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QUESTION 1

A Chief Financial Officer (CFO) who is returning from vacation notices several emails from the Chief Executive Officer (CEO) requesting funds be transferred immediately. The CFO replies that the funds will be transferred, but the CEO responds that there was never a request for funds to be transferred. Which of the following MOST likely happened?

- A. Shadow IT
- B. Hijacking
- C. Malware
- D. Virus
- E. Spear phishing

Correct Answer: E

QUESTION 2

A user received a brand new mobile device about six months ago. The device is now running very slowly and is hotter than normal, and certain applications crash when they are started.

Which of the following are the BEST options for troubleshooting this phone? (Choose two.)

- A. Check for any applications that are running and stop them.
- B. Check the device's battery and replace it.
- C. Check the smartphone's screen and replace it.
- D. Check the smartphone's charging cable to ensure it is working properly.
- E. Check for any unnecessary applications and uninstall them.
- F. Check for any OS updates and install them.

Correct Answer: BE

QUESTION 3

A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error. Which of the following tools should the technician use?

- A. Performance Monitor
- B. Component Services
- C. Task Manager
- D. Event Viewer



Correct Answer: D

QUESTION 4

A user has changed the MAC address of a laptop to gain access to a network. This is an instance of:

- A. spoofing
- B. brute force
- C. man-in-the-middle
- D. a botnet

Correct Answer: A

QUESTION 5

An IT manager receives a call from a user who states a technician completed work on a department laptop within the last week. The user indicates the technician tried to explain the issue with the laptop, but the user was unable to understand because the technician used a lot of acronyms. Additionally, the user claims the technician spoke too quickly when explaining the issue and seemed preoccupied with a cell phone. The IT manager wants to address an email to the IT department to ensure the user's complaints are conveyed to the team.

Which of the following should the IT manager recommend in the email to the team? (Select TWO).

- A. Technicians should avoid using technical jargon when speaking to users.
- B. Technicians should avoid trying to explain complex issues to users.
- C. Technicians should avoid speaking to users who have complex issues.
- D. Technicians should avoid setting an expectation for project completion in front of the user.
- E. Technicians should avoid distractions when speaking with users.
- F. Technicians should avoid working in front of users.

Correct Answer: AE

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