

Exam Questions 220-1202

CompTIA A+ Certification Exam: Core 2

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NEW QUESTION 1

SIMULATION

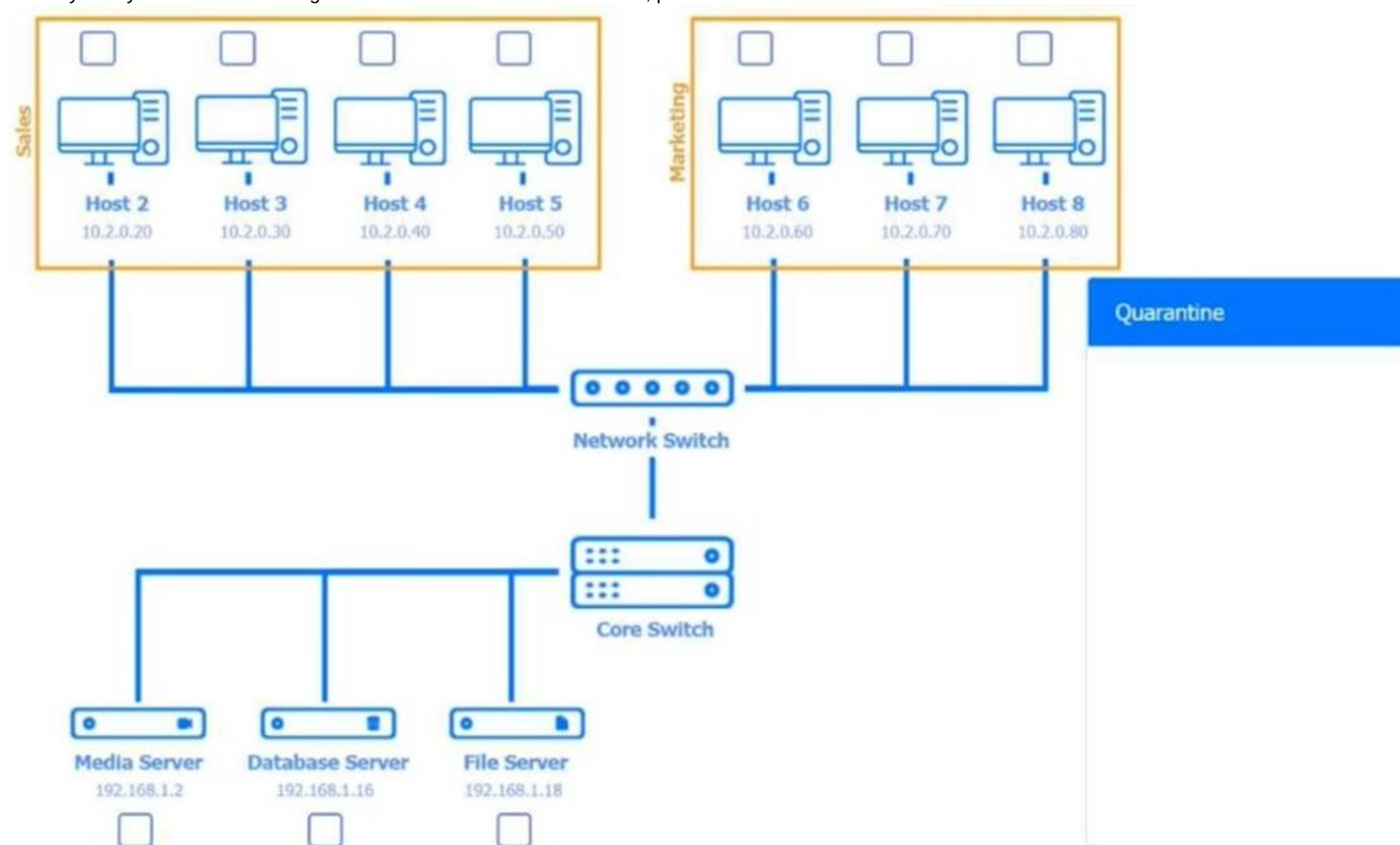
Multiple users are reporting audio issues as well as performance issues after downloading unauthorized software. You have been dispatched to identify and resolve any issues on the network using best practice procedures.

INSTRUCTIONS

Quarantine and configure the appropriate device(s) so that the users' audio issues are resolved using best practice procedures.

Multiple devices may be selected for quarantine. Click on a host or server to configure services.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.



Host 2 Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Persistence\Izpxn Installer Service	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

Host 3 Services	
Name	Status
Application Information	☐ Started ☐ Stopped
Background Intelligent Transfer Service	☐ Started ☐ Stopped
Bluetooth Support Service	☐ Started ☐ Stopped
DHCP Client	☐ Started ☐ Stopped
DNS Client	☐ Started ☐ Stopped
Extensible Authentication Protocol	☐ Started ☐ Stopped
Network Connections	☐ Started ☐ Stopped
Netlogon	☐ Started ☐ Stopped
Offline Files	☐ Started ☐ Stopped
Parental Controls	☐ Started ☐ Stopped
Plug and Play	☐ Started ☐ Stopped
Portable Device Enumerator Service	☐ Started ☐ Stopped
Print Spooler	☐ Started ☐ Stopped
Protected Storage	☐ Started ☐ Stopped
Remote Access Connection Manager	☐ Started ☐ Stopped
Remote Desktop Configuration	☐ Started ☐ Stopped
Remote Procedure Call (RPC)	☐ Started ☐ Stopped
Remote Registry	☐ Started ☐ Stopped
Routing and Remote Access	☐ Started ☐ Stopped
RPC Endpoint Mapper	☐ Started ☐ Stopped
Secondary Logon	☐ Started ☐ Stopped
Secure Socket Tunneling Protocol Service	☐ Started ☐ Stopped
Security Center	☐ Started ☐ Stopped
SNMP Trap	☐ Started ☐ Stopped
Task Scheduler	☐ Started ☐ Stopped
Storage Service	☐ Started ☐ Stopped
Telephony	☐ Started ☐ Stopped
User Profile Service	☐ Started ☐ Stopped
Virtual Disk	☐ Started ☐ Stopped
Volume Shadow Copy	☐ Started ☐ Stopped
Windows Audio	☐ Started ☐ Stopped
Windows Backup	☐ Started ☐ Stopped
Windows CantSpace	☐ Started ☐ Stopped
Windows Defender	☐ Started ☐ Stopped
Windows Event Log	☐ Started ☐ Stopped
Windows Firewall	☐ Started ☐ Stopped
Windows Installer	☐ Started ☐ Stopped
Windows Search	☐ Started ☐ Stopped
Windows Time	☐ Started ☐ Stopped
Windows Update	☐ Started ☐ Stopped

Host 4 Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

Host 5 Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Persistence Module	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

Host 7 Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

Host & Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

Host 8 Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

Media Server Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

Database Server Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

File Server Services	
Name	Status
Application Information	Started Stopped
Background Intelligent Transfer Service	Started Stopped
Bluetooth Support Service	Started Stopped
DHCP Client	Started Stopped
DNS Client	Started Stopped
Extensible Authentication Protocol	Started Stopped
Network Connections	Started Stopped
Netlogon	Started Stopped
Offline Files	Started Stopped
Parental Controls	Started Stopped
Plug and Play	Started Stopped
Portable Device Enumerator Service	Started Stopped
Print Spooler	Started Stopped
Protected Storage	Started Stopped
Remote Access Connection Manager	Started Stopped
Remote Desktop Configuration	Started Stopped
Remote Procedure Call (RPC)	Started Stopped
Remote Registry	Started Stopped
Routing and Remote Access	Started Stopped
RPC Endpoint Mapper	Started Stopped
Secondary Logon	Started Stopped
Secure Socket Tunneling Protocol Service	Started Stopped
Security Center	Started Stopped
SNMP Trap	Started Stopped
Task Scheduler	Started Stopped
Storage Service	Started Stopped
Telephony	Started Stopped
User Profile Service	Started Stopped
Virtual Disk	Started Stopped
Volume Shadow Copy	Started Stopped
Windows Audio	Started Stopped
Windows Backup	Started Stopped
Windows CardSpace	Started Stopped
Windows Defender	Started Stopped
Windows Event Log	Started Stopped
Windows Firewall	Started Stopped
Windows Installer	Started Stopped
Windows Search	Started Stopped
Windows Time	Started Stopped
Windows Update	Started Stopped

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Host 2, Host 3, Host 4 , Host 5 ,Host 6, Host 7, Host 8 , Media Server - Stop All unwanted and malicious service (Persistance.j1zpxn Installer Service) from all the listed host and Media servers

Refer screenshot below on the required service started/stopped on host2, same service to be started and stopped across all host servers.

NEW QUESTION 2

Which of the following describes an attack in which an attacker sets up a rogue AP that tricks users into connecting to the rogue AP instead of the legitimate network?

- A. Stalkerware
- B. Evil twin
- C. Tailgating
- D. Shoulder surfing

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

An evil twin is a rogue wireless access point set up to mimic a legitimate Wi-Fi network. Unsuspecting users may connect to it, giving attackers the opportunity to intercept traffic, steal credentials, or install malware. The evil twin often uses the same SSID as the real network to fool users.

* A. Stalkerware is spyware installed to track user activity, typically on personal devices.

* C. Tailgating is a physical security breach involving unauthorized entry behind someone with access.

* D. Shoulder surfing involves observing a person entering confidential data, such as PINs or passwords.

Reference:

CompTIA A+ 220-1102 Objective 2.3: Compare and contrast social engineering and wireless attacks.

Study Guide Section: Wireless threats — rogue APs and evil twin scenarios

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NEW QUESTION 3

A company wants to use a single operating system for its workstations and servers and avoid licensing fees. Which of the following operating systems would the company most likely select?

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

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Linux is an open-source operating system that is freely available and does not require traditional licensing fees. It is highly versatile and scalable, making it suitable for both workstations and servers. Many enterprise environments use Linux to reduce software costs and benefit from robust server features.

* B. Windows requires per-device or per-user licensing for both workstation and server editions.

* C. macOS is proprietary and limited to Apple hardware with licensing restrictions.

* D. Chrome OS is designed for lightweight devices and lacks server functionality. Reference:

CompTIA A+ 220-1102 Objective 1.8 & 1.9: Identify common features and tools of the Linux client/desktop OS.

Study Guide Section: Open-source operating systems and licensing considerations

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NEW QUESTION 4

A technician needs to map a shared drive from a command-line interface. Which of the following commands should the technician use?

- A. pathping
- B. nslookup
- C. net use
- D. tracert

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The net use command in Windows is used to map (assign) a shared drive from the command line. The syntax typically looks like: net use X: \server\share where X is the drive letter and \server\share is the network path.

* A. pathping tests network latency and packet loss.

* B. nslookup is used for DNS troubleshooting.

* D. tracert shows the route packets take to reach a destination — not for drive mapping. Reference:

CompTIA A+ 220-1102 Objective 1.7: Given a scenario, troubleshoot common operating system problems.

Study Guide Section: Command-line tools — net use for drive mapping

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NEW QUESTION 5

A technician is using a credential manager to safeguard a large number of credentials. Which of the following is important for using this application?

- A. Restricted log-in times
- B. Secure master password
- C. TPM module
- D. Windows lock screen

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Credential managers or password vaults (e.g., Windows Credential Manager, KeePass, or LastPass) store passwords securely. The integrity of such tools heavily depends on the strength of the master password protecting the vault. If compromised, all saved credentials could be exposed. Therefore, setting a secure master password is crucial.

* A. Login time restrictions are general user account settings, not specific to credential managers.

* C. TPM is used more commonly for full disk encryption, not specifically required for password managers.

* D. The lock screen protects general access but does not protect stored credentials alone. Reference:

CompTIA A+ 220-1102 Objective 2.2: Compare and contrast authentication technologies and secure credential storage.

Study Guide Section: Password management and protection best practices

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NEW QUESTION 6

Which of the following file types would a desktop support technician most likely use to automate tasks for a Windows user log-in?

- A. .bat
- B. .sh
- C. .py
- D. .js

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

* A .bat file (batch file) is a script file in DOS, OS/2, and Microsoft Windows. It contains a series of commands that are executed by the command-line interpreter. In Windows environments, batch files are commonly used to automate log-in tasks, such as mapping network drives, launching applications, or setting environment variables during the user's logon process.

* B. .sh is a shell script used in Linux/Unix environments.

* C. .py is a Python script, which can be used for automation but is not commonly run directly at user logon in standard Windows environments.

* D. .js is JavaScript, used mainly in web development and not for system-level scripting in Windows logon automation.

Reference:

CompTIA A+ 220-1102 Objective 1.3: Use appropriate Microsoft operating system features and tools.

Study Guide Section: Scripting basics and file types for automation — .bat for Windows

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NEW QUESTION 7

SIMULATION

You have been contacted through the help desk chat application. A user is setting up a replacement SOHO router. Assist the user with setting up the router.

INSTRUCTIONS

Select the most appropriate statement for each response. Click the send button after each response to continue the chat.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

To: Customer

I just received a new router for the office, and I need help setting it up.

Select reply

I am happy to assist you today.
Have you tried using the FAQ?

Select reply

Send

To: Customer

I just received a new router for the office, and I need help setting it up.

Answer 1

I need to set up my basic security settings.

Is this the first router in your office?

No, it is a replacement. The last router broke.
I am currently logged in and connected to the router's web page.

The first thing you need to do is change the default password.

Select reply

Type the password printed on the label on the bottom of the router.
Use Summer21 as the administrative password so we can assist you in the future.
Create a new password with an uppercase, a lowercase, and a special character.
Leave the password field blank for easy access in the future.

Select reply

Send

No, it is a replacement. The last router broke.
I am currently logged in and connected to the router's web page.

The first thing you need to do is change the default password.

Answer 2

That is complete now, and the router is asking to reboot. Should I reboot to move on?

Select reply

If you think you should, you can.
No, it is not necessary.
Yes, reboot please.

Select reply

Send

A. Mastered
 B. Not Mastered

Passing Certification Exams Made Easy

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Answer: A

Explanation:

First Chat Response:When the user mentions setting up a new router, the best initial response to maintain a helpful and professional tone is:

>Select reply:"I am happy to assist you today."

Second Chat Response:When the user states that they need to set up basic security settings:

>Select reply:"Is this the first router in your office?"

Third Chat Response:After learning it's a replacement router and the user is logged into the router's web page:

>Select reply:"The first thing you need to do is change the default password."

Fourth Chat Response:For the response about password settings:

>Select reply:"Create a new password with an uppercase, a lowercase, and a special character."

Fifth Chat Response:When the router prompts to reboot:

>Select reply:"Yes, reboot please."

Study Guide Reference: The CompTIA A+ Core 2 guide highlights the importance of changing default credentials and using strong password policies, particularly in SOHO environments where routers are often targeted.

NEW QUESTION 8

An end user's laptop is having network drive connectivity issues in the office. The end user submits a help desk ticket, and a support technician is able to establish a remote connection and fix the issue. The following day, however, the network drive is disconnected again. Which of the following should the technician do next?

- A. Connect remotely to the user's computer to see whether the network drive is still connected.
- B. Send documentation about how to fix the issue in case it reoccurs.
- C. Escalate the ticket to the next level.
- D. Keep the ticket open until next day, then close the ticket.

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Since the issue has recurred after a temporary fix, it is likely a deeper or persistent configuration or server issue. Escalating the ticket to the next tier of support (e.g., network or system administrator) ensures further investigation and permanent resolution. Escalation is part of the standard support protocol when issues reoccur despite initial troubleshooting.

* A. Rechecking remotely may confirm the issue, but doesn't resolve it long term.

* B. Providing documentation helps the user but doesn't solve the root cause.

* D. Keeping the ticket open is passive and doesn't address the recurring issue. Reference:

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

Study Guide Section: Escalation procedures and ticket management

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NEW QUESTION 9

An employee is using a photo editing program. Certain features are disabled and require a log-in, which the employee does not have. Which of the following is a way to resolve this issue?

- A. License assignment
- B. VPN connection
- C. Application repair
- D. Program reinstallation

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Many modern commercial software applications (including photo editors like Adobe Photoshop) offer tiered features based on user subscriptions or license levels. If certain features are locked and prompt for a login, the issue is likely due to a missing or unassigned software license. Assigning the correct license through a centralized license management system (such as Adobe Admin Console or Microsoft 365 portal) will enable those features.

* B. VPN connection does not affect local software licensing.

* C. Repairing the application does not resolve license entitlement.

* D. Reinstalling the software won't help unless the license is assigned. Reference:

CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common software and application issues.

Study Guide Section: Troubleshooting licensing and access control for applications

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NEW QUESTION 10

Which of the following is the quickest way to move from Windows 10 to Windows 11 without losing data?

- A. Using gpupdate
- B. Image deployment
- C. Clean install
- D. In-place upgrade

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

An in-place upgrade is the fastest and most efficient way to upgrade from Windows 10 to Windows 11 while keeping all user data, applications, and settings intact. This method is often used when the hardware meets Windows 11 requirements and no system reconfiguration is necessary.

* A. gpupdate is used to refresh Group Policy settings — unrelated to OS upgrades.

* B. Image deployment typically replaces the current OS and may not retain user data unless specifically customized.

* C. A clean install requires formatting the drive and starting fresh, which removes all data. Reference:

CompTIA A+ 220-1102 Objective 1.4: Given a scenario, use appropriate Microsoft operating system installation methods.

Study Guide Section: In-place upgrade vs. clean install methods
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NEW QUESTION 10

Which of the following is the best way to distribute custom images to 800 devices that include four device vendor classes with two types of user groups?

- A. Use xcopy to clone the hard drives from one to another
- B. Use robocopy to move the files to each device
- C. Use a local image deployment tool for each device
- D. Use a network-based remote installation tool

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In enterprise environments, network-based deployment solutions (such as Windows Deployment Services or SCCM) allow administrators to push images across the network to hundreds of devices efficiently. These tools support hardware-specific drivers (for different vendor classes) and can accommodate user-group configurations using task sequences or answer files.

A and B (xcopy and robocopy) are file-level tools and not designed for full OS image deployment.

* C. Using local tools per device is inefficient for large-scale rollouts (800 devices).

* D. Network-based deployment is the industry standard for this scale. Reference:

CompTIA A+ 220-1102 Objective 1.4: Given a scenario, use appropriate Microsoft operating system installation methods.

Study Guide Section: Deployment methods (including PXE boot, image deployment)
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NEW QUESTION 13

Which of the following is the best reason for a network engineering team to provide a help desk technician with IP addressing information to use on workstations being deployed in a secure network segment?

- A. Only specific DNS servers are allowed outbound access.
- B. The network allow list is set to a specific address.
- C. DHCP services are not enabled for this subnet.
- D. NAC servers only allow for security updates to be installed.

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In secure or isolated network segments, DHCP may be disabled to reduce the risk of unauthorized device connections or to maintain strict IP assignment control. In such cases, the help desk technician must manually configure IP settings (including IP address, subnet mask, gateway, and DNS servers). This ensures the workstation communicates properly within that segment.

* A. DNS server restriction is unrelated to manual IP configuration.

* B. Allow lists refer to traffic access, but manual IP assignment is due to lack of DHCP, not allow lists.

* D. NAC servers control access but don't replace the need for IP addressing. Reference:

CompTIA A+ 220-1102 Objective 1.7: Given a scenario, troubleshoot common operating system and network issues.

Study Guide Section: IP configuration and DHCP-related deployment scenarios
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NEW QUESTION 16

An application's performance is degrading over time. The application is slowing, but it never gives an error and does not crash. Which of the following tools should a technician use to start troubleshooting?

- A. Reliability history
- B. Computer management
- C. Resource monitor
- D. Disk

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract: Resource Monitor provides real-time monitoring of system performance and resource usage, including CPU, memory, disk, and network usage. It helps technicians identify performance bottlenecks (e.g., high memory or CPU usage) that can cause slowdowns in applications over time without producing crash errors.

* A. Reliability history logs application crashes or errors — not helpful if the app doesn't crash.

* B. Computer Management is a broad utility with limited real-time monitoring capability.

* D. Disk is too vague — tools like CHKDSK can help with disk errors but not general performance degradation.

Reference:

CompTIA A+ 220-1102 Objective 3.2: Given a scenario, troubleshoot common personal computer issues.

Study Guide Section: System performance tools — Resource Monitor, Task Manager
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NEW QUESTION 21

A support specialist needs to decide whether to install a 32-bit or 64-bit OS architecture on a new computer. Which of the following specifications will help the specialist determine which OS architecture to use?

- A. 16GB RAM
- B. Intel i7 CPU
- C. 500GB HDD
- D. 1Gbps Ethernet

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The amount of installed RAM is the key factor in determining whether a 64-bit OS is needed. A 32-bit operating system cannot effectively address more than 4GB of RAM. Since this system has 16GB of RAM, a 64-bit OS is required to utilize the full memory.

* B. An Intel i7 CPU supports both 32-bit and 64-bit OS installations, so it alone doesn't determine the need.

* C. HDD size does not influence OS architecture selection.

* D. Ethernet speed is a network consideration and not related to OS architecture. Reference:

CompTIA A+ 220-1102 Objective 1.4: Given a scenario, choose the appropriate Microsoft OS installation methods and configurations.

Study Guide Section: 32-bit vs. 64-bit system requirements and memory limitations

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NEW QUESTION 22

MFA for a custom web application on a user's smartphone is no longer working. The last time the user remembered it working was before taking a vacation to another country. Which of the following should the technician do first?

- A. Verify the date and time settings
- B. Apply mobile OS patches
- C. Uninstall and reinstall the application
- D. Escalate to the website developer

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Multi-Factor Authentication (MFA) apps, especially time-based one-time password (TOTP) apps (e.g., Google Authenticator, Authy), rely on accurate time synchronization between the device and the authentication server. If the user recently traveled internationally, the device may have incorrect date/time settings due to time zone changes or failed synchronization, leading to MFA failure.

The most logical and non-intrusive first step is to verify and correct the date and time settings. This aligns with basic troubleshooting principles—start with the simplest and most likely cause before taking more drastic action.

Reference:

CompTIA A+ 220-1102 Objective 2.6: Given a scenario, apply cybersecurity best practices to secure a workstation.

Study Guide Section: Authentication technologies and MFA troubleshooting

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NEW QUESTION 26

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