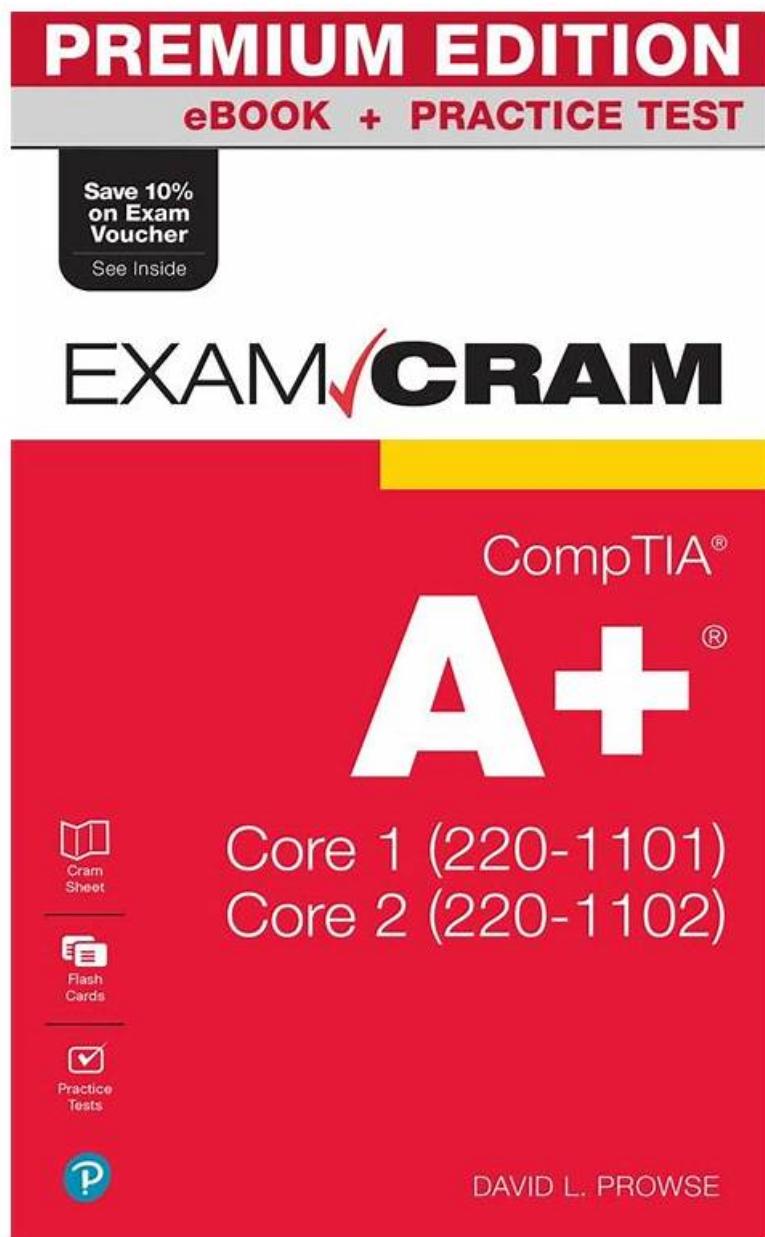


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CompTIA A+ Certification Exam: Core 2, also known as the CompTIA 220-1102 Exam, is a certification exam designed to test the knowledge and skills of IT professionals in areas such as operating systems, security, software troubleshooting, and networking. 220-1102 exam is the second part of the CompTIA A+ certification, and it is aimed at those who have already passed the first part,

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### CompTIA A+ Certification Exam: Core 2 Sample Questions (Q352-Q357):

#### NEW QUESTION # 352

A user requires local administrative access to a workstation. Which of the following Control Panel utilities allows the technician to grant access to the user?

- A. Network and Sharing Center
- B. System
- C. Security and Maintenance
- D. **User Accounts**

**Answer: D**

Explanation:

User Accounts is a Control Panel utility that allows the technician to manage user accounts and groups on a local computer. The technician can use this utility to add a user to the local administrators group, which grants the user local administrative access to the workstation. The other options are not relevant for this task.

References: <https://docs.microsoft.com/en-us/windows-server/identity/ad-fs/operations/manage-user-accounts-and-groups>

#### NEW QUESTION # 353

Which of the following filesystems replaced FAT as the preferred filesystem for Microsoft Windows OS?

- A. ext4
- B. **NTFS**
- C. APFS
- D. FAT32

**Answer: B**

Explanation:

NTFS stands for New Technology File System and it is the preferred filesystem for Microsoft Windows OS since Windows NT 3.1 in 1993<sup>1</sup>. NTFS replaced FAT (File Allocation Table) as the default filesystem for Windows because it offers many advantages over FAT, such as:

Support for larger volumes and files (up to 16 exabytes)<sup>2</sup>

Support for file compression, encryption, and permissions<sup>2</sup>

Support for journaling, which records changes to the filesystem and helps recover from errors<sup>2</sup> Support for hard links, symbolic links, and mount points<sup>2</sup> Support for long filenames and Unicode characters<sup>2</sup> FAT32 is an improved version of FAT that supports larger volumes and files (up to 32 GB and 4 GB respectively) and is compatible with older versions of Windows and other operating systems<sup>3</sup>. However, FAT32 still has many limitations and drawbacks compared to NTFS, such as:

No support for file compression, encryption, and permissions<sup>3</sup>

No support for journaling, which makes it vulnerable to corruption and data loss<sup>3</sup> No support for hard links, symbolic links, and mount points<sup>3</sup> No support for long filenames and Unicode characters<sup>3</sup> APFS (Apple File System) is the default filesystem for macOS, iOS, iPadOS, watchOS, and tvOS since 2017<sup>4</sup>. APFS replaced HFS+ (Hierarchical File System Plus) as the preferred filesystem for Apple devices because it offers many advantages over HFS+, such as:

Support for larger volumes and files (up to 8 zettabytes)<sup>4</sup>

Support for file cloning, snapshots, and encryption<sup>4</sup>

Support for space sharing, which allows multiple volumes to share the same storage pool<sup>4</sup> Support for fast directory sizing, which improves performance and efficiency<sup>4</sup> ext4 (Fourth Extended Filesystem) is the default filesystem for most Linux distributions since 2008<sup>5</sup>. ext4 replaced ext3 as the preferred filesystem for Linux because it offers many advantages over ext3, such as:  
Support for larger volumes and files (up to 1 exabyte and 16 terabytes respectively)<sup>5</sup> Support for extents, which reduce fragmentation and improve performance<sup>5</sup> Support for journal checksumming, which improves reliability and reduces recovery time<sup>5</sup> Support for delayed allocation, which improves efficiency and reduces metadata overhead<sup>5</sup> Reference:  
1: NTFS - Wikipedia 2: [NTFS vs FAT32 vs exFAT: What's the Difference?] 3: [FAT32 - Wikipedia] 4: [Apple File System - Wikipedia] 5: [ext4 - Wikipedia] : NTFS vs FAT32 vs exFAT: What's the Difference? : FAT32 - Wikipedia : Apple File System - Wikipedia : ext4 - Wikipedia

#### NEW QUESTION # 354

A technician requires graphical remote access to various Windows, Linux, and macOS desktops on the company LAN. The security administrator asks the technician to utilize a single software solution that does not require an external internet connection. Which of the following remote access tools is the technician most likely to install?

- A. VNC
- B. SSH
- C. RMM
- D. RDP

**Answer: A**

Explanation:

VNC (Virtual Network Computing) is a remote access tool that allows the technician to access and control various Windows, Linux, and macOS desktops on the company LAN using a graphical user interface. VNC does not require an external internet connection, as it works over a local network or a VPN. VNC uses a client-server model, where the server runs on the remote desktop and the client connects to it from another device. VNC can transmit the keyboard and mouse events from the client to the server, and the screen updates from the server to the client, enabling the technician to interact with the remote desktop as if it were local<sup>1,2</sup>.

VNC is a better option than the other choices because:

RMM (Remote Monitoring and Management) (B) is not a single software solution, but a category of software solutions that enable IT professionals to remotely monitor, manage, and troubleshoot multiple devices and networks. RMM software may include remote access tools, but also other features such as patch management, backup and recovery, security, reporting, and automation. RMM software may require an external internet connection, as it often relies on cloud-based services or web-based consoles<sup>3,4</sup>.

RDP (Remote Desktop Protocol) is a remote access tool that allows the technician to access and control Windows desktops on the company LAN using a graphical user interface. However, RDP is not compatible with Linux or macOS desktops, unless they have third-party software installed that can emulate or translate the RDP protocol. RDP also has some security and performance issues, such as encryption vulnerabilities, bandwidth consumption, and latency problems<sup>5,6</sup>.

SSH (Secure Shell) (D) is a remote access tool that allows the technician to access and control various Windows, Linux, and macOS desktops on the company LAN using a command-line interface. SSH does not require an external internet connection, as it works over a local network or a VPN. SSH uses encryption and authentication to secure the communication between the client and the server. However, SSH does not provide a graphical user interface, which may limit the functionality and usability of the remote desktop<sup>7</sup>.

Reference:

1: What is VNC? - Definition from Techopedia<sup>1</sup> 2: How VNC Works - RealVNC<sup>2</sup> 3: What is Remote Monitoring and Management (RMM)? - Definition from Techopedia<sup>3</sup> 4: What is RMM Software? - NinjaRMM<sup>4</sup> 5: What is Remote Desktop Protocol (RDP)? - Definition from Techopedia<sup>5</sup> 6: Remote Desktop Protocol: What it is and how to secure it - CSO Online<sup>6</sup> 7: What is Secure Shell (SSH)? - Definition from Techopedia<sup>7</sup> : How to Use SSH to Access a Remote Server in Linux or Windows - Hostinger Tutorials

#### NEW QUESTION # 355

A technician needs to perform after-hours service starting at 10:00 p.m. The technician is currently 20 minutes late. The customer will also be late. Which of the following should the technician do considering proper communication techniques and professionalism?

\* Do not notify the customer if arriving before the customer.

- A. Disclose the experience via social media.
- B. Contact the customer if the technician is arriving late.
- C. Dismiss the customer and proceed with the after-hours work.

## Answer: A

Explanation:

The best option for the technician to demonstrate proper communication techniques and professionalism is to contact the customer if the technician is arriving late. This shows respect for the customer's time and expectations, and allows the customer to adjust their schedule accordingly. It also helps to maintain a positive relationship and trust between the technician and the customer. The technician should apologize for the delay and provide a realistic estimate of their arrival time. The technician should also thank the customer for their patience and understanding.

The other options are not appropriate or professional. Do not notify the customer if arriving before the customer is not a good practice, as it may cause confusion or frustration for the customer. The customer may have made other plans or arrangements based on the technician's original schedule, and may not be available or prepared for the service. Dismiss the customer and proceed with the after-hours work is rude and disrespectful, as it ignores the customer's needs and preferences. The customer may have questions or concerns about the service, or may want to supervise or verify the work. The technician should always communicate with the customer before, during, and after the service. Disclose the experience via social media is unethical and unprofessional, as it may violate the customer's privacy and the company's policies. The technician should not share any confidential or sensitive information about the customer or the service on social media, or make any negative or inappropriate comments about the customer or the situation.

References:

- \* CompTIA A+ Certification Exam Core 2 Objectives1
- \* CompTIA A+ Core 2 (220-1102) Certification Study Guide2
- \* 8 Ways You Can Improve Your Communication Skills3
- \* Professionalism in Communication | How To Do It And How It Pays4

## NEW QUESTION # 356

A user is having issues with document-processing software on a Windows workstation. Other users that log in to the same device do not have the same issue.

Which of the following should a technician do to remediate the issue?

- A. Update the drivers.
- B. **Rebuild the profile.**
- C. Increase the page file.
- D. Roll back the updates.

## Answer: B

Explanation:

Explanation

The issue is specific to the user's profile, so the technician should rebuild the profile. Rebuilding the profile will create a new profile and transfer the user's data to the new profile

## NEW QUESTION # 357

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