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CompTIA A+ Certification Exam: Core 2 Sample Questions (Q530-Q535):

NEW QUESTION # 530

A technician requires graphical remote access to various Windows, Linux, and macOS desktops on the company LAN. The security administrator asks the technician to utilize a single software solution that does not require an external internet connection. Which of the following remote access tools is the technician most likely to install?

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

Answer: C

Explanation:

VNC (Virtual Network Computing) is a remote access tool that allows the technician to access and control various Windows, Linux, and macOS desktops on the company LAN using a graphical user interface. VNC does not require an external internet connection, as it works over a local network or a VPN. VNC uses a client-server model, where the server runs on the remote desktop and the client connects to it from another device. VNC can transmit the keyboard and mouse events from the client to the server, and the screen updates from the server to the client, enabling the technician to interact with the remote desktop as if it were local¹².

VNC is a better option than the other choices because:

RMM (Remote Monitoring and Management) (B) is not a single software solution, but a category of software solutions that enable IT professionals to remotely monitor, manage, and troubleshoot multiple devices and networks. RMM software may include remote access tools, but also other features such as patch management, backup and recovery, security, reporting, and automation. RMM software may require an external internet connection, as it often relies on cloud-based services or web-based consoles³⁴.

RDP (Remote Desktop Protocol) is a remote access tool that allows the technician to access and control Windows desktops on the company LAN using a graphical user interface. However, RDP is not compatible with Linux or macOS desktops, unless they have third-party software installed that can emulate or translate the RDP protocol. RDP also has some security and performance issues, such as encryption vulnerabilities, bandwidth consumption, and latency problems⁵⁶.

SSH (Secure Shell) (D) is a remote access tool that allows the technician to access and control various Windows, Linux, and macOS desktops on the company LAN using a command-line interface. SSH does not require an external internet connection, as it works over a local network or a VPN. SSH uses encryption and authentication to secure the communication between the client and the server. However, SSH does not provide a graphical user interface, which may limit the functionality and usability of the remote desktop⁷.

Reference:

1: What is VNC? - Definition from Techopedia¹ 2: How VNC Works - RealVNC² 3: What is Remote Monitoring and Management (RMM)? - Definition from Techopedia³ 4: What is RMM Software? - NinjaRMM⁴ 5: What is Remote Desktop Protocol (RDP)? - Definition from Techopedia⁵ 6: Remote Desktop Protocol: What it is and how to secure it - CSO Online⁶ 7: What is Secure Shell (SSH)? - Definition from Techopedia⁷ : How to Use SSH to Access a Remote Server in Linux or Windows - Hostinger Tutorials

NEW QUESTION # 531

A technician installs specialized software on a workstation. The technician then attempts to run the software.

The workstation displays a message indicating the software is not authorized to run. Which of the following should the technician do to most likely resolve the issue?

- A. Install OS updates.
- **B. Attach the external hardware token.**
- C. Install the software in safe mode.
- D. Restart the workstation after installation.

Answer: B

Explanation:

Explanation

A hardware token is a physical device that provides an additional layer of security for software authorization.

Some specialized software may require a hardware token to be attached to the workstation in order to run. A hardware token may contain a cryptographic key, a password, or a one-time code that verifies the user's identity or permission. Installing the software in safe mode, installing OS updates, and restarting the workstation after installation are not likely to resolve the issue of software authorization.

NEW QUESTION # 532

As a corporate technician, you are asked to evaluate several suspect email messages on a client's computer.

Corporate policy requires he following:

* All phishing attempts must be reported.

* Future spam emails to users must be prevented.

INSTRUCTIONS

Review each email and perform the following within the email:

- * Classify the emails
- * Identify suspicious items, if applicable, in each email
- * Select the appropriate resolution

The screenshot shows a ComptIA inbox with the following items:

- Account Locked**: Dear User, We have detected unusual activity com...
- Share Your Feedback**: It only takes 4 minutes of your time! In partners...
- Employee Orientation**: Dear Joe, Welcome to CompTIA! We are excited...
- Security Update**: We need to install an urgent patch to your Windows...
- Interview**: Good afternoon Joe, I just wanted to thank you for...

The main area displays "No Mail Selected" and "Select an email to view its contents". On the right, the "Email Classification Menu" is open with the following options:

- Classification**: A dropdown menu showing "Classification".
- Resolution**:
 - Report email to Information Security
 - Perform no additional actions
 - Unsubscribe
 - Open attachment

- A. Report email to Information Security. The user should not click on the link, reply to the email, or provide any personal or account information. The user should forward the email to the Information Security team or use a professional email form to report the phishing attempt. The user should also delete the email from their inbox and trash folder.

The suspicious items to select are:

- b) From address
- d) Hyperlinks

These items indicate that the email is not from a legitimate source and that the link is potentially malicious. The other items are not suspicious in this case, as the to address is the user's own email and there are no attachments.

The screenshot shows a ComptIA inbox with the following items:

- Account Locked**: Dear User, We have detected unusual activity com...
- Share Your Feedback**: It only takes 4 minutes of your time! In partners...
- Employee Orientation**: Dear Joe, Welcome to CompTIA! We are excited...
- Security Update**: We need to install an urgent patch to your Windows...
- Interview**: Good afternoon Joe, I just wanted to thank you for...

The main area displays an email from **From: ihelpdesk@comptia.co**, **Subject: Account Locked**, and **To: joe@comptia.org**. The email content is:

Dear User,
We have detected unusual activity coming from your corporate account joe@comptia.org.
To protect your account, please click [HERE](#) to change your password.

Regards,
CompTIA IT Help Desk

The right side shows the "Email Classification Menu" with the following settings:

- Classification**: Phishing
- Suspicious items**:
 - To address
 - From address
 - Attachments
 - Hyperlinks
- Resolution**:
 - Report email to Information Security
 - Perform no additional actions
 - Unsubscribe
 - Open attachment

Classification: b) Spam

This email is a spam email, as it is an unsolicited and unwanted message that tries to persuade the user to participate in a survey and claim a reward. Some suspicious items in this email are:

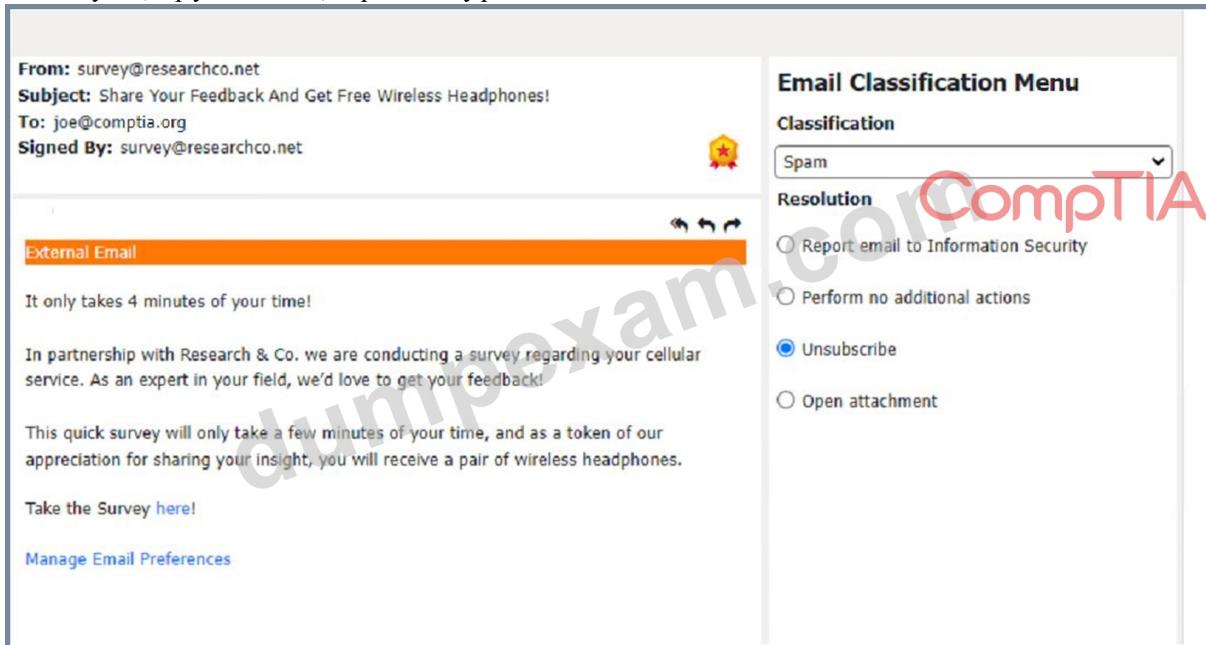
The email offers a free wireless headphone as an incentive, which is too good to be true.

The email does not provide any details about the survey company, such as its name, address, or contact information.

The email contains an external survey link, which may lead to a malicious or fraudulent website.

The email does not have an unsubscribe option, which is required by law for commercial emails.

The appropriate resolution for this email is C. Unsubscribe. The user should look for an unsubscribe link or button at the bottom of the email and follow the instructions to opt out of receiving future emails from the sender. The user should also mark the email as spam or junk in their email client, which will help filter out similar emails in the future. The user should not click on the survey link, reply to the email, or provide any personal or financial information.



From: survey@researchco.net
Subject: Share Your Feedback And Get Free Wireless Headphones!
To: joe@comptia.org
Signed By: survey@researchco.net

External Email

It only takes 4 minutes of your time!

In partnership with Research & Co. we are conducting a survey regarding your cellular service. As an expert in your field, we'd love to get your feedback!

This quick survey will only take a few minutes of your time, and as a token of our appreciation for sharing your insight, you will receive a pair of wireless headphones.

[Take the Survey here!](#)

[Manage Email Preferences](#)

Email Classification Menu

Classification

Spam

Resolution

Report email to Information Security

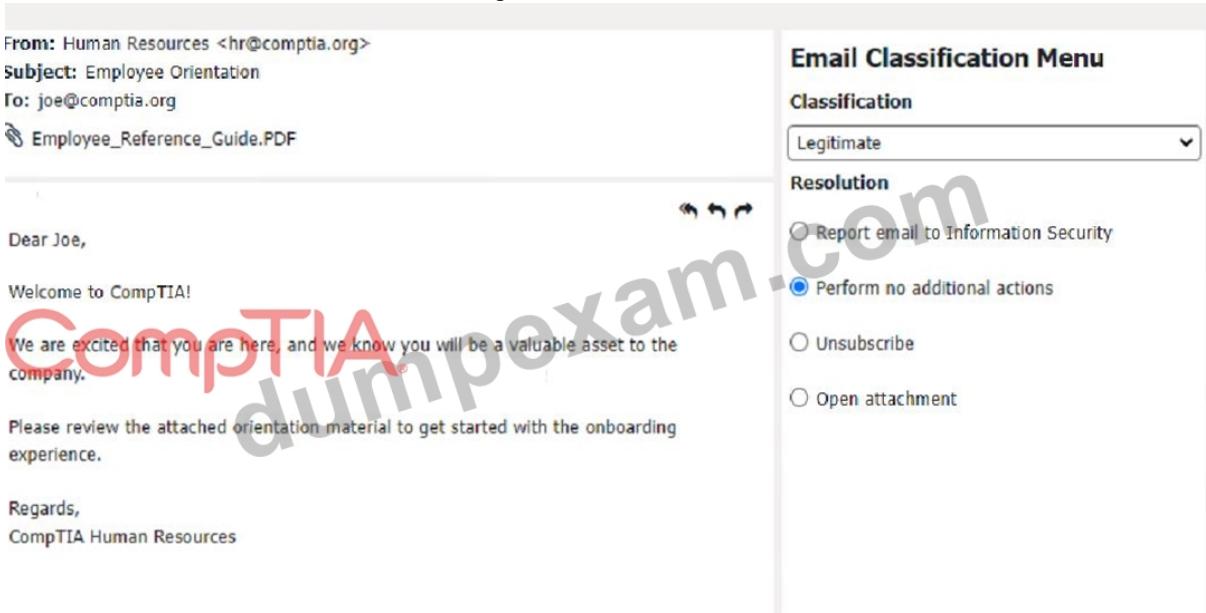
Perform no additional actions

Unsubscribe

Open attachment

Classification: c) Legitimate

This email is a legitimate email, as it is from a trusted source and has a valid purpose. There are no suspicious items in this email, as the from address, the to address, the attachment, and the email body are all consistent and relevant. The appropriate resolution for this email is B. Perform no additional actions. The user can open the attachment and review the orientation material as instructed. The user does not need to report, unsubscribe, or delete this email.



From: Human Resources <hr@comptia.org>
Subject: Employee Orientation
To: joe@comptia.org
Attachment: Employee_Reference_Guide.PDF

Dear Joe,

Welcome to CompTIA!

We are excited that you are here, and we know you will be a valuable asset to the company.

Please review the attached orientation material to get started with the onboarding experience.

Regards,
CompTIA Human Resources

Email Classification Menu

Classification

Legitimate

Resolution

Report email to Information Security

Perform no additional actions

Unsubscribe

Open attachment

Classification: a) Phishing

This email is a phishing attempt, as it tries to deceive the user into downloading and running a malicious attachment that could compromise their system or data. Some suspicious items in this email are:

The email has a generic greeting and does not address the user by name or username.

The email has an urgent tone and claims that a security patch needs to be installed immediately.

The email has an attachment named "patch1.exe", which is an executable file that could contain malware or ransomware.

The email does not match the official format or domain of CompTIA Information Security.

The appropriate resolution for this email is A. Report email to Information Security. The user should not open the attachment, reply to the email, or provide any personal or account information. The user should forward the email to the Information Security team or use a professional email form to report the phishing attempt. The user should also delete the email from their inbox and trash folder.

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From: CompTIA Information Security <infosec@comptia.org>
Subject: Security Update
To: joe@comptia.org
 patch1.exe

We need to install an urgent patch to your Windows Operating System. Please download and run the included attachment to install the security patch as soon as possible!

Regards,
CompTIA Information Security
infosec@comptia.org

Email Classification Menu

Classification
 Phishing

Suspicious items

To address
 From address
 Attachments
 Hyperlinks

Resolution

Report email to Information Security
 Perform no additional actions
 Unsubscribe
 Open attachment

Inbox

Account Locked Dear User, We have detected unusual activity com...	From: Human Resources <hr@comptia.org> Subject: Employee Orientation To: joe@comptia.org  Employee_Reference_Guide.PDF	Email Classification Menu Classification <input checked="" type="checkbox"/> Legitimate
Share Your Feedback It only takes 4 minutes of your time! In partnersh...	Dear Joe, Welcome to CompTIA!	Resolution <input type="radio"/> Report email to Information Security <input checked="" type="radio"/> Perform no additional actions <input type="radio"/> Unsubscribe <input type="radio"/> Open attachment
Employee Orientation Dear Joe, Welcome to CompTIA! We are excited...	We are excited that you are here, and we know you will be a valuable asset to the company. Please review the attached orientation material to get started with the onboarding experience.	
Security Update We need to install an urgent patch to your Windows...	Regards, CompTIA Human Resources	
Interview Good afternoon Joe, I just wanted to thank you for		

CompTIA.

Email Classification Menu

Classification
 Legitimate

Resolution

Report email to Information Security
 Perform no additional actions
 Unsubscribe
 Open attachment

Classification: c) Legitimate

This email is a legitimate email, as it is from a trusted source and has a valid purpose. There are no suspicious items in this email, as the from address, the to address, and the email body are all consistent and relevant.

The appropriate resolution for this email is B.

Perform no additional actions. The user can reply to the email and thank the sender for the interview opportunity. The user does not need to report, unsubscribe, or delete this email.

From: Alex <alex@gmail.com>
Subject: Interview
To: joe@comp-tia.org

Good afternoon Joe,

I just wanted to thank you for your time during my interview last week. It was exciting to hear about the position and possible opportunity at CompTIA. Please don't hesitate to reach out to me with any questions or concerns you may have about me or my qualifications. Regardless of the outcome, it was a pleasure speaking with you, and I hope to have the opportunity to work with you in the future.

Regards,
Alex

Email Classification Menu

Classification

Resolution

Report email to Information Security

Perform no additional actions

Unsubscribe

Open attachment

CompTIA.

Answer:

Explanation:

Classification: a) Phishing

This email is a phishing attempt, as it tries to trick the user into clicking on a malicious link that could compromise their account or personal information. Some suspicious items in this email are:

The email has a generic greeting and does not address the user by name.

The email has spelling errors, such as "unusal" and "Locaked".

The email uses a sense of urgency and fear to pressure the user into clicking on the link.

The email does not match the official format or domain of the IT Help Desk at CompTIA.

The email has two black bat icons, which are not related to CompTIA or IT support.

The appropriate resolution for this email is

NEW QUESTION # 533

A network administrator is showing an email application on a personal cell phone to a coworker. The cell phone is enrolled in the company's MDM program. When launching the application store to download the email application, the coworker receives a security warning stating the device violates company policies due to root-level access. Which of the following should the coworker perform next to resolve the issue?

- A. Download and install a similar application.
- B. Return the cell phone to the manufacturer.
- C. Reimage the device with the OS from the OEM.
- D. Install the latest mobile OS updates.

Answer: C

NEW QUESTION # 534

A technician sees a file that is requesting payment to a cryptocurrency address. Which of the following should the technician do first?

- A. Quarantine the computer.
- B. Update the antivirus software definitions.
- C. Disable System Restore.
- D. Boot to safe mode.

Answer: A

Explanation:

Quarantining the computer means isolating it from the network and other devices to prevent the spread of malware or ransomware.

Ransomware is a type of malware that encrypts the files on a computer and demands payment (usually in cryptocurrency) to restore them. If a technician sees a file that is requesting payment to a cryptocurrency address, it is likely that the computer has been infected by ransomware. Quarantining the computer should be the first step to contain the infection and prevent further damage. Disabling System Restore, updating the antivirus software definitions, and booting to safe mode are not steps that should be done before quarantining the computer.

NEW QUESTION # 535

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