

CompTIA

Exam 220-701

A+ Essentials

Version: 17.2

[Total Questions: 387]

Topic 1, Volume A**Question No : 1 - (Topic 1)**

A user reports that they walked away from their laptop for 30 minutes and when they came back the screen was very dim. The user tried moving the mouse and increasing the brightness setting, but neither worked. Which of the following should the technician do FIRST?

- A. Plug in an external monitor to test the video card.
- B. Run a check disk scan to verify there is no corruption.
- C. Check if the laptop is now on battery power.
- D. Have the LCD screen replaced with a known good screen.

Answer: C

Question No : 2 - (Topic 1)

Which of the following connectors is commonly used on a shielded twisted pair cable?

- A. BNC
- B. RJ-45
- C. F
- D. HDMI

Answer: B

Question No : 3 - (Topic 1)

A technician has installed a new driver on a computer. Upon rebooting the computer, a stop error occurs before the technician can log back in. Which of the following would be the BEST option for the technician to do NEXT?

- A. Boot the computer to the Recovery Console.
- B. Boot the computer with a Windows Installation CD.
- C. Boot the computer using Last Known Good Configuration.
- D. Boot the computer using Safe Mode with Networking.

Answer: C

Question No : 4 - (Topic 1)

Which of the following is the MAXIMUM cable length for 802.3 Ethernet?

- A. 33 Feet (10 meters)
- B. 100 Feet (30 meters)
- C. 328 Feet (100 meters)
- D. 1200 Feet (366 meters)

Answer: C

Question No : 5 - (Topic 1)

Which of the following occurs during POST?

- A. OS loads
- B. Safe Mode starts
- C. RAM check
- D. MBR check

Answer: C

Question No : 6 - (Topic 1)

Which of the following commands can be used to verify the gateway IP address on a local computer?

- A. net use
- B. telnet
- C. ping
- D. ipconfig

Answer: D

Question No : 7 - (Topic 1)

Which of the following uses pair authentication to provide a wireless connection between two devices?

- A. 802.11n
- B. Bluetooth
- C. Infrared
- D. Cellular

Answer: B

Question No : 8 - (Topic 1)

A military member has just returned to the United States from Europe and reports their personal desktop computer does not work. Which of the following is the MOST logical solution to this problem?

- A. The computer is unable to work in the US because of EU licensing arrangements
- B. The power supply needs to be replaced with one rated for 110 watts
- C. The power supply needs a power inverter to handle the change in cycles
- D. The power supply voltage needs to be switched to 110 from 220

Answer: D

Question No : 9 - (Topic 1)

The most important customer a technician has is:

- A. the customer standing right in front of them.
- B. the customer who owes the company the most money.
- C. the customer calling on the phone.
- D. the customer they have an appointment with in an hour.

Answer: A

Question No : 10 - (Topic 1)

Which of the following types of printers uses a fuser to print a document?

- A. Thermal
- B. Laser
- C. Inkjet
- D. Dot Matrix

Answer: B

Question No : 11 - (Topic 1)

The last step in resolving an end user ticket should be which of the following?

- A. Create an incident record
- B. Verify the problem is resolved
- C. Document the solution
- D. Notify the user the problem is resolved

Answer: C

Question No : 12 - (Topic 1)

Which of the following memory modules is a DDR3 chip?

- A. PC-3200
- B. PC2-4800
- C. PC2-5300
- D. PC3-8000

Answer: D

Question No : 13 - (Topic 1)

Which of the following utilities can be used to diagnose DirectX hardware and driver problems?

- A. Device manager
- B. Computer management
- C. msinfo32
- D. dxdiag

Answer: D

Question No : 14 - (Topic 1)

Which of the following is needed to recover a system using ERD?

- A. A bootable flash drive
- B. The original installation CD/DVD
- C. An ERD partition on the hard drive
- D. An ERD for that system

Answer: D

Question No : 15 - (Topic 1)

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- A. RETURN TO EXAM
- B. EXIT EXAM

Answer: A

Question No : 16 - (Topic 1)

A new virus is spreading via email and exploits an old vulnerability in a company's main OS. Which of the following BEST helps to mitigate this type of threat?

- A. Incident response
- B. Asset management
- C. Patch management
- D. Policies and procedures

Answer: C

Question No : 17 - (Topic 1)

Which of the following is a layer 3 device that separates broadcast domains?

- A. Network Interface Card
- B. Hub
- C. Bridge
- D. Router

Answer: D

Question No : 18 - (Topic 1)

There are several technicians working on various systems on a new workbench. Which of the following should be reviewed to ensure all proper procedures are followed to help reduce any possible issues?

- A. MSDS
- B. OEM
- C. ESD
- D. EMI

Answer: C

Question No : 19 - (Topic 1)

Several users have recently been calling the helpdesk about a recent network outage. These calls have increased in the last hour and are all by different users calling about the same issue. Which of the following types of communication skills should the helpdesk technicians MOST likely exercise while answering each call?

- A. Talk to co-workers while interacting with customers to help diagnose the issues
- B. Be culturally sensitive
- C. Provide each user with a complete, detailed report of the current outage status
- D. Listen and do not interrupt a customer and then provide a brief status update

Answer: D

Question No : 20 - (Topic 1)

Which of the following describes a secure connection over the Internet between two sites?

- A. FTP
- B. VLAN
- C. VPN
- D. HTTP

Answer: C

Question No : 21 - (Topic 1)

Which of the following helps protect important confidential information from being publicly disclosed?

- A. Hard drive wiping
- B. Social Engineering
- C. Classification
- D. RAS server

Answer: C

Question No : 22 - (Topic 1)

Which of the following types of software protection will help mitigate any threats coming from worms or Trojans?

- A. Spam blocker
- B. Anti-Virus
- C. Anti Spyware
- D. Anti adware

Answer: B

Question No : 23 - (Topic 1)

An optical disc with a 4.7GB MAXIMUM storage capacity is likely which of the following technologies?

- A. DVD-RW
- B. CD-RW
- C. BD-ROM
- D. BD-RW

Answer: A

Question No : 24 - (Topic 1)

Which of the following characteristics must be matched depending on the specifications of the power grid for the country a PSU will be utilized in?

- A. Wattage
- B. Amperage
- C. Resistance
- D. Voltage

Answer: D

Question No : 25 - (Topic 1)

A manufacturer has instructed a technician to update the software that resides on the flash ROM chip of an integral system add-in component. Which of the following types of software needs to be updated?

- A. System BIOS
- B. Firmware
- C. OS Patch
- D. Driver

Answer: B

Question No : 26 - (Topic 1)

Which of the following steps would be performed FIRST to install a fresh copy of Windows 7 Professional on a new hard drive?

- A. Format the partition
- B. Load any RAID or SATA drivers needed
- C. Partition the drive
- D. Configure Windows settings

Answer: B

Question No : 27 - (Topic 1)

Which of the following Internet technologies has the slowest potential upload speed due to inherent latency issues?

- A. 3G
- B. 4G
- C. Satellite
- D. Fiber

Answer: C

Question No : 28 - (Topic 1)

A company printer is used to print payroll checks on paper forms with carbon backing. Which of the following is the BEST type of printer for this scenario?

- A. Laser
- B. Impact
- C. Inkjet
- D. Thermal

Answer: B

Question No : 29 - (Topic 1)

A technician has had several support requests for one PC. The technician has reseated the