Comptia 220-702 Exam Bundle

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Exam Name: Comptia CompTIA A+ Practical Application (2009 Edition)

For Full Set of Questions please visit: http://www.actualtests.com/exam-220-702.htm

Sections
1. Exam A
2. Exam B
3. Exam C
4. Exam D

Exam A

QUESTION 1
A client can no longer print from their computer to the default printer. The client successfully prints a test page directly from the printer. The printers queue shows the job ready to print. Which of the following is the BEST recommendation that the technician can make?

A. Restart the print spooler service.
B. Delete the print job and resubmit it.
C. Verify the correct paper is being used.
D. Reinstall the printers drivers.

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
Which of the following will occur if %temp% is executed from the run command?

A. The operating systems temporary folder will be opened.
B. Applications located the %temp% folder will be executed.
C. Applications will be deleted in the %temp% folder.
D. The current users temporary folder will be opened.

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
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
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
Which of the following would be the correct address to use with the PING command when testing the functionality of a NIC?

A. 10.0.0.1
B. 127.0.0.1

C. 169.254.0.1
D. 255.255.255.1

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
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
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
In Windows Vista, a users documents can be stored on a drive other than the default C drive location by
changing the:

A. program files folder location in the folders properties.
B. Windows files folder location in the folders properties.
C. documents folder location in the folders properties.
D. system files folder location in the folders properties.

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
Which of the following multimeter modes would be used to MOST accurately test the functionality of the black
and red wires on a Molex connector of an in use power supply?

A. Voltage
B. Continuity

C. Resistance
D. Calibrate

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
A technician upgraded a motherboard and CPU. The computer will not POST under the assembled configuration. Which of the following would be the BEST place to start troubleshooting?

A. Ensure that the OS is installed properly.
B. Ensure the computer has the proper cooling.
C. Ensure that the mouse and keyboard are properly connected.
D. Ensure RAM is correctly seated.

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
A technician is able to connect to the Internet but cannot connect to a remote machine through Remote Desktop in Windows XP. Each time the technician attempts to connect to a remote location, the software times out. Which of the following is the MOST likely problem?

A. The Java applet is disabled in the web browser.
B. Deny all has not been configured in the firewall.
C. Wireless network drivers are corrupt.
D. Port forwarding settings are not correct.

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
A user installs a PostScript driver for a printer that supports only PCL. Which of the following is the MOST likely result?

A. The printer will process PostScript appropriately.
B. The printer will not print at all.
C. The printer will print garbage or unreadable characters.
D. The printer will print with a decreased resolution.

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
Which of the following is the default directory for User Profiles in Windows XP?

A. C:\Users\
B. C:\User Profiles\
C. C:\Documents and Settings\
D. C:\Users\Profiles\

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
Which of the following is the speed a 1600MHz FSB processor will operate at if the FSB of the motherboard is 1333MHz?

A. 1333MHz
B. 1600MHz
C. 2933MHz
D. 3200MHz

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
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
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
Company policy does not allow users to use dial-up connections. A new shipment of laptops contains built-in modems. Which of the following is the BEST way for the technician to setup the laptop to prevent the use of the modem?

A. Use Device Manager to disable the modem

B. Delete the modem under Phone and Modems in the Control Panel
C. Remove the dial-up networking option in Network Connections
D. Change the local area code to 555 in Modem properties

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
Which of the following is accomplished by running the disk defragmenter on a hard drive?

A. Drive is checked for errors
B. Ensures that file sectors are contiguous
C. Additional memory is released for use
D. Master boot record is updated

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
A technician is installing an IDE hard drive in a SATA hard drive workstation. When the computer is booted up the IDE hard drive does not show up in the operating system. Which of the following is the MOST likely cause?

A. The memory modules are incorrect.
B. The hard drive is not formatted correctly.
C. The primary controller BIOS setting is incorrect.
D. The drivers are not installed for the hard drive.

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
A user states that when a USB drive is plugged into their computer, the drive is not recognized. The drive has been used on other computers without any issues. Which of the following is the MOST likely cause?

A. The operating system needs to be reinstalled.
B. A USB BIOS setting is not configured correctly.
C. The CMOS battery is dead in the computer.
D. The USB drive needs to be formatted correctly.

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
Which of the following is the MOST effective method of retrieving a screw which has fallen into a computer case?

A. Use a computer vacuum to retrieve the screw.
B. Use an extension magnet to access the screw.
C. Tap the case bezel repeatedly to loosen the screw.
D. Abandon screw retrieval and use a spare screw.

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
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
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
When installing a wireless access point, which of the following should the technician perform FIRST?

A. Enable MAC filtering
B. Download and install the latest firmware
C. Disable DHCP
D. Change the default password

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
Which of the following ports should be forwarded on the firewall to make an internal web server accessible from the Internet?

A. 22

B. 23
C. 25
D. 80

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
A technician has booted Windows XP Professional to the command line and needs to view a text file on the hard drive. Which of the following tools will allow this?

A. FORMAT
B. NBTSTAT
C. TYPE
D. NSLOOKUP

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Which of the following laptop components are FRUs? (Select TWO).

A. Hard drive
B. Sound card
C. Modem
D. Memory
E. Video card

Correct Answer: AD
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
A program is crashing and causing the computer to lockup. Which of the following is the BEST location for a technician to check for further information about the cause of the crash?

A. Application log
B. File Replication log
C. System log
D. Security log

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
A user reports that every time their machine is powered on a prompt appears to save their settings for the BIOS and clock. Which of the following should the technician try FIRST?

A. Restore the BIOS to default settings
B. Replace the CMOS battery
C. Run a Windows Recovery Disk
D. Replace the motherboard

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
When attempting to check the DHCP status of a client machine, which of the following commands is the BEST option to use?

A. NET USE
B. NSLOOKUP
C. PING -t
D. IPCONFIG /all

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
A computer is generating a missing NTLDR error. From the Recovery Console, which of the following commands would BEST resolve this issue?

A. FORMAT
B. DISKPART
C. FDISK /MBR
D. FIXMBR

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
New memory has been installed into a PC. The PC fails to POST after the memory is installed. The manufacturers website states that the motherboard supports the new memory. Which of the following may resolve the problem?

A. Upgrade to a compatible processor
B. Configure the memory parity
C. Update the BIOS
D. Upgrade the operating system

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Which of the following access levels allows a user to perform normal day to day work with their own files but does not allow them to change system files or computer performance?

A. Administrator
B. User
C. Guest
D. Power user

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
A laptop is going into standby mode unexpectedly. Which of the following hardware components is MOST likely causing the issue?

A. Hard drive
B. IDE controller
C. LCD cutoff switch
D. Video card

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
In Windows XP, how can a user change the programs that run at startup? (Select TWO).

A. Add or remove programs from the system key of the registry.
B. Add or remove programs from the boot.ini file.
C. Add or remove programs from the startup folder.
D. Run msconfig and configure startup programs.

E. Run appstart and configure startup programs.

Correct Answer: CD
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
The technician has suspicions that a browser has been hijacked. Which of the following should the technician look for in this situation?

A. A new default gateway has been setup.
B. A new Internet shortcut has been added.
C. A new web browser has been installed and is now the default.
D. A proxy server has been enabled.

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
A mirrored set is another name for which of the following?

A. RAID 0
B. RAID 1
C. RAID 3
D. RAID 5

Correct Answer: B
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
A users system is infected with a worm and has propagated to 30 company systems so far. Which of the following is the FIRST step the technician should take before attempting to remove the worm from the customers system?

A. Update antivirus definitions on the users system.
B. Log the user off the system.
C. Disconnect the network cable from the users system.
D. Boot the system in Safe Mode.

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
Which of the following ways of manipulating a file will retain its NTFS permissions?

A. Copying the file to a new location on the same volume
B. Copying the file to another FAT32 volume
C. Moving the file to another NTFS volume
D. Moving the file to a new location on the same volume

Correct Answer: D
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
A user reports their laptop computer can no longer connect to a server. The computer works correctly in a different office. Which of the following tools would be used to troubleshoot this issue?

A. Cable tester
B. Multimeter
C. Fiber splicer
D. Loopback plug

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
Which of the following IP addresses would MOST likely be the default gateway for 10.1.16.184?

A. 10.1.16.1
B. 10.1.16.254
C. 10.10.144.1
D. 105.24.133.1

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
A technician needs to get a quick overview of a computer. Which of the following tools will BEST provide the overview required?

A. Performance Monitor
B. Task Manager
C. System Information
D. Device Manager

Correct Answer: C
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
A laser printer keeps printing out crumpled pages from the third tray. Which of the following is the MOST likely explanation?

A. The pickup rollers need to be replaced.
B. The paper is too wide for the tray.
C. The toner cartridge is leaking.
D. The pickup assembly is missing.

Correct Answer: A
Section: Exam A
Explanation

Explanation/Reference:
Explanation:

Topic 2, Volume B

Exam B

QUESTION 1
A user reports that their system is giving a message stating that their USB 2.0 devices are running at USB 1.1 speed without an external USB hub. The devices run at USB 2.0 when tested on the technicians PC. Which of the following will MOST likely provide USB 2.0 functionality?

A. Install an IEEE 1394 compliant expansion card.
B. Install an external USB 2.0 hub.
C. Install a USB 2.0 firmware update on the motherboard.
D. Replace USB 1.1 extension cables with USB 2.0 extension cables.

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

CompTIA 220-702 Exam

QUESTION 2
Which of the following is the BEST tool to troubleshoot a DB-9 port?

A. Ohm meter
B. Anti-static wrist strap
C. Oscilloscope
D. Loopback plug

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
Which of the following is contained in the first sector of the hard disk?

A. Operating system
B. Master file table
C. Boot sector
D. Master boot record

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
A technician is tasked with setting up a Windows XP computer with a user account that will only be used to access the Internet. Which account type should the user have access to?

A. Guest
B. Administrator
C. Domain User
D. Power User

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
If a technician suspects that the voltage being delivered to a desktop computers power supply is insufficient or incorrect, which device should be used to determine the correct voltage?

A. A power supply tester
B. A multimeter
C. A loopback adapter
D. A cable tester

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
A user states that email is not being received. Which of the following protocols should the technician check for incoming mail?

A. SMTP
B. POP3
C. NNTP
D. HTTP

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:

Explanation:

QUESTION 7
On a laptop, which of the following is the name of the socket that a wireless card would typically be inserted into?

A. PCIe
B. AGP

C. Mini PCI

D. PCI

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
A technician has just installed a new hard drive into a Windows Vista desktop computer. The hard drive does not appear in Windows Explorer. Which of the following should the technician perform NEXT to have the drive recognized by the system?

A. Initialize and format the hard drive through Disk Management

B. Reboot the system

C. Assign a drive letter to the hard drive through Disk Management

D. Configure the drive in the systems CMOS program

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
Which of the following is the MAXIMUM allowable cable length of CAT5?

A. 100 meters (328 feet)

B. 250 meters (820 feet)

C. 500 meters (1640 feet)

D. 1000 meters (3280 feet)

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
An internal IEEE 1394 expansion card should be installed on which port type?

A. AMR

B. AGP

C. ISA

D. PCI

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:

Explanation:

QUESTION 11
A technician is troubleshooting problems with a hard drive. After checking the drive in another computer and finding no issues, the technician takes voltage readings on the Molex connector from the power supply. Which of the following represents the readings the technician should find?

A. -5V and +12V
B. +3.3V and -5V
C. +3.3V and +12V
D. +5V and +12V

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
A user powers up their desktop PC, and instead of booting up normally, the user is taken into the BIOS setup. Which of the following is the MOST likely problem?

A. The MBR is corrupt
B. NTLDR cannot be found by the system
C. A faulty CMOS battery
D. The BIOS requires a firmware update

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
A computer is responding slowly and the Task Manager shows that spool.exe is using 95% of system resources. Which of the following is MOST likely the cause of this problem?

A. Printing subsystem
B. Windows Update is running
C. A virus infection has occurred
D. Hyper threading has been disabled

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
A technician is replacing a motherboard in a users desktop PC. Which of the following tools should be used before replacing the new motherboard?

A. Power supply tester

B. BIOS update disk
C. Loopback plug
D. Wire tester

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
USER1 is part of the Users Group and is attempting to access files via UNC path \\SERVER\FILESHARE \\ SERVERFILESHARE has the following share permissions:

Administrators Full Control

Users Read Only

Guests No Access

The directory on the hard drive where the share is located has the following permissions:

Administrators Full Control

Users Change

Guests No Access

Which of the following levels of access will login account USER1 have?

A. Readonly
B. Full Control
C. Change
D. No Access

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
A user states that the computer is too slow when capturing video from an HD camera. Upon inspection the technician realizes that the computer is state-of-the-art in hardware, but it is using an external legacy USB 1.1 video capture card. The camera has USB 2.0 and IEE1394b outputs. Which of the following is the BEST recommendation to increase the video capture capabilities in this situation?

A. Recommend using lower resolution in the video signal.
B. Install an IEEE1394b video capture card.
C. Recommend replacing the camera with a USB 1.1 connection.
D. Install a USB 2.0 video capture card.

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
A technician needs to implement a RAID 1 set on a computer. Which of the following is the MINIMUM number of hard drives that would be required?

A. 1
B. 2
C. 3
D. 5

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
A user is not able to receive files off the FTP server. Which of the following default ports needs to be opened for FTP to work properly?

A. 21
B. 80
C. 110
D. 443

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
Users are reporting that a Vista feature asks them for confirmation before running most applications or making system changes. Which of the following is the name of this Vista feature and where should the technician direct users to turn the functionality off?

A. User Account Control; it can be turned off under Security in the Control Panel.
B. Security Center; it can be turned off in the Services MMC snap-in.
C. User Account Control; it can be turned off under User Accounts in the Control Panel.
D. Windows Firewall; it can be turned off under System Properties.

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
After replacing the motherboard in a laptop, the system overheats and fails to boot. Which of the following is the MOST likely cause of this error?

A. Thermal paste was not applied between the heat sink and CPU.
B. The fan is not compatible with the new motherboard.
C. The GPU is not compatible with the CPU.
D. The replacement motherboard firmware is out of date.

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 21
Which of the following is the default FTP port?

A. 21
B. 22
C. 23
D. 25

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
Which of the following tools allows the technician to copy a file without prompts?

A. XCOPY
B. COPY /Y
C. COPY /Z
D. COPY /A

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Which of the following devices has the options of: master, slave and cable select?

(Select THREE).

A. CD-ROM
B. Floppy drive
C. Internal modem
D. Hard drive
E. Network card
F. DVD-ROM

Correct Answer: ADF
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
A technician plugs a USB device into the front panel of a desktop computer and nothing happens. The technician knows that plug-n-play is enabled. Which of the following BEST describes a possible cause to this issue?

A. The technician plugged a USB 2.0 device into a USB 1.1 port.
B. The technician needs to reboot the computer for the device to work.
C. The technician plugged a USB 1.1 device into a USB 2.0 port.
D. The front panel connectors are not plugged into the motherboard.

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
Which of the following private IP addresses is commonly used for internal IP addressing?

A. 127.0.0.1
B. 169.254.0.1
C. 192.168.0.1
D. 224.0.0.1

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

CompTIA 220-702 Exam

QUESTION 26
A technician has deleted all the files in the directory C:\tempfiles. Which of the following commands should the technician use to delete this directory?

A. CD
B. SFC
C. MD
D. RD

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
A user has just moved to a new office and is unable to access the network. The technician suspects the users network settings need to be changed. Which of the following tools would the technician use on the Windows XP computer to view the network settings?

A. NETDIAG
B. TRACERT
C. IPCONFIG
D. PATHPING

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 28
Which of the following are items that can be configured on a wireless router to make it more difficult for attackers to gain access? (Select TWO).

A. Change the wireless channel
B. Disable SSID broadcast
C. Change SSID from default
D. Enable DES encryption
E. Turn on port forwarding

Correct Answer: BC
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Users in the office report that the speed of the Internet has drastically decreased since the recent network hardware refresh. Which of the following could be attributed to the problem?

A. The firewall was not powered back on.
B. The DHCP server is not working correctly.
C. The cellular repeater installed is interfering with the network speed.
D. The new switches are configured for 10MB.

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
A technician is setting up a SOHO and has configured the wireless NIC on the laptop with WPA2. While configuring the WAP, WPA2 is not listed as an option. Which of the following should the technician do NEXT?

A. Install the latest wireless NIC drivers
B. Install the latest wireless NIC firmware
C. Install the latest WAP firmware
D. Install the latest WAP drivers

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
A second optical drive has been added to the computer and needs to be referenced as the R:
drive by the Microsoft Windows operating system. Which of the following places in Microsoft Windows will BEST accomplish this task?

A. Administrative Tools
B. Disk Management
C. Device Manager
D. Event Viewer

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
A technician is replacing a hard drive with a new 30GB drive formatted with FAT32. While transferring a 5GB file an error appears indicating that the new drive has insufficient space for the transfer. Which of the following is the cause of the problem?

A. FAT32 cannot handle single files larger than 4GB.
B. FAT32 cannot handle single files larger than 2GB.
C. The old drive uses NTFS and is incompatible with the new drive.
D. The file is formatted with NTFS and is incompatible with the new drive.

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
Which of the following can cause a blue screen error?

A. Bad drivers
B. A DVD that contains an incorrect format

C. An incorrect router configuration

D. A rogue DHCP server

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
Which of the following files have replaced NTLDR in the Windows Vista startup process?

A. bootmgr.exe, winload.exe, winresume.exe

B. bootmgr.exe, bootsect.dos, io.sys

C. ntdetect.exe, ntoskrnl.exe, io.sys

D. io.sys, win.exe, bootmgr.exe

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
A user states that a small office home office (SOHO) router constantly reboots and new workstations show up under network neighborhood. Which of the following should be completed to prevent this scenario from happening again?

A. Rename the router

B. Disable DHCP

C. Enable MAC filtering

D. Change the IP schema

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
Under which of the following circumstances would a technician use IPCONFIG /RENEW?

A. After an unsuccessful reboot

B. If a users IP address has been spoofed

C. After using IPCONFIG /RELEASE

D. If the computer has an ARP address conflict

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:

Explanation:

QUESTION 37
An inkjet printer prints faded and smeared pages. Which of the following would be the MOST appropriate solution for this issue?

A. Blow compressed air on the print cartridges.
B. Run the printers cleaning routine.
C. Reseat the print cartridges.
D. Use a lint-free cloth to clean the print heads.

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
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
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
A user is playing a new first person game on the computer and the screen is pausing during game play. The user has a high-end graphics card and is maxed out in memory. Which of the following should the technician perform?

A. Reinstall the game.
B. Upgrade the drivers.
C. Replace the hard drive.
D. Reinstall the OS.

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
Which of the following is a DHCP server capable of providing to a DHCP client?

(Select THREE).

A. Login server
B. WINS server
C. DNS server
D. Default gateway
E. Date and time
F. LAN network speed

Correct Answer: BCD
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
Malware is removed and a computer is rebooted. Later, the malware is found on the computer again. Which of the following would permanently solve this problem?

A. Login using a different account
B. Install an Internet firewall
C. Install an email spam filter
D. Go back to a previous restore point

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
The Device Manager lists a disk as foreign. Which of the following MUST be done to make the disk usable?

A. Import the disk
B. Convert the disk to basic
C. Run Windows Update
D. Convert the disk to dynamic

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
A user wants to simplify the opening of Control Panel options in Windows Vista. Which of following is the BEST way to accomplish this task?

A. Customize the Start menu to display the Control Panel as a menu.
B. Customize the Start menu to display expanded options in Control Panel.
C. Customize the Start menu to display the Control Panel as a link.
D. Customize the Start menu to display the Control Panel as a shortcut under Documents.

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
Given the following TCP/IP information for a computer, which of the following is the cause of a communication failure?

IP Address: 192.168.1.5

Subnet Mask: 255.255.255.0

Default Gateway: 255.168.1.254

DNS Server: 172.16.4.1

WINS Server: 10.0.4.1

A. DNS server
B. Network cable is disconnected
C. Default gateway
D. WINS server

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 45
Which of the following is the BEST source for information about malware detected on a computer?

A. README.TXT file included with the anti-spyware software installation
B. User of a previously infected computer
C. Operating system documentation
D. Anti-spyware software website

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
A technician needs to modify the BIOS settings of a PC; however, the BIOS setup password is unknown to all current employees. How can the technician accomplish this task?

A. Set the motherboard configuration jumper to clear the password.
B. Use a third party utility to reset the password.
C. Disconnect the power supply to the motherboard.
D. Contact the OEM and ask them to clear the password.

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 47
A user reports that after installing a PCIe video card into a system, the onboard video no longer displays. Which of the following is MOST likely the cause?

A. The drivers for the onboard video card have been overwritten by the PCIe video card drivers.
B. The PCIe video card is defective and is conflicting with the onboard video.
C. The BIOS detected the PCIe video card and disabled the onboard video.
D. The processor has overheated and is causing the video to not display.

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
After performing a preventative maintenance on a laser printer, which of the following is the NEXT step a technician should take?

A. Refill the paper trays
B. Restart the printer
C. Print a test page
D. Restore to factory settings

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
Which of the following tools would gather the MOST detailed statistics about disk I/O?

A. Task Manager
B. Computer Management
C. Performance Monitor
D. Device Manager

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 50

A technician is replacing a motherboard in a laptop. After completing the install, the laptop shuts down after a few seconds of being on. Which of the following is the causing the laptop to shutdown?

A. Keyboard is not plugged in.
B. CPU is not locked into the socket.
C. LCD is not plugged in.
D. RAM is faulty.

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 51
A user states that the inkjet printer is printing streaks on documents. Which of the following would resolve the issue?

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

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 52
A user reports that a laser printer is printing out pages with blurry text that smudges when touched. Which of the following is the MOST likely reason for this?

A. The toner cartridge is running low.
B. The toner cartridge is leaking.
C. The fuser is not getting hot enough.
D. The transfer bar needs to be replaced.

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
Which of the following is a difference between a worm and spyware?

A. A worm replicates itself before infecting other systems.
B. Spyware replicates multiple times on one system before infecting another system.
C. A worm attacks one platform, where spyware attacks across platforms.
D. Spyware resides primarily in the boot sector, where a worm resides primarily in the registry.

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 54
A customer reports that a workstation no longer connects to the network. The technician has the customer connect another workstation with the same cable and network port, which works successfully. Which of the following actions should the technician have the customer take FIRST?

A. Run Windows update.
B. Replace the NIC.
C. Replace the motherboard.
D. Run the loopback command.

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 55
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 users resulting access level for the remotely shared directory?

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

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 56
A user reports that after working for a while with their PC, the computer reboots without warning. The technician has ruled out a virus infection, and when examining the motherboard discovers that some of the capacitors look distended and out of shape. Which of the following should the technician do to fix the users PC?

A. Reconfigure the BIOS settings
B. Replace the motherboard
C. Replace the hard drive
D. Remove and replace the affected capacitors

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:

Explanation:

QUESTION 57
A new computer has an odor near the power supply when turned on. Which of the following should be done?

A. Use compressed air to flush the odor.
B. Replace the power supply.
C. Run the computer for 48 hours and disregard if odor goes away.
D. Immediately unplug the computer and contact the manufacturers technical support.

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

CompTIA 220-702 Exam

QUESTION 58
A technician needs a list of all the routers along a given path over multiple networks. Which of the following commands will accomplish this task?

A. IPCONFIG
B. TRACERT
C. PING
D. NSLOOKUP

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 59
Which of the following commands would output the line below? 00:0C:24:09:08:07 10.0.0.1

A. nbtstat -a
B. arp -a
C. arp
D. nbtstat

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 60
Which of the following will occur if an AGP 4x video card is used in an AGP 2x slot?

A. The video card will run at the slower AGP 2x speed.
B. The video card will run at the higher AGP 4x speed.

C. The video card will run in-between the two speeds at the AGP 3x speed.

D. The video card will not operate.

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 61
Which of the following commands could be used to find out what the computer name is if only the IP address is known?

A. TRACERT

B. NET

C. NSLOOKUP

D. PING

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 62
Which of the following requires an adapter when connecting to a Molex connector?

A. SCSI drive

B. SATA drive

C. IDE CD-ROM drive

D. Video card

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 63
A technician is upgrading memory in a desktop PC. The user purchased two 2GB DIMMS from the PC manufacturer. The PC powers on and POST shows 2GB of RAM. Which of the following is the FIRST action to perform?

A. Update the manufacturers chipset drivers.

B. Replace the two 2GB DIMMs with four 1GB DIMMs.

C. Update the PC BIOS and verify all memory is seen in POST.

D. Replace both of the 2GB DIMMs memory with new memory.

Correct Answer: C
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 64
Which of the following is fault tolerant and allows for disk mirroring?

A. RAID 0
B. RAID 1
C. RAID 3
D. RAID 5

Correct Answer: B
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

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CompTIA 220-702 Exam

QUESTION 65
Which of the following commands will be run at a command prompt to determine which Windows OS is running on the computer?

A. VER
B. Device Manager
C. VERIFY
D. SET

Correct Answer: A
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

QUESTION 66
A technician troubleshooting an issue over the phone determines that a home user has a faulty hard drive. The only information the home user can give is that the PC is ten years old, and the drive capacity is 40GB. Which of the following drive types should the technician bring to the service call?

A. Solid state
B. USB
C. SATA
D. PATA

Correct Answer: D
Section: Exam B
Explanation

Explanation/Reference:
Explanation:

Topic 3, Volume C

Exam C

QUESTION 1
Which of the following should be used to connect a small office of ten computers together and provide the computers access through a common Internet connection?

A. Wireless access point
B. Router and Ethernet switch
C. Gigabit Ethernet switch and an intrusion prevention device
D. Firewall with an integrated 4 port switch

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
The purpose of a proxy exception rule is to configure the browser to:

A. force an anonymous window for traffic to certain URLs.
B. bypass the proxy server for certain URLs.
C. route certain URLs to the proxy server.
D. force a new secure window for traffic to certain URLs.

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
A technician is troubleshooting a users problem; important Windows services are not starting. In which of the following locations should the technician check to investigate when these services started or stopped?

A. Com+.log
B. System Log
C. Security Log
D. Application Log

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
A user reports that each time the computer is rebooted, the time on the taskbar resets. Which of the following is the MOST likely cause of the problem?

A. The BIOS is not properly configured.
B. The CMOS battery is faulty.

C. The computer has lost connection to the time server.

D. The clock needs to be reset for the appropriate time zone.

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
A user states that there are two lines running down the middle of all printed pages on the laser printer. Which of the following could be the cause of the lines?

A. The drum is dirty

B. The driver is corrupt

C. The printer is out of memory

D. The toner is out

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
Windows BitLocker can be used with which of the following? (Select TWO).

A. USB flash drive

B. Trusted platform module

C. Compact Disc

D. SSID

E. PCMCIA card

Correct Answer: AB
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
A technician has just installed a second SATA HDD into a Windows XP desktop. The computer boots up successfully without any errors, but the technician cannot locate the additional HDD when clicking on My Computer. Which of the following is MOST likely the problem?

(Select TWO).

A. The HDD must be partitioned.

B. The HDD must be assigned a drive letter.

C. The HDD was formatted as FAT16.

D. The HDD is incompatible with Windows XP.

E. The HDD was formatted as FAT32.

Correct Answer: AB
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
Which of the following is a sign that a computer has been infected by a worm?

A. Screensaver changed on its own
B. Unauthorized outgoing emails being sent
C. Desktop background changed on its own
D. Left and right mouse buttons have been flipped

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
A user reports that a newly issued smartcard does not work in their laptop, but the technicians smartcard works without any issues. Which of the following would MOST likely resolve the issue?

A. Upgrade the smartcard readers firmware.
B. Reinstall the operating system.
C. Perform a flash BIOS upgrade.
D. Replace the smartcard reader.

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
Which of the following is an example of Automatic IP addressing in Windows XP?

A. 127.0.0.1
B. 169.254.254.0
C. 192.168.1.3
D. 255.255.0.0

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
A technician replaced a processor, but when the computer is powered on, the POST issues a series of beeps. Which of the following is the MOST likely cause?

A. The hard drive is not plugged in.
B. The CPU is not properly seated.
C. The mouse is not plugged in.
D. The operating system is corrupt.

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
A technician is moving data from one laptop to another that has EFS installed. Which of the
following would the technician need to perform FIRST?

A. Disable networking
B. Convert file format to FAT32
C. Export the users certificate
D. Give the user administrator privileges

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
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
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
For the third time in two weeks a technician must re-image a machine for the same end user. After discussing
in depth the actions preceding the problems the technician has determined the root cause to be opening
unknown attachments. Which of the following is the MOST likely reason for the issues?

A. Virus
B. Social engineering
C. Corruption

D. Spam

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
A user wishes to encrypt a hard drive for storing critical data. The user wants to drag and drop folders onto the partition and have them be encrypted in real time. Which of the following encryption schemes should be recommended?

A. PKI
B. TPM
C. BitLocker
D. Kerberos

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

CompTIA 220-702 Exam

QUESTION 16
A user reports that there is no access to the network from the computer. The technician notices that all of the lights on the switch are on and not flashing, the network cables are all plugged in and the computers network card is functioning properly. Which of the following should the technician perform to resolve the issue?

A. Power cycle the switch
B. Ping 127.0.0.1
C. Reboot the computer
D. Replace the switchs uplink cable

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
A technician observes poor network performance on a networked computer when transferring large amounts of data over the network. The technician confirms manually configured settings of 100Mbps and full-duplex on the computer, but the connected Ethernet switch shows an auto- negotiated 100Mbps and half-duplex. Which of the following will correct this issue?

A. Replace the network card on the computer.
B. Replace the Ethernet switch.
C. Upgrade the network card device drivers.
D. Configure auto-negotiation on the computer.

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
All users within an office are wirelessly connected to a network, except one user that has a valid connection on a leased IP address in a different range. Which of the following is a possible cause of the user having a different IP address range?

A. The wireless access point is using MAC address filtering
B. The user has connected to a nearby wireless access point from another office
C. The user has configured the wireless settings with the wrong encryption type
D. The wireless access point has SSID broadcast disabled

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
A user has just moved a PC from one office to another. The patch cable and the NIC do not appear to be functioning in the new office but were working before the move. The patch cable is plugged in correctly to both the NIC and the wall jack. Which of the following actions should the technician take FIRST?

A. Verify that the network card is compatible with the operating system.
B. Verify that the port on the switch is enabled.
C. Update the network card driver.
D. Replace the network cable with a crossover cable.

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
A technician notices that a computer is randomly rebooting. When the technician accesses the BIOS and the computer reboots. Which of the following should the technician check FIRST?

A. Check the case fan
B. Check for CMOS battery failure
C. Check for blown capacitors
D. Check for hard drive failure

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:

Explanation:

QUESTION 21
The technician suspects a computer has been compromised by malware. Which of the following statements
BEST describes the steps a technician should take to eliminate the malware?

A. Reboot in Safe Mode with Networking enabled, update and then run an anti-malware scanner.
B. Update the anti-malware signatures, and then run an anti-malware scanner.
C. Update the anti-malware signatures, reboot the system, and then run the anti-malware scanner.
D. Reboot the system, log on as administrator, and run the anti-malware scanner.

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
A technician needs to boot a PC from a CD to run diagnostics, but the PC always boots from the hard drive.
Which of the following will allow the PC to boot from the CD?

A. Change the drive order sequence in the BIOS.
B. Unplug the power cable from the hard drive.
C. Reformat the hard drive.
D. Unplug the data cable from the hard drive.

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Which of the following is the QUICKEST way to view network adapter statistics?

A. System Information
B. Task Manager
C. Performance Monitor
D. Computer Management

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 24
After removing malware from a users computer, the Internet browser does not access any
websites. Which of the following is the BEST method to fix this?

A. Remove Proxy Settings from the Internet browser
B. Run Operating System Updates

C. Reset the Internet router
D. Reboot the computer

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 25
A user installed a Blu-Ray drive in their PC. The user reports that the new drive and their existing DVD-RW drive are not operating. Which of the following needs to be replaced?

A. Power supply
B. DVD-RW
C. Blu-Ray drive
D. Motherboard

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 26
A system powers on, begins POST, displays the BIOS version information and then hangs with the error message Error loading operating system. Which of the following is MOST likely cause of this issue?

A. A virus has infected the system
B. Corrupted BOOT.INI file
C. Corrupt MBR
D. Boot sector corruption

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 27
Which of the following is the reason for pinging the loopback address?

A. To verify the functionality of the network card
B. To verify the functionality of the DNS server
C. To verify the functionality of the TCP/IP stack
D. To verify the functionality of the host file

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:

Explanation:

QUESTION 28
Which of the following protocols would a technician use to run commands on a remote computer?

A. NETBIOS
B. FTP
C. SMTP
D. TELNET

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 29
Which of the following commands would be used to set the time on a workstation?

A. NET timer
B. NET time
C. NET time set
D. time

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 30
A technician needs to find out if a scheduled task completed without error. Which of the following tools would allow the technician to verify the task status?

A. Task Manager
B. Device Manager
C. Performance Monitor
D. Event Viewer

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 31
A Windows Vista computer has an experience index of 3.8. The technician discovers that the computer has the following: Performance indexRAM1GB4.6Video3D3.8CPU2.4GHz4.2The technician upgrades the memory to 2GB and gets the following results: Performance indexRAM2GB5.0Video3D3.8CPU2.4GHz4.2But the Windows experience index is still at 3.8. Which of the following can the technician do to improve the performance index?

A. Upgrade the video card
B. Increase the RAM to 4GB

C. Upgrade the CPU to 3GHz

D. Increase the resolution on the screen

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 32
A technician needs to transfer data to an external hard drive that is 10/100 network capable.
Which of the following has the FASTEST transfer rate?

A. IEEE 1394

B. USB 1.1

C. Broadband

D. USB 2.0

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 33
Which of the following will pull up the fonts folder in Windows 7? (Select TWO).

A. Click the windows button, type font, and choose the font folder.

B. Click the windows button, choose control panel, and then select the font folder.

C. Click computer, choose C:, click the windows folder, click on the system32 folder, and select the font folder.

D. Click the windows button, choose the control panel, select the personalization option, and select the font folder.

E. Click computer, choose C:, select the program files, and then select the font folder.

Correct Answer: AB
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 34
How many physical hard drives can fail in a RAID 5 array consisting of 8 physical hard drives without losing the entire RAID 5 array?

A. 0

B. 1

C. 5

D. 8

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 35
Which of the following is a recommended power rating for a desktop PC power supply running office applications?

A. 12 Volts
B. 120 Volts
C. 400 Watts
D. 1800 Watts

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 36
A technician suspects that a power supply may be failing in a computer. Which of the following are the standard voltages for a SATA connection on an ATX power supply?

A. -3.3v, 5v, 12v
B. 3.3v, -5v, -12v
C. 3.3v, 5v, 12v
D. -5v, 5v, 12v

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 37
A technician installs newly compatible memory into a computer, and the computer does not recognize the memory. Which of the following would the technician need to perform?

A. Replace the memory chips.
B. Replace the hard drive.
C. Upgrade the power supply.
D. Flash the BIOS.

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 38
A user has a water cooled computer that appears to be overheating intermittently. Which of the following is the cause of the problem? (Select TWO).

A. Water pump is becoming faulty
B. Memory is overheating
C. CPU is overheating
D. Power supply has failed
E. Air is trapped in the line

Correct Answer: AE
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 39
A user wants to have maximum speed within their SOHO, while maintaining ease of accessibility for walk-in clients. They use a laptop and two desktops and broadband Internet access. Which of the following should the technician recommend?

A. Wired router only to provide Gigabit speed, several RJ-45 wall plates for ease of access
B. Wired router with Gigabit access and an access point
C. Wi-Fi router; it is fast and provides easy access to the network
D. Plugging the computers to the broadband router

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 40
A home user is determining whether to install a wired or wireless network. Which of the following considerations should be taken into account? (Select TWO).

A. A wireless network provides more flexibility in user access location.
B. A wireless network may interfere with cell phone reception.
C. A wired network is easier to install in the home environment.
D. A wired network is more flexible because it can accommodate an unlimited number of users.
E. A wired network provides a faster and more reliable solution.

Correct Answer: AE
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 41
Which of the following does the command FDISK /MBR do?

A. Repairs Boot Blocks
B. Quarantines infected sectors on a disk
C. Format Disk
D. Wipes a Floppy Disk

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 42
Wake-On Lan is an option that is enabled in:

A. Device Manager
B. System Properties
C. Control Panel
D. the BIOS

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 43
Which of the following commands would be used to check system files for corruption?

A. CHKDSK
B. CD
C. SFC
D. MSCONFIG

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 44
A user reports that their new optical drive is not working. It opens and closes, but nothing pops-up on their screen when the user puts a disk in. The technician checked Device Manager and could not locate the drive. Which of the following is the MOST likely reason for this?

A. The drives SATA cable is not connected
B. The disk is blank or scratched
C. The user does not have administrator privileges
D. The PSU is not providing enough power

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 45
A technician is booting up a computer but the computer never moves beyond POST. The floppy disk drive light

stays lit continuously during the boot process. Which of the following is the MOST likely cause?

A. The hard drive is not formatted.
B. The BIOS is corrupted.
C. The motherboard has faulty capacitors.
D. The drive cable is backwards.

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 46
A user states that an unwanted instant messenger program starts every time Windows Vista logs in, but the program is not listed in the Startup folder to remove. Which of the following programs will allow a user to disable the program from starting during the login process?

A. Windows Defender
B. Task Manager
C. System Restore
D. Scheduled Tasks

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 47
A disc is stuck in a DVD-ROM drive. Which of the following describes the BEST way to proceed in recovery of the media?

A. Dispose of the drive completely and replace media.
B. Format the media using CDFS.
C. Use a screwdriver to disassemble the drive.
D. Use a paper clip to eject the tray.

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 48
After installing a second hard drive, the computer no longer loads the operating system on the previous hard drive at boot. Which of the following will restore the computer s previous working state?

A. Configure the jumpers on the hard drives
B. Use a boot disk and execute the SYS command
C. Downgrade the BIOS to a previous version
D. Format the new hard drive with NTFS

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 49
A technician connects an external hard drive and a mouse into a USB hub. The mouse is recognized by the operating system, but the external hard drive is not. Which of the following will allow the external USB hard drive to be recognized?

A. Replace the USB hub with an USB 2.0 hub.
B. Disable the mouse in the Device Manager.
C. Upgrade the cable connecting the external USB hard drive.
D. Connect the USB mouse to a different port on the USB hub.

Correct Answer: A
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 50
Which of the following will occur if a PCMCIA device is used in a PC card slot?

A. A PCMCIA will require voltage change on the motherboard.
B. PCMCIA devices are not compatible with PC card slots.
C. A PCMCIA device will work in a PC card slot.
D. A PCMCIA device will work in a PC card slot with a firmware upgrade.

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 51
Which of the following is a method for making a hard disk unreadable without the proper authentication?

A. exFAT
B. BitLocker
C. NTFS
D. EFS

Correct Answer: B
Section: Exam C
Explanation

Explanation/Reference:

Explanation:

QUESTION 52
A technician needs to add additional RAM to a computer containing PC2700 RAM. The technician does not have any PC2700 RAM available. Which of the following is the BEST option to complete the task?

A. Install 200MHz RAM
B. Install 266MHz RAM
C. Install 400MHz RAM
D. Install 533MHz RAM

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 53
A user reports that their desktop computer is running slower than normal. After running benchmark testing on the CPU, the technician discovers that it is performing significantly below the CPU rating. Which of the following is the MOST likely reason for the slow performance?

A. The memory is running above clock speed.
B. The DMA cache is full.
C. The hard drive has become fragmented.
D. The heat sink is loose.

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 54
A user states that when trying to sync a PDA via Bluetooth to the operating system, a no Bluetooth device error message appears on the PDA. The computer has a Bluetooth card installed. Which of the following is the MOST likely cause?

A. A microwave is interfering with the signal.
B. The hard drive is faulty.
C. A BIOS setting is incorrect.
D. The 802.11 card is disabled.

Correct Answer: C
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 55
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
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 56
A user is attempting to access files on their local computer that are also shared out to the network. The file share permissions allow the user account to have read access. The NTFS permissions allow the user account to have full control. Which of the following is the user s resulting access level when accessing these files locally?

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

Correct Answer: D
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

QUESTION 57
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
Section: Exam C
Explanation

Explanation/Reference:
Explanation:

Exam D

QUESTION 1
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
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
A user is running Windows Vista Ultimate with a 1GHz processor, 1GB of RAM, and a 64MB video card. The user states the computer performance is slow when the Aero settings are enabled. Which of the following can the technician do to increase performance?

A. Upgrade processor
B. Increase HDD size
C. Increase system RAM
D. Upgrade the video card

Correct Answer: D
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
A technician has just installed a new computer running Windows 7 in a home office, with five other computers running Windows XP. The new computer is able to connect to the other computers on the network, but the Windows XP computers are unable to connect to the new computer. Which of the following is the cause of this issue?

A. Windows updates need to be executed.
B. Network cable is unplugged.
C. The firewall is turned on.
D. The operating systems are incompatible.

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
The purpose of NSLOOKUP is to:

A. translate a DHCP address to a name.
B. translate a MAC address to a name.
C. translate a DNS address to a name.
D. translate an IP address to a name.

Correct Answer: D
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
A user is reporting that their computer is making strange noises and randomly powers off. Which of the following tools would MOST likely be used to troubleshoot this problem?

A. POST diagnostic card
B. Power supply tester
C. Loop back plug
D. Cable tester

Correct Answer: B
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

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CompTIA 220-702 Exam

QUESTION 6
A user signs up for every online promotion and mailing list they are prompted with and their mailbox is flooded with email. Which of the following is an example of this?

A. Virus
B. Infection
C. Spam
D. Malware

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
A technician needs to plug a network cable into an inactive network drop in a user s cubicle. Which of the following will allow the technician to find the correct drop in the network room to make the port hot?

A. Multimeter
B. Extension magnet
C. Power supply tester
D. Toner probe

Correct Answer: D
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
A technician is going to use an extension magnet to pick up a screw dropped inside a computer case. Which of the following MUST be done before the technician attempts to do this?

A. Turn on the computer to prevent any possible shorts.
B. Unplug the power cord to prevent any possible shorts.
C. Backup the computer to prevent any potential loss of data.
D. Ensure that the extension magnet is rubber coated.

Correct Answer: B
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

CompTIA 220-702 Exam

QUESTION 9
Which of the following would a technician MOST likely use after terminating an Ethernet cable?

A. Multimeter
B. Cable tester
C. Extension magnet
D. Toner probe

Correct Answer: B
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
Which of the following is correct for dual band routers?

A. Allows simultaneous transmission of 802.11n at 5.8GHz and 2.4GHz.
B. Allows single transmission of 802.11a/b at 2.4GHz or 802.11b/n at 5.8GHz.
C. Allows simultaneous transmission of 802.11a/b at 2.4GHz and 802.11b/n at 5.8GHz.
D. Allows single transmission of 802.11a at 5.8GHz and 802.11n at 2.4GHz.

Correct Answer: A
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
A client cannot connect to the Internet. The technician executes ipconfig at the command line and notices the IP address is 169.254.64.102. Which of the following is the NEXT command the technician should execute?

A. ipconfig /release
B. ipconfig /renew
C. ipconfig /all
D. ipconfig /flushdns

Correct Answer: A
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 12
Which of the following command line utilities would allow a technician to copy not only the parent directory but also include subdirectories of a folder on a Windows XP machine?

A. XCOPY
B. COPY
C. DIR
D. EDIT

Correct Answer: A
Section: Exam D
Explanation

Explanation/Reference:

Explanation:

QUESTION 13
A customer asks a technician to setup a SOHO network at their home. They would like to run cabling from the area where their Internet connection terminates to another room. Which of the following is the maximum distance for CAT5 UTP cabling?

A. 1 meter (3 feet)
B. 10 meters (32 feet)
C. 100 meters (328 feet)
D. 1000 meters (3281 feet)

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
A system powers on, begins POST, displays the BIOS version information and then hangs with the error message Error loading operating system. Which of the following is MOST likely cause of this issue?

A. A virus has infected the system
B. Corrupted BOOT.INI file
C. Corrupt MBR
D. Boot sector corruption

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
A user's new hard drive stops without any warning. Which of the following explains intermittent problems with a user's hard drive?

A. The hard drive needs to be defragmented.
B. Integrated controller is overheating.
C. Cables are damaged or not seated.
D. Cables are reversed.

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
The customer wants to upgrade to a newer model computer, but does not want to lose all the digital photos on the old computer. Which of the following is the QUICKEST way for the technician to move the photos?

A. Copy the photos to a USB drive and copy to the new computer.
B. Move the photos to a CD-R and copy to the new computer.
C. Copy the user's profile to a jump drive and copy to the new computer.
D. Save the old hard drive to the new computer and copy the files.

Correct Answer: A
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
A technician discovers that a newly purchased SDHC card will not function properly in a laptops card reader slot, the older SD cards work without any issue. The technician verifies on the manufacturer's website that the SDHC cards are compatible with the laptop card reader. Which of the following should the technician do FIRST to resolve this issue?

A. Format the new card in FAT32.
B. Use a memory stick DUO instead as it is a compatible format.

C. Install the latest firmware and drivers.
D. Purchase a PCMCIA adapter card for insured compatibility with all SD formats.

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
Which of the following is the default SMTP port?

A. 21
B. 22
C. 23
D. 25

Correct Answer: D
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
Which of the following is the default HTTPS port?

A. 22
B. 80
C. 443
D. 3389

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
A user reports that a network printer will not print, however, other users are not experiencing any problems. The user has rebooted their computer twice and it is still not printing. Which of the following should the technician check?

A. Run the printer configuration wizard on the desktop.
B. Check to see if the network printer is turned on.
C. Verify that the printer is connected to the network.
D. Check the local print queue for a failed print job.

Correct Answer: D
Section: Exam D
Explanation

Explanation/Reference:

Explanation:

QUESTION 21
A technician is attempting to configure Windows XP Media Center on a desktop from a CD. The message that comes up on the screen says Missing NTLDR press any key to reboot . Which of the following should the technician do NEXT?

A. Replace the video card with a compatible one.
B. Check the Windows XP Hardware Compatibility List.
C. Verify the boot order in the BIOS.
D. Install Windows XP RC2 first, then upgrade to Windows XP Media Center.

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 22
Which of the following provides the BEST protection against ESD?

A. Proper grounding
B. A non-carpeted surface
C. An anti-static wrist strap
D. Rubber gloves

Correct Answer: C
Section: Exam D
Explanation

Explanation/Reference:
Explanation:

QUESTION 23
Which of the following may cause a touchpad to fail? (Select TWO).

A. A corrupt driver
B. A loose wire or connector
C. Dirt or oil on the touchpad
D. A corrupt video driver
E. An external keyboard

Correct Answer: AB
Section: Exam D
Explanation

Explanation/Reference:
Explanation: