

# CompTIA

**Exam 220-802**

**CompTIA A+ Certification**

Version: 35.0

[ Total Questions: 851 ]

**Topic 1, Operating Systems****Question No : 1 - (Topic 1)**

Which of the following BEST describes a method for installing an operating system across the network?

- A. USB 3.0
- B. IEEE 1394
- C. PXE
- D. NTFS

**Answer: C**

Reference: <http://technet.microsoft.com/en-us/magazine/2008.07.desktopfiles.aspx>

**Topic 5, Mix Questions****Question No : 2 - (Topic 5)**

Joe, a technician, is tasked with disassembling a laptop to replace its motherboard. Which of the following is the FIRST step he should perform?

- A. Write down where all the screws go on paper
- B. Prepare some containers to hold the parts
- C. Remove the battery and the removable CD-ROM drive
- D. Refer to manufacturer documentation

**Answer: D**

**Question No : 3 - (Topic 5)**

An administrator has advised against providing any information over the phone as a way to prevent against which of the following threats?

- A. Session hijacking
- B. Social engineering

- C. Man-in-the-middle
- D. Shoulder surfing

**Answer: B**

#### Topic 4, Troubleshooting

##### Question No : 4 - (Topic 4)

A technician is called onsite to solve a network connection error. Upon arrival, the technician observes a message on the screen stating there is no boot drive found. Which of the following steps should the technician take NEXT?

- A. Repair the boot up sequence using recovery console.
- B. Restart the system, booting from a system recovery disk.
- C. Restart the system to verify the proper boot sequence.
- D. Inform the customer the hard drive has crashed and replace the drive.

**Answer: C**

Reference: <http://www.tomshardware.com/forum/55646-2-boot-device-available>

##### Question No : 5 - (Topic 4)

A technician installed a second hard drive in a computer. Upon restart, a message appears stating. "primary drive 0 not found. Press F1 to continue." Which of the following should the technician check FIRST?

- A. That NTLDR and boot.ini are not missing
- B. Proper drive installation (e.g. cables/jumpers)
- C. If computer can boot into safe mode
- D. If the BIOS boot settings are correct

**Answer: B**

Reference: <http://www.geek.com/forums/topic/primary-drive-0-not-found-primary-drive-1-not-found/>

**Question No : 6 - (Topic 1)**

An office of 25 computers is interested in employing a file server, network shares, and print server functionality. Which of the following network setups would be BEST suited for this situation?

- A. Ad-hoc
- B. Workgroup
- C. Domain
- D. Token ring

**Answer: C**

Reference: <http://windows.microsoft.com/en-au/windows-vista/what-is-the-difference-between-a-domain-and-a-workgroup>

**Question No : 7 - (Topic 1)**

A technician needs to use a command line tool to determine the network name and the IP address of a resource. Which of the following command line tools will provide an IP address when given a name?

- A. verify
- B. Tracert
- C. Ipconfig
- D. Nslookup

**Answer: D**

Reference: <http://www.computerhope.com/nslookup.htm>

**Question No : 8 - (Topic 5)**

A user has just installed an old CRT monitor on their home PC, and is connected to the

onboard VGA port. The user notes that the display has a green tint at all times. Which of the following is the MOST likely cause of the issue?

- A. Old video card drivers
- B. Loose video cable
- C. Monitor
- D. Video card

**Answer: B**

**Question No : 9 - (Topic 5)**

A company has created a personal SSL certificate for an internal website and a user is reporting error messages when accessing the site.

In which of the following locations could a technician troubleshoot SSL certificate errors?

- A. System Protection
- B. Folder Options->View Hidden Files
- C. Internet Options->Content
- D. Local Security Policy

**Answer: C**

**Question No : 10 - (Topic 5)**

Which of the following wireless standards used on modern smartphones depends on direct client-to-client handshake pin code authorization for establishing transmission connection?

- A. 802.11n Wi-Fi
- B. WiMAX
- C. Infrared
- D. Bluetooth

**Answer: D**

**Question No : 11 - (Topic 5)**

Which of the following drive destruction methods is considered the MOST secure when dealing with highly sensitive data?

- A. Degaussing
- B. Wiping
- C. Magnetizing
- D. Shredding

**Answer: D**

**Question No : 12 - (Topic 5)**

A user is attempting to use Remote Desktop to connect to a server but is getting an error message.

Which of the following tools should be used to verify that the server is powered on and connected to the network?

- A. PING
- B. NSLOOKUP
- C. MSTSC
- D. SFC

**Answer: A**

**Topic 2, Security**

**Question No : 13 - (Topic 2)**

Which of the following user accounts should be renamed to adhere to security best practices?

- A. Power user
- B. Guest
- C. Standard user
- D. Administrator

**Answer: D**

Reference: <http://technet.microsoft.com/en-us/library/jj852273.aspx>

**Question No : 14 - (Topic 5)**

A technician has just installed and terminated a new CAT5 network cable. The device using the cable cannot connect to the network. Which of the following tools would be BEST in troubleshooting this issue?

- A. Cable tester
- B. Network analyzer
- C. Multimeter
- D. Toner probe

**Answer: A**

**Question No : 15 - (Topic 1)**

Which of the following commands may need to be run after a virus removal if the computer will not boot?

- A. SCANDSK
- B. DXDIAG
- C. FIXMBR
- D. MSCONFIG

**Answer: C**

Reference: <http://pcsupport.about.com/od/termsf/p/fixmbr.htm>

**Question No : 16 - (Topic 4)**

A user reports that their PC does not work. Which of the following would be the BEST question for the technician to ask the user to get further information?

- A. "Can you get to the Internet?"
- B. "What exactly does not work?"
- C. "Does the PC turn on?"

D. "Are you able to sign on?"

**Answer: B**

**Explanation:**

Clarify what is not working. The line of questioning is an effective strategy to discover and solve a problem especially on phone.

**Question No : 17 - (Topic 2)**

A company recently had a security breach and is now required to increase the security on their workstations. A technician has been tasked to harden all the workstations on the network. Which of the following should the technician do?

- A. Enable Windows automatic updates
- B. Enable screensaver required passwords
- C. Enable MAC filtering
- D. Enable wireless encryption

**Answer: B**

Reference: <http://windows.microsoft.com/is-is/windows-vista/use-your-windows-password-for-your-screen-saver-password>

**Question No : 18 - (Topic 5)**

An Android mobile device will easily synchronize with which of the following services? (Select TWO)

- A. Email
- B. SMS
- C. Passwords
- D. Calendar
- E. Incoming calls

**Answer: A,D**



**Question No : 19 - (Topic 5)**

Many business laptops now come with fingerprint readers to enable users to login without typing in passwords. This is an example of which of the following?

- A. Privacy filters
- B. RFID
- C. RSA tokens
- D. Biometrics

**Answer: D**

**Question No : 20 - (Topic 5)**

A technician is having issues with a corporate wireless signal bleeding into nearby offices.

Which of the following techniques could be used to mitigate the risk of wireless attacks by third parties in the nearby offices?

- A. Switch from 802.11b to 802.11g spectrums
- B. Disable WEP-128 security
- C. Radio power adjustment
- D. Switch from 802.11g to 802.11n spectrums

**Answer: C**

**Topic 3, Mobile Devices****Question No : 21 - (Topic 3)**

Which of the following is a new feature of iOS 5?

- A. Ability to dual boot the Android OS
- B. Ability to run native PC applications
- C. Ability to perform iTunes backups
- D. Ability to perform untethered updates

**Answer: D**

Reference: <http://www.applebitch.com/2011/05/05/rumor-ios-5-could-bring-untethered->

software-updates/

**Question No : 22 - (Topic 4)**

After accidentally removing a hard drive from a server with three drives in a RAID 5 configuration, a technician notices the server locks up and shuts down. Which of the following can the technician do to quickly fix the problem?

- A. Replace the RAID controller and boot.
- B. Reinsert the drive and boot.
- C. Plug the drive back in, the system will resume automatically.
- D. Remove all drives and rebuild the array.

**Answer: B**

**Explanation:**

Just reinsert the drive and boot the computer. The computer will start since it is a RAID 5 configuration.

**Question No : 23 - (Topic 5)**

A technician has installed a replacement motherboard in a desktop case with no other modifications. All power connectors and drive data connectors have been connected to the new motherboard; however, the system will not power on. Which of the following is MOST likely the cause?

- A. An incorrect firmware version resides on the motherboard
- B. The voltage selection on the power supply is set incorrectly
- C. The front panel connector is not connected properly
- D. The RAM is not correctly installed in the new motherboard

**Answer: C**

**Question No : 24 - (Topic 2)**