

220-902.exam.135q

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Passing Score: 800
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220-902

CompTIA A+ Certification Exam

Sections

1. Windows Operating System
2. Other OpSysTech
3. Security
4. Soft Troubleshooting
5. Op Procedure
6. Mix Questions

Exam A

QUESTION 1

A technician is trying to install Windows on a computer. The install process reports there are no storage devices available, but the BIOS shows a hard drive is installed. Which of the following does the technician need to do?

- A. Create a primary partition
- B. Use NTFS
- C. Enable PXE
- D. Install third-party drivers

Correct Answer: D

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 2

A customer with a PC has requested assistance setting up Windows 7 parental controls within the web browser. The customer would like to limit how much time a child can spend on a particular website. Which of the following tabs under Internet Options will allow the user to create those settings?

- A. Privacy
- B. Advanced
- C. Security
- D. Content

Correct Answer: D

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 3

A technician is performing a clean install of Windows on a new hard drive from a factory DVD, but the computer does not recognize the optical disc. A "non-system disk or disk error" is observed. Which of the following should the technician do FIRST?

- A. Update the motherboard firmware
- B. Check the cables
- C. Replace the optical drive
- D. Check the BIOS setting

Correct Answer: D

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 4

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

Correct Answer: A

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 5

A technician is attempting to remove malware from a customer's workstation. Which of the following Control Panel utilities should the technician use?

- A. Folder Options > View hidden files
- B. System > Performance
- C. Display Settings > Refresh rate
- D. Internet Options > Privacy

Correct Answer: A

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 6

Which of the following should be used to ensure that a Windows OS is functioning optimally?

- A. Driver updates
- B. Scheduled backups
- C. Application updates
- D. Restore points

Correct Answer: A

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 7

A technician needs to log into a user's computer to fix the user's corrupt local profile. Which of the following connectivity tools will allow the technician to connect to the user's computer?

- A. Remote Assistance
- B. Virtual Private Network
- C. Computer Management
- D. Remote Desktop

Correct Answer: D

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 8

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

Correct Answer: A

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 9

A user is unable to find the preferred default network printer in the printers list in the user profile. Which of the following is the FIRST step that should be taken?

- A. Map printer
- B. Reboot computer
- C. Check to see if printer is turned on
- D. Log in as a different user and see if printer is mapped

Correct Answer: A

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 10

A technician needs to perform a backup while a system is running. Which of the following services allows this task to be accomplished?

- A. Robocopy
- B. Shadow copy
- C. Xcopy
- D. System restore

Correct Answer: B

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 11

A technician has been tasked with loading the operating system on every PC with a blank hard drive on a network. The technician wishes to install the operating system with minimal physical interaction with the PCs. Which of the following is the BEST way to accomplish this?

- A. Clone the operating system from an image onto optical media.
- B. Use the original software media to load the operation system on every PC.
- C. Set up a central image that the PCs can load from a PXE boot.
- D. Create an image and copy it from a USB drive using an unattended answer file.

Correct Answer: C

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 12

A technician is navigating through a Windows OS via command prompt. The technician needs to display the content of a folder. Which of the following is the BEST option for accomplishing this task?

- A. dir
- B. ls
- C. rd
- D. cmd

Correct Answer: A

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 13

A network administrator needs to connect to resources from an offsite location while ensuring the traffic is protected. Which of the following should the administrator use to gain access to the secure network?

- A. SSH
- B. VPN
- C. SFTP
- D. RDP

Correct Answer: B

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 14

A user states that when typing in directions on a navigation website, the map is not viewable in a newer web browser. The technician runs updates to Java, but is still unable to view the map. The technician should change which of the following Internet Options?

- A. Compatibility view
- B. Manage add-ons
- C. Clear browser cache
- D. Pop-up blocker

Correct Answer: A

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 15

A technician has successfully completed a gpupdate from a CMD box of a user's PC and is ready to move to the next user. Which of the following is the appropriate NEXT step? (Select TWO).

- A. View the CMD process in Task Manager
- B. Type EXIT at the command prompt and press Enter
- C. Minimize the CMD box to the taskbar
- D. Click the "x" in the top right of the CMD window
- E. Select Switch User on the PC

Correct Answer: BD

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 16

An administrator is in a Remote Assistance session, sharing a user's desktop. While trying to map a shared network drive for the user, an "access denied" error is encountered while using the user's credentials. Which of the following should be the administrator's NEXT step?

- A. Ensure the user's account is not locked out
- B. Use the fully qualified domain name of the share
- C. Open the location with administrator privileges
- D. Try mapping with a different drive letter

Correct Answer: C

Section: Windows Operating System

Explanation

Explanation/Reference:

QUESTION 17

Which of the following tools is used to type or paste recovery commands directly into a Linux box?

- A. Shell/terminal
- B. Backup/time machine
- C. Command/cmd
- D. Restore/snapshot

Correct Answer: A

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 18

A technician is installing Bluetooth speakers in a conference room. Which of the following will be the average

operating range of the speakers?

- A. 10 feet (3 meters)
- B. 15 feet (5 meters)
- C. 30 feet (9 meters)
- D. 45 feet (14 meters)

Correct Answer: C

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 19

A user has a Windows 8.1 RT operating system and wants to add additional programs to the computer. Which of the following is available for installing more applications?

- A. Microsoft Store
- B. DVD
- C. Google Play
- D. iTunes

Correct Answer: A

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 20

A company that manages its own cloud, while utilizing a third-party vendor to help manage storage, is implementing which of the following infrastructure types?

- A. Hybrid
- B. Community
- C. Private
- D. Public

Correct Answer: A

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 21

An administrator has a virtual client running but cannot receive network connectivity. The host workstation is able to access the network. Which of the following would the administrator check on the host to repair the problem?

- A. The cable connected to the network
- B. Virtual host network adapter
- C. USB host adapter
- D. The domain of the virtual machine

Correct Answer: B
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 22

A Google account on an Android device by default will synchronize to which of the following locations?

- A. Cloud
- B. SSD
- C. PC desktop
- D. MicroSD

Correct Answer: A
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 23

How would a technician install Windows OS on a MAC OS computer without using third-party software?

- A. Terminal
- B. Boot Disk
- C. Disk Utility
- D. Boot Camp

Correct Answer: D
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 24

A user wants to configure a smartphone to save all attachments from an Outlook.com email to a cloud-based service. Which of the following would be BEST to use to accomplish this?

- A. Google Drive
- B. iCloud
- C. One Drive
- D. FTP

Correct Answer: C
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 25

Virtual machines provide users with the ability to do which of the following?

- A. Extend 32-bit machines to 64-bits
- B. Share hardware resources
- C. Increase the network download speed
- D. Use less memory in the machine

Correct Answer: B

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 26

Which of the following features of a mobile device operates the touch screen?

- A. Gyroscope
- B. Digitizer
- C. Accelerometer
- D. Geotracking

Correct Answer: B

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 27

A technician contacts the network administrator to request a list of all static IP addresses in the building. Which of the following server roles would the technician MOST likely review to find that information?

- A. DHCP server
- B. DNS server
- C. File server
- D. Proxy server

Correct Answer: A

Section: Other OpSysTech

Explanation

Explanation/Reference:

QUESTION 28

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

Correct Answer: ADG
Section: Other OpSysTech
Explanation

Explanation/Reference:

QUESTION 29

A network administrator is unable to install programs on a workstation. Which of the following is MOST likely the reason the administrator is not able to install applications?

- A. The workstation is victim of a denial of service attack.
- B. The username is not authenticating on the network.
- C. The username is not part of the local administrator group.
- D. The administrator has not applied appropriate security patches.

Correct Answer: C
Section: Security
Explanation

Explanation/Reference:

QUESTION 30

A technician has been tasked with limiting the users who can connect to a network printer located centrally within an office environment. Which of the following tools would be the BEST to utilize to achieve this goal?

- A. VPN
- B. ACL
- C. RDP
- D. DLP

Correct Answer: B
Section: Security
Explanation

Explanation/Reference:

QUESTION 31

An end user has reported not receiving emails sent by a specific customer. Which of the following is the MOST likely cause of this issue?

- A. The HIPS device is blocking the messages
- B. The access control list is blocking the messages
- C. The email filter has quarantined the messages
- D. The firewall is blocking the sender's email address

Correct Answer: C
Section: Security
Explanation

Explanation/Reference: