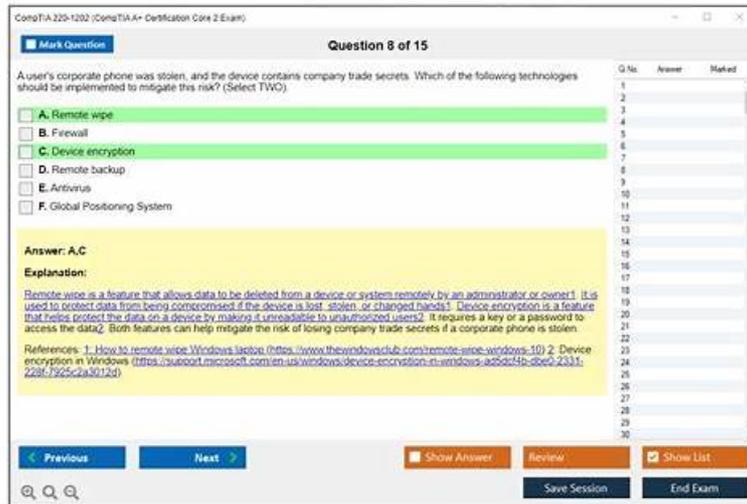


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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q84-Q89):

NEW QUESTION # 84

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.

CompTIA

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

Send

To: Customer

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

Answer 1

I need to set up my basic security settings.

Is this the first router in your office?

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

The first thing you need to do is change the default password.

Select reply
Type the password printed on the label on the bottom of the router.
Use Summer21 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

Send

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

The first thing you need to do is change the default password.

Answer 2

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

Send

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 # 85

A user reports that the time on their computer does not match the time on their VoIP phone. What should a technician do?

- A. Manually set the time on the phone to match the computer.
- B. Download and install the latest BIOS update.
- C. Configure access to an available NTP server.
- D. Confirm the user is logging in to the domain.

Answer: C

Explanation:

This scenario involves a mismatch in device time settings, which can affect synchronization and authentication across the network. Using a Network Time Protocol (NTP) server ensures all networked devices maintain accurate and synchronized clocks.

From Travis Everett - All-in-One Exam Guide:

"NTP servers keep all devices on a network in sync. This prevents time drift, which can cause authentication issues with domain logins, certificates, and applications."

NEW QUESTION # 86

A technician needs to map a shared drive from a command-line interface. Which of the following commands should the technician use?

- A. tracert
- B. pathping
- C. net use
- D. nslookup

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The net use command in Windows is used to map (assign) a shared drive from the command line. The syntax typically looks like: net use X: \server\share where X is the drive letter and \server\share is the network path.

A: pathping tests network latency and packet loss.

B: nslookup is used for DNS troubleshooting.

D: tracert shows the route packets take to reach a destination - not for drive mapping.

Reference:

CompTIA A+ 220-1102 Objective 1.7: Given a scenario, troubleshoot common operating system problems.

Study Guide Section: Command-line tools - net use for drive mapping

NEW QUESTION # 87

A town clerk wants to work from home and access documents on a town hall server. What should a technician set up?

- A. RDP
- B. SSH

- C. VNC
- **D. VPN**

Answer: D

Explanation:

AVPN (Virtual Private Network) creates a secure tunnel between the clerk's home device and the town server, ensuring private and authenticated access.

From Quentin Docter - CompTIA A+ Complete Study Guide:

"VPNs are essential for remote access to internal resources, providing secure connections over public networks."

NEW QUESTION # 88

Which of the following methods involves requesting a user's approval via a push notification to verify the user's identity?

- A. SMS
- B. Call
- **C. Authenticator**
- D. Hardware token

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Authenticator apps (e.g., Microsoft Authenticator, Google Authenticator, Duo) often support push notifications. When the user logs in, the app sends a push to their mobile device, prompting the user to approve or deny the authentication request - a common and user-friendly form of multi-factor authentication (MFA).

A: Phone call verification is a separate method involving voice-based confirmation.

C: Hardware tokens generate one-time codes but do not send push notifications.

D: SMS sends a text message with a code - again, no push mechanism.

Reference:

CompTIA A+ 220-1102 Objective 2.2: Compare and contrast multi-factor authentication methods.

Study Guide Section: Authentication apps and push notification verification

NEW QUESTION # 89

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