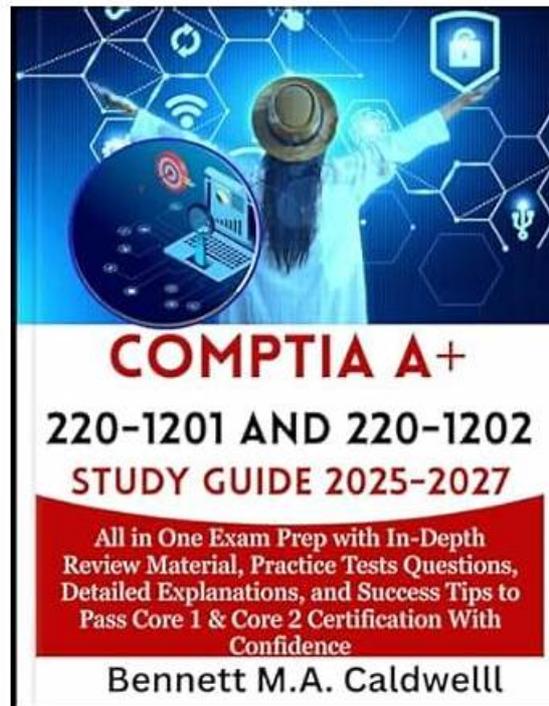


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## CompTIA A+ Certification Exam: Core 2 Sample Questions (Q122-Q127):

### NEW QUESTION # 122

A technician is troubleshooting a print spooler that fails to start on a Windows 11 desktop computer. The technician determines the root cause is that required dependencies are failing to run. Which of the following tools is the technician using?

- A. Services
- B. Performance
- C. Process
- D. Startup

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The Services tool in Windows allows a technician to view service dependencies and status. If the print spooler can't start due to a dependency, Services is the correct tool to inspect and manage them.

From All-in-One Exam Guide:

"The Services console allows technicians to view, start, and configure system services, including setting recovery actions and viewing dependencies."

### NEW QUESTION # 123

After using a third-party disk optimization software package, a technician restarts a laptop and receives the message "No operating system found." The technician verifies that the BIOS properly recognizes the SSD.

Which of the following should the technician do next?

- A. Boot from installation media and repair the MBR
- B. Isolate the system from the corporate network
- C. Replace the CMOS battery
- D. Update BitLocker settings in the BIOS

**Answer: A**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Disk optimization tools can sometimes corrupt the Master Boot Record (MBR). If BIOS sees the drive but can't boot, repairing the MBR using installation media is the correct next step.

From All-in-One Exam Guide:

"When BIOS recognizes the drive but no OS is found, the issue is often with the boot record. Use installation media to access recovery tools and repair the MBR or boot loader."

### NEW QUESTION # 124

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 robocopy to move the files to each device
- B. Use xcopy to clone the hard drives from one to another
- 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 # 125

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

**Answer: D**

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 # 126

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

**Answer: B**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Operating systems periodically reach a status known as "end of life" (EOL), at which point the developer (e.g., Microsoft, Apple) ceases to provide security updates, patches, or technical support. When this happens, the OS becomes vulnerable and non-compliant with security best practices, which is why organizations typically receive advance notifications from vendors or support teams.

A: Manufacturer support expiration only applies to hardware, not OS patching.

C: Security software may be upgraded or removed, but that does not affect patching the OS itself.

D: The release of a new version doesn't automatically stop updates for the current version.

Reference:

CompTIA A+ 220-1102 Objective 1.3: Given a scenario, use appropriate Microsoft operating system features and tools.

Study Guide Section: OS lifecycle management and vendor support phases (e.g., EOL)

## NEW QUESTION # 127

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