

# CompTIA A+ 220-702 Exam



**Vendor : CompTIA**

**Exam Code: 220-702**

**Exam Name: CompTIA A+ Practical Application**

**Version: Demo**

**QUESTION 1**

Which of the following tools can be used prior to installing Windows Vista to find hardware compatibility issues?

- A. Upgrade Advisor
- B. Window Aero
- C. Task Manager
- D. Device Manager

**Correct Answer: A**

#### **QUESTION 2**

Which of the following is a common location of the CMOS battery in a laptop?

- A. Under the keyboard
- B. Behind the removable hard drive
- C. Under the removable CD drive
- D. Behind the laptop battery

**Correct Answer: A**

#### **QUESTION 3**

Which of the following describes a computer in which the HDD LED is lit, but the mouse does not respond and the computer is unresponsive?

- A. The computer has locked up
- B. Windows Update is running
- C. The computer is in Safe Mode
- D. The reset button is stuck

**Correct Answer: A**

#### **QUESTION 4**

A customer reports that a networked printer is not printing documents. The technician successfully pings the printer's IP address. Which of the following could be the problem? (Select TWO).

- A. The network cable is unplugged.
- B. The printer is low on toner.
- C. The gateway address on the printer is incorrect.
- D. The printer is out of paper.
- E. The spooler is not functioning.

**Correct Answer: DE**

**QUESTION 5**

A technician plugs a USB device into the computer. The system tray displays a message that reports the device is installed, but may not work properly. Which of the following is the MOST likely cause of the message?

- A. The device needs a firmware update.
- B. The device needs an updated driver installed.
- C. The plugged in device is too slow for the USB port speed.
- D. The device is incompatible with the installed version of Windows.

**Correct Answer: B**

**QUESTION 6**

A user states that the inkjet printer is printing streaks on documents. Which of the following would resolve the issue?

- A. Use the printer's clean option.
- B. Replace the printer data cable.
- C. Print the demo page from the printer.
- D. Reinstall the drivers.

**Correct Answer: A**

**QUESTION 7**

Which of the following will allow a technician to extend a partition?

- A. Set the drive up as basic
- B. Format the drive to FAT32
- C. Install a second hard drive
- D. Set the drive as dynamic

**Correct Answer: D**

**QUESTION 8**

A user can receive email but cannot send email with the email client software. Which of the following protocols is incorrectly configured?

- A. FTP

- B. SMTP
- C. POP
- D. SNMP

**Correct Answer: B**

**QUESTION 9**

A user states that the wireless router keeps rebooting while the power to the other equipment stays on. Which of the following should the technician perform to prevent users from rebooting the router?

- A. Change the default administrator password
- B. Change the IP range of the wireless network
- C. Hide the SSID
- D. Disable WEP

**Correct Answer: A**

**QUESTION 10**

A user is attempting to access files shared on a remote computer. The file share permissions allow the user to have full control; however, the NTFS permissions allow the user to have read access. Which of the following is the user's resulting access level for the remotely shared directory?

- A. Modify
- B. Full control
- C. Write
- D. Read

**Correct Answer: D**

**QUESTION 11**

Which of the following is the access level of a user that belongs to both the Administrators and Users groups?

- A. User
- B. Administrator
- C. Power User
- D. Remote Desktop User

**Correct Answer: B**

**QUESTION 12**

Which of the following contains the user profile directory for Microsoft Windows 2000 and XP?

- A. Users
- B. My Documents
- C. Documents and Settings
- D. Application Data

**Correct Answer: C**

**QUESTION 13**

Two users share the same Windows 7 computer. The first user creates a document intended to be used by both users, and then logs off. The second user logs on and types the name of the document in the Start menu, but the document is not found. Which of the following is the problem?

- A. The document is set to hidden.
- B. The document is locked.
- C. The document was saved as a system document.
- D. The document is owned by the first user.

**Correct Answer: D**

**QUESTION 14**

Which of the following will MOST likely happen if a laser printer displays '15% fuser remaining'?

- A. The printer will print according to specification.
- B. The printer will stop printing immediately.
- C. The printer will take longer to print.
- D. The printer will print blank sheets of paper.

**Correct Answer: A**

**QUESTION 15**

Which of the following should the technician do FIRST when removing a paper jam?

- A. Open all the doors in the printer.
- B. Clear the print queue.
- C. Turn the printer off.

D. Take the printer offline.

**Correct Answer: C**

**QUESTION 16**

Which of the following does an out-of-memory error indicate on a printer?

- A. A faulty memory module in the printer.
- B. A postscript print job has been sent to the printer.
- C. A large print job has been sent to the printer.
- D. The printer firmware needs to be updated.

**Correct Answer: C**

**QUESTION 17**

A home user wants to setup a wireless network. Which of the following would be the MOST important consideration?

- A. Operating system type of the connected PCs
- B. Location of the wireless router
- C. Number of PCs that will access the network
- D. Number of available Ethernet ports on the router

**Correct Answer: B**

**QUESTION 18**

A technician suspects the AC voltage into a PC power supply is bad. Which of the following tools would MOST likely be used to confirm the diagnosis?

- A. Multimeter
- B. Oscilloscope
- C. Cable tester
- D. Power supply tester

**Correct Answer: A**

**QUESTION 19**

A technician needs to ping a client's machine that the technician is working on, to ensure that the network card is functioning correctly. Which of the following IP addresses should be used?

- A. 10.76.0.1

- B. 127.0.0.1
- C. 192.168.0.1
- D. 255.255.255.0

**Correct Answer: B**

**QUESTION 20**

Which of the following are encrypted protocols? (Select TWO).

- A. TELNET
- B. SSH
- C. POP3
- D. FTP
- E. HTTPS

**Correct Answer: BE**

**QUESTION 21**

Which of the following network modifications should be implemented to extend the wireless network range and allow out-of-range users to share the Internet connection?

- A. Create a new VLAN for the out-of-range users.
- B. Add a wireless access point for the out-of-range users.
- C. Upgrade the out-of-range users' SSID searching software.
- D. Enable network sharing on the users' computers that are within range.

**Correct Answer: B**

**QUESTION 22**

A technician turns on a PC and before the computer boots up, the technician is prompted for a password. The technician does not know the password. Which of the following can the technician do to allow access to the PC? (Select TWO).

- A. Set the clear password jumper on the motherboard.
- B. Enter the BIOS setup and select the clear password setting.
- C. Remove the power cord from the power supply and then plug it back in.
- D. Power cycle the PC.
- E. Remove the CMOS battery for 15 minutes.

**Correct Answer: AE**

**QUESTION 23**

A technician is renaming files on a PC from a command prompt and is currently in the root of drive C:. Which of the following commands should the technician use to move to a different directory?

- A. CD
- B. DIR
- C. MD
- D. RD

**Correct Answer: A**

#### **QUESTION 24**

A technician is dispatched to a malware infected system. Upon arrival, the technician notices the malware's pop-up on the screen. Which of the following boot methods would the technician utilize?

- A. Reboot in Safe Mode
- B. Reboot in Recovery Console
- C. Reboot in Last Known Good Configuration
- D. Reboot in System Debug Mode

**Correct Answer: A**

#### **QUESTION 25**

A technician is dispatched to a system that will not go beyond the Windows XP splash screen. Which of the following, after restart, would allow the technician to load Windows XP?

- A. Press F6, select Last Known Good Configuration, login
- B. Press F8, select Debug mode, login
- C. Press F8, select Last Known Good Configuration, login
- D. Press F6, select Debug mode, login

**Correct Answer: C**

#### **QUESTION 26**

Which of the following commands would be used to move the working directory from C:\ to C:\Windows?

- A. CD
- B. RD
- C. MD



D. SFC

**Correct Answer: A**

**QUESTION 27**

Which of the following commands will make exact duplicates of files and directory trees?

- A. TREE
- B. COPY
- C. XCOPY
- D. DISKCOPY

**Correct Answer: C**

**QUESTION 28**

A system administrator has disabled USB ports after experiencing several virus outbreaks. A user needs to transfer several extremely large work related files from their home desktop computer to their work desktop computer. Which of the following will allow the user to transfer the needed files?

- A. An IEEE-1394 device
- B. A NIC device
- C. An IrDA device
- D. A FDD device

**Correct Answer: A**

**QUESTION 29**

A user is unable to view any DVDs on their laptop which has a DVD-ROM drive installed. After further investigation, the technician realizes that there is not any DVD-ROM or CD-ROM available under the My Computer utility. Which of the following system utilities would MOST likely be used to identify and resolve this issue?

- A. Task Manager
- B. Device Manager
- C. DEFRAG
- D. Event Viewer

**Correct Answer: B**

**QUESTION 30**

A technician notices that the WAP keeps getting a different IP address after it is restarted. Which of the following is the FIRST step to take to ensure the IP address assigned does not change?

- A. Enable MAC filtering
- B. Disable SSID broadcast on the WAP
- C. DNS needs to be disabled
- D. DHCP needs to be disabled

**Correct Answer: D**

#### **QUESTION 31**

Windows 7 has notified a user that it has blocked access to the following address in Internet Explorer: ftp://ftp.microsoft.com:21. Which of the following Windows features should the technician check to ensure that there is not an explicit rule disallowing access to this location?

- A. Windows Bitlocker
- B. Windows BranchCache
- C. Windows User Account Control
- D. Windows Firewall

**Correct Answer: D**

#### **QUESTION 32**

A PC administrator is trying to implement BitLocker full disk encryption but the PC reports that a security module is not found. Which of the following should the administrator do to correct this?

- A. Enable the BIOS password
- B. Turn UAC off
- C. Create a separate partition with EFS
- D. Enable TPM in the BIOS

**Correct Answer: D**

#### **QUESTION 33**

A user has recently added a second IDE CD-RW drive to a machine in addition to the primary DVD-ROM drive. The drive opens and closes; however, they do not see it show up in Windows. Which of the following is the MOST likely cause?

- A. The drive jumper settings are incorrect.
- B. The drive is not receiving power from PSU.
- C. Windows only supports one optical drive.

D. The user connected the drive with a SATA cable.

**Correct Answer: A**

**QUESTION 34**

A user states that their work PC has become infected with a virus. Which of the following should the technician do FIRST?

- A. Perform an antivirus program scan
- B. Boot the machine into Safe Mode
- C. Remove the machine from the network
- D. Check for system security patches

**Correct Answer: C**

**QUESTION 35**

A technician is troubleshooting a monitor displaying a blank screen and the power indicator light is on. Which of the following should the technician do next?

- A. Test the computer with a known-good monitor.
- B. Check if the monitor is still covered under the manufacturer's warranty.
- C. Replace the monitor's power cord with a known-good power cord.
- D. Swap out the computer's video card.

**Correct Answer: A**

**QUESTION 36**

When troubleshooting an 802.11g network. Which of the following can interfere with the network?

- A. 2.4 GHz cordless phone
- B. 900 MHz cordless phone
- C. Bluetooth headset
- D. Bluetooth printer

**Correct Answer: A**

**QUESTION 37**

After visiting the Windows Update website on a Windows 2000 computer and installing all updates, a user reports that they are unable to select any resolution above 640X480 with sixteen colors. Which of the following procedures should the technician complete FIRST?

- A. Increase the amount of shared video memory in the BIOS settings.
- B. Reinstall device drivers for the video card from the manufacturer's website.
- C. Set Hardware Acceleration for the video card to full in the advanced area of Display Settings.
- D. Uninstall the Windows Service Pack that had been installed most recently.

**Correct Answer: B**

#### **QUESTION 38**

A user needs assistance in troubleshooting a printing problem. The print job seems to process correctly at the workstation but never comes out of the printer. Which of the following should a technician recommend?

- A. Restart the print job in the print queue.
- B. Print a test page from the printer properties.
- C. Run the Add Printer Wizard.
- D. Restart the print spooler service.

**Correct Answer: D**

#### **QUESTION 39**

A technician has just completed a CPU upgrade on a motherboard. Which of the following will MOST likely cause the PC not to boot?

- A. The technician used generic thermal paste.
- B. The processor had pins broken during installation.
- C. The memory is incompatible with the new CPU.
- D. An incorrect fan size was installed on the heatsink.

**Correct Answer: B**

#### **QUESTION 40**

A Windows workstation is taking an excessive amount of time to load the desktop after login. Which of the following could be causing the issue?

- A. BIOS on the system board needs to be updated.
- B. The power supply is providing insufficient wattage.
- C. The incorrect video drivers are installed on the computer.

D. Too many startup applications are running.

**Correct Answer: D**

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