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Comptia 220-901

CompTIA A+ Certification Exam

Sections

1. Hardware
2. Networking
3. Mobile Devices
4. Hardware NetTroubleshooting
5. Mix Questions

Exam A

QUESTION 1

A technician receives a report from a client that is having issues with colors on a monitor. The technician notices that the monitor does not appear to have any red hues. The technician sees that the monitor has two types of inputs, VGA is currently in use, and the HDMI cable is not. The technician powers down the system and switches from using the VGA cable to the HDMI cable and the issue is resolved. Which of the following was MOST likely the issue?

- A. One of the pins on the VGA cable was damaged.
- B. The monitor did not natively support VGA input.
- C. The PC was originally configured to output to HDMI.
- D. The video card drivers were out of date.

Correct Answer: A

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 2

A client has an issue with large files taking a long time to open or save. As time goes by, the issue worsens. The client has hundreds of GBs of files that are still in the process of backing up. The technician has verified that the hard drive is healthy and there are no signs of failure. Which of the following troubleshooting steps should the technician perform NEXT?

- A. Install the latest drivers from the hardware vendor.
- B. Perform a scan of the drive for file fragmentation.
- C. Run chkdsk on the workstation's hard drive.
- D. Reformat the drive and reinstall the OS.

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 3

A client, Ann, is having issues with a PC shutting down. There are no error messages displayed before the system powers off. Ann reports that this started after she installed and began using CAD software. The hard drive, video card, and RAM all meet the software requirements and have passed diagnostics. Which of the following is MOST likely the issue?

- A. The video card has 3D acceleration disabled.
- B. The hard drive is IDE instead of SATA.
- C. The hard drive needs to be repartitioned.
- D. The PSU is underpowered for the system.

Correct Answer: D

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 4

A printer on the second floor is not printing for anyone. However, the printer has power and displays ready on the LCD display. There is paper in the trays and the toner was recently changed. The system administrator goes to the location with a laptop and tests the network port and is able to connect. Jobs are being queued on the local machines. Which of the following should the system administrator do to get the printer functioning again?

- A. Move the printer to a known good port and connect to the network
- B. Replace the network cable to the printer
- C. Verify the server's print spooler service is running
- D. Attach the printer directly to the laptop and print a test page

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 5

The OSD of a monitor indicates the proper video source is selected, but no image is displayed. Which of the following issues are the MOST likely reasons? (Select TWO).

- A. The source cable is disconnected
- B. The monitor's brightness is set too low
- C. The backlighting of the monitor is faulty
- D. The monitor's contrast is set too high
- E. No device is sending source video

Correct Answer: AE

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 6

The loud clicking noise coming from a faulty hard drive is MOST likely created by:

- A. the coil reversing polarity in an endless loop.
- B. one or more bad spindle motor bearings.
- C. repeated motion of the read/write head armature parallel to the platter.
- D. the solid state read/write head scratching the platter surface.

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 7

A workstation has a network link light, but it cannot access internal network resources. Which of the following is the MOST likely cause of the issue?

- A. Slow transfer speeds

- B. IP address conflict
- C. Incorrect gateway
- D. Packet collisions

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 8

Joe, a technician, is preparing to replace a laptop screen. This laptop has a touch screen to support Windows 8.1 in order to use the Metro tiles. Which of the following is the FIRST step the technician should perform?

- A. Remove the laptop bezel
- B. Document and label each cable and screw location
- C. Organize the replacement parts
- D. Refer to the manufacturer's documentation

Correct Answer: D

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 9

A user has reported that the company notebook is performing some random mouse actions requiring the user to make a lot of typing corrections. How can the technician solve the issue for the user?

- A. Adjust the mouse settings so the mouse moves slower
- B. Reverse the buttons on the mouse pad
- C. Adjust the mouse settings so the mouse moves faster
- D. Use the function keys to disable the mouse pad

Correct Answer: D

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 10

A network printer is online and ready. The accounting group is unable to print to this network printer, but other departments can. Which of the following would the technician use to resolve the problem?

- A. Replace the printer's network cable
- B. Modify the security setting of the print spooler
- C. Restart the TCP/IP print spooler service
- D. Use the manufacturer's maintenance kit

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 11

A customer has left a computer monitor on over the weekend and now notices slight discoloration of the screen. This is an example of:

- A. a failing backlight.
- B. burn in.
- C. a bad inverter.
- D. dead pixels.
- E. EMI.

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 12

A user, Ann, reports that her company laptop cannot pick up a wireless connection in certain areas of a building. However, users working on their laptops in the common areas have Internet connectivity. Which of the following is the MOST likely cause?

- A. Weak RF signals
- B. Out of date Ethernet driver
- C. Enabled MAC filtering
- D. Duplicate IP addresses

Correct Answer: A

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 13

After receiving a call from an executive, a technician walks into a meeting room to find that the projector is not showing the screen of the executive's laptop. The projector shows a message that reads "No video signal". Which of the following is the FIRST thing that the technician should do?

- A. Adjust the laptop's screen brightness
- B. Replace the projector's bulb
- C. Verify the VGA cable is connected
- D. Ensure secondary display is enabled

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 14

A user states there are multiple small black dots on an LCD screen. Which of the following should be done to

resolve the issue?

- A. Replace monitor.
- B. Replace video card.
- C. Replace video cable.
- D. Replace power supply.

Correct Answer: A

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 15

A client's computer is not connecting to a website. Which of the following commands will allow the technician to view the route/number of hops between the host and remote systems?

- A. nbtstat
- B. tracert
- C. nslookup
- D. netstat

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 16

A user is trying to use an external hard drive with an incompatible file system. Which of the following tools will allow the user to change the file system on the hard drive?

- A. format
- B. defrag
- C. bootrec
- D. chkdsk

Correct Answer: A

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 17

A brownout has occurred within a building. A technician is repairing a workstation which has a power light, but is not displaying anything on the screen and is not making any sounds during boot up. Which of the following should be used to further troubleshoot the workstation?

- A. Loop back plug
- B. POST card
- C. Power supply tester
- D. Multimeter

Correct Answer: B
Section: Hardware NetTroubleshooting
Explanation

Explanation/Reference:

QUESTION 18

A user is reporting that a desktop monitor backlighting is very dim. Which of the following should be performed FIRST when troubleshooting the problem?

- A. Update drivers
- B. Reseat the video card
- C. Use OSD tools
- D. Replace the monitor

Correct Answer: C
Section: Hardware NetTroubleshooting
Explanation

Explanation/Reference:

QUESTION 19

A user reports that the mouse is not working properly. The technician notices on the user's workstation that the mouse cursor spins for several minutes before the technician can use the mouse. Which of the following is the cause of the issue?

- A. Failed Operating System
- B. Faulty mouse
- C. Faulty CPU
- D. Not enough memory

Correct Answer: D
Section: Hardware NetTroubleshooting
Explanation

Explanation/Reference:

QUESTION 20

A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the system's BIOS. However, once in the preinstallation environment, the drive is not recognized in the imaging process and the process fails. Which of the following is MOST likely the cause of failure?

- A. The boot CD has failed and needs to be replaced.
- B. The hard drive needs to have its configuration manually defined in the BIOS.
- C. The PC's power supply is not providing enough power to the new hard drive.
- D. The hard drive has not been partitioned correctly.

Correct Answer: D
Section: Hardware NetTroubleshooting
Explanation

Explanation/Reference:

QUESTION 21

A technician is notified that a laptop is not booting. It is discovered that there are no system lights, sounds, or display when the power button is pressed. Which of the following should the technician attempt FIRST in the troubleshooting process?

- A. Connect an external monitor into the laptop to determine if the LCD has failed.
- B. Boot the system from either a boot CD or other removable media type.
- C. Disconnect the AC and battery power and hold the power button for several seconds.
- D. Remove any hard drives or optical drives, RAM, and any wireless cards or USB devices from the laptop.

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 22

A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?

- A. ESD strap
- B. PSU tester
- C. Cable tester
- D. Loopback plug

Correct Answer: B

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 23

A user notices the printer that is used for printing global shipper's labels is missing columns in the printed labels. The special label stock is new and appears to be fine. Which of the following should the technician perform FIRST when troubleshooting this problem?

- A. Remove any stuck labels from the paper path
- B. Clean the pickup rollers and check them for wear
- C. Clean the print head with approved materials
- D. Replace and realign the print head

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 24

Ann, a user, reports her docked mobile workstation will periodically lose her network share drive and lose video to the second monitor. Which of the following is MOST likely the cause of this anomaly?

- A. The workstation battery needs to be replaced.
- B. The NIC is functioning intermittently.
- C. Failed driver updates for the workstation's devices.
- D. The surge protector lost AC power.

Correct Answer: D

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 25

A user reports an inkjet printer is constantly feeding two sheets of paper for every page printed. Which of the following is the MOST likely reason?

- A. Poor paper quality
- B. Incorrect paper size
- C. Defective duplexer
- D. Worn feed rollers

Correct Answer: D

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 26

A technician is working on a server with high latency on the mapped network drive. Upon entry into the server room, the technician suspects an issue with one of the drives in the array. Which of the following would the technician do to resolve the problem?

- A. Reseat the drive cable in the array.
- B. Replace the RAID controller.
- C. Replace the faulty drive in the array.
- D. Reinstall the RAID drivers.

Correct Answer: C

Section: Hardware NetTroubleshooting

Explanation

Explanation/Reference:

QUESTION 27

Joe, a user, receives a wireless router from his ISP with a pre-set password and configuration. He can connect to the router fine via Ethernet but cannot see the wireless signal on any of his devices. The LEDs on the router indicate that a wireless signal is broadcasting. Which of the following settings on the router does Joe need to adjust to enable the devices to see the wireless signal?

- A. DHCP
- B. IPv6
- C. DMZ
- D. SSID

Correct Answer: D
Section: Hardware NetTroubleshooting
Explanation

Explanation/Reference:

QUESTION 28

A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?

- A. Controller firmware
- B. Power requirements
- C. File system type
- D. System BIOS

Correct Answer: A
Section: Hardware NetTroubleshooting
Explanation

Explanation/Reference:

QUESTION 29

A customer states that when booting up the workstation, there is a message that says “no operating system detected”; then, it continues to boot into the operating system. The customer is preparing to modify files on a USB drive. Which of the following should a technician perform to resolve the problem?

- A. Reinstall the operating system to reinstall the hardware drivers.
- B. Modify the boot.ini within the operating system.
- C. Modify the boot sequence within the UEFI.
- D. Disable the TPM chip to turn off data encryption.

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference:

QUESTION 30

A customer signed up for the mobile pay service to use with their first generation smartphone but it does not work at any place that supports the mobile pay service. Which of the following is missing from the customer’s smartphone?

- A. RFID
- B. IMSI
- C. NFC chip
- D. Bluetooth

Correct Answer: C
Section: Mix Questions
Explanation

Explanation/Reference: