

# **T**estpassport**Q&A**



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**Exam : 220-702**

**Title : CompTIA A+ Practical  
Application (2009 Edition)**

**Version : DEMO**

1. A technician is troubleshooting a monitor displaying a blank screen and the power indicator light is on. Which of the following should the technician do next?

- A. Test the computer with a known-good monitor.
- B. Check if the monitor is still covered under the manufacturer's warranty.
- C. Replace the monitor's power cord with a known-good power cord.
- D. Swap out the computer's video card.

**Answer: A**

2. A technician finds that a laptop's display only works properly when the LCD screen is positioned at certain angles. Which of the following should the technician check FIRST?

- A. LCD screen
- B. Display harness
- C. Video card
- D. Inverter

**Answer: B**

3. A technician installs 1GB of RAM in the single SODIMM slot of a laptop. After the installation, Windows reports that only 960MB of RAM are available. Which of the following is the MOST likely cause?

- A. The laptop requires single sided memory.
- B. The laptop does not have the most current BIOS version installed.
- C. The laptop requires ECC RAM.
- D. The laptop has onboard video with shared memory.

**Answer: D**

4. After visiting the Windows Update website on a Windows 2000 computer and installing all updates, a user reports that they are unable to select any resolution above 640X480 with sixteen colors. Which of the following procedures should the technician complete FIRST?

- A. Increase the amount of shared video memory in the BIOS settings.
- B. Reinstall device drivers for the video card from the manufacturer's website.
- C. Set Hardware Acceleration for the video card to full in the advanced area of Display Settings.

D. Uninstall the Windows Service Pack that had been installed most recently.

**Answer: B**

5. After opening up the lid of a laptop that is powered on, nothing is displayed on the LCD. Opening and closing the lid multiple times usually causes the display to regain the signal. Which of the following components should the technician check FIRST?

A. Motherboard

B. Video card

C. Cutoff switch

D. AC adapter

**Answer: C**

6. A technician is installing an additional SATA hard drive on a system. After checking that the drive has power and is connected to the motherboard, the drive is not recognized by the PC. Which of the following should the technician do FIRST?

A. Configure the SATA drive to master.

B. Go into the BIOS and verify that the SATA port is enabled.

C. Go into the BIOS and verify that all of the IDE connections are disabled.

D. Configure the SATA drive to Slave.

**Answer: B**

7. A technician is providing new PCs for an engineering team. The engineering team has requested the highest video performance possible for their new systems. Which of the following should the technician recommend for the new PCs for MAXIMUM video performance?

A. Turn off the integrated video card on the motherboard and install a PCI video card with 512MB onboard.

B. Turn off the integrated video card on the motherboard and install a PCI Express x16 video card with 512MB onboard.

C. Turn off the integrated video card on the motherboard and install a PCI Express x1 video card with 512MB onboard.

D. Turn on the video sharing for the system memory and use the integrated video card on the motherboard.

**Answer: B**

8. A technician is troubleshooting a laptop with a powered USB hub. The USB hub has a keyboard, mouse, and a removable hard drive plugged into it. The devices are not being recognized by the operating system. A USB wireless device is connected directly to the PC and working properly. Which of the following should the technician attempt FIRST?

- A. Attach the wireless device to the USB hub to verify if the PC will detect it.
- B. Verify that the USB ports are turned on in the BIOS and set the proper boot order.
- C. Replace the USB hub with a non-powered USB hub.
- D. Replace the keyboard and mouse.

**Answer: A**

9. Which of the following would BEST allow a technician to find out where a problem is between two networked computers?

- A. IPCONFIG.EXE
- B. TRACERT.EXE
- C. MSCONFIG.EXE
- D. NSLOOKUP.EXE

**Answer: B**

10. Which of the following default ports must be opened to allow a technician to telnet into a machine?

- A. 21
- B. 23
- C. 24
- D. 25

**Answer: B**

11. If the BIOS does not recognize a new hard drive after installation, which of the following is MOST likely

the cause?

- A. A partition was not created on the drive.
- B. The BIOS chip was corrupted.
- C. The jumper configuration on the drive was incorrect.
- D. The drive was not formatted correctly.

**Answer: C**

12. A technician has just completed a CPU upgrade on a motherboard. Which of the following will MOST likely cause the PC not to boot?

- A. The technician used generic thermal paste.
- B. The processor had pins broken during installation.
- C. The memory is incompatible with the new CPU.
- D. An incorrect fan size was installed on the heatsink.

**Answer: B**

13. A customer has installed a game, added memory, installed a printer, and uninstalled their accounting software. The workstation boot process stops after POST. Which of the following is the MOST likely cause of the random restarts?

- A. The new system memory is defective.
- B. The accounting application needs to be reinstalled.
- C. The new printer uses up too much system memory.
- D. The game is causing resource conflicts within Windows.

**Answer: A**

14. After a video card upgrade nothing is displayed on the LCD screen. Which of the following is the MOST likely cause of the problem?

- A. The new video card has to be first installed using the Services MMC.
- B. The onboard video of the motherboard is still enabled in the BIOS.
- C. New video cards require new monitors as their resolutions do not match.
- D. The new video card has to be enabled by a DIP switch on the motherboard.

**Answer: B**

15. A legacy AGP 2X video card is upgraded to an AGP 8X card. The PC is powered on and nothing happens. Which of the following is the MOST likely cause of the problem?

- A. The AGP 8X video card does not have proper jumper settings.
- B. The PC BIOS must use a larger AGP window setting.
- C. The AGP version is not supported by the PC BIOS.
- D. The AGP card requires the video memory shading enabled.

**Answer: C**

16. A client purchased a new internal hard drive to act as a second drive on a legacy machine. When the client attempts to install the drive, the cable connector on the new drive is not compatible with the available IDE cables. It is determined that the client has purchased a SATA hard drive. Which of the following would the technician recommend as the BEST solution to this situation?

- A. Have the client purchase a SATA compatible system board.
- B. Have the client purchase a SATA to IDE conversion kit.
- C. Have the client return the drive and purchase an IDE compatible drive.
- D. Have the client purchase a SCSI to SATA conversion kit.

**Answer: C**

17. Which of the following steps can a technician take to determine if a system board is faulty?

- A. Remove the CPU.
- B. Remove the BIOS chipset.
- C. Take hardware down to the bare minimum.
- D. Check the BIOS to see if video shadowing is enabled.

**Answer: C**

18. A desktop PC monitor has no display after a power failure. The light on the monitor is on. Which of the following actions should be taken FIRST?

- A. Power cycle the USB peripherals.

- B. Power cycle the breaker switches.
- C. Power cycle the PC.
- D. Power cycle the uninterruptible power supply (UPS).

**Answer: C**

19. Which of the following is the default system directory for Windows 2000?

- A. C:\WINDOWS
- B. C:\WINNT
- C. C:\
- D. C:\SYSTEM

**Answer: B**

20. Which of the following would a technician install if the motherboard supported a maximum bus speed of 400MHz and the user wanted the memory to run at the maximum bus speed within the manufacturer's specifications?

- A. PC1600
- B. PC2100
- C. PC2700
- D. PC3200

**Answer: D**

21. A customer is experiencing problems downloading a file from the Internet. The customer is still successfully receiving emails and has Internet access. Other users are successfully receiving the file with no issues. Which of the following is the MOST likely cause for the customer's file problems?

- A. The third party firewall software is disabling access.
- B. The user's file system is corrupted, and a disk scan should be performed.
- C. A copy of the file already exists on the local machine.
- D. The server is blocking access to the file.

**Answer: A**



22. A technician is installing a memory upgrade for a remote user. The technician notes that the machine is not reporting the correct amount of memory that was installed during the POST step. Which of the following actions should the technician perform FIRST?

- A. Replace the newly installed memory modules with another known-working unit.
- B. Remove and reseal the memory, and recheck the memory reported.
- C. Leave the configuration intact, and check cabling to ensure nothing was loose during the installation.
- D. Perform a BIOS upgrade on the machine.

**Answer: B**

23. In order for Disk Defragmenter to run properly, the disk MUST have how much free space available?

- A. 1%
- B. 5%
- C. 15%
- D. 50%

**Answer: C**

24. A user reports that they are unable to open any audio files. Yesterday, the user uninstalled third party music software. Which of the following is the MOST likely the cause of the user's error?

- A. The file associations were not returned after the software was uninstalled.
- B. The user is not opening the files correctly.
- C. The uninstalled software has corrupted all the audio files on the computer.
- D. The sound card is not properly configured.

**Answer: A**

25. A technician has installed front panel USB ports and now they are not functioning properly; however, the ports located on the rear of the motherboard are functioning properly. Which of the following would be the FIRST step to take?

- A. Check the Device Manager for any alerts or question marks over USB related devices.
- B. Check the USB rear panel header pinouts, and ensure that the ports are wired per the manufacturer's instructions.

- C. Ensure that the devices being plugged in are not drawing too much power from the USB ports.
- D. Test the voltage output of each USB port with a multimeter and compare front and rear USB ports.

**Answer: A**

26. A technician has installed a secondary hard drive for a computer. However, the hard drive is not appearing under My Computer. The disk is receiving power, and appeared on the POST when Windows started. Which of the following Windows utilities would help configure the new hard disk?

- A. Disk Management
- B. Services and Applications
- C. Removable Storage
- D. Device Manager

**Answer: A**

27. A technician is performing a memory upgrade by installing an additional 1GB stick of DDR RAM into a system. When the installation is complete, the computer shows 2GB of RAM at POST; however, it now indicates a lower speed setting for the memory. Which of the following is the MOST likely cause?

- A. The newly installed RAM has a lower clock speed than the existing RAM.
- B. The CPU is not configured to work with the additional RAM.
- C. The system is incompatible with the new RAM.
- D. The new RAM is of lower quality, and not dependable at higher speeds.

**Answer: A**

28. In which of the following locations will a technician start and stop the print spooler?

- A. Click Start, select run and type Services.msc
- B. Click Start, select run and type gpedit.msc
- C. Click Start, select run and type regedit
- D. Click Start, Settings, Printers and Faxes

**Answer: A**

29. While booting a Windows XP computer, it takes approximately ten minutes to boot the operating

system and the HDD activity LED is continuously illuminated. Which of the following is the MOST likely cause?

- A. The HDD needs more cache memory.
- B. The HDD IDE cable is not fully attached.
- C. The HDD is near maximum capacity.
- D. The HDD activity LED is defective.

**Answer: C**

30. A technician installed a new video card on a motherboard which has onboard video. When the monitor was plugged into the new card and the power was turned on, a no signal message appeared on the monitor. Which of the following is MOST likely the issue?

- A. In the BIOS, the onboard video adapter must be disabled.
- B. The video resolution is set too high.
- C. The LCD panel is defective.
- D. The drivers for the new video card must be installed before installing the card.

**Answer: A**