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Exam : 220-701

Title : CompTIA A+ Essentials (2009)

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Version : DEMO

NO.1 A technician is installing a program on a Windows Vista computer and the installation fails. Which of the following is NEXT step?

- A. Reinstall Windows XP on the computer.
- B. Contact the program's manufacturer.
- C. Run the installer as an administrator.
- D. Upgrade to Windows 7

Answer: C

NO.2 Which of the following will BEST conserve resources and prolong equipment life?

- A. Firmware updates
- B. Power Management
- C. Disk Defragmenter
- D. Clean with a lint-free cloth

Answer: B

NO.3 On Windows 7, which of the following paths allows a user to configure a fingerprint reader?

- A. Start > Settings > Device Manager > Biometric Devices
- B. Start > Computer > Devices > Biometric Devices
- C. Start > Settings > Control Panel > Biometric Devices
- D. Start > Programs > System Settings > Biometric Devices

Answer: C

NO.4 Which of the following is the MAXIMUM number of devices connected per IEEE 1394 controller?

- A. 4
- B. 63
- C. 64
- D. 128

Answer: B

NO.5 Which of the following types of software protection will help mitigate any threats coming from worm and Trojans?

- A. Spam Blocker
- B. Antivirus
- C. Anti Spyware

D. Anti Adware

Answer: B

NO.6 Which of the following is the MOST effective means for a technician to prevent ESD damage when installing RAM?

A. Touching grounded metal before contacting components

B. Ensuring the AC plug has a ground post

C. Wearing a grounded wristband

D. Wearing rubber-soled shoes

Answer: C

NO.7 Which of the following functions can be performed by using the msconfig command?

A. Update the product key information for the Microsoft OS.

B. Prevent specific programs from beginning at the system startup.

C. Find specific information about the system hardware configuration.

D. Configure the boot order of the system hardware devices.

Answer: B

NO.8 Which of the following describes keeping the desk area free of trip hazards such as loose cables?

A. Network interface

B. Client Configuration

C. Cable management

D. Personal Area Network (PAN)

Answer: C

NO.9 A computer in a warehouse experiences hardware faults and often requires replacement of power

supplies, CPUs and CD ROM drives. Which of the following tools will help prevent the hardware faults?

A. Anti-static wrist straps

B. Compressed air

C. Anti-static wipes

D. Operating system rescue disk

Answer: B

NO.10 A user made a change to their windows XP system that caused problems. The

technician wants to

restore the system on previous state. The technician cannot find the previous restore point.

Which of the

following is problem?

- A. The technician is not in administrator mode.
- B. System restore is turned off.
- C. System 32 folder has been removed.
- D. System restore is not supported on the OS version.

Answer: B

NO.11 Which of the following processor types is manufactured by AMD?

- A. Celeron
- B. Athlon
- C. Pentium
- D. Core 2 Quad

Answer: B

NO.12 A technician has completed upgrading a computer from Windows Vista to Windows 7.

According to the

system and video drivers need to be upgraded. Which of the following is BEST source for these drivers?

- A. The Microsoft Windows 7 website
- B. The manufacturer's website
- C. The windows Hardware Compatibility List
- D. The drivers that came in the original Windows Vista Installation CD

Answer: C

NO.13 Which of the following ports does an impact printer use?

- A. Wi-Fi
- B. PS/2
- C. USB
- D. LPT

Answer: D

NO.14 Which of the following would a technician use to install a manufacturer's image on a notebook? (Select two)

- A. Recovery CD
- B. System Restore Utility
- C. Access a recent data backup
- D. Utilize a Recovery Agent feature
- E. Factory recover partition

Answer: A,B

NO.15 Which of the following is LAST step of troubleshooting theory?

- A. Establish a plan of action to restore the problem and implement the solution.
- B. Verify full system functionality and if applicable implement preventative measures.
- C. Document findings, actions, and outcomes.
- D. Question the user and identify user charges.

Answer: C

NO.16 Which of the following printer types requires the use of toner?

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

Answer: C

NO.17 An end user is having problems printing from an application. The technician attempts to send a test

page to printer. Which of the following BEST explains the reason the technician used a test page to trouble shoot the issue.?

- A. It clears the print queue and resets the printer memory.
- B. It allows the technician to see the quality of the printer output.
- C. The output of the test page allows the technician to initiate diagnostic routines on the printer.
- D. It verifies connectivity and eliminates possible application problems.

Answer: D

NO.18 Which of the following Network cables would a technician find on RJ-45 connector?

- A. UTP
- B. Coaxial
- C. USB
- D. Fiber

Answer: A

NO.19 A laptop with an external USB hard drive and an external monitor is not booting from the internal

hardware drive. Power has been verified and the battery is fully charged. But the laptop appears to be

stopping after POST. Which of the following will help troubleshoot the cause of problem?

- A. Format the external USB hare drive.
- B. Turn off the external monitor
- C. Disconnect the external monitor
- D. Remove and reset the laptop battery

Answer: C

NO.20 Which of the following protocols is used to retrieve email?

- A. SFTP
- B. FTP
- C. SMTP
- D. POP3

Answer: D