

## Comptia Passguide 220-802 Exam Questions & Answers

Number: 220-802  
Passing Score: 800  
Time Limit: 120 min  
File Version: 24.7



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**Comptia 220-802 Exam Questions & Answers**

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

**For Full Set of Questions please visit: <http://www.passguide.com/220-802.html>**

## Passguide

### QUESTION 1

You need to automatically check for performance issues in Windows 7. Which tool is the best option?

- A. Device Manager in the Control Panel
- B. Troubleshooting item in the Control Panel
- C. Task Manager
- D. Upgrade Advisor

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

The Troubleshooting item in the Control Panel of Windows 7 can automatically check for performance issues. You can check for issues with hardware, networking, applications, and security. You must set the Control Panel to either small or large icons because the Troubleshooting item is not shown in Category view. The Device Manager is where you go to reconfigure devices, change device settings, and install/update drivers. The Task Manager gives some information about the performance of the computer, but there is no automatic check for performance issues. The Upgrade Advisor (for Windows 7) is a downloadable tool that can tell you whether an older OS can be upgraded to Windows 7.

### QUESTION 2

Which of the following is used by BitLocker to provide an encryption key and to protect data? (Select the best answer.)

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

A Trusted Platform Module (TPM) is used by BitLocker to provide an encryption key and to protect data. This module is normally located on the motherboard in the form of a chip. You can also use a USB drive to store the encryption key if the computer does not have a TPM chip. CMOS stands for complementary metal-oxide semiconductor, the chip that retains the time and date, and other settings for the BIOS. An IRQ is an Interrupt ReQuest; the number that identifies a device to the CPU. AGP stands for Accelerated Graphics Port, a video-only expansion bus that has been mostly replaced by PCI Express.

### QUESTION 3

You want to verify that the local computer's network card is functioning properly. Which IP address should you use?

- A. 10.0.0.1
- B. 255.255.255.0
- C. 127.0.0.1
- D. 192.168.0.1

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You should ping the local loopback address of the computer. The best way to do this would be to type in the Command Prompt. However, you could also type ping localhost, or ping 127.0.0.1

. This can tell you if the network card (and TCP/IP) is working properly for the local computer.

loopback

If IPv6 is installed and working properly, ping localhost and ping loopback return the result:

. Afterward, if the computer is cabled to the network, you could attempt to ping the Reply from ::1

default gateway, whatever that address might be. 10.0.0.1 and 192.168.0.1 are possible IP addresses for hosts and are common for default gateways, but in this scenario you don't know if these addresses are being used, or if a default gateway even exists. Also, neither of them are the local loopback address. Most of the time, addresses ending in .1 will be reserved for routers, servers, and so on, not client computers. For example, D-Link historically has used 192.168.0.1 as the default IP address for its routers. 255.255.255.0 is a default Class C subnet mask and not an IP address. You would not ping that address.

**QUESTION 4**

Your customer has a computer (called comp112) that has been infected by a worm. The worm has propagated to at least 30 other computers on the network. What should you do first before attempting to remove the worm from the computer named comp112?

- A. Log the user off the system.
- B. Boot the system in Safe Mode.
- C. Run a full virus scan.
- D. Disconnect the network cable from the computer.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Before you do anything else, disconnect the network cable from the computer, in this case comp112. This can help to isolate the problem. You might also decide to disconnect the network cables from any other systems that were infected by this worm. Sometimes, it is easier to do this at the server room. After the network cable is disconnected, the computer should be shut down (which will log off the user anyway) and rebooted into Safe Mode. Then, the worm should be isolated and quarantined. Finally, a full virus scan should be run. This of course is just a quick example; you probably need to do more to resolve this problem on all computers concerned.

**QUESTION 5**

Which command should you use to find out the integrity of a hard drive?



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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

CHKDSK is the best tool listed to determine the integrity of a hard drive. It can also check the disk surface for errors such as bad sectors and can repair some errors. Another good answer would be the System File Checker (SFC) tool, which can repair errors that CHKDSK cannot. FDISK is a DOS-based command that allows you to partition a hard drive from the command-line; it is not used in newer versions of Windows. FORMAT is the command used to write a file system to a partition, logical drive, or volume of a hard drive. IPCONFIG is used to find out the TCP/IP configuration of a network adapter.

**QUESTION 6**

Your boss asks you to find a list of routers along a given path through multiple networks. What command can help you?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The trace route (TRACERT) program displays a list of routers along a path that starts at the local computer and ends at the requested destination. For example, tracert davidlprowse.com would show all network routers between the computer initiating the trace and the final destination: the web server that hosts the davidlprowse.com website. PING tells you if another computer on the network is accessible. IPCONFIG shows the TCP/IP configuration for your computer's network adapters. NSLOOKUP gives information about a name server and can resolve domain names to IP address.

**QUESTION 7**

Your customer's laptop's LCD is being scratched by the keyboard when the lid is closed. What would prevent this from happening?

- A. Replace the rubber bumpers.
- B. Replace the LCD hinges.
- C. Replace the LCD panel.
- D. Replace the keyboard.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You should replace the rubber bumpers. These can wear down over time or might become unstuck from the laptop. These bumpers create a space between the keyboard and the LCD; without them, the LCD can get scratched by the keyboard. If the laptop opens and closes okay, then there is no reason to replace the hinges, because they won't change how the screen is touching the keyboard. The LCD panel is only scratched; it hasn't failed as of yet, so it doesn't need to be replaced. The keyboard is most likely not the cause of the problem. There is the uncommon possibility that the keyboard is not mounted properly; a quick sideways glance at the laptop keyboard surface can tell you right away. You would have to remove the laptop bezel and reconnect the keyboard properly if this is the case. However, it is more likely that the rubber bumpers fell off or became worn down.

**QUESTION 8**

You have been asked by a customer to add a second optical drive, to be referenced as M: on a computer running Windows 7. What is the best place to accomplish this?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

After you physically install the drive, it needs to be configured as M: within the Disk Management tool. Disk Management is where you go to create partitions, assign drive letters, work with volumes, format drives, and so on. Administrative Tools is an entire set of tools that includes the Computer Management console, another location that offers the Disk Management tool. This answer is incorrect because it is not the actual tool needed, but an indirect way to access it. The Device Manager is used to analyze and configure devices. The Event Viewer is used to analyze the log files concerning the OS, applications, and security.

**QUESTION 9**

Which of the following printer failures is described as a condition in which the internal feed mechanism stopped working temporarily?

- A. No connectivity
- B. Corrupt driver
- C. Paper jam
- D. Power cycle

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A failure that occurs due to the internal feed mechanism stopping is known as a paper jam. For example, an HP LaserJet might show an error code 13.1 on the display, which means that there is a paper jam at the paper feed area. You would want to verify that the paper trays are loaded and adjusted properly. A No Connectivity message would mean that the printer is not currently connected to the network. A corrupt driver loaded on a workstation would cause any print job from that computer to either fail or print nonsense. A Power Cycle message means that the self-diagnostic program has encountered a problem and is telling you to shut down the printer and turn it back on. This will reset the printer, which can fix many of the issues that can occur.

**QUESTION 10**

One of your co-workers is attempting to access a file on a share located on a remote computer. The file's share permissions are set to allow the user full control; however, the NTFS permissions allow the user to have read access. What will be the user's resulting access level for the file?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The user will have only read access to the file. Remember that NTFS permissions take precedence over share

permissions, even if the share-level permissions offer a higher level of access. It is possible for the user to get write, modify, or full control access, but only if the NTFS permissions are configured to allow the user to do so.

#### **QUESTION 11**

You work at a PC bench and receive a laptop that has a dim display. You confirm that it is a hardware issue. Which part should be replaced first?

- A. LCD panel
- B. Video adapter
- C. Display harness
- D. LCD inverter

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

If you see a dim laptop display that cannot be brightened through the use of a button or knob near the keyboard, then the LCD inverter might need to be replaced. The inverter supplies the power to the backlight of the display. If it fails, you should still dimly see the displayed OS; using a flashlight can aid in this. To fix this, you would need to disassemble the LCD and then replace the inverter, which is simply a small circuit board. If the video adapter fails, you won't see anything on the screen, even dimly. This is rarer, and the video adapter is usually integrated into the motherboard.

#### **QUESTION 12**

A customer cannot access some Internet websites but can connect to resources inside the LAN. You can use the PING command to test the user's connectivity. What command should you run next to troubleshoot this issue?

- A. NET USE
- B. NETSTAT -r
- C. NBTSTAT -R
- D. IPCONFIG/FLUSHDNS

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

You should run an IPCONFIG/FLUSHDNS. This removes entries from the local computer's DNS cache that has the domain name to IP address mappings. If customers can access some websites, you know they have connectivity to the Internet; however, it could be that the DNS cache is corrupted, or that the HOSTS file has been compromised, causing certain websites to become inaccessible. NET USE enables you to map network drives in the command-line. NETSTAT r displays the local computer's routing table. NBTSTAT R (note the capital "R") purges and reloads the remote cache name table.

#### **QUESTION 13**

You are setting up a SOHO wireless network. Which of the following provides the best security?

- A. Disable SSID broadcasting and configure WEP
- B. MAC address filtering
- C. IP address filtering
- D. Enable SSID and configure WPA2

**Correct Answer:** D

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Of the answers, the best security in a SOHO wireless network is to enable SSID and to configure WPA2. Yes, disabling SSID is a common security technique employed by security professionals, but having SSID enabled with WPA2 is far more secure than disabling the SSID with WEP configured. WEP is deprecated, and WPA2 is much more secure. In essence, the number one thing you should be concerned with for wireless security is strong encryption--everything else is secondary including disabling the SSID, MAC address filtering, and IP address filtering--if your SOHO device is even capable of that.

### **QUESTION 14**

Which of the following is a common e-mail service that people use on their smartphone?

- A. POP3
- B. Outlook
- C. HTTP
- D. GMAIL

**Correct Answer: D**

**Section: (none)**

### **Explanation**

### **Explanation/Reference:**

Gmail is a common e-mail service provided by Google that people can use on their smartphone. HTTP is the Hypertext Transfer Protocol and is not a service. Users might utilize Gmail on their computer as well as within a web browser, but that uses the protocol HTTPS because those sessions should be secure. POP3 is a protocol used by applications such as Microsoft Outlook to download e-mail. Outlook normally runs on a computer and not on a smartphone.

### **QUESTION 15**

A technician is attempting to backup 5 GB of data to an external hard drive that has been formatted as FAT32; however the backup keeps failing. What is the best way to solve the problem?

- A. Reformat the drive as NTFS.
- B. Replace the drive.
- C. Back up the data to a USB drive.
- D. Back up to CD-ROM.

**Correct Answer: A**

**Section: (none)**

### **Explanation**

### **Explanation/Reference:**

If the backup keeps failing, you should look at the file system used on both drives. If the drive where the data is backed up to uses FAT32, and there is currently no data on that drive, it should be reformatted as NTFS. NTFS is the superior choice for a variety of reasons, plus it is more common than FAT32. Always try to reformat the drive before you incur the cost of a replacement. From the scenario, you don't know the original type of backup drive. It might already be a USB drive, but who knows? Many USB flash drives are preformatted as FAT32. Regardless of all this, before trying another drive, try reformatting to NTFS first. A CD-ROM does not have enough storage space for the amount of data you need to backup. Plus, optical media is good for long-term backups that won't be used often. But if the technician in the scenario is trying to back up to hard disk, then it can be assumed that the data will be needed more often, and requires a faster solution such as SATA, or at least USB, either of which should be formatted as NTFS.

### **QUESTION 16**

A laptop you are troubleshooting will not display any video through the laptop's screen or through external monitors. What should you replace?

- A. Inverter
- B. Video card
- C. LCD
- D. Drivers

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If the laptop can't display on the LCD or on an external monitor, that tells you that the video card is most likely faulty. The laptop would need to be opened to replace this. In some cases, it is integrated to the motherboard, requiring an entire motherboard replacement. If the inverter fails you would still see a dim display (which can be aided by using a flashlight) and the external monitor should work fine. If the LCD fails, you would not see anything on the display, but the external monitor again would function fine. Incorrect drivers can give a variety of problems such as unattainable maximum resolutions, or a garbled screen. However, the display should show something in that case, and should work fine in Safe Mode, where new drivers could be installed.

**QUESTION 17**

Which of the following utilities enables a Windows 7 user to edit a file offline, and then automatically update the changes when the user returns back to the office?

- A. Sync Center
- B. Windows Aero
- C. Windows Defender
- D. HomeGroup

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Sync Center is a feature of Windows that enables you to keep information synchronized between your computer and network servers. You can still access the files and modify them even if you don't have physical access to the server; in this case they are modified "offline" and are synchronized automatically when you return to the network. Some mobile devices are also compatible with Sync Center. The Sync Center can be configured within the Control Panel. Windows Aero is the premium visual experience included in some versions of Windows Vista and Windows 7. Windows Defender is the free Microsoft antimalware program. HomeGroup is meant to quickly and easily share printers and media between Windows 7 computers in a home network.

**QUESTION 18**

Which of the following tools can illuminate a network card's LED light when connected?

- A. POST card
- B. Loopback plug
- C. PSU tester
- D. Multimeter

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The loopback plug is used to test a network card. It acts as a pseudo-network for the network card and tests whether the card is functional; if so, the LED lights up on the card. A POST card is plugged into a motherboard



and is used to analyze PC booting issues. A PSU tester is used to test a power supply. The multimeter has a variety of testing purposes such as testing individual wires in a computer and testing AC outlets.

#### **QUESTION 19**

One of your organization's technicians reconfigures the BIOS boot order on a PC and sees that the system time is incorrect. The technician resets the clock to the correct time but sees that a couple days later, the system time is wrong again. What is the most likely cause?

- A. The motherboard is not seated properly.
- B. The time zone settings are incorrect in the OS.
- C. The CMOS battery has failed.
- D. The power supply is not providing the correct voltage.

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

If the technician reset the time in the BIOS and it fails a few days later, this most likely means that the CMOS battery has failed. The CMOS battery is in charge of keeping the time and date. When it fails, it often changes to Jan 1, 2000, and in many cases this will affect the OS time as well. Changing the OS time will not fix the problem because every time the system is rebooted, the BIOS will feed the false time to the OS. The battery, usually a CR 2032 lithium battery needs to be replaced; they only have a shelf life of 5 to 10 years or so. Even if the computer's operating system has its time synchronized to a time server, the battery should still be replaced because it maintains many other settings for the BIOS. If the motherboard were not seated properly, it could possibly fail, and the system would not boot. As long as the power supply can connect to the motherboard, it should provide the correct voltage; the battery typically needs 3 volts. However, if the power supply doesn't provide enough wattage, then the system might intermittently shut down or have problems booting.

#### **QUESTION 20**

Which Windows 7/Vista files replaced NTLDR?

- A. bootmgr.exe, bootsect.dos, io.sys
- B. io.sys, win.exe, bootmgr.exe
- C. ntddetect.exe, ntoskrnl.exe, io.sys
- D. bootmgr.exe, winload.exe, and winresume.exe

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

NTLDR is the boot file for Windows XP, 2000, and NT operating systems. It was replaced in Windows Vista (and continuing on through Windows 7) with bootmgr.exe, winload.exe, and winresume.exe. Bootsect.dos is used with NTLDR if an older dual-boot system is required such as Windows NT and Windows 98. Io.sys is the MS-DOS core file that contains device drivers and the initialization program; it works along with msdos.sys as the main OS files for DOS. Win.exe is the executable that runs older versions of Windows on top of DOS. Ntddetect.exe is a known Trojan, watch out for it; ntddetect.com on the other hand is a component of Windows NT systems that detects basic hardware at startup. Ntoskrnl.exe was originally the main core file for Windows NT systems but it is still used through Windows 7.

#### **QUESTION 21**

What can the command ping t do?

- A. Continuous ping of an IP address until the target responds
- B. Continuous ping of an IP address until it's canceled
- C. Continuous ping of an IP address until the count reaches 20

D. Continuous ping of an IP address where each packet is equal to 1000 bytes

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A ping t is a continuous ping. An example of this would be ping t 192.168.1.1. The command continually pings the remote host until you manually stop it; for example, utilizing the key stroke CTRL+C. The target will respond only if it is live on the network. A ping that reaches a count of 20 would use the n parameter, for example ping n 20 192.168.1.1. A ping that has packets equal to a certain amount of bytes uses the l parameter; for example, a ping where each packet is 1,000 bytes instead of the default 32 would be ping l 1000 192.168.1.1.

#### **QUESTION 22**

Which of the following paths is the default directory for user profiles in Windows 7?

- A. C:\Program Files
- B. C:\Users
- C. C:\Users and Settings\
- D. C:\Document and Settings\

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The default directory for user profiles in Windows 7 is C:\Users. Previously in Windows XP, user profiles were stored solely in C:\Documents and Settings. That folder still exists in Windows Vista and Windows 7 but is redirected to the \Users folder, and Documents and Settings is locked out. This redirection is known as a Junction, where the information appears to reside in two separate locations. The folder you will be working with in the GUI will be \Users, so that is the best answer here. Also, remember that the answers show C:\ in the path. This could be different depending on where the OS was installed to. C:\Program Files is where applications are installed to.

#### **QUESTION 23**

At one of your customer's locations, 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 computer. The second user logs on and types the name of the document in the Start menu but the document cannot be found. What is the problem?

- A. The document is locked.
- B. The document is set to hidden.
- C. The document is owned by the first user.
- D. The document is encrypted.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The problem in this scenario is that the document is owned by the first user. By default, files created under one user account cannot be seen by another user account. For the second user to see the file, the user needs to become an owner or needs to be given permissions to the file. In this scenario the user never locked, hid, or encrypted the document in any way; this is simply a default security precaution that is built into Windows.

#### **QUESTION 24**

You receive a message in Windows XP that warns you of a memory-read error. What should you do to fix this?

- A. Reseat or replace RAM modules.
- B. Change the memory settings in the BIOS.
- C. Replace the hard drive.
- D. Remove any USB flash drives.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Windows XP might give memory read errors when RAM cannot be read from properly. If it is definitely a RAM error and not an OS issue; the best thing to try is to reseat and/or replace the RAM. While you're there you can try using compressed air on the RAM and the RAM slots to remove any dust that has accumulated over time. Other similar errors in Windows such as The Memory Could Not Be Read could be an issue with the OS reading from the hard drive and may require an update of the service pack. Generally, if the BIOS memory settings are not correct, the system will not boot and will give memory errors during POST. Because this is an issue related directly to RAM, you do not want to replace the hard drive. Most likely, a USB flash drive will not give a memory error; regardless, simply removing the USB flash drive will not fix the problem.

**QUESTION 25**

A co-worker attempts to run an old program on his Windows 7 computer. The program briefly opens, but then it closes immediately. What can you do to enable the program to run correctly?

- A. Run the program in Windows Compatibility mode.
- B. Run the program from the Command Prompt.
- C. Run the program inside a virtual machine.
- D. Run the program from another computer.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Older programs might not be compatible with Windows 7. To make them compatible you would use Windows Compatibility mode by running the Program Compatibility Wizard from within Control Panel > Programs in Windows 7. It doesn't matter if you run the older program in the GUI or in the Command Prompt; it will fail either way. A virtual machine might work, but there are several factors involved, including the need to run an older OS within the virtual machine. Regardless, this is a time-consuming solution, whereas Windows Compatibility mode can be set up much faster. Your co-worker will not want to run the program from another computer; this is not a valid solution.

**QUESTION 26**

What color do EFS files display in by default?

- A. Blue
- B. Black
- C. Green
- D. Red

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Encrypting File System (EFS) is the Windows built-in file encryption standard. EFS filenames display in green by default. This means that the individual file has been encrypted from within the properties page in

Windows. This is done so that other users cannot read the file. Compressed files show up in blue. Color assignments for encrypted and compressed files can be removed in Windows by accessing Folder Options > View tab. Regular files are shown in black. Red files are ones that can be accessed only by Windows.

#### **QUESTION 27**

What is another name for a mirrored set?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 6

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

RAID 1 is another name for a mirrored set. In a RAID 1 array, two hard drives are mirrored, meaning that an exact copy of the all data is written to each drive. If one fails, there is no down time because the other takes over immediately. This means that it is fault tolerant. RAID 0 is known as striping; the data is striped among two or more disks for speed; it is not fault tolerant. RAID 5 is striping with parity, a fault tolerant method that stripes data and parity information across three or more disks. RAID 6 is similar to RAID 5 but adds a parity block, plus it requires four disks minimum. Both RAID 5 and RAID 6 are fault tolerant.

#### **QUESTION 28**

What would you replace in a laser printer if you see ghosted images?

- A. Fuser
- B. Cartridge
- C. Drum
- D. Printhead

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Ghosted images often mean that the print drum of a laser printer needs to be replaced. Perhaps the drum cannot hold a charge any longer, causing an ineffective joining of toner to the drum, and ultimately leading to ghosted images. If the fuser fails you might see a blank line on the edge of each printed paper, or perhaps the toner will not dry properly. If the toner cartridge fails, you would either see blank printed pages, or perhaps lines and smearing. Printheads are found in inkjet and impact printers, but not laser printers.

#### **QUESTION 29**

A customer's computer states that USB 3.0 devices are running at USB 2.0 speed. There is no kind of external USB hub. You test the devices on your computer, and they run at USB 3.0 speed. What should you do to provide USB 3.0 functionality for the customer?

- A. Replace USB 2.0 cables with USB 3.0 cables.
- B. Install a USB 3.0 firmware update to the motherboard.
- C. Install an external USB 3.0 hub.
- D. Upgrade the customer to IEEE 1394a.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

In this scenario you should install the USB 3.0 firmware update to the motherboard. If the motherboard supports USB 3.0, you might need to flash the BIOS to accomplish this. Motherboard firmware updates can fix several different USB issues, yet another reason to always check for new flash updates. If the device and cable work at USB 3.0 speed (5 Gbps) on your computer, then no cables should have to be replaced. Try to fix the problem with an update before incurring the expense of an external USB hub; extra expenses are often not necessary. Your goal here is to take what the customers have and make it work to their expectations. New devices such as external USB hubs or IEEE 1394a devices take time to order and install, and might not be within the budget. Plus, IEEE 1394a transfers less data (400 Mbps).

**QUESTION 30**

A user can no longer print from their computer to the default printer. You can print a test page from the printer, and the printer's queue shows that the job is ready to print. What should you do to resolve the situation?

- A. Delete the job and resubmit it.
- B. Reinstall the print drivers.
- C. Reset the printer.
- D. Restart the printer spooler service.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If the user could print to the printer previously, and the job is just sitting in the print queue, you should most likely restart the printer spooler service at the user's computer. This can be done in the GUI of Windows within Computer Management > Services and Applications > Services, or by typing net stop and net start spooler in the Command Prompt. Deleting the job and resubmitting it will spooler probably have the same effect, and you will have to restart the spooler anyway. Printer drivers are not the cause of a stalled print job. Resetting the physical printer will not help; the job will still be sitting in the user computer's print queue.

**QUESTION 31**

You just installed front panel USB ports that are not functioning properly. However, the ports on the back of the computer work fine. What should you do first?

- A. Check the USB rear panel pinouts to verify that the ports are wired as per manufacturer instructions.
- B. Check the Device Manager for any alerts or question marks over USB-related devices.
- C. Test the voltage output of each USB port with a multimeter.
- D. Make sure that any USB devices are not drawing too much power from the ports.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You should check the Device Manager for any alerts or question marks over USB-related devices. This can tell you if there are any problems with USB devices or USB ports. There's no point to check the rear panel pinouts because those function properly. It's the new front panel USB ports that you are concerned with. Regardless, if the USB ports are part of the motherboard, which they most likely are, they should in all likelihood be wired correctly. You could test the voltage output of each USB port; for example, if you want to compare the front and rear ports, but this should be done after checking the Device Manager. Most of the time, USB devices should not draw too much power from a USB port; the ports and the devices should be manufactured according to the same USB specifications.

**QUESTION 32**

Which of the following could be defined as standing behind a person at a desk attempting to view confidential information?

- A. Root Kit
- B. Phishing
- C. Shoulder Surfing
- D. Tailgating

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Shoulder surfing is when a person attempts to find confidential information by standing behind a user at a desk and looking over their shoulder. A rootkit is a type of malicious software installed by an attacker with administrative access; it hides the existence of certain processes or programs. Phishing is when a person attempts to get confidential information from an unsuspecting target by way of e-mail. Tailgating is when an unauthorized person attempts to enter a secure area by following an authorized person into that area.

### **QUESTION 33**

You configured a customer's router to automatically assign only 5 IP addresses in an attempt to make the network more secure. Now you notice that the wireless printer is intermittently losing connections when there are multiple users on the wireless network. What is the best solution?

- A. Increase the wireless router IP lease times.
- B. Install another access point.
- C. Configure the printer to use a static IP address.
- D. Configure the printer for DHCP.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

If the wireless printer is losing connections when there are multiple users on the network, then it is probably because there aren't enough automatically assigned IP addresses to go around. You should configure the printer to use a static IP address, instead of receiving one dynamically from the router. This address will be permanent and should fix the problem. Often, companies insist that printers (as well as routers, switches, and servers) always get a static address to avoid problems of this sort. Increasing the IP lease times might work; it might not. When multiple users attempt to get on the wireless network, someone is going to lose out; it might be a person at a laptop, or it might be the printer or other device, so this is not a permanent solution. Another access point might increase your wireless coverage, but it will do nothing for your IP issue. The whole problem here was that the printer was configured for DHCP; it was obtaining its IP address automatically from the DHCP server within the router. By changing it to static, it doesn't have to compete for the five dynamically assigned IPs.

### **QUESTION 34**

Your boss wants to transfer data to an external hard drive capable of data transfer rates as high as 600 Mbps. Which of the following has the fastest transfer rate?

- A. USB 1.1
- B. Cable Internet
- C. USB 2.0
- D. IEEE 1394b

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

The fastest transfer rate goes to IEEE 1394b. USB 1.1 sends information at 12 Mbps. USB 2.0 sends at 480 Mbps. IEEE 1394b sends data at 800 Mbps, which meets the requirements of the scenario. Cable Internet usually has a maximum capped speed of 20 Mbps, possibly less. Plus, you wouldn't connect an external hard drive to your cable Internet connection. It requires either USB, IEEE 1394, eSATA, or SCSI.

**QUESTION 35**

You boot Windows 7 and see the error message One or More Services Failed to Start. What methods can you use to view the status of services on the computer? (Select the two best answers.)

- A. Right-click Computer, and select Manage from the menu.
- B. Click Start > Control Panel > System.
- C. Click Start > Control Panel > Administrative Tools.
- D. Right-click the Desktop, and select Personalize from the menu.
- E. Right-click Computer, and select Properties from the menu.

**Correct Answer: AC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

To see the status of services, you need to access Computer Management > Services and Applications > Services. Computer Management can be accessed either by right-clicking Computer and selecting Manage, or by accessing Administrative Tools from the Start menu. You can also access the Run prompt and type services.msc to be brought directly to the Services window. System shows the system properties such as type of operating system, Windows activation, and advanced settings. Right-clicking the desktop and selecting Personalize allows you to change the display themes. Right-clicking Computer and selecting Properties also brings you to the System window; it is an alternative way instead of using the Control Panel.

**QUESTION 36**

How can you ensure that all external traffic to your website is directed through a firewall to the right computer?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

In this scenario, your organization is running a web server on the LAN. Your job is to make sure that all clients outside your network on the Internet that are attempting to access the web server can do so. You must configure port forwarding for this to work. The HTTP requests, and/or whatever port the clients use to access the web server (perhaps 80, but not necessarily), should be forwarded to the IP address and port of the web server on your network. Exceptions are meant to allow certain computers access in or out of the firewall, but this would give the external clients too much access. You want to streamline this so that the external traffic is all directed to your web server, and port forwarding is the best way to do this. NAT stands for Network Address Translation and is used to match up the private IP address numbers of your internal computers to the external public IPs they attempt to connect to; it protects the private IP identity of the internal computers. However, it's actually not the interior traffic you are concerned with. Instead, you are concerned with the external traffic trying to get in to your network and visit your web server, and the web server only.

**QUESTION 37**

Which command is the best option for verifying that the protected system files in Windows 7 are correct?

- A. DISKPART
- B. SFC
- C. SCANDISK
- D. FIXMBR

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

System File Checker (SFC) is the best option in this scenario. It checks, and if necessary, fixes system files in Windows 7 and earlier versions of Windows. DISKPART is the command-line partitioning tool, the counterpart of the GUI version, Disk Management. SCANDISK is an older command-line tool used in previous versions of Windows. In Windows 7 the closest option would be CHKDSK. FIXMBR is a tool used in Windows XP to rewrite a faulty Master Boot Record (MBR).

**QUESTION 38**

Which of the following is stored in the first sector of the hard drive?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The master boot record (MBR) is stored in the first sector of the hard drive. It is 512 bytes of data that is also considered to be the first sector, not just reside within it. In general, the first sector of a hard drive is referred to as a boot sector. There are two main types of boot sectors. For a hard drive that houses an operating system, the boot sector is known as the MBR sector. On the other hand, for hard drives that do not contain an operating system, the boot sector is known as a volume boot record (VBR). The first sector of a hard drive does not house the operating system; given the size of today's operating systems, that would be difficult to say the least! The master file table (MFT) stores metadata information about every file and folder for a given NTFS volume. The MFT information is stored in the beginning of the volume just after the boot sector. Often, a copy is also stored in the middle of the disk.

**QUESTION 39**

You turn on a computer, and a blue screen appears with an error code. Where should you go to find out what this error code means?

- A. Third-party website
- B. OS manufacturer's website
- C. Hardware manufacturer's website
- D. Installation manual

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



A blue screen, or BSOD, is an error screen produced by Windows, so you should access the OS manufacturer's website: in this case Microsoft. Accessing third-party websites is not generally recommended and should be used only as a last resort because you never know exactly what kind of information you will get from those websites. The error code and the blue screen are not directly produced by the hardware, so you would not go to the hardware manufacturer's website. Installation manuals for operating systems usually do not go into this type of troubleshooting depth. However, manufacturers such as Microsoft have multiple websites that you can visit to figure out the problem such as Help and Support and the TechNet. In many cases you can even get support from them.

#### **QUESTION 40**

Which of the following allows you to make phone calls and transfer data from your smartphone without the need for additional programs?

- A. Wi-Fi
- B. Bluetooth
- C. Cable Internet
- D. GSM

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Global System for Mobile Communications (GSM) is the default for making phone calls and transferring data via the Internet on a smartphone. As long as the phone has a signal, it can do both simultaneously. Wi-Fi is usually a better, faster option for transferring data; however, phone calls through Wi-Fi would require additional software (such as Skype) or additional hardware. Bluetooth is primarily used to connect peripherals to the phone such as headsets or mobile printers. It can be "configured" to connect to the Internet through a PC or in other ways, but it cannot make voice calls. You might indirectly use cable Internet from your smartphone via a wireless network, which allows you to transfer data, but it does not allow voice calls without additional software/hardware. Be sure to know the various ways a mobile device can connect to the Internet and make voice calls for the exam.

#### **QUESTION 41**

A co-worker tells you that his Windows 7 computer is making noise constantly. You look at the computer and note that the hard drive activity light is frequently on. You also note that there is plenty of free space on the drive's only partition. Of the following, which best explains why the drive light is continuously active?

- A. Page file issue
- B. Too many documents on the partition
- C. Drive needs a new SATA connector
- D. Fragmented hard drive

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

If the hard drive is constantly accessed (and as a result makes a good deal of noise), and the activity light is frequently on, these are good signs that the drive is fragmented. You need to run the Windows Disk Defragmenter, located in Start > All Programs > Accessories > System Tools. This can analyze the disk and tell you if the partition is indeed fragmented and continues with the defragmentation if you authorize it. The page file deals with information transferred between RAM and the hard drive. Page file issues often hang Windows; the page file usually fails altogether if there is a problem. In the scenario, you noted that there is plenty of free space on the hard drive's partition, so there can't be too many documents. However, if there was a full drive, it could become more difficult to defragment. The Windows Disk Defragmenter program requires 15% free space to work. If you have less than this, you must run a defrag f in the command line. SATA connectors rarely fail, and if they do, then the hard drive would become inaccessible. In this case, if this were the only drive in the

computer, the system would not boot to the operating system.

#### **QUESTION 42**

All the printouts from a printer are displaying a random mix of letters, numbers, symbols, and in general, gibberish. What is the most likely cause of this problem?

- A. There is an incorrect print driver.
- B. The toner cartridge needs to be replaced.
- C. The print spooler needs to be restarted.
- D. The print drum needs to be replaced.

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Strange cryptic printouts or printouts with gibberish usually mean that the print driver is incorrect. Remember that you need to use the exact printer driver for the printer model--close doesn't cut it! To avoid this garbage printout, download the correct printer driver from the manufacturer's website. If the toner cartridge needs to be replaced, the text and images would look mostly normal, but might be lighter, or have certain areas missing. The print spooler needs to be restarted when jobs are stuck in the queue and won't print. The print drum might need to be replaced if you encounter a ghosted image.

#### **QUESTION 43**

You are working on a PC that runs fine for close to an hour but then shuts down automatically. Which should you check first?

- A. Hard disk drive
- B. Power supply voltages
- C. CPU fan
- D. Optical drive

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Unexpected shutdowns that occur after the computer has been running for some time could be hardware- or software-based; if hardware, the CPU fan is probably the perpetrator. If the CPU fan fails, or is not connected or otherwise properly installed, the CPU will overheat. Most computer systems' BIOS monitors the temperature and shuts down the system if it hits a certain threshold; often this is accompanied by a system beep. If the problem is software-related, the troubleshooting will go further; the cause could be malware or a stop error, for example. However, that is not the basis of this question. The hard disk drives and optical drives will not cause the PC to simply shut down in a fatal manner. However, the power supply could be delivering faulty power. It is less likely to cause a shutdown, but the power supply voltages could be checked after you first check the CPU fan.

#### **QUESTION 44**

Instead of incurring the expense of new computers, a customer of yours is trying to keep its Windows XP systems. The customer asks you to install 250 GB drives to each system. You do so, but a few of the systems recognize only 137 GB during usage. What is the problem?

- A. Some of the hard drives are defective and need to be returned.
- B. Windows XP does not support hard drives larger than 137 GB.
- C. Service Pack 1 has not been installed.



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D. The hard drive jumpers are not set properly.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

By default, Windows XP recognizes only 137 GB as a maximum. However, Service Pack 1 (SP1) uses 48-bit Logical Block Addressing (LBA) that enables XP to see larger drives. Apparently in this scenario, not all Windows XP computers were updated to the latest service pack. It is important that all computers on a network be updated to the latest service pack so that they can take full advantage of hardware and software, as well as networking and security features, and so that they are all compatible with each other. The hard drives are most likely not defective; plus, it is rare that you will get multiple defective hard drives in a single batch. SATA hard drives do not use jumpers. IDE drives still use jumpers, but only to configure master and slave options; they have no bearing on the storage space that can be recognized by Windows XP.

#### **QUESTION 45**

A user tells you that his PC is making a strange noise. What is the most likely cause?

- A. The CPU needs to be reseated.
- B. A network cable is vibrating against the system case.
- C. The thermal grease dried out and needs to be re-applied.
- D. An internal wire is improperly routed and is hitting the CPU fan.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Strange noises from inside the computer can usually be attributed to a loose wire hitting a fan, often the CPU fan. Open the PC and reroute cables and wires away from the CPU fan, and any other fans. If the CPU needed to be reseated, the users would probably have a worse problem on their hands, such as the system won't boot properly. Network cables usually don't rest against the system case, but it is possible. Reroute network cables as well so that they are away from the system case, are stationary, and don't pose a trip hazard. If the thermal compound dries out (which might happen in dry environments) it could cause the CPU to overheat and cause a system shutdown but shouldn't make any noise.

#### **QUESTION 46**

You are installing a wireless access point. What should you do first?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Most wireless access points and routers have blank passwords, so you should change the password to something secure before you do anything else. Next, you should download the latest firmware. On some devices you might need to reset the password again after a firmware update. Usually, you want to use DHCP, but if you want to disable it for security purposes, you would do that next. Finally, enable MAC filtering so that only the computers you want can connect.

**QUESTION 47**

You need to find out which Windows OS is running on a computer. Which command should you use?

- A. SET
- B. VER
- C. Device Manager
- D. CMD

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The VER command shows the version of Windows. However, it might be more cryptic than accessing the System window in the GUI. For example, the VER command when typed in a Windows 7 SP0 Command Prompt can result in the following: Microsoft Windows [Version 6.1.7600]. 6.1 is the actual version of Windows 7, whereas 7600 is the build number! The better option is to use the System window. Or you could use the systeminfo command in the Command Prompt, which gets a bit more in depth for this explanation--more on this in Chapter 11. The SET command shows, and allows you to modify, all the variables in the computer; for example, where the temp folders are located. The Device Manager is not a command; it is an application where you can configure hardware. CMD (cmd.exe) is the Command Prompt executable.

**QUESTION 48**

One of your customers tries to log in to a bookmarked site but instead of seeing the website expected, the user is prompted for a Social Security number, mother's maiden name, and date of birth. What most likely occurred?

- A. The browser was hijacked.
- B. The customer's identity was stolen.
- C. The website the user accessed has updated their security policies.
- D. The user typed the wrong URL.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If the user gets prompted for confidential information instead of seeing the website he expected, then the browser was probably hijacked. You should temporarily install another browser program for the user until you can fully scan the system and remove any trace of hijacking and other forms of malware. You could also suggest virtual browsers to the user as another solution. The person's identity has not been stolen--yet. But if he types the asked for confidential information, it probably will be. Train your users never to give this information if possible, and tell them to realize that most companies will not ask for this type of information on their websites. If a website updates its security policies, the most that should happen is that you will get a pop-up notice about this. The user couldn't have typed the wrong URL because he connected to the website through a bookmark.

**QUESTION 49**

A user tells you that the monitor resolution was changed and now the user does not see a display. What should you do first?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The first thing you should do is reboot the system, press F8, and access Safe Mode because this will start the system with a basic set of drivers and a lower resolution. It could be that someone set the resolution too high, and the monitor cannot support it. This can be changed in Safe Mode or in the option: Enable Low-Resolution Video (640x480). If a display is not showing up on the monitor, then getting into the Display Properties is going to be a tough task. But you do want to access the video properties once in Safe Mode and lower that resolution to a level the monitor can support. If there were no video, even when booting into Safe Mode, then perhaps you would have to reseat the video card. In general, try to keep away from opening the computer unless absolutely necessary. Resetting the monitor from the OSD menu reconfigures the monitor settings back to the factory default but does not help if the resolution in the OS was changed to a level higher than the monitor supports. In these cases, when the monitor is not getting any usable signal, the LED light will probably be amber.

**QUESTION 50**

You attempt to play audio from your Bluetooth-enabled smartphone to your Bluetooth-enabled Windows 7 computer, but you find that the phone cannot detect the computer. What will you do to solve this problem?

- A. Install mobile phone synchronization software on the computer.
- B. Place the phone in Bluetooth discovery mode.
- C. Add the phone to a PAN.
- D. Place the computer in Bluetooth discovery mode.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If the phone's Bluetooth application can't detect the computer, it probably means that the computer's Bluetooth device is not set to discoverable. The phone doesn't need to be set to discoverable unless you decide to use another Bluetooth device that relies on the phone, such as a Bluetooth headset. Mobile synchronization software allows you to move data back and forth between the computer and the smartphone but won't allow you to play music. A PAN is a personal area network used to connect multiple personal devices such as phones, tablets, PDAs, and so on. Bluetooth-enabled devices would be part of a wireless PAN, otherwise known as a piconet.

**QUESTION 51**

What is the best way to ensure that only certain computers can access your wireless network?

- A. Disable the SSID.
- B. Enable MAC filtering.
- C. Change the SSID.
- D. Change the default password.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The best way (of the listed answers) to ensure that only certain computers can access your wireless network would be to enable MAC filtering. In a "deny all except..." scenario, if the computer does not have one of the MAC addresses on the list, it will be denied access to the wireless network. Disabling and/or changing the SSID is a basic security measure, but computers can still connect to the wireless network manually as long as the person knows the name of the SSID. Changing the default password is important, but it governs only who has access to the firmware of the wireless access point, not who can connect to the wireless network.

**QUESTION 52**

A customer wants to store their Windows 7 documents on a different drive than the default C drive location. How can this be accomplished?

- A. Add a documents folder location in the folder's properties.
- B. Add a program files folder location in the folder's properties.
- C. Add a Windows files folder location in the folder's properties.
- D. Add a system files folder location in the folder's properties.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A folder such as Documents in Windows 7 can be redirected to another location on a different partition or drive by right-clicking the Documents library and selecting Properties. From here you would add the new documents folder location. Afterward, any time the Documents library is clicked, it automatically redirects to the new folder. Program files, Windows files, and System files are expected to be in a certain location and are not redirected in this manner.

**QUESTION 53**

You are troubleshooting a Windows 7 computer that has you perplexed. Apparently, the computer has been showing strange behavior since the user of the system was given administrative privileges a month ago. What is the easiest way for you to return the computer to its last known good state of functionality?

- A. When the system boots, press F8 and select Last Known Good Configuration.
- B. Boot into Safe Mode and revoke the administrative rights.
- C. Re-image the computer.
- D. Perform a System Restore to the day before the user was given administrative rights.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The easiest way to get the computer to the last-known good state is to restore it to the day before the user was given the administrative rights because this is when the problematic behavior first began. Of course, there might not be a restore point on that day. So you would simply backtrack from that point in time until you find one. Pressing F8 and selecting Last Known Good Configuration cannot work because that option brings only the system back to the last successful login. Because the person has been logging on for a month, this cannot work. Revoking the user's administrative rights is not a viable option; the user needs to do her job. Plus it can't be done from Safe Mode. Re-imaging the computer might fix the problem, but at what cost! Data would have to be backed up, and a lot of time would be spent in the process.

**QUESTION 54**

Which of the following is part of the second step of the CompTIA A+ troubleshooting process: Establish a theory of probable cause?

- A. Question the user.

- B. Question the obvious.
- C. Test the theory to determine cause.
- D. Establish a plan of action.

Question the obvious is a part of the second step of the CompTIA A+ troubleshooting process. In full, the second step is "Establish a theory of probable cause (Question the obvious)." Questioning the user is part of the first step, which is identifying the problem. Testing the theory to determine cause is the third step of the troubleshooting process. Establishing a plan of action is the fourth step. Be sure to know the CompTIA A+ six-step troubleshooting process and apply it during the 220-802 exam!

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 55**

What is the second step of the A+ troubleshooting methodology?

- A. Identify the problem.
- B. Establish a theory of probable cause.
- C. Test the theory.
- D. Document.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The second step is to establish a theory of probable cause. You need to look for the obvious or most probable cause for the problem.

#### **QUESTION 56**

When you run out of possible theories for the cause of a problem, what should you do?

- A. Escalate the problem.
- B. Document your actions so far.
- C. Establish a plan of action.
- D. Question the user.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If you can't figure out why a problem occurred, it's time to get someone else involved. Escalate the problem to your supervisor.

#### **QUESTION 57**

Which of these is part of step 5 of the six-step troubleshooting process?

- A. Identify the problem.
- B. Document findings.
- C. Establish a new theory.
- D. Implement preventative measures.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 58**

You have confirmed the theory that a video card is bad and needs to be replaced. What should you do next?

- A. Escalate the problem.
- B. Document your actions so far.
- C. Establish a plan of action.
- D. Question the user.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

After you confirm a theory, move to step 4 to establish a plan of action, and implement the solution.

**QUESTION 59**

A computer won't turn on when you press the Power button. What should you check first?

- A. If an operating system is installed.
- B. Documentation.
- C. If the monitor is plugged in.
- D. If the computer is plugged in.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Connections are quite often the culprit outside and inside the computer. If a computer won't turn on, make sure it is plugged securely into an AC outlet

**QUESTION 60**

You dropped a screw in the case of a PC. What is the best tool to use to retrieve the screw?

- A. Compressed air
- B. Computer vacuum
- C. Plastic tweezers
- D. Screwdriver with magnetized tip

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Plastic tweezers is the best answer. You don't want to damage any internal components with a metal tool, or a magnetized tool. If plastic tweezers are not available, most basic PC toolkits come with a three-pronged grabber tool. If that is not available, small pliers with the tips wrapped in electrical tape will do. In some cases you can turn the computer upside down to loosen the screw. At the last, a magnetized screwdriver or extension



magnet is your final resort. Just remember to try if at all possible to keep metal away from components--only touch the screw. Using your hands to grab the screw in this scenario is not an option, even if you think you are protected from ESD.

#### **QUESTION 61**

What is the last step of the six-step troubleshooting process?

- A. Question the user.
- B. Verify full system functionality.
- C. Establish a plan of action.
- D. Document findings.

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Document findings, actions, and outcomes is the sixth and last step of the CompTIA A+ troubleshooting process. Remember the process for the exam!

#### **QUESTION 62**

You just rebooted a PC and it displays a black screen with a white blinking underscore on the top left. What is the most likely problem?

- A. BIOS needs to be flashed.
- B. Recovery Console is running.
- C. PC is in Safe Mode.
- D. Incorrect boot order.

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

If you see a black screen with a white blinking underscore, there is a good chance that the BIOS boot order is incorrect.

#### **QUESTION 63**

How can you tell if a lithium battery has been discharged? (Select the best answer.)

- A. Use a power supply tester.
- B. Check within Windows.
- C. Use a multimeter.
- D. Plug it into another motherboard.

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Although there might be a Windows application that monitors the battery, the surefire way is to test the voltage of the lithium battery with a multimeter.

#### **QUESTION 64**

A PC reboots without any warning. You ruled out any chance of viruses. When you look at the motherboard, you see that some of the capacitors appear distended and out of shape. What should you do?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You should replace the motherboard if it is damaged. It would be much too time-consuming to even attempt replacing the capacitors, and probably not cost-effective for your company.

**QUESTION 65**

A customer's liquid cooled system is intermittently overheating. What are possible reasons for this? (Select the two best answers.)

- A. Memory is overheating.
- B. Air is trapped in the lines.
- C. Power supply has failed.
- D. Water pump is becoming faulty.
- E. Hard drive is getting too much voltage.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The water cooled system could be caused to overheat due to a faulty water pump and air being trapped in the coolant lines. If the memory or hard drive receive too much voltage and over heat they should stop working, but probably won't overheat the entire system. If the power supply fails, the system will shut off.

**QUESTION 66**

What is a possible symptom of a failing CPU?

- A. CPU is beyond the recommended voltage range.
- B. Computer won't boot.
- C. BIOS reports low temperatures within the case.
- D. Spyware is installed into the browser.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If the CPU is running beyond the recommended voltage range for extended periods of time, it can be a sign of a failing CPU. If the computer won't boot at all, another problem might have occurred, or the CPU might have already failed. Low case temperatures are a good thing (if they aren't below freezing!) and spyware is unrelated,

**QUESTION 67**

You suspect a problem with a memory module; what should you do first?

- A. Replace the module with a new one.
- B. Install more RAM.

- C. Clean the RAM slot.
- D. Test the RAM with MemTest86.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Clean the RAM slot and memory module. Consider using compressed air or the proper spray

#### **QUESTION 68**

You just upgraded a PC's motherboard and CPU. However, when you turn the computer on, it will not POST. What should you do first?

- A. Check that the system hasn't overheated.
- B. Check if the RAM is properly seated.
- C. Check that the OS was installed properly.
- D. Check if the mouse and keyboard are connected properly.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The first thing you should do is check if the RAM is seated properly. This is easier than troubleshooting the CPU or motherboard and is a more common culprit due to the amount of force it takes to install DIMMs. A system will not have enough time to overheat before it gets to the POST. The OS hasn't even started yet, so you can rule that out. Mice and keyboards don't play a part in a system not posting.

#### **QUESTION 69**

You just investigated a computer that is suffering from intermittent shutdowns. You note that the RAM modules are overheating. What is the best solution?

- A. Install a heat sink on the memory controller.
- B. Install more CPU fans.
- C. Install heat sinks on the RAM modules.
- D. Install a heat sink on the chipset.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The best thing to do in this situation is to install heat sinks on the RAM modules. On older computers the memory controller in a northbridge doesn't usually overheat because it already has a heat sink; on newer computers it is within the CPU. A CPU can have only one fan. You can't install more; although an additional case fan might help. The chipset also usually has a heat sink.

#### **QUESTION 70**

You just installed new, compatible RAM into a motherboard, but when you boot the computer it does not recognize the memory. What should you do?

- A. Flash the BIOS.
- B. Replace the RAM.
- C. Upgrade the CPU.
- D. Add more RAM.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If you are sure that the RAM is compatible and the system doesn't recognize it during POST, try flashing the BIOS. It could be that the RAM is so new that the motherboard doesn't have the required firmware to identify the new RAM.

#### **QUESTION 71**

You are troubleshooting a computer that won't power on. You have already checked the AC outlet and the power cord, which appear to be functioning properly. What should you do next?

- A. Test the computer with a PSU tester.
- B. Plug the computer into a different outlet.
- C. Check that the RAM is seated correctly.
- D. Install a UPS.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You should test the computer with a PSU tester. This can tell you whether the power supply functions properly. You already know that the AC outlet is functional, so there is no reason to use another outlet. The computer would still turn on if the RAM wasn't seated properly. A UPS won't help the situation because it is part of the power flow before the power supply.

#### **QUESTION 72**

You suspect that incorrect voltage is provided to a power supply. What tool should you use to test this?

- A. PSU tester
- B. Loopback adapter
- C. Multimeter
- D. Voltage detector

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

In this scenario, you should test the AC outlet with a multimeter because you suspected incorrect voltage. The multimeter can tell you exactly what voltage is supplied. A voltage detector and PSU tester tell you only if voltage is present on a given wire, not the exact amount; plus, you don't want to test the power supply. However, the multimeter is the right tool to use if you wanted to find exactly what voltages were supplied to the motherboard. Loopback adapters are used to test network cards and serial ports.

#### **QUESTION 73**

A computer you are troubleshooting shuts down without warning. After a few minutes it boots back up fine, but after running for a short time, it shuts down again. What components could be the cause? (Select the two best answers.)

- A. Power supply
- B. SATA hard drive
- C. RAM

- D. CPU fan
- E. Video card

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The two components that could cause the system to shut down are the power supply and the CPU fan. Check the CPU fan settings and temperature in the BIOS first before opening the computer. If those are fine, then you most likely need to replace the power supply. The RAM, video card, and hard drive should not cause the system to suddenly shut down.

#### **QUESTION 74**

Which of the following are possible symptoms of hard drive failure? (Select the two best answers.)

- A. System lock-up
- B. Antivirus alerts
- C. Failing bootup files
- D. Network drive errors
- E. BIOS doesn't recognize the drive

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

System lockups and failed boot files or other failing file operations are possible symptoms of hard drive failure. The best answers are tape drives and hard drives. Antivirus alerts tell you that the operating system has been compromised and viruses should be quarantined and a full scan should be initiated. Sometimes hard drives can fail due to heavy virus activity, but usually, if the malware is caught quick enough, the hard drive should survive. Network drives are separate from the local hard drive; inability to connect to a network drive suggests a network configuration issue. If the BIOS doesn't recognize the drive, consider a BIOS update.

#### **QUESTION 75**

You are troubleshooting a SATA hard drive that doesn't function on a PC. When you try it on another computer it works fine. You suspect a power issue and decide to take voltage readings from the SATA power connector coming from the power supply. What readings should you find?

- A. 5 V and 12 V
- B. 5 V, 12 V, and 24 V
- C. 3.3 V, 5 V, and 12 V
- D. 3.3 V and 12 V

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If you test a SATA power cable you should find 3.3 V (orange wire), 5 V (red wire), and 12 V (yellow wire). If any of these don't test properly, try another SATA power connector.

#### **QUESTION 76**

A customer complains that an important disc is stuck in the computer's DVD-ROM drive. What should you recommend to the customer?

- A. To get a screwdriver and disassemble the drive
- B. To format the disc using CDFS
- C. To use a paper clip to eject the tray
- D. To dispose of the drive and replace the media

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Tell the customer to use a paper clip to eject the DVD-ROM tray. Disassembling the drive is not necessary, and the customer shouldn't be told to do this. If the disc is rewritable, formatting it would erase the contents, even if you could format as CDFS in this scenario. Never tell a customer to dispose of a DVD-ROM drive; they rarely fail.

**QUESTION 77**

One of your customers attempts to copy a DVD with a third-party application. It reads the source DVD fine, but when a blank disc is inserted, the program keeps asking the customer to insert blank media. What are some possible reasons for this? (Select the three best answers.)

- A. Wrong DVD type.
- B. The program cannot copy the DVD due to copyright laws.
- C. There isn't enough free space on the hard drive.
- D. A CD was inserted into the drive.
- E. The drive is a CD-RW drive.
- F. The DVD was inserted upside down.

**Correct Answer:** ADF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If the source DVD was read fine, then there are three possible correct answers: A blank CD was inserted into the drive; an incorrect DVD type was inserted into the drive; or the DVD was inserted upside down. The hard drive doesn't play into this scenario because the program's message is simply to insert blank media. The drive can't be a CD-RW if it accepted the source DVD.

**QUESTION 78**

You discover that a new SDXC card won't work in the card reader of a user's PC. It works fine in another computer's card reader, and standard SD cards work fine in the user's PC. What should you do to fix the problem?

- A. Format the card.
- B. Install the latest firmware and drivers.
- C. Purchase a new external USB card reader.
- D. Use a CF card instead.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If older SD cards work, but new ones don't, install the latest firmware and/or drivers for the card reader. Do this before trying other technologies or making purchases. No reason to try formatting the card if it works fine on another computer.

**QUESTION 79**

Which of the following are possible reasons that a laptop's keyboard might fail completely? (Select the best two answers.)

- A. A stuck key.
- B. A disconnected ribbon cable.
- C. The user spilled coffee on the laptop.
- D. The keyboard was disabled in the Device Manager.

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A laptop's keyboard could fail due to a disconnected or loose keyboard ribbon cable. It could also fail if a user spilled coffee on the laptop, or through general abuse, or by being dropped on the ground, and so on. One stuck key will not cause the entire keyboard to fail, and on most laptops, the keyboard cannot be disabled in the Device Manager.

**QUESTION 80**

A user doesn't see anything on his laptop's screen. He tries to use AC power and thinks that the laptop is not receiving any. What are two possible reasons for this?

- A. Incorrect AC adapter.
- B. The AC adapter is not connected to the laptop.
- C. Windows won't boot.
- D. The battery is dead.

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

An incorrect adapter will usually not power a laptop. The adapter used must be exact. And of course, if the laptop is not plugged in properly to the adapter, it won't get power. Windows doesn't play into this scenario. And if the battery was dead, it could cause the laptop to not power up, but only if the AC adapter was also disconnected; the scenario states that the user is trying to use AC power.

**QUESTION 81**

One of your customers reports that she walked away from her laptop for 30 minutes. When she returned, the display was very dim. The user increased the brightness setting and moved the mouse but to no effect. What should you do first?

- A. Replace the LCD screen.
- B. Check the operating system for corruption.
- C. Connect an external monitor to verify that the video card works.
- D. Check if the laptop is now on battery power.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

It could be that the laptop is now on battery power, which is usually set to a dimmer display and shorter sleep configuration. This indicates that the laptop is not getting AC power from the AC outlet anymore for some reason. The battery power setting is the first thing you should check; afterward, start troubleshooting the AC

adapter, cable, AC outlet and so on. It's too early to try replacing the display; try not to replace something until you have ruled out all other possibilities. A dim screen is not caused by OS corruption. No need to plug in an external monitor; you know the video adapter is working, it's just dim.

#### **QUESTION 82**

You are required to add a second memory module to a laptop. You open the hatch on the bottom of the laptop only to find a single memory module installed to the only slot. Where should you look for a second memory slot?

- A. Behind the removable hard drive
- B. Underneath the keyboard
- C. Under the battery
- D. Behind the DVD-ROM drive

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Memory modules are either located inside a hatch on the bottom of the laptop (optimally), or underneath the keyboard (not quite so optimal). Sometimes, one is accessed via the hatch, and for add-ons or upgrades, the second goes underneath the keyboard.

#### **QUESTION 83**

What is the minimum RAM requirement for Windows 7?

- A. 1 GB
- B. 256 MB
- C. 1536 MB
- D. 768 MB

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

The minimum RAM requirement for Windows 7 is 1 GB for 32-bit versions and 2 GB for 64-bit versions.

#### **QUESTION 84**

Which log file contains information regarding Windows 7 Setup performance events?

- A. Setupapi\*.log
- B. Setupact.log
- C. Setup.etl
- D. Event Viewer

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

Setup.etl contains information regarding Windows 7 Setup performance events. Setupapi\*.log is used for events about Windows 7 Plug and Play device installations. Setupact.log is a log file that contains information regarding actions during installation. The Event Viewer is an application, not a file.

#### **QUESTION 85**



Where can you go to find out if your current operating system can be upgraded to Windows 7?

- A. MSKB
- B. Windows Upgrade Advisor
- C. HAL
- D. Belarc Advisor

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Windows Upgrade Advisor can tell you if your current operating system can be upgraded to Win7. This, and other tools like it, are located at [www.microsoft.com](http://www.microsoft.com), not at the MSKB (<http://support.microsoft.com>). The HAL is a file in Windows; it stands for hardware abstraction layer. Belarc Advisor is a third-party offering that analyzes your computer but does not determine whether it can be upgraded.

#### **QUESTION 86**

Which versions of Windows 7 have the capability to back up to a home or business network? (Select the best two answers.)

- A. Starter
- B. Home Premium
- C. Professional
- D. Ultimate

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Windows 7 Professional and Ultimate include the capability to back up to a home or business network easily.

#### **QUESTION 87**

What is the minimum hard drive requirement for Windows 7?

- A. 16 GB free space
- B. 15 GB partition
- C. 25 GB free space
- D. 16 GB partition

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Windows 7 (32-bit) requires a minimum 16 GB of free space. 64-bit versions require 20 GB.

#### **QUESTION 88**

To avoid SID conflicts when disk imaging, which program should you use in Windows 7?

- A. Sysprep
- B. Setup Manager
- C. SIM
- D. Windows Deployment Services

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Sysprep can modify unattended installations so that every computer gets a unique SID (and other unique information). Windows SIM (System Image Manager) creates the answer files for unattended installations. Setup Manager (setupmgr.exe) is the program that Windows XP/2000 uses to create answer files. Windows Deployment Services is run on Windows Server 2008/2003 and is used to deploy operating systems across the network.

**QUESTION 89**

Which of the following are possible ways to install Windows 7? (Select three.)

- A. From DVD
- B. From CD
- C. Over the network
- D. Using Norton Ghost

**Correct Answer:** ACD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Windows 7 can be installed from DVD, USB, over the network, and by using programs such as Norton Ghost.

**QUESTION 90**

What would you do first when installing Windows 7?

- A. Partition the hard disk.
- B. Format the partition.
- C. Load any necessary RAID or SATA drivers.
- D. Configure the username/password.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The first thing listed is to load any necessary RAID, SCSI or SATA drivers. Then you would partition the hard disk. The OS would then format the partition unless you manually do it. Finally, after a few reboots, you would configure Windows settings such as username/password.

**QUESTION 91**

You want to perform a network installation of Windows. What must the client computer support?

- A. PCIe
- B. PXE
- C. HCL
- D. Multiboot

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

To perform a network installation, a network adapter in a computer must be PXE-compliant. PCIe is an expansion bus. HCL is the hardware compatibility list. Multiboot technology means that the computer can boot to two or more operating systems.

**QUESTION 92**

Which of the following is available in Windows 7 Professional but not in Windows 7 Home Premium?

- A. Windows XP Mode
- B. IE 8
- C. Aero
- D. Home Group

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Windows XP Mode is available in Windows 7 Professional, Ultimate, and Enterprise. It is not included in Home Premium or Starter. Internet Explorer 8, Aero, and Home Group are all components included in both Windows 7 Professional and Home Premium.

**QUESTION 93**

Which of the following can be used to install a manufacturer's image on a computer? (Select the two best answers.)

- A. Data backup
- B. Recovery CD
- C. Recovery Agent
- D. System Restore utility

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A recovery CD and an image previously made with System Restore can be used to install an image to a computer. Data backups are the files that must be recovered after the OS is installed or recovered. The Recovery Agent is used in Windows to recover encryption keys from deleted or unavailable user accounts to gain access to lost data.

**QUESTION 94**

What is the minimum RAM requirement for Windows Vista?

- A. 2 GB
- B. 256 MB
- C. 512 MB
- D. 768 MB

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The minimum RAM requirement for Windows Vista is 512 MB. Microsoft recommends 1 GB of RAM for Home Premium, Business, and Ultimate.

**QUESTION 95**

Which file contains information regarding errors during a Windows Vista installation?

- A. Setuperr.log
- B. Setupact.log
- C. Event Viewer
- D. Unattend.xml

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Setuperr.log contains information regarding errors during installation. Setupact.log contains information regarding actions during installation. The Event Viewer is an application, not a file, and might not contain installation details. Unattend.xml is the answer file generated by Windows SIM for unattended installations.

**QUESTION 96**

Where can you go to find out if your current operating system can be upgraded to Windows Vista?

- A. MSKB
- B. Windows Vista Upgrade Advisor
- C. HAL
- D. Belarc Advisor

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Windows Vista Upgrade Advisor can tell you if your current operating system can be upgraded to Vista. This, and other tools like it, are located at [www.microsoft.com](http://www.microsoft.com), not at the MSKB (<http://support.microsoft.com>). The HAL is a file in Windows; it stands for hardware abstraction layer. Belarc Advisor is a third-party offering that analyzes your computer but does not determine whether it can be upgraded.

**QUESTION 97**

Which versions of Vista have media center functionality? (Select the best two answers.)

- A. Home Basic
- B. Home Premium
- C. Business
- D. Ultimate

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Home Premium and Ultimate include media center functionality; the others do not.

**QUESTION 98**

What is the hard drive requirement for Windows Vista?

- A. 15 GB free space
- B. 15 GB partition

- C. 20 GB free space
- D. 25 GB partition

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Vista requires 15 GB of free space within a 20 GB partition.

#### **QUESTION 99**

Which log file records errors during the installation of Windows XP?

- A. setuperr.log
- B. setuplog.txt
- C. setup.log
- D. setupact.log

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Setuperr.log records errors that occurred during installation. Setuplog.txt records events during the text portion of the installation. Setupact.log records events during the GUI portion of the installation. Setup.log is used by the Recovery Console during repair.

#### **QUESTION 100**

Which key should be pressed if you want to install a driver for a mass storage device during the Windows XP installation?

- A. F2
- B. F3
- C. F6
- D. F8

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

There is a short time period during the beginning of the XP installation in which you can press F6 to install mass storage drivers. F2 invokes the Automatic System Recovery (ASR), F3 quits the installation, and F8 agrees to the EULA (license).

#### **QUESTION 101**

What program creates answer files in Windows XP?

- A. Windows SIM
- B. Sysprep
- C. RIS
- D. Setup Manager

**Correct Answer:** D

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

Setup Manager (setupmgr.exe) is the tool that creates answer files such as unattend.txt in Windows XP. Windows SIM (System Image Manager) is used in Win7/Vista. Sysprep helps create unique installations over the network and works with the answer file. RIS or Remote Installation Services is the server component that initiates over the network installs.

### **QUESTION 102**

A small arrow at the lower-left corner of an icon identifies it as what?

- A. A super icon
- B. An icon headed for the Recycle Bin
- C. A shortcut
- D. A large file

**Correct Answer:** C

**Section:** (none)

### **Explanation**

### **Explanation/Reference:**

An icon with an arrow is a shortcut, redirecting to a file or program in another location in Windows. They are actually very small, from 1 KB to 4 KB.

### **QUESTION 103**

What can a user do to cut back on the amount of resources that Windows 7 uses? (Select the two best answers.)

- A. Increase RAM.
- B. Use the Classic Theme.
- C. Disable some of the Performance Options.
- D. Use the computer less.

**Correct Answer:** BC

**Section:** (none)

### **Explanation**

### **Explanation/Reference:**

By using the Classic Theme, or by disabling some or all the Performance Options, the operating system will not need as much graphics computing power. Increasing RAM increases the amount of resources your computer has, but it won't decrease the amount of resources that Windows uses.

### **QUESTION 104**

Which utility groups snap-ins into one window?

- A. Computer Management
- B. MSC
- C. MCC
- D. MMC

**Correct Answer:** D

**Section:** (none)

### **Explanation**

### **Explanation/Reference:**

The MMC or Microsoft Management Console can have one or more snap-ins such as Computer Management

and so on. MSC is the extension that the MMC and individual console windows use. MCC stands for memory controller chip.

#### **QUESTION 105**

When you open Windows Explorer in Windows Vista, what folder does it bring you to by default?

- A. Computer
- B. Network
- C. Documents
- D. Recycle Bin

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

When opening Windows Explorer in Windows Vista, the folder that is displayed is Documents, which is within the folder of the currently logged on user Windows 7 displays Libraries.

#### **QUESTION 106**

Where is the best place to get a driver for a video card?

- A. CD-ROM
- B. USB flash drive
- C. Manufacturer's website
- D. Microsoft's website

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

The manufacturer's website is the best place to get the latest driver for your device; next on the list would be the CD-ROM that came with the device, and last, attempt to have Microsoft automatically install its version of the driver.

#### **QUESTION 107**

Which command opens the System Information tool?

- A. devmgmt.msc
- B. compmgmt.msc
- C. winmsd.msc
- D. msinfo32.exe

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **Explanation/Reference:**

opens the System Information tool. Devmgmt.msc opens the Device Manager, Msinfo32.exe opens Computer Management, and winmsd.msc doesn't exist; however, winmsd.exe compmgmt.msc opens the System Information tool in Windows XP, but winmsd.exe does not function in 7/Vista.

#### **QUESTION 108**

Which tab of the Task Manager tells you about the total usage of the CPU?

- A. Performance
- B. Processes
- C. Networking
- D. Processing

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Performance tab shows the percentage of processing power used in real time. The Processes tab shows the individual processes that are running, the amount of processing power each of them is using, and the amount of memory they are utilizing. The Networking tab shows the percentage of network utilization for each network adapter. There is no Processing tab.

**QUESTION 109**

Which file is used by the operating system for virtual memory?

- A. swapfile.sys
- B. pagefile.sys
- C. pagingfile.sys
- D. virtualfile.sys

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Pagefile.sys is the virtual memory file that is located by default in the root of C:.

**QUESTION 110**

Which command should you use to stop a service in the Command Prompt?

- A. spooler stop
- B. network stop
- C. net stop
- D. stop

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

(and the service name) stops the service in the Command Prompt. For example, net stop Net stop .  
spooler

**QUESTION 111**

What is HKEY\_LOCAL\_MACHINE considered to be?

- A. A registry entry
- B. A subkey
- C. A string value
- D. A hive



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

HKEY\_LOCAL\_MACHINE is one of the five visible hives that can be modified from within the Registry Editor.

#### **QUESTION 112**

When users invite a technician to help repair their computer, what is this called?

- A. Remote Desktop
- B. Remote Assistance
- C. RDP
- D. Remote connectivity

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Remote Assistance calls can be made from users to invite other users to help fix a problem for them. Remote Desktop connections are the connections that a computer makes to a remote computer to control it.

#### **QUESTION 113**

You see a yellow exclamation mark next to a device in the Device Manager. What does this indicate?

- A. The device driver is corrupt.
- B. The device driver is outdated.
- C. The device driver is missing.
- D. The device is disabled.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A yellow exclamation point in the Device Manager indicates that the device driver is missing. You should download the latest driver from the manufacturer's website. If the device were disabled, it would have a down arrow (Windows 7/Vista) or a red X (Windows XP).

#### **QUESTION 114**

Which of these is the boot loader for Windows 7?

- A. BCD
- B. Bootmgr
- C. NTLDR
- D. Boot.ini

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Bootmgr (Windows Boot Manager) is the boot loader for Windows 7. BCD is the Boot Configuration Data store, NTLDR is the boot loader for Windows XP, and Boot.ini contains the menu of OSs and boot options in Windows XP.

**QUESTION 115**

Which operating system enables you to extend volumes?

- A. Windows XP
- B. Windows 2000
- C. Windows Aero
- D. Windows 7

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Windows 7 is the only listed operating system that can extend volumes. Windows Aero is not an OS; it's the look of the 7/Vista GUI.

**QUESTION 116**

Which Windows Update option is not recommended?

- A. Download Updates but Let Me Choose Whether to Install Them
- B. Install Updates Automatically
- C. Never Check for Updates
- D. Check for Updates but Let Me Choose Whether to Download and Install Them

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

It is not recommended that you set Windows Update to Never Check for Updates because it is a security risk.

**QUESTION 117**

Where can you find out the latest service pack that is used by Windows Vista? (Select all that apply.)

- A. System window
- B. System Properties window
- C. System Information
- D. System Tools

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You can find out the latest SP in use by Windows Vista within the System window and the System Information tool. The SP for Windows XP can be found in the System Properties window.

**QUESTION 118**

In Windows 7, where would you go to modify how you are alerted to updates?

- A. Click Start > Windows Update; then click the Change settings link.
- B. Click Start > Control Panel; then select Classic view, and double-click Automatic Updates.
- C. Click Start; then right-click My Computer and select Properties.
- D. Click Start > Windows Update; then click the Check for updates link.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

To modify how you are alerted to updates and how they are downloaded and installed in Windows 7, click Start > Windows Update; then click the Change settings link.

**QUESTION 119**

Which program removes temporary files?

- A. Disk Backup
- B. Disk Cleanup
- C. System Restore
- D. Disk Defragmenter

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Disk Cleanup removes temporary files and other types of files and clears the recycle bin.

**QUESTION 120**

If there is less than 15 percent free space within a volume, how would a user defragment it in Windows?

- A. With Disk Defragmenter
- B. With the command defragment -f
- C. With the command defrag -f
- D. With a third-party tool

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

defrags the drive even if free space is low. However, be prepared to use a lot of defrag system resources to complete the defrag. Close any open windows before starting the process.

**QUESTION 121**

Where would you go in Windows 7 to enable System Restore? (Select the best answer.)

- A. System Properties window
- B. Advanced Protection tab of the System Properties window
- C. Task Manager
- D. System Protection tab of the System Properties window

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

To enable (or disable) System Restore in Windows Vista, go to the System Protection tab of the System Properties window.

**QUESTION 122**

Which program in Windows 7 allows you to backup files?

- A. Backup Status and Configuration
- B. Backup and Restore
- C. NTBackup
- D. System Restore

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Backup and Restore program allows you to back up files in Windows 7. Backup Status and Configuration is used in Windows Vista. NTBackup is used in Windows XP. System Restore is available on all three operating systems.

**QUESTION 123**

Which of the following is accomplished by defragging a disk?

- A. File sectors are made contiguous.
- B. The disk is checked for errors.
- C. The MBR is rewritten.
- D. The pagefile size is increased.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

When you defrag the disk, all the file sectors are straightened out and made contiguous. This makes the disk more efficient. CHKDSK or SFC checks a drive for errors. The pagefile can be increased by the user in the System Properties dialog box. The master boot record would be updated if the FIXMBR command were issued..

**QUESTION 124**

Which option starts the system with a minimal set of drivers?

- A. Last Known Good Configuration
- B. System Restore
- C. Safe Mode
- D. Debugging Mode

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Safe Mode starts the operating system with a minimal set of drivers.

**QUESTION 125**

Which tool should be used if a person wanted to do Startup Repair in Windows 7?

- A. Recovery Console
- B. WinRE

- C. System Restore
- D. Safe Mode

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

WinRE (System Recovery Options) includes Startup Repair. The Recovery Console is used by Windows XP. Safe Mode is part of the Advanced Boot Options menu, and System Restore is a different tool that is also available in WinRE and can be used in Windows XP as well.

#### **QUESTION 126**

Which tool should be used to fix the NTLDR if it is missing or corrupt?

- A. Safe Mode
- B. bootrec /fixmbr
- C. Recovery Console
- D. WinRE

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Recovery Console can be used to repair NTLDR if it is missing or corrupt. Safe Mode enables a user to boot into Windows with a minimal set of drivers, but this would be impossible if NTLDR is malfunctioning or nonexistent. Bootrec /fixmbr rewrites the master boot record in Windows 7/Vista. WinRE is the Windows Recovery Environment in Windows 7/Vista.

#### **QUESTION 127**

One of your customers went ahead and updated the software for a wireless adapter on a PC. After rebooting the user logs in and the computer displays a blue screen. What should you do?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You should boot into Safe Mode and roll back the drivers of the device in the Device Manager. The drivers that the customer installed were probably corrupt and caused the Stop error. No need to remove the device and install it anywhere just yet. Last Known Good Configuration won't work because the user has already logged in. Never purchase new equipment until you have exhausted all other ideas!

#### **QUESTION 128**

A Stop error could manifest itself as what?

- A. A BSOD
- B. An Event Viewer error
- C. A Dr. Watson error
- D. Internet Explorer error

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A BSOD (Blue Screen of Death) is what results from a Stop error in Windows.

**QUESTION 129**

What can you not perform in Msconfig?

- A. Enable services
- B. Disable applications
- C. Stop services
- D. Enable applications

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Msconfig cannot start or stop services. However, it can enable/disable them and report on the status of those services. It can also enable/disable applications.

**QUESTION 130**

You try to install a program on a Windows 7 laptop but the installation fails. What should you do next?

- A. Run the installer as an administrator.
- B. Reinstall Windows 7.
- C. Contact the manufacturer of the program.
- D. Restore from an earlier restore point.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If a program won't install on Windows 7/Vista, try installing it as an administrator. Administrative privileges are usually needed to install programs to Windows. Afterward, you can check the compatibility center at the Microsoft website and attempt to install the program in compatibility mode. If all else fails, contact the manufacturer of the program for help. Restoring the computer and reinstalling should not be necessary in this scenario.

**QUESTION 131**

Which command can fix lost files?

- A. Chkdsk
- B. Diskpart
- C. Chkdsk /R
- D. FIXMBR

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Chkdsk /R verifies the integrity of a disk and can fix lost (or orphaned) files. Chkdsk checks the disk only.

**QUESTION 132**

Which Recovery Console command can decompress a file as it copies it to the hard drive?

- A. Extract
- B. Expand
- C. Compress
- D. Encrypt

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The expand command decompresses files that are compressed on the CD, such as ntoskrnl.ex\_.

**QUESTION 133**

Which command can write a new boot sector and replace the bootmgr file in Windows 7/Vista?

- A. bootrec /fixboot
- B. bootrec /fixmbr
- C. bootrec /rebuildbcd
- D. bootrec /ScanOs

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Bootrec /fixboot replaces the bootmgr file and writes a new Windows 7/Vista compatible boot sector to the system partition.

**QUESTION 134**

A user set the resolution in Windows too high resulting in a scrambled distorted display. What should you do?

- A. Upgrade the video driver.
- B. Boot into low resolution mode.
- C. Boot into the recovery console.
- D. Check the video connections.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Boot into a low-resolution mode. In Windows 7/Vista this is called Enable Low Resolution Mode, and in XP it is called Enable VGA Mode. Safe Mode is another valid option, but keep in mind that Safe Mode loads Windows with a minimal set of drivers, and you can't access the Internet if necessary.

**QUESTION 135**

You receive a computer that has a broken on-board DVI connector. What should you attempt first?

- A. Replace the motherboard.
- B. Replace the DVI connector.

- C. Install a video card.
- D. Use an adapter.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Try installing a video card first to see if the system will still work. Unless it is a specialized system, the video card should be less expensive than the motherboard. (Not to mention it will take a lot less time to install.) As PC techs we usually do not replace connectors, but it is a possibility, but farther down the list. An adapter cannot help if the DVI port is broken.

#### **QUESTION 136**

You just replaced a video card in a PC with another card from a different manufacturer. However, the driver installation does not complete. What should you do first?

- A. Install the driver again.
- B. Locate the latest version of the driver.
- C. Roll back the driver.
- D. Install the original video card.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If the driver installation doesn't complete, you should roll back the driver. It could be that you have attempted to install the incorrect driver. After you roll back the faulty installation, go and find the correct latest version of the video driver from the manufacturer's website. Installing the driver again can most likely have the same result. Only re-install the original video card temporarily if you cannot find a proper solution right away.

#### **QUESTION 137**

A customer has a PC with a sound card that is emitting a red light out of one port. What is happening?

- A. The sound card is about to fail.
- B. The sound card is defective.
- C. The optical cable is not connected to the sound card.
- D. That is the normal sound card LED.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If a red light is emitting from the sound card's port, it is because there is no cable plugged into the optical port. There is not a LED on the back of a sound card, and the card is not about to fail, nor has it failed already.

#### **QUESTION 138**

A user calls you with a complaint that none of his USB devices are working. What is the most probable cause?

- A. The USB 3.0 controller has failed.
- B. The root hub is not configured.
- C. USB is disabled in the BIOS.
- D. USB is disabled in Windows.



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If none of the USB devices are working, chances are that USB has been disabled in the BIOS. This might be company policy so that users can't access USB drives or boot the computer to one. If the USB 3.0 controller fails, the USB 2.0 controller should still be functioning for other ports. The USB root hub requires no configuring; it is auto-configured by Windows. Although it might be possible to disable one USB device at a time in Windows, it will be uncommon; disabling all the devices in Windows is rare.

**QUESTION 139**

You plug a USB device into the front panel port of a PC but nothing happens. What is the most likely cause?

- A. The front panel connectors are not plugged into the motherboard.
- B. You plugged a USB 3.0 device into a USB 2.0 port.
- C. You need to reboot the computer.
- D. You plugged a USB 2.0 device into a USB 3.0 port.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Most likely, the front panel connectors are not plugged into the motherboard. A USB 3.0 device will work fine in a USB 2.0 port but at the lower speed. A USB 2.0 device will work at USB 2.0 speed when plugged into a USB 3.0 port. Rebooting is usually not necessary when installing USB devices.

**QUESTION 140**

You just set up an HTPC. However, the Windows Media Center live TV option is not working. All connections are plugged in, and all the other portions of Windows Media Center work. What is the most likely cause of the problem?

- A. The coax cable is plugged into the antenna port.
- B. Media Center needs to be reinstalled.
- C. Windows 7 libraries are malfunctioning.
- D. The computer overheated.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

If everything is working except for the live TV option, then the coax cable is probably plugged into the antenna port instead of the cable in port of the TV tuner card. This is also a common mistake on set-top- boxes.

**QUESTION 141**

What window in Windows 7/Vista enables printer sharing?

- A. Network Connections
- B. Network and Sharing Center
- C. Network
- D. My Network Places

**Correct Answer:** B

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

The Network and Sharing Center in Windows 7/Vista is where printer sharing is enabled.

### **QUESTION 142**

How can a paper jam be resolved? (Select all that apply.)

- A. Clear the paper path.
- B. Use the right type of paper.
- C. Check for damaged rollers.
- D. Check for a damaged primary corona wire.

**Correct Answer:** ABC

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

There are several possible reasons why a paper jam might occur. The paper could be stuck somewhere in the paper path, the paper could be too thick, or the rollers could be damaged.

### **QUESTION 143**

What is a possible reason for having black lines on printouts?

- A. Scratch on the laser printer drum
- B. Damaged roller
- C. Damaged transfer corona wire
- D. Scratch on the fusing assembly

**Correct Answer:** A

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

A scratch on the laser printer drum can account for black lines showing up on printouts. Another culprit can be a dirty primary corona wire.

### **QUESTION 144**

One of your customers is connected to a standalone printer. The customer says there is an Out of Memory Error when printing large graphic files. What should you do?

- A. Upgrade the hard drive on the computer.
- B. Upgrade RAM on the printer.
- C. Upgrade RAM on the computer.
- D. Reinstall the printer drivers.

**Correct Answer:** B

**Section:** (none)

## **Explanation**

### **Explanation/Reference:**

You should upgrade the RAM on the printer. Large graphic files need a lot of memory to work with both on the PC and the printer. But if the PC can send the file to the printer, then it has enough RAM and hard drive space. Printer drivers will not cause an Out of Memory Error to display on the printer.

### **QUESTION 145**

A user can receive e-mail but cannot send any. Which protocol is not configured properly?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Simple Mail Transfer Protocol (SMTP) is probably not configured properly. It deals with sending mail. POP3 receives mail. FTP sends files to remote computers. SNMP is used to manage networks.

#### **QUESTION 146**

Which of the following requires a Windows-created password to gain access to?

- A. Workgroup
- B. Client/Server
- C. HomeGroup
- D. Domain

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

HomeGroup connections require an alphanumeric password that was created by Windows automatically. Joining or creating a workgroup does not require a password. Client/server networks such as Microsoft domains require a username and password, but these are created by the administrator of the network or selected by the user.

#### **QUESTION 147**

You want to connect to a share on \\server1\data-share. What should you use to accomplish this?

- A. HomeGroup.
- B. Right-click the folder and select Share with.
- C. Ipconfig.
- D. Net use.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The net use command can connect to shares such as \\server1\data-share or any other share on the network. Of course, you could also do this by mapping a network drive in Windows Explorer. HomeGroup uses a more user-friendly approach to sharing and connecting to shares. Right clicking the folder and selecting Share with will share the folder but won't make a connection to the share. Ipconfig is used to find out the IP configuration of the network adapter in the Command Prompt.

#### **QUESTION 148**

Which tab of Internet Options would you go to if you wanted to configure a Proxy Server?

- A. General

- B. Security
- C. Connections
- D. Advanced

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You would go to the Connections tab, and select the LAN settings button to configure a proxy server connection. The general tab has more generalized settings such as the default home page. The Security tab deals with security zones, ActiveX controls, and scripting. The Advanced tab has many settings that can adjust the browser and secure it.

#### **QUESTION 149**

Which command will show the path of routers between your computer and a web server?

- A. Ping
- B. Ipconfig
- C. Tracert
- D. NBTSTAT

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Tracert is used to run a trace between the local system and a remote destination. It shows all routers along the way. Ping is used to test connectivity to another system directly. Ipconfig will display the Internet Protocol configuration of the local computer. Nbtstat shows the name table cache and services running on the system.

#### **QUESTION 150**

You need to map a network drive to a share named data1 on a computer named Jupiter- Server. You want to use the J: drive letter. What syntax should you use if you were to do this in the Command Prompt?

- A. net use J: \\Jupiter-Server\data1
- B. net use J \Jupiter-Server\data1
- C. net use Jupiter-Server\J\data1
- D. net use J: \Jupiter-Server\data1

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

You should use this syntax: net use J: \\Jupiter-Server\Data1. All other answers are incorrect. The UNC is \computername\sharename.

#### **QUESTION 151**

One computer loses connectivity. All connectors and settings appear to be correct. What tool should you use to fix the problem?

- A. Multimeter
- B. PSU tester
- C. Loopback plug

D. Cable tester

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Use a patch cable tester to check the patch cable and possibly a continuity tester to test longer network cable runs. Multimeters are great for testing wires inside the computer or AC outlets but not for network troubleshooting. A PSU tester tests power supplies. The loopback plug will verify if the local computer's network adapter is functional.

#### **QUESTION 152**

One of your customers no longer has access to a frequently accessed website. You ping another computer and the router on the network successfully. What should you do next?

- A. Check the IP configuration.
- B. Ping the website.
- C. Update the OS.
- D. Update the AV software.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

This is the concept of pinging outward. Start by pinging the localhost, then a computer, and the router on the network. Then ping a domain name or website. If you can ping the website but the browser cannot get through, the browser might have been compromised. If you cannot ping the website, then you should check the IP configuration; the DNS server address might be incorrectly configured. Updating the OS and AV software should be done right away if you guess that the browser has been compromised.

#### **QUESTION 153**

What type of malware is the abuse of electronic messaging systems?

- A. Virus
- B. Spyware
- C. Spam
- D. Worm

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Spam is the abuse of electronic messaging systems such as e-mail. Viruses and worms are code that run on a system, infecting its files. Spyware is malicious software downloaded from the Internet that spies on a user's web activities.

#### **QUESTION 154**

Which of the following are symptoms of viruses? (Select the three best answers.)

- A. Computer runs slowly.
- B. Computer locks up.
- C. Excessive pop-up windows appear.
- D. A strange website is displayed whenever a search is done.

E. Unusual error messages are displayed.

**Correct Answer:** ABE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Some symptoms of viruses are: computer running slowly, computer locking up, and unusual errors. Excessive popups and strange websites displaying after searches are symptoms of spyware.

**QUESTION 155**

Which of the following is the science of recognizing humans based on physical characteristics?

- A. Mantraps
- B. Biometrics
- C. Tailgating
- D. Something a person is

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Biometrics is the science of recognizing humans based on physical characteristics. It falls into the category of "something a person is." Mantraps are areas of a building implemented to stop tailgating.

**QUESTION 156**

Which of the following is the best mode to use when scanning for viruses?

- A. Safe Mode
- B. Last Known Good Configuration
- C. Command Prompt only
- D. Boot into Windows normally

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Safe Mode should be used (if your AV software supports it) when scanning for viruses.

**QUESTION 157**

Which of the following is one way to prevent spyware?

- A. Use firewall exceptions.
- B. Adjust Internet Explorer security settings.
- C. Adjust the Internet Explorer home page.
- D. Remove the spyware from Add/Remove Programs.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Adjust the Internet Explorer security settings so that security is at a higher level, and add trusted and restricted websites.

**QUESTION 158**

One of your customers tells you that a bank employee called and asked for the person's bank balance and telephone number. What is this an example of?

- A. Spam
- B. Virus
- C. Social Engineering
- D. Trojan

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A bank employee will never ask for this information. This is someone masquerading as a bank employee and is a type of social engineering known as phishing. (More to the point, vishing, because it was done by phone.) Spam is the abuse of e-mail. A virus infects files on a computer. Trojans are used to gain access to the computer system usually through back doors.

**QUESTION 159**

Which of these is a security component of Windows 7/Vista?

- A. UAC
- B. UPS
- C. Gadgets
- D. Control Panel

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

User Account Control (UAC) adds a layer of security to Windows 7/Vista to protect against malware and user error, and conserve resources.

**QUESTION 160**

A customer complains that while away at lunch someone used his computer to send e-mails to other co-workers without his knowledge. What should you recommend?

- A. Enable a screensaver.
- B. Unplug the network cable before leaving for lunch.
- C. Use the Windows lock feature.
- D. Enable the out-of-office message in e-mail when leaving for lunch.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Tell the customer to lock the computer (Windows+L or from the Start menu) before leaving for lunch. As long as there is a strong password, other co-workers should not be able to access the system. Screensavers by themselves do not secure the system, but a person can enable the password-protected screensaver feature, however there is a delay before the screen saver turns on. Unplugging the network cable is not a legitimate answer, plus it can always be plugged back in. The out-of-office message will reply only to people e-mailing the user, it won't stop outgoing e-mails.

**QUESTION 161**

Which of the following best describes encryption?

- A. Prevents unauthorized users from viewing or reading data
- B. Prevents unauthorized users from deleting data
- C. Prevents unauthorized users from posing as the original source sending data
- D. Prevents unauthorized users from decompressing files

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Encryption Prevents unauthorized users from viewing or reading data. Properly configured permissions prevents unauthorized users from deleting data or attempting to decompress files. A strong logon password will prevent unauthorized users from posing as the original source sending data.

**QUESTION 162**

Which of the following describes an attempt to guess a password by using a combination of letters and numbers?

- A. Brute force
- B. Social Engineering
- C. WPS
- D. War driving

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Brute force attacks use a combination of letters, numbers, and symbols to guess passwords, PINs, and passcodes. Social engineering is the attempt to manipulate people into giving confidential information. WPS stands for Wi-Fi Protected Setup; this uses a code that attackers might try to crack with a brute force attack. War driving is the act of attempting to intrude on wireless networks with a laptop from within a vehicle.

**QUESTION 163**

Which of the following will help to secure a SOHO router? (Select the three best answers.)

- A. Change default passwords.
- B. Enable SSID.
- C. Enable MAC filtering.
- D. Enable WPS.
- E. Enable WPA2.

**Correct Answer:** ACE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Changing default passwords, enabling MAC filtering, and enabling WPA2 can all increase the security of a SOHO router. However, enabling the SSID makes it visible. And enabling WPS makes it easier to connect to but has security implications.

**QUESTION 164**



Which is the strongest form of wireless encryption?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Advanced Encryption Standard (AES) is the strongest form of wireless encryption (given the listed answers.) WPA is a wireless encryption protocol that is not bad, but WPA2 is recommended. WEP and TKIP are deprecated, have been compromised, and should be avoided.

**QUESTION 165**

A user is having difficulty tapping on icons. What should you do to help the user? (Select the two best answers.)

- A. Clean the display.
- B. Tap the Home button.
- C. Install a screen protector.
- D. Initiate a soft reset.
- E. Initiate a hard reset.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

A dirty display can cause issues when trying to manipulate a multitouch screen. By cleaning it, the user might find that is it easier to use. A soft reset (turning the device off and on) can sometimes fix the problem as well. Tapping the Home button simply brings the person to the Home screen. Screen protectors are a good idea, but if installed incorrectly, they could actually be the reason that a user has issues tapping icons. After the screen is cleaned, a decent quality screen protector should be installed. Hard resets often initiate a complete wipe of the system. Use this only as a last resort.

**QUESTION 166**

A user wants to stop his tablet from shifting horizontally when he turns it. Which of the following should you enable?

- A. Lock Rotation
- B. Accelerometer
- C. Gyroscope
- D. Screen Calibration

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Enable Lock Rotation on Apple devices. On Android devices disable Auto-rotate. The Accelerometer is a term used by Apple to describe the hardware/software that controls the three axes of movement. The Gyroscope is another term used by Apple to describe the device that measures the additional three movements (pitch, roll, and yaw) of newer Apple devices. Screen calibration is used to reset the device that measures the three axes.

**QUESTION 167**

What type of CPU do mobile devices use?

- A. Core i7
- B. Phenom II
- C. ARM
- D. Pentium

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Most commonly, mobile devices use ARM (Advanced RISC Machine) CPUs. Core i7, Phenom II and the older Pentium are used by desktop and laptop computers.

**QUESTION 168**

Which OS is considered to be closed-source?

- A. Android OS
- B. Bluetooth
- C. Linux
- D. iOS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Apple iOS is a closed-source vendor specific operating system. Android is a type of Linux that is open-source. Bluetooth is a wireless standard, not an operating system.

**QUESTION 169**

What are a couple of differences between a tablet computer and a laptop? (Select the two best answers.)

- A. Tablets have little or no field serviceable parts.
- B. Tablets are upgradeable.
- C. Laptops don't use touch screens.
- D. Tablets use flash memory as the hard drive.
- E. Tablets use RAM.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Unlike laptops, tablets are not field-serviceable. They use flash memory instead of an SATA hard drive. Tablets are for the most part not upgradeable. Some laptops do come with touchscreens. Both tablets and laptops use RAM.

**QUESTION 170**

What is the most common connection method when synchronizing data from a mobile device to a PC?

- A. Wi-Fi
- B. Bluetooth

- C. USB
- D. FireWire

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

USB is the most common connection method used when synchronizing data from a mobile device to a PC. Though Wi-Fi and Bluetooth are also possible, they are less common. Few mobile devices have FireWire connections.

**QUESTION 171**

Which technology would you use if you want to connect a headset to your mobile phone?

- A. Bluetooth
- B. GSM
- C. Wi-Fi
- D. Exchange

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The Bluetooth standard is used to connect a headset and other similar devices over short range to a mobile device. GSM is used to make voice calls over cellular networks. Wi-Fi is used to connect mobile devices to the Internet. Exchange is a Microsoft E-mail server; some mobile devices have the capability to connect to e-mail accounts stored on an Exchange server.

**QUESTION 172**

Which of the following allows other mobile devices to share your mobile device's Internet connection?

- A. Internet pass-through
- B. Locator application
- C. IMAP
- D. Wi-Fi tethering

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Wi-Fi tethering allows a mobile device to share its Internet connection with other Wi-Fi capable devices. Internet pass-through is when the mobile device connects to a PC to share the PC's Internet connection. Locator applications are used to find lost or stolen mobile devices through GPS. IMAP is another e-mail protocol similar to POP3.

**QUESTION 173**

What do third-party apps such as Find iPhone rely on?

- A. Passcode
- B. Google Apps Device Policy
- C. Bluetooth
- D. GPS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Third-party locator apps such as Find iPhone and Where's my Droid rely on GPS to locate the device. Passcodes are used to prevent unauthorized users from accessing the mobile device. Google Apps Device Policy can initiate a remote wipe on a mobile device. Bluetooth is used so the mobile device can communicate with other devices over short range.

**QUESTION 174**

Which of the following can be described as removing limitations on iOS?

- A. Rooting
- B. Jailbreaking
- C. Geotracking
- D. AV software

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Jailbreaking is the process of removing the limitations of an iOS-based device so that the user gets superuser abilities. Rooting is a similar technique used on Android mobile devices. Geotracking is the practice of tracking a device over time. AV software is antivirus software, used to combat malware.

**QUESTION 175**

Your organization is concerned about a scenario where a mobile device with confidential data is stolen. What should you recommend first? (Select the best answer.)

- A. Remote backup application
- B. Remote wipe program
- C. Passcode locks
- D. Locator application

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

The remote wipe application is the most important one listed. This will prevent a thief from accessing the data on the device. Afterward, you might recommend a backup program (in case the data needs to be wiped), as well as passcode locks and a locator application.

**QUESTION 176**

You are concerned with the possibility of jailbreaks on your organization's iPhones, and viruses on the Android-based devices. What should you implement?

- A. AV software
- B. Firewall
- C. Mobile Device Management
- D. Device reset

**Correct Answer:** A

**Section:** (none)

## Explanation

### Explanation/Reference:

You should implement antivirus (AV) software. This can protect against viruses and other malware as well as jailbreaks on Apple devices. As of the writing of this book, firewalls for mobile devices are not common, but that could change in the future. Mobile Device Management (MDM) is software that runs at a central computer enabling a user to configure and monitor multiple mobile devices. Device resets are used to restart the mobile device, or to reset it to factor condition depending on the type of reset, and the manufacturer of the device.



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