

Comptia A+ Certification Exam (jk0-801)

1. After making repairs to a user's system, which of the following actions should a technician take?

A. Close the case and wait for the customer to call again in the future

B. Leave the case open in the event a similar issue arises

C. Contact the customer a few days later to determine the state of repairs

D. Wait to update service records until the repair is confirmed

Answer(s): C

2. Which of the following types of connectors would be found to connect printers and scanners to a device that did not have any network connections?

A. RJ-45

B. Parallel

C. RJ-11

D. BNC

Answer(s): B

3. Which of the following connector types is only used for Coaxial?

A. RJ-11

B. ST

C. F

D. RJ-45

Answer(s): C

4. Which of the following is often required to complete configuration of a barcode scanner?

A. The scanner utilities must be run to adjust the light intensity of the laser.

B. The scanner must be set to reject scanning any codes shorter than three digits.

C. The system must be rebooted and update drivers installed.

D. The scanner must be programmed by scanning in select codes.

Answer(s): D

5. Which of the following is the FIRST step a technician should take to replace a network printer?

A. Unplug the network printer then notify users.

B. Notify all users before unplugging the printer.

C. Save all print jobs, replace the printer and print all saved files.

D. Delete all print jobs before replacing the printer.

Answer(s): B

6. Which of the following connection types is rated at transfer speeds of 480 Mbps?

A. 1394b

B. 1394a

C. USB 2.0

D. USB 1.1

Answer(s): C

7. While performing maintenance on a system for a customer, the screen locks and requests a prompt for a password. Which of the following BEST represents the actions the technician should take to get the PC unlocked?

A. Look around the area for hints at what the password might be.

B. Find the user and have them enter their password.

C. Use third party software to bypass the prompt.

D. Try random passwords until it is accepted.

Answer(s): B

8. Which of the following expansion slots is characterized by having an x16 speed?

A. CNR

B. PCI

C. PCIe

D. AGP

Answer(s): C

9. When building a PC, which of the following is MOST critical to ensure efficient cooling of the CPU?

A. Number of cabinet fans

B. Use of thermal paste

C. Installing a liquid cooling system

D. Size of the processor heatsink

Answer(s): B

10. Which of the following network devices would a client use to store data?

A. Access point

B. Bridge

C. Firewall

D. NAS

Answer(s): D

11. Which of the following network classes is identified by a subnet mask of 255.240.0.0?

A. Class D

B. Class A

C. Class B

D. Class C

Answer(s): C

12. Which of the following types of connectors can use a maximum of 8 strands of wires?

A. BNC

B. RJ-45

C. RJ-11

D. RS-232

Answer(s): B

13. A datacenter server technician notices that several of the last sticks of RAM which were installed as upgrades have been found damaged due to static electricity. This only occurs in a particular server room within a large datacenter. Which of the following environmental hazards is MOST likely at play here?

A. Humidity levels are well below average

B. Temperature levels are too high

C. Temperature levels are well below average

D. The room does not have enough ventilation

Answer(s): A

14. A laptop logon screen can barely be seen, despite adjusting the display's brightness setting. Which of the following display components is defective?

A. Backlight

B. Polarizer

C. Digitizer

D. Inverter

Answer(s): A

15. A technician servicing a user's computer notices the user has a lot of desktop icons linking to inappropriate websites. Which of the following should the technician do NEXT?

A. Report through proper channels

B. Track the evidence

C. Document all changes to the computer

D. Preserve the data and device

Answer(s): A

16. Upon entering a computer room, a technician is shocked by a static electricity discharge when touching one of the computers. Which of the following environmental controls should be adjusted so that technicians will not be shocked in the future?

A. The humidity level must be decreased.

B. The humidity level must be increased.

C. The temperature must be decreased.

D. The temperature must be increased.

Answer(s): B

17. Which of the following is enabled in the BIOS that will prompt a user, Joe, to enter his password every time the laptop performs a POST?

A. Power User access

B. Power on password

C. Administrative password

D. User profile access

Answer(s): B

18. Which of the following Internet connection types would typically have the GREATEST latency?

A. Satellite

B. WiMAX

C. Cellular

D. ISDN

Answer(s): A

19. A technician is trying to install an ExpressCard device for a user. The user's laptop is confirmed to have one spare slot for ExpressCard devices, however, the card is simply too large to fit into the labeled port. Which of the following is MOST likely the issue?

A. The slot is for ExpressCard/34 devices.

B. The slot is for ExpressCard/54 devices.

C. The slot is for PCMCIA Type I devices.

D. The slot is for PCMCIA Type II devices.

Answer(s): A

20. A technician is helping to purchase a new server to be used to roll out virtualized workstations. Which of the following components should be chosen to BEST meet the customer's needs? (Select TWO).

A. Specialized video card

B. Maximum memory

C. Maximum-core processor

D. Dual monitors

E. Surround sound audio

Answer(s): B,C
