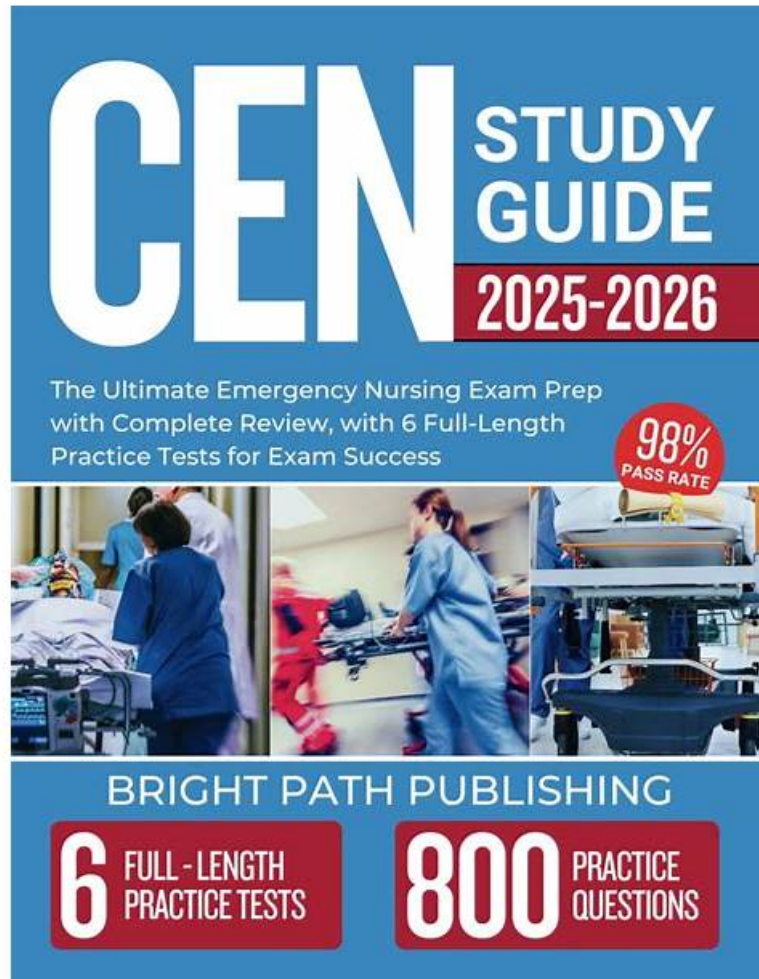


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## CompTIA A+ Certification Exam: Core 2 Sample Questions (Q98-Q103):

### NEW QUESTION # 98

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

**Answer: D**

Explanation:

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

### NEW QUESTION # 99

A technician is assigned to offboard a user. Which of the following are common tasks on an offboarding checklist? (Choose two.)

- A. Add the MAC address of the user's computer to a blocklist.
- B. Purge all PII associated with the user.
- **C. Deactivate the user's key fobs for door access.**
- D. Turn off the network ports underneath the user's desk.
- **E. Suspend the user's email account.**
- F. Quarantine the hard drive in the user's laptop.

**Answer: C,E**

Explanation:

Key fobs (or badges) grant physical access to offices, server rooms, or secure areas. Disabling them prevents the former employee from entering the premises once their employment ends.

Suspend the user's email account

Email is often the gateway to corporate resources (password resets, sensitive communications, file sharing). Suspending the account immediately stops any further logins, prevents unauthorized access to archived emails, and blocks potential misuse.

### NEW QUESTION # 100

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

**Answer: D**

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 # 101

A technician is unable to upgrade a desktop computer from Windows 10 to Windows 11. Which of the following is most likely preventing the upgrade?

- A. High RAM latency
- B. Low refresh rate
- C. Slow HDD spindle speed
- D. Missing TPM module

**Answer: D**

Explanation:

A missing TPM (Trusted Platform Module) is a common requirement for Windows 11, and its absence is most likely preventing the upgrade.

#### NEW QUESTION # 102

Which of the following file types would a desktop support technician most likely use to automate tasks for a Windows user log-in?

- A. .sh
- B. .py
- C. .bat
- D. .js

**Answer: C**

Explanation:

Batch files (.bat) are classic Windows script files that execute a series of command-line instructions. They can be linked to user logon events via Group Policy or the Startup folder to automate tasks (like mapping drives or launching applications) when a user signs in.

#### NEW QUESTION # 103

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