CompTIA

Exam Questions 220-1202

CompTIA A+ Certification Exam: Core 2

NEW QUESTION 1
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)
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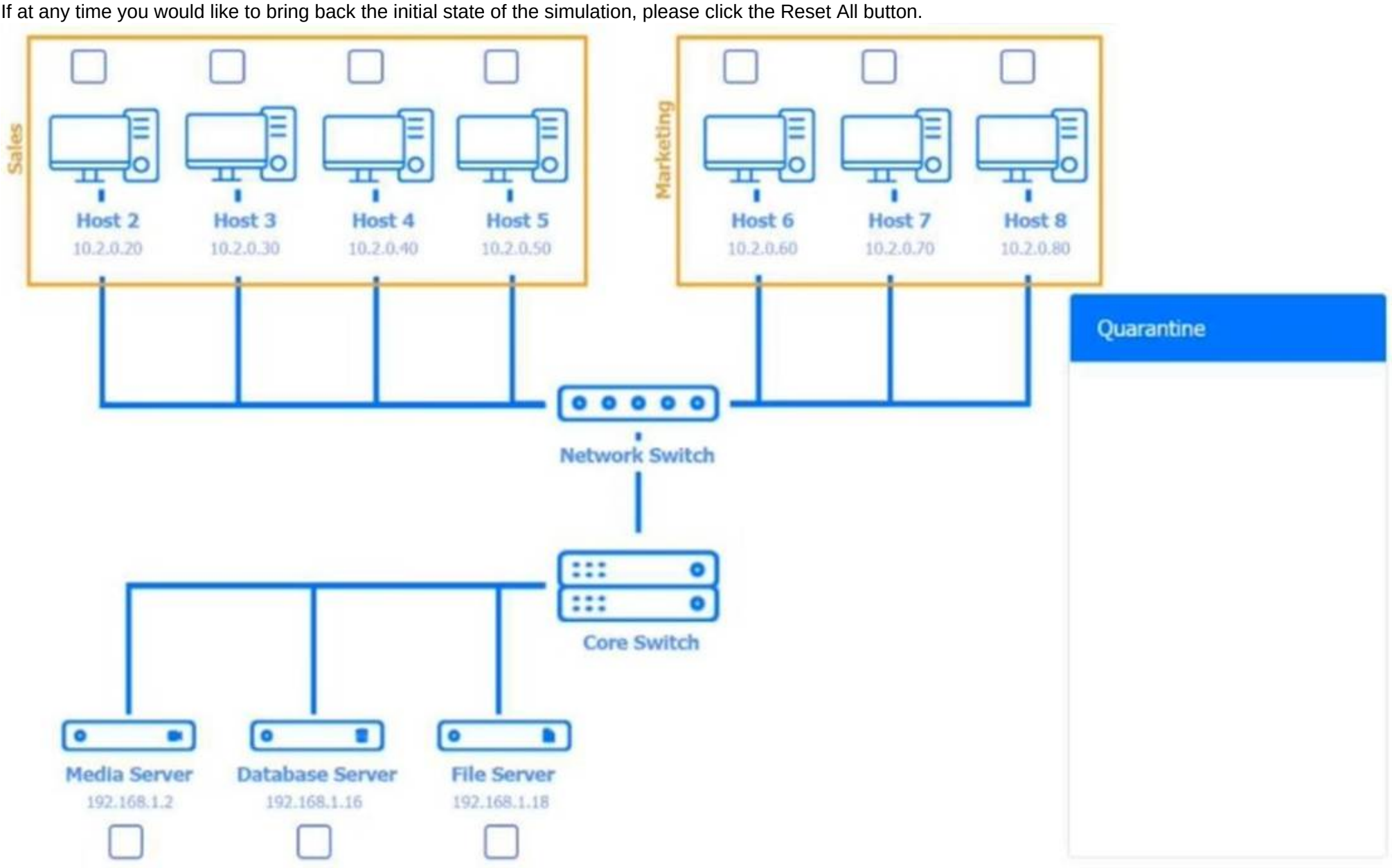
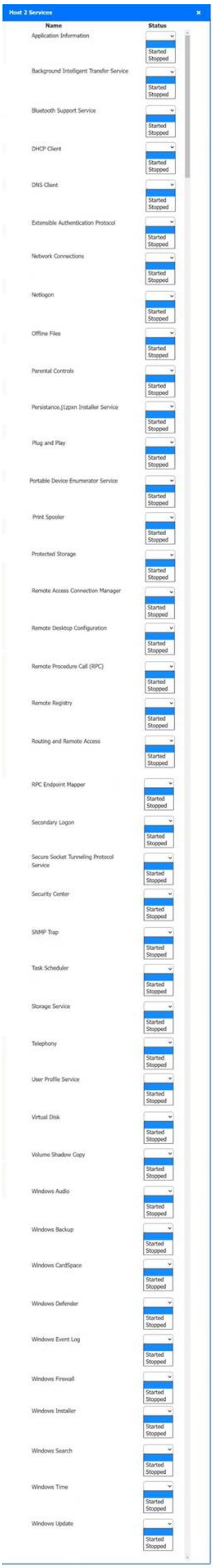
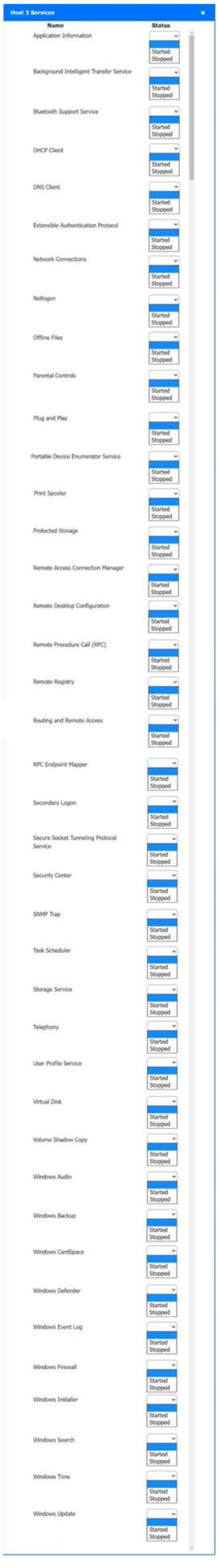
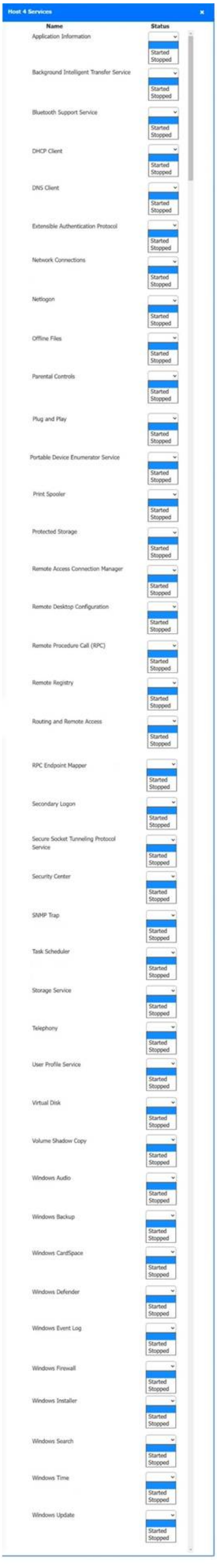
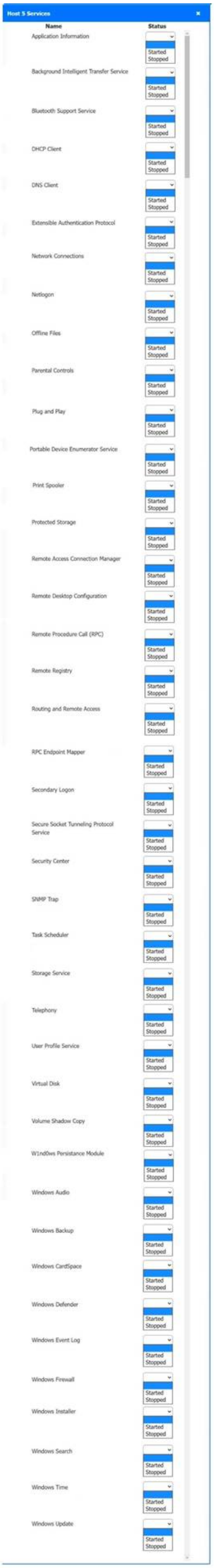
NEW QUESTION 2
SIMULATION
Multiple users are reporting audio issues as well as performance issues after downloading unauthorized software. You have been dispatched to identify and resolve any issues on the network using best practice procedures.
INSTRUCTIONS
Quarantine and configure the appropriate device(s) 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.

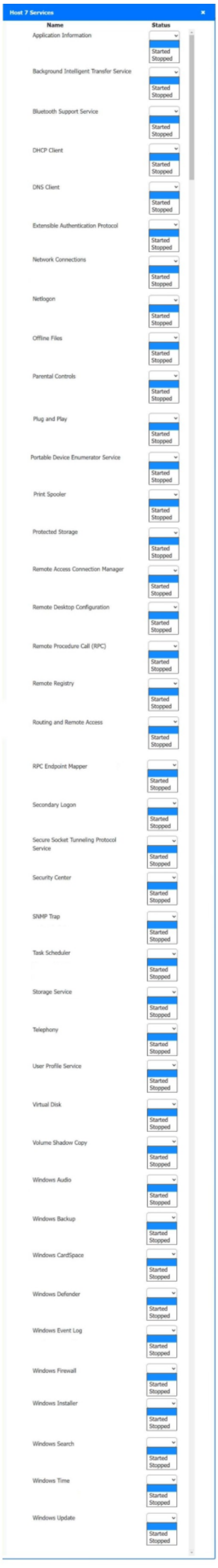


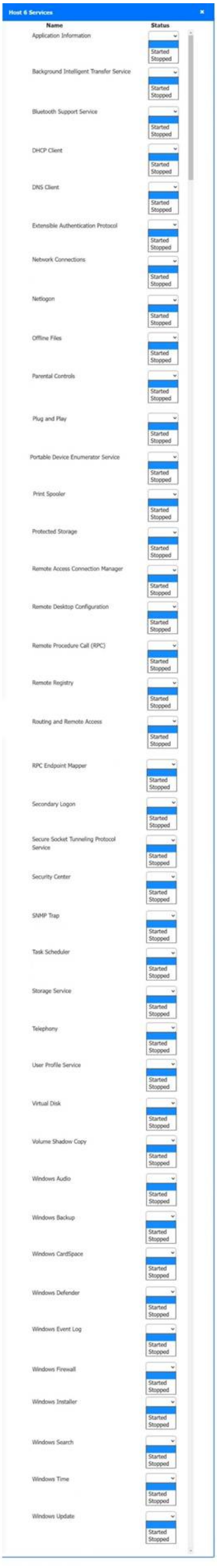

Host 2 Services
Name
Status
Application Information
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
Extensible Authentication Protocol
Network Connections
Netlogon
Offline Files
Parental Controls
Persistance.j1zpxn Installer Service
Plug and Play
Portable Device 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


Host 5 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
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


Host 7 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 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
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Print Spooler
Protected Storage
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Remote Registry
Routing and Remote Access
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Secondary Logon
Secure Socket Tunneling Protocol Service
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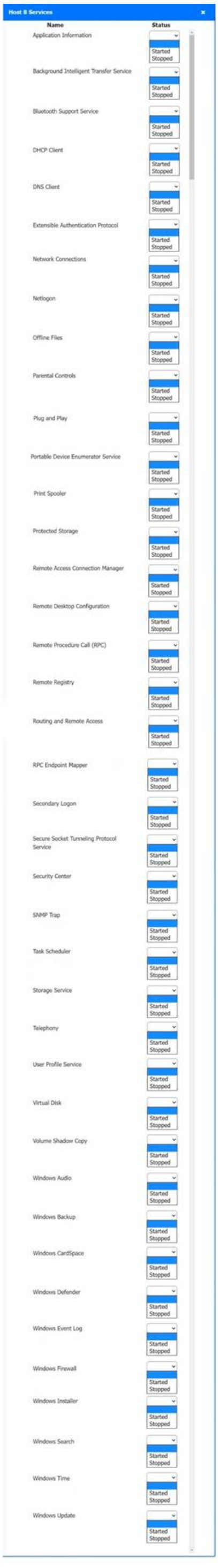
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


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
Protected Storage
Remote Access Connection Manager
Remote Desktop Configuration
Remote Procedure Call (RPC)
Remote Registry
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Storage Service
Telephony
User Profile Service
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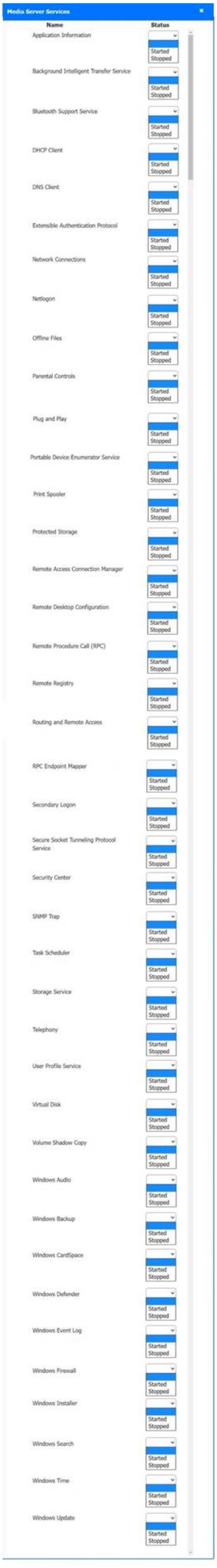
Volume Shadow Copy
Windows Audio
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


Media 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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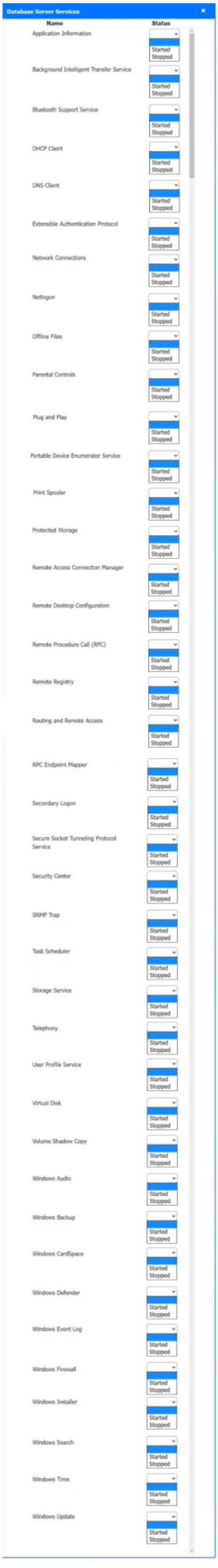
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


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
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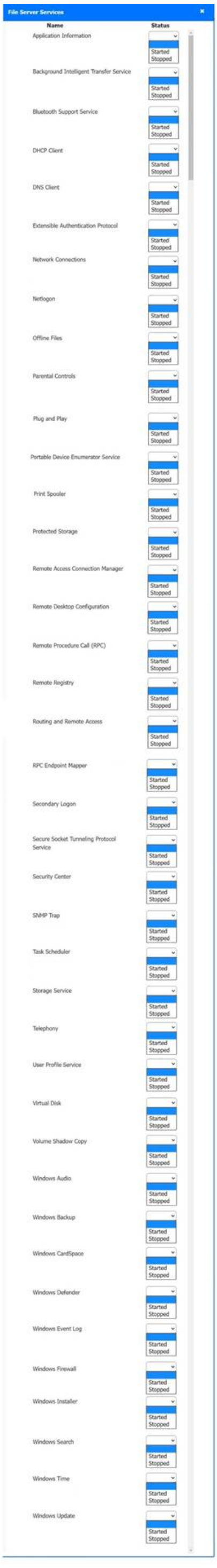
Storage Service
Telephony
User Profile Service
Virtual Disk
Volume Shadow Copy
Windows Audio
Windows Backup
Windows CardSpace
Windows Defender
Windows Event Log
Windows Firewall
Windows Installer
Windows Search
Windows Time
Windows Update
Started
Stopped


File Server Services
Name
Status
Application Information
Background Intelligent Transfer Service
Bluetooth Support Service
DHCP Client
DNS Client
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Network Connections
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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
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 4
Which of the following is an example of an application publisher including undisclosed additional software in an installation package?

A. Virus
B. Ransomware
C. Potentially unwanted program
D. Trojan

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A Potentially Unwanted Program (PUP) is software that a user may not have knowingly installed. It often gets bundled with legitimate software and installs without full disclosure. PUPs can affect performance, change system settings, or display unwanted ads but are not necessarily malicious like viruses or ransomware.
* A. Viruses replicate and spread; they are generally more harmful and not "bundled" in the same way.
* B. Ransomware encrypts files for payment and is deliberately malicious.
* D. A Trojan disguises itself as legitimate software to perform malicious actions but is not typically pre-bundled by legitimate publishers.
Reference:
CompTIA A+ 220-1102 Objective 2.5: Given a scenario, detect, remove, and prevent malware using appropriate tools and methods.
Study Guide Section: Types of malware — PUPs and bundled software
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NEW QUESTION 5
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
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NEW QUESTION 6
A technician is setting up a Windows server to allow remote desktop connections for multiple users. Which of the following should the technician configure on the workstation?

A. Firewall
B. Computer Management
C. User Accounts
D. Ease of Access

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
To allow Remote Desktop Protocol (RDP) access, the firewall must be configured to allow inbound connections on TCP port 3389. If the Windows Firewall blocks RDP, users will not be able to connect remotely even if the feature is enabled in system settings.
* B. Computer Management allows configuration of services and local users, but not network access.
* C. User Accounts is for account setup and control, but enabling remote access requires firewall configuration.
* D. Ease of Access is unrelated to remote connectivity—it??s for accessibility features. Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast security measures and firewall settings.
Study Guide Section: Enabling and securing RDP via firewall settings
==========

NEW QUESTION 7
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 8
A help desk team was alerted that a company-owned cell phone has an unrecognized password-cracking application. Which of the following should the help desk team do to prevent further unauthorized installations from occurring?

A. Configure Group Policy.
B. Implement PAM.
C. Install anti-malware software.
D. Deploy MDM.

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Mobile Device Management (MDM) is used to control, monitor, and enforce policies on mobile devices. It allows IT teams to restrict app installations, push approved apps, and monitor device compliance. Deploying MDM would prevent unauthorized applications, such as password crackers, from being installed on company-managed devices.
* A. Group Policy is for managing Windows environments and not applicable to smartphones.
* B. PAM (Privileged Access Management) controls administrative access, not app installation.
* C. Anti-malware can help detect malicious apps but doesn??t prevent their installation proactively.
Reference:
CompTIA A+ 220-1102 Objective 2.2: Compare and contrast common security measures and tools.
Study Guide Section: Mobile Device Management (MDM) capabilities — app control, security enforcement

NEW QUESTION 9
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
==========

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 10
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
A customer is unable to open some files on their system. Each time the customer attempts to open a file, the customer receives a message that the file is encrypted. Which of the following best describes this issue?

A. Keylogger
B. Ransomware
C. Phishing
D. Cryptominer

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:

Ransomware is a type of malware that encrypts the user's files and demands a payment (ransom) for the decryption key. When a user receives a message stating that their files are encrypted and cannot be accessed, ransomware is the most likely cause. The attacker??s goal is to hold the data hostage until the victim pays to restore access.
* A. Keylogger records keystrokes and doesn??t encrypt files.
* C. Phishing is a social engineering tactic to gather credentials, not to encrypt data.
* D. Cryptominer uses system resources to mine cryptocurrency, not encrypt files. Reference:
CompTIA A+ 220-1102 Objective 2.3: Compare and contrast common types of malware and threats.
Study Guide Section: Ransomware behavior and user impact
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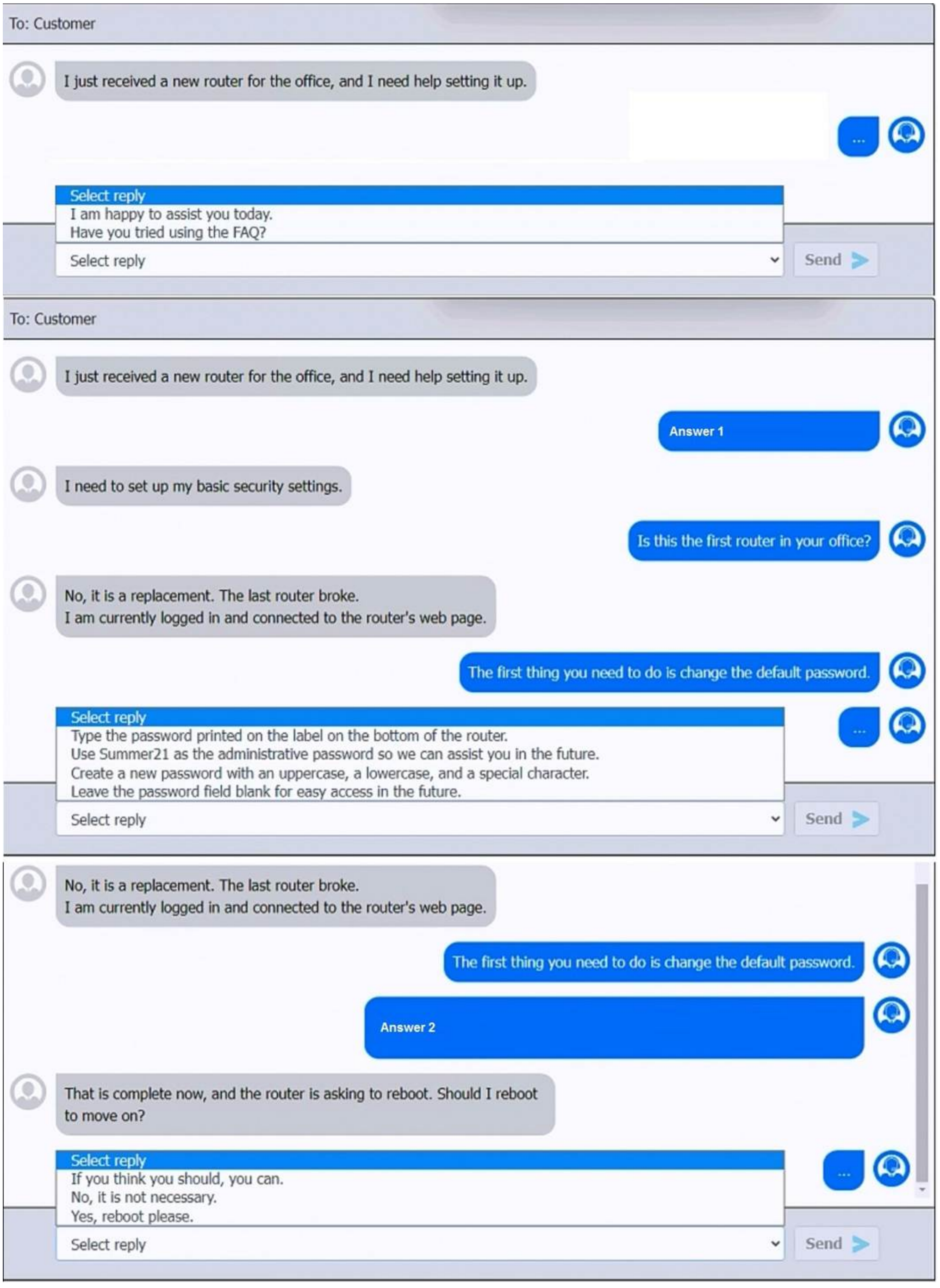
NEW QUESTION 15
A company recently transitioned to a cloud-based productivity suite and wants to secure the environment from external threat actors. Which of the following is the most effective method?

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 16
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.

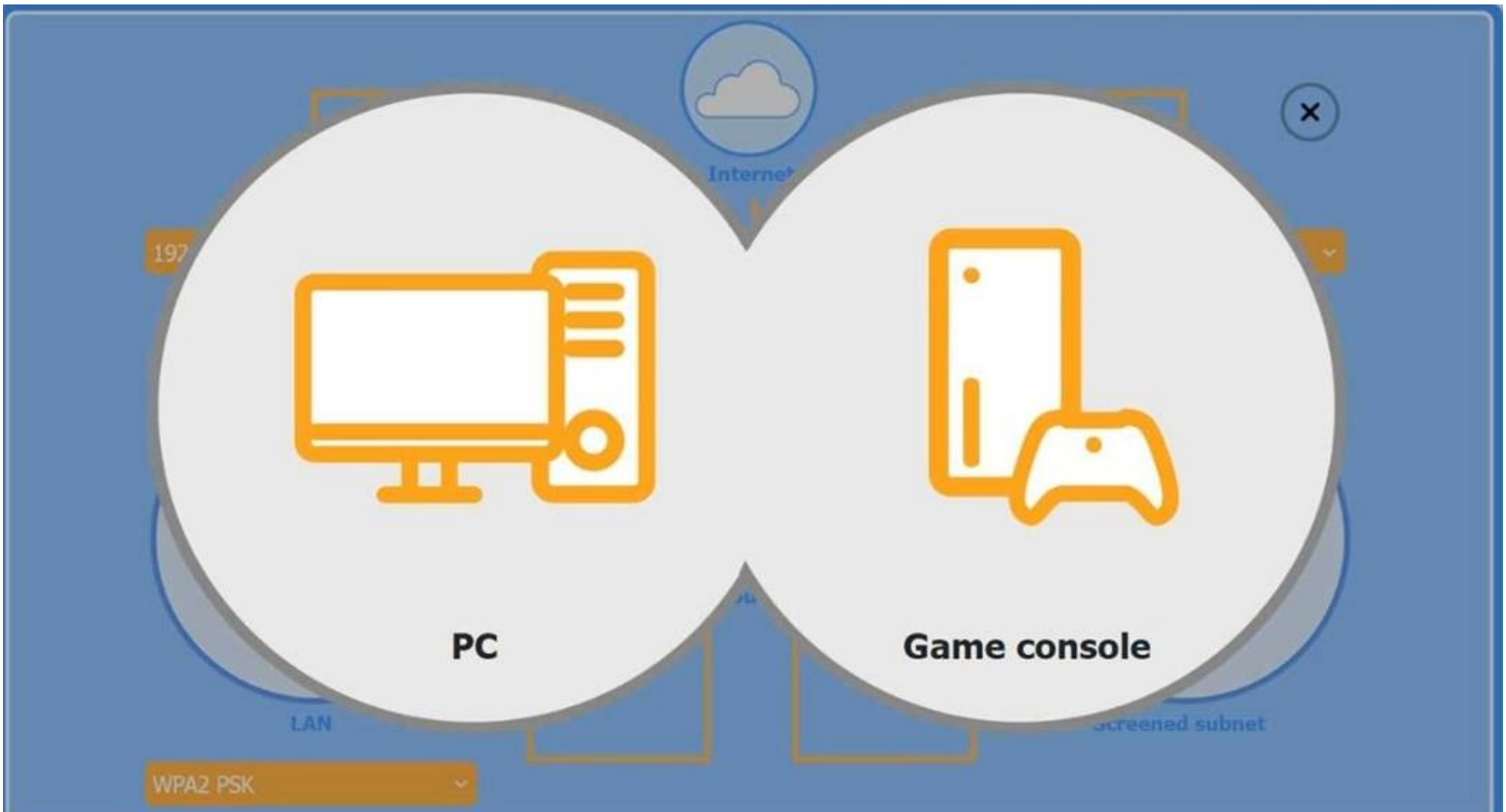


A. Mastered
B. Not Mastered

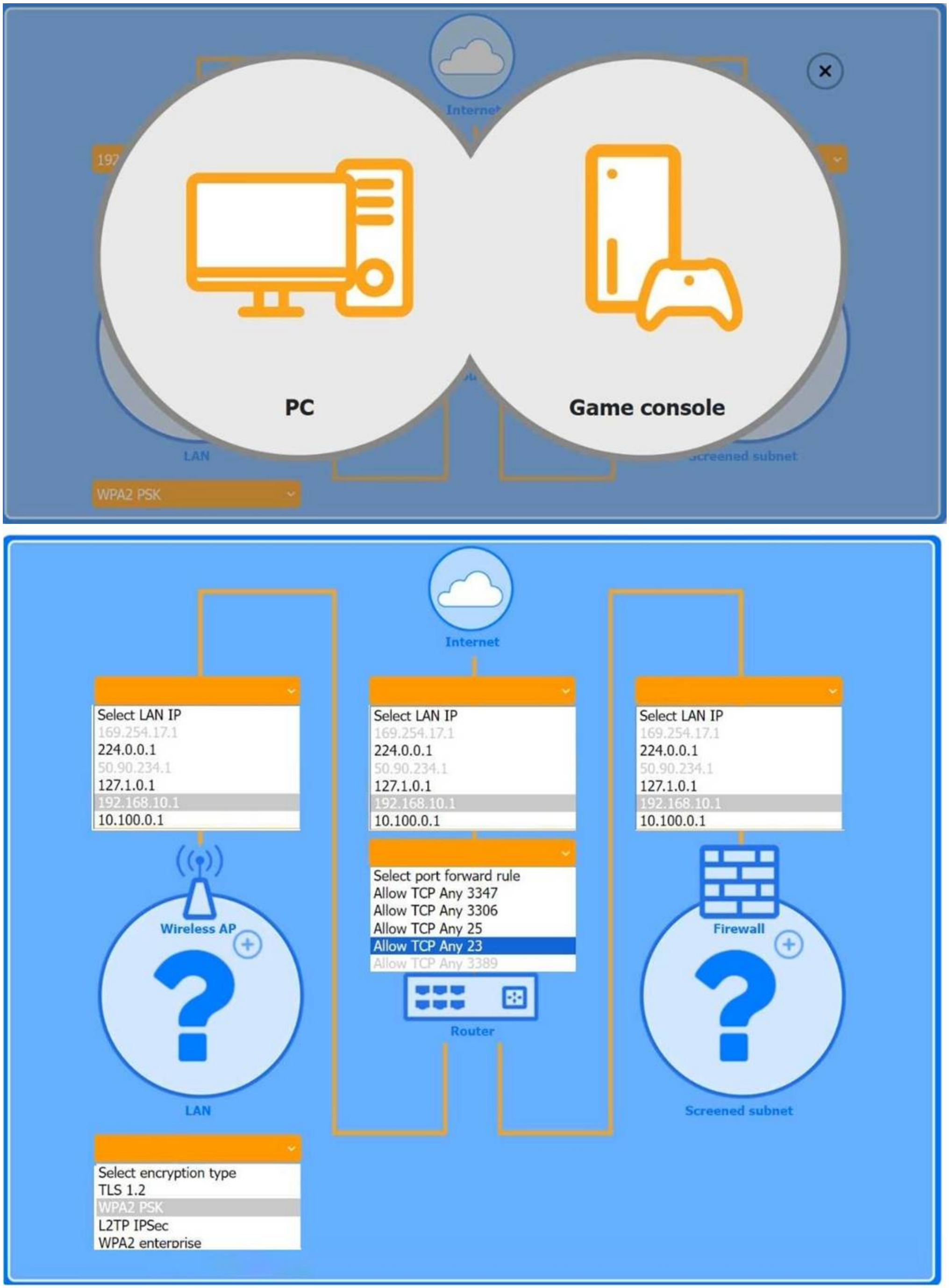
Answer: A

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 19
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 21
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
==========

NEW QUESTION 25
Which of the following is the quickest way to move from Windows 10 to Windows 11 without losing data?

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

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
An in-place upgrade is the fastest and most efficient way to upgrade from Windows 10 to Windows 11 while keeping all user data, applications, and settings intact. This method is often used when the hardware meets Windows 11 requirements and no system reconfiguration is necessary.
* A. gpupdate is used to refresh Group Policy settings — unrelated to OS upgrades.
* B. Image deployment typically replaces the current OS and may not retain user data unless specifically customized.
* C. A clean install requires formatting the drive and starting fresh, which removes all data. Reference:
CompTIA A+ 220-1102 Objective 1.4: Given a scenario, use appropriate Microsoft operating system installation methods.
Study Guide Section: In-place upgrade vs. clean install methods
==========

NEW QUESTION 27
Which of the following provides information to employees, such as permitted activities when using the organization's resources?

A. AUP
B. MNDA
C. DRM
D. EULA

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:

An Acceptable Use Policy (AUP) outlines the rules and guidelines for employees or users regarding the appropriate use of company systems, resources, and internet access. It defines permitted and prohibited activities, helping to mitigate security risks and establish clear behavioral expectations.
* B. MNDA (Mutual Non-Disclosure Agreement) deals with confidentiality, not usage guidelines.
* C. DRM (Digital Rights Management) controls access to copyrighted content.
* D. EULA (End User License Agreement) pertains to software licensing, not internal policies.
Reference:
CompTIA A+ 220-1102 Objective 4.3: Explain common safety and environmental impacts and procedures.
Study Guide Section: Organizational policies — AUP, security best practices
==========

NEW QUESTION 29
Users are reporting that an unsecured network is broadcasting with the same name as the
normal wireless network. They are able to access the internet but cannot connect to the file share servers. Which of the following best describes this issue?

A. Unreachable DNS server
B. Virtual local area network misconfiguration
C. Incorrect IP address
D. Rogue wireless access point

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
This scenario describes a rogue access point — a malicious or unauthorized wireless access point that uses the same SSID as the legitimate network. Users may connect to it unknowingly, which can result in limited network access, data interception, or redirection of traffic. The inability to reach internal file servers supports this being an unauthorized AP with no connection to internal resources.
* A. A DNS issue would impact name resolution, not connectivity to file servers directly.
* B. VLAN issues generally affect segmentation, not mimic SSID problems.
* C. An incorrect IP address could cause connectivity issues, but not in the presence of a malicious AP broadcasting the same SSID.
Reference:
CompTIA A+ 220-1102 Objective 2.4: Compare and contrast wireless and physical security threats.
Study Guide Section: Rogue access points and their detection
==========

NEW QUESTION 30
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 35
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 39
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 43
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 47
A help desk technician needs to remove RAM from retired workstations and upgrade other workstations that have applications that use more memory with this RAM. Which of the following actions would the technician most likely take?

A. Demagnetize memory for security.
B. Use antistatic bags for storage and transport.
C. Plug in the power supply to ground each workstation.
D. Install memory in identical pairs.

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
RAM is an electrostatic-sensitive component. When removing or transporting RAM modules, they should be stored in antistatic bags to protect against electrostatic discharge (ESD), which can damage the memory. This is a standard best practice in hardware handling.
* A. Demagnetization is not applicable to RAM.
* C. Plugging in power to ground is not safe or recommended for static protection.
* D. Installing identical memory pairs is applicable for dual-channel configuration, but not directly related to transporting or handling RAM.
Reference:
CompTIA A+ 220-1102 Objective 4.3: Explain environmental impacts and procedures. Study Guide Section: ESD safety practices and component handling procedures
—

NEW QUESTION 48
A user recently installed an application that accesses a database from a local server. When launching the application, it does not populate any information. Which of the following command-line tools is the best to troubleshoot the issue?

A. ipconfig
B. nslookup
C. netstat
D. curl

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
The scenario involves an application that should retrieve data from a local database server but is failing to do so. This likely indicates a problem in communication between the application and the database server (such as a network issue, port misconfiguration, or service unavailability). The correct troubleshooting approach involves testing the network/service connectivity between the client and the database.
Let??s examine the options:
? A. ipconfig:This command displays IP configuration details for Windows systems, such as IP address, subnet mask, and default gateway. While useful for diagnosing general networkissues, it does not test service connectivity or the availability of a specific application port/service.
? B. nslookup:Used to query DNS servers to resolve domain names to IP addresses.
However, since the question references a local server (likely accessed via IP or static hostname), DNS is probably not involved. Also, it does not test application/service availability.
? C. netstat:Displays active TCP connections, listening ports, and routing tables. It
helps determine whether the local system is listening for or maintaining any network connections, but it does not initiate a connection to test availability. It??s diagnostic but not interactive for service testing.
? D. curl:This is the most appropriate tool for this scenario. curl is used to test
connectivity to services over protocols like HTTP, HTTPS, FTP, and more. If the application retrieves data via a web interface or API (common in database-driven applications), curl can be used to test if the application can successfully reach and retrieve data from the server. It provides immediate, testable feedback on whether the server and service are available and responsive.
Example usage: curlhttp://localhost:8080/api/data
This command would test whether a local server's application programming interface (API) is available and responding on port 8080.
CompTIA A+ 220-1102 Reference Points:
? Objective 2.4: Given a scenario, use appropriate tools to troubleshoot and support Windows OS issues.
? Objective 3.3: Use appropriate tools to troubleshoot and resolve issues.
? The CompTIA A+ Core 2 study guide references curl as a useful command-line utility for testing connectivity and troubleshooting application access to services.
==========

NEW QUESTION 53
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 58
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
==========

NEW QUESTION 63
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 65
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 69
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 73
MFA for a custom web application on a user's smartphone is no longer working. The last time the user remembered it working was before taking a vacation to another country. Which of the following should the technician do first?

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

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Multi-Factor Authentication (MFA) apps, especially time-based one-time password (TOTP) apps (e.g., Google Authenticator, Authy), rely on accurate time synchronization between the device and the authentication server. If the user recently traveled internationally, the device may have incorrect date/time settings due to time zone changes or failed synchronization, leading to MFA failure.
The most logical and non-intrusive first step is to verify and correct the date and time settings. This aligns with basic troubleshooting principles—start with the simplest and most likely cause before taking more drastic action.
Reference:

CompTIA A+ 220-1102 Objective 2.6: Given a scenario, apply cybersecurity best practices to secure a workstation.
Study Guide Section: Authentication technologies and MFA troubleshooting
==========

NEW QUESTION 74
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
==========

NEW QUESTION 75
A user reports some single sign-on errors to a help desk technician. Currently, the user is able tosign in to the company's application portal but cannot access a specific SaaS-based tool. Which of the following would the technician most likely suggest as a next step?

A. Reenroll the user's mobile device to be used as an MFA token
B. Use a private browsing window to avoid local session conflicts
C. Bypass single sign-on by directly authenticating to the application
D. Reset the device being used to factory defaults

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
SSO issues are often related to cached session data, cookies, or browser artifacts. The fact that the user can access the company portal but not one specific SaaS tool suggests a session or token problem. Using a private/incognito browsing window allows a clean session to be initiated, which often resolves SSO conflicts.
* A. Reenrolling MFA is not related unless access issues stem from failed multifactor authentication.
* C. Bypassing SSO may not be possible depending on the SaaS tool and company policies.
* D. Factory resetting a device is a last resort and unnecessary in this case. Reference:
CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common software, application, and OS security issues.
Study Guide Section: Troubleshooting login and authentication issues, especially with SSO services.
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NEW QUESTION 76
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