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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q10-Q15):

NEW QUESTION # 10

MFA for a custom web application on a user's smartphone is no longer working. The last time the user remembered it working was before taking a vacation to another country. Which of the following should the technician do first?

- A. Apply mobile OS patches
- B. Escalate to the website developer
- C. Verify the date and time settings
- D. Uninstall and reinstall the application

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Multi-Factor Authentication (MFA) apps, especially time-based one-time password (TOTP) apps (e.g., Google Authenticator, Authy), rely on accurate time synchronization between the device and the authentication server. If the user recently traveled internationally, the device may have incorrect date/time settings due to time zone changes or failed synchronization, leading to MFA failure.

The most logical and non-intrusive first step is to verify and correct the date and time settings. This aligns with basic troubleshooting principles-start with the simplest and most likely cause before taking more drastic action.

Reference:

CompTIA A+ 220-1102 Objective 2.6: Given a scenario, apply cybersecurity best practices to secure a workstation.

Study Guide Section: Authentication technologies and MFA troubleshooting

NEW QUESTION # 11

A technician thinks that an application a user downloaded from the internet may not be the legitimate one, even though the name is the same. The technician needs to confirm whether the application is legitimate.

Which of the following should the technician do?

- A. Run Task Manager and compare the process ID.
- B. Verify the file name is correct.
- C. Compare the hash value from the vendor.
- D. Run the application in safe mode.

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

To ensure the authenticity of a downloaded application, the most reliable method is to verify the file's hash (e.g., SHA256, MD5) against the value provided by the legitimate vendor. If the hash values match, the file has not been altered or tampered with. This verification confirms the integrity and authenticity of the executable.

B: Process IDs are dynamic and not unique to specific software.

C: Running in safe mode doesn't validate legitimacy-it only runs the app in a minimal environment.

D: File names can be spoofed; matching the name does not prove authenticity.

Reference:

CompTIA A+ 220-1102 Objective 2.2: Compare and contrast authentication and software integrity verification methods.

Study Guide Section: Hash verification for software authenticity and digital integrity

NEW QUESTION # 12

A secretary receives an email from the CEO requesting immediate vendor payment. Later, the CEO says they never sent it. Which social engineering tactic is this?

- A. Evil twin
- B. Impersonation
- C. Whaling

- **D. Spear phishing**

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Spear phishing targets a specific individual using personalized tactics, as seen in emails impersonating a CEO to deceive a secretary. From QUENTIN DOCTER - COMPTIA A+ COMPLETE study GUIDE:

"Spear phishing targets specific individuals or roles within an organization using tailored messages to increase success rates."

NEW QUESTION # 13

A customer's laptop will not turn on. The customer is distraught and panicking because the laptop contains family pictures that can never be replaced. Which of the following communication techniques is most important for the technician to demonstrate in this situation?

- **A. The technician should project confidence and maintain a positive attitude**
- B. The technician should be dressed in appropriate business casual attire
- C. The technician should inform the customer about replacement options for an increased cost
- D. The technician should provide the customer with the appropriate SLA

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

In emotionally sensitive situations, it is critical that the technician projects confidence and maintains a calm, positive demeanor to reassure the customer.

From All-in-One Exam Guide:

"Confidence and empathy are key when working with distressed users. Demonstrating competence can help ease the customer's anxiety."

NEW QUESTION # 14

The screen of a previously working computer repeatedly displays an OS Not Found error message when the computer is started. Only a USB drive, a keyboard, and a mouse are plugged into the computer. Which of the following should a technician do first?

- A. Run data recovery tools on the disk
- B. Partition the disk using the GPT format
- C. Switch from UEFI to BIOS
- **D. Check boot options**

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

An "OS Not Found" error typically indicates that the computer is attempting to boot from a drive that doesn't contain a valid operating system or bootable partition. The presence of a USB drive might be confusing the boot order. Therefore, the first step a technician should take is to verify and adjust the boot sequence in the system's firmware (BIOS or UEFI). It's possible that the USB drive is being prioritized over the internal hard drive, which may cause the system to miss the OS entirely.

A: Running data recovery tools is premature before confirming boot order.

B: Repartitioning the disk would destroy existing data-this should not be done until confirmed the OS is actually missing.

D: Switching between UEFI and BIOS (legacy mode) might help in rare cases, but it is not the first step in standard OS boot issue troubleshooting.

Reference:

CompTIA A+ 220-1102 Objective 1.7: Troubleshoot common operating system problems.

Study Guide Section: Boot process and boot order configuration.

NEW QUESTION # 15

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