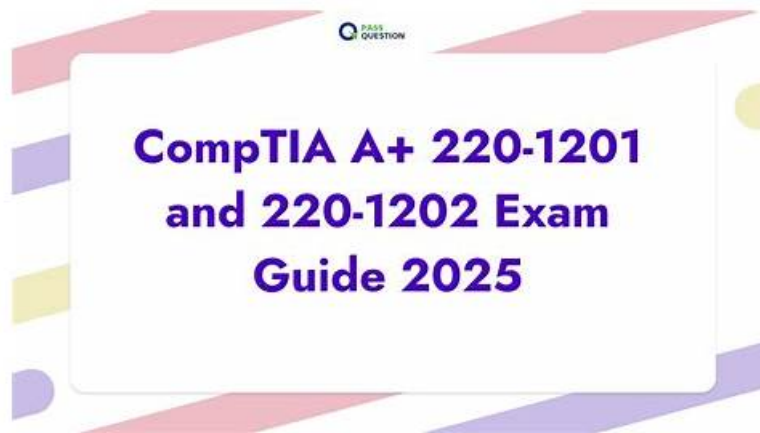


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### CompTIA A+ Certification Exam: Core 2 Sample Questions (Q178-Q183):

#### NEW QUESTION # 178

Technicians are failing to document user contact information, device asset tags, and a clear description of each issue in the ticketing system. Which of the following should a help desk management team implement for technicians to use on every call?

- A. Call categories
- **B. Standard operating procedures**
- C. Service-level agreements
- D. Knowledge base articles

**Answer: B**

Explanation:

Standard operating procedures (SOPs) define consistent, step-by-step guidelines that technicians must follow - such as capturing user contact details, asset tags, and detailed issue descriptions on every ticket. Implementing SOPs ensures thorough and uniform documentation across all calls.

### NEW QUESTION # 179

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. Multifactor authentication
- B. Device encryption
- C. Pattern lock
- **D. Facial recognition**

**Answer: D**

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)

### NEW QUESTION # 180

While working from home, the Chief Financial Officer (CFO) needs to open reports from accounting software. When the application opens, the CFO sees the error "unable to connect to database." Which of the following should the CFO do first?

- A. Restart the PC
- B. Return to the office
- C. Confirm the application is up to date
- **D. Verify the VPN status**

**Answer: D**

Explanation:

The first step the CFO should take is to verify the VPN status. When working remotely, access to internal resources such as databases, file servers, and accounting systems typically requires a secure Virtual Private Network (VPN) connection. Without an active VPN tunnel, the application cannot reach internal database servers, resulting in connection errors.

According to the Quentin Docter - CompTIA A+ Complete Study Guide, database connectivity issues during remote work are most commonly caused by missing or disconnected VPN sessions. Internal applications are often restricted to private IP ranges that are inaccessible over the public internet.

The Travis Everett & Andrew Hutz - All-in-One Exam Guide highlights that VPNs are designed to extend the corporate network securely to remote users. If the VPN is disconnected, authentication to internal services will fail even if the application itself launches correctly.

The Mike Meyers / Mark Soper Lab Manual further explains that restarting the PC or updating the application does not resolve network-path issues. Returning to the office is unnecessary if secure remote access is functioning as designed.

Because the error specifically indicates an inability to connect to a database-and not a corrupted application-the most logical and efficient first troubleshooting step is to confirm that the VPN is connected and authenticated.

### NEW QUESTION # 181

A technician receives a ticket from a user that reads, "My computer is having issues." Which of the following should the technician do next?

- **A. Ask the user follow-up questions.**
- B. Upgrade the user's computer.
- C. Ask the user to resubmit a ticket with more information.
- D. Review the user's system resources.

**Answer: A**

Explanation:

Asking follow-up questions allows the technician to gather the details needed to diagnose the vague issue described in the ticket.

### NEW QUESTION # 182

A technician wants to prevent electrical damage while disassembling a device. The technician turns off the device. Which of the following should the technician do next?

- A. Work on a plastic surface
- B. Place components in antistatic bags
- **C. Connect a wrist strap to a metal frame**
- D. Place the computer on an antistatic mat

**Answer: C**

### NEW QUESTION # 183

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