CompTIA

Exam Questions 220-1202

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1
After a recent mobile OS upgrade to a smartphone, a user attempts to access their corporate email, but the application does not open. A technician restarts the smartphone, but the issue persists. Which of the following is the most likely way to resolve the issue?

A. Updating the failed software
B. Registering the smartphone with an MDM solution
C. Installing a third-party client
D. Clearing the cache partition

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Mobile OS updates can sometimes cause compatibility issues with specific apps, including corporate email clients. The most likely resolution is to check for and apply an update to the affected application, especially if it hasn??t been updated to support the latest OS version.
* B. Registering with MDM might be required for access but wouldn??t address app crashes due to incompatibility.
* C. A third-party client might help, but it??s not the best first step if the default app is expected to work.
* D. Clearing the cache can help resolve some minor issues, but updating the app directly addresses compatibility concerns.
Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot mobile OS and application issues. Study Guide Section: App compatibility and mobile software updates
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NEW QUESTION 2
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 3
A user frequently misplaces their Windows laptop and is concerned about it being stolen. The user would like additional security controls on their laptop. Which of the following is a built-in technology that a technician can use to enable full drive encryption?

A. Active Directory
B. New Technology File System
C. Encrypting File System
D. BitLocker

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract: BitLocker is Microsoft??s full disk encryption technology built into Windows Pro and Enterprise editions. It encrypts the entire drive, protecting data if the device is lost or stolen. BitLocker can use TPM (Trusted Platform Module) and can be configured with PINs or USB keys for added security.
* A. Active Directory is for centralized user and policy management in domains.
* B. NTFS is the file system format and doesn't provide encryption by itself.
* C. EFS (Encrypting File System) encrypts individual files or folders, not the entire drive. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security measures and encryption tools.
Study Guide Section: Encryption options — BitLocker vs. EFS
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NEW QUESTION 4
Which of the following prevents forced entry into a building?

A. PIV card
B. Motion-activated lighting
C. Video surveillance
D. Bollard

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:

A bollard is a sturdy physical barrier—often a steel or concrete post—designed to prevent
vehicles or unauthorized individuals from ramming into or entering secure areas of a building. It provides physical security and is commonly used outside entrances to prevent forced entry.
* A. PIV (Personal Identity Verification) cards are used for identity access control, not physical blocking.
* B. Motion lighting may deter activity but doesn??t physically prevent entry.
* C. Surveillance records activity but cannot stop a forced entry. Reference:
CompTIA A+ 220-1102 Objective 2.4: Compare and contrast physical security measures. Study Guide Section: Physical security devices — barriers, bollards, and deterrents

NEW QUESTION 5
A technician needs to configure laptops so that only administrators can enable virtualization technology if needed. Which of the following should the technician configure?

A. BIOS password
B. Guest account
C. Screen lock
D. AutoRun setting

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Virtualization settings are typically found within the BIOS/UEFI firmware configuration. To prevent unauthorized users from changing these settings, the technician should set a BIOS password. This ensures only administrators with the password can access or modify BIOS settings, including virtualization support.
* B. The guest account is a user-level feature in Windows and doesn??t control BIOS access.
* C. A screen lock prevents casual access to the desktop but doesn??t protect firmware settings.
* D. AutoRun controls how media and devices behave when inserted — unrelated to BIOS security.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security measures and administrative controls.
Study Guide Section: BIOS/UEFI settings protection — password implementation

NEW QUESTION 6
Which of the following methods involves requesting a user's approval via a push notification to verify the user's identity?

A. Call
B. Authenticator
C. Hardware token
D. SMS

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Authenticator apps (e.g., Microsoft Authenticator, Google Authenticator, Duo) often support push notifications. When the user logs in, the app sends a push to their mobile device, prompting the user to approve or deny the authentication request — a common and user- friendly form of multi-factor authentication (MFA).
* A. Phone call verification is a separate method involving voice-based confirmation.
* C. Hardware tokens generate one-time codes but do not send push notifications.
* D. SMS sends a text message with a code — again, no push mechanism. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast multi-factor authentication methods.
Study Guide Section: Authentication apps and push notification verification
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NEW QUESTION 7
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 8
A technician installs VPN client software that has a software bug from the vendor. After the vendor releases an update to the software, the technician attempts to reinstall the software but keeps getting an error message that the network adapter for the VPN already exists. Which of the following should the technician do next to mitigate this issue?

A. Run the latest OS security updates.
B. Map the network adapter to the new software.
C. Update the network adapter's firmware.
D. Delete hidden network adapters.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
VPN clients often create virtual network adapters. If the software wasn't uninstalled properly or crashed during install, leftover (often hidden) virtual adapters can prevent reinstallation. The proper solution is to delete hidden network adapters using Device Manager (with ??Show hidden devices?? enabled).
* A. OS updates won??t fix a leftover driver or adapter issue.
* B. Mapping an adapter to the software is not a standard or viable solution.
* C. Firmware updates apply to physical adapters, not virtual VPN adapters. Reference:
CompTIA A+ 220-1102 Objective 3.1: Troubleshoot common Windows OS and network issues.
Study Guide Section: Troubleshooting network adapter conflicts and VPN client errors

NEW QUESTION 9
A security administrator teaches all of an organization's staff members to use BitLocker To Go. Which of the following best describes the reason for this training?

A. To ensure that all removable media is password protected in case of loss or theft
B. To enable Secure Boot and a BIOS-level password to prevent configuration changes
C. To enforce VPN connectivity to be encrypted by hardware modules
D. To configure all laptops to use the TPM as an encryption factor for hard drives

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
BitLocker To Go is a Microsoft encryption feature specifically designed for removable drives such as USB flash drives and external hard drives. It allows users to protect the data on these devices by requiring a password to decrypt the contents, thereby preventing unauthorized access in the event the device is lost or stolen.
A is correct because BitLocker To Go is directly tied to password-protecting removable media.
B and C are unrelated to BitLocker To Go; Secure Boot and VPN encryption are entirely
different security layers.
D applies to BitLocker (not BitLocker To Go) and full disk encryption on internal drives using TPM.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast common security measures and tools.
Study Guide Section: Encryption technologies (BitLocker, BitLocker To Go)
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NEW QUESTION 10
A user is attempting to open on a mobile phone a HD video that is hosted on a popular media streaming website. The user is receiving connection timeout errors. The mobile reception icon area is showing two bars next to 3G. Which of the following is the most likely cause of the issue?

A. The user does not have Wi-Fi enabled.
B. The website's subscription has run out.
C. The bandwidth is not fast enough.
D. The mobile device storage is full.

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
3G networks generally do not provide the bandwidth required for seamless HD video streaming. With only two signal bars and a 3G connection, the mobile device likely cannot maintain the necessary data throughput, resulting in timeouts or buffering failures. This is a classic symptom of insufficient network speed or signal strength.
* A. Lack of Wi-Fi may contribute, but the root cause is the low mobile bandwidth, not the Wi- Fi state.
* B. A website subscription lapse would return an account error, not a timeout.
* D. Full device storage can affect downloads but not streaming from the internet. Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot mobile OS and application issues. Study Guide Section: Connectivity and network performance issues on mobile devices
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NEW QUESTION 10
Which of the following is found in an MSDS sheet for a battery backup?

A. Installation instructions
B. Emergency procedures
C. Configuration steps
D. Voltage specifications

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
An MSDS (Material Safety Data Sheet), now commonly referred to as SDS (Safety Data Sheet), is a document that provides detailed information on the properties of a particular substance. It includes safety guidelines and emergency procedures related to handling, exposure, fire hazards, and first aid—not installation or configuration instructions.
For a battery backup (UPS device), the MSDS would include emergency procedures such as what to do in case of a chemical spill, exposure to battery acid, or fire hazard due to overheating or chemical leakage. This ensures the safety of personnel and complies with hazardous materials handling regulations.

Reference:
CompTIA A+ 220-1102 Objective 4.1: Given a scenario, implement best practices associated with documentation and support systems information management.
Study Guide Section: MSDS/SDS usage and safety documentation

NEW QUESTION 13
A technician is deploying mobile devices and needs to prevent access to sensitive data if the devices are lost. Which of the following is the best way to prevent unauthorized access if the user is unaware that the phone is lost?

A. Encryption
B. Remote wipe
C. Geofencing
D. Facial recognition

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Remote wipe is the best option to prevent unauthorized access to data when a mobile device is lost or stolen—especially if the user is unaware of the loss. It allows administrators or mobile device management (MDM) systems to remotely erase all data on the device, rendering it unusable for unauthorized users.
* A. Encryption protects the data, but if the device remains powered and logged in, it may still be accessible.
* C. Geofencing can restrict features based on location but does not erase data.
* D. Facial recognition helps secure access but can be bypassed in some cases or fail in practical situations.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security measures and tools. Study Guide Section: Mobile device security (remote wipe, lockout, MDM tools)

NEW QUESTION 14
Which of the following is used to apply corporate restrictions on an Apple device?

A. App Store
B. VPN configuration
C. Apple ID
D. Management profile

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A management profile is used to enforce corporate policies on Apple devices. These profiles are installed via an MDM (Mobile Device Management) solution and control access, restrictions,Wi-Fi settings, app installations, and more. They??re critical for managing devices in a business environment.
* A. The App Store allows software downloads but doesn??t control policies.
* B. VPN configuration is used for secure remote connections, not enforcement of restrictions.
* C. Apple ID is for personal account access to Apple services, not corporate device management.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security tools and MDM features.
Study Guide Section: Mobile device management and configuration profiles (Apple/iOS)
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NEW QUESTION 19
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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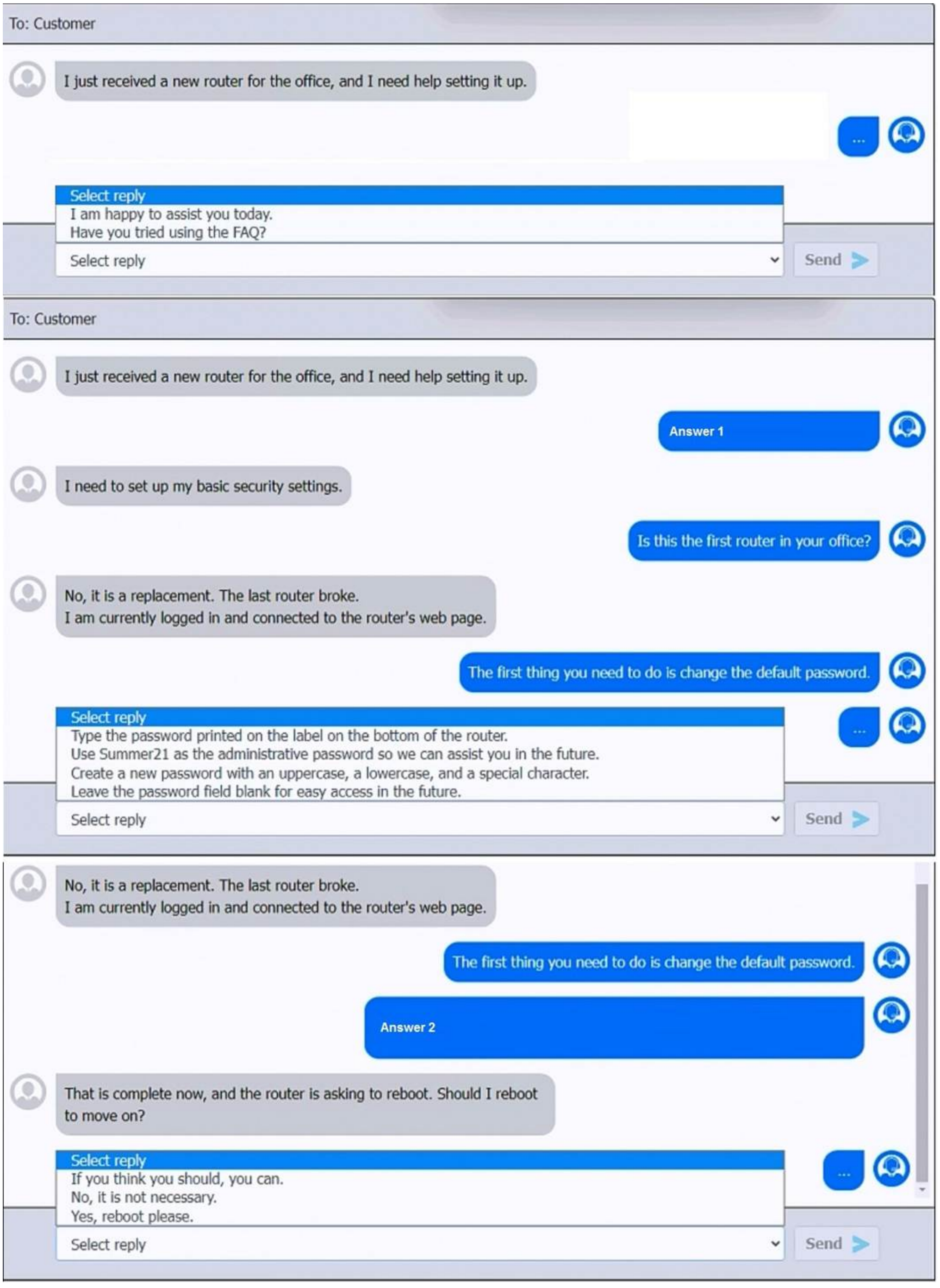
NEW QUESTION 22
A company recently transitioned to a cloud-based productivity suite and wants to secure the environment from external threat actors. Which of the following is the most effective method?

A. Multifactor authentication
B. Encryption
C. Backups
D. Strong passwords

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Multifactor authentication (MFA) is considered one of the most effective security measures for cloud environments. It requires users to verify their identity using two or more factors (e.g., password + phone app code), making it significantly harder for external attackers to gain access, even if the primary password is compromised.
* B. Encryption is important for data protection but doesn??t prevent unauthorized logins.
* C. Backups protect against data loss but don??t stop breaches.
* D. Strong passwords are helpful but can still be phished or cracked — MFA adds a critical
extra layer. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast authentication technologies. Study Guide Section: Cloud security best practices — MFA and access control

NEW QUESTION 24
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.



A. Mastered
B. Not Mastered

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.

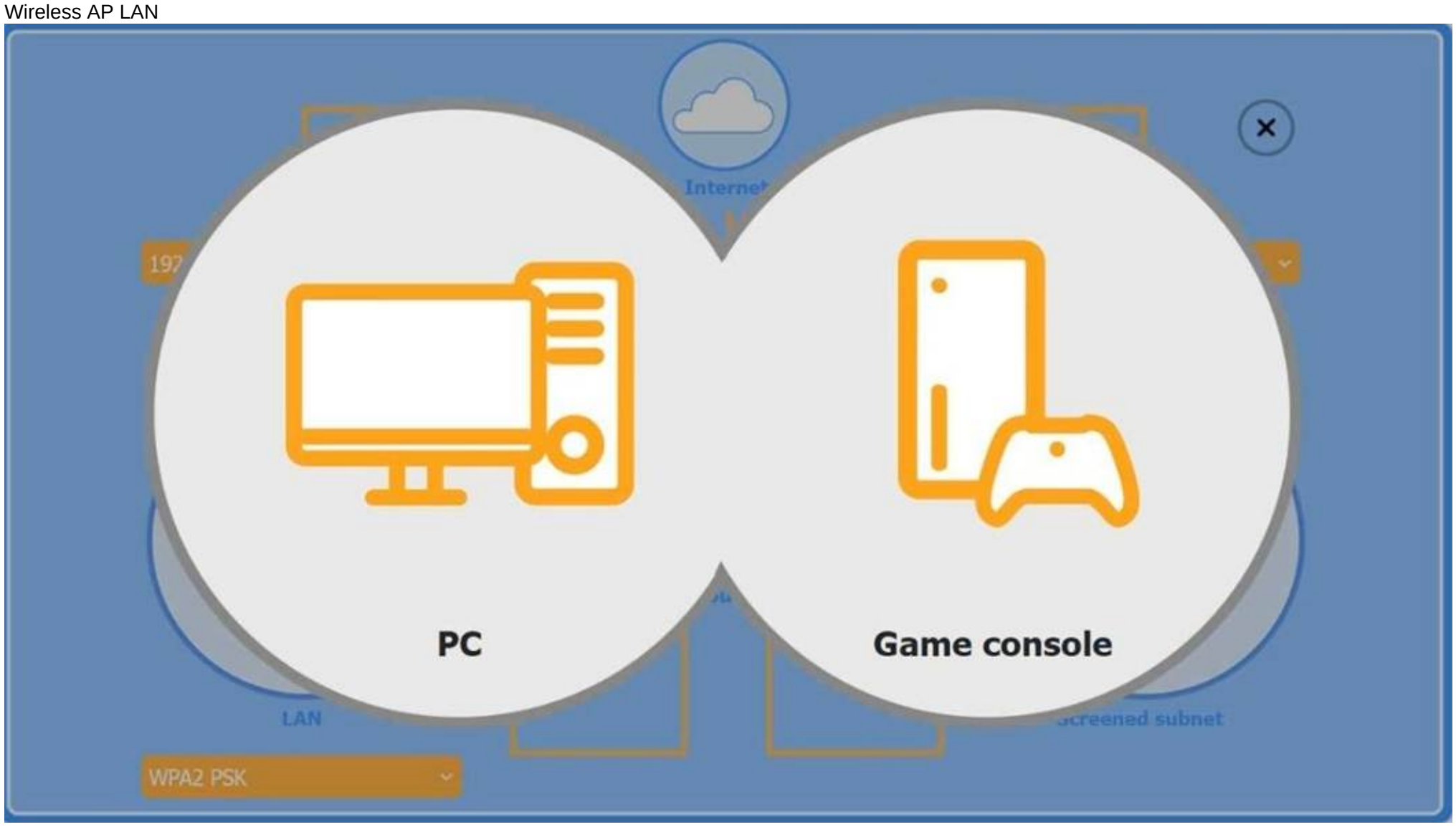
NEW QUESTION 26
A user is experiencing issues with outdated images while browsing websites. Which of the following settings should a technician use to correct this issue?

A. Administrative Tools
B. Windows Defender Firewall
C. Internet Options
D. Ease of Access

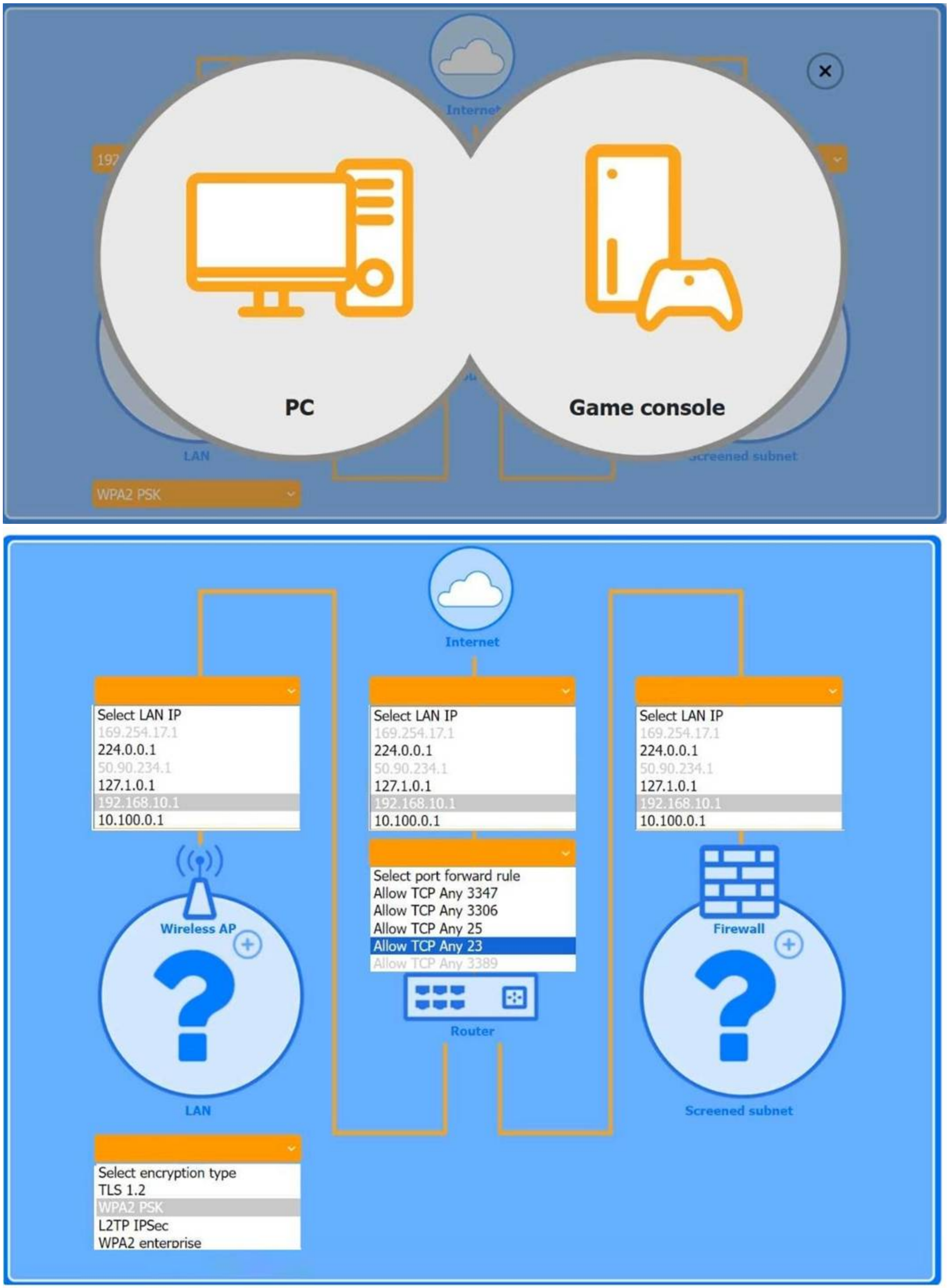
Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract: Outdated images and website data often result from cached files in the browser. The Internet Options panel in Windows (specifically under the General tab) allows users to clear browsing history, including cached images and files, which forces the browser to load the most current versions of web content.
* A. Administrative Tools is used for advanced system management, not browser settings.
* B. Windows Defender Firewall controls network traffic and security rules, not caching.
* D. Ease of Access provides accessibility features for users with disabilities — unrelated to web browsing issues.
Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common software and application issues.
Study Guide Section: Internet Options and browser cache clearing for display issues

NEW QUESTION 27
SIMULATION
You are configuring a home network for a customer. The customer has requested the ability to access a Windows PC remotely, and needs all chat and optional functions to work in their game console.
INSTRUCTIONS
Use the drop-down menus to complete the network configuration for the customer. Each option may only be used once, and not all options will be used.
Then, click the + sign to place each device in its appropriate location.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.
Wireless AP LAN



Firewall Screened Subnet



A. Mastered
B. Not Mastered

Answer: A

Explanation:
The completed configuration:
* 1. Wireless AP (LAN side) 1. LAN IP: 192.168.10.1
* 2. Encryption: WPA2 PSK
* 2. Router (port-forward rule)
* 1. Allow TCP Any 3389
This forwards inbound RDP traffic (TCP/3389) from the Internet to the Windows PC, enabling Remote Desktop access.
* 3. Firewall (screened subnet side) 1. LAN IP: 10.100.0.1
* 4. Device placement
* 1. PC: place behind the router (where the port-forward rule points).
* 2. Game console: place on the Wireless AP (so it can use chat and extra services over WPA2 PSK).
* 3. Firewall: place in front of the screened subnet (with its 10.100.0.1 IP facing that subnet).
? The Windows PC is placed in the screened subnet (behind the firewall) for enhanced security. Remote access to this PC requires port forwarding of TCP port 3389 (RDP), which is correctly configured through the router.
? The Game Console is placed on the Wireless AP LAN, using WPA2 PSK for a secure wireless connection. Game consoles typically use peer-to-peer chat and online services that require open access without firewall restrictions, which is why the console is not placed behind the firewall.
CompTIA A+ 220-1102 Reference Points:
? Objective 3.4: Given a scenario, implement best practices associated with data and device security.
? Objective 2.4: Given a scenario, use appropriate tools to support and configure network settings.
? Study Guide Reference: CompTIA A+ Core 2 guides recommend using screened subnets (a type of DMZ) for systems needing controlled external access, such as remote desktops, while placing gaming and media devices on less restricted networks for full functionality.

NEW QUESTION 31
A technician is troubleshooting an issue in which a service runs momentarily and stops at certain points in the process. The technician needs to determine the root cause of this issue. Which of the following tools should the technician use?

A. Event Viewer
B. Task Manager
C. Internet Options
D. Process Explorer

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Event Viewer is the best tool to analyze the root cause of service failures in Windows. It provides detailed logs from system processes, including errors, warnings, and crash reports related to services and applications. When a service starts and stops unexpectedly, Event Viewer will often record the cause, such as dependency failures or access violations.
* B. Task Manager shows active processes but doesn't retain logs or causes of failure.
* C. Internet Options is used for configuring browser settings, not troubleshooting services.
* D. Process Explorer is powerful but more suited for live monitoring and detailed process trees, not post-failure log analysis.
Reference:
CompTIA A+ 220-1102 Objective 3.1: Given a scenario, troubleshoot common Windows OS problems.
Study Guide Section: Log file analysis using Event Viewer
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NEW QUESTION 34
Which of the following filesystem types does the Linux OS use?

A. exFAT
B. APFS
C. ext4
D. NTFS

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
The ext4 (Fourth Extended Filesystem) is the most widely used default filesystem in modern Linux distributions. It is designed for high performance, scalability, and reliability, and is supported by all mainstream Linux kernels.
* A. exFAT is used for cross-platform external drives, not native Linux systems.
* B. APFS is Apple's proprietary filesystem for macOS and iOS.
* D. NTFS is the default filesystem for Windows, not Linux. Reference:
CompTIA A+ 220-1102 Objective 1.9: Identify common features and tools of the Linux client/desktop OS.
Study Guide Section: Filesystem types in Linux — ext3, ext4, and their characteristics

NEW QUESTION 38
A company executive is currently attending a major music festival with a large number of attendees and is having trouble accessing a work email account. The email application is not downloading emails and also appears to become stuck during connection attempts. Which of the following is most likely causing the disruption?

A. The phone has no storage space available.
B. Company firewalls are configured to block remote access to email resources.
C. Too many devices in the same area are trying to connect to the mobile network.
D. The festival organizer prohibits internet usage during the event and has blocked the internet signal

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
At large events such as music festivals, cellular towers may become congested due to the high volume of users attempting to connect simultaneously. This congestion causes slow or failed data connections, which explains the email application being unable to sync or connect. This is a common real-world mobile connectivity issue in crowded areas.
* A. Lack of storage would prevent saving attachments, not prevent connection attempts.
* B. Company firewalls usually don??t affect mobile access unless specific device restrictions are enforced.
* D. Organizers do not have the ability to block the internet signal; only carriers manage mobile bandwidth.
Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot mobile OS and connectivity issues. Study Guide Section: Mobile network limitations — signal congestion and bandwidth issues
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NEW QUESTION 41
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 42
A technician notices that the weekly backup is taking too long to complete. The daily backups are incremental. Which of the following would most likely resolve the issue?

A. Changing the backup window
B. Performing incremental weekly backups
C. Increasing the backup storage
D. Running synthetic full weekly backups

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A synthetic full backup combines the last full backup with subsequent incremental backups to create a new full backup without re-reading data from the source system. This method significantly reduces the backup window and network impact. It is especially useful when traditional full backups are too time-consuming.
* A. Changing the backup window only shifts timing, not duration.
* B. Incremental weekly backups would lack a proper full recovery point and aren't ideal alone.
* C. Storage space isn't the bottleneck in backup speed—it??s read/write operations and network load.
Reference:
CompTIA A+ 220-1102 Objective 4.2: Summarize backup and recovery concepts.
Study Guide Section: Backup types — full, incremental, differential, and synthetic backups
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NEW QUESTION 45
Which of the following methods would make data unrecoverable but allow the drive to be repurposed?

A. Deleting the partitions
B. Implementing EFS
C. Performing a low-level format
D. Degaussing the device

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A low-level format (also referred to as a zero-fill or full format) writes over every sector on a storage device, effectively destroying the existing data and making recovery nearly impossible. Unlike degaussing, which renders the drive unusable, a low-level format maintains the integrity of the device, allowing it to be repurposed or reused.
* A. Deleting partitions does not fully erase data; it only removes references in the partition table.
* B. EFS (Encrypting File System) encrypts files but does not securely wipe them.
* D. Degaussing destroys the magnetic structure of a drive, making it inoperable and not reusable.
Reference:
CompTIA A+ 220-1102 Objective 4.3: Given a scenario, implement basic change management best practices.
Study Guide Section: Drive sanitation methods — low-level format vs. degaussing vs. deletion

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NEW QUESTION 50
A user receives a new personal computer but is unable to run an application. An error displays saying that .NET Framework 3.5 is required and not found. Which of the following actions is the best way to resolve this issue?

A. Resolve the dependency through the 'Turn Windows features on or off' menu.
B. Download the dependency via a third-party repository.
C. Ignore the dependency and install the latest version 4 instead.
D. Forward the trouble ticket to the SOC team because the issue poses a great security risk.

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
NET Framework versions are often required for applications to run. If an older app requires
.NET Framework 3.5, it must be explicitly installed as it is not included by default in newer versions of Windows. The best method to do this safely is through the built-in "Turn Windows features on or off" utility, which downloads and installs it via official Microsoft services.
* B. Using third-party repositories is unsafe and not recommended.
* C. Installing .NET 4 does not include 3.5; versions are not fully backward compatible.
* D. The issue is technical, not a security incident for the SOC team. Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common software, application, and OS security issues.
Study Guide Section: Managing application dependencies (e.g., .NET Framework, Java)
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NEW QUESTION 55
Technicians are failing to document user contact information, device asset tags, and a clear description of each issue in the ticketing system. Which of the following should a help desk management team implement for technicians to use on every call?

A. Service-level agreements
B. Call categories
C. Standard operating procedures
D. Knowledge base articles

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Standard Operating Procedures (SOPs) define the mandatory steps and expectations technicians must follow during support calls. This includes documentation standards such as logging user info, asset details, and issue descriptions in the ticketing system. Implementing SOPs ensures consistency and accountability.
* A. SLAs define response/resolution times but not documentation practices.
* B. Call categories organize types of issues but don't guide technician actions.
* D. Knowledge base articles provide solutions to known problems but don't ensure proper ticket documentation.
Reference:
CompTIA A+ 220-1102 Objective 4.2: Summarize best practices associated with types of documentation and support systems information.
Study Guide Section: Documentation practices, SOPs, ticketing protocols
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NEW QUESTION 59
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 60
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
==========

NEW QUESTION 61
A technician is preparing to replace the batteries in a rack-mounted UPS system. After ensuring the power is turned off and the batteries are fully discharged, the technician needs to remove the battery modules from the bottom of the rack. Which of the following steps should the technician take?

A. Ensure the fire suppression system is ready to be activated.
B. Use appropriate lifting techniques and guidelines.
C. Place the removed batteries in an antistatic bag.
D. Wear a face mask to filter out any harmful fumes.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
UPS batteries are heavy and often located at the bottom of racks to maintain balance. Safe removal requires the use of correct lifting techniques to avoid injury. OSHA and workplace safety standards emphasize ergonomic handling when dealing with heavy equipment.
* A. Fire suppression readiness is important for fire safety but not specifically relevant to battery removal.
* C. Antistatic bags are for electronic components, not heavy battery modules.
* D. A face mask is not generally necessary unless there is a chemical leak, which is not indicated here.
Reference:
CompTIA A+ 220-1102 Objective 4.3: Explain common safety and environmental impacts and procedures.
Study Guide Section: Safe handling procedures — lifting techniques, battery handling
==========

NEW QUESTION 66
Which of the following types of social engineering attacks sends an unsolicited text message to a user's mobile device?

A. Impersonation
B. Vishing
C. Spear phishing
D. Smishing

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Smishing (SMS phishing) is a type of social engineering attack where attackers send fraudulent text messages to trick users into revealing sensitive information or downloading malware. These messages often impersonate banks, delivery services, or official institutions to lure the victim into clicking malicious links.
* A. Impersonation is an in-person or voice-based tactic.
* B. Vishing refers to voice phishing over phone calls.
* C. Spear phishing is a targeted email-based phishing method. Reference:
CompTIA A+ 220-1102 Objective 2.3: Compare and contrast social engineering techniques.
Study Guide Section: Smishing as a type of phishing via SMS or mobile messaging.
==========

NEW QUESTION 67
Which of the following is a Linux command that is used for administrative purposes?

A. runas
B. cmcl
C. net user
D. su

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
The su (substitute user) command is used in Linux to switch to another user account, most commonly to escalate privileges by switching to the root (administrator) account. It allows administrative tasks to be performed in a terminal session.
* A. runas is a Windows command for executing a program under another user's context.
* B. cmcl is not a valid Linux or administrative command.
* C. net user is a Windows command for managing local user accounts.
Reference:
CompTIA A+ 220-1102 Objective 1.9: Identify common features and tools of the Linux client/desktop OS.
Study Guide Section: Linux command-line tools — su, sudo

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NEW QUESTION 70
A technician is assigned to offboard a user. Which of the following are common tasks on an offboarding checklist? (Choose two.)

A. Quarantine the hard drive in the user's laptop.
B. Deactivate the user's key fobs for door access.
C. Purge all PII associated with the user.
D. Suspend the user's email account.
E. Turn off the network ports underneath the user's desk.
F. Add the MAC address of the user's computer to a blocklist.

Answer: BD

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
User offboarding involves disabling the departing user's access to company systems and facilities. Two key tasks typically include:
? Deactivating physical access credentials (e.g., key fobs or badges) to prevent unauthorized entry (B).
? Suspending or disabling the user??s email account to prevent future use and to retain business communications (D).
* A. Quarantining a hard drive is not standard unless malware or legal issues are involved.
* C. Purging PII must follow legal retention policies; it's not typically an immediate offboarding task.
* E. Disabling network ports may be relevant in some cases but is not a standard offboarding step.
* F. Blocking MAC addresses is not typical unless the device is considered a security threat. Reference:
CompTIA A+ 220-1102 Objective 4.1: Given a scenario, implement proper documentation and offboarding procedures.
Study Guide Section: User lifecycle management — onboarding and offboarding tasks
==========

NEW QUESTION 75
An organization is experiencing an increased number of issues. A technician notices applications that are not installed by default. Users are reporting an increased number of system prompts for software licensing. Which of the following would the security team most likely do to remediate the root cause?

A. Deploy an internal PKI to filter encrypted web traffic.
B. Remove users from the local admin group.
C. Implement stronger controls to block suspicious websites.
D. Enable stricter UAC settings on Windows.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
If unauthorized or non-standard applications are appearing on systems and users are receiving licensing prompts, it??s likely users are installing software themselves. Removing users from the local administrators group will prevent them from installing software without approval and reduce the likelihood of introducing unapproved or malicious programs.
* A. Deploying a PKI helps with secure communications but doesn??t address user software installation rights.
* C. Blocking suspicious websites is helpful but doesn??t prevent local installations.
* D. Stricter UAC may add prompts but can still be bypassed by admin users. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast access control methods and user privilege settings.
Study Guide Section: Principle of least privilege and managing local admin rights
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NEW QUESTION 76
A technician needs to provide remote support for a legacy Linux-based operating system from their Windows laptop. The solution needs to allow the technician to see what the user is doing and provide the ability to interact with the user's session. Which of the following remote access technologies would support the use case?

A. VPN
B. VNC
C. SSH
D. RDP

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
The correct answer isVNC (Virtual Network Computing). VNC is a graphical desktop- sharing system that uses the Remote Frame Buffer protocol (RFB) to remotely control another computer. It is platform-independent and widely supported on Linux, which makes it ideal for providinginteractive remote support for a Linux-based operating system. It allows the technician not only to view the remote desktop session but also tocontrol it, fulfilling the need to see and interact with the user??s session.
? A. VPN(Virtual Private Network) creates a secure tunnel to a network but doesnot provide desktop sharing or session controlby itself.
? C. SSH(Secure Shell) provides secure command-line access to Unix/Linux systems but does not offergraphical desktop interaction, which is a requirement in this case.
? D. RDP(Remote Desktop Protocol) is primarily a Microsoft protocol, and although it can be made to work on Linux, it isnot natively supported on legacy Linux systems, and thusless suitablethan VNC in this scenario.
CompTIA A+ 220-1102 Core 2 Objective Reference:
Objective 1.8 – Given a scenario, use features and tools of the operating system. Under this objective, candidates are expected to be familiar with remote access technologies, includingRDP, SSH, and VNC, and understand their appropriate uses and limitations on different platforms such as Windows and Linux.

NEW QUESTION 79
A help desk technician is setting up speech recognition on a Windows system. Which of the following settings should the technician use?

A. Time and Language
B. Personalization
C. System
D. Ease of Access

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In Windows, accessibility tools such as speech recognition are found under the Ease of Access settings. This section includes options for users who require assistive technologies, including screen readers, magnifiers, and voice control interfaces like speech recognition. Setting up speech recognition allows users to control the system and input text using voice commands.
* A. Time and Language is for setting regional preferences and language packs.
* B. Personalization adjusts themes, backgrounds, and colors.
* C. System includes display, storage, notifications, and power settings, but not accessibility tools.
Reference:
CompTIA A+ 220-1102 Objective 1.3: Given a scenario, use appropriate Microsoft operating system features and tools.
Study Guide Section: Accessibility tools and system configuration
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NEW QUESTION 81
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