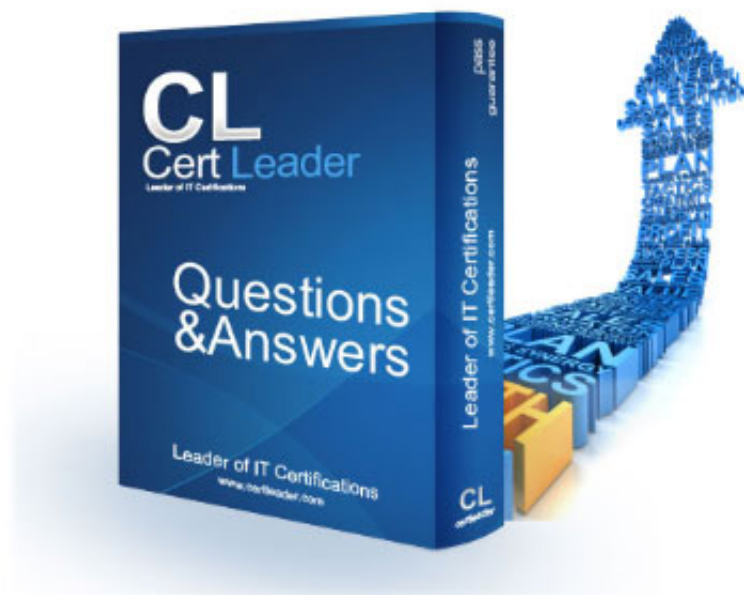


220-902 - CompTIA A+ Certification Exam (902)

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1. Ann, a user, has brought her laptop in for service. She reports that her battery is at 100%, but whenever it is unplugged it immediately shuts down. Which of the following should the

technician do?

- A. Replace the battery
- B. Change power settings to balanced
- C. Replace the power adapter
- D. Enable APM in the BIOS

Answer: A

2. A technician is tasked with setting up a user's webmail on a tablet, phone, and laptop. The user would like the data synced to all three devices. Which of the following items can be synced to the devices via webmail? (Select THREE).

- A. Free/busy
- B. Programs
- C. Documents
- D. Calendar
- E. Favorites
- F. Social media
- G. Contacts

Answer: A,D,G

3. A user, Ann, has reported that she lost a laptop. The laptop had sensitive corporate information on it that has been published on the Internet. Which of the following is the FIRST step in implementing a best practice security policy?

- A. Require biometric identification to log into the laptop.
- B. Require multifactor authentication to log into laptop.
- C. Require laptop hard drives to be encrypted.
- D. Require users to change their password at frequent intervals.
- E. Require users to have strong passwords.

Answer: C

4. A technician is installing a wireless network and wants to limit the signal available outside the building. Which of the following would help accomplish this?

- A. Place directional antennas
- B. Use omni-directional antennas
- C. Enable MAC filtering
- D. Disable SSID broadcast

Answer: A

5. DRAG DROP

Drag and drop the following Windows 7 versions in order according to their feature-sets, from MOST to LEAST.

The image shows a drag-and-drop interface for ordering Windows 7 versions. On the left, a vertical arrow points downwards from the word "MOST" at the top to the word "LEAST" at the bottom. In the center, there are five empty dark blue rectangular boxes. On the right, there are five blue buttons with white text: "Enterprise", "Home Premium", "Professional", "Starter", and "Ultimate" from top to bottom.

Answer:



6. A technician is installing Windows 7 on a computer with a previously used hard drive. After receiving an error, the technician realizes the hard drive does not support this install. Which of the following tasks should the technician perform?

- A. Partition the hard drive in Extended format.
- B. Use Windows Update to download the appropriate driver.
- C. Enable Multiboot in the BIOS.
- D. Convert the file system to NTFS.

Answer: D

7. Joe, a technician, would like to map a network drive when he starts up his computer in the morning. Which of the following commands would he use to accomplish this task?

- A. NSLOOKUP
- B. NETSTAT
- C. NBTSTAT
- D. NET

Answer: D

8. A user tries to connect to the Internet using a dial-up modem and receives a “No dial tone detected” message. Which of the following is the FIRST thing the technician should check to troubleshoot the issue?

- A. Check if the cable is connected on the modem’s phone RJ-45 port.
- B. Check if the cable is connected on the modem’s line RJ-11 port.
- C. Check if the cable is connected on the modem’s line RJ-45 port.
- D. Check if the cable is connected on the modem’s phone RJ-11 port.

Answer: B

9. An end user calls the company’s IT service desk to report an inability to open encrypted emails on a mobile device. Which of the following BEST represents a possible cause?

- A. A valid certificate suitable for S/MIME is not installed.
- B. Emails received by the user lack suitable digital signatures.
- C. SSL/TLS certificates stored on the device are expired.
- D. The sender did not have the addressee’s public certificate.

Answer: A

10. A technician is noticing extremely slow performance on a computer and would like to see what application is consuming resources. Which of the following tools should the technician use to view the system performance?

- A. msconfig
- B. Task Manager
- C. Event Viewer
- D. netmon

Answer: B

11. A user, Ann, reports that her laptop will no longer connect to wireless. Joe, a technician, checks the device manager and does not see a wireless networking card or any unknown devices. Which of the following should Joe do FIRST?

- A. Check to make sure the wireless card was not turned off via the hardware switch or keyboard shortcut.
- B. Install a USB wireless card to ensure that Windows networking is working properly.

- C. Open the laptop and reseal the network card and both antennas.
- D. Download and install the latest wireless driver from the manufacturer's website.

Answer: A

12. A small business owner is setting up their wireless network in their office, which is in a building shared with several other businesses. The owner does not want to disable the SSID broadcasting due to visiting customers needing to use the network, but does not want other businesses to notice the network, let alone access it. Which of the following would BEST accomplish this?

- A. Configure the access point encryption from unsecured access to WEP.
- B. Adjust the radio power so that coverage is restricted to the business.
- C. Change the SSID to reflect the business name instead of a public access point.
- D. Enable MAC filtering and restrict access to other company's devices.

Answer: B

13. A technician enabled remote management on the small office WAP to manage this device from another location. Users are reporting that the WAP has changed its SSID without

anyone's knowledge. Which of the following would prevent this from occurring?

- A. Change to user MAC filtering
- B. Change default usernames and passwords
- C. Disable the SSID from broadcasting
- D. Enable static IP addresses

Answer: B

14. A company wants to ensure that the latest cyber security threats are known to the employees across the enterprise to minimize occurrences. Which of the following should be implemented?

- A. Message of the Day
- B. Email lists
- C. Company forums
- D. Regular user education

Answer: D

15. After several passes with a malware removal program, the program keeps detecting the same malware infection after a reboot. Which of the following should be done to attempt to remove the offending malware?

- A. Run the malware removal program while disconnected from the Internet
- B. Run the malware removal program in Windows Safe Mode
- C. Reinstall the malware removal program from a trusted source
- D. Set the malware removal program to run each time the computer is rebooted

Answer: B

16. An end user needs to completely re-install Windows 7 on a home computer but it did not come with any OS discs. How would a technician accomplish this?

- A. Recovery partition
- B. Primary partition
- C. System restore
- D. System refresh

Answer: A

17. Which of the following Windows OS capabilities allows modern Windows versions to run applications written for older versions natively?

- A. Microsoft Virtual PC
- B. Compatibility mode
- C. Hyper-V
- D. Virtual XP mode

Answer: B

18. Ann, a user, discovers that all of her documents will not open. The documents open properly on another computer. Which of the following tools will be the FASTEST for a technician to use to allow the documents to open?

- A. Backup
- B. Recovery Image
- C. chkdsk

D. System Restore

Answer: D

19. An administrator has a new workstation that has been loaded with the Windows OS and configured with the proper IP settings. The workstation needs to be added to the corporation's domain. Which of the following utilities will the administrator access to configure this setting?

- A. System Properties
- B. System Information
- C. System Protection
- D. System Management

Answer: A

20. A user updates the video driver on the computer and it requests a restart after installation. The computer never gets past the loading Windows page without rebooting. Which of the following should the technician use to resolve this issue without losing any vital files or programs?

- A. Emergency Repair Disk
- B. Restore from OEM image
- C. System Recovery
- D. Restore from backup

Answer: C

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