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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q201-Q206):

NEW QUESTION # 201

An Android user contacts the help desk because a company smartphone failed to complete a tethered OS update. A technician determines there are no error messages on the device. Which of the following should the technician do NEXT?

- A. Verify all third-party applications are disabled

- B. Confirm a strong internet connection is available using Wi-Fi or cellular data
- C. Determine if the device has adequate storage available.
- **D. Check if the battery is sufficiently charged**

Answer: D

Explanation:

Explanation

Since there are no error messages on the device, the technician should check if the battery is sufficiently charged¹ If the battery is low, the device may not have enough power to complete the update² In this scenario, the technician has already determined that there are no error messages on the device. The next best step would be to check if the battery is sufficiently charged. If the battery is low, it could be preventing the device from completing the update process.

Verifying that third-party applications are disabled, determining if the device has adequate storage available, and confirming a strong internet connection are all important steps in troubleshooting issues with mobile devices. However, since the problem in this scenario is related to a failed OS update, it is important to first check the battery level before proceeding with further troubleshooting steps.

NEW QUESTION # 202

A user calls a technician and asks for help with setting up a connection to a printer application. The technician has never dealt with secure print but has directions that will help guide the user. Which of the following techniques should the technician use?

- A. Send the user the directions to connect.
- B. Use technical jargon so the user is confident in the technician's skills.
- C. Express to the user that this is the technician's first experience with the application.
- **D. Maintain a positive attitude and project confidence.**

Answer: D

NEW QUESTION # 203

A user is unable to browse a website on a PC. Which of the following commands should a technician use to verify the PC's DNS resolution for the website?

- A. hostname
- **B. nslookup**
- C. netstat
- D. tracert

Answer: B

Explanation:

The nslookup command is a network administration tool used for querying the Domain Name System (DNS) to obtain domain name or IP address mapping or for any other specific DNS record. It's the most direct way to verify if a PC can resolve a website's domain name to its IP address.

Here's why the other options are not the primary tools for this task:

* B. hostname: This command displays the hostname of the computer.

* C. tracert: This command traces the route packets take to reach a specific destination. It can help identify network connectivity issues but doesn't directly test DNS resolution.

* D. netstat: This command displays active network connections and listening ports. It's not used for DNS troubleshooting.

How to use nslookup:

* Open a command prompt.

* Type nslookup <website address> (e.g., nslookup google.com) and press Enter.

* The output will show the DNS server used and the IP address(es) associated with the website.

* If the command returns an error or doesn't show an IP address, it indicates a problem with DNS resolution.

NEW QUESTION # 204

A new service desk is having a difficult time managing the volume of requests. Which of the following is the BEST solution for the department?

- A. Commissioning an automated callback system

- B. Creating a ticketing system
- **C. Implementing a support portal**
- D. Submitting tickets through email

Answer: C

Explanation:

A support portal is an online system that allows customers to access customer service tools, submit requests and view status updates, as well as access information such as how-to guides, FAQs, and other self-service resources. This would be the best solution for the service desk, as it would allow them to easily manage the volume of requests by allowing customers to submit their own requests and view the status of their requests. Additionally, the portal would provide customers with self-service resources that can help them resolve their own issues, reducing the amount of tickets that need to be handled by the service desk.

NEW QUESTION # 205

A user reports that a PC seems to be running more slowly than usual. A technician checks system resources, but disk, CPU, and memory usage seem to be fine. The technician sees that GPU temperature is extremely high. Which of the following types of malware is MOST likely to blame?

- A. Spyware
- **B. Cryptominer**
- C. Boot sector virus
- D. Ransomware

Answer: B

Explanation:

The type of malware that is most likely to blame for a PC running more slowly than usual and having an extremely high GPU temperature is a "cryptominer". Cryptominers are a type of malware that use the resources of a computer to mine cryptocurrency. This can cause the computer to run more slowly than usual and can cause the GPU temperature to rise. Spyware is a type of malware that is used to spy on a user's activities, but it does not typically cause high GPU temperatures. Ransomware is a type of malware that encrypts a user's files and demands payment to unlock them, but it does not typically cause high GPU temperatures. Boot sector viruses are a type of malware that infects the boot sector of a hard drive, but they do not typically cause high GPU temperatures.

NEW QUESTION # 206

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