Comptia A+ Certification Exam

1. A user reports that an impact printer is printing characters that are not complete and instead have certain parts missing in most letters. The user has replaced the ribbon, but the problem persists. Which of the following is likely the cause of the issue?

A. The platen roller is damaged and needs to be replaced.

B. The paper is improperly installed and not being fed as required.

C. Some pins on the print head are damaged.

D. The print jobs being submitted are not properly formatted.

Answer(s): C

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2. An outline of an image can be viewed on a laptop screen, but it is very dim and the screen appears almost black. This can be caused by a failing. (Select TWO).

A. inverter.

B. LCD.

C. plasma screen.

D. CRT.

E. OLED.

Answer(s): A,B

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3. Since calling in an issue two days ago, a user reports that they have not heard from a help desk technician. Which of the following is the MOST appropriate response?

A. Let the user know that there is no record of the initial call.

B. Let the user know that the problem will be escalated immediately.

C. Let the user know that the technician will be out to resolve the problem tomorrow.

D. Close the initial ticket that was issued and open a new help desk ticket for the user.

Answer(s): B

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4. Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer recognizes the device as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

A. The operating system must be upgraded to Windows Ultimate.

B. Flash the system's motherboard CMOS.

C. Upgrade to the latest Windows Media Player.

D. Install the manufacturer's drivers for the OS.

Answer(s): D

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5. Thermal paste is used between the CPU and heatsink to:

A. make the heatsink easier to remove when replacing the CPU.

B. aid in the transfer of energy from the CPU to the heatsink.

C. act as a fire retardant should the CPU overheat.

D. keep the heatsink in place on the CPU.

Answer(s): B

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6. Which of the following are steps to take before replacing or updating the memory in a laptop? (Select TWO).

A. Remove all of the screws from the bottom of the case

B. Remove the keyboard and touchpad

C. Remove the battery

D. Unplug the AC power adapter

E. Separate the screen from the base

Answer(s): C,D

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7. Which of the following video types has a DB-15 connector?

A. S-video

B. DVI-A

C. DVI-D

D. VGA

Answer(s): D

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8. A user has 6,250 Megabytes worth of pictures they would like to back up. At the very MINIMUM, which of the following could backup these pictures to a single medium?

A. CD Burner

B. DL DVD Burner

C. Blu-Ray Burner

D. LTO Drive

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9. Which of the following features can be configured with keyboards to assist users with disabilities?

A. Pointer trails

B. Magnifier

C. Sticky keys

D. Character map

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10. A user's laptop does not produce sound even though the volume settings are at maximum in the operating system. Which of the following would MOST likely resolve this issue?

A. A new speaker

B. A new sound card

C. A BIOS update

D. A hardware volume control

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11. A network consisting of numerous geographically dispersed networks that cover a large physical distance is referred to as a:

A. WLAN.

B. LAN.

C. WAN.

D. MAN.

Answer(s): C

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12. When adding a FireWire adapter to a laptop, which of the following ports would MOST likely be used?

A. SODIMM slot

B. Express card 34

C. USB 1.1 port

D. MMC port

Answer(s): B

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13. Which of the following features of a CPU socket is designed to make installation of a CPU easier?

A. Plug and Play

B. Lower latency

C. Zero insertion force

D. Heatsinks

Answer(s): C

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14. Which of the following connectors would MOST likely be used on a POTS line?

A. BNC

B. ST

C. RJ-11

D. RJ-45

Answer(s): C

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15. A user calls the help desk to inform the technician that the desktop laser printer has bad memory and needs to be replaced. After some inquiry, the technician discovers that the user is receiving an "insufficient memory" error when trying to print photos. After verifying that print spooling has been enabled, which of the following is the BEST course of action for the technician? (Select TWO).

A. Suggest that the user lower the size or resolution of the photos

B. Recommend that the user print the photos using an inkjet printer

C. Remove and reload the laser printer driver from the user's PC

D. Replace the desktop laser printer due to faulty onboard RAM

E. Clear all temp files from the printer's spool folder on the user's PC

Answer(s): A,B

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16. The company is considering adding Bluetooth printers to the environment. In Windows 7, how would a technician add a Bluetooth printer?

A. Start >Control Panel >Device Manager > Add a Network, Wireless, or Bluetooth printer

B. Start >Printers and Devices >Add a Printer >Add a Network, Wireless, or Bluetooth printer

C. Start >Printers and Devices >Add a Printer >Add a local printer

D. Start >Control Panel >Device Manager > Add a Bluetooth printer

Answer(s): B

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17. Newer laptop and TV LCD display panels can be viewed from any angle without loss of image quality. Which of the following technologies do these panels use?

A. OLED

B. CCFL

C. TTL

D. IPS

Answer(s): D

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18. A call logging process would be used by a technician in order to:

A. assign the appropriate status level for the problem.

B. identify common problems among many users.

C. help maintain a balanced workload for the help desk technicians.

D. create records which enable user authentication.

Answer(s): B

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19. Which of the following 802.11 standards has the MAXIMUM throughput of 11 Mbps?

A. A

B. B

C. G

D. N

Answer(s): B

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20. After identifying illegal activity on a small business computer, a business owner asks the office secretary to log into the system to retrieve various files. Which of the following aspects of procedural forensic analysis were violated in this scenario?

A. Tracking of documentation

B. Data preservation

C. Proper channel reporting

D. Initial response identification

Answer(s): B