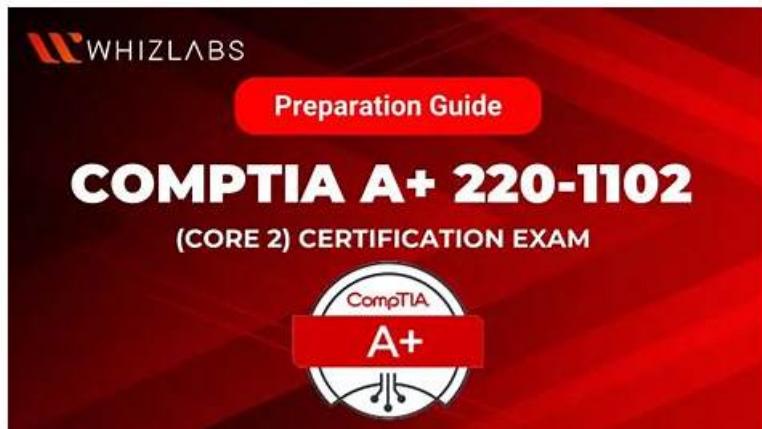


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## CompTIA A+ Certification Exam: Core 2 Sample Questions (Q52-Q57):

### NEW QUESTION # 52

A user is working from home and is unable to access work files on a company laptop. Which of the following should a technician configure to fix the network access issue?

- A. Wireless network
- B. **Virtual private network**
- C. Wide-area network
- D. Proxy network settings

**Answer: B**

Explanation:

A VPN creates a secure tunnel from the user's home network into the corporate network, providing the necessary routing and access controls for the laptop to reach internal file servers. Without a VPN, the device remains outside the corporate LAN and

cannot directly reach protected resources.

A VPN creates a secure tunnel from the user's home network into the corporate network, providing the necessary routing and access controls for the laptop to reach internal file servers. Without a VPN, the device remains outside the corporate LAN and cannot directly reach protected resources.

### **NEW QUESTION # 53**

A technician is troubleshooting an issue in which a service runs momentarily and stops at certain points in the process. The technician needs to determine the root cause of this issue. Which of the following tools should the technician use?

- A. Internet Options
- B. Task Manager
- C. Process Explorer
- D. Event Viewer

**Answer: D**

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Event Viewer is the best tool to analyze the root cause of service failures in Windows. It provides detailed logs from system processes, including errors, warnings, and crash reports related to services and applications.

When a service starts and stops unexpectedly, Event Viewer will often record the cause, such as dependency failures or access violations.

B: Task Manager shows active processes but doesn't retain logs or causes of failure.

C: Internet Options is used for configuring browser settings, not troubleshooting services.

D: Process Explorer is powerful but more suited for live monitoring and detailed process trees, not post- failure log analysis.

Reference:

CompTIA A+ 220-1102 Objective 3.1: Given a scenario, troubleshoot common Windows OS problems.

Study Guide Section: Log file analysis using Event Viewer

### **NEW QUESTION # 54**

You have been contacted through the help desk chat application. A user is setting up a replacement SOHO router. Assist the user with setting up the router.

#### **INSTRUCTIONS**

Select the most appropriate statement for each response. Click the send button after each response to continue the chat.

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

To: Customer

 I just received a new router for the office, and I need help setting it up.

**Select reply**

I am happy to assist you today.  
Have you tried using the FAQ?

Select reply

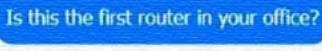


To: Customer

 I just received a new router for the office, and I need help setting it up.

 I need to set up my basic security settings.

 No, it is a replacement. The last router broke.  
I am currently logged in and connected to the router's web page.

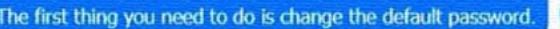
**Select reply**

Type the password printed on the label on the bottom of the router.  
Use Summer1 as the administrative password so we can assist you in the future.  
Create a new password with an uppercase, a lowercase, and a special character.  
Leave the password field blank for easy access in the future.

Select reply



 No, it is a replacement. The last router broke.  
I am currently logged in and connected to the router's web page.

 That is complete now, and the router is asking to reboot. Should I reboot to move on?

**Select reply**

If you think you should, you can.  
No, it is not necessary.  
Yes, reboot please.

Select reply



### Answer:

Explanation:

See explanation below.

Explanation:

First Chat Response: When the user mentions setting up a new router, the best initial response to maintain a helpful and professional

tone is:

>Select reply:"I am happy to assist you today."

Second Chat Response:When the user states that they need to set up basic security settings:

>Select reply:"Is this the first router in your office?"

Third Chat Response:After learning it's a replacement router and the user is logged into the router's web page:

>Select reply:"The first thing you need to do is change the default password." Fourth Chat Response:For the response about password settings:

>Select reply:"Create a new password with an uppercase, a lowercase, and a special character." Fifth Chat Response:When the router prompts to reboot:

>Select reply:"Yes, reboot please."

Study Guide Reference: The CompTIA A+ Core 2 guide highlights the importance of changing default credentials and using strong password policies, particularly in SOHO environments where routers are often targeted.

### NEW QUESTION # 55

A Windows 11 Home device is receiving constant pop-ups about an urgent need to update antivirus software in order to remove a detected threat. The user has been clicking the "X" button but the window keeps reappearing. The pop-up includes an "OK" button to install the update. What should the user do next?

- A. Click the "OK" button to install the update
- B. Run System File Checker
- C. Reinstall the Windows Operating System
- D. **Verify the current status and settings of protection measures**

#### Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Persistent pop-ups urging antivirus updates are likely scareware or adware. The correct approach is to verify existing antivirus settings, run a trusted security scan, and avoid interacting with unknown pop-ups.

From Quentin Docter - CompTIA A+ Complete Study Guide:

"Users should verify antivirus status using trusted tools before responding to alerts. Fake updates are common vectors for malware."

### NEW QUESTION # 56

A company would like to deploy baseline images to new computers as they are started up on the network.

Which of the following boot processes should the company use for this task?

- A. **PXE**
- B. ISO
- C. Secure
- D. USB

#### Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

PXE (Preboot Execution Environment) allows workstations to boot over the network and download an OS image from a server. It is ideal for automating mass deployments using baseline images across many machines without the need for physical media.

A: An ISO is a disk image file but requires mounting or physical media.

B: Secure Boot is a security feature, not a method of deploying OS images.

C: USB requires manual installation and is not suitable for automated deployment at scale.

Reference:

CompTIA A+ 220-1102 Objective 1.4: Given a scenario, use appropriate Microsoft operating system installation methods.

Study Guide Section: Remote installation methods - PXE boot deployment

### NEW QUESTION # 57

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