

CompTIA Exactquestions 220-802 Questions & Answers

Number: 220-802
Passing Score: 800
Time Limit: 120 min
File Version: 23.8



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COMPTIA 220-802 EXAM QUESTIONS & ANSWERS

Exam Name: CompTIA A+ Certification Exam (220-802)

Examsoon

QUESTION 1

A user is having trouble connecting to the Internet.

Which of the following commands should a technician use, from the user's workstation, to ensure that the workstation has a valid IP address?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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:

QUESTION 3

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:

QUESTION 4

A virtual machine running locally would be BEST utilized in which of the following situations?

- A. On a PC with minimal RAM
- B. Patch testing before rollout
- C. Thick client configuration

D. Gaming workstation configuration

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

A technician believes a machine loaded with Windows XP Professional has issues with file integrity of the core OS components.

Which of the following commands could be used to both check and replace damaged files?



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A. SFC /SCANNOW

B. CHKDSK /R /F

C. FORMAT C:

D. DISKPART

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

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:

QUESTION 7

A user's computer keeps producing a low virtual memory alert and the speed of the system degrades afterwards.

Which of the following Control Panel locations can provide information to review and correct this issue?

A. System > Remote

B. System > Hardware

- C. System > System Restore
- D. System > Advanced

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

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:

QUESTION 9

A user is installing Windows 7 on a PC with a RAID card. The user has verified all of the cables are connected correctly, but the installation media does not detect any hard drives. Which of the following should the user do to help detect the hard drives?

- A. Press F8 when prompted
- B. Hit the refresh button to force a re-detect
- C. Enable PATA in the BIOS
- D. Select load driver

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

Which of the following accounts is MOST restrictive?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

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:

ams.

QUESTION 12

A user reports that a file they shared out on their computer for another network user is not accessible to the third party. The user insists they specifically gave this third party Allow rights for Read and Write access.

Which of the following could explain the problem at hand?

- A. The parent folder has explicit Allow rights set for this user.
- B. The parent folder has explicit Deny rights set for this user.
- C. The user forgot to share the parent folder and only shared the specific file.
- D. The parent folder likely has the archive attribute enabled.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

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:

QUESTION 14

The shared folder named C\$ is an example of which of the following?

- A. Local share
- B. Permission propagation
- C. Inheritance
- D. Administrative share

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

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:

QUESTION 16

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:

QUESTION 17

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:****QUESTION 18**

Which of the following is the BEST tool for a technician to use to make sure the network cable is securely fastened in the RJ-45 connector?

- A. Cable tester
- B. Crimper
- C. Small flat screwdriver
- D. Punch down

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 19**

A technician is using the troubleshooting theory to help resolve a problem that is occurring with a client's machine. The technician has verified system functionality. Which of the following is the NEXT step in the troubleshooting theory?

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

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 20**

After an installation of a video adapter, the screen on a Windows 7 system cannot be seen. Which of the following Windows 7 functions will resolve this?

- A. Component Management
- B. Startup Repair
- C. Device Manager
- D. Task Manager

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 21**

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:

QUESTION 22

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:

QUESTION 23

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:

QUESTION 24

Which of the following security threats is BEST mitigated through proper user training?

- A. A Worm
- B. Rootkits
- C. Social Engineering
- D. Browser Adware

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

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:

QUESTION 26

The practice of following an authorized person through an entrance without using a badge to defeat security is called:

- A. tailgating.
- B. spamming.
- C. shredding.
- D. phishing.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Turnstiles and other mantraps will prevent which of the following security threats?

- A. Shoulder surfing
- B. Tailgating
- C. Rootkits
- D. Viruses

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Which of the following encryption standards is found on older wireless devices and provides minimal security?

- A. WPA
- B. WPA2
- C. WEP
- D. AES

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

If a computer does not have an optical drive, which of the following is the MOST efficient method to install an operating system?

- A. Emergency Restore CD
- B. Floppy disk
- C. USB flash drive
- D. Bluetooth connection

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

Which of the following is the MAXIMUM number of primary partitions that can be created on a hard drive with FAT32?

- A. 2
- B. 4
- C. 6
- D. 8

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

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:

QUESTION 32

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.
- B. video card.
- C. IDE cable.
- D. floppy cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

A technician needs to decrease the time it takes to install an operating system on 100 computers. Which of the following installations would the technician use to reduce hands-on time spent on each computer?

- A. Upgrade installation
- B. USB installation
- C. Unattended installation
- D. Clean installation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

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:

QUESTION 35

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:

QUESTION 36

A user receives a phone call from a person claiming to be from technical support. This person knows the user's name and that the user has Windows installed on their computer. The technician directs the user to open Event Viewer and look at some event log entries to demonstrate the effects of a virus on the computer. The technician also asks the user for their user ID and password so that they can clean the computer. This is an example of which of the following security threats?

- A. Social engineering
- B. Phishing
- C. Malware
- D. Virus

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

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:

QUESTION 38

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:

QUESTION 39

A Windows 7 desktop PC has crashed (i.e. BSOD) several times indicating a possible RAM problem. Which of the following is an OS built-in tool that can be used to test this problem?

- A. Windows System Restore
- B. Windows System File Checker
- C. MSCONFIG
- D. Windows Memory Diagnostic

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

Which of the following should be regularly scheduled to fix hard drive errors?

- A. Defragmentation
- B. Check Disk
- C. System Restore
- D. Antivirus Scan

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

A user is experiencing slow performance with their computer. A technician suspects the computer has a virus and runs antivirus software. A virus is found and removed, but the performance issue is not resolved.

Which of the following should the technician perform NEXT?

- A. Document findings, actions, and outcomes
- B. Establish a plan of action to resolve the problem

- C. Re-establish a new theory or escalate
- D. Implement preventative measures

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

The benefit of MAC filtering in wireless networking is that the network:

- A. is encrypted.
- B. is not visible.
- C. uses static IP addresses.
- D. is more secure.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



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QUESTION 43

A technician is trying to request a new IP address to a customer s computer through the command prompt. Which of the following commands should the technician use?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

A computer starts to boot then quickly shuts down. Which of the following should the technician use to troubleshoot this issue?

- A. Toner probe
- B. Power supply tester
- C. Loopback plugs

D. Events logs

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

A client has a computer that is infected with several viruses and spyware. Which of the following should the technician perform FIRST before spyware removal?

- A. Run Windows Update
- B. Disable system restore
- C. Run the chkdsk /r command
- D. Disable network cards

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

In a SOHO wireless network, which of the following prevents unauthorized users from accessing confidential data?

- A. Reduce broadcast power
- B. Change SSID name
- C. Set encryption
- D. Enable MAC filtering

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

Which of the following commands is used to map a network drive?

- A. NBTSTAT
- B. NET USE
- C. NETMAP
- D. NETSTAT

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Which of the following would be the BEST format for optical media?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

After updating the device drivers for a video adapter, a user reports they are only able to view a portion of the screen and the text is very large.

Which of the following is MOST likely the cause?

- A. Refresh rate set too low
- B. Refresh rate set too high
- C. Resolution set too low
- D. Resolution set too high

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Which of the following security measures is usually found in a laptop?

- A. Biometrics
- B. Bollard
- C. Hypervisor
- D. Key fobs

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

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:

QUESTION 52

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:

QUESTION 53

A technician is tasked with upgrading a network card on a Windows 7 Professional PC. The technician installs the network card, loads Windows XP drivers that came with the network card, and reboots the PC. Upon rebooting, the computer blue screens and the technician cannot get the computer to boot up properly. Which of the following should the technician perform to resolve this issue without any data loss? (Select TWO).

- A. Remove network drivers
- B. Install Windows XP Service Pack 3
- C. Reinstall Windows 7 Professional
ams.
- D. Install Windows 7 Service Pack 1
- E. Boot up in safe mode

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

An audio visual company has decided that they want to migrate from Windows XP Professional SP2. The company has a domain network. A technician is tasked with selecting an operating system. Which of the following should the technician select?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

A technician is installing and configuring a SOHO wireless network for a client. The client only wants five authorized computers to connect to the network with a defined IP range. Which of the following should the technician configure on the router? (Select TWO).

- A. DMZ
- B. DHCP
- C. ARP
- D. SSID
- E. MAC filtering

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

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:

QUESTION 57

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:

QUESTION 58

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:

QUESTION 59

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:

QUESTION 60

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

A wireless network is experiencing intermittent connectivity.

Which of the following would BEST resolve this issue?

- A. Enable MAC filtering
- B. Change broadcast channel
- C. Enable wireless encryption
- D. Disable SSID broadcasting

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

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:

QUESTION 63

A customer states their laptop screen is very dim. In order to avoid going to the client site, which of the following is the FIRST action the customer should perform?

- A. Increase the resolution
- B. Use function keys
- C. Reboot the laptop
- D. Go to the Power Options in Control Panel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

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?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

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:

QUESTION 66

A customer is concerned about a computer that repeatedly beeps when attempting to power on. Which of the following is MOST likely the cause?

- A. Network cable is unplugged
- B. USB 2.0 is plugged into USB 1.1 port
- C. RAM not seated properly
- D. Optical media was left in the drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

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:

QUESTION 68

Which of the following tools would be used to connect CAT5e cabling to a patch panel?

- A. Punch down
- B. Wire strippers
- C. Loopback plugs
- D. Crimper

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

A technician is working on a workstation that is receiving read/write failures when trying to access a particular file.

Which of the following commands should the technician use to resolve this issue?

- A. DISKPART
- B. FORMAT
- C. CHKDSK
- D. FDISK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70

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:

QUESTION 71

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:

QUESTION 72

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:

QUESTION 73

A technician would like to limit computer access to certain users.

Which of the following should be configured?

- A. Advanced security
- B. Boot.ini file
- C. System configuration
- D. Local security policy

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

ams.

QUESTION 74

A user's computer will not boot. A technician notices four indicator lights on the backside of the computer. Two of the lights are green, and two are amber. Which of the following documentation should the technician read to determine what the lights are indicating?

- A. Network diagram
- B. Computer manual
- C. Asset management
- D. Wiring scheme

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

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:

QUESTION 76

Which of the following tools and test equipment is routinely magnetized and should be used with caution around magnetic media?

- A. Screwdrivers
- B. Power supply testers
- C. Cable testers
- D. Pliers

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

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:

QUESTION 78

Which of the following are examples of physical security? (Select TWO).

- A. Badges
ams.
- B. Anti-virus
- C. Encryption
- D. Firewalls
- E. Locked doors

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79

A user is reporting their web browser is not going to the site they are attempting to access. Which of the following would BEST resolve this?

- A. Delete all Internet cookies.
- B. Ensure the user is not utilizing a proxy server.
ams.
- C. Remove all Internet shortcuts.
- D. Clear all Internet cache and saved passwords.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 80

A user reports that they cleared a paper jam and now cannot print. The technician reseats the paper and then prints a test page from the printer. A test page sent from the workstation does not print. Which of the following actions should the technician take FIRST? ams.

- A. Clear the print queue.
- B. Check the printer connection.
- C. Reboot the computer.
- D. Stop and start the printer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

A workstation is making a loud clicking noise that is originating from the hard drive and it is not booting. Which of the following should the technician do FIRST?

- A. Visit the hard disk vendor's site and run a hardware check on the drive.
- B. Put the hard drive in another system and back up all data from it.
- C. Run CHKDSK immediately and replace the drive if it is bad.

D. Format the drive and restore from a previous image.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82

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:

QUESTION 83

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

- A. 53
- B. 80
- C. 3389
- D. 5900

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84

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

- A. CONVERT
- B. IPCONFIG
- C. CHKNTFS
- D. SCANDSK

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85

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:

QUESTION 86

A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet.

Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

- A. Assign static IP addresses
- B. Disable new VLANs
- C. Disable unused ports
- D. Disable PoE

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

Windows Virtual PC is designed to:

- A. allow a user to run older programs in a Windows XP environment.
- B. allow a user to share a printer to any user on the Internet.
- C. give the user the ability to run multiple operating systems on a tablet.
- D. give the user the ability to run 64-bit applications in virtual mode.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

A technician is changing out a toner cartridge in a high volume printer. As they are removing the empty cyan cartridge, a large amount of blue powder falls out onto rollers in the immediate area.

Which of the following should the technician do NEXT?

- A. Immediately leave the scene and sound an emergency to security.
- B. Use a toner vacuum to remove the spilled toner from the undesired surfaces.
- C. Use compressed air to remove the spilled toner from the undesired surfaces.

D. Use the maintenance kit to remove and replace the affected parts.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89

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:

QUESTION 90

Which of the following explains why a tablet OS loads quicker than a laptop OS?

- A. A tablet requires less power to operate than a laptop.
- B. A tablet has a smaller circuit board than a laptop.
- C. A SATA drive loads data much faster than an IDE drive.
- D. A SSD drive loads data much faster than a SATA drive.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



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