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Question 1

Question Type: MultipleChoice

A customer recently upgraded their computer to the latest Windows version and is now having issues with the display. The icons and text are too large, and the colors are not accurate. Which of the following Control Panel options should the technician adjust to help the customer?

Options:

- A- Ease of Access
- B- Device Manager
- C- Network and Sharing Center
- D- Programs andFeatures

Answer:

B

Explanation:

When a customer experiences display issues such as large icons and inaccurate colors after a Windows upgrade, the most appropriate Control Panel option to address these issues is 'Device Manager.' The technician can use Device Manager to check and update display drivers, which are often the cause of such problems after an OS upgrade. Updating or reinstalling the correct drivers can help resolve display resolution and color issues.

A . Ease of Access focuses on accessibility features and does not directly address display driver issues.

C . Network and Sharing Center is related to network settings and does not affect display settings.

D . Programs and Features is used for managing installed programs and features but is not relevant for updating display drivers.

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 1.3: Using features and tools of the Microsoft Windows OS, including Device Manager for managing hardware drivers.

Question 2

Question Type: MultipleChoice

Which of the following environmental effects can be the result of using virtualization?

Options:

- A- Greater energy consumption
- B- Noise pollution
- C- Reduced space requirements
- D- Fewer maintenance needs

Answer:

C

Explanation:

One of the key environmental benefits of using virtualization is the reduction in physical space requirements. Virtualization allows multiple virtual machines to run on a single physical server, reducing the need for multiple physical servers. This consolidation leads to fewer physical machines, saving space in data centers and reducing the overall physical footprint.

A . Greater energy consumption is incorrect as virtualization typically leads to reduced energy consumption due to the consolidation of hardware.

B . Noise pollution can be reduced because fewer physical machines often mean less overall noise.

D . Fewer maintenance needs is a possible benefit but not directly related to environmental effects like reduced space requirements.

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 4.5: Summarizing environmental impacts and local environmental controls, including the benefits of virtualization.

Question 3

Question Type: MultipleChoice

A technician needs to import a new digital certificate and place it in the proper location. Which of the following Control Panel utilities should the technician use to import the certificate?

Options:

- A- Internet Options
- B- Network and Sharing Center
- C- Credential Manager
- D- Security and Maintenance

Answer:

A

Explanation:

To import a new digital certificate and place it in the proper location, the technician should use the 'Internet Options' utility in the Control Panel. This utility allows users to manage various settings related to internet connections and security, including the import and management of digital certificates under the 'Content' tab.

B . Network and Sharing Center is used for managing network connections and sharing settings but not for managing digital certificates.

C . Credential Manager is used to store and manage login credentials for websites and applications but not for importing digital certificates.

D . Security and Maintenance provides an overview of the security and maintenance status of the system but does not directly handle digital certificate management.

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 1.4: Using Control Panel utilities including Internet Options for managing digital certificates.

Question 4

Question Type: MultipleChoice

An application is not performing well and will occasionally shut down with no error provided. Which of the following Task Manager tabs should be used to troubleshoot the application while it is active?

Options:

- A- Users
- B- Services
- C- Performance
- D- Startup

Answer:

C

Explanation:

When troubleshooting an application that is not performing well and occasionally shuts down with no error, the 'Performance' tab in Task Manager is the most appropriate tool to use. This tab provides real-time data on CPU, memory, disk, and network usage, which can help identify resource bottlenecks or spikes that could be causing the application to malfunction. Monitoring these metrics while the application is running can offer insights into whether the issue is related to system resources.

A . Users tab shows which users are currently logged into the system and their resource usage but does not provide detailed performance metrics for troubleshooting application issues.

B . Services tab shows the status of background services but does not provide direct information about the application's performance.

D . Startup tab manages which applications start with Windows and their impact on startup time but is not useful for monitoring active application performance.

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 1.3: Using features and tools of the Microsoft Windows OS, including Task Manager's Performance tab.

Question 5

Question Type: MultipleChoice

A technician is assisting a customer who is having difficulty accessing the company's website. Which of the following should the technician do first?

Options:

- A- Ask the customer for their log-in credentials.
- B- Check the company's internal knowledge base for solutions.
- C- Refer the customer to a more experienced technician.
- D- Record the details of the issue in the company's ticketing system.

Answer:

D

Explanation:

When a customer is having difficulty accessing the company's website, the technician should first document the issue in the company's ticketing system. This step ensures that the problem is officially logged, which allows for proper tracking, prioritization, and assignment to the appropriate personnel if needed. Recording the details helps in maintaining a record of the issue and the troubleshooting steps taken, which is useful for future reference and analysis.

A . Ask the customer for their log-in credentials. This is not appropriate as it breaches security protocols and is not the first step in troubleshooting.

B . Check the company's internal knowledge base for solutions. While useful, this step comes after the issue has been documented.

C . Refer the customer to a more experienced technician. This might be necessary later, but initially, the issue should be documented.

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 4.1: Documentation and support systems, including the use of ticketing systems for tracking incidents.

Question 6

Question Type: MultipleChoice

The camera and microphone on an iPhone user's device are activating without any user input. The user's friend recently modified the device to allow applications to be installed outside the normal App Store. Which of the following is the issue?

Options:

- A- The user connected a counterfeit Lightning cable to the iPhone.
- B- The device is unenrolled from Mobile Device Management.
- C- The device was jailbroken to remove internal security protections.
- D- The iPhone has an out-of-date operating system.

Answer:

C

Explanation:

The camera and microphone on an iPhone activating without user input, especially after allowing applications to be installed outside the normal App Store, is a classic sign of the device being jailbroken. Jailbreaking an iPhone removes many of the built-in security features and restrictions, allowing the installation of apps from third-party sources. These third-party apps can be malicious and can gain unauthorized access to system resources like the camera and microphone.

A . The user connected a counterfeit Lightning cable to the iPhone. While counterfeit cables can be harmful, they typically cause charging or connectivity issues rather than security vulnerabilities that would enable camera and microphone activation without user input.

B . The device is unenrolled from Mobile Device Management. Unenrolling from MDM removes organizational controls but does not directly cause unauthorized camera and microphone activation.

D . The iPhone has an out-of-date operating system. An outdated OS can have vulnerabilities, but the scenario specifically mentions modifications to allow third-party app installations, pointing to jailbreaking as the primary cause.

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 2.3: Security measures and their purposes including mobile device security.

Question 7

Question Type: MultipleChoice

A user is unable to access the company's internal network on a separate subnet. A help desk technician verifies the user's credentials, and the user has the appropriate permissions to access the network. The technician checks the network and finds the connection is stable. No other users are having this issue. Which of the following should the technician do next?

Options:

- A-** Consult with the firewall team to see if the user's IP address is blocked.
- B-** Delete the user's credentials and create new ones.
- C-** Run a virus scan on the user's workstation.
- D-** Update the network drivers on the user's workstation.

Answer:

A

Explanation:

In this scenario, the user cannot access a separate subnet, and all other checks (credentials, network stability, and permissions) have been verified. The next logical step is to check if the user's IP address is being blocked by a firewall.

Option A: Consult with the firewall team to see if the user's IP address is blocked. Firewalls can block specific IP addresses, preventing access to certain network segments. Given the problem's nature and the steps already taken, this is the most logical next step to ensure the user's IP is not inadvertently blocked.

Option B: Delete the user's credentials and create new ones. This step is unnecessary since the credentials have already been verified as correct.

Option C: Run a virus scan on the user's workstation. While important for overall security, a virus scan is unlikely to resolve an issue specific to accessing a subnet if the problem does not affect other users.

Option D: Update the network drivers on the user's workstation If the network connection is stable and the issue is isolated to accessing a specific subnet, network drivers are unlikely to be the cause.

CompTIA A+ 220-1102 Objective 2.0 (Security), particularly firewall settings.

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