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1. A macOS user reports seeing a spinning round cursor on a program that appears to be frozen.

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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q330-Q335):

NEW QUESTION # 330

A technician is replacing the processor in a desktop computer prior to opening the computer, the technician wants to ensure the internal components are protected. Which of the following safety procedures would BEST protect the components in the PC? (Select TWO).

- A. Ensuring proper ventilation
- **B. Utilizing an ESD strap**
- **C. Placing the PSU in an antistatic bag**
- D. Disconnecting the computer from the power source
- E. Removing dust from the ventilation fans
- F. Ensuring equipment is grounded

Answer: B,C

Explanation:

Explanation

The two safety procedures that would best protect the components in the PC are:

Utilizing an ESD strap

Placing the PSU in an antistatic bag

<https://www.professormesser.com/free-a-plus-training/220-902/computer-safety-procedures-2/>

<https://www.skillsoft.com/course/comptia-a-core-2-safety-procedures-environmental-impacts-cbdf0f2c-61c0-4f4>

NEW QUESTION # 331

Given the following information:

jdoe pizza

jdoe rock

jdoe guitar

Which of the following types of attacks is occurring?

- A. DDoS
- **B. Dictionary**
- C. Spoofing
- D. SQL injection

Answer: B

NEW QUESTION # 332

A technician is following the ticketing system's best practices when handling user support requests. Which of the following should the technician do first when responding to a user support request that contains insufficient information?

- A. Keep the user updated on the progress.
- B. Document the root cause.
- C. Follow the system's escalation process.
- **D. Ask the user for clarification.**

Answer: D

Explanation:

When handling a user support request that contains insufficient information, the first step a technician should take is to Ask the user for clarification (A). This involves gathering more details about the issue to understand the problem better and provide an accurate resolution. Effective communication and asking the right questions are essential for diagnosing and resolving IT issues efficiently.

NEW QUESTION # 333

A technician has been tasked with troubleshooting audiovisual issues in a conference room. The meeting presenters are unable to play a video with sound. The following error is received:

The Audio Driver is not running.

Which of the following will MOST likely resolve the issue?

- A. services.msc
- B. gpmmc.msc
- C. compmgmt.msc
- D. regedit.exe
- E. explorer.exe
- F. taskmgr.exe

Answer: A

Explanation:

Explanation

services.msc is a tool that can be used to resolve the issue of "The Audio Driver is not running" on a Windows machine. It allows a technician to view, start, stop and configure the services that run on the system, such as the Windows Audio service.

compmgmt.msc, regedit.exe, explorer.exe, taskmgr.exe and gpmmc.msc are other tools that can be used for different purposes on a Windows machine, but they are not related to audio drivers or services. Verified References: <https://www.comptia.org/blog/what-is-services-msc>

<https://www.comptia.org/certifications/a>

NEW QUESTION # 334

The following error is displayed on a user's computer screen:

No operating system found

Which of the following is the first troubleshooting step a technician should complete?

- A. Disconnect external storage
- B. Flash the BIOS
- C. Turn on the device in safe mode
- D. Replace the SATA cable

Answer: A

Explanation:

The first step is to disconnect external storage (Option A). Sometimes, the system may be attempting to boot from an external drive or USB device instead of the internal hard drive. By removing the external storage, the system will attempt to boot from the correct drive.

Flashing the BIOS (Option B) is more complex and typically unnecessary for this issue.

Replacing the SATA cable (Option C) may help if there's a hardware issue, but it's not the first troubleshooting step.

Turning on the device in safe mode (Option D) would not work if no operating system is detected.

CompTIA A+ Core 2 Reference:

5.1 - Apply troubleshooting methodologies, including steps for resolving boot issues.

NEW QUESTION # 335

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