**Exam title**: CompTIA A+ Essentials

1. Which of the following types of portable media offers the LARGEST storage capacity?

A. DVD-DL

B. CD-RW

C. CD-R

D. DVD-R

Answer: A

2. Which of the following are valid ports for printing over a network? (Select TWO).

A. USB 001

B. \\computername\sharename

C. SNMP

D. IP\_ip\_address

E. IEEE 1394

Answer: BD

3. While performing a preventative maintenance check on a personal computer, a technician notices that several unused expansion card slots have open ports. Which of the following BEST describes why the covers for these card slots should be reinstalled?

A. Help limit radio frequency interference (RFI) inside the case.

B. Help ensure proper air flow through the case.

C. Help prevent moisture buildup in the case.

D. Help limit electrostatic discharge (ESD) inside the case.

Answer: B

4. Which of the following protocols uses port 80?

A. SMTP

B. HTTP

C. HTTPS

D. FTP

Answer: B

5. Which of the following allows verification of the port that a printer is currently using?

A. The print queue window from system tray

B. Properties of the printer from the Printers Control Panel

C. Print spooler view in the Printers Control Panel

D. Properties of the port within Device Manager

Answer: B

6. Users are reporting that print jobs being sent to a shared printer are not printing. A technician has verified the printer is online and prints a configuration page from the printer. Which of the following is the MOST likely cause of the issue? (Select TWO).

A. QoS for printing is not functioning over the LAN.

B. The printer needs to have a cartridge replaced.

C. A job in error status is at the top of the print queue.

D. The printers IP address has changed.

E. New drivers have been released and need to be installed.

Answer: CD

7. Which of the following connector types is used with twisted pair cable?

A. T-Connector

B. BNC

C. RJ-45

D. LC

Answer: C

8. Which of the following bus speeds is used for a PCIe card? (Select TWO).

A. 1x

B. 3x

C. 6x

D. 8x

E. 24x

Answer: AD

9. A user calls and says they cannot get to the Internet. How would a technician walk the user through checking the IP address and default Gateway on the computer?

A. Start>Run>type ipconfig>click OK and ask user to read the results.

B. Start>Run>type cmd>click OK>type ipconfig /flushdns>press enter and ask user to read the results.

C. Start>Run>type cmd>click OK>type ipconfig /release>press enter key and ask user to read the results.

D. Start>Run>type cmd>click OK>type ipconfig /all>press enter key and ask user to read the results.

Answer: D

10. Which of the following BEST describes the function of a DNS server?

A. Secures network traffic through shared key encryption.

B. Provides resolution of host names to IP addresses.

C. Provides security for a network through the use of ACLs.

D. Dynamically assigns IP addresses for easy client configuration.

Answer: B

11. Which of the following is needed to perform an ASR restore in Windows XP?

A. Operating system CD

B. Recovery console

C. Vendor recovery CD

D. ERD disk

Answer: A

12. Which of the following commands verifies connectivity between two hosts? (Select TWO).

A. chkntfs

B. dxdiag

C. tracert

D. ipconfig

E. ping

Answer: CE

13. A technician notices that there is a second partition on the primary hard drive. This partition is not assigned a drive letter and is not accessible from Windows. Which of the following is the MOST likely explanation for this extra partition?

A. Space reserved by the drive manufacturer for firmware.

B. Space set aside by Windows for use by the virtual memory swap file.

C. A potentially dangerous virus has been downloaded onto the system.

D. A recovery partition put there by the manufacturer.

Answer: D

14. Which of the following describes the 25 or 9 pin connector with male pins on the back of a laptop computer?

A. Parallel port

B. Serial port

C. IEEE 1394 port

D. USB port

Answer: B

15. A technician needs to assign a default subnet mask for a class B network to a network device that was just installed. Which of the following would the technician use?

A. 224.0.0.1

B. 255.0.0.0

C. 255.255.0.0

D. 255.255.255.0

Answer: C

16. Which of the following printers would be the BEST choice for printing on multi-part forms?

A. Impact printer

B. Thermal printer

C. Inkjet printer

D. Laser printer

Answer: A

17. A user reports that their computer suddenly will not boot. When the technician arrives, they discover that the user is very worried they will not be able to complete a research paper theyve been working on which is due by the end of the day. Which of the following is an appropriate response to the users concerns?

A. A Trojan may have infected the OS or worked its way into the MBR. What did you download recently that caused the problem?

B. I understand your concern, and will try to have your computer working again as quickly as possible so that you can finish your report.

C. If the paper was so important to you, you should have created a backup copy so you could finish it on another computer.

D. I do not understand why you are upset. I am sure your professor will understand and you will be able to turn in the paper tomorrow.

Answer: B

18. Which of the following hardware is hot pluggable? (Select THREE).

A. eSATA

B. Express Card/54

C. PS/2 peripherals

D. MIDI devices

E. NIC

F. USB

Answer: ABF

19. Which of the following is an advantage of upgrading to a 64-bit version of Windows?

A. A greater number of dynamic disks or disks larger than 1 TB can be supported.

B. Multiple applications running in 16-bit compatibility mode are supported.

C. More than 4GB of RAM, in some cases up to 128GB of RAM can be supported.

D. A new anti-virus protection scheme called Data Execution Prevention is supported.

Answer: C

20. A technician is replacing fifteen 21 CRTs with 19 LCDs. The storage room is on the other side of the building. Which of the following safety measures should the technician take?

A. Wear a back brace when lifting and carrying the CRTs to the storage room.

B. Wear anti-static wrist straps to prevent ESD in the new monitors.

C. Recycle the monitors after removing the capacitors for use in other monitors.

D. Ask several technicians for help in lift the CRT monitors and use a cart for transporting them.

Answer: D

21. A technician is installing Windows XP on a system that has a SATA HDD. Which of the following will the technician MOST likely have to do to start the installation?

A. Press the F8 Key

B. Press the F3 Key

C. Press the F2 Key

D. Press the F6 Key

Answer: D

22. After installing a new SATA hard drive the technician notices the drive is hot to the touch and is giving off a slight odor. Which of the following should the technician do?

A. Install a larger fan near the hard drive to cool the system.

B. Clean the drive with compressed air and continue to use it.

C. Remove and replace the drive.

D. Apply more thermal compound and reseat the drive.

Answer: C

23. Which of the following BEST describes the initial process of setting up a new operating system from a CD-ROM?

A. Format a partition, install device drivers, and install the operating system.

B. Create a partition, format the partition, and install the operating system.

C. Install the operating system, create a partition, and install device drivers.

D. Install the operating system, install device drivers, and create a partition.

Answer: B

24. Which of the following interfaces are typically supported on the input side of a KVM switch?

A. PS/2, VGA, USB

B. DB25, DB9, PS/2

C. PS/2, DB9, USB

D. PS/2, DB25, VGA

Answer: A

25. While a technician is responding to a customers call, a co-worker keeps insisting on telling the

technician about their weekend. Which of the following is the BEST course of action?

A. Ask the customer permission to put them on hold and listen politely to the co-workers stories.

B. Put the customer on hold just for a few minutes and join the conversation.

C. Forward the customer to another technician and join the conversation.

D. Ask the customer permission to put them on hold and politely ask the co-worker to talk later.

Answer: D

26. Which of the following is the maximum FAT32 volume size Windows 2000 and XP will recognize?

A. Up to 16GB

B. Up to 32GB

C. Up to 1024GB

D. Up to 2048GB

Answer: D

27. The BEST information to document when changing the refresh rate on the display is to include:

A. the previous refresh rate and the new refresh rate applied.

B. the method that was used to access the display properties to change the refresh rate.

C. all the refresh rates that were tested.

D. the color resolution the user requested as well as the refresh rate.

Answer: A

28. Which of the following features is only available with the Windows XP Professional version as Compared to the Windows XP Home version?

A. Simple File Sharing

B. Basic Disk Partitions

C. Remote Desktop

D. Joining a domain

Answer: D

29. A technician receives a boot error message OS not found. Which of the following should the Technician check?

A. The boot order in the BIOS

B. If Plug and Play is enabled

C. If the computer is in Safe Mode

D. If the BIOS is current

Answer: A

30. A customer reports that the laser printer produces poor quality printouts. Having arrived onsite, the technician has a discussion with the customer and reviews some examples of their print jobs. Which of the following should the technician do NEXT?

A. Clean the toner cartridge.

B. Change the paper.

C. Replace the fuser.

D. Print a test page.

Answer: D

**Exam title** : CompTIA A+ Practical Application

1. A system powers on, begins POST, displays the BIOS version information and then hangs with the error message Error loading operating system. Which of the following is MOST likely cause of this issue?

A. A virus has infected the system

B. Corrupted BOOT.INI file

C. Corrupt MBR

D. Boot sector corruption

Answer: C

2. A client has been unable to fix corruption of system files and does not have a backup or an Automated System Recovery (ASR) disk. Which of the following is the BEST action to take next?

A. Copy the missing file from another computer and reboot.

B. Execute a Windows repair from the Windows setup media.

C. Boot into the Recovery Console and execute FIXBOOT.

D. Reboot and press the F2 key when prompted.

Answer: B

3. A technician is called for a computer that is not connecting to the network. Which of the following would be the MOST common tool used to identify the issue?

A. Cable tester

B. Multimeter

C. Loop back plugs

D. Crossover cable

Answer: A

4.Which of the following is the BEST solution for repairing a hard drive that results in the NTLDR is missing display upon booting?

A. Use recovery console and the fixmbr command.

B. Use recovery console and the bootcfg /rebuild command.

C. Use recovery console and the fixboot command.

D. Use recovery console and the chkdsk command.

Answer: C

5. A customer reports they are unable to connect to any computers outside of the office and they are unable to connect to the Internet. When the technician runs ipconfig, the customer gets the following

output: IP address169.254.2.4

Subnet Mask.255.255.0.0

Default Gateway.

Which of the following could be causing the issue?

A. The subnet mask is not correctly configured.

B. The DNS client has not been configured on the computer.

C. The DHCP client is unable to obtain an IP address from the DHCP server.

D. The default gateway is not specified.

Answer: C

6. A user reports that their system is starting to run slower, especially when opening large local files. The system has sufficient RAM for the users applications, but the hard drive seems to have higher than normal activity when opening large files. Which of the following would be the BEST tool to diagnose and troubleshoot this problem?

A. Task Manager

B. NTBACKUP

C. FDISK

D. Disk Defragmenter

Answer: D

7. A user states they receive a message Boot device not found half of the time they boot their system. Which of the following is the MOST likely cause?

A. A dead CMOS battery

B. The OS is not installed on the hard drive

C. A faulty RAM

D. A faulty HDD connection

Answer: D

8. A user reports they can no longer change the web browser home page. Which of the following is MOST likely the problem?

A. They are using the wrong WEP key.

B. They have been infected with malware.

C. They have lost Internet connectivity.

D. They need to update their network device drivers.

Answer: B

9. A technician needs to check which ports are open in the Windows Firewall. Which of the following will allow the technician to view these settings?

A. netsh firewall show logging

B. ipconfig /all

C. netsh firewall show state

D. arp -a

Answer: C

10. Which of the following are methods to automatically update the antivirus application? (Select TWO).

A. Establish rules in the email scheduling program to perform updates.

B. Select Update Now from the program options.

C. Use the Automatic Update feature built into the application.

D. Use scripts.

E. Use Windows Update.

Answer: CD

11. A remote user is attempting to install a new external storage device on their computer. The user Reports they only have one port open on the back of the device and the port is similar to the USB port their mouse is connected to. The port has a bevel on one side and is slightly larger than the USB port. Which of the following connector types is MOST likely being described?

A. IEEE 1394

B. USB 2.0

C. PCMCIA

D. Parallel

Answer: A

12. A customer reports that their newly purchased Windows Vista Home Premium notebook is unable to see other computers in their home office. Which of the following is the MOST likely cause?

A. The Windows Defender service is turned on.

B. The Network Location Type is Work.

C. The Network Location Type is Private.

D. The Network Location Type is Public.

Answer: D

13. A Windows XP system locks up after the GUI starts to load. The system will start in Safe Mode. The Event Viewer reports that a driver failed to load. Which of the following methods would help diagnose the problem?

A. Enable boot logging. In Safe Mode, read the ntbtlog.txt file.

B. In Safe Mode, run the sigverif utility.

C. Restart the system from the OEM recovery CD; do a full restore.

D. In Safe Mode, run the driverquery utility.

Answer: A

14. A user works daily with video production and needs portable storage which will allow them to transport their work back and forth from home. Taking the users storage and bandwidth requirements into consideration, which of the following would BEST suit the users needs?

A. An external hard drive connected via eSATA

B. An external hard drive connected via USB 2.0

C. An external hard drive connected via serial

D. A thumb drive connected via USB 2.0

Answer: A

15. A computer is failing to boot. Which of the following tools would be used FIRST in troubleshooting?

A. Time Domain Reflectometer (TDR)

B. Oscilloscope

C. Power supply tester

D. Spectrum analyzer

Answer: C

16. Which of the following will reset the BIOS settings? (Select TWO).

A. Unplug the CMOS battery.

B. Unplug the power supply.

C. Switch on the reset jumper.

D. Replace the RAM.

E. Unplug the CPU.

Answer: AC

17. A customer wants to check whether they have the necessary tools enabled to prevent intrusions and virus attacks on a Windows Vista workstation. Which of the following tools can be used to display the current configuration?

A. Security Center

B. Event Viewer Security log

C. Windows Defender

D. Windows Firewall

Answer: A

18. After a technician installs a new CMOS battery on a motherboard, which of the following will the technician have to change?

A. Firmware version

B. System date/time

C. Bus speeds

D. Jumper settings

Answer: B

19. A technician is troubleshooting a WLAN card in a laptop. The wireless infrastructure is 802.11g. The WLAN card is showing connected at 11Mbps. Which of the following would be the BEST reason why the WLAN card is performing at that speed?

A. The WLAN card is 802.11g.

B. The WLAN card is 802.11b.

C. The WLAN card is 802.11n.

D. The WLAN card is 802.11a.

Answer: B

20. A user is trying to boot a desktop PC from their A: drive. Which of the following devices is the user describing?

A. The floppy drive

B. The hard drive

C. The CD-ROM drive

D. The DVD-ROM drive

Answer: A

21. A technician has just installed an upgraded graphics card. The computers power turns off before it finishes booting. Which of the following is the cause of the problem?

A. The monitor cannot display the increased resolution that is a feature of the new graphics card.

B. The power supply does not provide enough wattage to power the new graphics card.

C. The new graphics card is incompatible with the existing processor.

D. The computer does not have enough RAM to support the new graphics card.

Answer: B

22. A technician notices that the BIOS event log shows a chassis intrusion. Which of the following is the MOST likely reason for the event?

A. There is a loose object in the case.

B. An optical drive drawer is open.

C. The computer case was opened.

D. An attacker hacked into the system.

Answer: C

23. A technician is cleaning spyware from a Windows XP machine. Because of the infections, the unit cannot browse the Internet to obtain anti-virus updates.Which of the following is the BEST course of action? (Select TWO).

A. Boot into safe mode and format the drive.

B. Install a pop-up blocker and update Internet Explorer.

C. Boot to Safe Mode with Networking and attempt updates.

D. Boot into safe mode and perform CHKDSK.

E. Apply updates manually by downloading the definition files on another machine.

Answer: CE

24. If a technician is traveling outside of the US, which of the following should be checked before setting up a workstation?

A. Local file format

B. Wattage setting

C. Local power codes

D. Voltage setting

Answer: D

25. After removing several obsolete programs from a PC, a user is experiencing slower than usually processing times. Which of the following would be the BEST way to speed up the processing?

A. Use an external hard drive.

B. Defrag the hard drive.

C. Add more RAM to the computer.

D. Install a larger hard drive.

Answer: B

26. Which of the following could cause an Inaccessible boot drive error during the boot process?

A. HDD failure

B. DVI failure

C. USB failure

D. CD failure

Answer: A

27. A computer is redeployed after sitting in storage for a year and is now displaying the wrong date. Which of the following is the cause?

A. The computers BIOS is corrupt.

B. The computers operating system needs to be updated.

C. The computers CMOS battery has lost its charge.

D. The computers power supply is failing.

Answer: C

28. Which of the following is the BEST way to deny unauthorized computers access to a network?

A. Disable DHCP.

B. Use MAC filtering.

C. Disable the SSID broadcast.

D. Use a network firewall.

Answer: D

29. Which of the following commands will allow a technician to disable startup programs?

A. format

B. sfc

C. edit

D. msconfig

Answer: D

30. Which of the following commands would create an emergency repair disk for the Windows 2000 Professional operating system?

A. rdisk.exe

B. bootdisk.exe

C. bootcfg /rebuild

D. erd.exe

Answer: A