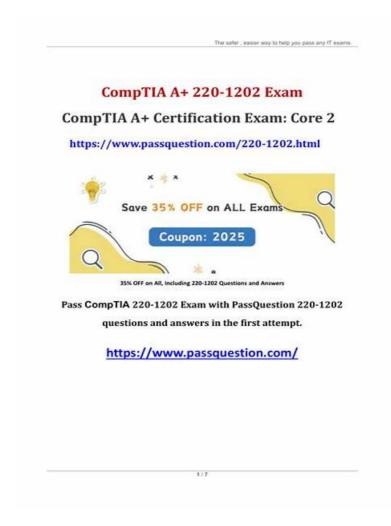
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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q145-Q150):

NEW QUESTION # 145

A technician installs VPN client software that has a software bug from the vendor.

After the vendor releases an update to the software, the technician attempts to reinstall the software but keeps getting an error message that the network adapter for the VPN already exists.

Which of the following should the technician do next to mitigate this issue?

- A. Map the network adapter to the new software.
- B. Run the latest OS security updates.
- C. Delete hidden network adapters.
- D. Update the network adapter's firmware.

Answer: C

NEW QUESTION # 146

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. Service-level agreements
- C. Call categories
- D. Standard operating procedures

Answer: D

Explanation:

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."

NEW QUESTION # 147

A user's computer is running slowly. Web pages take several seconds to open, and applications are slow to respond. A technician opens the Windows Task Manager and sees the following:

Disk: 2% Network: 12% GPU: 15% CPU: 70% Memory: 97%

Which of the following would a technician most likely do to resolve the issue?

- A. Close unnecessary programs
- B. Upgrade the network connection
- C. Delete temporary files
- D. Clear browser cached data

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Highmemory usage (97%)suggests the system is overloaded with active processes. The technician should close unneeded applications to free up RAM and improve performance.

FromMike Meyers' Lab Manual:

"When memory usage is near capacity, close all non-essential programs. This can dramatically improve response time without needing hardware upgrades."

NEW QUESTION # 148

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

Answer: A

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 OUESTION # 149

Which of the following is the quickest way to move from Windows 10 to Windows 11 without losing data?

- A. Using gpupdate
- B. In-place upgrade
- C. Clean install
- D. Image deployment

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

An in-place upgrade is the fastest and most efficient way to upgrade from Windows 10 to Windows 11 while keeping all user data, applications, and settings intact. This method is often used when the hardware meets Windows 11 requirements and no system reconfiguration is necessary.

A: gpupdate is used to refresh Group Policy settings - unrelated to OS upgrades.

B: Image deployment typically replaces the current OS and may not retain user data unless specifically customized.

C: A clean install requires formatting the drive and starting fresh, which removes all data.

Reference:

CompTIA A+ 220-1102 Objective 1.4: Given a scenario, use appropriate Microsoft operating system installation methods. Study Guide Section: In-place upgrade vs. clean install methods

NEW QUESTION #150

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