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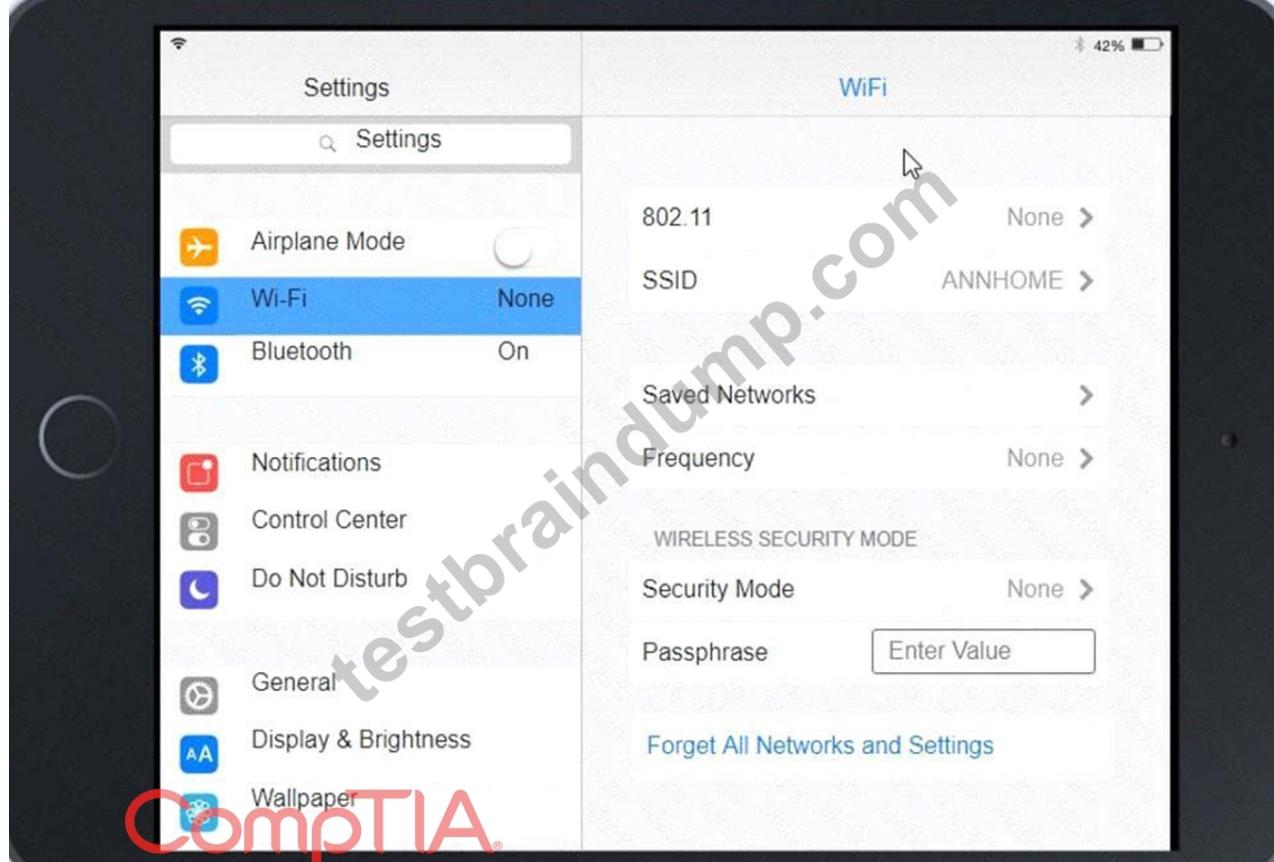
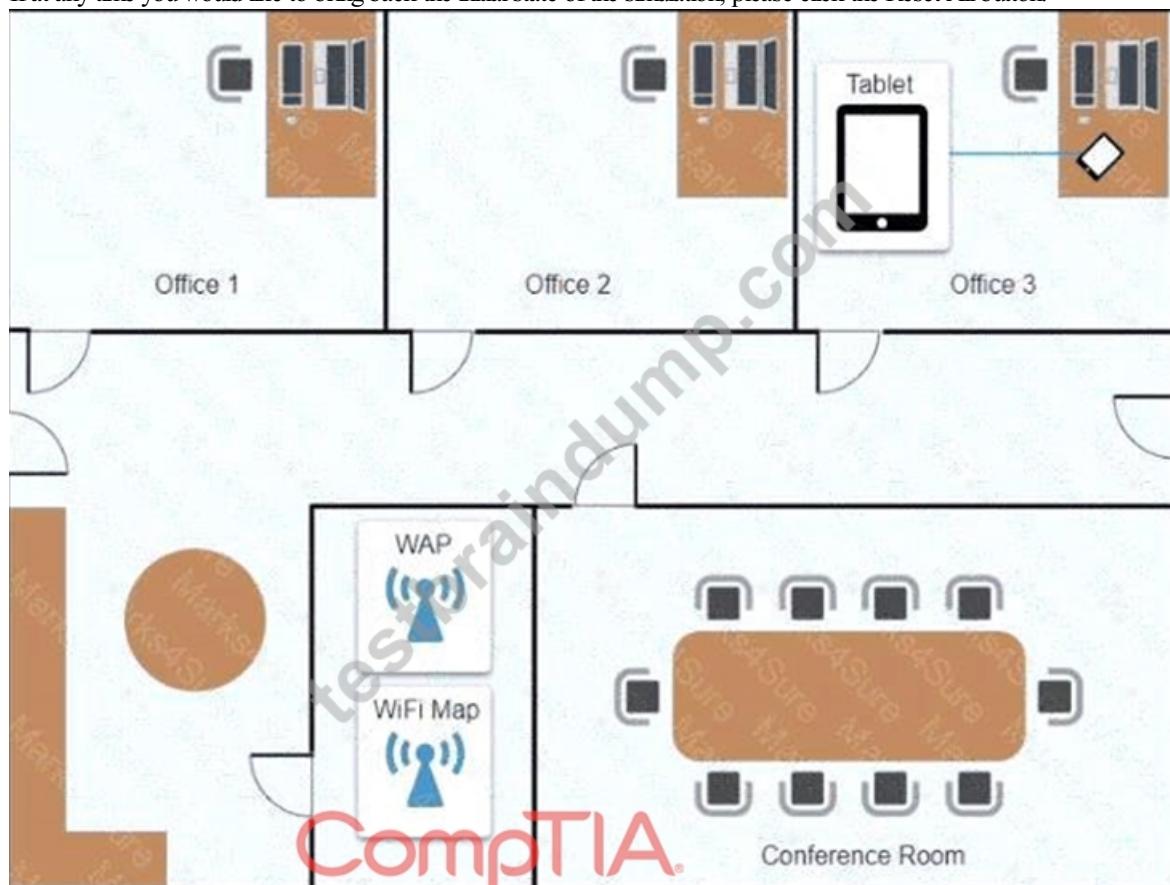
## CompTIA A+ Certification Exam: Core 2 Sample Questions (Q644-Q649):

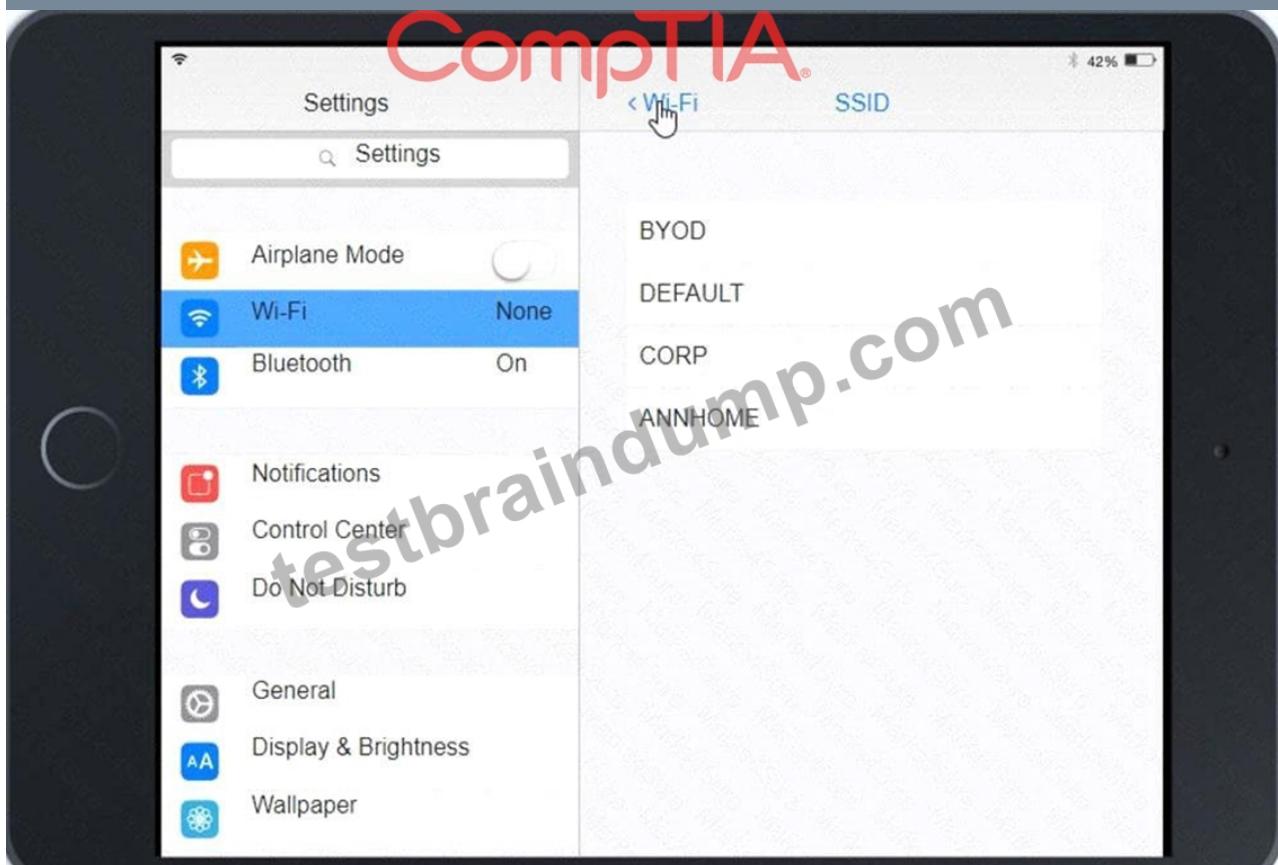
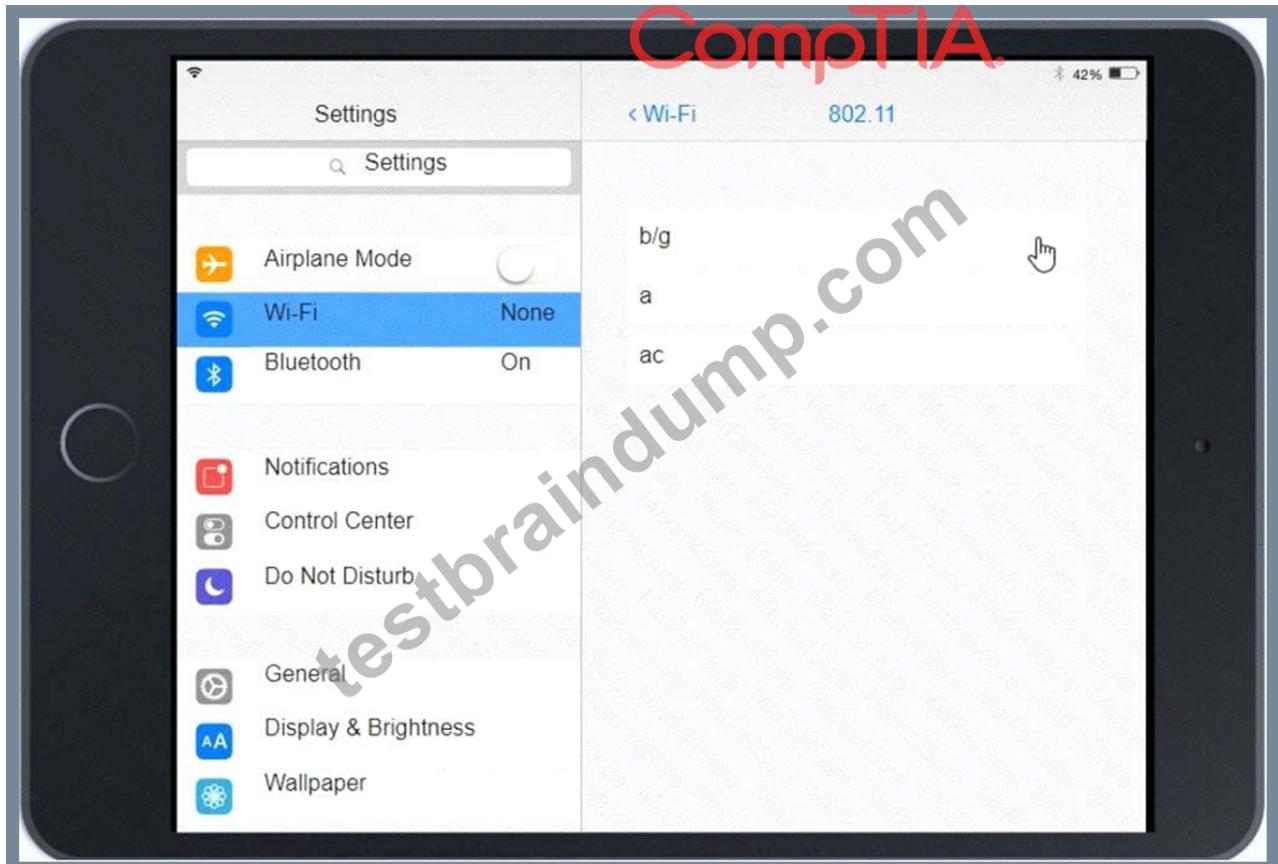
### NEW QUESTION # 644

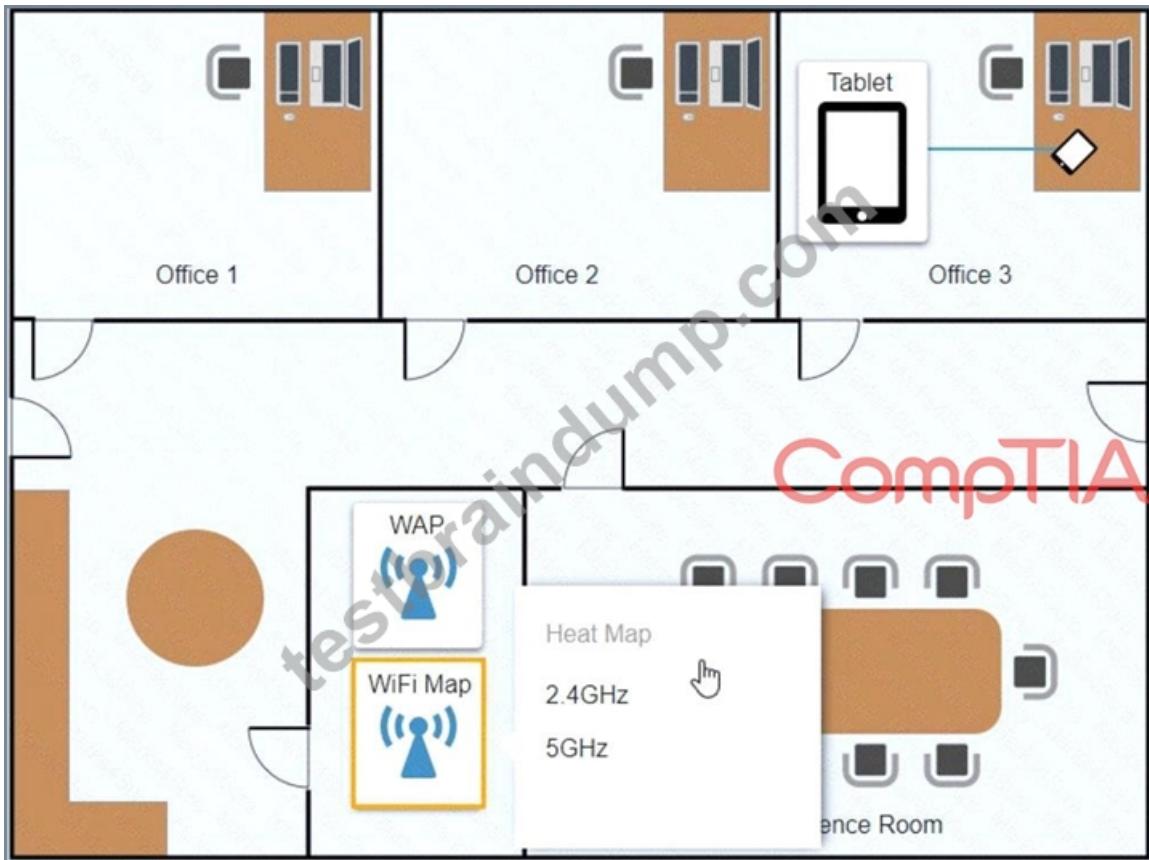
Ann, a CEO, has purchased a new consumer-class tablet for personal use, but she is unable to connect it to the company's wireless network. All the corporate laptops are connecting without issue. She has asked you to assist with getting the device online.

## 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.







**Answer:**

Explanation:

See the Explanation below:

Explanation:

Click on 802.11 and Select ac

< Wi-Fi                    802.11

CompTIA  
b/g  
a  
ac

Click on SSID and select CORP

Click on Frequency and select 5GHz

At Wireless Security Mode, Click on Security Mode

Select the WPA2

Ann needs to connect to the BYOD SSID, using 2.4GHz. The selected security method chose should be WPA PSK, and the password should be set to TotallySecret.



#### NEW QUESTION # 645

A user's smartphone data usage is well above average. The user suspects an installed application is transmitting data in the background. The user would like to be alerted when an application attempts to communicate with the internet. Which of the following BEST addresses the user's concern?

- A. Firewall
- B. Antivirus
- C. Remote wipe
- D. Operating system updates

**Answer: A**

Explanation:

Explanation

A firewall is a security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules. In this scenario, the user is concerned about an installed application transmitting data in the background, so a firewall would be the best solution to address their concern. By installing and configuring a firewall, the user can block unauthorized connections to and from the device, and receive alerts whenever an application tries to access the internet.

#### NEW QUESTION # 646

When a user is browsing a website on a smartphone, a pop-up appears. The pop-up states that the system has been breached and directs the user to an application to resolve the breach. Which of the following should the user do?

- A. Download and install the application to resolve the issue
- B. Replace the smartphone
- C. Analyze the smartphone to find the source of the breach
- D. Close the website and ignore the pop-up

**Answer: D**

Explanation:

Comprehensive and Detailed In-Depth

This is a scareware scam that attempts to trick users into installing malicious applications. The best action is to close the website and ignore the pop-up.

B . Replace the smartphone - Incorrect. The phone is likely not compromised; it is just displaying a fake warning.  
C . Download and install the application to resolve the issue - Incorrect. Doing so could infect the device with malware.  
D . Analyze the smartphone to find the source of the breach - Unnecessary, as there is no real breach.

### NEW QUESTION # 647

A company-owned mobile device is displaying a high number of ads, receiving data-usage limit notifications, and experiencing slow response. After checking the device, a technician notices the device has been jailbroken. Which of the following should the technician do next?

\* Run an antivirus and enable encryption.

- A. Back up the files and do a system restore.
- B. Restore the defaults and reimage the corporate OS.
- C. Undo the jailbreak and enable an antivirus.

**Answer: A**

Explanation:

Jailbreaking a device exposes it to various security risks, such as malware, data theft, network attacks, and service disruption<sup>1234</sup>. Running an antivirus and enabling encryption may not be enough to remove the threats and restore the device's functionality. Undoing the jailbreak may not be possible or effective, depending on the method used. Backing up the files and doing a system restore may preserve the jailbreak and the associated problems. The best option is to erase the device and reinstall the original operating system that is compatible with the corporate policies and standards. This will ensure that the device is clean, secure, and compliant<sup>25</sup>.

References: 1 What is Jailbreaking & Is it safe? - Kaspersky(<https://www.kaspersky.com/resource-center/definitions/what-is-jailbreaking>). 2 Jailbreak Detection: Why is jailbreaking a potential security risk? - Cybersecurity

ASEE(<https://cybersecurity.asee.co/blog/what-is-jailbreaking/>). 3 Jailbreaking Information for iOS Devices | University IT(<https://uit.stanford.edu/service/mydevices/jailbreak>)4 What does it mean to jailbreak your phone-and is it legal? - Microsoft(<https://www.microsoft.com/en-us/microsoft-365-life-hacks/privacy-and-safety/what-is-jailbreaking-a-phone>). 5 Resetting a corporate laptop back to a personal laptop...

Enterprise vs Pro - Windows 10(<https://community.spiceworks.com/topic/2196812-resetting-a-corporate-laptop-back-to-a-personal-laptop-enterprise-vs-pro>).

### NEW QUESTION # 648

A technician is assisting a customer who is having difficulty accessing the company's website. Which of the following should the technician do first?

- A. Record the details of the issue in the company's ticketing system
- B. Check the company's internal knowledge base for solutions.
- C. Ask the customer for their log-in credentials.
- D. Refer the customer to a more experienced technician.

**Answer: A**

Explanation:

When a customer is having difficulty accessing the company's website, the technician should first document the issue in the company's ticketing system. This step ensures that the problem is officially logged, which allows for proper tracking, prioritization, and assignment to the appropriate personnel if needed. Recording the details helps in maintaining a record of the issue and the troubleshooting steps taken, which is useful for future reference and analysis.

A . Ask the customer for their log-in credentials. This is not appropriate as it breaches security protocols and is not the first step in troubleshooting.

B . Check the company's internal knowledge base for solutions. While useful, this step comes after the issue has been documented.

C . Refer the customer to a more experienced technician. This might be necessary later, but initially, the issue should be documented.

Reference:

CompTIA A+ Core 2 (220-1102) Exam Objectives, Section 4.1: Documentation and support systems, including the use of ticketing systems for tracking incidents.

### NEW QUESTION # 649

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