

**JK0-702**

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**CompTIA E2C A+ Practical Application  
(2009 Edition) Exam**

**Version 4.1**

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### Topic 1, Volume A

#### QUESTION NO: 1

A user reports that their computer is running considerably slower after visiting a website. The user's PC has a current antivirus package that is running correctly. Which of the following should the technician do FIRST in order to diagnose the problem?

- A. Clear the web browser history.
- B. Run an anti-spyware tool.
- C. Defrag the user's hard drive.
- D. Run the CHKDSK utility.

**Answer: B**

#### QUESTION NO: 2

Which of the following protocols would a technician use to run commands on a remote computer?

- A. NETBIOS
- B. FTP
- C. SMTP
- D. TELNET

**Answer: D**

#### QUESTION NO: 3

Which of the following groups should a user be added to for the ability to restore files, without granting any ownership privileges?

- A. Remote Desktop Users
- B. Power Users
- C. Administrators
- D. Backup Operators

**Answer: D**

#### QUESTION NO: 4

A customer wants to change the file system on a Windows 2000 PC from FAT32 to NTFS without destroying data. Which of the following is correct?

- A. From the command line run XCOPY \*.\* C: /M
- B. From the command line run FORMAT C: /FS:NTFS
- C. From the command line run XCOPY \*.\* C: /-Y
- D. From the command line run CONVERT C: /FS:NTFS

**Answer: D**

#### QUESTION NO: 5

An inkjet printer has poor color registration. Which of the following should be done FIRST to resolve the problem?

- A. Clean the printheads.

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- B. Replace the toner.
- C. Calibrate the device.
- D. Replace the drum.

**Answer: C**

### QUESTION NO: 6

A technician needs to upgrade memory on a laptop with one available memory slot. The type and amount of memory has been confirmed to be correct. Once the new memory is added, the BIOS reports the original memory size. Which of the following is the NEXT step to perform?

- A. Replace all of the laptop's memory.
- B. Reseat the laptop memory.
- C. Perform a Windows Update.
- D. Replace the motherboard.

**Answer: B**

### QUESTION NO: 7

An assistant in a company unexpectedly falls ill the week before a major company merger. The assistant was responsible for maintaining all of the files concerning the merger and used NTFS permissions on the folders to keep them protected. No one has the passwords but the data must be accessed immediately. Which of the following would be the BEST method for the technician to access this data?

- A. Log in as administrator and copy the files to the assistant's manager profile on the computer.
- B. Log in as administrator and assign ownership of the files to the assistant's manager.
- C. Log in as administrator and assign share rights of the files to the assistant's manager.
- D. Log in as administrator and rename the assistant's profile to the manager's profile on the computer.

**Answer: B**

### QUESTION NO: 8

A customer reports that their sound is not working. They state that the speakers worked previously. Which of the following should the technician check? (Select THREE).

- A. Speakers are in regulatory compliance.
- B. Speakers are on and the mute is off.
- C. Ensure the speakers are on the Windows HCL.
- D. Verify the system has enough hard drive space.
- E. The audio driver is installed correctly.
- F. Speakers are plugged into the correct jack.

**Answer: B, E, F**

### QUESTION NO: 9

A technician is setting up a secure SOHO network. Which of the following items needs to be setup on the network?

- A. SSID, encryption type, MAC security, encryption key

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- B. SSID, wireless access point, encryption type, encryption key
- C. SSID, encryption type, encryption key, a channel
- D. SSID, WEP 128, MAC security, a channel

**Answer: C**

### QUESTION NO: 10

Which of the following is the effective bandwidth of a 100BASE-TX network card when full-duplex is enabled?

- A. 50MBps
- B. 100MBps
- C. 200MBps
- D. 1000MBps

**Answer: C**

### QUESTION NO: 11

A user is having trouble printing. The technician determines that the print queue has stalled and the print spooler service has stopped. Which of the following can be used to restart the print spooler?

- A. Start>All Programs>Printing>Restart Spooler.
- B. Restart the computer.
- C. Start>Control Panel>Printers and Faxes>right click the name of the affected printer>Restart Spooler.
- D. Start>Control Panel>Administrative Tools>Services>Select Print Spooler>Start.

**Answer: D**

### QUESTION NO: 12

When using a cable select configuration for multiple ATA hard drives, which of the following pin numbers is used to communicate the drive that is selected as master?

- A. 20
- B. 21
- C. 28
- D. 39

**Answer: C**

### QUESTION NO: 13

A technician's system is displaying the error message 'Missing operating system'. The system will not boot up. Which of the following is the MOST likely cause of the error? (Select TWO).

- A. The MBR is not reading the volume boot record (VBR).
- B. The CMOS battery is not functional.
- C. A failed integrated controller on the hard disk drive.
- D. The volume boot record (VBR) is missing 55Ah.
- E. Drive parameters in the BIOS are not set to auto.

**Answer: A, B**

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### QUESTION NO: 14

A technician is replacing a wireless router on an existing small office home office (SOHO) network. The SSID, WPA and DHCP information has been correctly added. Which of the following must also be addressed?

- A. The administrative password needs to be changed.
- B. The TKIP option needs to be enabled.
- C. The WEP key needs to be changed.
- D. Wireless access points need to be added.

**Answer: A**

### QUESTION NO: 15

A technician is troubleshooting software that was supposed to startup when the PC powered on. The software failed to start. Which of the following should the technician use to investigate the issue?

- A. Sessions
- B. System
- C. Security
- D. Application

**Answer: D**

### QUESTION NO: 16

A user reports that email is working but they are unable to access the Internet. Which of the following is the NEXT step in solving the issue?

- A. Check the DNS server.
- B. Check the DHCP server.
- C. Verify the correct IP address.
- D. Ensure the website is not blocked.

**Answer: A**

### QUESTION NO: 17

A customer cannot print certain PDF documents on their laser printer. The print job in **QUESTION NO:** is a multi-page large PDF with multiple colors. Which of the following is the MOST likely solution?

- A. Change the driver from PCL to Post Script.
- B. Update the printer firmware to handle larger jobs.
- C. Add additional memory to the laser printer.
- D. Add additional memory to the computer.

**Answer: C**

### QUESTION NO: 18

During POST a beep can be heard, and the computer does not boot. Which of the following BEST describes the problem?

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- A. RAM failure
- B. Power supply failure
- C. Floppy drive failure
- D. Hard drive failure

**Answer: A**

### QUESTION NO: 19

A technician is attempting to determine whether a CAT5 patch cord is a straight-through or a crossover. Which of the following is the BEST to use to determine the cord type?

- A. Cable tester
- B. Loopback cable
- C. Multimeter
- D. Extension magnet

**Answer: A**

### QUESTION NO: 20

Which of the following groups should staff accounts be placed in, if the staff is required to perform most but not all maintenance tasks on a Windows PC?

- A. Power Users
- B. User
- C. Administrator
- D. Guest

**Answer: A**

### QUESTION NO: 21

Which of the following commands will examine and restore protected system files?

- A. SFC
- B. RECOVER
- C. REPLACE
- D. COPY

**Answer: A**

### QUESTION NO: 22

An error reports that some of the Windows system files are missing or corrupt. Which of the following is the BEST tool to use to resolve this problem?

- A. SFC
- B. TELNET
- C. FORMAT
- D. FDISK

**Answer: A**

### QUESTION NO: 23

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A technician is repairing a computer that will not boot up after replacing the power supply. Which of the following should the technician check NEXT?

- A. Memory
- B. BIOS settings
- C. Motherboard
- D. Hard drive

**Answer: C**

### QUESTION NO: 24

A computer just had a memory upgrade installed on the machine. Upon boot, the system does not recognize the new memory even though it is listed as being compatible on the manufacturer's website. Which of the following is MOST likely needed to resolve the issue?

- A. OS update
- B. Adjust jumper settings
- C. BIOS update
- D. New CMOS battery

**Answer: C**

### QUESTION NO: 25

A technician discovers that a newly purchased SDHC card will not function properly in a laptop's card reader slot, the older SD cards work without any issue. The technician verifies on the manufacturer's website that the SDHC cards are compatible with the laptop card reader. Which of the following should the technician do FIRST to resolve this issue?

- A. Format the new card in FAT32.
- B. Use a memory stick DUO instead as it is a compatible format.
- C. Install the latest firmware and drivers.
- D. Purchase a PCMCIA adapter card for insured compatibility with all SD formats.

**Answer: C**

### QUESTION NO: 26

Which of the following commands would be used to display hidden files?

- A. dir /?
- B. dir /d
- C. dir /a
- D. dir /s

**Answer: C**

### QUESTION NO: 27

A user has installed a second hard drive into a computer and receives a message stating 'Invalid Boot Volume. Which of the following should a technician recommend to solve this problem?

- A. Set the jumpers on both hard drives to master.
- B. Set the jumpers on both hard drives to C/S.
- C. Set the jumpers on both hard drives to secondary.

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D. Remove the jumpers from both hard drives.

**Answer: B**

### QUESTION NO: 28

If a drive's file system becomes corrupt, which of the following commands would the technician use to repair the file system?

- A. chkdsk
- B. format
- C. fdisk
- D. verify

**Answer: A**

### QUESTION NO: 29

An alternative to plain old telephone service (POTS) would be:

- A. X.25.
- B. Asynchronous transfer mode (ATM).
- C. VoIP.
- D. Public Switched Telephone Network (PSTN).

**Answer: C**

### QUESTION NO: 30

Which of the following command line utilities can be used to check for open ports?

- A. nbtstat
- B. ipconfig
- C. nslookup
- D. netstat

**Answer: D**

### QUESTION NO: 31

Which of the following is the number of SCSI devices that can be added to a single narrow SCSI bus?

- A. 6
- B. 7
- C. 8
- D. 9

**Answer: B**

### QUESTION NO: 32

Which of the following supports the Athlon 64?

- A. Socket 462
- B. Socket 754
- C. Socket 775



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D. Socket 940

**Answer: B**

### QUESTION NO: 33

A customer reports intermittent problems accessing remote files. Which of the following would be the MOST likely cause?

- A. There is low virtual memory on the customer's computer.
- B. The workstation's hard drive is nearly full.
- C. There is a network connectivity problem.
- D. The user's computer is running out of memory.

**Answer: C**

### QUESTION NO: 34

A technician needs to determine the media access control (MAC) address of a network adapter. Which of the following utilities would a technician use?

- A. NETCAP
- B. NETSTAT
- C. PORTQUERY
- D. IPCONFIG /ALL

**Answer: D**

### QUESTION NO: 35

When troubleshooting an 802.11g network. Which of the following can interfere with the network?

- A. 2.4 GHz cordless phone
- B. 900 MHz cordless phone
- C. Bluetooth headset
- D. Bluetooth printer

**Answer: A**

### QUESTION NO: 36

Which of the following utilities is used to speed up file access?

- A. Disk Defragmenter
- B. Disk Cleanup
- C. CHKDSK
- D. SCANDISK

**Answer: A**

### QUESTION NO: 37

When a technician runs check disk, which of the following switch parameters should be used to detect and fix all sectors on the hard drive?

- A. /f

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- B. /r
- C. /v
- D. /x

**Answer: B**

### QUESTION NO: 38

After installing a DOS based software package, a user reports that they are now having problems with other software programs installed on their Windows XP computer. Which of the following should the technician ask the user to run FIRST?

- A. Start > Run > SFC.EXE /SCANNOW
- B. Start > Run > WINVER.EXE
- C. Start > Run > VERIFIER.EXE /QUERY
- D. Start > Run > WUPDMGR.EXE

**Answer: A**

### QUESTION NO: 39

A technician has finished reassembling a computer. When the power button on the computer is pressed, the computer beeps many times, but nothing is displayed on the monitor. The technician does not observe any hard drive activity. Which of the following steps should the technician take FIRST?

- A. Change the jumper settings on the hard drive.
- B. Swap the monitor with a known good monitor.
- C. Reseat the RAM.
- D. Reconnect front panel connectors.

**Answer: C**

### QUESTION NO: 40

A laptop is going into standby mode unexpectedly. Which of the following hardware components is MOST likely causing the issue?

- A. Hard drive
- B. IDE controller
- C. LCD cutoff switch
- D. Video card

**Answer: C**

### QUESTION NO: 41

When a laptop is turned on, it reports that a SMART error has occurred. Which of the following components should the technician test FIRST?

- A. Motherboard
- B. Video card
- C. Hard drive
- D. Floppy drive

**Answer: C**