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COMPTIA 220-702 EXAM BUNDLE

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

QUESTION 1
Which of the following does the ping command do?

A. Communicates with the local drive
B. Communicates with network devices
C. Enables the ability to view IP address settings on the NIC
D. Enables the ability to uninstall network devices

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
... 135 CompTIA 220-702: .

QUESTION 2
Which of the following commands would a technician use to view the active application connections on a local PC to the network?

A. ipconfig
B. netstat
C. nslookup
D. net use

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A technician is trying to use the nslookup command. Which of the following needs to be installed before this command can be used?

A. NetBIOS
B. IPX/SPX
C. UDP
D. TCP/IP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
A customer states that their laser printer keeps stating there is a paper jam but the customer does not see any paper jams. The technician inspects the printer and confirms that there is no paper jams and finds the printer does not make an attempt to pickup the paper from the tray when the

... 136 CompTIA 220-702: .

print job is sent. Which of the following could be the cause?

A. Paper pickup roller is worn
B. Faulty sensor
C. Paper tray
D. Separation pad

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
A laptop needs a wireless card upgrade. The technician attempts to install the new card with no success. The wireless card is a newer 802.11b/g/n card and the laptop itself was manufactured seven years ago. Which of the following is the MOST likely problem?

A. The laptop is too old and does not have a PCI slot for the new card.
B. The laptop has the older PC Card expansion slot and the new card is onlyminiPCI.
C. The laptop has the olderminiPCI expansion slot and the new card uses miniPCI express.
D. The wireless card needs to have its jumpers configured to work properly on an older system.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
.
A technician follows the manufacturers safety procedures and upgrades the RAM in a notebook computer from 512MB to 2GB. Upon starting the notebook, a pattern of beeping sounds occurs and there is no display. The new and old SODIMM modules are the same type. Which of the following is the MOST likely cause? (Select TWO).

A. The memory is bad and must be replaced.
B. The monitor is unplugged.
C. The battery was left in the notebook.
D. The new modules are DDR2 533MHz.
E. The BIOS is not at the latest revision.

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
... 138 CompTIA 220-702: .

QUESTION 7
Which of the following methods will restrict wireless access to specific devices?

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A. PPP encryption
B. MAC filtering
C. VPN
D. Dynamic IP addressing

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which of the following paths is used to view the size of the paging file in Windows XP?

A. System Properties >Hardware Tab>Device Manager>Action menu
B. System Properties>Hardware Tab>Hardware Profiles
C. System Properties>Advanced Tab>Performance Options>Advanced Tab
D. System Properties>Remote Tab>Advanced Tab

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following commands will duplicate entire directories from one location to another?

A. copy
B. md
C. xcopy
D. dir

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
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QUESTION 10
... 140 CompTIA 220-702: .

When booting a Windows XP computer, two screens pop-up that offer a choice between two operating systems to boot to. Dual boot configuration is not installed on this computer. Which of the following files needs to be

changed?

A. IUSER7.DLL
B. CONFIG.SYS
C. BOOT.INI
D. IO.SYS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A user reports that email is working but they are unable to access the Internet. Which of the following is the NEXT step in solving the issue?

A. Check the DNS server.
B. Check the DHCP server.
C. Verify the correct IP address.
   ... 141 CompTIA 220-702: .
D. Ensure the website is not blocked.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
It is a companys policy to shut down all workstations at the end of the day. However, the majority of employees are leaving disks in their workstations and upon start up the next morning they are receiving a NTLDR is missing error. Which of the following is a possible solution?

A. Make a daily announcement to remove all disks before departing for the day.
B. Change the Boot order in the BIOS.
C. Make it a part of the evening checks to ensure all disks are removed.
D. Make a company policy that states that it is unlawful to leave disks in the machines.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A technician installed a faster CPU and now the system will not start after the install. The technician removed and reseated the CPU with no positive results. The technician then installed a known good CPU with the same negative results. Which of the following is MOST likely the cause?

A. The BIOS needs to be updated.
B. A loose connection on the hard drive.

C. The RAM needs to be upgraded.
D. The CMOS chip needs to be replaced.
.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
A technician notices that the computer locks up at times and maintains a high commit charge. Which of the following is the BEST solution to resolve this problem?

A. Install a larger hard drive.
B. Install moreRAM.
C. Install a faster CPU.
D. Increase virtual memory size.
    ... 142 CompTIA 220-702: .

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
Which of the following ports must be open for FTP?

A. 20
B. 25
C. 80
D. 110

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Which of the following will allow and deny Internet traffic?

.

A. Firewall
B. Subnet mask
C. DHCP server
D. MAC filtering

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 17
When getting an Inaccessible boot drive error, the FIRST step to solve the issue should be to:

A. ensure there is not a disk in the floppy drive.
   ... 143 CompTIA 220-702: .
B. check to see if the correct disk is in the CD-ROM.
C. check the hard drive to ensure it is working.
D. check to see if the computer is connected to the network.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
A user asked to have a second IDE hard drive installed on their computer. Which of the following should be done FIRST?

A. Update the hardware drivers to support the second drive.
B. Configure one of the HDD as master, and one as slave.
C. Update the BIOS to support additional drives.
D. Install a red ribbon cable instead of a blue cable.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
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QUESTION 19
When receiving a Missing NTLDR error, which of the following is the FIRST action that should be taken?

A. Reload the operating system.
B. Check for a floppy disk in the FDD.
C. Reboot the computer.
D. Check the CMOS to make sure the boot order is correct.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
... 144 CompTIA 220-702: .

QUESTION 20
A user reports not being able to print to a new printer but can print to an old printer. Everyone else in the same workgroup can print to the new printer. Which of the following will MOST likely solve the issue?

A. The user is no longer in the workgroup and needs to be reassigned.
B. Add the new printer to user's computer.
C. Clear the paper jam in the printer.
D. Apply the latest service pack to theusers computer.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
Each time a user tries to print a document; the user receives a out of memory error message.
.
Which of the following would BEST solve the issue?

A. Add additional RAM to the printer.
B. Change the printer paper to lighter grade.
C. Add a higher capacity toner cartridge to the printer.
D. Decrease the graphics resolution for the printer.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A user reports that when powering on their computer all they see is a black screen with a cursor. Which of the
following is the FIRST step to determine the problem?

... 145 CompTIA 220-702: .

A. Listen for beep codes to determine if the video card needs reseated.
B. Adjust the brightness of the screen.
C. Use amultimeter to check the power supply.
D. Check the pins on the video cable to see if they have been damaged.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
Which of the following is true when setting default security permissions on a folder?

A. There are no significant changes to other files.
B. The created folder inherits the most restrictive permissions within the folder.
C. The permissions are inherited by all files and folders within that folder.
D. All folders within that folder are given a restrictive password

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
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QUESTION 24
When would be the optimum time to schedule a virus scan?

A. Right before running OS updates
B. During the busiest time of the day, so any problem could be quickly fixed
C. Anytime, a virus scan should not affect any systems
D. After working hours

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
... 146 CompTIA 220-702: .

QUESTION 25
A technician installs a new USB inkjet printer for a client. The client tests the printer by printing several pages. The text output is unreadable. Which of the following is the BEST solution for the problem?

A. Change the paper size.
B. Install the correct drivers.
C. Use a different USB port.
D. Change the toner cartridge.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
... 147 CompTIA 220-702: .

When applying thermal compound to the top of a CPU, apply a:

A. thick layer, making sure to cover the sides of the CPU
B. very thin layer, making sure to cover the CPU
C. little bit on the tip of a brush, making sure to cover the top and sides of the CPU.
D. small amount in the center of the CPU

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27

When replacing a laptop keyboard, the FIRST thing to do is:

A. remove the battery.
B. remove the memory cover and memory sticks giving access to the screws holding the keyboard in place.
C. remove the top bezel covering the screws holding the keyboard in place.
D. remove the AC power.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which of the following command will display a list of folders and files?

A. dir
B. nslookup
C. cd
D. edit
  .

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
Which of the following commands shows a graphical display of the drive or paths directory structure?

A. dir
B. call
C. tree
D. path
    ... 148 CompTIA 220-702: .

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
How many volts does a power supplys 4-pin Molex connector carry to internal devices?

A. 2.5 volts
B. 5 volts
C. 6 volts
D. 15 volts

Correct Answer: B

QUESTION 31
How many hard drives are necessary to create a RAID 5 array?

A. 2
B. 3
C. 4
D. 6

Correct Answer: B

QUESTION 32
To scan for corrupted system files, which of the following command-line applications would a technician use?
.

A. chkdsk
B. sfc
C. dfgmgr
D. ntbackup

Correct Answer: B

QUESTION 33
In Windows Vista, which of the following commands would be used to verify that the previous system shutdown routine was completely successful?

... 149 CompTIA 220-702: .

A. chkntfs
B. chkstdn
C. sfc
D. chkdsk

Correct Answer: A

QUESTION 34

Which of the following is the name of the Windows Vista application that will display items such as a clock, weather and thumbnails on the desktop at startup?

A. Aero
B. Gadgets
C. Sidebar
D. Applets

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
After replacing the RAM on a clients system, a technician gets a loud beeping noise and the computer will not successfully POST. Which of the following is the MOST likely cause of the problem?

A. One of the sticks of RAM is in the wrong slot.
B. One of the sticks of RAM is not seated properly.
C. One of the sticks of RAM is from a different manufacturer.
D. One of the sticks of RAM is installed backwards.
   .

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
Which of the following BEST describes why a technician should avoid touching the copper piping on heat sinks?

A. Copper is a carcinogen and can be absorbed into the skin.
B. Static electricity from thetechnicians body can destroy the copper piping.
C. Oil from the skin can decrease coppers ability to conduct heat.
D. The copper can break loose from the heat sink and damage the computers components.
   ... 150 CompTIA 220-702: .

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
A technician is repairing a computer that will not start up. The technician notices the power button does not display any lights and the LED on the motherboard is off. Which of the following is the cause of the problem?

A. Power supply
B. Processor

C. Hard drive

D. I/O panel

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
A client is reporting that their system is operating slowly. The client has a 2GHz processor, 256MB of RAM, and a motherboard designed for gaming. Which of the following components would MOST likely need to be upgraded to increase performance?

A. Processor

B. Motherboard

C. RAM

D. Hard drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
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QUESTION 39
Which of the following protocols must be enabled in a wireless router if it is to automatically assign host IP addresses?

A. WEP

B. DNS

C. WPA

D. DHCP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
... 151 CompTIA 220-702: .

QUESTION 40
Which of the following encryption methods requires a 10-digit network key?

A. 64-bit WPA

B. 64-bit WEP

C. 128-bit WEP

D. 256-bit WPA

Correct Answer: B
Section: (none)
Explanation

QUESTION 41
A user emails a remote assistance invitation to a technician. The technician receives and responds to the invitation but cannot connect to the users PC.Which of the following is the BEST reason for the failure?

A. The OS firewall is blocking the application.
B. The remote technicians PCis blocking remote assistance.
C. Theusers PC is blocking port 3389.
D. Theusers PC is blocking port 80.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A technician suspects that a power supply on a computer may be going bad. Which of the following tools would BEST diagnose the part?

.

A. Loopback plug
B. Ethernet cable tester
C. Multimeter
D. ESD strap

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
A user receives a message on a Windows Vista machine stating that there is an error with the boot configuration data. Which of the following is MOST likely corrupted, stopping the boot process?

... 152 CompTIA 220-702: .

A. BCD
B. BOOT.INI
C. SYSTEM.INI
D. CONFIG.SYS

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44

When installing additional memory in a notebook computer, the MOST important point to remember is:

A. the chip installed in the expansion slot has to have the same capacity as the chip already installed.
B. memory chips are notplug and play; special drivers will be required.
C. the chip has to be seated properly and locked down to be detected.
D. the chip in the primary slot has to be the same or bigger size than the chip in the expansion slot.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
A user has recently reported that a PC is having a problem sending emails using an email client in the Windows XP system. However, the PC can receive emails. Which of the following could be responsible for this problem?

A. SMTP
B. HTTPS
   .
C. DHCP
D. TCP/IP

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
Which of the following features can be identically configured on a wireless access point and in the wireless network OS settings?

A. The firewall settings
B. The DHCP address
      ... 153 CompTIA 220-702: .
C. The workgroup name
D. The SSID

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
A customer requires the installation of a 10MB script on 2000 desktops in one building and it is to be completed by twenty technicians. The customer does not want the installation downloaded from their network.
Which of the following methods will be the least expensive and most efficient for the technicians to do?

A. The use of one desktop and a serial cable to copy the script into all the desktops.
B. The use of an IEEE 1394 cable to copy the script into all the desktops.

C. The use of a flash drive to copy the script into all the desktops.
D. The use of a desktop and crossover cable to copy the script into the desktops.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48
A technician was asked to remediate a serious, on-going virus and spyware situation for a particular customer. Which of the following should the technician do?

A. Remediate the problem and tell the customer to use the Internet less frequently.
B. Remediate the problem and block all the sites that are the most common to infect the PC.
C. Remediate the problem and then advise the customer on virus/spyware prevention.
D. Remediate the problem and then provide a list of sites that the customer should avoid in the . future.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
A technician changed the system date and time to display military time on a PC.Which of the following did the technician use to change this feature?

A. Regional and Language Options
B. System Information Dialogue box
C. System Date and Time
   ... 154 CompTIA 220-702: .
D. Taskbar and Start menu

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
When using Device Manager, a yellow mark indicates which of the following?

A. Device conflict
B. Device is removed
C. Device has not been digitally signed
D. No device driver found

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
When using Device Manager, a red X indicates which of the following?

A. Device is disabled
B. Device conflict
C. No device driver found
D. Device has not been digitally signed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
.
In Device Manage, an exclamation point next to a device indicates which of the following?

A. Device conflict
B. Device is removed
C. No device driver found
D. Device has not been digitally signed

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
A technician is setting up a PC. The motherboard does not have PS/2 connectors. Which of the following keyboard connector ports will the technician have to use?

... 155 CompTIA 220-702: .

A. IEEE 1394
B. Serial
C. Parallel
D. USB

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A technician installed an internal modem on a PC.Which of the following connector types will plug into the phone jack?

A. FireWire
B. RJ-11
C. RJ-48
D. RJ-45

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
Which of the following adapters will offer the HIGHEST data transfer rate? A.
Parallel

A. USB 2.0
B. 802.11n
C. Bluetooth

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
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QUESTION 56
A technician is working on a laptop that boots up and displays a poor quality picture on the LCD. Which of the following is the BEST troubleshooting step to take?

A. Replace the LCD with one that meets vendor requirements.
B. Plug in an external monitor to see if it is a device driver problem.
C. Perform a system restore.
D. Update the graphics card to meet built-in LCD specifications.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
... 156 CompTIA 220-702: .

QUESTION 57
A technician is replacing an LCD for a tablet PC but the touch screen functionality is not working.
Which of the following is MOST likely the cause?

A. The touch screen needs to be calibrated.
B. The device driver is not compatible with the replacement LCD.
C. A faulty LCD backlight on the LCD.
D. The device driver for the LCD is corrupt.

Correct Answer: D
Section: (none)

QUESTION 58
A technician is troubleshooting a laptop LCD monitor with an extremely dim screen. Which of the following is the cause?

A. Backlight failure
B. External monitor needs to be installed
C. Keyboard failure
D. Laptop is running on battery power

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
Which of the following specifies the MAXIMUM recommended distance of Bluetooth 1.0 devices? .

A. 5 meters (16 feet)
B. 9 meters (30 feet)
C. 10 meters (33 feet)
D. 30 meters (98 feet)

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
A technician is adding a secondary IDE hard drive to an older system. After installation and the first boot, the drive is not showing in Disk Management. Which of the following is the MOST likely cause of the issue?

... 157 CompTIA 220-702: .

A. The new drives jumper is set for master.
B. The new drive is connected to the secondary bus as a slave drive.
C. Both drives jumpers are set for cable select.
D. The old drives jumper is set for master and the new drive is set for slave.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
A user is reporting that the image on their CRT monitor is shaking and giving them eye strain. The technician

notices the display is OK at first, then after a minute it begins wavering. Which of the following is the FIRST step the technician should take?

A. Replace the display with a LCD monitor.
B. Look around the monitor for items that maybe interfering with the display.
C. Open the monitor menu and degauss the display.
D. Open the display properties and change the refresh rate from 60Hz to 120Hz

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
The technician is working on a computer and the air is dry. Which of the following choices is the BEST option?

A. Use a portable anti-static pad and wrist strap, ensuring all components remain on the mat, and the wrist strap is connected to the mat.
B. Leave the computer plugged in and running, to stabilize the power, and keep one hand on the case at all times while working on the unit.
   .
C. Use a wrist strap, connecting it to the computer case. Leave the computer plugged into the outlet for grounding.
D. Advise the customer it is best if the computer is taken back to the shop for repair, so it will be in a controlled temperature environment.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
A customer cannot print certain PDF documents on their laser printer. The print job in question is a multi- page large PDF with multiple colors. Which of the following is the MOST likely solution?

... 158 CompTIA 220-702: .

A. Change the driver from PCL to Post Script.
B. Update the printer firmware to handle larger jobs.
C. Add additional memory to the laser printer.
D. Add additional memory to the computer.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
A department of users is reporting there are lines across their printouts. They have already changed the toner cartridge but the issue remains. Which of the following is the BEST item to inspect?

A. The fuser unit for damage
B. The toner cartridge for proper seating
C. The tray pickup rollers for wear
D. The registration assembly for damage

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
Which of the following is the proper order of user group rights, starting with the group having the most rights?

A. Backup Operators, Administrators, Users, Guests
B. Power Users, Administrators, Users, Guests
C. Administrators, Power Users, Users, Guests
D. Users, Power Users, Guests, Backup Operators
   .

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
A technician is trying to load a device driver directly from the manufacturers CD for a PCI NIC. The operating system is Windows Vista. Windows refuses to accept the driver. Which of the following is the MOST likely cause of this problem?

A. The driver CD is for Windows XP only.
B. The technician needs to initialize the NIC first within Device Manager before installing a driver.
C. The driver on the CD is not digitally signed.
   ... 159 CompTIA 220-702: .
D. The driver is corrupt.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
A user reports that a newly installed external CD-RW is not working. A technician is called and notes the user has the CD-RW drive, a flash disk, a rarely used external hard drive and a wireless network adapter plugged into an external USB hub. Which of the following is the MOST likely reason for the problem?

A. The USB hub needs more USB ports.
B. The USB hub is a version 1.1.
C. The USB hub was not externally powered.

D. The USB hub is a version 2.0.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
A notebook user states that lately the keyboard beeps when certain character keys are pressed. The user wants their input to be silent. Which of the following is the MOST likely cause of this situation?

A. The ToggleKeys option is enabled.
B. The StickyKeys option is enabled.
C. The numeric keypad option is enabled.
D. The FilterKeys option is enabled.
.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
A client calls after connecting the keyboard and mouse to a new computer. The client indicates that neither the keyboard nor the mouse works. The technician has determined these devices are connected through the PS/2 ports. Which of the following recommendations is BEST?

A. Make sure the PS/2 plugs and ports are color matched.
B. Purchase devices with USB connectors.
C. Return the computer because of a defect.
D. Reboot the computer then switch the plugs.
     ... 160 CompTIA 220-702: .

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
Additional RAM has been added to a PC. When the RAM amount is checked within Windows the additional memory is not reflected. Which of the following is the MOST likely cause?

A. The additional RAM is incompatible with processor.
B. The RAM was not properly seated in its memory slot.
C. The power supply has insufficient wattage to power the additional RAM.
D. The new RAM is inserted backwards.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
A client has installed an additional 1GB of RAM in a computer to accommodate the requirements of a new application. When the application is run a Low on Virtual Memory warning appears.
Which of the following steps needs to be taken?

A. A higher wattage power supply needs to be installed.
B. An additional hard drive needs to be added.
C. The amount of installed RAM needs to be reduced.
D. The paging file size settings need to be adjusted.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
.
A technician replaces two 1GB DIMMs with two 2GB DIMMs. When the installed RAM amount is verified in Windows Vista, only 3GB appears. Which of the following is the MOST likely cause?

A. The DIMMs are from different manufacturers.
B. Windows Vista 32-bit can only address up to 3GB of memory.
C. The DIMMs are different speeds.
D. The RAM amount needs to be updated in Virtual Memory.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
... 161 CompTIA 220-702: .

Where in Windows XP would a secondary DNS IP address be entered, that is used when the primary DNS server is unavailable?

A. Control Panel> Internet Options
B. NIC properties> Client for Microsoft Networks
C. Computer Management> Device Manager
D. NIC properties> Internet Protocol Properties

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
A user reports that their optical drive has power and they can put a disk in it, but it does not access the disk nor does the drive show in My Computer. Which of the following is the MOST likely reason?

A. The data cable is not seated properly.
B. The power cable is not seated properly.
C. There is insufficient RAM to support the drive.
D. There is insufficient CPU bandwidth to support the drive.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
Which of the following are good examples of malware prevention in Windows XP? (Select TWO).

A. Use a trusted aggressive pop-up blocker.
B. Update the anti-spyware software after scanning the system.
    .
C. Re-install the operating system every six months.
D. Avoid notorious websites and hyperlinks.
E. Open and then scan all attachments in emails.

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
A user reports that they set their homepage to Microsoft.com, but every time they open a browser the homepage goes somewhere else, and never the same place twice. Which of the following is the MOST likely reason?

... 162 CompTIA 220-702: .

A. Low CMOS battery
B. Bad hard drive
C. Adware
D. Corrupt operating system

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
Which of the following commands will test a computer's NIC for functionality?

A. ping net

B. pingipconfig
C. pinglocalhost
D. ping microsoft.com

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
On which of the following hard drive types must a technician change the jumper setting to match the motherboard/cabling combination?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
.

QUESTION 79
On laptops, the internal wireless adapter is known by which of the following form factors?

A. PCI
B. Mini PCI
C. ISA
D. PCIe 1x

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
... 163 CompTIA 220-702: .

QUESTION 80
Which of the following tools would be used in order to test the voltage output of a laptop A/C adapter?

A. Loopback tester
B. ATX power supply tester
C. Cable tester
D. Multimeter

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
On a Windows Vista PC, where are the user files located?

... 164 CompTIA 220-702: .

A. C:\users
B. C:\documents and settings
C. C:\uac
D. C:\usersettings

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
A client states that they are unable to install a new program. Which of the following can the technician use to connect by means of a terminal services session?

A. RDP
B. FTP
C. VPN
D. UAC
   .

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
A client has a program that they want to run everyday at a certain time. Which of the following can a technician use to accomplish this?

A. Task Scheduler
B. Calendar
C. Computer Management
D. Task Manager
   ... 165 CompTIA 220-702: .

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84
Which of the following Microsoft encryption software provides the HIGHEST level of security for PCs running Windows Vista Enterprise or Ultimate Vista?

A. NTFS
B. Windows Defender forVista
C. BitLocker drive encryption
D. EFS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85
Which of the following is the minimum number of drive partitions required to run the BitLocker Drive Preparation tool?

A. One
B. Two
C. Three
D. Four

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
.
Which of the following is a feature of Windows Vista User Account Control (UAC)?

A. Prevents memory lost
B. Prevents unauthorized programs from being installed
C. Prevents data leak
D. Prevents children from accessing the computer

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
The technician has to format a new hard drive as a FAT32 file system. The hard drive capacity is 80GB. How many partitions will the technician have to create to use all of the hard drive capacity?

... 166 CompTIA 220-702: .

A. One
B. Two
C. Three
D. Four

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
A users system is locking up after the Windows logo screen on boot-up. Which of the following is the BEST reason for this?

A. The file system is password protected.
B. The hard drive disk letter is not mapped.
C. The computer is being accessed by a hacker.
D. The hard drive needs to be replaced.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
In Windows Vista, where would a technician find User1 desktop files?

A. C:\Documents and settings\User1\Desktop
B. C:\Users\User1\Desktop
C. C:\windows\System32
D. C:\Users\User1

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
.

QUESTION 90
Which of the following operating systems, by default, uses Documents as the name of a user's document folder?

A. WindowsVista
B. Windows 2000
C. Windows XP Pro
D. Windows XP Home

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
... 167 CompTIA 220-702: .

QUESTION 91

A technician wants to hide the wireless router's ID. Which of the following would accomplish this?

A. Set up WEP encryption
B. Set up MAC filtering
C. Disable SSID broadcast
D. Enable WPA encryption

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
A user has downloaded a game from the Internet. Afterwards they notice that links from search sites get redirected to unusual pages. After the problem is corrected, the user asks how the .
problem can be prevented in the future. The technician should advise the user to:

A. onlyrun the latest version of their Internet browser.
B. use only one Internet search site.
C. hide their Internet browser connection string.
D. onlyobtain software from known and reputable sources.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
Which of the following should be installed prior to attaching a heatsink to a processor?

A. Memory
B. Fan
C. Power connector
D. Thermal compound
   .

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 94
When a SMART error is received on a computer, which of the following devices MOST likely has a problem?

A. Hard disk
B. Floppy disk
C. CD-ROM
D. Processor
   ... 169 CompTIA 220-702: .

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 95
A user receives a new laptop and attempts to put the PCMCIA card from their previous laptop in the expansion slot of the new laptop. The card does not slide all the way into the slot. Which of the following device types will MOST likely fit the slot in the new laptop?

A. ExpressCard
B. Bluetooth
C. Serial
D. Parallel

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 96
Which of the following tools could be used to test the voltage coming from a laptops AC adapter?

A. Tone generator
B. Loopback plug
C. Extension magnet
   .
D. Multimeter

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
.
An automotive testing application requires a serial device to be added to a Windows XP Professional PC. The application requires the communications settings to be configured in the OS. In which of the following are these settings located?

A. Accessibility Options
B. Network Connections
C. Device Manager
D. Services

Correct Answer: C
Section: (none)
Explanation

QUESTION 98
Which of the following are differences between 802.11n and 802.11g? (Select TWO).

A. MAC filtering is not allowed in 802.11n but is allowed in 802.11g.
B. Simultaneous 2.4GHz and 5.8GHz operation occurs in 802.11n but not in 802.11g.
C. Multiple-Input Multiple-Output (MIMO) only occurs in 802.11n.
D. 802.11g has a faster throughput than 802.11n.
E. 802.11g uses a different frequency than 802.11n.

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99
After installing multiple hard drives in a computer, the technician finds that some of the drives will intermittently be unavailable. Which of the following is the MOST likely reason that the drives are periodically unavailable?

A. The BIOS does not recognize the new drives.
B. The partition tables on the drives need to be cleared.
C. The power supply is not supplying enough power.
D. The drives need to be formatted with NTFS.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
A technician is installing a new SATA drive into an older computer. Which of the following conditions can prevent the technician from being successful?

A. SATA drives are smaller than PATA drives.
B. SATA drives cannot be formatted with NTFS.
C. Mounting holes for the drives are different.
D. Power supply does not have the proper connections.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference: