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CompTIA A+ Certification Exam Objectives

EXAM NUMBER: CORE 2 (220-1202) V15



CompTIA A+ Core 2 (220-1202) V15 Certification Exam
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The CompTIA A+ Certification Exam: Core 2 (220-1202) certification exam is one of the hottest and most industrial-recognized credentials that has been inspiring beginners and experienced professionals since its beginning. With the 220-1202 certification exam successful candidates can gain a range of benefits which include career advancement, higher earning potential, industrial recognition of skills and job security, and more career personal and professional growth.

CompTIA 220-1202 Exam Syllabus Topics:

Section	Weight	Objectives
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Software Troubleshooting 23%		- Security-related troubleshooting
		• 1. Identify malware symptoms • 2. Resolve unauthorized access issues • 3. Recover compromised systems
		- Operating system troubleshooting
		• 1. Fix application and driver errors • 2. Troubleshoot performance problems • 3. Resolve boot and startup issues
		- Mobile and application troubleshooting
Operational Procedures 21%		• 1. Fix application crashes and freezes • 2. Troubleshoot mobile OS issues • 3. Resolve connectivity problems
		- Backup and disaster recovery
		• 1. Verify data integrity • 2. Implement backup strategies • 3. Perform disaster recovery procedures
		- Safety and compliance
		• 1. Follow workplace safety procedures • 2. Understand environmental impacts • 3. Handle hazardous materials properly
Operating Systems 28%		- Documentation and professionalism
		• 1. Use professional communication skills • 2. Follow change management procedures • 3. Maintain accurate documentation
		- File systems and maintenance
		• 1. Configure backup and recovery • 2. Perform OS updates and upgrades • 3. Manage file systems and permissions
		- OS installation and configuration
		• 1. Configure macOS and Linux • 2. Install and configure Windows • 3. Manage mobile operating systems
		- Windows tools and utilities
		• 1. Use Task Manager and Device Manager • 2. Use Command Prompt and PowerShell • 3. Manage disks and partitions

Security	28%	- Threat prevention
		• 1. Detect and remove malware • 2. Prevent phishing and social engineering • 3. Secure end-user devices
		- Security fundamentals
		• 1. Implement authentication and access controls • 2. Apply encryption technologies • 3. Configure wireless security
		- Security best practices
		• 1. Apply least privilege principles • 2. Perform data destruction and disposal • 3. Implement physical security measures

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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q202-Q207):

NEW QUESTION # 202

Which of the following tools should a technician use in macOS to restore an older version of a file?

- A. Time Machine
- B. Disk Utility
- C. Spotlight
- D. FileVault

Answer: A

Explanation:

Time Machine is the macOS backup and recovery tool used to restore older versions of files or recover deleted data.

NEW QUESTION # 203

A systems administrator logs in to a developer's machine to update the system and notices a performance issue. To troubleshoot the issue, the administrator attempts to open Task Manager multiple times, but it does not open. Which of the following is most likely the cause of this issue?

- A. Windows Update Service is set to manual.
- B. A pagefile was moved to D:\ drive.
- C. A software development application is running.
- D. The operating system has a malware infection.

Answer: D

Explanation:

A repeated failure to open Task Manager -a core Windows troubleshooting utility-strongly suggests the system is compromised and critical tools are being interfered with. In malware-response methodology, Quentin Docter emphasizes that the first step is to "identify and verify the malware symptoms" before proceeding to containment and remediation. If Task Manager cannot be launched at all, that behavior itself is a highly suspicious symptom consistent with malicious activity attempting to prevent the administrator from viewing or stopping processes.

Docter also explains that when systems are compromised by a virus or other malware, the threat agent may embed persistent access methods, and in some cases the only way to be sure it's fully removed is to reinstall the OS-highlighting how deeply malware can integrate and disrupt normal tools.

The other options do not plausibly block Task Manager: a developer application may increase CPU/RAM usage but typically won't prevent Task Manager from opening; Windows Update set to manual affects patching behavior; and moving the pagefile can affect performance but not usually stop Task Manager from launching.

NEW QUESTION # 204

A desktop technician is hardening a newly installed company workstation. Which of the following actions should the technician take? (Choose two.)

- A. Implement a disclaimer on the log-in screen.
- B. Enable a virtual assistant.
- C. Change the default administrator password.
- D. Disable the guest account.
- E. Disable the screensaver.
- F. Install remote collaboration tools.

Answer: C,D

Explanation:

Disabling the guest account prevents unauthorized access.

Changing the default administrator password strengthens security by preventing easy compromise.

NEW QUESTION # 205

A small office reported a phishing attack that resulted in a malware infection. A technician is investigating the incident and has verified the following:

- All endpoints are updated and have the newest EDR signatures.
- Logs confirm that the malware was quarantined by EDR on one system.
- The potentially infected machine was reimaged.

Which of the following actions should the technician take next?

- A. Flash the firmware of the router to ensure the integrity of network traffic.
- B. Install network security tools to prevent downloading infected files from the internet.
- C. Suggest alternate preventative controls that would include more advanced security software.
- D. Discuss the cause of the issue and educate the end user about security hygiene.

Answer: D

Explanation:

With technical controls updated, EDR signatures current, and the infected system reimaged, the next step is to address the human factor. Educating the user on how to recognize phishing attempts and follow safe practices helps prevent recurrence and strengthens the organization's overall security posture.

NEW QUESTION # 206

A technician is deploying a public-facing kiosk that will be used for a library directory. Which of the following account types should the IT team activate?

- A. Domain
- B. Guest
- C. Power user
- D. Service

Answer: B

Explanation:

A guest account is appropriate for a public-facing kiosk because it provides limited access for general users and helps restrict permissions to only what is needed for basic directory use.

NEW QUESTION # 207

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