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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q430-Q435):

NEW QUESTION # 430

A user is unable to open personal files on a PC on a home network. An on-screen message indicates the files are encrypted and demands payment to access the files. Which of the following should a technician recommend the user do first?

- A. Pay the amount demanded.
- **B. Disconnect the PC from the network.**
- C. Run the System Restore feature.
- D. Scan the PC with an anti-malware program.
- E. Reinstall the OS.

Answer: B

Explanation:

Detailed Explanation with Core 2 References: The PC is likely infected with ransomware. The immediate step should be to disconnect from the network to prevent the malware from spreading to other devices. Core 2 highlights steps to respond to malware incidents, such as disconnecting from the network as part of containment measures (Core 2 Objective 2.3).

NEW QUESTION # 431

A remote user is experiencing issues with Outlook settings and asks a technician to review the settings. Which of the following can the technician use to access the user's computer remotely?

- A. SSH
- **B. RDP**
- C. RMM
- D. VPN

Answer: B

Explanation:

One of the possible ways to access the user's computer remotely is to use RDP, which stands for Remote Desktop Protocol. RDP is a protocol that allows a user to connect to another computer over a network and use its graphical interface. RDP is commonly used for remote desktop software, such as Microsoft Remote Desktop Connection1. To use RDP, the user's computer must run RDP server software, and the technician must run RDP client software. The technician can then enter the user's IP address or hostname, and provide the appropriate credentials to log in to the user's computer. Once connected, the technician can view and control the user's desktop, and review the Outlook settings.

NEW QUESTION # 432

A technician is troubleshooting boot times for a user. The technician attempts to use MSConfig to see which programs are starting with the OS but receives a message that it can no longer be used to view startup items.

Which of the following programs can the technician use to view startup items?

- A. regedit
- **B. taskmgr**
- C. perfmon
- D. msinfo32

Answer: B

Explanation:

When troubleshooting boot times for a user, a technician may want to check which programs are starting with the operating system

to identify any that may be slowing down the boot process. MSCConfig is a tool that can be used to view startup items on a Windows system, but it may not always be available or functional.

In this scenario, the technician receives a message that MSCConfig cannot be used to view startup items. As an alternative, the technician can use Task Manager (taskmgr), which can also display the programs that run at startup. To access the list of startup items in Task Manager, the technician can follow these steps:

* Open Task Manager by pressing Ctrl+Shift+Esc.

* Click the "Startup" tab.

* The list of programs that run at startup will be displayed.

NEW QUESTION # 433

Which of the following default system tools can be used in macOS to allow the technician to view the screen simultaneously with the user?

- A. Virtual Network Computing
- B. Remote Assistance
- C. Screen Sharing
- D. Remote Desktop Protocol

Answer: C

Explanation:

Screen Sharing is the default system tool that can be used in macOS to allow the technician to view the screen simultaneously with the user. Screen Sharing is a built-in app that lets users share their Mac screen with another Mac on the network. The user can enable screen sharing in the System Preferences > Sharing pane, and then allow other users to request or enter a password to access their screen¹. The technician can launch the Screen Sharing app from the Spotlight search or the Finder sidebar, and then enter the user's name, address, or Apple ID to connect to their screen². Remote Assistance is a Windows feature that allows users to invite someone to help them with a problem on their PC³. Remote Desktop Protocol (RDP) is a protocol that allows users to connect to a remote computer over a network⁴. Virtual Network Computing (VNC) is a technology that allows users to share their screen with other devices using a VNC viewer app¹. These are not default system tools in macOS, although they can be used with third-party software or settings.

References: 1: <https://support.apple.com/guide/mac-help/share-the-screen-of-another-mac-mh14066/mac> 2:

<https://www.howtogeek.com/449239/how-to-share-your-macs-screen-with-another-mac/> 3:

<https://support.microsoft.com/en-us/windows/solve-pc-problems-over-a-remote-connection-b077e31a-16f4-2529>

4:

<https://docs.microsoft.com/en-us/windows-server/remote/remote-desktop-services/clients/remote-desktop-protoc>

NEW QUESTION # 434

A user reports that after a recent software deployment to upgrade applications, the user can no longer use the Testing program. However, other employees can successfully use the Testing program.

INSTRUCTIONS

Review the information in each tab to verify the results of the deployment and resolve any issues discovered by selecting the:

Index number of the Event Viewer issue

First command to resolve the issue

Second command to resolve the issue

BSOD

Commands:

Event Viewer:

System Error:

Answer:

Explanation:

see the answer below in explanation

Explanation:

The user is experiencing a system error that prevents them from using the Testing program. The error message indicates that the file MSVCP100.dll is missing from the computer. This file is part of the Microsoft Visual C++ 2010 Redistributable Package, which is required by some applications to run properly. The error may have occurred due to a corrupted or incomplete software deployment.

To resolve this issue, the user needs to restore the missing file and register it in the system. One possible way to do this is to copy the file from another computer that has the Testing program installed and working, and then use the regsvr32 command to register it. The steps are as follows:

On another computer (User-PC02) that has the Testing program installed and working, locate the file MSVCP100.dll in the folder C:\Program Files\Testing.

Share the folder C:\Windows\System32 on User-PC02 by right-clicking on it, selecting Properties, then Sharing, then Advanced Sharing, then checking Share this folder, then clicking OK.

On the user's computer (User-PC01), open a command prompt as an administrator by clicking Start, typing cmd, right-clicking on Command Prompt, and selecting Run as administrator.

In the command prompt, type the following command to copy the file MSVCP100.dll from User-PC02 to User-PC01: copy "C:\Program Files\Testing\msvc100.dll" "\\User-PC02\C\$\Windows\System32" After the file is copied, type the following command to register it in the system: regsvr32 msvc100.dll Restart the user's computer and try to run the Testing program again. Therefore, based on the instructions given by the user, the correct answers are:

Select Event Viewer Issue: 2187

Select First Command: copy "C:\Program Files\Testing\msvc100.dll" "\\User-PC02\C\$\Windows\System32" Select Second Command: regsvr32 msvc100.dll

NEW QUESTION # 435

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