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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q155-Q160):

NEW QUESTION # 155

A secretary receives an email from the company's chief executive officer with a request to pay a vendor immediately. After the

payment is made, the CEO informs the secretary that they never sent that email. Which of the following social engineering tactics best describes this type of attack?

- A. Impersonation
- B. Spear phishing
- **C. Whaling**
- D. Evil twin

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Whaling is a form of phishing that targets high-profile individuals or involves pretending to be them (e.g., CEOs) to trick lower-level employees into transferring funds or sensitive data.

From Quentin Docter - CompTIA A+ Study Guide:

"Whaling is a phishing tactic targeting executives or masquerading as one. The attacker crafts emails that exploit authority and urgency to manipulate recipients."

NEW QUESTION # 156

The battery on a user's smartphone discharges quickly when the user travels. The smartphone was replaced two weeks ago. Which of the following should a technician do first?

- A. Provide an external battery to extend the usage time
- B. Ensure that the charging port is working as expected
- **C. Look for applications that are reporting the highest utilization**
- D. Replace the battery with a higher capacity option

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

High battery drain is often due to apps running in the background or using GPS during travel. The first step should always be to check battery usage statistics to see if an application is misbehaving.

From All-in-One Exam Guide:

"Travel conditions can increase app activity, especially navigation or social media. Check app battery usage before assuming hardware faults."

NEW QUESTION # 157

A customer's computer does not have an active connection to the network. A technician goes through a few troubleshooting steps but is unable to resolve the issue. The technician has exhausted their knowledge. The customer expresses frustration at the time taken to resolve this issue. Which of the following should the technician do?

- A. Interrupt the customer and express that troubleshooting support tickets can take time.
- **B. Escalate the issue to a senior team member and provide next steps to the customer.**
- C. Maintain a positive attitude and continue to ask questions regarding the scope of the issue.
- D. Dismiss the customer and reschedule another troubleshooting session at a later date.

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

When a technician exhausts all troubleshooting steps within their knowledge and the issue remains unresolved, the best practice is to escalate the issue to a higher-level technician or team. Additionally, the technician should clearly communicate the next steps to the customer to maintain transparency and reduce frustration. This ensures continuity of support and upholds customer satisfaction.

B: Dismissing the customer is unprofessional and violates proper customer service protocols.

C: Interrupting the customer and providing excuses escalates the tension and is inappropriate.

D: Continuing to ask questions without new troubleshooting steps wastes time and increases frustration.

Reference:

CompTIA A+ 220-1102 Objective 4.1: Given a scenario, implement best practices associated with documentation and support

systems information.

Study Guide Section: Customer service best practices - escalation and communication

NEW QUESTION # 158

A security administrator teaches all of an organization's staff members to use BitLocker To Go. Which of the following best describes the reason for this training?

- A. To configure all laptops to use the TPM as an encryption factor for hard drives
- B. To enforce VPN connectivity to be encrypted by hardware modules
- C. To enable Secure Boot and a BIOS-level password to prevent configuration changes
- D. To ensure that all removable media is password protected in case of loss or theft

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

BitLocker To Go is a Microsoft encryption feature specifically designed for removable drives such as USB flash drives and external hard drives. It allows users to protect the data on these devices by requiring a password to decrypt the contents, thereby preventing unauthorized access in the event the device is lost or stolen.

A is correct because BitLocker To Go is directly tied to password-protecting removable media.

B and C are unrelated to BitLocker To Go; Secure Boot and VPN encryption are entirely different security layers.

D applies to BitLocker (not BitLocker To Go) and full disk encryption on internal drives using TPM.

Reference:

CompTIA A+ 220-1102 Objective 2.2: Compare and contrast common security measures and tools.

Study Guide Section: Encryption technologies (BitLocker, BitLocker To Go)

NEW QUESTION # 159

A network technician notices that most of the company's network switches are now end-of-life and need to be upgraded. Which of the following should the technician do first?

- A. Approve the change
- B. Implement the change
- C. Schedule the change
- D. Propose the change

Answer: D

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The first step in the IT change management process is to identify and propose the change. In this case, the technician notices a need (end-of-life network switches), so the appropriate action is to formally propose a change. This proposal would be documented and submitted for approval before any planning or implementation occurs.

According to the CompTIA A+ 220-1102 objectives under Operational Procedures (Domain 4.0), the change management process follows these typical steps:

* Submit a change request (Propose the change)

* Review and approval (Approve the change)

* Planning and scheduling (Schedule the change)

* Implementation

* Documentation and review

Therefore, proposing the change is the correct first step in accordance with standard ITIL-based change management practices.

Reference:

CompTIA A+ 220-1102 Objective 4.1: Given a scenario, implement best practices associated with documentation and support systems information management.

Study Guide Section: Change Management Process

NEW QUESTION # 160

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