

CompTIA

Exam Questions 220-1102

CompTIA A+ Certification Exam: Core 2



NEW QUESTION 1

Which of the following OS types provides a lightweight option for workstations that need an easy-to-use browser-based interface?

- A. FreeBSD
- B. Chrome OS
- C. macOS
- D. Windows

Answer: B

Explanation:

Chrome OS provides a lightweight option for workstations that need an easy-to-use browser-based interface.

NEW QUESTION 2

A BSOD appears on a user's workstation monitor. The user immediately presses the power button to shut down the PC, hoping to repair the issue. The user then restarts the PC, and the BSOD reappears, so the user contacts the help desk. Which of the following should the technician use to determine the cause?

- A. Stop code
- B. Event Viewer
- C. Services
- D. System Configuration

Answer: A

Explanation:

When a Blue Screen of Death (BSOD) appears on a Windows workstation, it indicates that there is a serious problem with the operating system. The stop code displayed on the BSOD can provide valuable information to help determine the cause of the issue. The stop code is a specific error code that is associated with the BSOD, and it can help identify the root cause of the problem.

In this scenario, the user has encountered a BSOD and has restarted the PC, only to see the BSOD reappear. This suggests that the problem is persistent and requires further investigation. By analyzing the stop code displayed on the BSOD, a technician can begin to identify the underlying issue and take appropriate actions to resolve it.

NEW QUESTION 3

A technician installs specialized software on a workstation. The technician then attempts to run the software. The workstation displays a message indicating the software is not authorized to run. Which of the following should the technician do to most likely resolve the issue?

- A. Install the software in safe mode.
- B. Attach the external hardware token.
- C. Install OS updates.
- D. Restart the workstation after installation.

Answer: B

Explanation:

A hardware token is a physical device that provides an additional layer of security for software authorization. Some specialized software may require a hardware token to be attached to the workstation in order to run. A hardware token may contain a cryptographic key, a password, or a one-time code that verifies the user's identity or permission. Installing the software in safe mode, installing OS updates, and restarting the workstation after installation are not likely to resolve the issue of software authorization.

NEW QUESTION 4

A help desk technician needs to remotely access and control a customer's Windows PC by using a secure session that allows the technician the same control as the customer. Which of the following tools provides this type of access?

- A. FTP
- B. RDP
- C. SSH
- D. VNC

Answer: B

Explanation:

RDP stands for Remote Desktop Protocol, which is a proprietary protocol developed by Microsoft that allows a user to remotely access and control another computer over a network. RDP provides a secure session that encrypts the data between the client and the host, and allows the user to see and interact with the desktop and applications of the remote computer as if they were sitting in front of it. RDP also supports features such as audio, video, clipboard, printer, and file sharing, as well as multiple monitor support and session recording. To use RDP, the host computer must have Remote Desktop enabled and configured, and the client computer must have a Remote Desktop client software installed. The client can connect to the host by entering its IP address, hostname, or domain name, and providing the login credentials of a user account on the host. RDP is commonly used for remote administration, technical support, and remote work scenarios.

NEW QUESTION 5

A technician is troubleshooting an application that crashes on a Windows workstation. Each time the workstation user tries to open a website in a browser, the following message is displayed:

crypt32.dll is missing not found

Which of the following should the technician attempt FIRST?

- A. Rebuild Windows profiles.
- B. Reimage the workstation

- C. Roll back updates
- D. Perform a system file check

Answer: D

Explanation:

If this file is missing or corrupted, it can cause application crashes or errors when trying to open websites in a browser. To fix this, the technician can perform a system file check, which is a utility that scans and repairs corrupted or missing system files¹. To perform a system file check, the technician can follow these steps:

- ? Open the Command Prompt as an administrator. To do this, type cmd in the search box on the taskbar, right-click on Command Prompt, and select Run as administrator.
- ? In the Command Prompt window, type sfc /scannow and hit Enter. This will start the scanning and repairing process, which may take some time.
- ? Wait for the process to complete. If any problems are found and fixed, you will see a message saying Windows Resource Protection found corrupt files and successfully repaired them. If no problems are found, you will see a message saying Windows Resource Protection did not find any integrity violations.
- ? Restart your computer and check if the issue is resolved.

NEW QUESTION 6

While trying to repair a Windows 10 OS, a technician receives a prompt asking for a key. The technician tries the administrator password, but it is rejected. Which of the following does the technician need in order to continue the OS repair?

- A. SSL key
- B. Preshared key
- C. WPA2 key
- D. Recovery key

Answer: D

Explanation:

A recovery key is a code that can be used to unlock a BitLocker-encrypted drive when the normal authentication methods (such as password or PIN) are not available or have been forgotten. BitLocker is a feature of Windows that encrypts the entire drive to protect data from unauthorized access. If a technician is trying to repair a Windows 10 OS that has BitLocker enabled, they will need the recovery key to access the drive and continue the OS repair. SSL key, preshared key, and WPA2 key are not keys that are related to BitLocker or OS repair.

NEW QUESTION 7

Which of the following operating systems is most commonly used in embedded systems?

- A. Chrome OS
- B. macOS
- C. Windows
- D. Linux

Answer: D

Explanation:

Linux is the most commonly used operating system in embedded systems because it is open source, free, customizable, and supports a wide range of architectures and devices. Linux also offers many advantages for embedded development, such as real-time capabilities, modularity, security, scalability, and reliability. Linux can run on embedded systems with limited resources, such as memory, storage, or power, and can be tailored to the specific needs of the application. Linux also has a large and active community of developers and users who contribute to its improvement and innovation. Some examples of embedded systems that use Linux are smart TVs, routers, drones, robots, smart watches, and IoT devices

NEW QUESTION 8

A systems administrator is setting up a Windows computer for a new user. Corporate policy requires a least privilege environment. The user will need to access advanced features and configuration settings for several applications. Which of the following BEST describes the account access level the user will need?

- A. Power user account
- B. Standard account
- C. Guest account
- D. Administrator account

Answer: B

Explanation:

The account access level the user will need to access advanced features and configuration settings for several applications while adhering to corporate policy requiring a least privilege environment is a standard account. This is because a standard account allows the user to access advanced features and configuration settings for several applications while adhering to corporate policy requiring a least privilege environment¹.

NEW QUESTION 9

Which of the following is a package management utility for PCs that are running the Linux operating system?

- A. chmod
- B. yum
- C. man
- D. grep

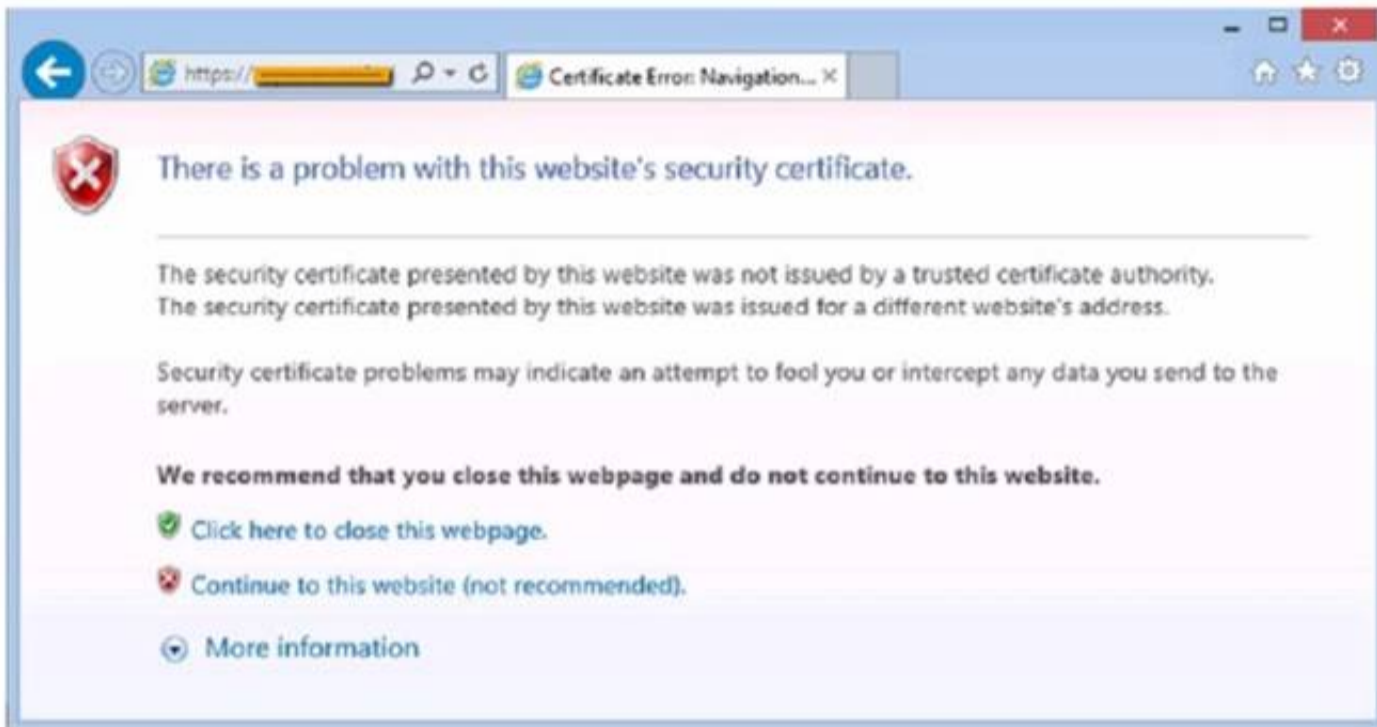
Answer: B

Explanation:

yum (Yellowdog Updater Modified) is a package management utility for PCs that are running the Linux operating system. It can be used to install, update and remove software packages from repositories. chmod (change mode) is a command that changes the permissions of files and directories in Linux. man (manual) is a command that displays the documentation of other commands in Linux. grep (global regular expression print) is a command that searches for patterns in text files in Linux. Verified References: <https://www.comptia.org/blog/linux-package-management> <https://www.comptia.org/certifications/a>

NEW QUESTION 10

After clicking on a link in an email a Chief Financial Officer (CFO) received the following error:



The CFO then reported the incident to a technician. The link is purportedly to the organization's bank. Which of the following should the technician perform FIRST?

- A. Update the browser's CRLs
- B. File a trouble ticket with the bank.
- C. Contact the ISP to report the CFO's concern
- D. Instruct the CFO to exit the browser

Answer: A

Explanation:

The technician should update the browser's CRLs first. The error message indicates that the certificate revocation list (CRL) is not up to date. Updating the CRLs will ensure that the browser can verify the authenticity of the bank's website.

NEW QUESTION 11

A user wants to acquire antivirus software for a SOHO PC. A technician recommends a licensed software product, but the user does not want to pay for a license. Which of the following license types should the technician recommend?

- A. Corporate
- B. Open-source
- C. Personal
- D. Enterprise

Answer: B

Explanation:

Open-source software is software that has its source code available for anyone to inspect, modify, and distribute. Open-source software is usually free of charge and does not require a license to use. Some examples of open-source antivirus software are ClamAV, Comodo, and Immunit12. The other license types are either suitable for a SOHO PC. Corporate and enterprise licenses are designed for large-scale organizations and networks, and they usually require a subscription fee. Personal licenses are for individual users and may have limited features or support. References: 1 What is Open Source Software? - Definition from Techopedia(<https://www.tomsguide.com/us/best-antivirus,review-2588.html>). 2 7 Best Lifetime License Antivirus Tools [2023 Guide] - Windows Report(<https://windowsreport.com/antivirus-with-unlimited-validity/>).

NEW QUESTION 12

A PC is taking a long time to boot. Which of the following operations would be best to do to

resolve the issue at a minimal expense?

(Select two).

- A. Installing additional RAM
- B. Removing the applications from startup
- C. Installing a faster SSD
- D. Running the Disk Cleanup utility
- E. Defragmenting the hard drive
- F. Ending the processes in the Task Manager

Answer: BE

Explanation:

The correct answers are B. Removing the applications from startup and E. Defragmenting the hard drive. These are the operations that would be best to do to resolve the issue of a slow boot at a minimal expense.

? Removing the applications from startup means disabling the programs that run automatically when the PC is turned on. This will reduce the load on the CPU and RAM and speed up the boot process¹.

? Defragmenting the hard drive means rearranging the files on the disk so that they are stored in contiguous blocks. This will improve the disk performance and reduce the time it takes to read and write data².

1: CompTIA A+ Certification Exam: Core 2 Objectives, page 23, section 3.1. 2: CompTIA A+ Certification Exam: Core 2 Objectives, page 24, section 3.2.

NEW QUESTION 13

Maintaining the chain of custody is an important part of the incident response process. Which of the following reasons explains why this is important?

- A. To maintain an information security policy
- B. To properly identify the issue
- C. To control evidence and maintain integrity
- D. To gather as much information as possible

Answer: C

Explanation:

Maintaining the chain of custody is important to control evidence and maintain integrity. The chain of custody is a process that documents who handled, accessed, or modified a piece of evidence, when, where, how, and why. The chain of custody ensures that the evidence is preserved, protected, and authenticated throughout the incident response process. Maintaining the chain of custody can help prevent tampering, alteration, or loss of evidence, as well as establish its reliability and validity in legal proceedings. Maintaining an information security policy, properly identifying the issue, and gathering as much information as possible are not reasons why maintaining the chain of custody is important. Maintaining an information security policy is a general practice that defines the rules and guidelines for securing an organization's information assets and resources. Properly identifying the issue is a step in the incident response process that

involves analyzing and classifying the incident based on its severity, impact, and scope. Gathering as much information as possible is a step in the incident response process that involves collecting and documenting relevant data and evidence from various sources, such as logs, alerts, or witnesses. References: ? Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 26

NEW QUESTION 14

A SOHO client is having trouble navigating to a corporate website. Which of the following should a technician do to allow access?

- A. Adjust the content filtering.
- B. Unmap port forwarding.
- C. Disable unused ports.
- D. Reduce the encryption strength

Answer: A

Explanation:

Content filtering is a process that manages or screens access to specific emails or webpages based on their content categories¹. Content filtering can be used by organizations to control content access through their firewalls and enforce corporate policies around information system management². A SOHO client may have content filtering enabled on their network and may need to adjust it to allow access to a corporate website that is blocked by default. The client can use a software program, a hardware device, or a subscription service to configure the content filtering settings and whitelist the desired website².

References: 1: Web content filtering (<https://learn.microsoft.com/en-us/microsoft-365/security/defender-endpoint/web-content-filtering?view=o365-worldwide>) 2: What is Content Filtering? Definition and Types of Content Filters (<https://www.fortinet.com/resources/cyberglossary/content-filtering>)

NEW QUESTION 15

When visiting a particular website, a user receives a message stating, "Your connection is not private." Which of the following describes this issue?

Certificate warning

- A. Malware
- B. JavaScript error
- C. Missing OS update

Answer: A

Explanation:

A certificate warning is a message that appears when a web browser cannot verify the identity or security of a website. It usually means that there is a problem with the website's SSL certificate, such as expiration, invalidity, or mismatch. A certificate warning can indicate that the website is unsafe or compromised, and that the user's connection is not private¹²³.

References: 1 How to Fix "Your Connection Is Not Private" Errors - How-To Geek(<https://www.howtogeek.com/874436/how-to-fix-your-connection-is-not-private-errors/>)2 How to fix a "Your connection is not private" error - Norton(<https://us.norton.com/blog/how-to/your-connection-is-not-private>)3 "Your Connection Is Not Private" Error: 8 Ways to Fix It - HubSpot Blog(<https://blog.hubspot.com/website/how-to-fix-your-connection-is-not-private>).

NEW QUESTION 16

Which of the following macOS features provides the user with a high-level view of all open windows?

- A. Mission Control
- B. Finder

- C. Multiple Desktops
- D. Spotlight

Answer: A

Explanation:

Mission Control is the macOS feature that provides the user with a high-level view of all open windows. Mission Control allows the user to see and switch between multiple desktops, full-screen apps, and windows in a single screen. Mission Control can be accessed by swiping up with three or four fingers on the trackpad, pressing F3 on the keyboard, or moving the cursor to a hot corner

NEW QUESTION 17

A technician is installing a program from an ISO file. Which of the following steps should the technician take?

- A. Mount the ISO and run the installation file.
- B. Copy the ISO and execute on the server.
- C. Copy the ISO file to a backup location and run the ISO file.
- D. Unzip the ISO and execute the setup.exe file.

Answer: A

Explanation:

Mounting the ISO and running the installation file is the correct way to install a program from an ISO file. An ISO file is an image of a disc that contains all the files and folders of a program. Mounting the ISO means creating a virtual drive that can access the ISO file as if it were a physical disc. Running the installation file means executing the setup program that will install the program on the computer

NEW QUESTION 18

A technician needs to ensure that USB devices are not suspended by the operating system. Which of the following Control Panel utilities should the technician use to configure the setting?

- A. System
- B. Power Options
- C. Devices and Printers
- D. Ease of Access

Answer: B

Explanation:

Power Options is a Control Panel utility that allows users to configure the power settings of their computer, such as when to turn off the display, when to put the computer to sleep, and how to manage the battery life. Power Options also allows users to configure the USB selective suspend setting, which is a feature that automatically suspends the power supply to USB devices that are not in use, in order to save energy. A user can disable this setting if they want to ensure that USB devices are not suspended by the operating system. System, Devices and Printers, and Ease of Access are not Control Panel utilities that can be used to configure the USB selective suspend setting.

NEW QUESTION 19

Someone who is fraudulently claiming to be from a reputable bank calls a company employee. Which of the following describes this incident?

- A. Pretexting
- B. Spoofing
- C. Vishing
- D. Scareware

Answer: C

Explanation:

Vishing is a type of social engineering attack where a fraudulent caller impersonates a legitimate entity, such as a bank or financial institution, in order to gain access to sensitive information. The caller will typically use a variety of techniques, such as trying to scare the target or providing false information, in order to get the target to provide the information they are after. Vishing is often used to gain access to usernames, passwords, bank account information, and other sensitive data.

NEW QUESTION 20

A PC is taking a long time to boot Which of the following operations would be best to do to resolve the issue at a minimal expense?

(Select two).

- A. Installing additional RAM
- B. Removing the applications from startup
- C. Installing a faster SSD
- D. Running the Disk Cleanup utility
- E. Defragmenting the hard drive
- F. Ending the processes in the Task Manager

Answer: BD

Explanation:

The best operations to do to resolve the issue of a long boot time at a minimal expense are B. Removing the applications from startup and D. Running the Disk Cleanup utility. These are two simple and effective ways to speed up your PC's boot time without spending any money on hardware upgrades. Removing the applications from startup means preventing unnecessary programs from launching automatically when you turn on your computer. This can reduce the load on your system resources and make the boot process faster. You can do this in Windows 10 by pressing Ctrl + Alt + Esc to open the Task Manager, and

going to the Startup tab. There, you can see a list of programs that start with your computer, and their impact on the startup performance. You can disable any program that you don't need by right-clicking on it and choosing Disable12.
Running the Disk Cleanup utility means deleting temporary files, system files, and other unnecessary data that may be taking up space and slowing down your computer. This can free up some disk space and improve the performance of your system. You can do this in Windows 10 by typing disk cleanup in the search box and selecting the Disk Cleanup app. There, you can choose which files you want to delete, such as Recycle Bin, Temporary Internet Files, Thumbnails, etc. You can also click on Clean up system files to delete more files, such as Windows Update Cleanup, Previous Windows installation(s), etc34.

NEW QUESTION 21

Which of the following is used to integrate Linux servers and desktops into Windows Active Directory environments?

- A. apt-get
- B. CIFS
- C. Samba
- D. greP

Answer: C

Explanation:

Samba is a software suite that allows Linux servers and desktops to integrate with Windows Active Directory environments. Samba can act as a domain controller, a file server, a print server, or a client for Windows networks. Samba can also provide authentication and authorization services for Linux users and devices using Active Directory.

NEW QUESTION 22

A Microsoft Windows PC needs to be set up for a user at a large corporation. The user will need access to the corporate domain to access email and shared drives. Which of the following versions of Windows would a technician MOST likely deploy for the user?

- A. Windows Enterprise Edition
- B. Windows Professional Edition
- C. Windows Server Standard Edition
- D. Windows Home Edition

Answer: B

Explanation:

The Windows Professional Edition is the most likely version that a technician would deploy for a user at a target corporation. This version of Windows is designed for business use and provides the necessary features and capabilities that a user would need to access the corporate domain, such as email and shared drives.

NEW QUESTION 23

A systems administrator is creating a new document with a list of the websites that users are allowed to access. Which of the following types of documents is the administrator MOST likely creating?

- A. Access control list
- B. Acceptable use policy
- C. Incident report
- D. Standard operating procedure

Answer: A

Explanation:

An access control list (ACL) is a list of permissions associated with a system resource (object), such as a website. An ACL specifies which users or system processes are granted access to objects, as well as what operations are allowed on given objects1. A systems administrator can create an ACL to define the list of websites that users are allowed to access.

References: 1: Access-control list - Wikipedia (https://en.wikipedia.org/wiki/Access-control_list)

NEW QUESTION 24

A technician discovers user input has been captured by a malicious actor. Which of the following malware types is MOST likely being used?

- A. Cryptominers
- B. Rootkit
- C. Spear phishing
- D. Keylogger

Answer: D

Explanation:

A keylogger is a type of malware that captures user input, such as keystrokes, mouse clicks, and clipboard data, and sends it to a malicious actor. Keyloggers can be used to steal passwords, credit card numbers, personal information, and other sensitive data.

Reference: CompTIA A+ Core 2 Exam Objectives, Section 5.1

NEW QUESTION 25

A technician is troubleshooting a lack of outgoing audio on a third-party Windows 10 VoIP application. The PC uses a USB microphone connected to a powered hub. The technician verifies the microphone works on the PC using Voice Recorder. Which of the following should the technician do to solve the issue?

- A. Remove the microphone from the USB hub and plug it directly into a USB port on the PC.
- B. Enable the microphone under Windows Privacy settings to allow desktop applications to access it.
- C. Delete the microphone from Device Manager and scan for new hardware.
- D. Replace the USB microphone with one that uses a traditional 3.5mm plug.

Answer: B

Explanation:

In Windows 10, there are privacy settings that control access to certain devices, such as microphones, cameras, and other input devices. If the microphone is not enabled under these privacy settings, the VoIP application may not have access to it, causing a lack of outgoing audio.

The technician can go to the Windows 10 Settings menu, select the Privacy submenu, and under App permissions, select Microphone.

The technician should then turn on the toggle switch for the VoIP application to allow it to access the microphone.

Removing the microphone from the USB hub and plugging it directly into a USB port on the PC may or may not solve the issue, as the issue could be related to the privacy settings. Deleting the microphone from Device Manager and scanning for new hardware may also not solve the issue, as the issue could be related to the privacy settings. Replacing the USB microphone with one that uses a traditional 3.5mm plug is not recommended, as it would require purchasing a new microphone and may not solve the issue.

NEW QUESTION 26

Which of the following file extensions are commonly used to install applications on a macOS machine? (Select THREE).

- A. .mac
- B. .Pkg
- C. .deb
- D. .dmg
- E. .msi
- F. .appx
- G. .app
- H. .apk

Answer: BDG

Explanation:

<https://support.microsoft.com/en-us/windows/common-file-name-extensions-in-windows-da4a4430-8e76-89c5-59f7-1cdbc75cb01>

.pkg and .dmg are files used to distribute and install applications on macOS. .pkg files are installer packages that may contain multiple files and executable code, while .dmg files are disk images that can contain a single bundled application or multiple applications. .app files are typically the main executable files for macOS applications. The other options listed are file extensions for applications or installers on other platforms (such as .deb for Debian-based Linux systems, .msi for Windows, and .apk for Android). This information is covered in the CompTIA A+ Core2 documents/guide under the Mac OS section.

NEW QUESTION 27

Which of the following items require special e-waste recycling? (Select two).

- A. Solid-state drive
- B. A/C adapter
- C. Surge protector
- D. Laptop battery
- E. CRT monitor
- F. Power supply

Answer: DE

Explanation:

Some electronic items require special e-waste recycling because they contain hazardous materials that can harm the environment and human health if disposed of improperly¹². Laptop batteries and CRT monitors are examples of such items.

Laptop batteries are usually made of lithium-ion or nickel-metal hydride, which are both toxic and flammable substances³⁴. If laptop batteries are thrown in the trash, they can leak, catch fire, or explode, causing pollution and injuries⁵. Therefore, laptop batteries should be recycled at authorized collection centers or through manufacturer take-back programs.

CRT monitors are old types of display devices that use cathode ray tubes, which are glass tubes that emit electrons to create images on the screen. CRT monitors contain lead, mercury, cadmium, and phosphor, which are all harmful metals that can contaminate the soil, water, and air if dumped in landfills. Therefore, CRT monitors should be recycled at certified e-waste facilities or through retailer or manufacturer trade-in programs. References¹: CompTIA A+ Certification Exam Core 2 Objectives, page 13 2: Environmental Impacts – CompTIA A+ 220-1102 – 4.53 3: The Official CompTIA A+ Core 2 Instructor Guide (Exam 220-1102), page 10-12 4: CompTIA CertMaster Learn for A+ Core 2 (220-1102) - Student Access Key⁵ 5: [Why You Should Recycle Your Old Laptop Battery]

: [How to Recycle Laptop Batteries] : [Laptop Battery Recycling] : [How to Recycle Laptop Batteries] : The Official CompTIA A+ Core 2 Instructor Guide (Exam 220-1102), page 10- 12 : CompTIA CertMaster Learn for A+ Core 2 (220-1102) - Student Access Key : [What is a CRT Monitor?] : [How to Recycle CRT Monitors] : [CRT Monitor Recycling] : [How to Recycle CRT Monitors]

NEW QUESTION 28

A technician is troubleshooting a computer with a suspected short in the power supply. Which of the following is the FIRST step the technician should take?

- A. Put on an ESD strap
- B. Disconnect the power before servicing the PC.
- C. Place the PC on a grounded workbench.
- D. Place components on an ESD mat.

Answer: B

Explanation:

The first step a technician should take when troubleshooting a computer with a suspected short in the power supply is B. Disconnect the power before servicing the PC. This is to prevent any electrical shock or damage to the components. A power supply can be dangerous even when unplugged, as capacitors can maintain a line voltage charge for a long time¹. Therefore, it is important to disconnect the power cord and press the power button to discharge any residual power before opening the case². The other steps are also important for safety and proper diagnosis, but they should be done after disconnecting the power.

NEW QUESTION 29

A technician needs to manually set an IP address on a computer that is running macOS. Which of the following commands should the technician use?

- A. ipconfig
- B. ifconfig
- C. arpa
- D. ping

Answer: B

Explanation:

ifconfig is a command-line utility that allows you to configure network interfaces on macOS and other Unix-like systems¹. To set an IP address using ifconfig, you need to know the name of the network interface you want to configure (such as en0 or en1), and the IP address you want to assign (such as 192.168.0.150). You also need to use sudo to run the command with administrative privileges². The syntax of the command is:

```
sudo ifconfig interface address
```

For example, to set the IP address of en1 to 192.168.0.150, you would type: `sudo ifconfig en1 192.168.0.150`

You may also need to specify other parameters such as subnet mask, gateway, or DNS servers, depending on your network configuration³. The other commands are not directly related to setting an IP address on macOS. ipconfig is a similar command for Windows systems⁴, arpa is a domain name used for reverse DNS lookup, and ping is a command for testing network connectivity.

NEW QUESTION 30

Following the latest Windows update PDF files are opening in Microsoft Edge instead of Adobe Reader. Which of the following utilities should be used to ensure all PDF files open in Adobe Reader?

- A. Network and Sharing Center
- B. Programs and Features
- C. Default Apps
- D. Add or Remove Programs

Answer: C

Explanation:

Default Apps should be used to ensure all PDF files open in Adobe Reader¹

NEW QUESTION 31

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