

Option A: Record the details in the ticketing system. Correct Answer. The ticketing system is the primary tool for IT support to track incidents. Recording the details in the ticketing system ensures that all relevant information is documented systematically, can be easily accessed, and tracked through the resolution process.

This aligns with best practices in incident documentation and support systems information management as outlined in the CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 4.1.

Option B: Take screenshots and attach them to the root cause analysis. While screenshots can be useful, the first step should be to record the details in the ticketing system. Screenshots may be added later as supplementary information.

Option C: Discuss the incident with the company's legal team. Involving the legal team is important for certain aspects of a security breach, but the initial step should still be to document the incident in the ticketing system.

## Question 2

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**Question Type:** MultipleChoice

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After a computer upgrade at an imaging lab, the upgraded computers are not able to obtain an IP address. Which of the following is most likely the issue?

## Options:

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- A- The switch is only providing IPv6 addresses.
- B- The OS must be updated to be compatible with the imaging software.
- C- The switch has port security enabled.
- D- The switch does not support multicast traffic.

## Answer:

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C

## Explanation:

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When upgraded computers are not able to obtain an IP address, the issue often lies in the network configuration. Here's a detailed explanation:

Option A: The switch is only providing IPv6 addresses. This is unlikely because if the switch were providing IPv6 addresses, the devices would still receive an IP address, albeit an IPv6 one. The issue described indicates no IP address is being obtained at all.

Option B: The OS must be updated to be compatible with the imaging software. This option is unrelated to obtaining an IP address. Compatibility with imaging software would not prevent the devices from getting an IP address.

Option C: The switch has port security enabled. Correct Answer. Port security on a switch restricts access based on MAC addresses. If the MAC addresses of the upgraded computers are not recognized or have not been added to the allowed list, the switch will not provide

network access, resulting in the computers not obtaining an IP address.

Option D: The switch does not support multicast traffic. This is unrelated to obtaining an IP address. Multicast traffic deals with specific types of network communication and would not affect the basic DHCP IP address assignment process.

## Question 3

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**Question Type:** MultipleChoice

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The user often hosts meetings from a Windows desktop, and meeting participants ask the user to make the text larger when the user shares the computer screen. When not in meetings, the user wants the text be smaller for work tasks. Which of the following is the most efficient way to change text font size?

### Options:

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- A- Issuing a laptop to the user with increased font size to be used only for meetings
- B- Using display settings to adjust the text size during meetings
- C- Adding a local user account, which has a larger font size set, for the user to log in to during meetings
- D- Adding a second monitor to the user's desktop and increase the font size for only that display

## Answer:

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B

## Explanation:

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Changing the text size efficiently for different scenarios, such as meetings and regular work tasks, can be managed directly through the Windows display settings. This method is both quick and easily reversible, making it the most efficient solution compared to the other options provided.

Option A: Issuing a laptop to the user with increased font size to be used only for meetings This option is not efficient as it requires additional hardware and setup time, which is impractical for simply adjusting text size.

Option B: Using display settings to adjust the text size during meetings Correct Answer. Windows provides built-in functionality to adjust the text size on the display. This can be accessed via:

Windows Settings > System > Display.

Under 'Scale and layout,' you can change the size of text, apps, and other items. This method allows for quick changes and can be reverted just as quickly after meetings.

Option C: Adding a local user account, which has a larger font size set, for the user to log in to during meetings This approach involves additional steps of logging out and logging back in, which is less efficient than simply adjusting the display settings.

Option D: Adding a second monitor to the user's desktop and increase the font size for only that display While this can be a solution, it is not the most efficient way as it involves additional hardware and configuration. It's more suited for scenarios requiring constant dual-

display use rather than just changing text size occasionally.

## Question 4

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**Question Type:** MultipleChoice

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A user is attempting to access a shared drive from a company-issued laptop while working from home. The user is unable to access any files and notices a red X next to each shared drive. Which of the following needs to be configured in order to restore the user's access to the shared drives?

**Options:**

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- A- IPv6
- B- VPN
- C- IPS
- D- DNS

**Answer:**

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B

## Explanation:

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When a user is unable to access shared drives from a company-issued laptop while working from home, the likely requirement is:

VPN (Virtual Private Network): A VPN allows secure access to the company's network from a remote location. Without a VPN connection, the user cannot access network resources such as shared drives.

IPv6: Involves IP addressing and is not directly related to accessing shared drives.

IPS (Intrusion Prevention System): Provides network security but does not facilitate access to shared drives.

DNS: Manages domain name resolution and is not typically the issue when specific shared drives are inaccessible.

CompTIA A+ 220-1102 Exam Objectives, Section 2.7: Explain common methods for securing mobile and embedded devices.

VPN configuration and remote access documentation.

## Question 5

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### Question Type: MultipleChoice

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A customer is configuring on an old desktop an inexpensive file server to share photos and videos and wants to avoid complicated licensing. Which of the following operating systems should the technician most likely recommend?



### Options:

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A- Chrome OS

B- Linux

C- macOS

D- Windows

### Answer:

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B

### Explanation:

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For an inexpensive file server to share photos and videos while avoiding complicated licensing, the technician should recommend:

Linux: Linux is a free and open-source operating system that is ideal for setting up a file server. It offers robust file-sharing capabilities with minimal licensing complications.

Chrome OS: Designed primarily for lightweight, web-based tasks and not ideal for a file server.

macOS: Requires Apple hardware and involves more complex licensing compared to Linux.

Windows: While capable of being a file server, Windows may involve licensing fees, particularly for server editions.

CompTIA A+ 220-1102 Exam Objectives, Section 1.8: Explain common OS types and their purposes.

Linux documentation and its use in setting up file servers.

## Question 6

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**Question Type:** MultipleChoice

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A technician, who is completing hardware upgrades at a company, is approached by a user who submitted a computer upgrade request. After checking the list of offices to upgrade, the technician finds that the user's office is not listed for an upgrade. Which of the following actions should the technician take next?

### Options:

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- A-** Ask the company's human resources department to address the issue.
- B-** Notify the project manager about the user's concern.
- C-** Tell the user that this request is not on the list to be upgraded.
- D-** Ask the user's supervisor if the technician should upgrade the computer.

### Answer:

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B

**Explanation:**

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When a technician finds that a user's office is not listed for an upgrade but the user has submitted a request, the appropriate action is to:

Notify the project manager about the user's concern: The project manager oversees the upgrade process and can address any discrepancies or omissions in the upgrade list.

Ask the company's human resources department to address the issue: HR typically handles personnel matters, not hardware upgrades.

Tell the user that this request is not on the list to be upgraded: This does not resolve the user's concern and could cause frustration.

Ask the user's supervisor if the technician should upgrade the computer: The supervisor may not have the authority or information to make decisions about the upgrade list.

CompTIA A+ 220-1102 Exam Objectives, Section 4.1: Given a scenario implement best practices associated with documentation and support systems information management.

Best practices for handling user requests and project management documentation.

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