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Exam : **220-701**

Title : **CompTIA A+ Essentials
(2009)**

Version : **Demo**

1. Which of the following types of portable media offers the LARGEST storage capacity?

- A. DVD-DL
- B. CD-RW
- C. CD-R
- D. DVD-R

Answer: A

2. Which of the following are valid ports for printing over a network? (Select TWO).

- A. USB 001
- B. \\computername\sharename
- C. SNMP
- D. IP_ip_address
- E. IEEE 1394

Answer: BD

3. While performing a preventative maintenance check on a personal computer, a technician notices that several unused expansion card slots have open ports. Which of the following BEST describes why the covers for these card slots should be reinstalled?

- A. Help limit radio frequency interference (RFI) inside the case.
- B. Help ensure proper air flow through the case.
- C. Help prevent moisture buildup in the case.
- D. Help limit electrostatic discharge (ESD) inside the case.

Answer: B

4. Which of the following protocols uses port 80?

- A. SMTP
- B. HTTP
- C. HTTPS
- D. FTP

Answer: B

5. Which of the following allows verification of the port that a printer is currently using?

- A. The print queue window from system tray
- B. Properties of the printer from the Printers Control Panel
- C. Print spooler view in the Printers Control Panel
- D. Properties of the port within Device Manager

Answer: B

6. Users are reporting that print jobs being sent to a shared printer are not printing. A technician has verified

the printer is online and prints a configuration page from the printer. Which of the following is the MOST likely cause of the issue? (Select TWO).

- A. QoS for printing is not functioning over the LAN.
- B. The printer needs to have a cartridge replaced.

- C. A job in error status is at the top of the print queue.
- D. The printers IP address has changed.
- E. New drivers have been released and need to be installed.

Answer: CD

7. Which of the following connector types is used with twisted pair cable?

- A. T-Connector
- B. BNC
- C. RJ-45
- D. LC

Answer: C

8. Which of the following bus speeds is used for a PCIe card? (Select TWO).

- A. 1x
- B. 3x
- C. 6x
- D. 8x
- E. 24x

Answer: AD

9. A user calls and says they cannot get to the Internet. How would a technician walk the user through checking the IP address and default Gateway on the computer?

- A. Start>Run>type ipconfig>click OK and ask user to read the results.
- B. Start>Run>type cmd>click OK>type ipconfig /flushdns>press enter and ask user to read the results.
- C. Start>Run>type cmd>click OK>type ipconfig /release>press enter key and ask user to read the results.
- D. Start>Run>type cmd>click OK>type ipconfig /all>press enter key and ask user to read the results.

Answer: D

10. Which of the following BEST describes the function of a DNS server?

- A. Secures network traffic through shared key encryption.
- B. Provides resolution of host names to IP addresses.
- C. Provides security for a network through the use of ACLs.
- D. Dynamically assigns IP addresses for easy client configuration.

Answer: B

11. Which of the following is needed to perform an ASR restore in Windows XP?

- A. Operating system CD
- B. Recovery console
- C. Vendor recovery CD
- D. ERD disk

Answer: A

12. Which of the following commands verifies connectivity between two hosts? (Select TWO).

- A. chkntfs

- B. dxdiag
- C. tracert
- D. ipconfig
- E. ping

Answer: CE

13. A technician notices that there is a second partition on the primary hard drive. This partition is not assigned a drive letter and is not accessible from Windows. Which of the following is the MOST likely explanation for this extra partition?

- A. Space reserved by the drive manufacturer for firmware.
- B. Space set aside by Windows for use by the virtual memory swap file.
- C. A potentially dangerous virus has been downloaded onto the system.
- D. A recovery partition put there by the manufacturer.

Answer: D

14. Which of the following describes the 25 or 9 pin connector with male pins on the back of a laptop computer?

- A. Parallel port
- B. Serial port
- C. IEEE 1394 port
- D. USB port

Answer: B

15. A technician needs to assign a default subnet mask for a class B network to a network device that was just installed. Which of the following would the technician use?

- A. 224.0.0.1
- B. 255.0.0.0
- C. 255.255.0.0
- D. 255.255.255.0

Answer: C

16. Which of the following printers would be the BEST choice for printing on multi-part forms?

- A. Impact printer
- B. Thermal printer
- C. Inkjet printer
- D. Laser printer

Answer: A

17. A user reports that their computer suddenly will not boot. When the technician arrives, they discover that the user is very worried they will not be able to complete a research paper theyve been working on which is due by the end of the day. Which of the following is an appropriate response to the users concerns?

- A. A Trojan may have infected the OS or worked its way into the MBR. What did you download recently that caused the problem?
- B. I understand your concern, and will try to have your computer working again as quickly as possible so

that you can finish your report.

- C. If the paper was so important to you, you should have created a backup copy so you could finish it on another computer.
- D. I do not understand why you are upset. I am sure your professor will understand and you will be able to turn in the paper tomorrow.

Answer: B

18. Which of the following hardware is hot pluggable? (Select THREE).

- A. eSATA
- B. Express Card/54
- C. PS/2 peripherals
- D. MIDI devices
- E. NIC
- F. USB

Answer: ABF

19. Which of the following is an advantage of upgrading to a 64-bit version of Windows?

- A. A greater number of dynamic disks or disks larger than 1 TB can be supported.
- B. Multiple applications running in 16-bit compatibility mode are supported.
- C. More than 4GB of RAM, in some cases up to 128GB of RAM can be supported.
- D. A new anti-virus protection scheme called Data Execution Prevention is supported.

Answer: C

20. A technician is replacing fifteen 21 CRTs with 19 LCDs. The storage room is on the other side of the building. Which of the following safety measures should the technician take?

- A. Wear a back brace when lifting and carrying the CRTs to the storage room.
- B. Wear anti-static wrist straps to prevent ESD in the new monitors.
- C. Recycle the monitors after removing the capacitors for use in other monitors.
- D. Ask several technicians for help in lift the CRT monitors and use a cart for transporting them.

Answer: D

21. A technician is installing Windows XP on a system that has a SATA HDD. Which of the following will the technician MOST likely have to do to start the installation?

- A. Press the F8 Key
- B. Press the F3 Key
- C. Press the F2 Key
- D. Press the F6 Key

Answer: D

22. After installing a new SATA hard drive the technician notices the drive is hot to the touch and is giving off

a slight odor. Which of the following should the technician do?

- A. Install a larger fan near the hard drive to cool the system.

- B. Clean the drive with compressed air and continue to use it.
- C. Remove and replace the drive.
- D. Apply more thermal compound and reseat the drive.

Answer: C

23. Which of the following BEST describes the initial process of setting up a new operating system from a CD-ROM?

- A. Format a partition, install device drivers, and install the operating system.
- B. Create a partition, format the partition, and install the operating system.
- C. Install the operating system, create a partition, and install device drivers.
- D. Install the operating system, install device drivers, and create a partition.

Answer: B

24. Which of the following interfaces are typically supported on the input side of a KVM switch?

- A. PS/2, VGA, USB
- B. DB25, DB9, PS/2
- C. PS/2, DB9, USB
- D. PS/2, DB25, VGA

Answer: A

25. While a technician is responding to a customer's call, a co-worker keeps insisting on telling the technician about their weekend. Which of the following is the BEST course of action?

- A. Ask the customer permission to put them on hold and listen politely to the co-workers stories.
- B. Put the customer on hold just for a few minutes and join the conversation.
- C. Forward the customer to another technician and join the conversation.
- D. Ask the customer permission to put them on hold and politely ask the co-worker to talk later.

Answer: D

26. Which of the following is the maximum FAT32 volume size Windows 2000 and XP will recognize?

- A. Up to 16GB
- B. Up to 32GB
- C. Up to 1024GB
- D. Up to 2048GB

Answer: D

27. The BEST information to document when changing the refresh rate on the display is to include:

- A. the previous refresh rate and the new refresh rate applied.
- B. the method that was used to access the display properties to change the refresh rate.
- C. all the refresh rates that were tested.
- D. the color resolution the user requested as well as the refresh rate.

Answer: A

28. Which of the following features is only available with the Windows XP Professional version as compared

to the Windows XP Home version?

- A. Simple File Sharing
- B. Basic Disk Partitions
- C. Remote Desktop
- D. Joining a domain

Answer: D

29. A technician receives a boot error message OS not found. Which of the following should the technician check?

- A. The boot order in the BIOS
- B. If Plug and Play is enabled
- C. If the computer is in Safe Mode
- D. If the BIOS is current

Answer: A

30. A customer reports that the laser printer produces poor quality printouts. Having arrived onsite, the technician has a discussion with the customer and reviews some examples of their print jobs. Which of the following should the technician do NEXT?

- A. Clean the toner cartridge.
- B. Change the paper.
- C. Replace the fuser.
- D. Print a test page.

Answer: D