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**Exam** : **220-802**

**Title** : **CompTIA A+ Certification  
Exam (220-802)**

**Vendor** : **CompTIA**

**Version** : **DEMO**

NO.1 A technician adds a second monitor to a system that supports dual video output. Which of the following tabs in Display properties will allow the technician to extend the Windows desktop onto the second monitor?

- A. Themes
- B. Desktop
- C. Settings
- D. Appearance

**Answer:** C

NO.2 A user realizes they left their mobile phone in a taxi minutes after the car departs. Which of the following should be done to BEST ensure none of the private data on the phone is accessed?

- A. Passcode Lock
- B. GPS Tracking
- C. Remote Backup
- D. Remote Wipe

**Answer:** D

Reference:

<https://espace.cern.ch/mmmsserviceshelp/ManagingYourMailbox/QuotaArchivingAndRecovery/Pages/WipingMobilePhones.aspx>

NO.3 A user reports that the power LED light flickers orange when the laptop is plugged in. Which of the following should the technician do FIRST?

- A. Reseat the battery.
- B. Place the laptop on the docking station.
- C. Check the power options in Control Panel.
- D. Restart the laptop.

**Answer:** A

NO.4 A technician responds to a hardware issue with a server. The technician discovers that one of the hard drives in the server has failed. The server is set up in a RAID 1 configuration. Which of the following steps would the technician perform NEXT?

- A. Remove the hard drive and back up the data
- B. Run CONVERT on the hard drive
- C. Reboot the server
- D. Swap hard drive and rebuild array

**Answer:** D

Reference: <http://www.tomshardware.com/forum/254643-32-replace-failed-raid-configuration>

NO.5 A user reports that their PC does not work. Which of the following would be the BEST question for the technician to ask the user to get further information?

- A. "Can you get to the Internet?"
- B. "What exactly does not work?"
- C. "Does the PC turn on?"

D. "Are you able to sign on?"

**Answer:** B

Explanation:

Clarify what is not working. The line of questioning is an effective strategy to discover and solve a problem especially on phone.

NO.6 A user states that their computer sounds like a hair dryer after being on for 15-20 minutes. The user also states that if they turn the computer off for 5-10 minutes and then turn it back on, it will run just fine for another 15-20 minutes before starting the noise again. The technician finds no problems with any of the internal fans. Which of the following is the MOST likely issue?

- A. Defective RAM has been installed in one slot
- B. Heatsink is defective or needs to be reseated
- C. Incorrect voltage selection on power supply
- D. CPU is not compatible with the video card

**Answer:** B

NO.7 A computer starts to boot then quickly shuts down. Which of the following should the technician use to troubleshoot this issue?

- A. Toner probe
- B. Power supply tester
- C. Loopback plugs
- D. Events logs

**Answer:** B

Reference: <http://pcsupport.about.com/od/toolsofthetrade/f/powersupplytest.htm>

NO.8 A technician receives an error every time a workstation boots up. The technician needs to find out what process is responsible for the error. Which of the following utilities would be used FIRST?

- A. System Control Panel
- B. Task Manager
- C. Event Viewer
- D. MSCONFIG

**Answer:** C

Reference: <http://support.microsoft.com/kb/308427>

NO.9 A user reports that they can browse the local network but cannot reach the Internet. A technician pings the local server and verifies the server responds but sites on the Internet do not. This could be caused by which of the following? (Select TWO).

- A. Failed WINS server
- B. Failed router
- C. Disabled Windows firewall
- D. Bad NIC
- E. Failed gateway

**Answer:** B,E

NO.10 Which of the following would be the BEST means of maintaining data security for a mobile device that has been lost or stolen?

- A. Login attempt restrictions
- B. Locator service
- C. Remote wipe
- D. Passcode lock

**Answer:** C

Reference: <http://support.google.com/a/bin/answer.py?hl=en&answer=173390>

NO.11 A technician is tasked with improving the security of a SOHO network. The office is comprised of a single wireless router located under the front desk where the office manager sits. All desktop computers are wired into the router which is configured with strong device credentials. Additionally, wireless is disabled on the router. Which of the following should the technician perform NEXT to improve the security of the SOHO network?

- A. Disable the router's remote management feature.
- B. Enable WPA2 wireless encryption.
- C. Change the router's default admin name and password.
- D. Place the router in a locked room.

**Answer:** D

Reference: <http://network.cmu.ac.th/wp-content/uploads/2011/05/CCNA-Security-Ch2-Securing-Network-Devices.pdf>

NO.12 A user states that their machine is taking much longer to boot than usual. Which of the following utilities would BEST allow a technician to limit what is launched at startup?

- A. APPWIZ.CPL
- B. DXDIAG
- C. MSCONFIG
- D. REGEDIT

**Answer:** C

Reference: <http://support.microsoft.com/kb/310560>

NO.13 The payroll department works with company financial data and had an incident that involved employee's salary being shared across the network. Which of the following would enforce least privilege?

- A. Paper shredding
- B. Firewalls
- C. RFID employee badges
- D. Directory permissions

**Answer:** D

NO.14 A user calls the helpdesk and states that they are receiving an IP conflict error on their computer. The user is on a company network that uses DHCP. The technician verified the PC is using

DHCP to obtain TCP/IP settings.

Which of the following commands should the helpdesk technician use to resolve this issue? (Select TWO).

- A. Ipconfig /renew
- B. Ipconfig /registerdns
- C. Ipconfig /all
- D. Ipconfig /flushdns
- E. Ipconfig /release

**Answer:** A,E

Reference: <http://technet.microsoft.com/en-us/library/cc938688.aspx>

NO.15 The Aero feature is found in which of the following operating systems? (Select TWO).

- A. Windows 7 Home Premium
- B. Windows 7 Starter
- C. Windows Vista Enterprise
- D. Windows XP Media Center
- E. Windows XP 64-bit Professional

**Answer:** A,C

Reference: <http://windows.microsoft.com/en-us/windows7/products/features/aero>

NO.16 Ann, a user, has a computer running Windows XP Professional. She would like the computer to run Windows 7 Professional. She does not wish to save any information on the current system.

Which of the following types of installations should the technician perform?

- A. Repair
- B. Multiboot
- C. Clean
- D. Upgrade

**Answer:** C

NO.17 Joe, a user, receives a spam email supposedly sent from a coworker's email address asking for money. This is an example of which of the following common security threats?

- A. Phishing
- B. Spyware
- C. Malware
- D. Evil Twin

**Answer:** A

NO.18 Which of the following can an Android device use to synchronize with desktop contacts? (Select TWO).

- A. HDMI cable
- B. CAT6 cable
- C. USB cable
- D. Bluetooth

E. IEEE 1394 cable

**Answer:** C,D

NO.19 Which of the following commands would a technician use to move one directory above or below the one the technician is currently in?

- A. DIR
- B. RD
- C. CD
- D. MD

**Answer:** C

Reference: <http://www.lsi.upc.edu/~robert/teaching/foninf/doshelp.html>

NO.20 Which of the following is one of the major differences between a new tablet and a new laptop computer?

- A. Tablet has no field serviceable parts.
- B. Laptop has less field functionality.
- C. Tablet has faster Ethernet capability.
- D. Laptops have slower responsiveness than tablets.

**Answer:** A

Explanation:

Tablet PC has very delicate parts. Due to the nature of these parts, it cannot be serviced on field. You need special tools to pry open a tablet and working with the parts needs attention.

NO.21 An administrator is concerned about users accessing network shares outside of their job role. Which of the following would BEST prevent this?

- A. Set up shares with permissions based upon group membership.
- B. Implement a written policy addressing the issue for all users.
- C. Monitor access to the network shares using SNMP.
- D. Prevent remote logins to all network shares and drives.

**Answer:** A

Reference: <http://technet.microsoft.com/en-us/library/cc768050.aspx>

NO.22 A user's laptop has died but the hard drive is still functioning. Which of the following is the BEST way for the user to still access and edit all of their data?

- A. Burn their data to DVDs
- B. Use a SCSI to USB adaptor
- C. USB hard drive enclosure
- D. Copy their data to a USB flash drive

**Answer:** C

Reference: [http://en.wikipedia.org/wiki/Disk\\_enclosure](http://en.wikipedia.org/wiki/Disk_enclosure)