

**CompTIA 220-702**

**CompTIA A+ Practical Application**

**Version: 13.0**

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**Topic 1, Volume A****QUESTION NO: 1**

A customer requires a shock resistant mass storage device in their PC. Which of the following drives should the technician install?

- A. Hard disk
- B. Solid state
- C. Floppy
- D. Tape

**Answer: B**

**Explanation:**

**QUESTION NO: 2**

A technician needs to change the process priority of a background program. Which of the following tools is BEST for performing this function?

- A. MSCONFIG
- B. Computer Management
- C. Task Scheduler
- D. Task Manager

**Answer: D**

**Explanation:**

**QUESTION NO: 3**

Which of the following locations would a technician use to add a Windows 7 computer to a domain?

- A. System Properties
- B. Windows Defender
- C. Network and Sharing Center
- D. Device Manager

**Answer: A**

**Explanation:**

**QUESTION NO: 4**

After powering on a workstation, an intrusion alert is displayed indicating that the case has been opened. How would a technician reset the alert?

- A. Change the setting in the registry
- B. Change the setting in the BIOS
- C. Change the setting in the DOS startup files
- D. Change the setting in the Control Panel

**Answer: B**

**Explanation:**

**QUESTION NO: 5**

A technician plugs a USB device into the computer. The system tray displays a message that reports the device is installed, but may not work properly. Which of the following is the MOST likely cause of the message?

- A. The device needs a firmware update.
- B. The device needs an updated driver installed.
- C. The plugged in device is too slow for the USB port speed.
- D. The device is incompatible with the installed version of Windows.

**Answer: B**

**Explanation:**

**QUESTION NO: 6**

A technician is replacing the motherboard on a laptop. Which of the following is the MOST important step during the disassembly process?

- A. Place all of the screws in a container with other parts.
- B. Keep the power supply plugged in to ground the system.
- C. Organize the screws and document the locations.
- D. Use a magnetic tipped screwdriver to remove the screws.

**Answer: C**

**Explanation:**

**QUESTION NO: 7**

A customer has a wireless router installed in their home office. The customer is having issues with signal strength at the opposite end of the house. Which of the following is the BEST option to increase the signal strength?

- A. Install a high gain antenna focused towards the office wall
- B. Run CAT5e cable to all of the rooms that have poor signal strength
- C. Install a wireless repeater at the far end of the house
- D. Install a second wired router in the far end of the house

**Answer: C**

**Explanation:**

**QUESTION NO: 8**

A technician wants to setup hardware RAID 5 for a Windows 7 computer to prevent data loss. In which of the following locations would the technician MOST likely change the setting?

- A. Disk Manager
- B. Device Manager
- C. Windows Boot DVD
- D. The BIOS

**Answer: D**

**Explanation:**

**QUESTION NO: 9**

Which of the following will fix a laptop with dark irregular lines that run the width of the display in all video modes?

- A. Perform a System Restore
- B. Replace the video capture card
- C. Change the resolution to 800 x 600

D. Replace the LCD

**Answer: D**

**Explanation:**

#### QUESTION NO: 10

Offline files and folders are available on which versions of Windows? (Select TWO).

- A. Windows 7 Ultimate
- B. Windows 7 Home Premium
- C. Windows XP Home
- D. Windows Vista Home Premium 64-bit
- E. Windows XP Professional

**Answer: A,E**

**Explanation:**

#### QUESTION NO: 11

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 second user logs on and types the name of the document in the Start menu, but the document is not found. Which of the following is the problem?

- A. The document is set to hidden.
- B. The document is locked.
- C. The document was saved as a system document.
- D. The document is owned by the first user.

**Answer: D**

**Explanation:**

#### QUESTION NO: 12

Which of the following characteristics of Windows Gadgets is accurate?

- A. Windows Gadgets are available in all versions of Windows since XP.
- B. Windows Gadgets are part of the Sidebar in Windows Vista and Windows 7.

- C. Windows Gadgets were introduced in Windows 7.
- D. Windows Gadgets are part of the Sidebar in Windows Vista.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 13**

A user powers up their desktop PC, and instead of booting up normally, the user is taken into the BIOS setup. Which of the following is the MOST likely problem?

- A. The MBR is corrupt
- B. NTLDR cannot be found by the system
- C. A faulty CMOS battery
- D. The BIOS requires a firmware update

**Answer: C**

**Explanation:**

#### **QUESTION NO: 14**

A home user wants to setup a wireless network. Which of the following would be the MOST important consideration?

- A. Operating system type of the connected PCs
- B. Location of the wireless router
- C. Number of PCs that will access the network
- D. Number of available Ethernet ports on the router

**Answer: B**

**Explanation:**

#### **QUESTION NO: 15**

A computer running Windows 7 will not boot up. A user is receiving an 'Invalid boot disk' error. Which of the following is the cause of this error?

- A. The BOOT.INI file is not found.

- B. The Windows registry is corrupt.
- C. There is a CD-ROM in the drive.
- D. The floppy drive is disconnected.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 16**

A user is working in a small office home office (SOHO), running Windows XP, and cannot connect to the Internet. The office uses a router that is setup as a DHCP server. The technician types IPCONFIG in the command prompt, the following appears:

IP address 0.0.0.0

Gateway 0.0.0.0

Subnet Mask 0.0.0.0

DNS 0.0.0.0

Which of the following should the technician check FIRST?

- A. Network adapter drivers
- B. Router settings
- C. Network cable
- D. Firewall

**Answer: C**

**Explanation:**

#### **QUESTION NO: 17**

Which of the following are encrypted protocols? (Select TWO).

- A. TELNET
- B. SSH
- C. POP3
- D. FTP
- E. HTTPS

**Answer: B,E**

**Explanation:**

**QUESTION NO: 18**

A user is connecting to the Internet using a DSL modem. The user installs a new wireless router and is unable to connect remotely to their computer, using Remote Desktop. The user had no issues connecting remotely before the wireless router was installed. Which of the following is the problem?

- A. Wireless router drivers are needed.
- B. Port forwarding is not setup.
- C. The wireless router is defective.
- D. VPN is not setup correctly.

**Answer: B**

**Explanation:**

**QUESTION NO: 19**

Which of the following network modifications should be implemented to extend the wireless network range and allow out-of-range users to share the Internet connection?

- A. Create a new VLAN for the out-of-range users.
- B. Add a wireless access point for the out-of-range users.
- C. Upgrade the out-of-range users' SSID searching software.
- D. Enable network sharing on the users' computers that are within range.

**Answer: B**

**Explanation:**

**QUESTION NO: 20**

The user cannot access some Internet websites, but can connect to resources inside the local network. The technician successfully uses the ping command to test the user's connectivity. Which of the following commands can the technician run NEXT to troubleshoot the issue?

- A. net /?



- B. ipconfig /flushdns
- C. netstat -r
- D. nbtstat -R

**Answer: B**

**Explanation:**

#### **QUESTION NO: 21**

A customer wants to have a technician increase the amount of RAM in the laptop. Which of the following should the technician do FIRST before adding more memory?

- A. Check for available hard drive space
- B. Check the laptop documentation
- C. Open the case to check for an available slot
- D. Check the operating system on the computer

**Answer: B**

**Explanation:**

#### **QUESTION NO: 22**

A user is cleaning up their temporary Internet files and is concerned about the number of cookies discovered. Which of the following is a correct statement about cookies?

- A. Cookies are spyware.
- B. Cookies are not always malicious.
- C. Cookies cannot be removed.
- D. Cookies should be disabled at all times.

**Answer: B**

**Explanation:**

#### **QUESTION NO: 23**

A user is trying to connect a workstation to an application that communicates only on port 1025 in a remote branch office and the connection request times out every time. Which of the following options is MOST likely the cause?

- A. All traffic on the network must travel over port 80.
- B. The application is configured to talk on an incorrect port.
- C. The firewall has the ports above 1024 blocked.
- D. All traffic on the network must travel over port 443.

**Answer: C**

**Explanation:**

#### **QUESTION NO: 24**

Which of the following commands would be used to move the working directory from C:\ to C:\Windows?

- A. CD
- B. RD
- C. MD
- D. SFC

**Answer: A**

**Explanation:**

#### **QUESTION NO: 25**

Which of the following commands will make exact duplicates of files and directory trees?

- A. TREE
- B. COPY
- C. XCOPY
- D. DISKCOPY

**Answer: C**

**Explanation:**

#### **QUESTION NO: 26**

If a technician needs to convert a hard drive from Basic to Dynamic, which of the following utilities would the technician use?