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## CompTIA A+ Certification Exam: Core 2 Sample Questions (Q115-Q120):

### NEW QUESTION # 115

A popular game frequently freezes and crashes on a mobile phone. The user updates the OS, but the issue persists. The device is one year old and has plenty of free storage space. Which of the following is the most appropriate first step to troubleshoot this issue?

- A. Changing the device's date and time settings
- B. Factory resetting the device
- C. Reinstalling the application
- D. Disabling background applications

**Answer: C**

Explanation:

The correct answer is A. Reinstalling the application, because the issue appears to be application-specific rather than system-wide. The problem only affects one game, the operating system is fully updated, and there are no storage constraints. These indicators strongly suggest corrupted application data or a faulty app installation.

According to the Quentin Docter - CompTIA A+ Complete Study Guide, when a single application crashes repeatedly, the first recommended troubleshooting step is to remove and reinstall the app. This clears corrupted files, resets application settings, and ensures the latest compatible version is installed.

The Travis Everett & Andrew Hutz - All-in-One Exam Guide emphasizes that factory resets should only be used as a last resort, as they are disruptive and erase user data. Disabling background applications may help performance issues but does not typically resolve persistent crashes tied to one specific app.

The Mike Meyers / Mark Soper Lab Manual further clarifies that date and time misconfiguration usually affects authentication or certificate validation, not game stability.

Because the symptoms are isolated to a single application and basic system factors have already been ruled out, reinstalling the application is the most appropriate first troubleshooting step, making A the correct answer.

### NEW QUESTION # 116

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue. INSTRUCTIONS

Click on individual tickets to see the ticket details, and view applicable attachments to determine the problem.

Select the appropriate issue from the 'Issue' drop-down menu. Then, select the most efficient resolution from the 'Resolution' drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the

'Verify/Resolve' drop-down menu.

Tickets			
Subject	Date	Priority	
Internet Down! #8675309	08/05/2024	High	
A small yellow triangle appeared in the taskbar. I am no longer able to access network resources. #8675310	08/05/2024	Low	

  

Details			
#8675309	Open	Subject	Internet Down!
Priority	High		
Category	Technical / Bug Reports		
Assigned To	helpdesk@fictional.com		
Assigned Date	08/05/2024	Attachment	<a href="#">Internet Down.eml</a>
Issue			

- User profile is corrupted
- Limited network connectivity
- BSOD
- Application crash
- Printing issues
- Recent Windows updates
- Services failed to start
- User cannot access shared resource
- Corrupt OS
- URL contains typo
- Graphics drive updates

Resolution

- Verify website connectivity
- Inform user of AUP violation
- Remap network drive
- Refresh DHCP
- Repair installation
- Repair application
- Rollback drivers
- Rollback updates
- Reinstall Operating System
- Restart print spooler
- Rebuild Windows profile
- Apply updates
- Update network drivers
- Verify integrity of disk drive
- Restore from recovery partition

Verify / Resolve

```
netstat
netsh
tracert
nslookup
ipconfig
```

Close ticket

Answer:

Explanation:

## Tickets

Subject	Date	Priority
Internet Down!	08/05/2024	High
A small yellow triangle appeared in the taskbar. I am no longer able to access network resources.		
#8675310	08/05/2024	Low

## Details

#8675309	Open	Subject	Internet Down!
Priority	High		
Category	Technical / Bug Reports		
Assigned To	helpdesk@fictional.com		
Assigned Date	08/05/2024	Attachment	<a href="#">Internet Down.eml</a>

Issue

User profile is corrupted

Limited network connectivity

BSOD

Application crash

Printing issues

Recent Windows updates

Services failed to start

User cannot access shared resource

Corrupt OS

URL contains typo

Graphics drive updates

Resolution

Verify website connectivity

Inform user of AUP violation

Remap network drive

Refresh DHCP

Repair installation

Repair application

Rollback drivers

Rollback updates

Reinstall Operating System

Restart print spooler

Rebuild Windows profile

Apply updates

Update network drivers

Verify integrity of disk drive

Restore from recovery partition

Verify / Resolve

  
netstat  
netsh  
tracert  
nslookup  
ipconfig

Close ticket

Explanation:

Issue: Limited network connectivity

Resolution: Refresh DHCP

Verify/Resolve: ipconfig

Issue (drop-down)

Limited network connectivity

Why this matches:

"Internet Down" most commonly indicates the workstation has lost valid Layer 3 connectivity (bad/expired DHCP lease, APIPA address, wrong gateway, etc.). In CompTIA A+ terms, this aligns best with limited connectivity symptoms (can't reach internet resources).

Resolution (drop-down)

Refresh DHCP

Why this is the most efficient fix:

If the client has:

- \* an expired lease
- \* an APIPA address (169.254.x.x) because DHCP failed
- \* an incorrect IP/gateway from a bad lease

...then the fastest first remediation is to renew DHCP to obtain a correct IP address, default gateway, and DNS servers. This is a standard CompTIA A+ troubleshooting action (quick, low-risk, high-success).

Verify/Resolve (drop-down)

ipconfig

Why this is the correct verification tool:

ipconfig is the primary Windows CLI tool to:

- \* check current IP settings (ipconfig /all)
- \* release/renew DHCP (ipconfig /release and ipconfig /renew)
- \* confirm you received a valid IP + gateway + DNS, which is required for internet access.

What you would do (mapped to those choices)

Using ipconfig to complete "Refresh DHCP" and confirm the fix:

- \* Check current addressing
- \* ipconfig /all
- \* Look for:
  - \* Valid IPv4 (not 169.254.x.x)
  - \* Valid Default Gateway
  - \* DNS servers present
- \* Refresh the DHCP lease
- \* ipconfig /release
- \* ipconfig /renew
- \* Verify outcome
- \* Run ipconfig again to confirm
- \* You now have a correct IP for the network
- \* Default gateway is populated
- \* If the gateway/DNS populate correctly, internet access typically returns.

### NEW QUESTION # 117

A technician recently installed a hard drive from a decommissioned PC. The technician wants to repurpose it for data storage but is unable to delete all the partitions in the graphical Disk Management tool. Which of the following should the technician do next?

- A. Reinstall the HDD in the previous computer and clear the BIOS password.
- B. Return the HDD to the manufacturer for a low-level format.
- **C. Utilize the command-line interface from an elevated prompt.**
- D. Start from a Linux rescue disk and remove all malware.

**Answer: C**

Explanation:

When Disk Management can't remove certain partitions (often recovery, OEM, or protected partitions), the next step is to use a more powerful command-line tool with administrative rights- DiskPart -from an elevated prompt . Mike Meyers' Lab Manual states: "The diskpart utility is a fully featured partitioning tool" and notes it "lacks many of the safety features built into Disk Management," but it can "delete any partition of any type at any time." It also describes using DiskPart's clean command to "wipe all partition and volume information off the currently selected disk," which is exactly what you'd do when you need to repurpose a drive and GUI tools won't cooperate.

The All-in-One Exam Guide reinforces the same capability: DiskPart can delete partitions regardless of type and is available through

the command prompt utilities for low-level disk work. Returning the drive to the manufacturer is unnecessary, malware removal isn't the issue, and clearing a BIOS password on the old PC has no bearing on partition removal. The correct next step is using the CLI elevated.

#### NEW QUESTION # 118

A technician installs a Bluetooth headset for a user. During testing, the sound is still coming from the speaker on the computer. The technician verifies the headset shows up in Device Manager.

Which of the following would the technician most likely do to fix this issue?

- A. Replace the battery on the headset and try again later
- B. Update the drivers for the wireless headset
- C. Change the headset as the default device in sound settings
- D. Verify that the sound is not muted in the control panel

**Answer: C**

Explanation:

The technician should change the headset to the default device in the sound settings to ensure audio is routed to the Bluetooth headset instead of the computer's speakers.

#### NEW QUESTION # 119

A technician uses AI to draft a document about new software benefits. Upon reading, the technician sees factually incorrect info. What term best describes this?

- A. Hallucinations
- B. Plagiarism
- C. Data privacy
- D. Appropriate use

**Answer: A**

Explanation:

In AI terminology, hallucination refers to generated output that appears plausible but is factually incorrect.

From Quentin Docter - CompTIA A+ Complete Study Guide:

"AI hallucination describes output that is fluent and coherent but includes information that is entirely fabricated or inaccurate."

#### NEW QUESTION # 120

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