

220-1202問題集、220-1202日本語認定対策



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>> 220-1202問題集 <<

検証する220-1202問題集 & 合格スムーズ220-1202日本語認定対策 | 有難い220-1202最新知識

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CompTIA A+ Certification Exam: Core 2 認定 220-1202 試験問題 (Q106-Q111):

質問 # 106

A customer wants to format an external hard drive to work on both Windows and macOS. Which of the following filesystems is the best to use?

- A. XFS
- B. APFS
- **C. exFAT**
- D. NTFS

正解: C

解説:

The correct answer is B. exFAT, because exFAT (Extended File Allocation Table) is designed to provide cross-platform compatibility between Windows and macOS while supporting large files and large storage devices. When an external hard drive must be readable and writable by both operating systems without additional drivers or configuration, exFAT is the preferred choice. According to the Quentin Docter - CompTIA A+ Complete Study Guide, exFAT was developed to overcome the limitations of FAT32, such as file size and volume size restrictions, while maintaining broad operating system support. Both Windows and macOS include native support for exFAT, making it ideal for removable storage devices.

The Travis Everett & Andrew Hutz - CompTIA A+ All-in-One Exam Guide explains that NTFS is fully supported on Windows but only has limited or read-only support on macOS by default. APFS is Apple's proprietary filesystem and is not natively supported by Windows. XFS is a Linux filesystem and is incompatible with both Windows and macOS without third-party tools.

The Mike Meyers / Mark Soper Lab Manual reinforces that for external drives shared across platforms, exFAT offers the best balance of compatibility, performance, and simplicity.

Therefore, exFAT is the best filesystem choice, making B the correct answer.

質問 # 107

A junior technician is working on a customer request. The junior technician cannot complete the work and escalates the issue to a senior technician. The senior technician completes the work, but the outcome does not match the customer's request. Which of the following communication techniques should the junior technician have followed?

- A. Avoid dismissing the customer's issues.
- **B. Ask open-ended questions to verify understanding.**
- C. Maintain a positive attitude and project confidence.
- D. Use proper language and avoid jargon.

正解: B

解説:

Asking open-ended questions helps clarify the customer's actual needs and verify understanding before escalating, reducing the chance of miscommunication and incorrect outcomes.

質問 # 108

A user's new smartphone is not staying charged throughout the day. The smartphone charges fully every night. Which of the following should a technician review first to troubleshoot the issue?

- **A. Background applications**
- B. Charger wattage
- C. End of software support
- D. Storage usage

正解: A

解説:

Comprehensive and Detailed Explanation From Exact Extract:

Background applications can significantly drain a smartphone's battery, even when the device is idle. A technician should first review which apps are running in the background and consuming power through the battery usage section of the OS. Disabling or restricting power-hungry apps often resolves poor battery life.

A: Storage usage doesn't significantly affect battery life.

B: End of software support is unrelated to battery performance unless it's causing inefficient processes, which would still be

secondary.

C: Charger wattage affects charging speed, not battery life after charging.

Reference:

CompTIA A+ 220-1102 Objective 3.3: Troubleshoot common mobile OS and application issues.

Study Guide Section: Diagnosing battery and app performance issues on mobile devices

質問 # 109

A user reports getting a BSOD error on their computer at least twice a day. Which of the following should the technician use to determine the cause?

- A. System Information
- **B. Event Viewer**
- C. Device Manager
- D. Performance Monitor

正解: B

解説:

Event Viewer logs system errors, including the critical events that lead up to and include Blue Screen of Death (BSOD) incidents. By reviewing the "System" and "Application" logs, especially the error entries and any bugcheck codes, you can identify the faulting driver, service, or hardware component responsible for the crashes.

質問 # 110

Technicians are failing to document user contact information, device asset tags, and a clear description of each issue in the ticketing system. What should the help desk management implement?

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

正解: B

解説:

Comprehensive and Detailed Explanation From Exact Extract:

Standard Operating Procedures (SOPs) guide technicians through consistent and complete processes, including documentation.

From Travis Everett - All-in-One Exam Guide:

"SOPs ensure that all required steps-such as data collection and issue description-are followed in every support interaction."

質問 # 111

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方法CompTIA A+ Certification Exam: Core 2日本語認定対策

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