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CompTIA A+ Cheat Sheet **220-1201 and 220-1202**

You've made an excellent choice aiming for the CompTIA A+ certification. It goes without saying that you want to excel in these exams. A+ gives you a solid footing as you embark on a new career in IT, and it contains essential IT knowledge for a journey into cyber security.

As A+ covers many technical topics broadly, it can be challenging to recall fine details, especially when troubleshooting problems described in the exam questions.

Therefore, we've prepared this CompTIA A+ cheat sheet for you as an ongoing revision checklist and to provide direction in your exam preparation. When you're ready, let's review our must-know concepts below.



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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q57-Q62):

NEW QUESTION # 57

A user cannot upload files to corporate servers from their mobile device when outside the office, but uploads work fine in-office. What should a technician do to determine the root cause?

- A. Enable Bluetooth connectivity
- B. Verify the last device reboot
- C. Check the data usage limit
- D. Enable airplane mode

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

If uploading fails only offsite, mobile data limits or restrictions are the likely cause. Data caps or network management can interfere with uploads.

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

"When mobile users experience network issues, always check if the device has reached a data cap or roaming restriction."

NEW QUESTION # 58

A user switches from Linux to Windows and tries to migrate data using an external USB drive. Windows prompts that the device must be formatted. It works fine on Linux. What should the user do?

- A. Replace the cable with Windows-supported hardware
- B. Configure Windows firewall to allow data from Linux systems
- C. Update the file allocation system to exFAT
- D. Apply a firmware update from the PC manufacturer

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Windows doesn't natively support many Linux file systems (like ext4). Reformatting to exFAT makes the drive readable/writable on both Linux and Windows.

From All-in-One Exam Guide:

"For cross-platform compatibility, exFAT is recommended as it supports large files and is recognized by Windows, macOS, and Linux (with exFAT drivers)."

NEW QUESTION # 59

An application's performance is degrading over time. The application is slowing, but it never gives an error and does not crash. Which of the following tools should a technician use to start troubleshooting?

- A. Reliability history
- B. Resource monitor
- C. Computer management
- D. Disk

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Resource Monitor provides real-time monitoring of system performance and resource usage, including CPU, memory, disk, and network usage. It helps technicians identify performance bottlenecks (e.g., high memory or CPU usage) that can cause slowdowns in applications over time without producing crash errors.

A: Reliability history logs application crashes or errors - not helpful if the app doesn't crash.
B: Computer Management is a broad utility with limited real-time monitoring capability.
D: Disk is too vague - tools like CHKDSK can help with disk errors but not general performance degradation.
Reference:
CompTIA A+ 220-1102 Objective 3.2: Given a scenario, troubleshoot common personal computer issues.
Study Guide Section: System performance tools - Resource Monitor, Task Manager

NEW QUESTION # 60

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

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Standard Operating Procedures (SOPs) define the mandatory steps and expectations technicians must follow during support calls. This includes documentation standards such as logging user info, asset details, and issue descriptions in the ticketing system.

Implementing SOPs ensures consistency and accountability.

A: SLAs define response/resolution times but not documentation practices.

B: Call categories organize types of issues but don't guide technician actions.

D: Knowledge base articles provide solutions to known problems but don't ensure proper ticket documentation.

Reference:

CompTIA A+ 220-1102 Objective 4.2: Summarize best practices associated with types of documentation and support systems information.

Study Guide Section: Documentation practices, SOPs, ticketing protocols

NEW QUESTION # 61

Why would a network engineering team provide a help desk technician with IP addresses for a wired network segment?

- A. DHCP is not enabled for this subnet.
- B. The network allow list is set to a specific address.
- C. NAC servers only allow security updates to be installed.
- D. Only specific DNS servers are allowed outbound.

Answer: A

Explanation:

When DHCP isn't enabled, static IPs must be assigned manually, so the engineering team provides the IP details.

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

"If DHCP is unavailable, technicians need the static IP configuration to connect devices to the network."

NEW QUESTION # 62

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