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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q79-Q84):

NEW QUESTION # 79

An organization wants to deploy a customizable operating system. Which of the following should the organization choose?

- A. Linux
- B. iOS
- C. Windows 10
- D. Chrome OS
- E. macOS

Answer: A

NEW QUESTION # 80

An end user's laptop is having network drive connectivity issues in the office. The end user submits a help desk ticket, and a support technician is able to establish a remote connection and fix the issue. The following day, however, the network drive is disconnected again. Which of the following should the technician do next?

- A. Keep the ticket open until next day, then close the ticket.
- **B. Escalate the ticket to the next level.**
- C. Send documentation about how to fix the issue in case it reoccurs.
- D. Connect remotely to the user's computer to see whether the network drive is still connected.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Since the issue has recurred after a temporary fix, it is likely a deeper or persistent configuration or server issue. Escalating the ticket to the next tier of support (e.g., network or system administrator) ensures further investigation and permanent resolution. Escalation is part of the standard support protocol when issues reoccur despite initial troubleshooting.

A: Rechecking remotely may confirm the issue, but doesn't resolve it long term.

B: Providing documentation helps the user but doesn't solve the root cause.

D: Keeping the ticket open is passive and doesn't address the recurring issue.

Reference:

CompTIA A+ 220-1102 Objective 4.1: Given a scenario, implement best practices associated with documentation and support systems information.

Study Guide Section: Escalation procedures and ticket management

NEW QUESTION # 81

Company employees do not have assigned workspaces and regularly work at different computers and physical locations. Which of the following should the company implement to maintain data security and minimize the amount of user data that needs to be transferred?

- A. Portable drives
- **B. Roaming profiles**
- C. Cloud email
- D. Centralized certificate storage

Answer: B

Explanation:

The correct answer is D. Roaming profiles, because roaming profiles allow users to log in to any domain-joined workstation and automatically access their personal settings, documents, and configuration without storing data locally on each machine. This is ideal for environments with hot-desking or shared workstations.

According to the Quentin Docter - CompTIA A+ Complete Study Guide, roaming profiles store user data centrally on a server rather than on individual computers. When a user logs in, their profile is loaded; when they log out, changes are saved back to the server. This minimizes data duplication and reduces the risk of data being left behind on shared systems.

The Travis Everett & Andrew Hutz - All-in-One Exam Guide emphasizes that roaming profiles improve security by preventing sensitive user data from being permanently stored on multiple endpoints. This also simplifies backup and recovery, since user data resides in a centralized location.

The Mike Meyers / Mark Soper Lab Manual clarifies that portable drives introduce data loss risks, cloud email only addresses messaging data, and certificate storage does not manage user profiles or documents.

Because the goal is to maintain data security while allowing mobility and minimizing data transfer, roaming profiles are the most appropriate solution, making D the correct answer.

NEW QUESTION # 82

A user recently installed an application that accesses a database from a local server. When launching the application, it does not populate any information. Which of the following command-line tools is the best to troubleshoot the issue?

- A. nslookup

- **B. netstat**
- C. curl
- D. ipconfig

Answer: B

Explanation:

netstat reveals active network connections and listening ports on the local machine. By using it, you can confirm that the application has successfully opened (or attempted) a connection to the database server's port, verify the remote server's address and port, and detect any failed or hanging TCP sessions that would prevent data retrieval.

NEW QUESTION # 83

Which of the following must be followed during incident response to ensure the collected evidence is properly handled and accounted for?

- **A. Chain of custody process**
- B. Order of volatility for data
- C. Data integrity best practices
- D. Law enforcement notification procedures

Answer: A

Explanation:

The correct answer is D. Chain of custody process, because chain of custody ensures that evidence collected during an incident response is tracked, preserved, and legally defensible. It documents who collected the evidence, when it was collected, how it was stored, and who accessed it throughout the investigation.

According to the Quentin Docter - CompTIA A+ Complete Study Guide, chain of custody is essential when evidence may be used in disciplinary actions, audits, or legal proceedings. Any gap in documentation can render evidence inadmissible.

The Travis Everett & Andrew Hutz - All-in-One Exam Guide explains that chain of custody provides accountability and prevents claims of evidence tampering. Each transfer of evidence must be logged and verified.

The Mike Meyers / Mark Soper Lab Manual clarifies that while order of volatility determines the sequence of data collection, it does not track ownership or handling. Data integrity best practices ensure evidence is not altered, but they do not provide a record of custody.

Because the question focuses on handling and accountability, the required process is chain of custody, making D the correct answer.

NEW QUESTION # 84

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