CompTIA

Exam Questions 220-1202

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1
The screen of a previously working computer repeatedly displays an OS Not Found error message when the computer is started. Only a USB drive, a keyboard, and a mouse are plugged into the computer. Which of the following should a technician do first?

A. Run data recovery tools on the disk
B. Partition the disk using the GPT format
C. Check boot options
D. Switch from UEFI to BIOS

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
An "OS Not Found" error typically indicates that the computer is attempting to boot from a drive that doesn't contain a valid operating system or bootable partition. The presence of a USB drive might be confusing the boot order. Therefore, the first step a technician should take is to verify and adjust the boot sequence in the system??s firmware (BIOS or UEFI). It's possible that the USB drive is being prioritized over the internal hard drive, which may cause the system to miss the OS entirely.
* A. Running data recovery tools is premature before confirming boot order.
* B. Repartitioning the disk would destroy existing data—this should not be done until confirmed the OS is actually missing.
* D. Switching between UEFI and BIOS (legacy mode) might help in rare cases, but it is not the first step in standard OS boot issue troubleshooting.
Reference:
CompTIA A+ 220-1102 Objective 1.7: Troubleshoot common operating system problems. Study Guide Section: Boot process and boot order configuration.
==========================

NEW QUESTION 2
Recently, the number of users sharing smartphone passcodes has increased. The management team wants a technician to deploy a more secure screen lock method. Which of the following technologies should the technician use?

A. Pattern lock
B. Facial recognition
C. Device encryption
D. Multifactor authentication

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Facial recognition is a biometric authentication method that ties access to a unique physical feature of the user. Unlike passcodes or pattern locks—which can be easily shared—facial recognition provides a more secure and non-transferable form of access. It also enhances user convenience and is widely supported by modern smartphones.
* A. Pattern locks can still be shared and are less secure.
* C. Device encryption protects data but does not prevent screen access if a passcode is shared.
* D. Multifactor authentication typically applies to app or account access, not basic phone unlocking.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast common security measures and authentication technologies.
Study Guide Section: Biometric screen lock technologies (e.g., facial recognition, fingerprint)
==========================

NEW QUESTION 3
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
==========================

NEW QUESTION 4
A company would like to deploy baseline images to new computers as they are started up on the network. Which of the following boot processes should the company use for this task?

A. ISO
B. Secure
C. USB
D. PXE

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
PXE (Preboot Execution Environment) allows workstations to boot over the network and download an OS image from a server. It is ideal for automating mass deployments using
baseline images across many machines without the need for physical media.
* A. An ISO is a disk image file but requires mounting or physical media.
* B. Secure Boot is a security feature, not a method of deploying OS images.
* C. USB requires manual installation and is not suitable for automated deployment at scale. Reference:
CompTIA A+ 220-1102 Objective 1.4: Given a scenario, use appropriate Microsoft operating system installation methods.
Study Guide Section: Remote installation methods — PXE boot deployment
===========================

NEW QUESTION 5
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
===========================

NEW QUESTION 6
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
===========================

NEW QUESTION 7
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
===========================

NEW QUESTION 8
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
===========================

NEW QUESTION 9
Which of the following is used in addition to a password to implement MFA?

A. Sending a code to the user's phone
B. Verifying the user's date of birth
C. Prompting the user to solve a simple math problem
D. Requiring the user to enter a PIN

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Multi-Factor Authentication (MFA) requires at least two different types of authentication factors:
? Something you know (e.g., password or PIN)
? Something you have (e.g., smartphone or hardware token)
? Something you are (e.g., fingerprint or facial recognition)
Option A, sending a code to the user??s phone, is an example of "something you have" — a physical device that receives a one-time passcode. Combined with a password, this forms a proper MFA implementation.
* B. Date of birth is another knowledge-based factor (like a password), not a second factor type.
* C. Solving a math problem is not a recognized authentication factor.
* D. A PIN is also "something you know" and does not count as a distinct MFA factor when paired with a password.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast common security measures and authentication technologies.
Study Guide Section: Authentication factors — password, biometrics, tokens, MFA
===========================

NEW QUESTION 10
A technician verifies that a malware incident occurred on some computers in a small office. Which of the following should the technician do next?

A. Quarantine the infected systems
B. Educate the end users
C. Disable System Restore
D. Update the anti-malware and scan the computers

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Once a malware incident has been confirmed, the immediate next step is to contain the threat. Quarantining infected systems prevents the malware from spreading to other devices and isolates the malicious code for further analysis or remediation.
* B. Educating end users is important but occurs later in the incident response process.
* C. Disabling System Restore is part of cleanup, not containment.
* D. Updating and scanning should occur after the system is quarantined to prevent further infection or spread.
Reference:
CompTIA A+ 220-1102 Objective 2.5: Given a scenario, detect, remove, and prevent malware using appropriate tools and methods.
Study Guide Section: Malware removal best practices — Step 2: Quarantine the infected system
===========================

NEW QUESTION 10
A technician thinks that an application a user downloaded from the internet may not be the legitimate one, even though the name is the same. The technician needs to confirm whether the application is legitimate. Which of the following should the technician do?

A. Compare the hash value from the vendor.
B. Run Task Manager and compare the process ID.
C. Run the application in safe mode.
D. Verify the file name is correct.

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
To ensure the authenticity of a downloaded application, the most reliable method is to verify the file??s hash (e.g., SHA256, MD5) against the value provided by the legitimate
vendor. If the hash values match, the file has not been altered or tampered with. This verification confirms the integrity and authenticity of the executable.
* B. Process IDs are dynamic and not unique to specific software.
* C. Running in safe mode doesn??t validate legitimacy—it only runs the app in a minimal environment.
* D. File names can be spoofed; matching the name does not prove authenticity. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast authentication and software integrity verification methods.
Study Guide Section: Hash verification for software authenticity and digital integrity

NEW QUESTION 12
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
==========================

NEW QUESTION 16
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 17
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 18
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

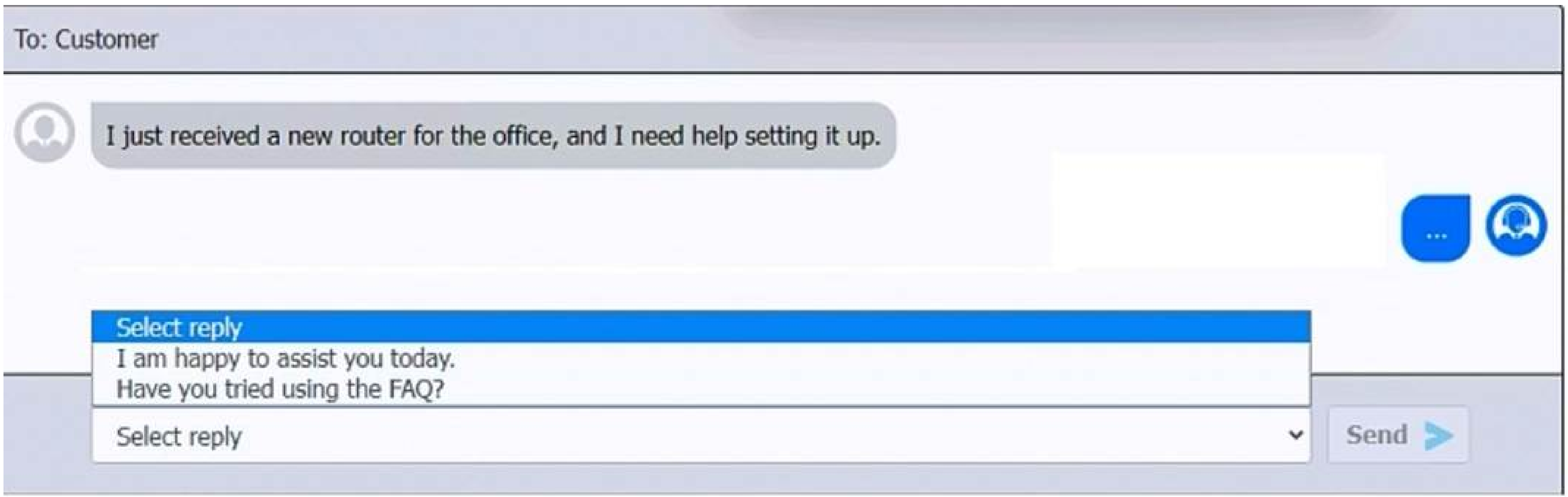
most effective method?

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 22
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.



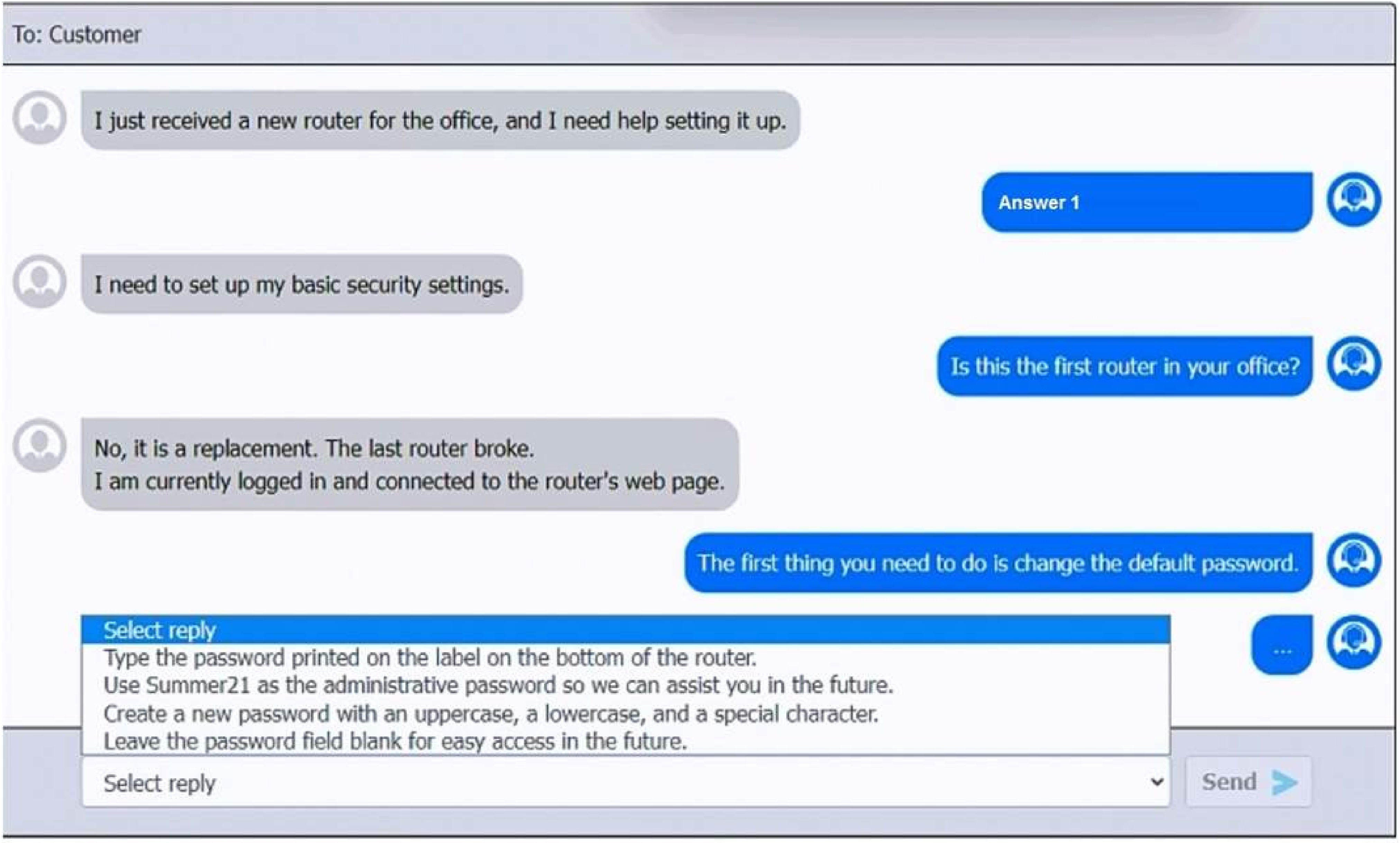
To: Customer

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



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?

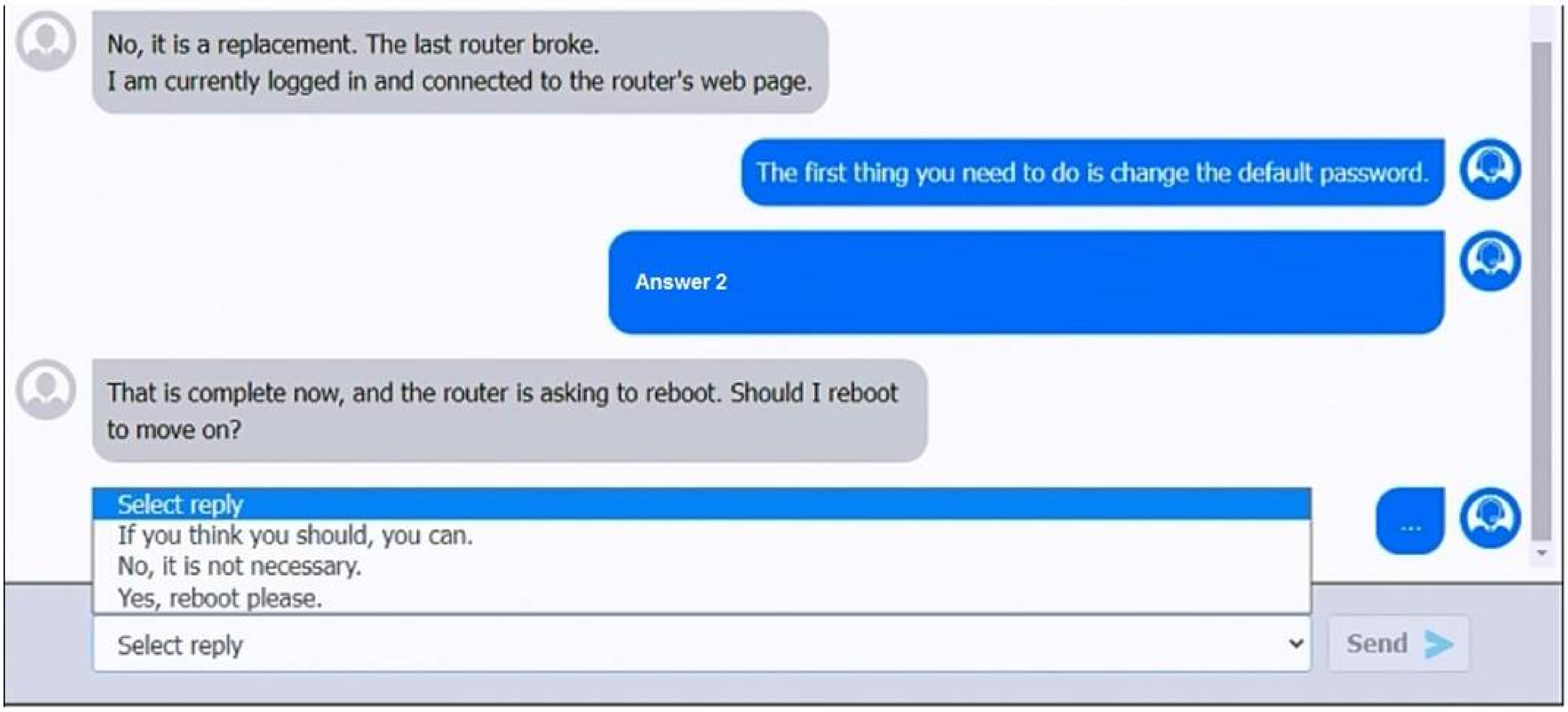
No, it is a replacement. The last router broke.
I am currently logged in and connected to the router's web page.

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



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

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 25
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 29
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
==========================

NEW QUESTION 31
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)
===========================

NEW QUESTION 36
A user is working from home and is unable to access work files on a company laptop. Which of the following should a technician configure to fix the network access issue?

A. Wide-area network
B. Wireless network
C. Proxy network settings
D. Virtual private network

Answer: D

Explanation:
A VPN creates a secure tunnel from the user??s home network into the corporate network, providing the necessary routing and access controls for the laptop to reach internal file servers. Without a VPN, the device remains outside the corporate LAN and cannot directly reach protected resources.
A VPN creates a secure tunnel from the user??s home network into the corporate network, providing the necessary routing and access controls for the laptop to reach internal file servers. Without a VPN, the device remains outside the corporate LAN and cannot directly reach protected resources.

NEW QUESTION 37
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
===========================

NEW QUESTION 41
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)
===========================

NEW QUESTION 43
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 44
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
===========================

NEW QUESTION 49
An administrator received an email stating that the OS they are currently supporting will no longer be issued security updates and patches. Which of the following is most likely the reason the administrator received this message?

A. Support from the computer's manufacturer is expiring
B. The OS will be considered end of life
C. The built-in security software is being removed from the next OS version
D. A new version of the OS will be released soon

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Operating systems periodically reach a status known as "end of life" (EOL), at which point the developer (e.g., Microsoft, Apple) ceases to provide security updates, patches, or technical support. When this happens, the OS becomes vulnerable and non-compliant with security best practices, which is why organizations typically receive advance notifications from vendors or support teams.
* A. Manufacturer support expiration only applies to hardware, not OS patching.
* C. Security software may be upgraded or removed, but that does not affect patching the OS itself.
* D. The release of a new version doesn??t automatically stop updates for the current version. Reference:
CompTIA A+ 220-1102 Objective 1.3: Given a scenario, use appropriate Microsoft operating system features and tools.
Study Guide Section: OS lifecycle management and vendor support phases (e.g., EOL)
===========================

NEW QUESTION 52
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
===========================

NEW QUESTION 57
A technician needs to install an operating system on a large number of workstations. Which of the following is the fastest method?

A. Physical media
B. Mountable ISO
C. Manual installation
D. Image deployment

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Image deployment is the fastest and most efficient method for installing operating systems on multiple machines. It involves creating a pre-configured image of an OS and deploying it across systems using tools like Windows Deployment Services (WDS) or third-party imaging solutions. This method saves time and ensures consistency across all devices.
* A. Physical media is slow and not scalable.
* B. Mountable ISOs are useful but still require manual installation.
* C. Manual installation is time-consuming and not suitable for large-scale deployment. Reference:
CompTIA A+ 220-1102 Objective 1.4: Given a scenario, use appropriate Microsoft operating system installation methods.
Study Guide Section: Deployment methods — image deployment, automation

NEW QUESTION 59
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
==========================

NEW QUESTION 64
A customer??s computer does not have an active connection to the network. A technician goes through a few troubleshooting steps but is unable to resolve the issue. The technician has exhausted their knowledge. The customer expresses frustration at the time taken to resolve this issue. Which of the following should the technician do?

A. Escalate the issue to a senior team member and provide next steps to the customer.
B. Dismiss the customer and reschedule another troubleshooting session at a later date.
C. Interrupt the customer and express that troubleshooting support tickets can take time.
D. Maintain a positive attitude and continue to ask questions regarding the scope of the issue.

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
When a technician exhausts all troubleshooting steps within their knowledge and the issue remains unresolved, the best practice is to escalate the issue to a higher-level technician or team. Additionally, the technician should clearly communicate the next steps to the customer to maintain transparency and reduce frustration. This ensures continuity of support and upholds customer satisfaction.
* B. Dismissing the customer is unprofessional and violates proper customer service
protocols.
* C. Interrupting the customer and providing excuses escalates the tension and is inappropriate.
* D. Continuing to ask questions without new troubleshooting steps wastes time and increases frustration.
Reference:
CompTIA A+ 220-1102 Objective 4.1: Given a scenario, implement best practices associated with documentation and support systems information.
Study Guide Section: Customer service best practices — escalation and communication
==========================

NEW QUESTION 69
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
============================

NEW QUESTION 74
......