

PrepKing

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PrepKing-220-702

Exam A

QUESTION 1

A customer requires a shock resistant mass storage device in their PC. Which of the following drives should the technician install?

- A. Hard disk
- B. Solid state
- C. Floppy
- D. Tape

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

A technician needs to change the process priority of a background program. Which of the following tools is BEST for performing this function?

- A. MSCONFIG
- B. Computer Management
- C. Task Scheduler
- D. Task Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

Which of the following locations would a technician use to add a Windows 7 computer to a domain?

- A. System Properties
- B. Windows Defender
- C. Network and Sharing Center
- D. Device Manager

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 4

After powering on a workstation, an intrusion alert is displayed indicating that the case has been opened. How would a technician reset the alert?

- A. Change the setting in the registry

- B. Change the setting in the BIOS
- C. Change the setting in the DOS startup files
- D. Change the setting in the Control Panel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

A technician is replacing the motherboard on a laptop. Which of the following is the MOST important step during the disassembly process?

- A. Place all of the screws in a container with other parts.
 - B. Keep the power supply plugged in to ground the system.
 - C. Organize the screws and document the locations.
 - D. Use a magnetic tipped screwdriver to remove the screws.
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

A customer has a wireless router installed in their home office. The customer is having issues with signal strength at the opposite end of the house. Which of the following is the BEST option to increase the signal strength?



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- A. Install a high gain antenna focused towards the office wall
- B. Run CAT5e cable to all of the rooms that have poor signal strength
- C. Install a wireless repeater at the far end of the house
- D. Install a second wired router in the far end of the house

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

A technician wants to setup hardware RAID 5 for a Windows 7 computer to prevent data loss. In which of the following locations would the technician MOST likely change the setting?

- A. Disk Manager
- B. Device Manager
- C. Windows Boot DVD
- D. The BIOS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

Which of the following will fix a laptop with dark irregular lines that run the width of the display in all video modes?

- A. Perform a System Restore
- B. Replace the video capture card
- C. Change the resolution to 800 x 600
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- D. Replace the LCD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

Offline files and folders are available on which versions of Windows? (Select TWO).

- A. Windows 7 Ultimate
- B. Windows 7 Home Premium
- C. Windows XP Home
- D. Windows Vista Home Premium 64-bit
- E. Windows XP Professional

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

Which of the following characteristics of Windows Gadgets is accurate?

- A. Windows Gadgets are available in all versions of Windows since XP.
- B. Windows Gadgets are part of the Sidebar in Windows Vista and Windows 7.
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- C. Windows Gadgets were introduced in Windows 7.
- D. Windows Gadgets are part of the Sidebar in Windows Vista.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

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: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

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: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

A computer running Windows 7 will not boot up. A user is receiving an 'Invalid boot disk' error. Which of the following is the cause of this error?

- A. The BOOT.INI file is not found.
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- B. The Windows registry is corrupt.
- C. There is a CD-ROM in the drive.
- D. The floppy drive is disconnected.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

A user is working in a small office home office (SOHO), running Windows XP, and cannot connect to the Internet. The office uses a router that is setup as a DHCP server. The technician types IPCONFIG in the command prompt, the following appears:

IP address 0.0.0.0

Gateway 0.0.0.0

Subnet Mask 0.0.0.0

DNS 0.0.0.0

Which of the following should the technician check FIRST?

- A. Network adapter drivers
- B. Router settings
- C. Network cable
- D. Firewall

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

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

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

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Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

A user is connecting to the Internet using a DSL modem. The user installs a new wireless router and is unable to connect remotely to their computer, using Remote Desktop. The user had no issues connecting remotely before the wireless router was installed. Which of the following is the problem?

- A. Wireless router drivers are needed.
- B. Port forwarding is not setup.
- C. The wireless router is defective.
- D. VPN is not setup correctly.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

The user cannot access some Internet websites, but can connect to resources inside the local network. The

technician successfully uses the ping command to test the user's connectivity. Which of the following commands can the technician run NEXT to troubleshoot the issue?

- A. net /?
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- B. ipconfig /flushdns
- C. netstat -r
- D. nbtstat -R

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

A customer wants to have a technician increase the amount of RAM in the laptop. Which of the following should the technician do FIRST before adding more memory?

- A. Check for available hard drive space
- B. Check the laptop documentation
- C. Open the case to check for an available slot
- D. Check the operating system on the computer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

A user is cleaning up their temporary Internet files and is concerned about the number of cookies discovered. Which of the following is a correct statement about cookies?

- A. Cookies are spyware.
- B. Cookies are not always malicious.
- C. Cookies cannot be removed.
- D. Cookies should be disabled at all times.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

A user is trying to connect a workstation to an application that communicates only on port 1025 in a remote branch office and the connection request times out every time. Which of the following options is MOST likely the cause?

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- A. All traffic on the network must travel over port 80.
- B. The application is configured to talk on an incorrect port.

- C. The firewall has the ports above 1024 blocked.
- D. All traffic on the network must travel over port 443.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

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- A. RETURN TO EXAM
- B. EXIT EXAM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

When installing a wireless network interface card (NIC) into a desktop computer, a technician should position the antenna:

- A. horizontally.
- B. vertically.
- C. at a 45 degree angle.
- D. inside the computer tower.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

A user has reported they cannot access the wireless network. The network technician checks the laptop and cannot view the wireless adapter settings. Which of the following should the technician do to connect the user to the wireless network?

- A. Enable the network card.
- B. Enable WPA2 encryption on the WAP.
- C. Change the WAP to support 802.11n.
- D. Set the Default Gateway to 169.254.1.1.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

Several users report that they are unable to print to a new printer recently installed. The technician is unable to ping the printer. Which of the following is the MOST likely cause? CompTIA 220-702 Exam

- A. No IP address on the printer
- B. Paper jam in the paper feed tray
- C. Improper DNS settings on the printer
- D. Broken LCD screen on the printer

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

A new web-based application is not working properly because it is unable to connect to certain external sites after it was installed within the internal corporate network. Which of the following will need to be configured to help troubleshoot this issue?

- A. Firewall port settings
- B. Mail protocol settings

- C. DNS settings
- D. FTP settings

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

A user's computer is not functioning properly after visiting certain unauthorized websites. After remediating the infected computer, which of the following actions should be followed to help CompTIA 220-702 Exam prevent this issue from reoccurring?

- A. Updating the Windows Operating system to the latest Service Pack
- B. Booting the computer into Safe mode
- C. Educating the end user about appropriate Internet usage
- D. Rescheduling the scans to a later time

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

Which of the following commands would be used to verify and troubleshoot DNS settings of a particular host on a Windows computer?

- A. TRACERT
- B. NSLOOKUP
- C. CHKDSK
- D. XCOPY

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

A technician has a laptop which has a faint image showing on the screen. Which of the following components should be tested and MOST likely needs replacement?

- A. Antenna wire
- B. LCD lamp
- C. Inverter
- D. LCD cable

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

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A technician wants to clear out the temporary files on a system by manually browsing to the correct location. Which of the following folders would store the temporary files for a user named EDWARD on a Windows XP Pro machine?

- A. C:\Documents and Settings\Users\EDWARD
- B. C:\Documents and Settings\EDWARD
- C. C:\EDWARD
- D. C:\Windows\Users\EDWARD

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

A technician has a user that consistently picks up viruses and malware no matter what kind of software is installed to prevent infection. Which of the following should be a cost-effective logical step in preventing future infections?

- A. Place the user behind a high end NIPS device.
- B. Migrate the user to a Virtual Machine environment.
- C. Educate the user on browsing habits.
- D. Install multiple antivirus programs on the machine to decrease the chances for infection.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 38

A corporate user would like to travel with a laptop and mitigate the risk of losing confidential data in the event the laptop is stolen. Which of the following is the BEST technology to implement for this user?

- A. The Bitlocker feature in Windows 7 Enterprise.
- B. The Bitlocker feature in Windows 7 Professional.
- C. The BranchCache feature in Windows 7 Professional.
- D. The UAC feature in Windows Vista Professional.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

A technician is backing up a 10GB hard drive to an external drive. The PC reports the transfer time will be two hours. Which of the following ports is the drive MOST likely connected to?

- A. USB 1.1
- B. Firewire 100
- C. USB 3.0
- D. eSATA

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

A laptop reports the following RAM configuration. Assuming RAM is the same price per Mb, which of the following would be the least expensive upgrade to the laptop to give it 12GB of RAM?

Memory Slots2

DRAM Frequency661.0 MHz

Memory Timings9-9-9-24 (CL-RCD-RP-RAS)

Device LocatorSlot 1
CompTIA 220-702 Exam
Capacity4096 MBytes

Memory TypeDDR3 (PC3-10700)

Speed667 MHz (DDR3 1333)

Supported Frequencies457.1 MHz, 533.3 MHz, 609.5 MHz, 685.7 MHz

EPP SPD SupportNo

XMP SPD SupportNo

Device LocatorSlot 2

Capacity2048 MBytes

Memory TypeDDR3 (PC3-10700)

Speed667 MHz (DDR3 1333)

Supported Frequencies457.1 MHz, 533.3 MHz, 609.5 MHz, 685.7 MHz

EPP SPD SupportNo

XMP SPD SupportNo

- A. Two 6Gb DDR3 PC10700 RAM modules
- B. One 10Gb DDR3 PC10700 RAM module
- C. One 8Gb DDR3 PC12800 RAM module
- D. One 6Gb DDR3 PC12800 RAM module

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 41

An employee at a branch site reports they have received the new replacement shared workgroup printer. It is the identical model as the old one. The employee has replaced the old printer and re-plugged in all of the cables on the new printer. Which of the following is the EASIEST way to ensure all the branch clients can still connect to the replacement printer via IPP?

- A. Allow the printer to acquire a DHCP address
 - B. In DHCP set reservation by MAC address
 - C. Name the printer the old printer name
 - D. Have the client print the configuration page
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 42

An administrator wants to put an icon on the desktop of all users of a Windows 7 PC. In which of the following directories would the icon be placed?

- A. C:\Documents and Settings\Public\Desktop
- B. C:\Documents and Settings\All Users\Desktop
- C. C:\Users\Default\Desktop
- D. C:\Users\Public\Desktop

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 43

A PC has a RAID 1 setup. SATA Drive 0 has failed and now the PC will not boot. Which of the following would MOST likely allow the PC to boot?

- A. Mark SATA drive 1 as active
- B. Replace SATA drive 1
- C. Reboot and select Last Known Good Configuration
- D. Replace SATA drive 0

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 44

A system had been infected with a virus. After the virus was removed it returned a few days later even though the system had not been connected to a network or external media. Which of the following should be done to remove the virus more permanently?

- A. Enable last known good configuration.
- B. Disable system restore and clean the PC.
- C. Remove all spyware prior to a virus scan.
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- D. Run the virus scanner with heuristics.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 45

A PC administrator is trying to implement BitLocker full disk encryption but the PC reports that a security

module is not found. Which of the following should the administrator do to correct this?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

A user states that their laptop is slow and they would like to increase the memory. Which of the following memory modules should a technician install?

- A. 2GB SDRAM RIMM
- B. 2GB SDRAM SODIMM
- C. 4GB DDR DIMM
- D. 4GB RAMBUS DIMM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 47

A technician needs to verify when a remote PC reconnects to the network after being rebooted. Which of the following commands would continue to ping the remote PC until the technician cancelled it?

- A. ping -a
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- B. ping -s
- C. ping -t
- D. ping -w

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 48

In Windows 7, in which of the following paths would a user with account CompTIA go to in order to view their pictures?

- A. C:\Documents and Settings\CompTIA\Pictures
- B. C:\Users\CompTIA\My Pictures
- C. C:\Users\CompTIA\Documents\Pictures
- D. C:\Documents and Settings\CompTIA\My Documents\My Pictures

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 49

Whenever a user tries to print a specially formatted document, it prints but strips the text and has incorrect spacing. Which of the following issues is the most likely cause?

- A. The wrong size paper is being used
- B. The printer is not on the network
- C. The print spooler service is not running
- D. The wrong printer drivers are installed

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 50

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 51

Upon starting a computer, the CHKDSK utility always runs before the operating system loads. Which of the following components should the technician check in order to more closely diagnose the problem?

- A. Power supply and cables
- B. Processor and BIOS settings
- C. Hard drive and connecting cables
- D. USB controller and FireWire connector

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 52

A technician is tasked with replacing the processor and cooling fan in a laptop computer. Which of the following procedures will help the technician complete the task efficiently?

- A. Place all of the screws together in one container so they do not get lost.
- B. Place the screws for each disassembly step together in an organizer.
- C. Tag each screw hole with a different color coded tag.
- D. Throw away the existing screws and replace them with new screws.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 53

A technician receives a service call about a printer producing wrinkled pages. Which of the following can cause wrinkled paper in a printer? (Select TWO).

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- A. Toner may be contaminating the paper path
- B. The PostScript commands are not being processed
- C. The corona transfer wire needs to be cleaned
- D. The new paper was stored in a damp location
- E. The fuser unit is reaching the end of its life

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 54

Which of the following represents the default installation folder for a 32-bit program installed under Windows 7 Professional 64-bit?

- A. C:\Documents and Settings
- B. C:\Program Files (x64)
- C. C:\Program Files (x86)
- D. C:\Program Files

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 55

During startup an error message "One or more services failed to start" appears. Which of the following methods can be used to examine the status of the services running on the computer? (Select TWO).

- A. Click on Start > Control Panel > System

- B. Right click on My Computer and select Properties from the context menu
- C. Click on Start > Control Panel > Administrative Tools
- D. Right click on the Desktop and select Properties from the context menu
- E. Right click on My Computer and select Manage from the context menu

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 56

CompTIA 220-702 Exam

A SOHO user has just installed a new wireless router on the network. Which of the following is the FIRST thing the user should do to secure the router from unauthorized use?

- A. Change the default administrator name and password
- B. Update the firmware in all of the client computers
- C. Setup MAC filtering to limit the devices that can connect
- D. Determine the DHCP range and any static exclusions

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 57

A shared computer is used on multiple shifts and each user creates a log file in a shared folder. Lately there has been an issue with log files being deleted by users other than the creators. Which of the following options will prevent these deletions while allowing users access to their own files?

- A. Uncheck the Allow Modify security attribute on the folder from the Users group.
- B. Uncheck the Allow List Folder Contents security attribute on the folder from the Users group.
- C. Check the Deny Full Control security attribute on the folder from the Users group.
- D. Uncheck the Allow Write security attribute on the folder from the Users group.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 58

Which of the following operating systems supports full BitLocker functionality?

- A. Windows XP
- B. Windows 7 Professional
- C. Windows Vista Home
- D. Windows 7 Enterprise

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 59

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Which of the following protocols could a technician use to connect a smartphone to an email server? (Select TWO).

- A. SMTP
- B. POP3
- C. HTTP
- D. SNTP
- E. ICMP

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 60

Which of the following should a technician do FIRST to secure a mobile device?

- A. Assign a passcode
- B. Download updates
- C. Disable GPS
- D. Install antivirus

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 61

When running Windows XP, which of the following would give a list of switches for the CHKDSK command?

- A. chkdsk ~?
- B. chkdsk :?
- C. chkdsk /?
- D. chkdsk \?

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 62

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Which of the following security threats would cause a computer to run slow and redirect HTTP sites?

- A. Phishing
- B. Key logger
- C. Social engineering
- D. Malware

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 63

Which of the following security threats involve shoulder surfing and phone phishing?

- A. Man-in-the-Middle
- B. Social engineering
- C. Trojan virus
- D. Spyware

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 64

A technician is tasked with building three systems that are capable of utilizing the new Windows HomeGroup functionality. Which of the following versions of Windows would need to be used?

- A. Windows 7 or Windows Vista
- B. Windows Vista only
- C. Windows XP Professional x64 Edition
- D. Windows 7 only

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 65

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Which of the following security threats does NOT use software to extract sensitive information or credentials?

- A. Grayware
- B. Shoulder surfing
- C. Malware
- D. Man-in-the-Middle exploits

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 66

Social engineering makes use primarily of which of the following techniques, to bypass common corporate security barriers?

- A. Grayware installation
- B. Worm transmission
- C. Human interaction
- D. Malware installation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 67

A user has a laptop that they need to get ready for an outdoor presentation. The user is concerned that the laptop will turn off the screen or go into standby before their presentation is complete. Which of the following Control Panel paths should the technician use in order to prevent this from occurring?

- A. System -> Hardware
- B. Power Options -> Power Schemes
- C. System -> Advanced -> Performance
- D. Power Options -> Hibernate

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 68

A user states their workstation will not reach the login screen. Which of the following commands can be used to write a new partition boot sector to the system partition in the Recovery Console?

- A. FIXMBR
- B. BOOTCFG
- C. FIXBOOT
- D. DISKPART

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 69

Which of the following features helps to prevent shoulder surfing?

- A. Native resolution
- B. Auto adjust
- C. Degaussing
- D. Privacy screen

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 70

A user wants to change the functionality that occurs when the laptop lid is closed. Which of the following Control Panel options is the MOST direct way to adjust this?

- A. Display
- B. Power Options
- C. Personalization
- D. Device Management

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 71

Which of the following Control Panel items will allow for easy streaming of pictures, music, and videos to other Windows 7 PCs?

- A. Ease of Access Center
- B. AutoPlay
- C. Sync Center
- D. HomeGroup

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 72

The folder "Documents" is shared. The user can create and delete documents when on the local PC, but can only read documents when accessing them remotely. Which of the following should be adjusted?

- A. Read Only Attribute
- B. Share Permissions
- C. Firewall Settings

D. NTFS Permissions

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 73

Which of the following security controls would be an example of the least privilege principle on a home PC?

- A. Install antispyware on the PC.
- B. Create a standard user account for kids.
- C. Store all financial data in a separate folder.
- D. Disable the firewall for online gaming.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 74

A user regularly has to walk away from their computer and is worried someone may access their workstation. Which of the following would BEST prevent this?

- A. Lock the workstation
- B. Shutdown the computer
- C. Logon using the unprivileged guest account
- D. Set the screensaver password

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 75

A user has an LCD and a CRT monitor attached to their workstation. The colors are slightly off on the CRT but not the LCD. Which of the following controls should be used in troubleshooting?

- A. Geometry
- B. Contrast
- C. Brightness
- D. Degauss

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 76

A user has not received any new emails on their smartphone in the last two days. The user is able to access the Internet without any problems. Which of the following should the user do FIRST?

- A. Restart the smartphone
- B. Reconfigure the smartphone email account
- C. Resynchronize the smart phone
- D. Update the operating system

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 77

A technician needs to format a file system to be compatible with the WIDEST range of operating systems. Which of the following file systems should be used?

- A. NTFS
- B. FAT16
- C. CDFS
- D. FAT32

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 78

A company is experiencing issues with third parties tailgating authorized users during entry to secure server rooms. Which of the following would BEST alleviate this problem?

- A. Retinal scanners
- B. Mantraps
- C. Door locks
- D. Smart card badges

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 79

A company has experienced loss of confidential information from disposed paper records. Which of the following security procedures should be implemented?

- A. Biometrics
- B. Shredding

- C. Key fobs
- D. Mantraps

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 80

Which of the following security concepts establishes the notion that a user should only be given sufficient access to the resources they need to perform their job function?

- A. Deny all
- B. Allow all
- C. Most privilege
- D. Least privilege

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 81

A user reports that settings on the SOHO Wi-Fi router are being changed. Which of the following is the BEST course of action to prevent unwanted changes in the future?

- A. Change the default password of the administrator router login account.
- B. Enable a stronger password for the SNMP reporting functionality of the router.
- C. Change the internal IP of the router.
- D. Set the DHCP lease expiration time to half of its current value.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 82

A technician is trying to diagnose a laptop that is experiencing heavy artifact corruption and random loss of video during operation. Which of the following are MOST likely causes of this problem? (Select TWO).

- A. Integrated system video chip is failing and/or near death.
- B. Video drivers were not installed directly from Microsoft update.
- C. Incompatible or untested video drivers have been installed.
- D. The BIOS is not set for the proper operation temperature of the video chipset.
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- E. The BIOS is underclocking the video card's operating speed.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 83

A user reports that every time they use a search engine and click on a link to go to a website, they instead are taken to a site blocked by their company's content filter. The user is not trying to go to the blocked site and needs to be able to successfully use the search engine to complete their assignment. Which of the following tools would a technician use to BEST resolve this issue?

- A. Anti-malware software
- B. Factory pre-installation
- C. System restore
- D. Recovery console

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 84

After being infected with a virus, a user's computer does not recognize the user as having local administrator rights to the computer. After troubleshooting the issue, a technician determines the computer needs to be rebuilt and data needs to be restored from the user's backup. Which of the following tools would BEST reset the computer to how it worked when first purchased?

- A. Recovery Console
- B. Factory restore CD
- C. Anti-malware software
- D. System Restore

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 85

After installing an updated video card driver in a Windows XP machine, a technician sees a bluescreen of death (BSOD). Which of the following would BEST help the technician repair the CompTIA 220-702 Exam computer?

- A. Update antivirus definitions
- B. Run System Restore
- C. Last Known Good Configuration
- D. Factory pre-installation CD

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 86

A technician installed a second hard drive in a computer. Upon restart, a message appears stating, "primary drive 0 not found. Press F1 to continue. Which of the following should the technician check FIRST?

- A. That NTLDR and boot.ini are not missing
- B. Proper drive installation (e.g. cables/jumpers)
- C. If computer can boot into safe mode
- D. If the BIOS boot settings are correct

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 87

Which of the following is BEST used to prevent other people from viewing a user's computer screen?

- A. Anti-virus software
- B. Key fob
- C. Biometric device
- D. Privacy filter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 88

CompTIA 220-702 Exam

A pest exterminator tries to gain access to a company's computer lab, but the receptionist does not see an extermination scheduled on the calendar and denies the exterminator access to the lab. Which of the following security threats almost occurred?

- A. War driving
- B. Social engineering
- C. Shoulder surfing
- D. Phishing

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 89

Which of the following can be used as an appropriate boot device?

- A. USB drive
- B. HDMI
- C. OEM recovery media
- D. FDISK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 90

Which of the following is the BEST tool to verify the cable is plugged into the correct port on the patch panel?

- A. Cable certifier
- B. Punch down
- C. Toner probe
- D. Cable tester

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 91

CompTIA 220-702 Exam

Which of the following is the BEST tool for a technician to use to make sure the network wires are securely fastened in a wall jack?

- A. Crimper
- B. Small flat screwdriver
- C. Wire strippers
- D. Punch down

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 92

A client wants a wireless SOHO installed in the building that already has other wireless networks in it. The client wants the network to not be easily seen. Which of the following can the technician disable to help the network from being seen?

- A. SSID broadcast
- B. DHCP
- C. MAC filtering
- D. Wireless encryption

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 93

A user gets an error message that the trust relationship to the domain has been broken. Which of the following can be done to resolve this from the client desktop?

- A. Re-join the computer to the domain
- B. Reboot the PC as the domain will automatically rebuild the relationship
- C. Update the BIOS using the latest version
- D. Run CHKDSK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 94

The technician needs to view files in the C:\users\<username>; some files are not visible. Which of the following Control Panel utilities should be used FIRST to resolve this problem?

- A. Folder Options
- B. Security Center
- C. System
- D. User accounts

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 95

Which of the following resources is MOST important for accessing remote virtual environments on a client machine?

- A. Network speed
- B. CPU speed
- C. High speed memory
- D. Drive space

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 96

A computer program that functions normally while quietly installing malicious software on a machine is known as a:

- A. DDoS attack.
- B. Worm.
- C. Phishing attack.
- D. Trojan.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 97

A user sent an email requesting that a technician check if a computer is on and connected to the Internet so the user can login from home. Which of the following commands in the command prompt would a technician use to verify if the computer is on and connected without having to go to the computer?

- A. NSLOOKUP
- B. NETSTAT
- C. PING
- D. IPCONFIG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 98

A technician recently removed spyware from a computer and now the user is getting error messages about system files. Which of the following tools would a technician use to verify all system files are intact and in their original versions?

- A. Repair Disk
- B. SFC
- C. FIXMBR
- D. ASR

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 99

A technician has recently installed a printer on a customer's computer and verified it is working correctly. The customer calls and states that nothing has changed but now they are unable to print to any printer. In which of the following places would the technician look FIRST to determine the problem?

- A. Users and Groups

- B. Windows Firewall
 - C. Services
 - D. Local Security Policy
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 100

A customer with an iOS based tablet does not have serviceable parts and needs additional storage for their device. Which of the following would BEST address their increased storage needs?

- A. Attach an external USB drive
- B. Restore the operating system
- C. Install additional flash memory
- D. Purchase an upgraded device

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 101

An IR printer stops working for half of an office while the other half is able to print. Which of the following should be checked FIRST?

- A. Proper lighting
- B. Paper levels
- C. Physical obstructions
- D. Printer share name

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 102

Which of the following should be checked FIRST when troubleshooting a computer that intermittently shuts down after heavy usage?

- A. Proper paper levels in the printer
- B. Inadequate available RAM
- C. Optical drive device drivers
- D. Central processing unit fan

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 103

The computer starts up and runs for less than a minute before shutting down or locking up. This is a symptom of:

- A. overheating.
- B. incompatible RAM.
- C. a faulty hard drive.
- D. a bad internal USB hub.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 104

A computer's time settings reset every time it is unplugged. This is a symptom of a faulty:

- A. memory module.
- B. power supply.
- C. motherboard.
- D. CMOS battery.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 105

When the computer is turned on it emits a series of beeps and does not POST. This can be caused by a bad:

- A. CMOS battery.
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- B. video card.
- C. IDE cable.
- D. floppy cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 106

A technician recently installed a new USB printer for a customer that is running Windows 7. Windows automatically installed the drivers. When the user prints, the printout has a bunch of symbols. Which of the following should the technician do NEXT?

- A. Install the vendor specific driver
- B. Replace the printer
- C. Check for Windows Updates
- D. Run antivirus application

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 107

A technician is configuring a PC that will have confidential information stored on it. To ensure that only authorized users can access this PC, which of the following should the technician do? (Select TWO).

- A. Disable the guest account
- B. Install antivirus applications
- C. Disable DHCP
- D. Change the SSID
- E. Change the default username

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 108

A company recently had a security breach and is now required to increase the security on their CompTIA 220-702 Exam workstations. A technician has been tasked to harden all the workstations on the network. Which of the following should the technician do?

- A. Enable Windows automatic updates
- B. Enable screensaver required passwords
- C. Enable MAC filtering
- D. Enable wireless encryption

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 109

A technician recently installed a new video card in a PC. The PC already has integrated video on the motherboard. When the technician turns on the PC, there is no video. Which of the following is MOST likely the cause?

- A. The motherboard BIOS version is out of date.
- B. The incorrect video card drivers are installed.
- C. The power connector for the video card is unplugged.
- D. The video card is unsupported by the motherboard.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 110

A user has just purchased a wireless router for their home. Which of the following should be done to BEST secure the router from unauthorized access? (Select TWO).

- A. Change router default logins
- B. Change the security settings on their computer
- C. Set encryption on the router
- D. Update router firmware
- E. Change the encryption on the computer's wireless adapter

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 111

A laser printer is producing completely blank sheets. Which of the following processes should the technician check FIRST?

- A. Fusing
- B. Paper handling
- C. Transfer
- D. Development

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 112

A Windows user states that every time they hit certain letter keys on their notebook, a number appears instead of the letter. Which of the following items is MOST likely the cause of this problem?

- A. The user enabled sticky keys.
- B. The user changed the keyboard character set.
- C. The user enabled accessibility options.
- D. The user enabled num lock.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 113

A user would like to purchase a computer with 8GB of memory installed and recognized by the operating system. Which of the following operating systems could be installed on the computer to meet their requirements? (Select TWO).

- A. Windows 7 Home Premium 32-bit
- B. Windows 7 Professional 64-bit
- C. Windows XP Professional 32-bit
- D. Windows Vista Business 64-bit
- E. Windows Vista Enterprise 32-bit

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 114

Which of the following should be regularly scheduled to prevent data loss in the event of a system failure?

- A. Check Disks
- B. Backups
- C. System Restore
- D. Defragmentation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 115

Which of the following should be regularly scheduled to MINIMIZE non-contiguous files?

- A. Backups
- B. System Restore
- C. Defragmentation
- D. Check Disk

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 116

A technician has just finished installing a new NIC in a desktop. Which of the following should the technician perform NEXT according to the troubleshooting theory?

- A. Test the theory to determine cause
- B. Verify full system functionality
- C. Escalate issue to a manager
- D. Document findings and repairs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 117

After replacing a motherboard on a customer's laptop for a no POST issue, the technician realizes that there is no wireless connectivity on the laptop. Which of the following should the technician do FIRST?

- A. Check to see if there is a wireless switch on the laptop and its current position.
- B. Disassemble the laptop and check if WiFi antennas connected properly to wireless card.
- C. Reinstall WiFi card drivers.
- D. The new motherboard is defective and not recognizing wireless; it needs to be replaced.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 118

After installing a new multifunctional printer, an administrator realizes the flatbed scanner does not scan any documents. Which of the following is the MOST likely reason of the issue?

- A. The scanner lock switch on the device is locked.
- B. The printer driver was installed incorrectly.
- C. The multifunction printer's USB cable was plugged into the incorrect port.
- D. The scanner's alignment and calibration was not performed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 119

After replacing a motherboard on a customer's laptop for a no sound issue, a technician realizes that there is intermittent wireless connectivity on the laptop. Which of the following should the technician perform FIRST?

- A. Reinstall the driver of the WiFi card.

- B. Check to see if there is a wireless switch on the laptop and its current position.
- C. Replace the wireless card because it is not fully compatible with the new motherboard.
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- D. Check if the WiFi antenna is connected properly to the wireless card.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 120

Which of the following is a valid local loopback address test command?

- A. PING 10.10.1.1
- B. PING 127.0.0.1
- C. PING 192.168.0.1
- D. PING 255.255.255.0

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 121

Which of the following is the MOST likely reason for a low wireless signal?

- A. The distance from the access point
- B. Incompatible wireless hardware
- C. The access point is bridged
- D. Channel conflict in the access point

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 122

A technician would like to dispose of a hard drive that is no longer needed. According to company policy, all contents on the disk should be deleted before disposal. Which of the following OS command line tools should be used?

- A. CHKDSK
- B. DEL
- C. SCANDISK
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- D. FORMAT

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 123

A user is stating that a laptop is taking a long time to boot up. A technician needs to know which programs are running during startup. Which of the following OS command line tools would assist the technician in identifying the running programs?

- A. PING
- B. DISKPART
- C. MSCONFIG
- D. IPCONFIG

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 124

A customer states that there are many applications running on the PC and the PC locks up occasionally. A technician has requested that the customer attempt to close several applications, but they are not responding. After requesting the customer to press CTRL+ALT+DEL, which of the following options should the customer select NEXT?

- A. Processes
- B. Performance
- C. Lock Computer
- D. Task Manager

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 125

A technician wants to test video functionality on a Windows XP machine. Which of the following utilities would the technician use to accomplish this? CompTIA 220-702 Exam

- A. MSCONFIG
- B. Performance Monitor
- C. DXDIAG
- D. Services.msc

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:**

Explanation:

QUESTION 126

When securing a new wireless router, which of the following should be changed FIRST?

- A. Default SSID
- B. Radio power levels
- C. Default password
- D. DHCP settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 127

A client has a Windows Vista PC that has several unused programs that run on startup. Which of the following utilities can a technician use to disable these programs from running at startup?

- A. Default programs
- B. Performance information and tools
- C. Performance Monitor
- D. Device Manager

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 128

Every time the PC is rebooted, the time needs to be reset. Which of the following components MOST likely needs to be replaced?

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- A. CMOS battery
- B. RAM module
- C. SATA controller
- D. Power supply

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 129

Which of the following switches should a technician use with the PING command to resolve an IP address to a hostname?

- A. -a
- B. -f
- C. -n

D. -t

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 130

A customer states that their wireless stops working a few times a day. They said the problem started when a new neighbor moved in. Which of the following is the MOST likely cause of the issue?

- A. Neighbors are using the same encryption.
- B. Neighbors are using the same model router.
- C. Neighbors have SSID broadcast enabled.
- D. Wireless channels are overlapping.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 131

A technician recently installed a new video card in a Windows XP computer. In which of the following locations in the Control Panel would the technician go to change the resolution? CompTIA 220-702 Exam

- A. Power Options
- B. Display
- C. System
- D. User Accounts

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 132

A technician recently setup a new wired network and wants to ensure only their computers can use it. Which of the following is the MOST secure way to accomplish this?

- A. Make sure the computers are using strong passwords.
- B. Enable an intrusion detection system.
- C. Assign the computers static IP addresses.
- D. Disable the extra ports on the router.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 133

Which of the following BEST describes a method for installing an operating system across the network?

- A. USB 3.0
- B. IEEE 1394
- C. PXE
- D. NTFS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 134

Which of the following would be the BEST format for optical media? CompTIA 220-702 Exam

- A. FAT32
- B. EXT3
- C. CDFS
- D. NTFS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 135

Which of the following relies on individual characteristics unique to each person?

- A. Rootkits
- B. Phishing
- C. Antispyware
- D. Biometrics

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 136

Which of the following BEST describes the practice of attempting to gain information through deceptive emails?

- A. Hashing
- B. Biometrics
- C. Phishing
- D. Encryption

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 137

After connecting a laptop to an external monitor, no display is detected and the monitor goes into sleep mode. Which of the following should be attempted FIRST to correct the problem? (Select TWO).
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- A. Change the input mode on the monitor
- B. Reboot the operating system
- C. Reload the display adapter drivers
- D. Toggle the display using the keyboard shortcut
- E. Verify network connectivity

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 138

A technician has been dispatched to a customer site to diagnose an issue where the computer turns off intermittently. Upon arriving at the site, the technician detects a smoke smell coming from the computer. Which of the following is the BEST solution?

- A. Power down the system and replace the CPU.
- B. Power down the system and replace the power supply.
- C. Install an additional case fan for proper ventilation.
- D. Remove the side panel for proper ventilation.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 139

A technician has installed several new devices on a computer. The computer no longer boots properly, and the technician needs to determine which device driver may be causing the issue. Which of the following allows the operating system to run in a limited capacity with minimal device drivers loaded?

- A. Last known good configuration
- B. Recovery console
- C. Power shell
- D. Safe mode

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:
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QUESTION 140

Which of the following can be achieved with Group Policy to help with workstation security measures?

- A. BitLocker password
- B. Complexity requirements
- C. BIOS password
- D. Wake on LAN

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 141

Slow system performance may be caused by which of the following?

- A. Faulty firewall
- B. Viruses
- C. Second hard drive
- D. Outdated BIOS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 142

Which of the following can enable a technician to remove a virus that prevents users from updating their antivirus software?

- A. Recovery console
- B. REGEDIT
- C. Safe mode
- D. MSCONFIG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 143

A technician notices that a computer is making a loud clicking noise but continues to run. System speed is barely affected, but they cannot access certain drives. These are the symptoms of which of the following?

- A. Failing second hard drive
- B. Failing system hard drive

- C. Bad CMOS chip
- D. Bad CPU fan

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 144

Which of the following is the BEST way to get rid of dead pixels on a laptop screen?

- A. Replace the inverter
- B. Replace the back bezel
- C. Replace back light
- D. Replace the LCD

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 145

A technician works for a company that uses an application to track licensing information. The application runs in the background on the Windows 7 computers. A technician receives a call stating that the licensing tracking software is not running. Which of the following should the technician perform to ensure that the application is always running?

- A. Keep Windows updated with the latest patches
- B. Run the application in compatibility mode
- C. Set the service to automatically start
- D. Install application in Windows XP mode

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 146

Which of the following operating systems has a 64-bit version?

- A. Windows XP Home
- B. Windows XP Media Center
- C. Windows 7 Starter
- D. Windows XP Professional

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 147

A user contacts a PC technician and states that their computer is not functioning properly. The technician logs into the PC and tries to run the antivirus application on the PC, but gets an access denied error. The technician also tries to run a System Restore and gets the same error. Which of the following steps should the technician perform?

- A. Boot into safe mode and run antivirus software.
- B. Replace the PC hard drive then rerun antivirus application.
- C. Reformat the hard drive and reinstall the operating system.
- D. Install a new antivirus application, perform all updates, then run software.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 148

A technician has just finished installing and configuring a SOHO wireless network for a client. To ensure that unauthorized users cannot make changes to the router, which of the following should the technician do?

- A. Set wireless encryption to WPA2
 - B. Enable MAC filtering
 - C. Change default usernames and passwords
 - D. Disable port forwarding
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 149

A company suspects that there are unauthorized users connecting to their wireless router. The SSID broadcast is already turned off. Which of the following should the technician perform NEXT to increase security on the wireless router? (Select TWO).

- A. Enable MAC filtering
- B. Configure DHCP
- C. Change the encryption key
- D. Disable the DNS port
- E. Configure port forwarding

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 150

A company is using a software application that remotely deploys applications over the network. A technician receives a call that one of the computers did not get the new application because the computer was in power-save mode. Which of the following network settings would prevent this issue in the future?

- A. Drivers
- B. Speed
- C. Duplex
- D. Wake-on-LAN

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 151

Which of the following settings **MUST** be configured in order to turn on a VoIP phone?

- A. PoE
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- B. Flow control
- C. VPN
- D. Duplex speed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 152

A user calls the helpdesk and states that they suddenly cannot connect to the Internet or any other network resources. The user is on a company network that uses DHCP. The technician runs IPCONFIG from the command prompt and the PC has an IP address of 0.0.0.0. Which of the following steps should the technician perform **FIRST** to troubleshoot this issue?

- A. Check the network cable
- B. Replace network card
- C. Assign a static IP address
- D. Reinstall the network drivers

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 153

A technician has installed the hardware for a SOHO wired network. Which of the following is the **FIRST** step to securing the network?

- A. Enable MAC filtering
- B. Change default usernames and passwords
- C. Disable unused ports
- D. Assign static IP addresses

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 154

A bank is upgrading some clerical users' PCs. Which of the following would be the MOST appropriate method for erasing the data on the old PCs? CompTIA 220-702 Exam

- A. Drive degauss
- B. Standard format
- C. Change the jumpers on the hard drive
- D. Quick format

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 155

A laptop user reports that they cannot see the SSID or connect to their company's wireless network. Which of the following should the technician try FIRST?

- A. Check the wireless settings in the OS
- B. Replace the internal wireless adapter
- C. Check the wireless on/off switch
- D. Check the signal strength

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 156

A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

- A. The CMOS battery is bad.
- B. A memory module has become unseated.
- C. The heat sink retaining clip has broken loose.
- D. The hard drive cable has become unseated.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 157

A user reports that the PC is not working. After questioning the user, the technician believes the problem is a bad memory module. Which of the following is the NEXT step the technician should CompTIA 220-702 Exam take?

- A. Document findings, actions, and outcomes
- B. Test the theory by replacing the motherboard
- C. Test the theory by running memory diagnostic software
- D. Verify the system is working correctly

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 158

A technician is diagnosing a PC running Windows 7 which has been affected with an "NTLDR is missing" error message. Which of the following command line tools would BEST resolve the problem?

- A. Fixboot
- B. CHKDSK
- C. Scandisk
- D. DEFRAG

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 159

A user reports that people are receiving emails from their account that the user never sent. Which of the following security measures would BEST resolve the problem?

- A. Check the startup list on the PC for malicious entries.
- B. Change the account password.
- C. Upgrade the email client to a newer version.
- D. Install a more expensive spam filter.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 160

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A technician is repairing a workstation that exhibits random reboots at odd times of the day. Which of the following should be performed FIRST when troubleshooting the issue? (Select TWO).

- A. Check the PSU integrity
- B. Check the CMOS battery
- C. Check the video card integrity
- D. Check the memory integrity
- E. Check the optical drive integrity

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 161

While using an application on a Windows XP desktop PC, a BSOD appears. Which of the following should the technician select upon reboot to troubleshoot this issue?

- A. Boot to safe mode
- B. Boot to last known good configuration
- C. Boot to another OS on a second partition
- D. Boot normally

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 162

A user powers on their Windows XP PC. The POST runs and the message "NTLDR is missing" appears. Which of the following should the technician do to troubleshoot this problem?

- A. Run FDISK
- B. Run SCANDISK
- C. Run CHKDSK /F
- D. Run FIXMBR

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 163

A user states that their old Windows XP notebook loses time when they power it off. Which of the following items would address this problem?

- A. Remove any over clocking settings in the BIOS.

- B. Replace the CMOS battery.
- C. Replace the main battery with a larger power battery.
- D. Update the BIOS to new revision.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 164

A technician would like to map a network drive. Which of the following indicates the correct path for mapping a network drive?

- A. \\share\servername
- B. \\username\servername
- C. \\password\share
- D. \\servername\share

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 165

Which of the following is the MINIMUM account required to install most programs on Windows XP?

- A. Power user
- B. Administrator
- C. Standard user
- D. Guest

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 166

Which of the following user accounts should be disabled to adhere to security best practices?

- A. Standard user
- B. Guest
- C. Administrator
- D. Power user

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 167

When configuring user accounts, which of the following should a technician perform?

- A. Make all users local administrators
- B. Assign the minimum required access to the users
- C. Make all users standard users
- D. Assign the maximum required access to the users

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 168

A technician needs to rebuild a computer that had a virus. Which of the following data destruction methods should be used to ensure the virus has been successfully erased before reinstalling the operating system, programs, and all user data?

- A. Standard format
- B. Low level format
- C. Shredder
- D. Degaussing tool

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 169

Which of the following procedures needs to be done FIRST in order to modify system files and folders in Windows XP?

- A. Add command line options /s /v to Windows XP setup.exe file prior operating system installation.
- B. The system files and folders must be moved to another partition.
- C. Change the default settings in Folder options.
- D. Clear Read-Only restrictions in system files and folders properties.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 170

A technician is troubleshooting a computer which is making a loud clicking noise and not booting. Which of the following parts MOST likely needs to be replaced?

- A. CD-DVD drive
- B. Hard drive
- C. Memory sticks
- D. Motherboard

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 171

A technician needs to free up hard drive space by emptying the recycle bin, deleting temporary files, and compressing old files. Which of the following utilities will allow the technician to accomplish this simultaneously?

- A. System Configuration
- B. Performance Management
- C. Disk Defragmenter
- D. Disk Cleanup

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 172

A technician needs to uninstall some software from a Windows XP computer. Which of the following utilities is unique to Windows XP?

- A. Add / Remove Programs
- B. Programs and Features
- C. Programs
- D. Uninstall a Program

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 173

A user states when they press certain letters on their laptop's keyboard, a number is displayed on the screen. Which of the following can the technician perform to resolve this issue?

- A. Change the character mapping
- B. Turn off number lock
- C. Replace the keyboard
- D. Update the keyboard drivers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 174

A contractor needs to destroy several drives containing confidential information so that they can never be used again. Which of the following destruction methods would BEST accomplish this task?

- A. Overwrite the hard drives.
- B. Drill into the hard drives.
- C. Degauss the hard drives.
- D. Sanitize the hard drives.

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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 175

A customer purchases a new 802.11n router for their home. They connect it to their current 801.11g devices, as well as their new laptop. Even though the laptop has a built-in 802.11n antenna, they are not noticing any speed increase. Which of the following is the MOST likely cause?

- A. The laptop is not close enough to the router.
- B. The router should be set to "G-Only".
- C. The router is broadcasting in Mixed Mode.
- D. The laptop needs a dedicated access point.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 176

Which of the following home computer synchronization methods are possible with an iOS device? (Select TWO).

- A. Infrared
- B. USB
- C. FireWire
- D. Wi-Fi
- E. Parallel

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 177

A technician has a computer locked in a cabinet in the office that shares a printer and some files. The computer must remain on. Which of the following Control Panel options would be used to control the users that are able to shut the computer down? CompTIA 220-702 Exam

- A. Power options
- B. Security center
- C. Local security policy
- D. System

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 178

A customer states that another technician just removed some viruses and now they are not able to connect to websites such as Windows Update, but are able to connect to others. Which of the following is the MOST likely cause of the issue?

- A. NIC driver is damaged
- B. Not all viruses have been fixed
- C. Internet Explorer cache is full
- D. Host file has been manipulated

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 179

A technician has 50 identical computers that need to be upgraded to the Windows 7 OS, and are capable of booting from the network. They are running a Gigabit network with a Windows deployment server. Which of the following will be the BEST to use in this scenario?

- A. UEFI
- B. Windows 7 DVD
- C. PXE
- D. USB flash

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 180

A technician receives an error every time a workstation boots up. The technician needs to find out CompTIA 220-702 Exam what process is responsible for the error. Which of the following utilities would be used FIRST?

- A. System Control Panel
- B. Task Manager
- C. Event Viewer
- D. MSCONFIG

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 181

A technician installs a new SOHO wireless router to replace a failed router and users report connectivity issues and IP errors. Which of the following is the MOST likely cause?

- A. Their server has gone down
- B. There are too many static IP addresses on the network
- C. The new router's firewall is malfunctioning
- D. Users need to refresh their IP configuration

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 182

A technician installs a new video card for a customer on a desktop PC. The technician powers on the PC and does not get video. Which of the following steps should the technician perform FIRST to troubleshoot this issue?

- A. Flash the BIOS
- B. Research the problem on the Internet
- C. Reseat the video card
- D. Replace the video card

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 183

CompTIA 220-702 Exam

A technician is tasked with changing the account lockout threshold to 30 minutes in Windows 7. Which of the following should the technician use to accomplish this task?

- A. User Access Control
- B. Windows Security Center
- C. Local Security Policy
- D. Users and Groups

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 184

A technician is creating an image that will be used to deploy Windows 7 to 100 PCs. Which of the following tools should be used to accomplish this?

- A. SYSPREP
- B. Windows 7 Advisor
- C. CHKDSK
- D. DISKPART

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 185

A technician is having boot issues with a newly built PC, and notices the following jumper configurations for each PATA device.

- HARD DRIVE.MASTER
- OPTICAL DRIVE.CABLE SELECT

Which of the following jumper configurations should be used instead?

- A. HDD.Cable Select; Optical Drive.Master
- B. HDD.Cable Select; Optical Drive.Cable Select
- C. HDD.Slave; Optical Drive.Slave
- D. HDD.Master; Optical Drive.Master

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:
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QUESTION 186

A computer is showing the "No boot device found" message even though a technician has verified that the hard drive is set as Device 1 in the BIOS boot order. Which of the following causes is MOST likely at play?

- A. A 40-pin cable was used instead of an 80-pin cable to connect the HDD.
- B. The hard drive is disconnected.
- C. The hard drive has corrupted sectors and needs a CHKDSK scan.
- D. Both PATA devices are incorrectly set to the master jumper setting.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 187

A technician is troubleshooting a RAID 6 array on a high end CAD/CAM workstation. Two disk drives have their fault lights on. Which of the following is the BEST action for the technician to perform when fixing this problem?

- A. Replace the failed drives and verify the RAID rebuilds completely.
- B. Reseat the drives, backup the data, and then replace them.
- C. Reseat the drives and monitor the RAID status over a few days.
- D. Replace the failed drives and restore the data from a known good backup.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 188

Which of the following options is MOST likely active on a network of three workstations, running Windows 7 Home Edition x64, to enable File and Print sharing?

- A. HomeGroup
 - B. Active Directory
 - C. WorkGroup
 - D. Domain Setup
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 189

A customer on the phone is getting a 'page cannot be displayed' error when typing www.comptia.org. Which of the following commands would a technician use FIRST to troubleshoot the issue?

- A. PING
- B. NET
- C. NSLOOKUP
- D. NETSTAT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 190

An entry level network analyst calls and is not sure which Windows OS features to use to check for users who are currently logged on. Which of the following features would BEST assist this analyst?

- A. Task Manager
- B. MSCONFIG
- C. Disk Management
- D. Administrative Tools

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 191

A technician is not sure where to go to view hidden files on a Windows 7 PC. Which of the following Control Panel Utilities would assist the technician?

- A. Windows Firewall
- B. Security Center
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- C. Folder Options
- D. Internet Options

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 192

Which of the following OS features is unique to Windows 7?

- A. Action Center
- B. Automatic Updates
- C. Add/Remove Programs
- D. Tablet PC Settings

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 193

A technician has a client's laptop that is randomly shutting down. Which of the following is the FIRST step of the troubleshooting theory that the technician will perform to resolve the laptop's issue?

- A. Document finding, actions, and outcomes
- B. Identify the problem
- C. Establish a theory
- D. Establish a plan of action to resolve the problem

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 194

A technician has finished fixing a computer that has been experiencing problems and has verified the system is fully functional. Which of the following is the NEXT step of the troubleshooting theory the technician should perform?

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- A. Document findings, actions, and outcomes
- B. Establish a plan of action to resolve the problem
- C. Establish a theory
- D. Test the theory to determine the cause

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 195

A customer calls and states the new plasma display they just received has yellow spots all over the screen. Which of the following is the MOST likely cause of this issue?

- A. Using wrong video connector
- B. Dead pixels
- C. Dropped in shipping
- D. Incorrect installation

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 196

A customer calls and states they recently changed locations and now when they open several applications on their computer they are getting low virtual memory errors. Which of following is the MOST likely cause of this issue?

- A. Graphics card is loose
- B. CPU is damaged
- C. Hard drive is damaged
- D. RAM has come loose

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 197

A customer recently installed an updated version of a piece of software and now they are reporting that when they open a file from their desktop that uses the software the old version opens. Which CompTIA 220-702 Exam

of the following would resolve this issue with the LEAST amount of effort?

- A. Change the file association for that extension
- B. Reinstall old version of software
- C. Instruct customer to open the new version and use the open menu to open files
- D. Reinstall the updated version of software

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 198

Which of the following utilities will display a listing of active IP ports on the computer being tested?

- A. NETSTAT
- B. PING
- C. IPCONFIG
- D. TRACERT

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 199

Which of the following commands may be used on a computer, running Windows 7, to stop a single process from the command line?

- A. ERASE
- B. KILL
- C. SHUTDOWN
- D. DEL

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 200

A technician is installing a wireless router at a new location. When securing a SOHO wireless CompTIA 220-702 Exam router, the password should be:

- A. changed to match the company name.
- B. written down and posted near the router.
- C. set to the factory default.
- D. strong and stored in a safe location.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Topic 3, Volume C

QUESTION 201

When securing a small office home office (SOHO) that has empty cubicles with unused network ports, which of the following can be used to secure ONLY the unused ports?

- A. Use DHCP addressing on the network.
- B. Disable the ports on the router or switch.
- C. Power down the router when it is not being used.
- D. Disable DNS on the network.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 202

Which of the following partition schemes allows a user to extend volumes across multiple hard drives?

- A. Logical
- B. Dynamic
- C. Basic
- D. Primary

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 203

Which of the following should a technician do LAST after cleaning up a virus infection?

- A. Enable system restore and create restore point
- B. Update antivirus software
- C. Schedule scans and updates
- D. Educate the end user

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 204

A user does not want their kids to be able to install software on their home desktop. Which of the following types of accounts should the user set up in Windows 7?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 205

A technician is about to put a computer back into service that has not been turned on for many months. It was healthy when taken out of service and boots quickly without any problems. Which of the following actions would be a best practice to begin computer maintenance? (Select TWO).

- A. Run a full antivirus scan.
- B. Defragment the hard disk.
- C. Run antivirus updates.
- D. Run Windows updates.
- E. Configure the firewall to access the Internet.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 206

Which of the following is the BEST definition of what an accelerometer does?

- A. Prolongs battery life
- B. Calculates the rotation of a device
- C. Measures velocity in a given direction
- D. Makes the device run with more speed

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 207

Which of the following scenarios BEST defines phishing?

- A. A user receives an email from a friend to download a picture but the file format ends in .exe.
- B. A user receives a pop-up message about a virus from a company that states that if they buy this product it will remove the virus.
- C. A user receives a message about unwanted activity from their antivirus asking to remove the suspect file.
- D. A user receives an email from a person in another country with a story as to why they need help with a financial arrangement.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 208

Which of the following components would a user MOST need when building a virtual server? (Select TWO).

- A. Networking speed
 - B. High-end sound card
 - C. RAM
 - D. High-end video card
 - E. HDMI
 - F. CPU
- CompTIA 220-702 Exam

Correct Answer: CF

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 209

A user states that their wireless connection drops when the phone rings. Which of the following solutions BEST shows what the technician should do to prevent this from happening?

- A. Move the access point closer to the user
- B. Remove the phone
- C. Change the frequency that the wireless router is using
- D. Change the wireless security encryption settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 210

A technician has discovered two PCs with the same name being used on the network. Which of the following BEST describes what has been happening and how to resolve the problem?

- A. Both users can log in but only one can access company shares; both PCs need their network names changed.
- B. Only one user can log in; one PC needs to have its network name changed.
- C. Both users can log in and access company shares; one PC needs to have its network name changed.
- D. Neither user can log in; one PC needs to have its network name changed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 211

A user has installed a new wireless router and is unable to connect their game console to the manufacturer's service. Which of the following should the technician look for FIRST?

- A. Ensure the game system has a static IP address.
- B. Contact the manufacturer to see if service is available.
CompTIA 220-702 Exam
- C. Ensure the game system has updated firmware.
- D. Ensure the correct ports are open.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 212

Which of the following are the BEST workstation user security practices? (Select THREE).

- A. Regular password changes
- B. Regulated directory permissions
- C. Signed security agreement
- D. User education
- E. Assigned passwords
- F. Access card readers at all exits

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 213

A user is reporting that they cannot connect to the wireless network from their office but they were able to connect yesterday. Which of the following would be the MOST likely reason?

- A. Radio switch on laptop is enabled
- B. Radio switch on laptop is disabled
- C. Channel interference
- D. User is too far away from the access point

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 214

A user reports that their PC does not work. Which of the following would be the BEST question for the technician to ask the user to get further information? CompTIA 220-702 Exam

- A. "Can you get to the Internet?"
- B. "What exactly does not work?"
- C. "Does the PC turn on?"
- D. "Are you able to sign on?"

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 215

A user reports that their PC boots up to a screen that reads "OS not found". Which of the following would be the MOST likely cause of this problem?

- A. There are conflicting operating systems.
- B. Not enough memory is available.
- C. The system has a BSOD.
- D. The user has a USB key attached.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 216

Which of the following paths would a technician use to map a network drive?

- A. //servername\usershare
- B. \\servername\usershare
- C. \\servername/usershare
- D. //servername/usershare

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 217

Which of the following ports MUST be open in order for Remote Desktop to function?

- A. 53
- CompTIA 220-702 Exam
- B. 80
- C. 3389
- D. 5900

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 218

A technician would like to stop a program from automatically starting upon boot-up. Which of the following Windows commands would BEST accomplish this task?

- A. REGEDIT
- B. MSCONFIG
- C. AUTOEXEC.BAT
- D. CONFIG.SYS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 219

A manager needs to have remote access to the main office at all times. Which of the following is the BEST setup?

- A. WWAN
- B. LAN
- C. MAN
- D. VPN

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 220

Which of the following is the BEST place for a technician to get the most recent driver/firmware updates?
CompTIA 220-702 Exam

- A. Manufacturer's website
- B. Antivirus server
- C. Windows updates
- D. Search engine

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:



<http://www.gratisexam.com/>

QUESTION 221

Which of the following has the HIGHEST level rights?

- A. Standard User
- B. Power User
- C. Guest User
- D. Remote Desktop User

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 222

Which of the following allows a user to reset their password with a series of security questions that only the user should know?

- A. Permission propagation
- B. Administration
- C. Verification
- D. Authentication

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 223

Which of the following is the MOST secure method when enabling screensavers?

- A. Set delay to 45 minutes
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- B. Enable Remote Assistance
- C. Enable password protection
- D. Display pictures from "My Pictures"

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 224

A technician's supervisor wants to implement a data destruction solution. Which of the following is the BEST choice for destroying hard drives?

- A. Format the disk
- B. Third party software
- C. Drive wipe
- D. Shredder

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 225

Which of the following is an advantage of a virtual machine hosted on a PC?

- A. Reduces the training required for employees.
- B. Reduces the amount of physical hardware required.
- C. Reduces the amount of CPU required on the host PC.
- D. Reduces the amount of RAM required on the host PC.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 226

Which of the following commands can be used in Windows XP to modify when the CHKDSK command runs?

- A. CONVERT
CompTIA 220-702 Exam
- B. IPCONFIG
- C. CHKNTFS
- D. SCANDSK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 227

A user gets a warning from their ISP about illegally downloading copyrighted movies. The user insists that they did not download any movies and calls a technician to implement stronger small office home office (SOHO) security. Which of the following will allow only known workstations to connect to the SOHO router?

- A. WPA password
- B. Static IPs
- C. MAC filtering
- D. WEP password

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 228

A company wants to prevent websites from installing keystroke loggers on employee workstations. Which of the following can be implemented to prevent access to these sites?

- A. Antispyware software
- B. DMZ
- C. Antivirus software
- D. Firewall

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 229

A technician is installing a remote web teleconferencing virtual server that has poor connectivity. Which of the following requirements will need to be taken into consideration? CompTIA 220-702 Exam

- A. VoIP
- B. Emulator
- C. Security
- D. Network

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 230

When comparing laptops and tablet PCs which of the following is true?

- A. Tablets typically have higher resolution displays
- B. Laptops typically have a longer battery life
- C. Laptops typically use touch screen displays
- D. Tablets typically use solid state drives

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 231

Which of the following is the MOST secure method, short of physical destruction, that would be used to ensure that data on a hard drive cannot be recovered?

- A. Use a degaussing tool
- B. Format the drive
- C. Use an overwrite program
- D. Repartition the drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 232

A user would like to run a copy of Windows XP for testing; however, the user is currently using a Windows 7 PC. Which of the following technologies should a technician recommend in order for the user to have access to both systems simultaneously? CompTIA 220-702 Exam

- A. Purchase a second PC
- B. KVM switch
- C. Dual boot
- D. Virtualization

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 233

When putting a mobile device into airplane mode, which of the following features is typically disabled? (Select TWO).

- A. Bluetooth
- B. Multi-touch ability
- C. Data encryption
- D. Cellular data
- E. Wireless

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 234

Which of the following ports and protocols are MOST likely needed to set up email on a mobile device?

- A. SMTP 25, POP3 10
- B. SMTP 25, POP3 110
- C. SMTP 110, POP3 25
- D. SMTP 110, POP3 25

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 235

A technician has to enter a 4 digit numeric key before they can access the phone. Which of the following security measures has the technician decided to employ? CompTIA 220-702 Exam

- A. Locator application
- B. Passcode lock
- C. Remote wipe
- D. Failed login attempts restrictions

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 236

A customer wants to ensure that if their phone is lost, someone can only try five times to enter the correct password, and then the phone erases all of the data. Which of the following types of mobile security methods is being described?

- A. Passcode locks
- B. Failed login attempt restrictions
- C. Remote wipes
- D. Remote backup applications

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 237

A user calls a technician to state that the touch portion of their iPad does not type the correct letters that they touch. Which of the following should the technician perform on the iPad?

- A. Calibrate the touch settings
- B. Reinstall the iOS

- C. Reinstall iTunes
- D. Charge the battery

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 238

While using a mapping program, which of the following functions shows the user's location on the map as well as movements on the map as they travel?

CompTIA 220-702 Exam

- A. Accelerometer
- B. Geotracking
- C. Gyroscope
- D. GPS

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 239

Which of the following is the function of Geotracking?

- A. Allows the user to search for locations of hidden prizes left by others
- B. Provides location updates on mobile mapping applications
- C. Displays location information on mobile phone pictures
- D. Allows tracking the location of a lost or stolen phone

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 240

Which of the following BEST represents a security vulnerability of mobile devices? (Select TWO).

- A. Unauthorized downloads
- B. Viruses
- C. Improper file permissions
- D. Phishing
- E. Theft

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 241

Which of the following would be considered the PRIMARY difference between a laptop and a tablet?
CompTIA 220-702 Exam

- A. Unable to replace parts
- B. Fold out screen
- C. Solid state hard drives
- D. Touch interface

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 242

When connecting a Bluetooth device to a mobile device, which of the following BEST describes the purpose of discovery mode?

- A. Allows two Bluetooth devices to connect to each other without a mobile device
- B. Disconnects all devices and connects to the closest powered on device
- C. Allows a peripheral to be contacted by the mobile device
- D. Instructs the phone to seek out all nearby devices and connect to them

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 243

A user launches a software application on their Android tablet device. Once the software has loaded, the user reports that when turning the tablet to work the application in landscape mode, the software does not automatically adjust to landscape mode. Which of the following is the cause of the issue?

- A. The auto-adjust setting is not enabled in the operating system.
- B. The tablet is running low on power and disabled landscape mode.
- C. The application was not developed to react to changes to the gyroscope.
- D. The user did not switch the tablet to landscape mode.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 244

A user wants to share their cell phone Internet connection with three other laptop users in an CompTIA 220-702 Exam airport lobby. Which of the following features will securely provide this functionality?

- A. Enable MAC filtered wireless access
- B. Enable password-protected hotspot
- C. Enable 4G connectivity
- D. Enable tethering

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 245

A user wishes to synchronize files between their Android phone and their desktop PC. Which of the following will provide the FASTEST and most reliable connection?

- A. Bluetooth
- B. USB 2.0
- C. Infrared
- D. IEEE 1394

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 246

A user wishes to secure their personal Android device in case of theft. Which of the following methods should be used?

- A. Install antivirus software and setup a locator application.
- B. Install application security software to lockdown access.
- C. Disable wireless networking and Bluetooth connections.
- D. Setup a passcode with a limited number of login attempts.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 247

CompTIA 220-702 Exam

A user is running a RAID 0 array and has problems with one of the drives. Which of the following actions will the technician take NEXT?

- A. Replace the failing drive and let the RAID recover.
- B. Add an additional drive to the array and let the RAID recover.
- C. Replace the drive; all the data is lost and cannot be recovered.
- D. Remap the RAID array to another drive letter to recover the data.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 248

A user recently purchased a new PC with a 500GB hard drive. However, they are reporting that their C. Drive is only 420GB. Which of the following BEST explains this?

- A. The manufacturer blocks off that 80GB so that user cannot exceed the drive space.
- B. The file system is using the 80GB for tables.
- C. BIOS and systems files are hidden in the 80GB.
- D. A Factory Recovery Partition is using the 80GB.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 249

Which of the following actions could be done in the disk management utility of Windows? (Select TWO).

- A. Assign the boot order of drives
- B. Add a new MBR
- C. Mark a drive as 'safe to eject'
- D. Assign a drive letter
- E. Create a new partition

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

CompTIA 220-702 Exam

QUESTION 250

A user wants to upgrade the OS on their PC which is currently running Windows XP Home. Which of the following upgrades is available?

- A. Windows 7 Ultimate
- B. Windows 7 Professional
- C. Windows Vista Ultimate 64-bit
- D. Windows Vista Home Basic

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 251

Which of the following allows a hidden backdoor to be used for access to workstations on the Internet?

- A. Firmware
- B. Rootkits
- C. SQL injection
- D. Cross-side scripting

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 252

Which of the following operating systems allows the creation of HomeGroups?

- A. Windows 7 Starter
- B. Windows XP Home
- C. Windows 7 Home Premium
- D. Windows Vista Business

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

CompTIA 220-702 Exam

QUESTION 253

A technician wants to test out Windows 7 before deploying it on a workstation. Which of the following must be completed FIRST in order to run Windows 7 from a bootable USB drive?

- A. Format the USB drive to FAT16 file format
- B. Copy over the boot.ini file
- C. Create a primary partition and make it active
- D. Copy over the config.sys file

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 254

Which of the following types of data can be synchronized to a mobile device?

- A. Log files
- B. Drivers
- C. Pictures
- D. System32 config files

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 255

A technician needs to remove the ability of standard users to shut down or restart a shared computer. Which of the following commands can be used to accomplish this task?

- A. services.msc
- B. shutdown.exe
- C. bootrec.exe
- D. gpedit.msc

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

CompTIA 220-702 Exam

QUESTION 256

A user reports that all print jobs sent to a certain printer that require legal sized paper are not printing. However, standard size paper jobs are printing correctly. A technician checks the paper tray and verifies that it is loaded with legal size paper. Which of the following is the MOST likely cause of the problem?

- A. The printer is not designed to print legal sized pages.
- B. The print queue is holding jobs from printing.
- C. The paper weight is too heavy for the printer.
- D. The paper size for the tray is incorrect in the printer setup.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 257

An Internet browser's cookie could be classified as which of the following?

- A. Rootkit
- B. Phishing
- C. Malware
- D. Spyware

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 258

To reach system restore, select:

- A. Start > right click on Computer > Advanced > Protection settings.
- B. Start > right click on Computer > Advanced > Advanced settings.
- C. Start > right click on Computer > Properties > System Protection.
- D. Start > right click on Computer > Advanced > Start up & Recovery.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 259

A technician finds that a laptop's display only works properly when the LCD screen is positioned at certain angles. Which of the following should the technician check FIRST?

- A. LCD screen
- B. Display harness
- C. Video card
- D. Inverter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 260

A desktop PC monitor has no display after a power failure. The light on the monitor is on. Which of the following actions should be taken FIRST?

- A. Power cycle the USB peripherals.
- B. Power cycle the breaker switches.
- C. Power cycle the PC.
- D. Power cycle the uninterruptible power supply (UPS).

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 261

A customer that uses a laptop in many Wi-Fi hot-spots is reporting that it takes a long time to connect to the wireless network at home. Which of the following is the MOST appropriate recommendation for a technician to make to the customer?

- A. Set the home network to connect automatically.
- B. Reset the home wireless router's network settings.

- C. Reinstall the drivers for the wireless network card.
- D. Reinstall the firmware on the wireless router.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 262

Upon booting, the error message 'operating system not found' stops the boot process. Which of the following will correct the problem?

- A. Turn off SATA support in the BIOS.
- B. Change the hard drives from master/slave to cable select.
- C. Install the device drivers that came with the device.
- D. Use the FDISK command to change the partition type to extended.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 263

Which of the following precautions should be taken before starting a repair on a laser printer? (Select TWO).

- A. Perform firmware update
- B. Turn off power
- C. Remove paper
- D. Let fuser cool
- E. Remove toner

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 264

After reassembling a computer, the power LED on the front of the case no longer turns on when the power button is pressed. The rest of the computer seems to be functioning normally. Which of the following should the technician do FIRST?

- A. Replace the power LED.
- B. Verify all power plugs and connections.
- C. Test the power supply.
- D. Verify the power LED pinout.

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 265

A technician is troubleshooting a laser printer that spontaneously pauses and resumes during long print jobs. Which of the following is the MOST likely cause of the printer issue?

- A. Updated drivers are required.
- B. The printer is overheating.
- C. The toner cartridge is defective.
- D. The printer needs a larger paper tray.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 266

A client has moved a computer from one office to another office. When the computer is restarted, the hard drive is not recognized. Which of the following procedures should be performed FIRST?

- A. Open the case and check that the PATA cable is connected properly.
- B. Open the case and check that the ATX power connector is plugged into the system board.
- C. Open the case and check that the CMOS battery is properly seated.
- D. Open the case and make sure that the memory is seated properly.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 267

Which of the following would a technician do FIRST if a user cannot print to a network printer and other users are able to print without issues?

- A. Replace the drum.
 - B. Restart the print spooler.
 - C. Add more paper.
 - D. Replace the NIC.
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 268

A customer has a network of eight machines and wants to add a new machine to their network. The customer is currently using an eight port hub and has been experiencing lag time. Which of the following would be the BEST solution for the customer to optimize network performance?

- A. Add a second eight port hub.
- B. Upgrade to a sixteen port switch.
- C. Upgrade the hub's firmware.
- D. Upgrade the network cabling infrastructure.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 269

Which of the following would a technician do FIRST if the customer stated their monitor resolution was changed and now the customer does not see a display?

- A. Reset the monitor
- B. Boot in Safe Mode
- C. Go into Display Properties
- D. Reseat video card

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 270

Which of the following is the FIRST step when troubleshooting a malfunctioning USB controller?

- A. Use Windows Device Manager
 - B. Replace the USB controller
 - C. Test the voltage using a multimeter
 - D. Use the System Information Utility
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 271

A burning smell is coming from a PC. Which of the following steps should a technician take to determine the point of failure?

- A. Plug the machine back in and monitor carefully.
- B. Remove all peripheral hardware from the machine and replace one at a time.
- C. Replace the CPU and the memory modules.

D. Visually inspect the machine for damaged hardware.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 272

A tape drive is reporting errors. Which of the following maintenance procedures should the technician do FIRST?

- A. Replace all the tapes with brand new tapes.
- B. Install a new IDE drive cable.
- C. Uninstall the backup software and reinstall.
- D. Use the included cleaning tape on the drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 273

Which of the following speeds will a PC3200 memory module operate at if the bus speed is 400MHz?

- A. 400MHz
 - B. 800MHz
 - C. 1600MHz
 - D. 3200MHz
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 274

A workstation that is reporting memory errors that started when a memory upgrade was completed. Which of the following is the MOST likely cause of the errors?

- A. The new memory was installed in the second bank and runs at a lower speed than bank one.
- B. A different brand of memory was installed in bank two.
- C. The memory stick was larger than the memory stick already installed.
- D. The memory stick installed in bank two was smaller than the memory stick in bank one.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 275

A technician replaced a floppy drive and now the front indicator light is consistently illuminated. Which of the following is the cause for this?

- A. It is a feature of new floppy drives.
- B. The data cable was put on backwards.
- C. A disk is being read by the floppy drive.
- D. The new floppy drive is defective.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 276

A technician is trying to retrieve a screw that fell inside a case and is just out of reach. Which of the following is the BEST procedure to retrieve the screw?

- A. Turn the case upside down, shake gently and let the screw fall out.
- B. Use a shop vacuum to retrieve the screw.
- C. Use the hardware abstraction layer (HAL).
- D. Use an extension magnet.

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 277

A technician needs to replace the RAM in a desktop computer. The existing RAM is PC2700 and the technician does not have any RAM with that specification. Which of the following RAM types would be the BEST option to use?

- A. PC2100
- B. PC3200
- C. PC4200
- D. PC5400

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 278

Which of the following is the correct socket type for a Pentium i7 processor?

- A. 478
- B. 775

- C. 1366
- D. AM2+

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 279

Which of the following is the correct output voltage on a 4-pin Molex connector?

- A. -5v and 12v
- B. 3v and 5v
- C. 5v and 12v
- D. 12v and 3v

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 280

Which of the following voltages are found on a 15-pin SATA power connector? (Select TWO).

- A. -5v
- B. 3.3v
- C. 12v
- D. 24v
- E. 120v

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 281

A user reports that when they press the `Y` key the letter `U` appears on the screen. After testing, the technician finds that the `U` key is producing the letter `Y` when pressed. All of the other alphabetic keys appear correctly. Which of the following is the MOST likely problem?

- A. The caps on the keyboard have been reversed.
- B. StickyKeys has been enabled.
- C. The regional language settings are not set correctly.
- D. The keyboard is faulty and will need to be replaced.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 282

Which of the following is a requirement of creating a mount point in the Windows OS?

- A. The mount point folder must contain a pointer file.
- B. The mount point folder name must be in 8.3 format.
- C. The mount point folder must be empty.
- D. The name of the mount point folder must start with a capital letter.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 283

Which of the following can be used to prevent changes to the BIOS?

- A. Hardware tokens
- B. Passwords
- C. EFS
- D. TPM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 284

A customer wants to run an application that is disk I/O intensive. Which of the following drive types should be installed for MAXIMUM performance?

- A. SATA
- B. SSD
- C. NAS
- D. PATA

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 285

A technician needs to implement basic security controls on a system. Which of the following should be implemented FIRST?

- A. TPMs

- B. User authentication
 - C. Whole disk encryption
 - D. BIOS passwords
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Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 286

A service fails to start on a Windows machine. Which of the following can be used to enable the service on the next startup?

- A. MSCONFIG
- B. IPCONFIG
- C. NTLDR
- D. CHKDSK

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 287

Users cannot print to a network printer. After physically checking the printer everything appears to be functioning correctly on the printer. Which of the following is the MOST likely cause of the problem?

- A. The printer is out of memory.
- B. The printer is disconnected from the network.
- C. The printer is out of paper.
- D. The printer is not powered on.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 288

Which of the following Internet connections has the GREATEST latency?

- A. Satellite
 - B. Cable
 - C. DSL
 - D. Dial-up
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Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 289

Every time a computer boots, the driver wizard window opens. In which of the following locations can a technician disable the driver wizard hardware?

- A. My Computer
- B. Services
- C. Computer Management
- D. Device Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 290

Which of the following would be BEST to use when testing the functionality of a PSU?

- A. Multimeter
- B. Power supply tester
- C. Cable tester
- D. Volt meter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 291

A user has an external hard drive connected to a USB 2.0 port on a computer. The USB 2.0 port is no longer functioning. Which of the following ports can the user plug the external hard drive into and receive the FASTEST response time?

- A. USB 1.0
 - B. IEEE1394a
 - C. eSATA
 - D. IEEE1394b
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 292

Which of the following is a benefit of having a laptop with TPM?

- A. Multiprocessing can be enabled and disabled easily.
- B. Battery life is increased by 20%.
- C. A laptop can directly connect to SCSI cards.
- D. An entire drive can be encrypted.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 293

A technician is replacing a laptop's motherboard with a used motherboard. Which of the following should the technician perform FIRST when installing the replacement motherboard?

- A. Connect the laptop battery to ensure replacement board has sufficient power
- B. Inspect replacement motherboard for any physical damages
- C. Remove the memory from old motherboard and install the memory on replacement motherboard
- D. Connect the laptop power cable and test existing motherboard to find the point of failure

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 294

Which of the following should be used when replacing the CPU?

- A. Extension magnet
 - B. Toner probe
 - C. Power supply tester
 - D. Thermal compound
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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 295

A technician has received a computer that has onboard video. The VGA connector on the motherboard is broken. Which of the following should the technician try FIRST?

- A. Install a video card
- B. Backup hard drive files
- C. Replace the motherboard
- D. Replace the VGA connector

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 296

Which of the following commands will repair boot sector blocks after a virus has been removed?

- A. chkdsk
- B. format
- C. fixmbr
- D. sfc

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 297

A user attempts to login to a bookmarked site but is prompted for their social security number, mother's maiden name and date of birth. Which of the following has MOST likely happened?

- A. The website has updated the security policies.
- B. The user's identity has been stolen.
- C. The browser has been hijacked.
- D. The user typed the website address incorrectly.

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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 298

When working in a SOHO environment with a machine that has been infected with a virus, which of the following is the FIRST step the technician should take with the infected machine?

- A. Remove the infected system from the network.
- B. Update the antivirus software with the newest definitions.
- C. Remove the user's permissions from the machine and then run a virus scan.
- D. Reboot the computer in Safe Mode and run a system scan.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 299

A user states while making several attempts to install a new version of their graphics application, they place the

disk in the drive and the LED blinks but nothing happens. Which of the following is the FIRST action to perform?

- A. Clean the drive with an approved cleaning disk.
- B. Check the media for scratches or cracks.
- C. Replace the drive with a known good one.
- D. Verify the type of media and drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 300

A technician has replaced a video card with another manufacturer's video card. The driver installation does not complete. Which of the following steps should the technician take FIRST?

- A. Roll back the driver.
- B. Install the original video card and reboot.
- C. Delete the monitor.
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- D. Remove the video card and reboot.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 301

A change has been made to the system that is not allowing access to the BIOS, the machine will not POST. Which of the following is the FIRST action that the technician should perform?

- A. Remove the CMOS battery
- B. Use the CMOS jumper to reset the BIOS
- C. Flash the CMOS
- D. Access Advanced BIOS settings and reset

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 302

Which of the following recovery options restores the registry and driver settings that were affected since the computer was started successfully?

- A. BIOS update
- B. Full backup

- C. Safe Mode with command prompt
- D. Last known good configuration

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 303

Which of the following would be used to implement digital phone service inside of a large company?

- A. LDAP
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- B. Fiber
- C. PSTN
- D. VoIP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 304

Which of the following is the default SMTP port?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 305

Which of the following should be implemented on a small office home office (SOHO) server?

- A. Enable MAC filtering
- B. Change SSID from default
- C. Assign static IP address
- D. Enable WEP encryption

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 306

A user is unable to connect to the Internet. Which of the following commands can the technician use to identify the user's network address?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 307

A user states that a document is stuck in the print queue. A technician logs on to the computer and tries to delete the document, but the document will not delete and the printer has stalled. Which of the following is the NEXT step that the technician should attempt?

- A. Restart the print spooler service.
- B. Remove and re-add the printer.
- C. Power cycle the printer.
- D. Reinstall the print drivers.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 308

A user updates the wireless adapter software on a PC. Upon reboot the user logs in and the computer displays a stop error. Which of the following steps should the technician perform NEXT?

- A. Purchase a new wireless adapter.
- B. Roll back the device drivers in Safe Mode.
- C. Install the device on a known working computer.
- D. Reboot the computer in Last Known Good Configuration.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 309

Which of the following is the default install directory in Windows 7?

- A. C:\Windows\System Files\
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- B. C:\System\
- C. C:\Windows\
- D. C:\System Files\

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 310

Which of the following is the default directory for User Profiles in Windows 7?

- A. C:\Profiles\
- B. C:\User Profiles\
- C. C:\Users\Profiles\
- D. C:\Users\

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 311

Which of the following is the default location for Fonts in Windows 7?

- A. C:\System Files\Fonts
- B. C:\Windows\Fonts
- C. C:\Windows\System Files\Fonts
- D. C:\System\Fonts

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 312

The technician is working on a system and has determined that the hard drive must be reimaged. However, the customer wants to retain all the data. Which of the following would take the LEAST amount of time to implement?

- A. Create a new partition on the hard drive, copy all data to the new partition, reimage the drive, and the old data will be on the new partition and accessible.
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- B. Install a new hard drive, slave the old drive, image the new drive, and show the customer how to access their data on the old drive.
- C. Upload the data to an external FTP server, reimage the drive, and then restore the data to the newly imaged drive.
- D. Copy data to a USB connected hard drive, reimage the drive, and then restore the data to the newly imaged drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 313

A technician installs a new video driver and upon restart the computer bluescreens. How can the technician fix the computer?

- A. Boot to the recovery disk supplied by the video card manufacturer and reinstall the standard drivers. Then reboot the machine and in the video configuration menu choose Automatically Configure Video Driver.
- B. Start the computer in Safe Mode and run DRIVERCONFIG then configure an updated driver from the console.
- C. Restart the computer in Safe Mode and roll back the video driver.
- D. Remove the video card and replace it with another known good video driver.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 314

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: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 315

The system administrator has setup an administrative share on the company's file server called `documents\$`. Which of the following are necessary to be able to access the administrative share from a computer on the company's intranet? (Select TWO).

- A. The user must be able to access the My Network Places.
- B. The user must know the exact network path to the folder.
- C. The user must have proper access rights assigned to the folder.
- D. The user must know the domain where the share is located.
- E. The user must be able to access My Network Neighborhood.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 316

A technician is replacing a motherboard in a user's 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: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 317

A floppy drive is replaced in a computer and now when the computer is turned on the floppy drive light is constantly lit. Which of the following is the MOST likely cause?

- A. The power supply has failed.
- B. The drive cable is connected backwards.
- C. The floppy drive has failed.
- D. The proper drivers have not been loaded.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 318

User profiles in Windows 7 are stored in which of the following locations?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 319

A technician is having trouble connecting to a network printer that uses TCP/IP. Which of the following

commands can the technician use remotely to check the connectivity of the printer?

- A. PING
- B. RDP
- C. SSH
- D. IPCONFIG

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 320

A technician installed a new application on a Windows XP desktop. When the technician tries to launch the application it crashes. Which of the following can the technician use to troubleshoot the application?

- A. System logs
- B. Security logs
- C. Application logs
- D. Application installation logs

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 321

All of the following jumper settings will allow for only one hard drive to exist on the IDE controller EXCEPT:

- A. master.
- B. primary.
- C. no jumper.
- D. slave.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 322

A former Windows Vista user now has Windows 7 on their desktop. The user cannot locate the gadgets bar. How can the user put gadgets on the desktop?

- A. Download the gadgets program from the Microsoft Downloads center.
- B. Change to the Vista desktop through the Personalization folder.
- C. Add gadgets to the desktop from the Control Panel.
- D. Add the gadgets from the Display folder.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 323

A technician has just cleaned a system of severe virus and malware infections. Which of the following could prevent the system from becoming infected again?

- A. Change the attributes of all registry keys to `read only`
 - B. Relocate the temp directory
 - C. Delete the system restore points
 - D. Disable automatic updates
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Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 324

After the network printer has been rebooted none of the users are able to print. After verifying that the printer was plugged in and that a test page can print locally, the technician realizes that the printer was never properly configured. Which of the following should be done NEXT on the printer?

- A. Replace the NIC.
- B. Replace the network cable.
- C. Verify the default gateway is configured correctly.
- D. Assign a static IP.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 325

From a command prompt, a technician is removing some old user profiles from a desktop. Which of the following commands would be used to delete folders after they have been emptied?

- A. SFC
- B. MSCONFIG
- C. RD
- D. EDIT

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 326

A technician tries to install a program and a pop-up appears and asks 'a program needs permission to continue'. Which of the following could be causing this pop-up to appear?

- A. Aero
- B. BitLocker
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- C. UAC
- D. Sidebar

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 327

A technician installs legacy software on a Windows 7 machine. The technician ignores all warnings and reboots the computer, and the computer bluescreens. Which of the following is the BEST way to resolve this?

- A. Remove the software in Safe Mode
- B. Rerun the Software Installation Wizard
- C. Boot to Emergency Repair Disk
- D. Reinstall the OS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 328

Which of the following file permissions should be set to ensure other users cannot access a file?

- A. Modify
- B. Edit
- C. Read
- D. Deny

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 329

Which of the following is used by BitLocker to lock an encryption key and protect data?

- A. ECP
- B. IRQ
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- C. AGP
- D. TPM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 330

Which of the following built-in applets should a technician use to configure offline files and folders in Windows 7?

- A. Robust File Copy
- B. Sync Center
- C. USMT
- D. Microsoft PowerToy

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 331

A customer is unable to connect to network resources and their IP address is 169.254.0.5. Which of the following address types does this represent?

- A. Static
- B. APIPA
- C. NetBEUI
- D. Dynamic

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 332

Which of the following are correct sockets for an Intel Core IX series processor? (Select TWO).

- A. 478
 - B. 775
 - C. 1156
 - D. 1366
 - E. AM2
 - F. AM3
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Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 333

After installing a new processor in a computer, which of the following is the NEXT step the technician should perform?

- A. Format the hard drive and reinstall the operating system.
- B. Install the heat sink and fan.
- C. Power up the system and set the BIOS parameters.
- D. Apply thermal compound to the processor.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 334

A user states that after a recent move Windows Media Center live TV option does not work. All connections are plugged in and all other programs are working. Which of the following is the MOST likely cause?

- A. The memory has up and down errors.
- B. Media Center is corrupt and needs to be reinstalled.
- C. The Media Center library needs to be rebuilt.
- D. The coax cable is plugged into the antenna port.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 335

The technician has replaced a power supply with an identical power supply, and now the high end graphics card is not working. Which of the following should the technician check? CompTIA 220-702 Exam

- A. The memory
- B. The CMOS battery
- C. The PCIe power jack
- D. The processor for chip creep

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 336

Which of the following is the default location for the User profiles folder in Windows 7?

- A. C:\Users
- B. C:\Program Files (x86)
- C. C:\Documents and Settings\
- D. C:\Windows\system32

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 337

Which of the following locations would a 32-bit program install on a 64-bit version of Windows 7?

- A. C:\Windows
- B. C:\Program Files (x86)
- C. C:\
- D. C:\Program Files

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 338

Which of the following commands will show all active TCP/IP network connections?

- A. PING
- B. NETSTAT
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- C. NET
- D. TRACERT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 339

A virus scanner is running on a computer and scans all files currently in use. Why should a full scan be performed periodically?

- A. Files not accessed recently may contain a virus.
- B. A full scan optimizes all files on the hard drive.
- C. A full scan resets the archive bit on the file.
- D. Active antivirus software only scans the C:\WINDOWS directory.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 340

Which of the following interfaces can an internal CD-RW/DVD drive use? (Select THREE).

- A. SATA
- B. VLBus
- C. PATA
- D. SCSI
- E. AGP
- F. PCI

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 341

Which of the following protocols should a technician consider troubleshooting if a user is not receiving incoming emails on their desktop?

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- A. SMTP
- B. POP
- C. FTP
- D. SIP

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 342

A user installed a sound card on a Windows XP desktop. After the installation, the user is not able to hear any sounds. Which of the following should the technician do FIRST?

- A. Reboot the computer
- B. Check Device Manager
- C. Install the sound card in a known working computer
- D. Reinstall the sound card drivers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 343

Which of the following is the channel that connects the processor with the main memory?

- A. L2 Cache
- B. L1 Cache
- C. Chipset
- D. Front side bus

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 344

A user's PC will not start. When the technician powers on the computer the video display remains blank and a series of beeps can be heard. Which of the following should the technician do NEXT? CompTIA 220-702 Exam

- A. Unplug the speaker cable from the motherboard to avoid damaging it.
- B. Remove all the memory from the motherboard and replace with new modules.
- C. Check the power supply connector to the motherboard to see that it is seated correctly.
- D. Find the BIOS version and consult the vendor's documentation to determine the error.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 345

Which of the following should be configured on a wireless router to enhance security? (Select TWO).

- A. Disable DHCP
- B. Change wireless channel
- C. Disable SSID broadcasting
- D. Change the default username and password
- E. Use a static IP address

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 346

Which of the following should be done on a PC before performing a virus scan?

- A. Delete any unwanted software
- B. Reboot the PC
- C. Update the signature definitions
- D. Defrag the hard drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 347

A user's PC is experiencing spontaneous reboots and intermittent lockups during normal operation. Which of the following tools would be the BEST option to troubleshoot this problem? CompTIA 220-702 Exam

- A. Cable Tester
- B. Loopback plug
- C. Power Supply Tester
- D. Multimeter

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 348

A user cannot connect to the network. The technician determines that the network settings are correct and that the NIC is fully functional. Which of the following tools is BEST used to troubleshoot this problem?

- A. Cable tester
- B. Breakout box
- C. Multimeter
- D. Loopback plug

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 349

A PC is giving electric shocks whenever the technician touches the case or chassis. Which of the following tools should the technician use FIRST to isolate the problem?

- A. A loopback plug
- B. A multimeter
- C. A logic probe
- D. An outlet/receptacle tester

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 350

Which of the following is the correct path to add new local user accounts to a Windows 7 computer?

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- A. Click on the Start button> Right click on Computer> Select Manage> Expand Local Users and Groups> Right click on Users> Select New User
- B. Click on the Start button> Right click on My Computer> Select Manage> Right click on Local Users and Groups> Select Add Users from the menu
- C. Click on the Start button> Right click on Computer> Select Manage> Right click on Local Users and Computers> Select New User
- D. Click on the Start button> Right click on Network Neighborhood> Select Manage> Right click on Users> Select New User

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 351

Which of the following is true about a Guest account on a Windows XP stand alone system?

- A. A Guest account has no access to the Internet.
- B. A Guest account cannot be disabled once enabled.
- C. A Guest account cannot use shared or multiuser software in a non-domain network.
- D. A Guest account can access files of non-password protected users.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 352

Which of the following Windows Vista tools will allow a technician to track system performance over long periods of time?

- A. Data Collector Sets
- B. Task Manager
- C. System Restore
- D. Event Subscription

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 353

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Which of the following Windows Vista tools will allow a technician to collect event records from one computer and store them on another computer?

- A. Data Collector Sets
- B. System Restore

- C. Event Subscription
- D. Task Manager

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 354

Which of the following should a technician use FIRST to troubleshoot issues related to software installations and application failures in Windows 7?

- A. Reliability Monitor
- B. Task Manager
- C. System Information
- D. System Restore

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 355

Which of the following is a file system that theoretically supports up to 64ZB and more than 1000 files per directory?

- A. NTFS5
- B. FAT32
- C. NTFS
- D. exFAT

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 356

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Which of the following is the BEST tool to use to move a user's documents and file settings, when upgrading the user from a Windows Vista computer to a Windows 7 computer?

- A. Easy Transfer
- B. Backup and Restore
- C. XCOPY
- D. System Restore

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 357

Which of the following is the BEST tool to use in Windows 7 to backup important system files without requiring external storage?

- A. XCOPY
- B. NTBackup
- C. Task Manager
- D. System Protection

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 358

A laboratory requires all Windows computers run 24 hours a day to measure data over a period of weeks. Once a month the lab manager finds that the computers have rebooted in the middle of the night. Which of the following is the MOST likely cause of this random occurrence?

- A. The computer is overheating and causing a restart.
- B. The Operating System is automatically updating and rebooting to install the update.
- C. The software is crashing and causing the system to generate a bluescreen.
- D. The computer power supply is failing.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 359

A user reports that .tiff files are no longer able to be opened. Which of the following is the MOST likely cause?

- A. File associations have been removed.
- B. The file extension is invalid or unusable.
- C. The file is corrupted.
- D. There is no photo-editing program loaded on the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 360

A User reports their new Windows 7 system is slow to start up. The technician discovers the user has 10 gadgets running on the desktop. Which of the following should the technician do to remove the gadgets?

- A. Select the Windows Key G.
- B. Drag the gadget to the recycle bin to delete it.
- C. Point and close the gadget with the X in the top right.
- D. Right click on the desktop and hide all the gadgets.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 361

Which of the following is a feature of System Protection in Windows 7?

- A. System Image
- B. System Information
- C. Shadow Copy
- D. System Backup

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 362

A user's Windows 7 computer has a Celeron M processor and 2GB RAM installed. The user wants to speed up their system using ReadyBoost. Which of the following should be used to produce the BEST increase in performance?

- A. USB 1TB hard drive
- B. 200GB SATA drive
- C. 2GB USB flash drive
- D. 120GB internal hard drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 363

A user's laptop fan is making an unusually high pitched noise. The FIRST step would be to:

- A. contact the manufacturer's technical support.
- B. remove the bottom of the laptop to view the fan.
- C. blow compressed air through the fan slot out of the computer.
- D. replace the fan.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 364

The user reports when a laptop's power button is pushed there is no response. The FIRST step to address the issue would be which of the following?

- A. Reseat the memory
- B. Plug in the external power supply
- C. Replace the battery
- D. Close the lid and reopen it

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 365

Which of the following commands would be used to display the contents of c:\windows\system32\?

- A. MSCONFIG
- B. DIR
- C. CD
- D. NET

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 366

Which of the following options would be used to determine the switches for the command IPCONFIG?

- A. /%
- B. /*
- C. /!
- D. /?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 367

Which of the following commands would be used to create a directory?

- A. create
- B. cd
- C. rd
- D. md

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 368

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A system has three different network adapters installed. Which of the following should a technician use to get the details of all the adapters at the same time?

- A. IPCONFIG /ALL
- B. NETSTAT /A
- C. NBTSTAT /ALL
- D. PING LOCALHOST

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 369

A technician is attempting to verify if a computer is back online after a remote reboot. Which of the following switches, to the PING command, should be used to continuously monitor its status?

- A. /t
- B. /a
- C. /c
- D. /i

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 370

The same customer calls the helpdesk every Friday with the exact same issue. The computer locks up when loading payroll files. The solution is to download the file before attempting to open it. Which of the following is the BEST way to help the user resolve this problem instead of the weekly call?

- A. Document the issue again; inform a manager, and the customer's manager of the situation.
- B. Configure Volume Shadow Copy service on the customer's computer and notify the user that this is the preferred method.
- C. Tell the customer to download the file before attempting to open it.
- D. Set the file to be available offline so the customer is always using the local copy.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 371

A company's wireless network is called FOO and it is not publicly visible. In a wireless configuration wizard which of the following locations should the technician put FOO?

- A. SSID
- B. WPA Passphrase
- C. WEP Key
- D. Network Path

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 372

On a firewall how would a technician make sure that all external website traffic goes to the right computer?

- A. Configure all interior traffic appropriately
- B. In the exceptions list put in the IP address of the local website
- C. Configure firewall NAT
- D. Configure port forwarding

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 373

For the IP address 192.168.2.1 which of the following subnet masks would be MOST likely used?

- A. 255.255.0.0
- B. 255.255.248.0
- C. 255.255.255.0
- D. 255.255.255.255

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 374

Which of the following protocols is commonly used by ISPs for incoming mail?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 375

NBTSTAT S:

- A. reloads the remote cache name table.
- B. lists session table with destination IP.
- C. refreshes the network cache.
- D. displays local NETBIOS name.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 376

Which of the following is used in securing a wireless network?

- A. DHCP
- B. SmartCard
- C. WEP
- D. Secure Token

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 377

Someone is constantly trying to hack into a network. Which of the following would be the MOST practical way to protect the network from the intrusion?

- A. Disconnect the Internet connection
- B. Install a firewall
- C. Disable SSID broadcast
- D. Install an antivirus server

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 378

The helpdesk receives a call that the graphics department's color laser print device is not printing yellow. Which of the following should the technician perform FIRST?

- A. Swap out the yellow toner cartridge with a new one.
- B. Print a color test page.
- C. Check to verify the printer is not set to print in black and white only.
- D. Verify the paper type.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 379

The CAD department is having a problem with the specialty plotter. Every time something is printed, the toner just falls off the paper. Which of the following could be the cause?

- A. A defective toner cartridge.
- B. The fuser needs to be replaced.
- C. The drum needs to be replaced.
- D. The Maintenance kit is missing.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 380

The departmental network print device is not printing for one person. The device has power and is connected to the network and works for everyone else. Which of the following is the FIRST thing a technician should check?

- A. Verify that the print device is connected to the network.
- B. Reset the queue on the print device.
- C. Verify the user is attempting to use the printer online.
- D. Reset the security on the print device.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 381

A technician updates the motherboard firmware and the workstation does not indicate any hard drives in it now. Which of the following is MOST likely the problem?

- A. The hard drives were not plugged back in after the firmware update.
- B. RAID drivers need to be updated.
- C. The front side bus is corrupted.
- D. The USB ports need to be reset.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 382

A newly installed floppy drive activity light stays on. Which of the following is the MOST likely problem?

- A. The computer does not support this type of drive.
- B. Connector is plugged in backwards.
- C. Power is plugged in backwards.
- D. All floppies are corrupt.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 383

Which of the following protocols would be used to connect to in order to send email?

- A. NNTP
- B. SNMP
- C. POP3
- D. SMTP

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 384

Which of the following utilities would a technician use to disable a dial-up modem?

- A. Network Connections
- B. Phone and Modem Options
- C. Computer Management
- D. Device Manager

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 385

Which of the following utilities would a technician use to look up CPU usage?

- A. Device Manager
- B. Computer Management
- C. Task Manager
- D. System Properties

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 386

A technician has a defective disk. Which of the following commands would be used to extract readable information?

- A. REPLACE
- B. CONVERT
- C. RECOVER
- D. REM

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 387

A technician needs to make sure files are correctly being written to the drive. Which of the following commands will ensure that this is happening?

- A. CHKNTFS
- B. VERIFY
- C. XCOPY
- D. CHKDSK

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 388

A technician needs to verify the protected system files in Windows are correct. Which of the following commands would a technician use to perform this?

- A. VERIFY
- B. RECOVER
- C. SFC
- D. SCANDSK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

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QUESTION 389

A computer never completes its boot cycle and keeps restarting. Which of the following commands could a technician run to resolve this issue?

- A. RECOVER
- B. CHKDSK
- C. REPLACE
- D. CHKNTFS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 390

A technician needs a wireless access point to cover most of the office. Which of the following should the technician perform FIRST to achieve this?

- A. Change the radio channel
- B. Apply MAC address filter
- C. Determine placement
- D. Reduce radio power level

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 391

A technician has a SOHO with five computers. Which of the following would the technician have to enable on the router to be able to RDP into each computer?

- A. Port forwarding
- B. MAC filtering

- C. DMZ
- D. Port assignment

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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Explanation:

QUESTION 392

Which of the following tools would a technician use to test the functionality of CAT5e line?

- A. Cable tester
- B. Loop back plugs
- C. Toner probe
- D. Lineman's tool

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 393

Which of the following tools would a technician use to trace a network cable?

- A. Cable tester
- B. Multimeter
- C. Loopback plug
- D. Toner probe

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 394

Which of the following is the BEST tool a technician would use to reach a screw that has fallen out of reach?

- A. Wrist strap
- B. Extension magnet
- C. Pliers
- D. Tweezers

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:
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QUESTION 395

Which of the following tools could a technician use to determine why a computer is not booting?

- A. Power supply tester
- B. Toner probe
- C. Cable tester
- D. Loop back plugs

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 396

A technician needs to transfer a file folder and all its contents from one computer to another using a command prompt. Which of the following choices will allow the technician to transfer the folder and all associated files within the folder at one time?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 397

A technician is attempting to use a command line prompt to continuously ping a remote server to check availability and reliability of the connection. Which of the following provides the ping command needed to continuously ping the system?

- A. ping -a
- B. ping -f
- C. ping -r
- D. ping -t

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Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 398

Which of the following BEST describes the use of the TRACERT command?

- A. Lists the number of hops to reach destination address
- B. To look up the IP address for a given DNS name
- C. Lists the IP address and Gateway of the currently logged on computer
- D. To copy files from one IP address to another IP address

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 399

A technician installs a second IDE hard drive into a desktop computer for extra storage space. Upon attempting to boot up the computer, the screen stays blank. Which of the following is the MOST likely cause of the blank screen?

- A. Jumper settings for the second hard drive was not set to slave
- B. Motherboard cannot handle more than one hard drive
- C. CMOS battery needs to be replaced
- D. The second hard drive was not properly plugged into the motherboard

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 400

A technician installs a new graphics card on the motherboard of a computer. After powering on the computer there is no video display. Which of the following would be the FIRST step the technician should take to resolve this issue?

- A. Call other technicians until someone has the correct solution
- B. Remove the new graphics card and reseal it
- C. Search the Internet for possible causes and solutions to the issue CompTIA 220-702 Exam
- D. Update the bios firmware of the motherboard

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 401

After moving files from one folder to another, the technician cannot access them. Which of the following MUST the technician do to regain access to these files?

- A. In folder options, select show hidden files and folders.
- B. Perform the transfer again.
- C. Reboot the system; access will be reset automatically.
- D. Take ownership of the files.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 402

Which of the following characteristics of Windows Gadgets is accurate?

- A. Windows Gadgets are available in all versions of Windows since XP.
- B. Windows Gadgets are part of the Sidebar in Windows Vista and Windows 7.
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- C. Windows Gadgets were introduced in Windows 7.
- D. Windows Gadgets are part of the Sidebar in Windows Vista.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 403

The user cannot access some Internet websites, but can connect to resources inside the local network. The technician successfully uses the ping command to test the user's connectivity. Which of the following commands can the technician run NEXT to troubleshoot the issue?

- A. net /?
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- B. ipconfig /flushdns
- C. netstat -r
- D. nbtstat -R

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:



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