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## CompTIA A+ Certification Exam: Core 2 Sample Questions (Q85-Q90):

### NEW QUESTION # 85

A customer's laptop will not turn on. The customer is distraught and panicking because the laptop contains family pictures that can never be replaced. Which of the following communication techniques is most important for the technician to demonstrate in this situation?

- A. The technician should inform the customer about replacement options for an increased cost
- **B. The technician should project confidence and maintain a positive attitude**
- C. The technician should be dressed in appropriate business casual attire
- D. The technician should provide the customer with the appropriate SLA

### Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In emotionally sensitive situations, it is critical that the technician projects confidence and maintains a calm, positive demeanor to reassure the customer.

From All-in-One Exam Guide:

"Confidence and empathy are key when working with distressed users. Demonstrating competence can help ease the customer's anxiety."

### NEW QUESTION # 86

Which of the following filesystems supports read and write operations for Windows, macOS, and Linux?

- A. NTFS
- B. APFS
- C. ext4
- D. ReFS
- **E. exFAT**

### Answer: E

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

exFAT is the only listed file system that supports both read and write access across Windows, macOS, and Linux (with appropriate drivers). It's optimized for flash storage and external drives.

From All-in-One Exam Guide:

"exFAT is a lightweight file system with cross-platform read/write support, ideal for use on removable drives when compatibility is essential."

### NEW QUESTION # 87

A user's computer is running slowly. Task Manager shows:

Disk: 2%

Network: 12%

GPU: 15%

CPU: 70%

Memory: 97%

Which of the following would a technician most likely do to resolve the issue?

- **A. Close unnecessary programs**
- B. Clear browser cached data
- C. Upgrade the network connection
- D. Delete temporary files

### Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Memory usage is critically high, suggesting many applications or background processes. Closing unnecessary programs will immediately free up RAM.

FromTravis Everett - All-in-One Exam Guide:

"High memory usage with moderate CPU load usually means too many applications are open. Close unnecessary apps or use Task Manager to end processes."

### NEW QUESTION # 88

Performance on a user's smartphone is degrading. Applications take a long time to start, and switching between apps is slow. Which of the following diagnostic steps should a mobile technician take first?

- A. Check the phone's battery state
- B. Restart the phone
- **C. Uninstall unneeded applications**
- D. Restore the phone to factory settings

**Answer: C**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

One of the most common causes for performance degradation on smartphones is storage or memory overload due to excessive apps. Uninstalling unused apps is a basic but effective first diagnostic step.

FromTravis Everett - All-in-One Exam Guide:

"Start troubleshooting sluggish smartphones by clearing unused apps and files before performing advanced diagnostics or resets."

### NEW QUESTION # 89

An administrator is investigating a technical outage. The management team wants information that includes the summary of the outage and actions taken. Which of the following documentation should the administrator provide to the management team?

- A. Non-disclosure agreement
- B. Knowledge base article
- C. Standard operating procedure
- **D. Incident report**

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

An incident report documents key details such as the cause of the outage, steps taken to resolve it, and measures to prevent recurrence. It is a post-mortem analysis often shared with stakeholders to improve future response.

According to the Quentin Docter - CompTIA A+ Complete Study Guide:

"An incident report provides a summary of an event that disrupted normal operations and includes a timeline of what occurred, how the issue was diagnosed and fixed, and who was involved in the resolution".

This is reaffirmed in Travis Everett's All-in-One Guide:

"Documentation after an incident helps technical teams and management review the situation and learn from it. This is formalized in an incident report".

### NEW QUESTION # 90

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