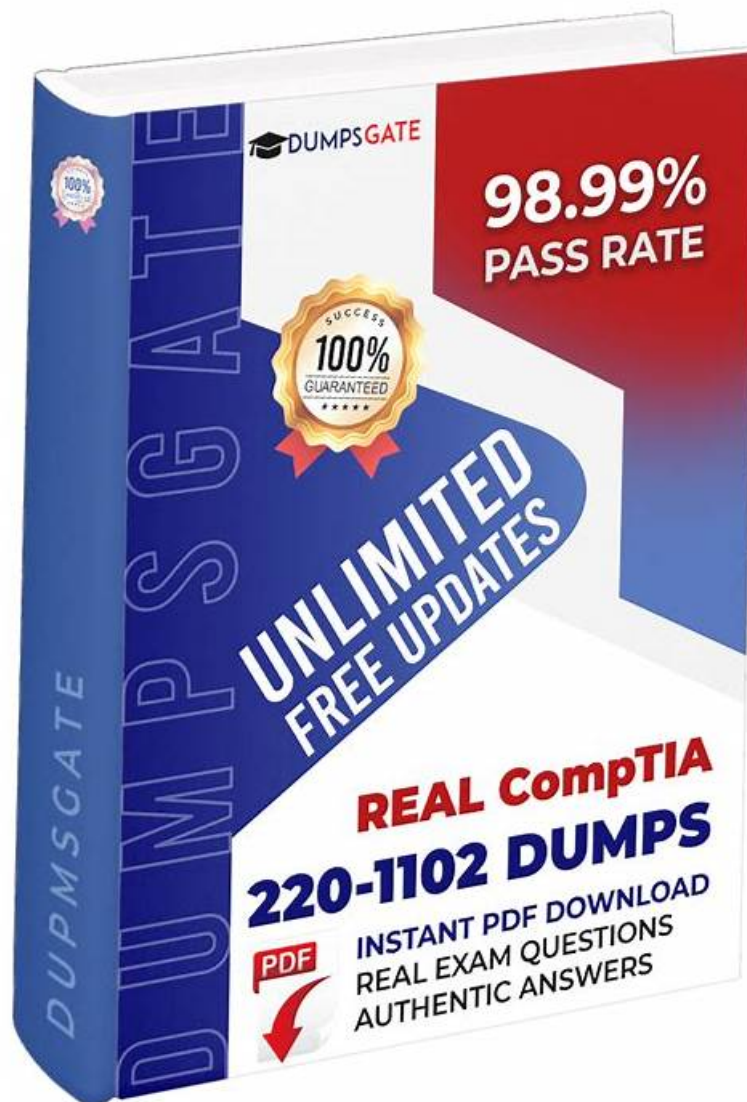


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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q538-Q543):

NEW QUESTION # 538

A technician wants to enable BitLocker on a Windows 10 laptop and is unable to find the BitLocker Drive Encryption menu item in Control Panel. Which of the following explains why the technician unable to find this menu item?

- A. BitLocker was disabled in the registry of the laptop
- B. BitLocker was renamed for Windows 10.
- C. BitLocker is not included on Windows 10 Home.
- D. The hardware does not meet BitLocker's minimum system requirements.

Answer: C

Explanation:

Explanation

BitLocker is only available on Windows 10 Pro, Enterprise, and Education editions¹. Therefore, the technician is unable to find the BitLocker Drive Encryption menu item in Control Panel because it is not included in the Windows 10 Home edition¹.

NEW QUESTION # 539

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

Answer: D

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 References:

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

NEW QUESTION # 540

A workstation does not recognize a printer. However, the previous day, the printer successfully received a job from the workstation. Which of the following tools should a technician use to see what happened before the failure?

- A. Devices and Printers
- B. Performance Monitor
- C. Task Scheduler
- D. Event Viewer

Answer: D

Explanation:

When troubleshooting a printer that was previously working but is no longer recognized by a workstation, Event Viewer is the most appropriate tool to check for historical logs and events related to the printer and the system.

* Option A: Performance Monitor Performance Monitor is used for monitoring system performance and resources in real-time and does not provide specific historical event logs related to device failures.

* Option B: Devices and Printers Devices and Printers show the status and properties of connected devices but do not provide a historical log of events or errors.

* Option C: Task Scheduler Task Scheduler manages and monitors scheduled tasks but does not log hardware events or errors.

* Option D: Event Viewer Event Viewer logs system events, including errors, warnings, and information related to hardware and software. It is ideal for checking what happened prior to the printer failure.

References:

* CompTIA A+ 220-1102 Objective 3.1 (Troubleshoot common Windows OS problems), particularly using Event Viewer for diagnosing issues.

NEW QUESTION # 541

Welcome to your first day as a Fictional Company, LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue. Click on individual tickets to see the ticket details. View 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.

□

Answer:

Explanation:

□ Explanation:

□

NEW QUESTION # 542

Malware is installed on a device after a user clicks on a link in a suspicious email. Which of the following is the best way to remove the malware?

- **A. Run System Restore.**
- B. Place in recovery mode.
- C. Restart the PC.
- D. Schedule a scan.

Answer: A

Explanation:

Recovery mode is a special boot option that allows the user to access advanced tools and features to troubleshoot and remove malware from the device. Recovery mode can also restore the system to a previous state or reset the device to factory settings.

Running System Restore, scheduling a scan, or restarting the PC may not be effective in removing the malware, as it may still be active or hidden in the system files.

NEW QUESTION # 543

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