

Comptia A+ Certification Exam: Core 2

1. Joe, a customer, has informed a Tier 2 help desk technician that a computer will not boot up.

A. Inform the customer that there is a troubleshooting script that must be followed to get the issue resolved

B. Record the call and send it to the local intranet for future technicians to learn how to deal with calls like this one

C. Ask more open-ended questions to see if the issue can be narrowed down in order to properly identify the issue and save time

D. Since Joe is concerned about time, suggest calling back later when Joe has more time to troubleshoot

Answer(s): C

2. An IT professional recently assisted Ann, a customer, with updating her password and regaining access to a hijacked email account. Shortly afterward, Ann notices dozens of unwanted emails, thanking her for subscribing to an organization's mailing list. Which of the following should be performed to remove and prevent any further emails from this organization?

A. Deploy an email address whitelist

B. Click the "Unsubscribe" button on each unwanted email

C. Send the unwanted items to the spam or junk folder

D. Create domain-based filters

Answer(s): D

3. A company needs to destroy several SSDs that contain sensitive information. Which of the following methods is BEST suited for the total destruction of the SSDs?

A. Degaussing

B. Overwriting

C. Incinerating

D. Formatting

Answer(s): C

4. Which of the following NTFS security settings overrides all other settings?

A. Modify

B. Write

C. Read

D. Deny

Answer(s): B

5. A customer is having issues with an Android-based smartphone after a recent application update.

A. Do a force stop

B. Contact the application's developer

C. Clear the application cache

D. Reboot into safe mode

E. Clear the application data

F. Reinstall the application

Answer(s): A,C

6. Ann, a user, has two monitors: one connected with VGA and another connected with DisplayPort.

A. The DisplayPort is plugged into an HDMI port.

B. Ann does not have administrative rights over the machine.

C. The OS is using basic drivers for the video card.

D. The monitor refresh rate is above 60Hz and cannot display a digital signal.

Answer(s): B

7. Following a recent password change, a user can log on successfully to an Apple computer but cannot access a web-based service. An error message displays each time the user attempts to authenticate to the service. Prior to changing the password, the computer had no communication issues. Which of the following should a technician use to continue troubleshooting the issue?

A. passwd

B. Keychain

C. FileVault

D. Gatekeeper

Answer(s): B

8. Which of the following features has undergone the most significant changes from Windows 7 to Windows 10 and greatly simplified the operating system installation process?

A. Account control

B. PXE installation

C. Metro interface

D. Driver detection

Answer(s): D

9. An administrator wants to deploy updates during the company's off-hours. Which of the following properties should the administrator implement to facilitate the deployment of the updates?

A. Proxy settings

B. Quality of service

C. Wake-on-LAN

D. Remote Assistance

Answer(s): C

10. Which of the following are typically too dangerous to be disassembled by an in-house technician?

A. Laptop screen

B. Motherboard

C. Tablet

D. CRT monitor

E. LCD monitor

F. Power supply

Answer(s): D,F

11. A technician is securing a server room by implementing a two-factor authentication solution.

A. Door lock and mantrap

B. Biometric lock and hardware token

C. Server lock and badge reader

D. Security guard and entry control roster

Answer(s): B

12. A contract technician is working on a network printer when a print job starts and completes. The technician notices it is a spreadsheet that appears to be an annual salary report. Which of the following actions should the technician take?

A. Continue to work on the assigned task

B. Take the print job to the office manager

C. Remove the print job from the output tray

D. Disconnect the printer from the network to prevent further print jobs

Answer(s): B

13. Ann, a user, is attempting to log in to her email service from a third-party email client on her phone. When Ann enters her usual username and password, she receives an error message saying the credentials are invalid.

A. Account lock

B. Strong password requirements

C. Multifactor authentication

D. Full device encryption

Answer(s): C

14. A company has recently experienced issues with unauthorized access to secure building locations and wants to employ a least-cost solution to mitigate the unauthorized access. The company contacts a technician to consult about security best practice for this scenario.

A. Security guard

B. Entry control roster

C. Mantrap

D. Badge reader

Answer(s): D

15. A technician is having issues with the WiFi connection while working on a Mac. The technician wants to check which SSID the computer is connected to and some statistics about the connection. Which of the following terminal commands should the technician use?

A. sudo

B. apt-get

C. iwconfig

D. ifconfig

Answer(s): C

16. A technician is trying to repair a computer that was infected with an encrypting virus. After disconnecting the system from the network, the technician images the computer. Upon startup, the system consistently presents a blue screen at the Windows logo.

A. Execute a clean install of the OS

B. Perform a BIOS/UEFI update

C. Check the boot mode of the computer

D. Apply a different workstation image

Answer(s): B

17. Ann, an employee, has been trying to use a company-issued mobile device to access an internal fileshare while traveling abroad. She restarted the device due to a mobile OS update, but she is now unable to access company information.

A. Navigate to the VPN profile in the device settings, delete the pre-shared key, and restart the device

B. Instruct Ann to disable TLS 1.0 in the device settings

C. Instruct Ann to open the company's MDM application to ensure proper functionality

D. Navigate to the corporate intranet page and use hyperlinks to access the fileshare.

Answer(s): A

18. A company seized an employee's laptop due to illegal activity. The computer has been locked in an office until it can be turned over to authorities, and no one is allowed to log on to it.

A. Proper reporting

B. PCI compliance

C. Data preservation

D. Chain of custody

Answer(s): D

19. Which of the following file types uses the net use command.

A. bet

B. .vbs

C. js

D. .py

Answer(s): A

20. The network was breached over the weekend. System logs indicate that a single user's account was successfully breached after 500 attempts with a dictionary attack.

A. Antivirus

B. Automatic screen lock

C. Encryption at rest

D. Account lockout

Answer(s): D
