

Comptia A+ Certification Exam (220-802)

1. A technician is tasked with repairing a Windows 7 system including the removal of recently installed files and software. Which of the following system restoration methods would be the LEAST destructive way to achieve this?

A. System Restore

B. System Image Recovery

C. CHKDSK

D. Windows Memory Diagnostic

Answer(s): A

2. A technician is installing Windows 7 on a new PC. Which of the following would be the MOST likely third party driver needed during installation?

A. Video

B. Sound

C. RAID

D. Network

Answer(s): C

3. Which of the following common security threats could be occurring when a user receives an email with a link to login and change their username and password?

A. Phishing

B. Malware

C. Spoofing

D. DDoS

Answer(s): A

4. When installing Hyper-V, which of the following is a hardware requirement?

A. 1TB of storage space

B. Multi-display video card

C. 32GB of RAM

D. 64-bit processor

Answer(s): D

5. Which of the following is responsible for flipping the image when a smartphone is rotated?

A. Gyroscope

B. Accelerometer

C. Shock sensor

D. Ambient light sensor

Answer(s): A

6. When a folder is copied into a shared folder, the permissions on that folder:

A. Retain their original permissions.

B. Change ownership to the domain administrator.

C. Inherit from the shared folder.

D. Need to be manually recreated.

Answer(s): C

7. A technician has just implemented a fix on a user's PC. Which of the following would be the technician's NEXT step?

A. Inform the user

B. Test the fix

C. Document the fix

D. Determine cause

Answer(s): B

8. Ann, a user, has brought her laptop in for service. She reports that her battery is at 100%, but whenever it is unplugged it immediately shuts down. Which of the following should the technician do?

A. Replace the battery

B. Change power settings to balanced

C. Replace the power adapter

D. Enable APM in the BIOS

Answer(s): A

9. A laser printer has just had its toner cartridge removed and toner has leaked inside and out. The BEST method to remove spilled toner, both inside and outside of the printer, is which of the following?

A. Damp towel

B. ESD vacuum

C. Compressed air

D. Maintenance kit

Answer(s): B

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

A. MSCONFIG

B. Performance information and tools

C. Device Manager

D. Default programs

Answer(s): A

11. A technician has imaged Windows 7 to a new drive and installed it into the PC. The PC, however, will not boot the new disk. Using the recovery console, which of the following should the technician try NEXT?

A. Mark the disk active in diskpart

B. Mark the partition as clean in diskpart

C. Use the bootcfg /rebuild command to recreate the mbr

D. Select the bootable partition in fdisk

E. Fix the master boot record with fdisk

Answer(s): A

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

A. DMZ

B. DHCP

C. ARP

D. SSID

E. MAC filtering

Answer(s): B,E

13. Which of the following is a security threat that uses email to trick users?

A. Phishing

B. Virus

C. Spyware

D. Shoulder surfing

Answer(s): A

14. Which of the following types of physical security features a passcode generated from an algorithm?

A. RFID Badge

B. RSA Token

C. Biometrics

D. Key Fob

Answer(s): B

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

A. Grayware installation

B. Worm transmission

C. Malware installation

D. Human interaction

Answer(s): D

16. Which of the following is the correct socket type for a Pentium 4 processor?

A. 1366

B. AM2+

C. 478

D. 939

Answer(s): C

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

A. System > Remote

B. System > Hardware

C. System > System Restore

D. System > Advanced

Answer(s): D

18. Which of the following is the difference between a quick and a full format?

A. Quick format only erases the system partition and not the data partition.

B. Quick format does not check for bad sectors while full format does.

C. Full format prompts for confirmation while quick format does not.

D. Full format erases all partitions on the disk at once while quick format only erases one partition at a time.

Answer(s): B

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

A. There are conflicting operating systems.

B. Not enough memory is available.

C. The system has a BSOD.

D. The user has a USB key attached.

Answer(s): D

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

A. Use a degaussing tool

B. Format the drive

C. Use an overwrite program

D. Repartition the drive

Answer(s): C
