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.
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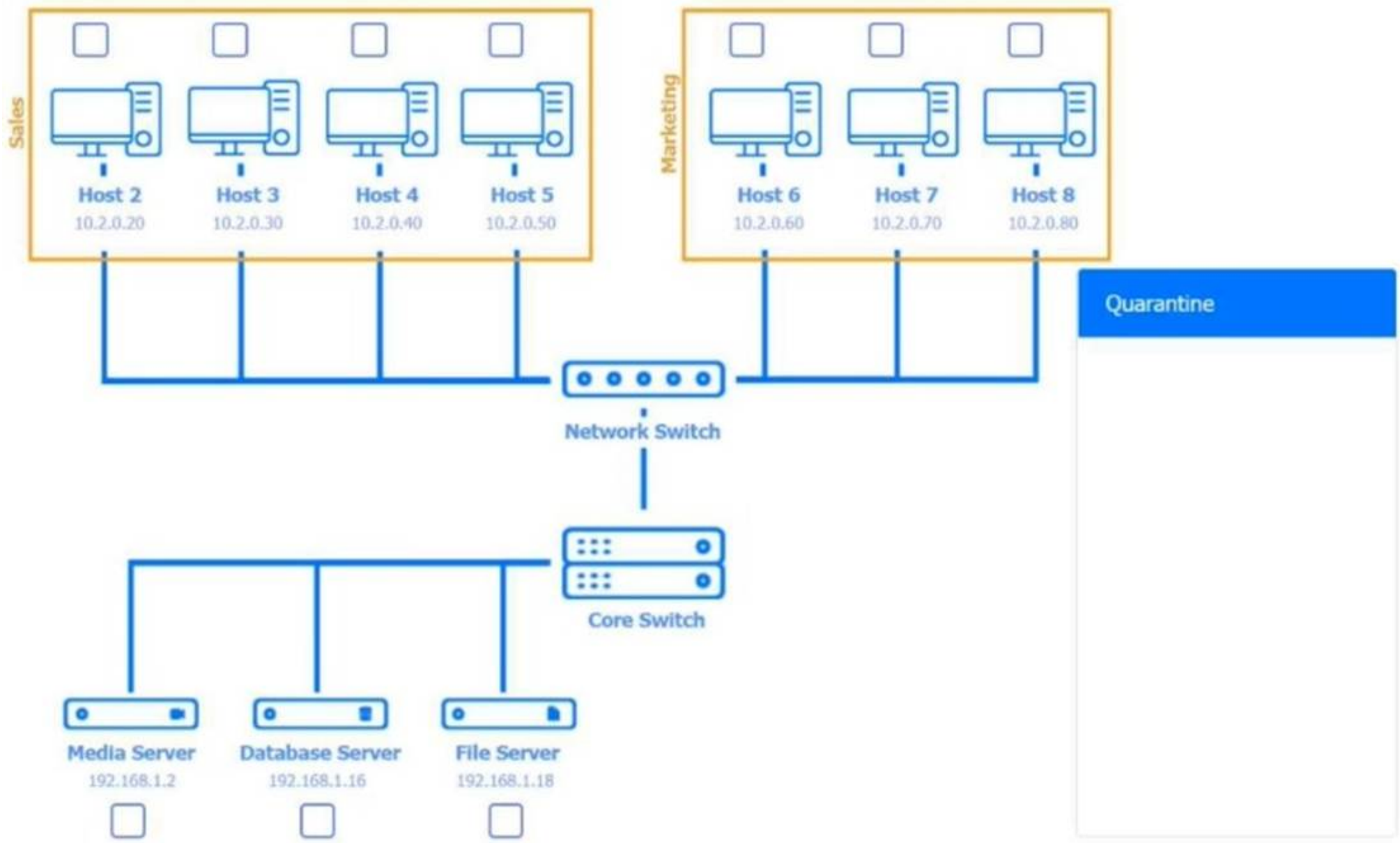
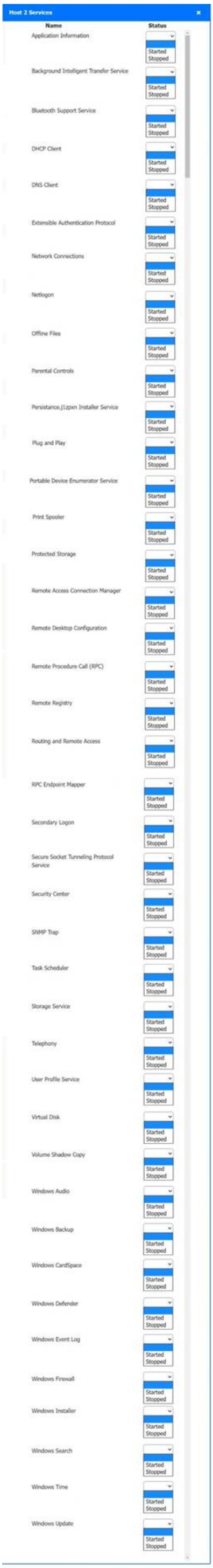
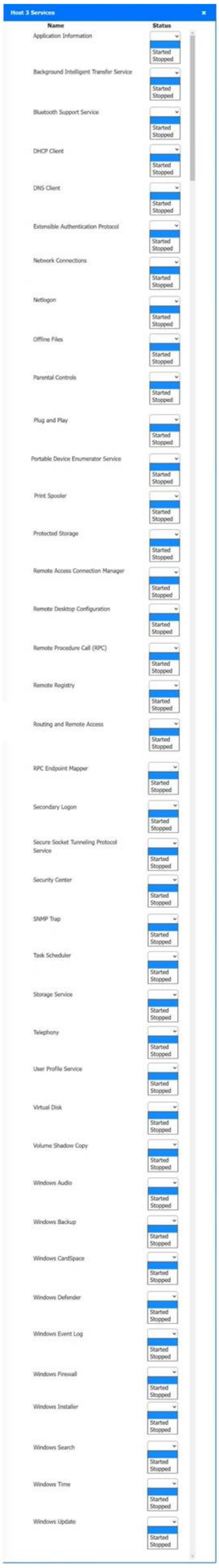
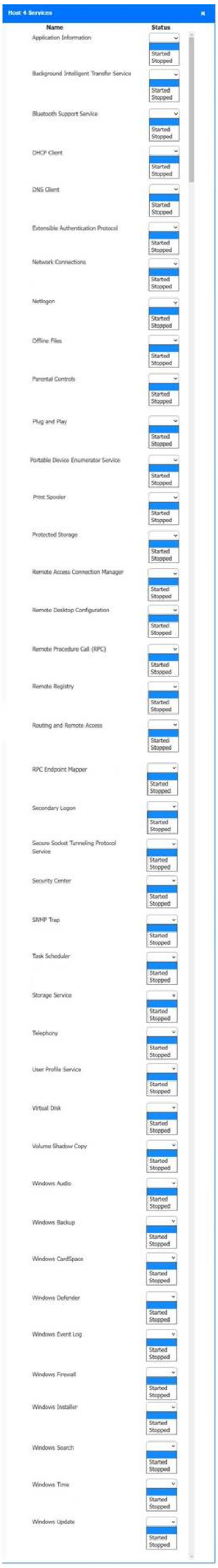
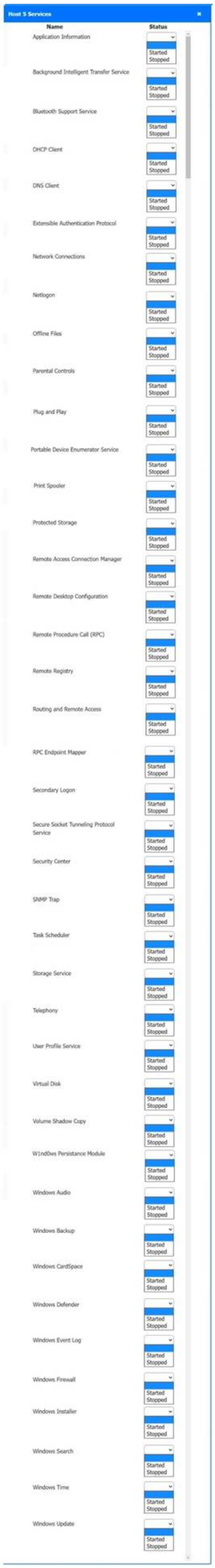
NEW QUESTION 2
SIMULATION
Multiple users are reporting audio issues as well as performance issues after downloading unauthorized software. You have been dispatched to identify and resolve any issues on the network using best practice procedures.
INSTRUCTIONS
Quarantine and configure the appropriate device(s) 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
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
Extensible Authentication Protocol
Network Connections
Netlogon
Offline Files
Parental Controls
Persistance.j1zpxn Installer Service
Plug and Play
Portable Device Enumerator Service
Print Spooler
Protected Storage
Remote Access Connection Manager
Remote Desktop Configuration
Remote Procedure Call (RPC)
Remote Registry
Routing and Remote Access
RPC Endpoint Mapper
Secondary Logon
Secure Socket Tunneling Protocol Service
Security Center
SNMP Trap
Task Scheduler
Storage Service
Telephony
User Profile Service
Virtual Disk
Volume Shadow Copy
Windows Audio
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


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


Host 4 Services
Name
Status
Application Information
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
Extensible Authentication Protocol
Network Connections
Netlogon
Offline Files
Parental Controls
Plug and Play
Portable Device Enumerator Service
Print Spooler
Protected Storage
Remote Access Connection Manager
Remote Desktop Configuration
Remote Procedure Call (RPC)
Remote Registry
Routing and Remote Access
RPC Endpoint Mapper
Secondary Logon
Secure Socket Tunneling Protocol Service
Security Center
SNMP Trap
Task Scheduler
Storage Service
Telephony
User Profile Service
Virtual Disk
Volume Shadow Copy
Windows Audio
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped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Name
Status
Application Information
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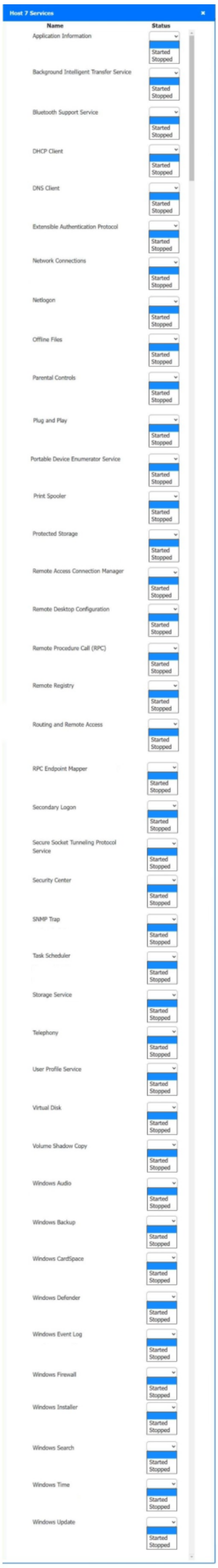
Bluetooth Support Service
DHCP Client
DNS Client
Extensible Authentication Protocol
Network Connections
Netlogon
Offline Files
Parental Controls
Plug and Play
Portable Device Enumerator Service
Print Spooler
Protected Storage
Remote Access Connection Manager
Remote Desktop Configuration
Remote Procedure Call (RPC)
Remote Registry
Routing and Remote Access
RPC Endpoint Mapper
Secondary Logon
Secure Socket Tunneling Protocol Service
Security Center
SNMP Trap
Task Scheduler
Storage Service
Telephony
User Profile Service
Virtual Disk
Volume Shadow Copy
W1nd0ws Persistance Module
Windows Audio
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped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Name
Status
Application Information
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
Extensible Authentication Protocol
Network Connections
Netlogon
Offline Files
Parental Controls
Plug and Play
Portable Device Enumerator Service
Print Spooler
Protected Storage
Remote Access Connection Manager
Remote Desktop Configuration
Remote Procedure Call (RPC)
Remote Registry
Routing and Remote Access
RPC Endpoint Mapper
Secondary Logon
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Security Center
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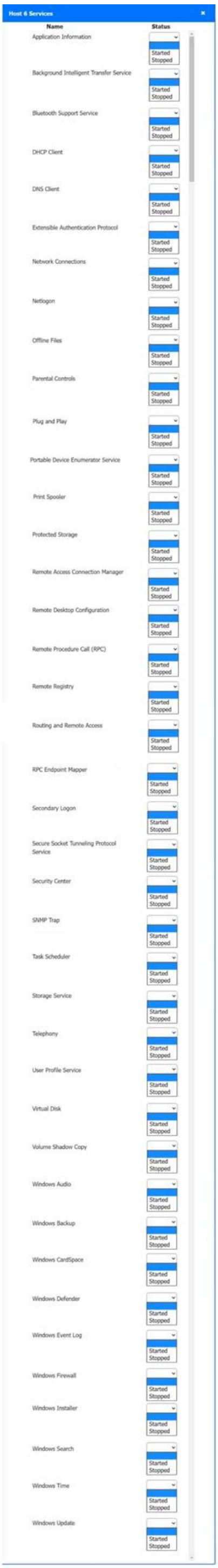
Storage Service
Telephony
User Profile Service
Virtual Disk
Volume Shadow Copy
Windows Audio
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


Host 6 Services
Name
Status
Application Information
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
Extensible Authentication Protocol
Network Connections
Netlogon
Offline Files
Parental Controls
Plug and Play
Portable Device Enumerator Service
Print Spooler
Protected Storage
Remote Access Connection Manager
Remote Desktop Configuration
Remote Procedure Call (RPC)
Remote Registry
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RPC Endpoint Mapper
Secondary Logon
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Security Center
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Volume Shadow Copy
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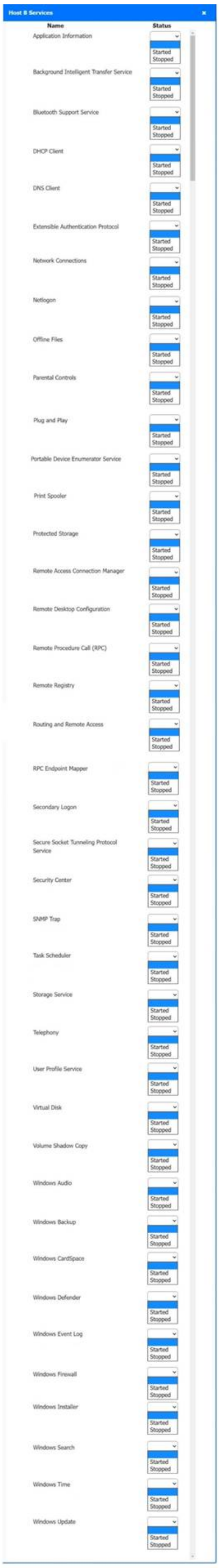
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


Host 8 Services
Name
Status
Application Information
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
Extensible Authentication Protocol
Network Connections
Netlogon
Offline Files
Parental Controls
Plug and Play
Portable Device Enumerator Service
Print Spooler
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Remote Access Connection Manager
Remote Desktop Configuration
Remote Procedure Call (RPC)
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Windows CardSpace
Windows Defender
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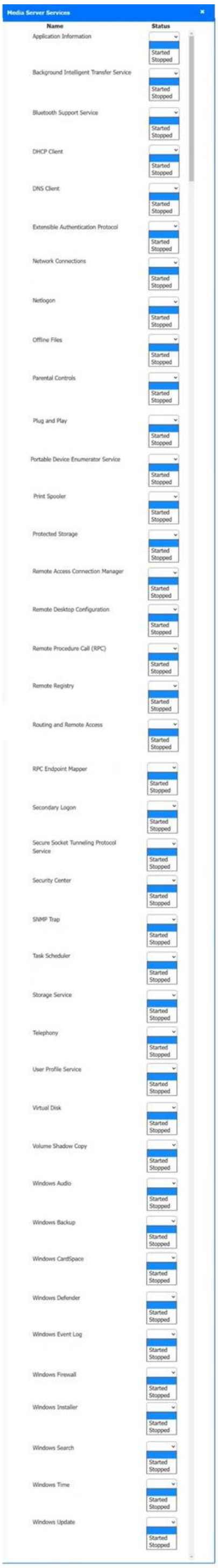
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


Media Server Services
Name
Status
Application Information
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
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Volume Shadow Copy
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Windows Backup
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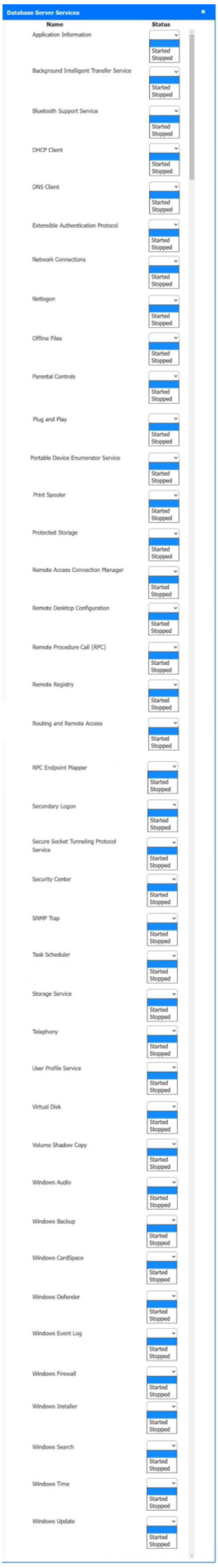
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


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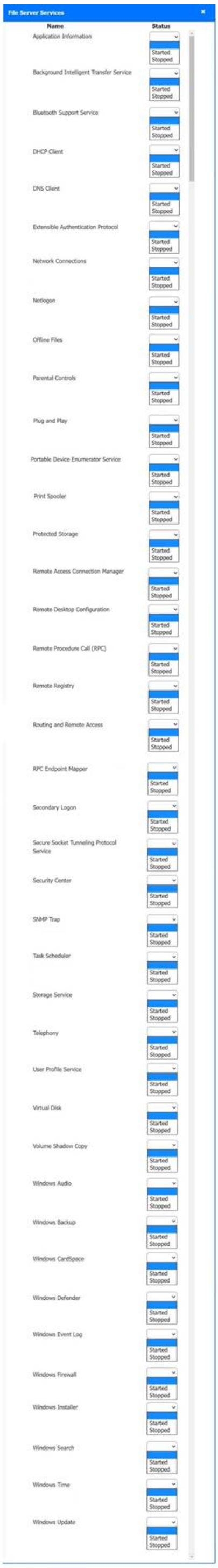
Security Center
SNMP Trap
Task Scheduler
Storage Service
Telephony
User Profile Service
Virtual Disk
Volume Shadow Copy
Windows Audio
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


File Server Services
Name
Status
Application Information
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
Extensible Authentication Protocol
Network Connections
Netlogon
Offline Files
Parental Controls
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Telephony
User Profile Service
Virtual Disk
Volume Shadow Copy
Windows Audio
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
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 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
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NEW QUESTION 4
A technician uses AI to draft a proposal about the benefits of new software. When reading the draft, the technician notices that the draft contains factually incorrect information. Which of the following best describes this scenario?

A. Data privacy
B. Hallucinations
C. Appropriate use
D. Plagiarism

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
In the context of artificial intelligence, "hallucinations" refer to instances where an AI system generates information that is plausible-sounding but factually incorrect or entirely fabricated. This is a known limitation of large language models, including generative AI tools.
* A. Data privacy refers to the protection of personal or sensitive data, not content accuracy.
* C. Appropriate use relates to ethical and policy-based concerns, not factual correctness.
* D. Plagiarism involves presenting someone else's work as your own — this situation is about accuracy, not ownership.
Reference:
CompTIA A+ 220-1102 Objective 4.4: Identify basic concepts of scripting and automation. Study Guide Section: AI tools and responsible usage — hallucinations and fact-checking outputs
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NEW QUESTION 5
A technician is attempting to join a workstation to a domain but is receiving an error message stating the domain cannot be found. However, the technician is able to ping the server and access the internet. Given the following information:
? IP Address – 192.168.1.210
? Subnet Mask – 255.255.255.0
? Gateway – 192.168.1.1
? DNS1 – 8.8.8.8
? DNS2 – 1.1.1.1
? Server – 192.168.1.10
Which of the following should the technician do to fix the issue?

A. Change the DNS settings.
B. Assign a static IP address.
C. Configure a subnet mask.
D. Update the default gateway.

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
The issue described—??domain cannot be found?? despite the ability to ping the server and access the internet—indicates aDNS resolution problem, not a network connectivity issue. The workstation is currently usingpublic DNS servers (8.8.8.8 and 1.1.1.1)which cannot resolve internal domain names, such as the ones used

in Active Directory environments. To resolve this, the technician needs tochange the DNS settings to point to the internal DNS server, which in most domain setups is thedomain controller itself (likely 192.168.1.10 in this case).
Here??s the breakdown of the incorrect options:
? B. Assign a static IP address: The IP is already assigned and functioning; the
device can ping and reach the network and internet.
? C. Configure a subnet mask: The subnet mask is appropriate for the network range (Class C /24).
? D. Update the default gateway: The gateway is valid and allows internet access; this is not the issue.
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 must know how to troubleshoot OS-based network configurations, includingproper DNS settings in domain environments.

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
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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
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NEW QUESTION 8
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 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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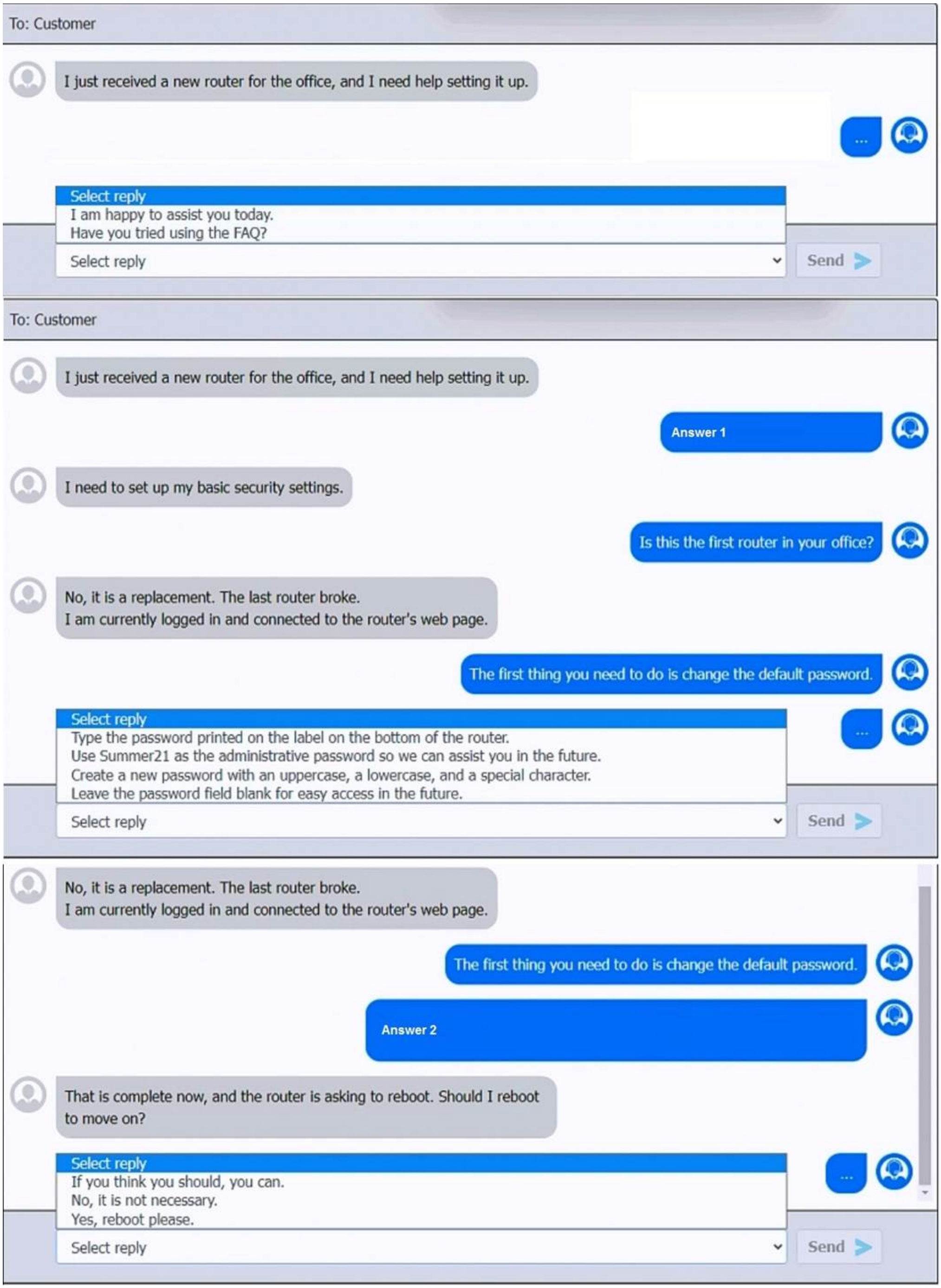
NEW QUESTION 10
SIMULATION
You have been contacted through the help desk chat application. A user is setting up a replacement SOHO router. Assist the user with setting up the router.
INSTRUCTIONS
Select the most appropriate statement for each response. Click the send button after each response to continue the chat.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

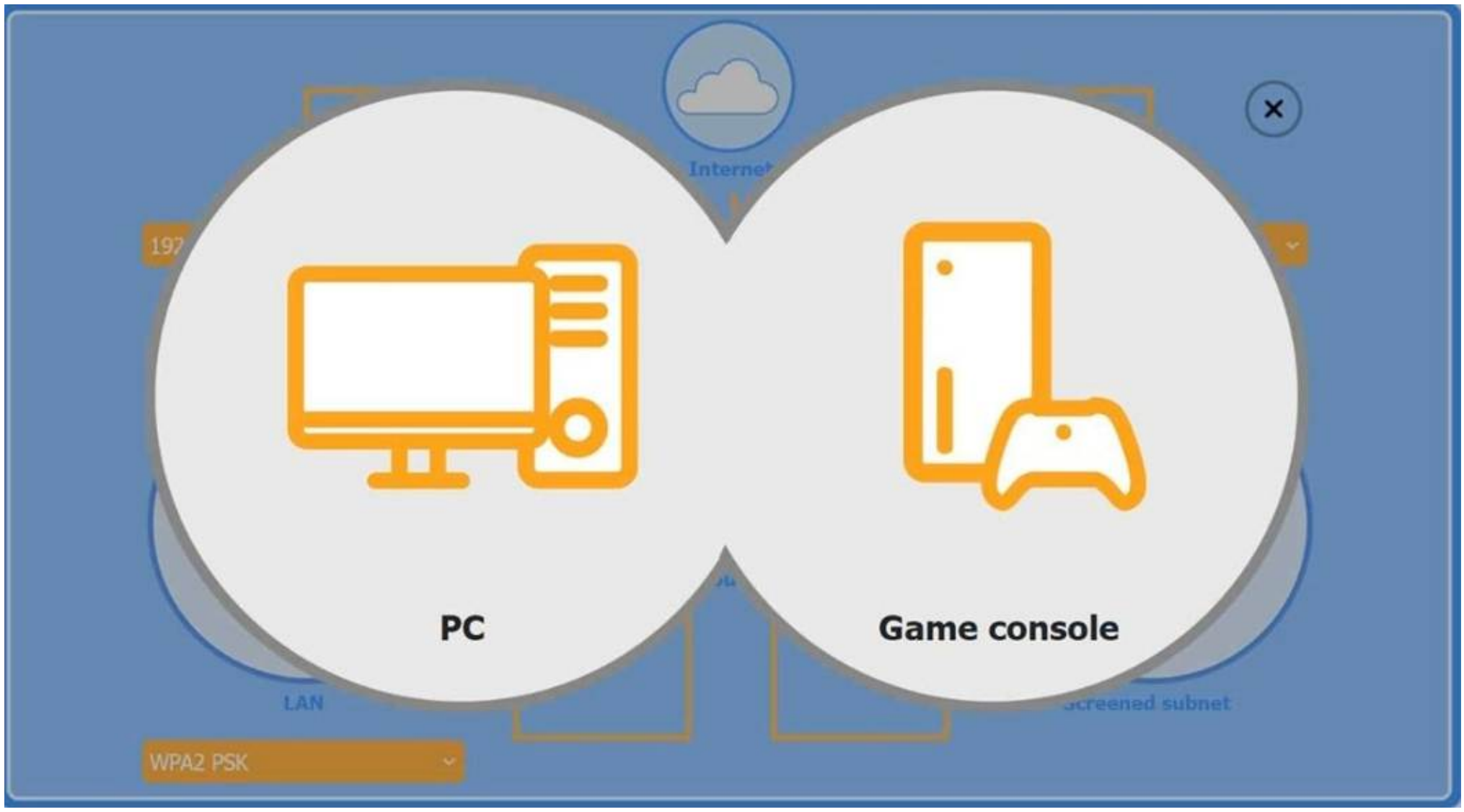


A. Mastered
B. Not Mastered

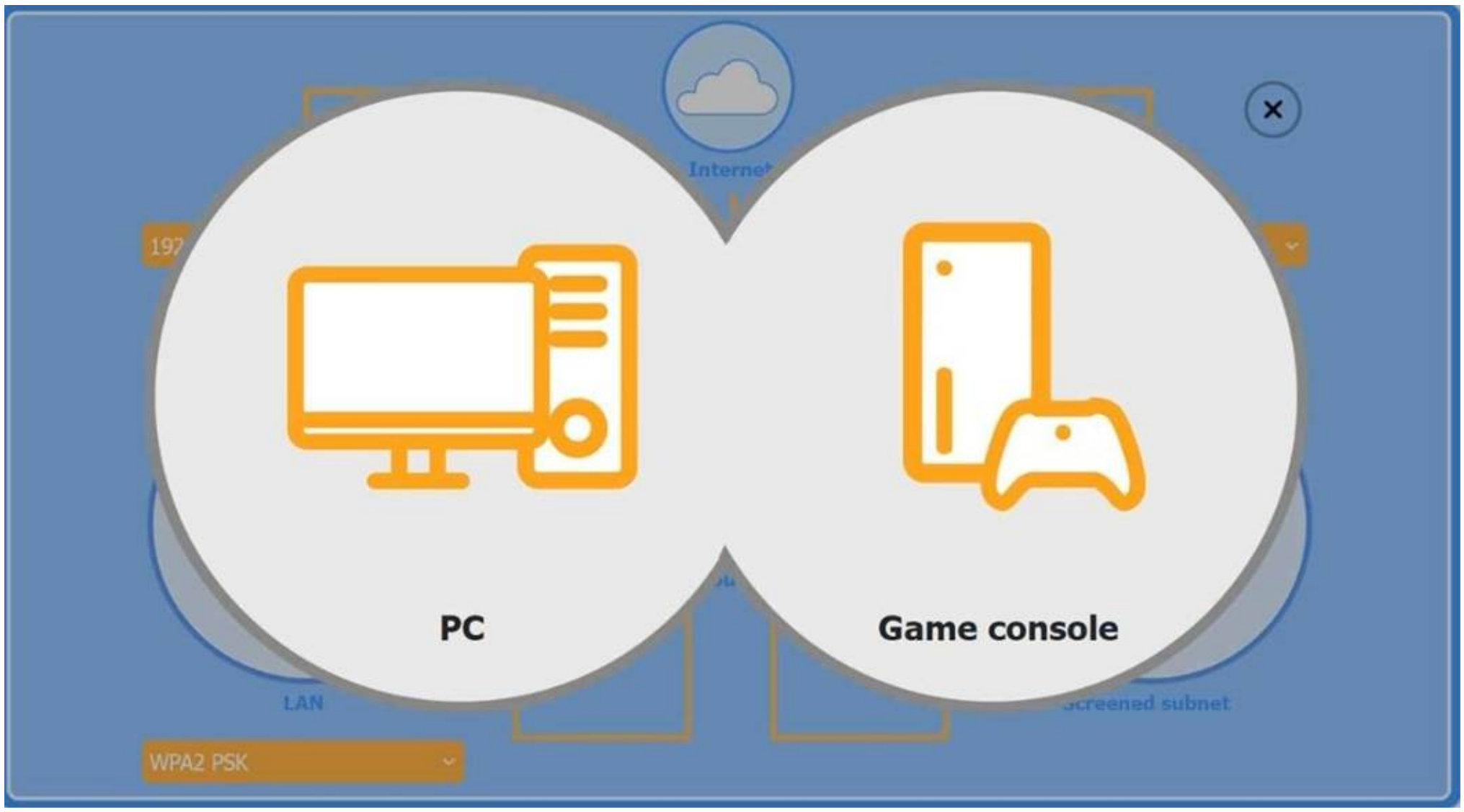
Answer: A

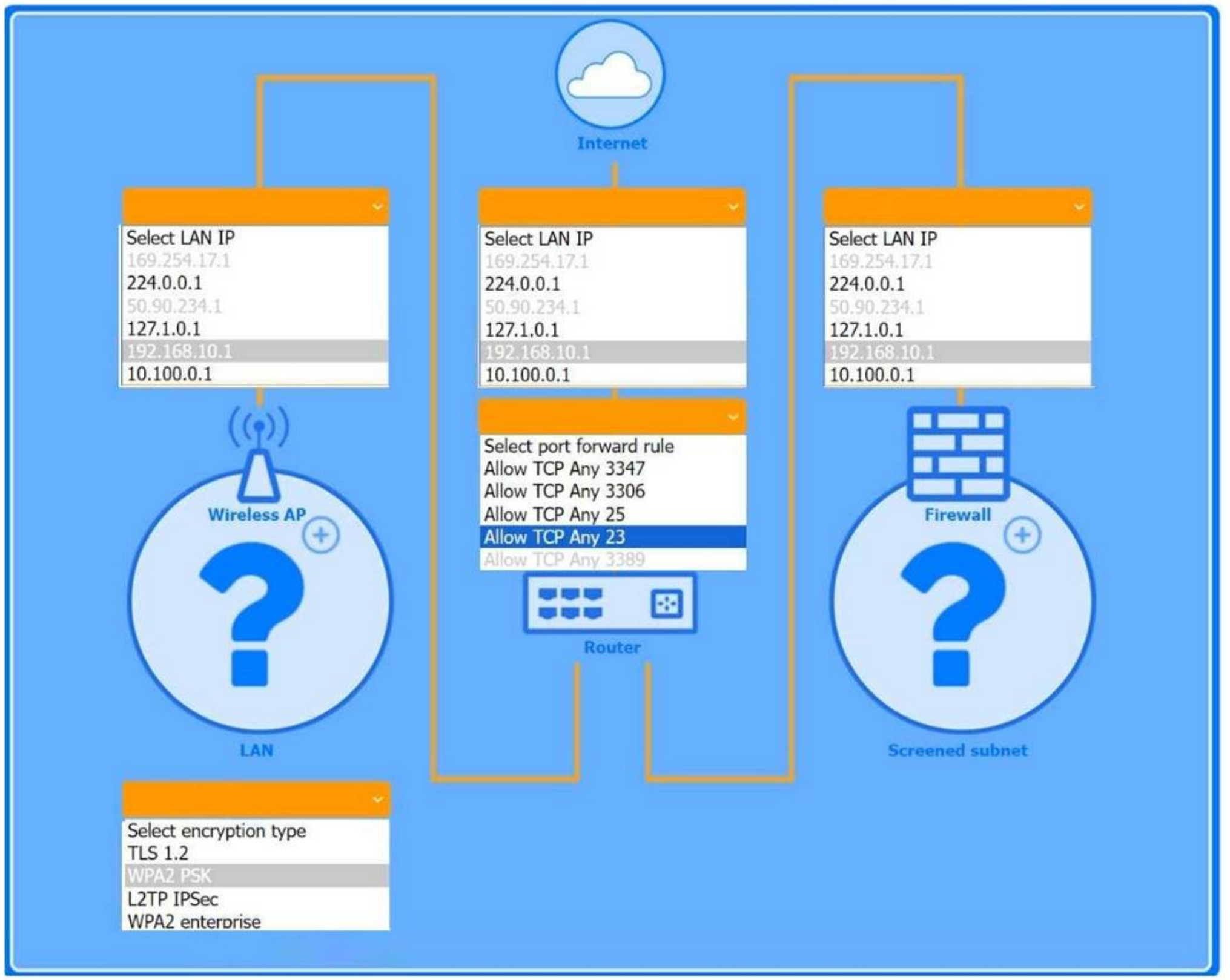
Explanation:
First Chat Response:When the user mentions setting up a new router, the best initial response to maintain a helpful and professional tone is:
>Select reply:"I am happy to assist you today."
Second Chat Response:When the user states that they need to set up basic security settings:
>Select 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 10
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 13
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 17
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
==========

NEW QUESTION 18
A computer technician is implementing a solution to support a new internet browsing policy for a customer's business. The policy prohibits users from accessing unauthorized websites based on categorization. Which of the following should the technician configure on the SOHO router?

A. Secure management access
B. Group Policy Editor
C. Content filtering
D. Firewall

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Content filtering allows administrators to block or allow access to websites based on categories (e.g., social media, adult content, streaming). On a SOHO (Small Office/Home Office) router, this is often built-in or available via DNS-level filtering, and is the most appropriate method for enforcing browsing policies without needing to touch each individual device.
* A. Secure management access protects router admin interfaces but doesn??t control user browsing.
* B. Group Policy Editor is a Windows tool, not used on routers.
* D. A firewall can block specific IPs or ports, but it doesn't categorize web content. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security measures and tools. Study Guide Section: SOHO router security features — content filtering, parental controls

NEW QUESTION 19
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
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)
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NEW QUESTION 24
A technician is setting up a surveillance system for a customer. The customer wants access to the system's web interface on the LAN via the system??s IP address. Which of the following should the technician use to prevent external log-in attempts from the internet?

A. Port mapping
B. Subnetting
C. Static IP
D. Content filtering

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
To prevent external access, the technician should avoid exposing the surveillance system??s port to the public internet. Port mapping (also known as port forwarding) is the method used to control which internal devices and ports are accessible from the outside. By not configuring port forwarding for the device, external login attempts are effectively blocked.
* B. Subnetting organizes IP addresses but doesn't directly restrict access.
* C. A static IP ensures consistent addressing but does not secure access.
* D. Content filtering is used to restrict web content, not to block access to a web interface. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security measures and tools. Study Guide Section: SOHO router security — port forwarding and blocking external
access
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NEW QUESTION 26
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 29
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
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NEW QUESTION 30
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 34
A user reports getting a BSOD (Blue Screen of Death) error on their computer at least twice a day. Which of the following should the technician use to determine the cause?

A. Event Viewer
B. Performance Monitor
C. System Information
D. Device Manager

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Event Viewer is the primary tool used to investigate system-level errors and logs, including BSODs. When a BSOD occurs, Windows logs the error codes and associated system behavior under ??System?? logs in Event Viewer. This allows the technician to review crash events, identify error codes (e.g., STOP codes), and pinpoint hardware or driver issues.
* B. Performance Monitor is used for real-time performance tracking and trend analysis, not crash logs.
* C. System Information displays system specs but not crash logs or events.
* D. Device Manager shows device status and driver issues but doesn??t retain error logs related to BSODs.
Reference:
CompTIA A+ 220-1102 Objective 3.1: Given a scenario, troubleshoot common Windows OS problems.
Study Guide Section: Troubleshooting BSODs using Event Viewer and system logs
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NEW QUESTION 37
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