

CompTIA A+ Certification Exam: Core 2

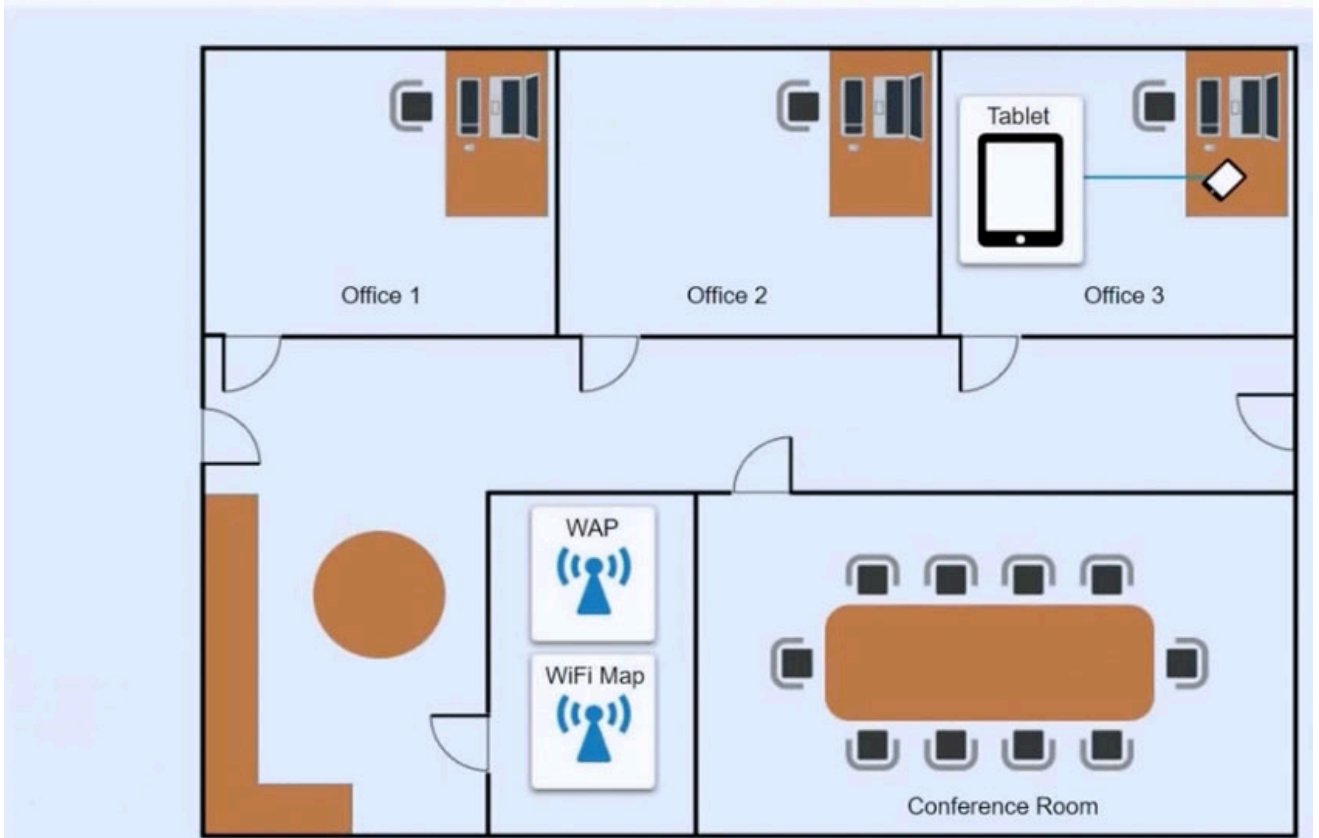
1. Ann, a CEO, has purchased a new consumer-class tablet for personal use, but she is unable to connect to the wireless network. Other users have reported that their personal devices are connecting without issues. She has asked you to assist with getting the device online without adjusting her home WiFi configuration.

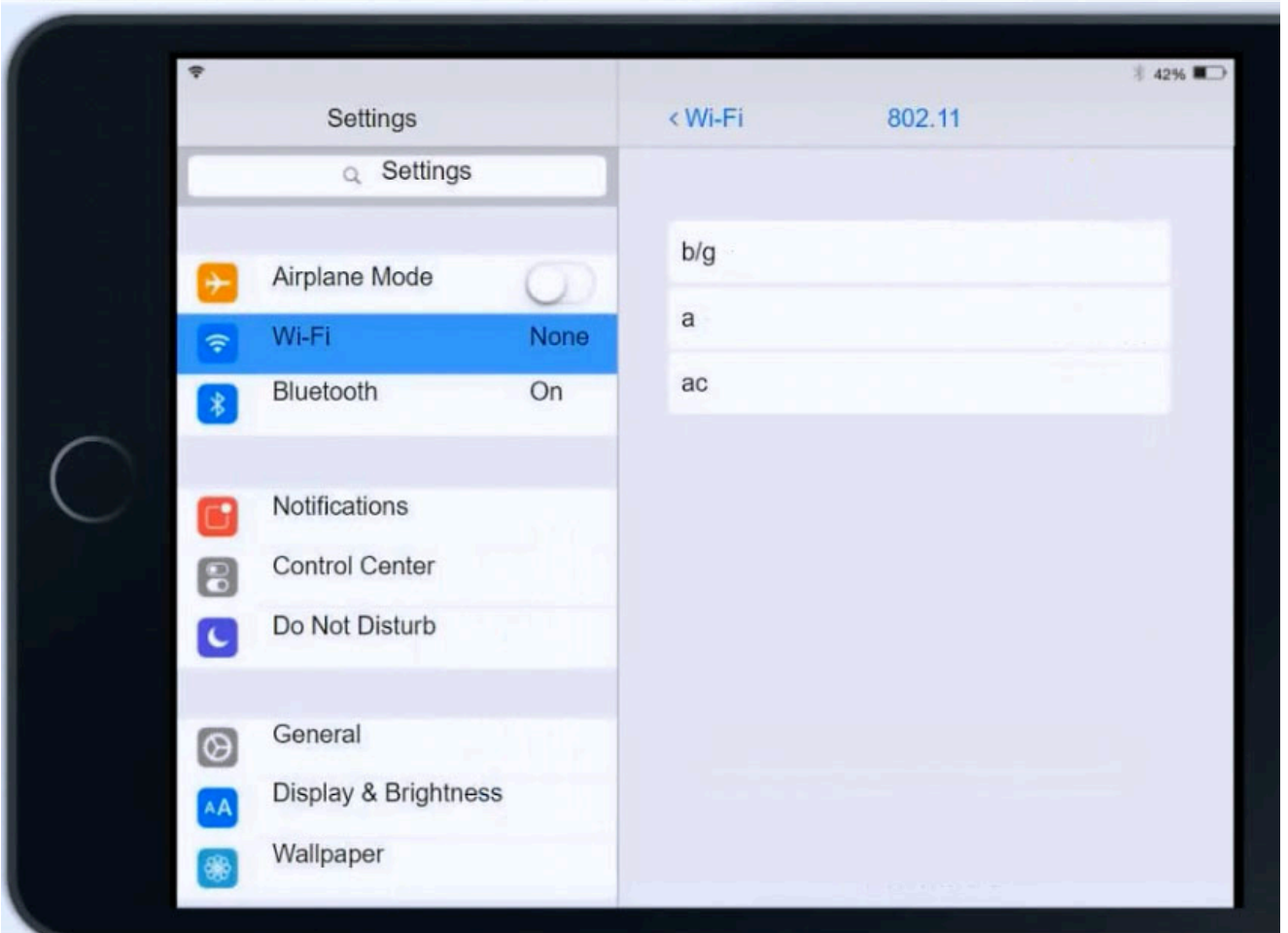
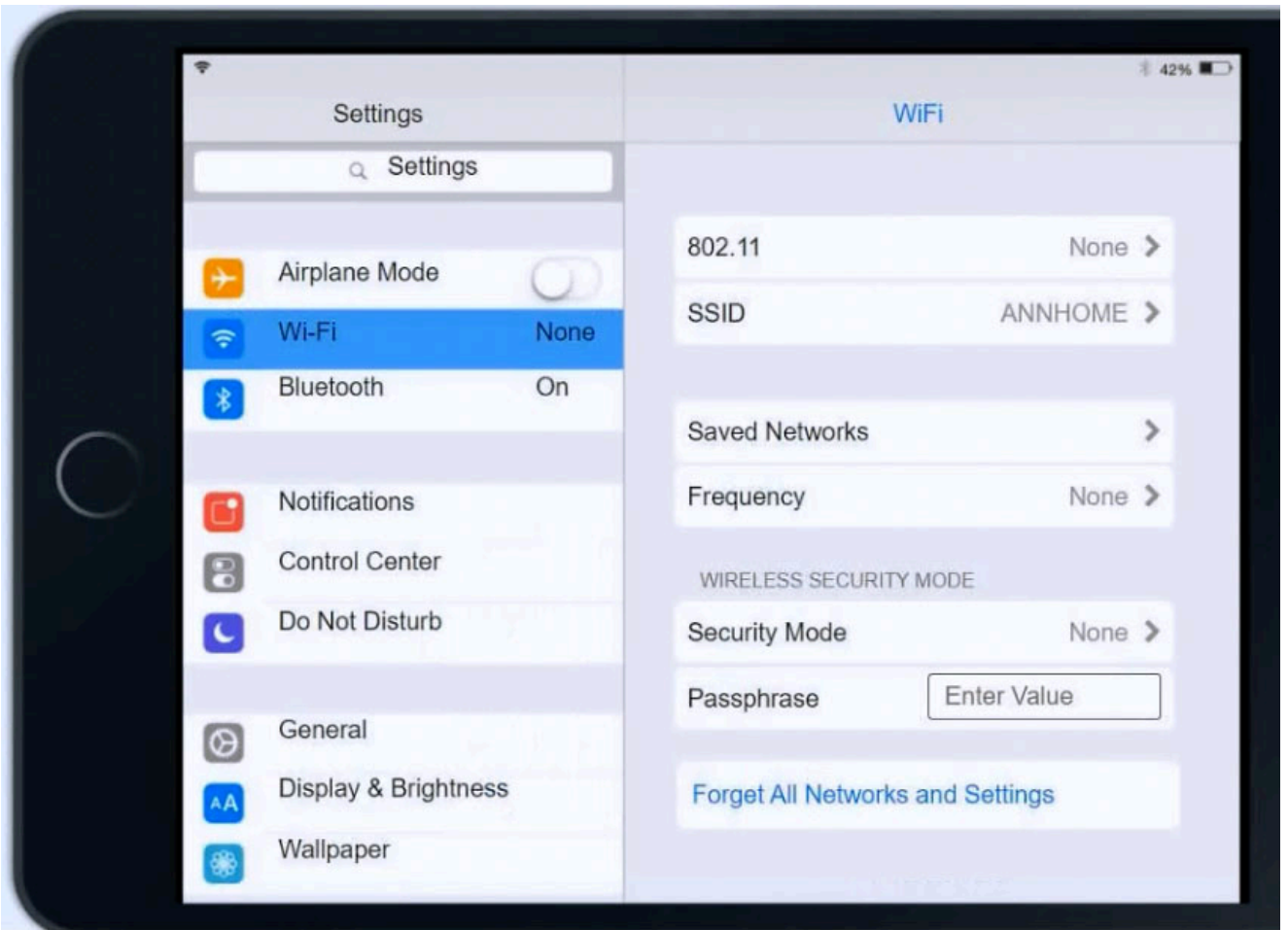
INSTRUCTIONS

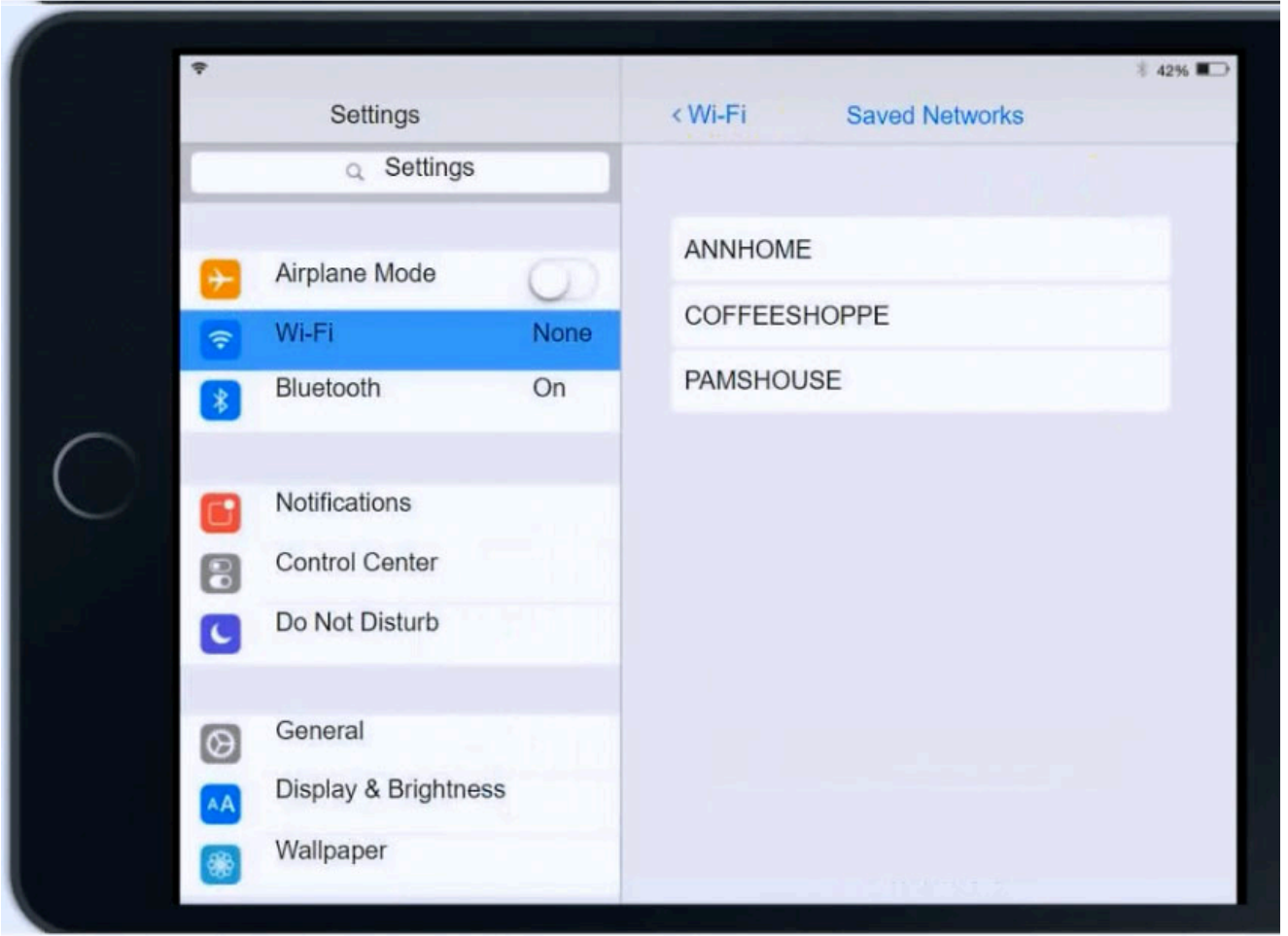
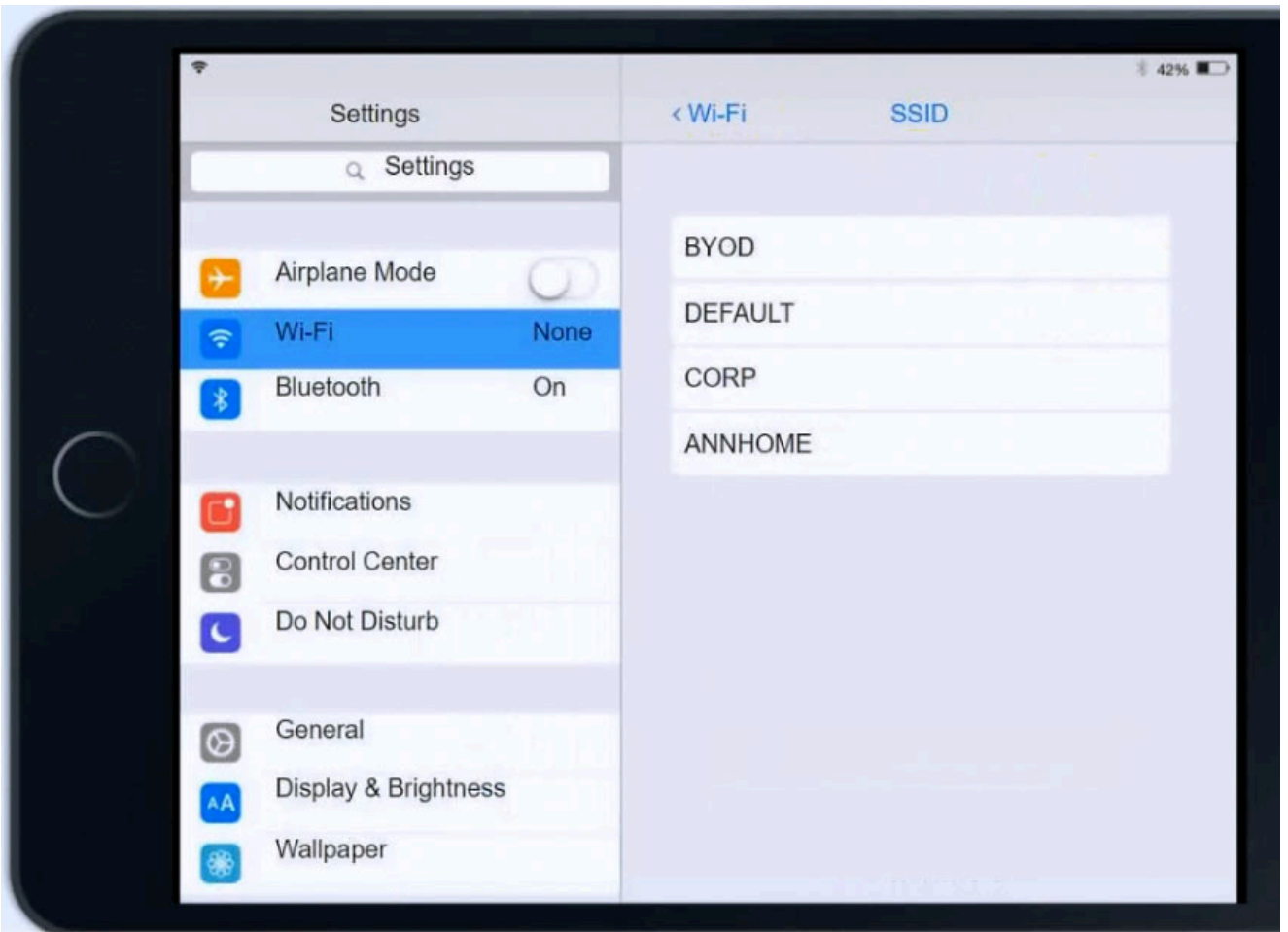
Review the network diagrams and device configurations to determine the cause of the problem and resolve any discovered issues.

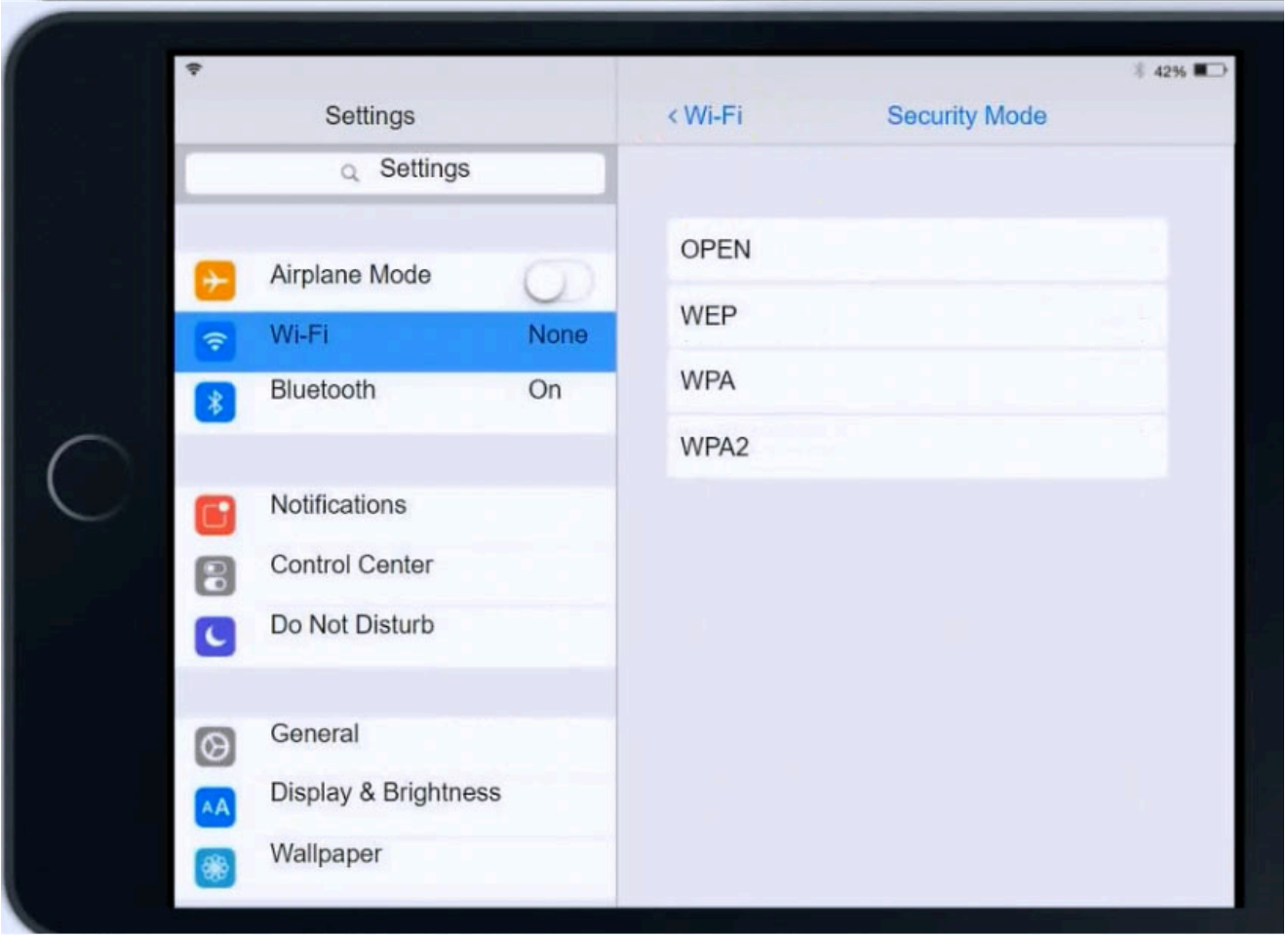
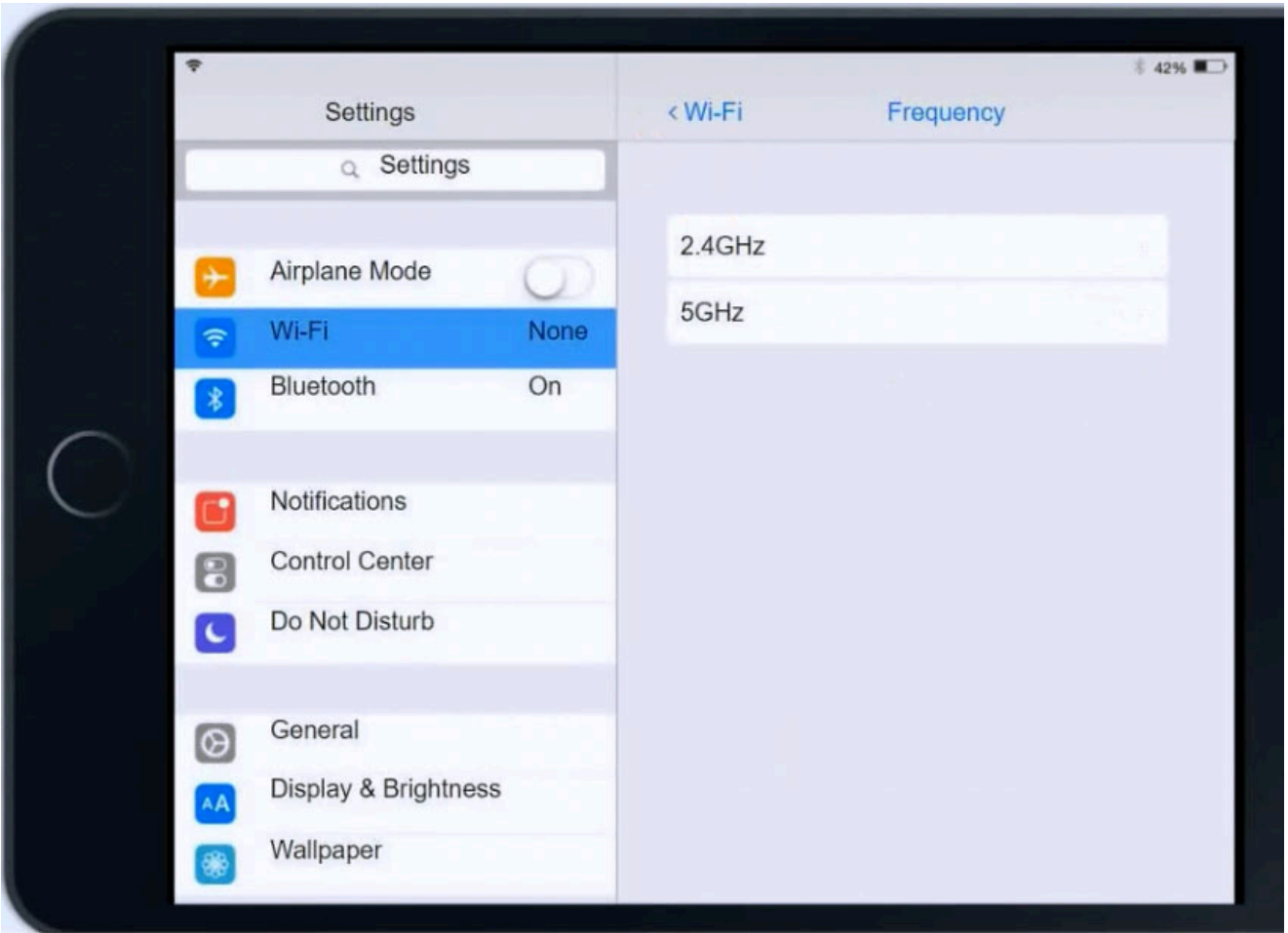
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Mobile Device Configuration









Settings

Site

Wireless Networks

Networks

Guest Control

Admins

User Groups

VOIP

Controller

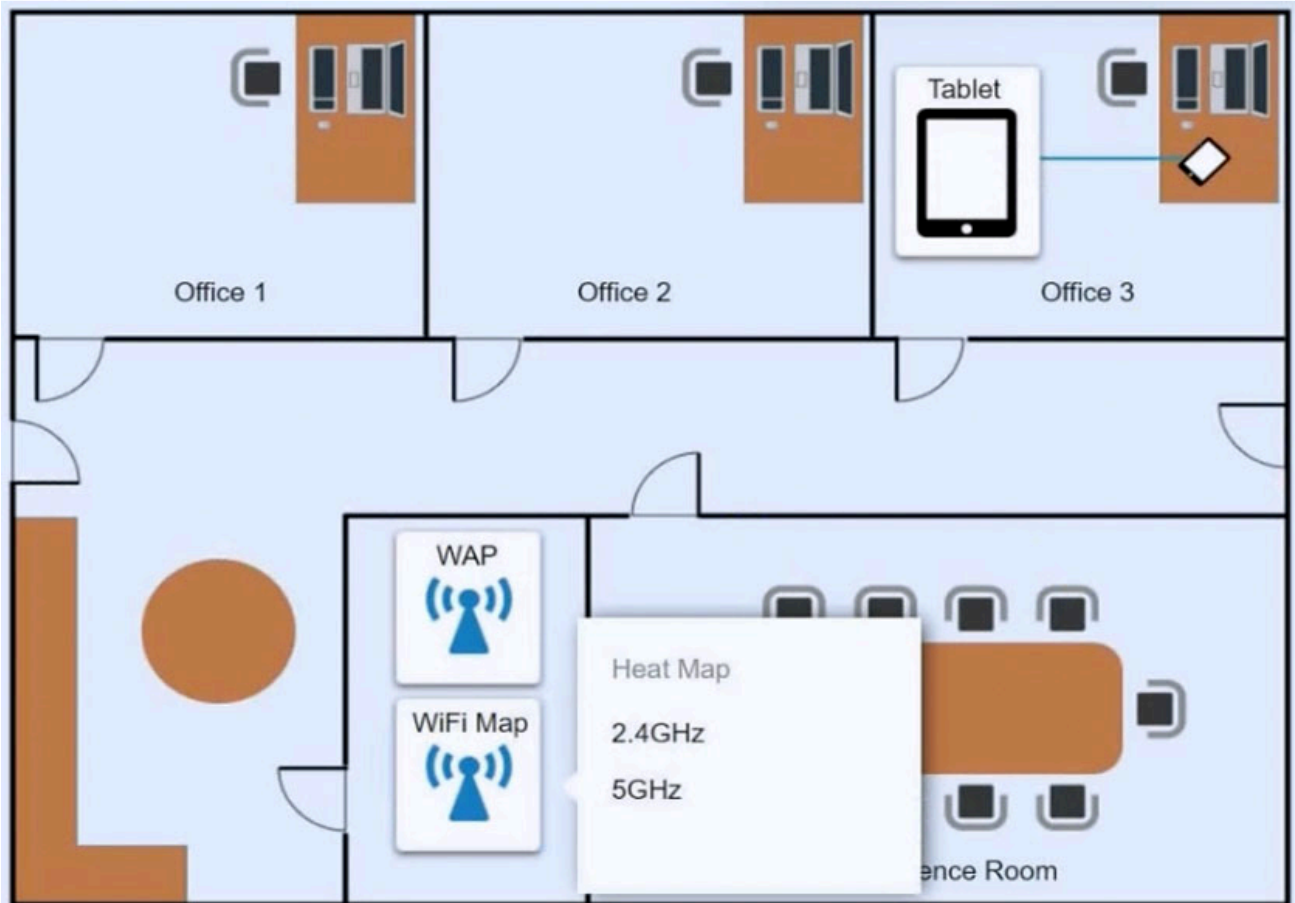
Cloud Access

Maintenance

Wireless Networks

SSID	Frequency	Security	TotallySecure!
CORP	2.4GHz/5GHz	WPA2	Corpsecure1
BYOD	2.4GHz/5GHz	WPA-PSK	TotallySecure!

Create New Wireless Network



A. See Explanation section for answer.

Answer(s): A

2. A help desk team lead contacts a systems administrator because the technicians are unable to log in to a Linux server that is used to access tools. When the administrator tries to use remote desktop to log in to the server, the administrator sees the GUI is crashing. Which of the following methods can the administrator use to troubleshoot the server effectively?

A. SFTP

B. SSH

C. VNC

D. MSRA

Answer(s): B

3. A company wants to remove information from past users' hard drives in order to reuse the hard drives. Which of the following is the MOST secure method?

A. Reinstalling Windows

B. Performing a quick format

C. Using disk-wiping software

D. Deleting all files from command-line interface:

Answer(s): C

4. A user is having phone issues after installing a new application that claims to optimize performance. The user downloaded the application directly from the vendor's website and is now experiencing high network utilization and is receiving repeated security warnings. Which of the following should the technician perform FIRST to mitigate the issue?

A. Reset the phone to factory settings.

B. Uninstall the fraudulent application.

C. Increase the data plan limits.

D. Disable the mobile hotspot.

Answer(s): B

5. A change advisory board just approved a change request. Which of the following is the MOST likely next step in the change process?

A. End user acceptance

B. Perform risk analysis

C. Communicate to stakeholders

D. Sandbox testing

Answer(s): A

6. A user calls the help desk to report that none of the files on a PC will open. The user also indicates a program on the desktop is requesting payment in exchange for file access. A technician verifies the user's PC is infected with ransomware. Which of the following should the technician do FIRST?

A. Scan and remove the malware.

B. Schedule automated malware scans.

C. Quarantine the system.

D. Disable System Restore.

Answer(s): C

7. A company is issuing smartphone to employees and needs to ensure data is secure if the devices are lost or stolen. Which of the following provides the BEST solution?

A. Anti-malware

B. Remote wipe

C. Locator applications

D. Screen lock

Answer(s): B

8. A user reports seeing random, seemingly non-malicious advertisement notifications in the Windows 10 Action Center. The notifications indicate the advertisements are coming from a web browser. Which of the following is the BEST solution for a technician to implement?

A. Disable the browser from sending notifications to the Action Center.

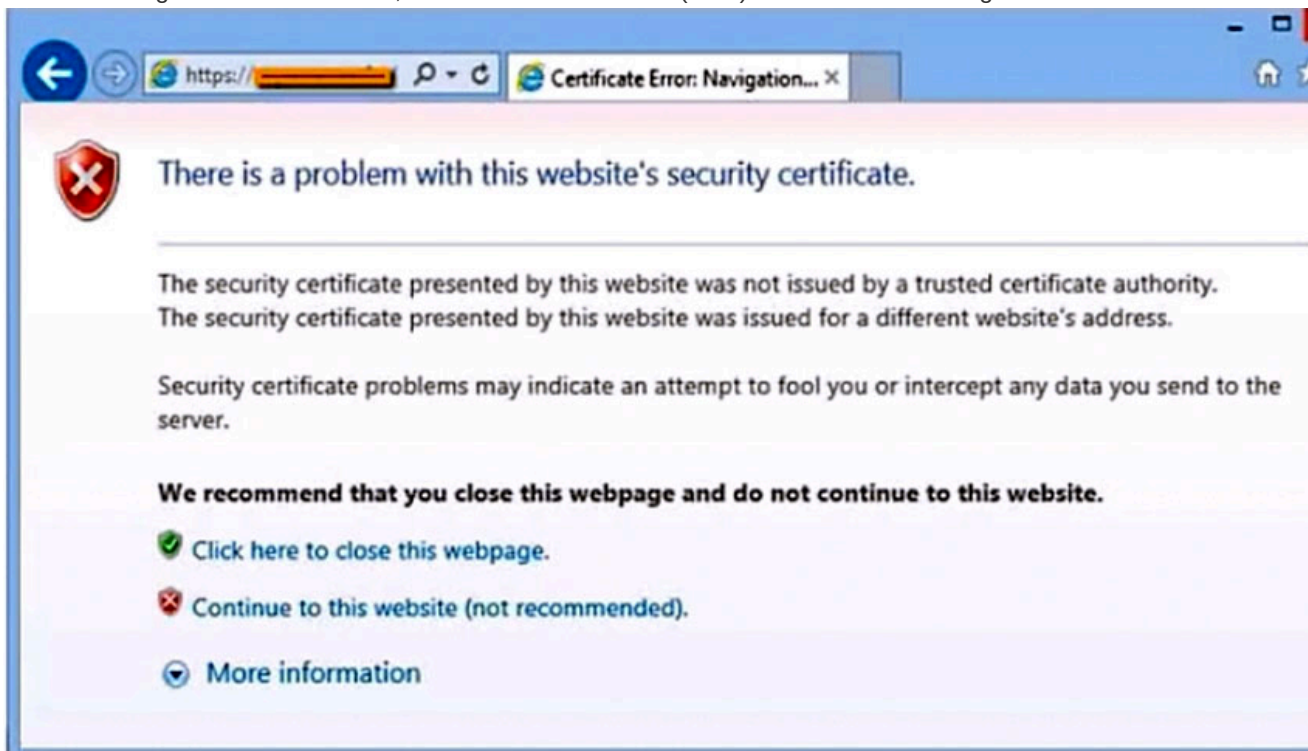
B. Run a full antivirus scan on the computer.

C. Disable all Action Center notifications.

D. Move specific site notifications from Allowed to Block.

Answer(s): B

9. After clicking on a link in an email, a Chief Financial Officer (CFO) received the following error:



The CFO then reported the incident to a technician. The link is purportedly to the organization's bank. Which of the following should the technician perform FIRST?

A. Update the browser's CRLs.

B. File a trouble ticket with the bank.

C. Contact the ISP to report the CFO's concern.

D. Instruct the CFO to exit the browser.

Answer(s): D

10. A help desk technician is troubleshooting a workstation in a SOHO environment that is running above normal system baselines. The technician discovers an unknown executable with a random string name running on the system. The technician terminates the process, and the system returns to normal operation. The technician thinks the issue was an infected file, but the antivirus is not detecting a threat. The technician is concerned other machines may be infected with this unknown virus. Which of the following is the MOST effective way to check other machines on the network for this unknown threat?

A. Run a startup script that removes files by name.

B. Provide a sample to the antivirus vendor.

C. Manually check each machine.

D. Monitor outbound network traffic.

Answer(s): C

11. A laptop user is visually impaired and requires a different cursor color. Which of the following OS utilities is used to change the color of the cursor?

A. Keyboard

B. Touch pad

C. Ease of Access Center

D. Display settings

Answer(s): C

12. A manager reports that staff members often forget the passwords to their mobile devices and applications. Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

A. Enable multifactor authentication.

B. Increase the failed log-in threshold.

C. Remove complex password requirements.

D. Implement a single sign-on with biometrics.

Answer(s): D

13. A technician suspects a rootkit has been installed and needs to be removed. Which of the following would BEST resolve the issue?

A. Application updates

B. Anti-malware software

C. OS reinstallation

D. File restore

Answer(s): C

14. A technician is setting up a SOHO wireless router. The router is about ten years old. The customer would like the most secure wireless network possible. Which of the following should the technician configure?

A. WPA2 with TKIP

B. WPA2 with AES

C. WPA3 with AES-256

D. WPA3 with AES-128

Answer(s): B

15. A technician is troubleshooting an issue involving programs on a Windows 10 machine that are loading on startup but causing excessive boot times. Which of the following should the technician do to selectively prevent programs from loading?

A. Right-click the Windows button, then select Run... entering shell:startup and clicking OK, and then move items one by one to the Recycle Bin.

B. Remark out entries listed HKEY_LOCAL_MACHINE>SOFTWARE>Microsoft>Windows>CurrentVersion>Run.

C. Manually disable all startup tasks currently listed as enabled and reboot, checking for issue resolution at startup.

D. Open the Startup tab and methodically disable items currently listed as enabled and reboot, checking for issue resolution at each startup.

Answer(s): D

16. A call center technician receives a call from a user asking how to update Windows. Which of the following describes what the technician should do?

A. Have the user consider using an iPad if the user is unable to complete updates.

B. Have the user text the user's password to the technician.

C. Ask the user to click in the Search field, type Check for Updates, and then press the Enter key.

D. Advise the user to wait for an upcoming, automatic patch.

Answer(s): C

17. When a user calls in to report an issue, a technician submits a ticket on the user's behalf. Which of the following practices should the technician use to make sure the ticket is associated with the correct user?

A. Have the user provide a callback phone number to be added to the ticket.

B. Assign the ticket to the department's power user.

C. Register the ticket with a unique user identifier.

D. Provide the user with a unique ticket number that can be referenced on subsequent calls.

Answer(s): C

18. Which of the following is the MOST important environmental concern inside a data center?

A. Battery disposal

B. Electrostatic discharge mats

C. Toner disposal

D. Humidity levels

Answer(s): D

19. A user is unable to log in to the network. The network uses 802.1X with EAP-TLS to authenticate on the wired network. The user has been on an extended leave and has not logged in to the computer in several months. Which of the following is causing the log-in issue?

A. Expired certificate

B. OS update failure

C. Service not started

D. Application crash

E. Profile rebuild needed

Answer(s): A

20. A technician needs to format a USB drive to transfer 20GB of data from a Linux computer to a Windows computer. Which of the following filesystems will the technician MOST likely use?

A. FAT32

B. ext4

C. NTFS

D. exFAT

Answer(s): D
