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220-702

CompTIA A+ Practical Application (2009
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Topic 1, Volume A

QUESTION NO: 1

Which of the following tools can be used prior to installing Windows Vista to find hardware compatibility issues?

- A. Upgrade Advisor
- B. Window Aero
- C. Task Manager
- D. Device Manager

Answer: A

Explanation:

QUESTION NO: 2

Which of the following is a common location of the CMOS battery in a laptop?

- A. Under the keyboard
- B. Behind the removable hard drive
- C. Under the removable CD drive
- D. Behind the laptop battery

Answer: A

Explanation:

QUESTION NO: 3

Which of the following describes a computer in which the HDD LED is lit, but the mouse does not respond and the computer is unresponsive?

- A. The computer has locked up
- B. Windows Update is running
- C. The computer is in Safe Mode
- D. The reset button is stuck

Answer: A

Explanation:

QUESTION NO: 4

A customer reports that a networked printer is not printing documents. The technician successfully pings the printer's IP address. Which of the following could be the problem? (Select TWO).

- A. The network cable is unplugged.
- B. The printer is low on toner.
- C. The gateway address on the printer is incorrect.
- D. The printer is out of paper.
- E. The spooler is not functioning.

Answer: D,E

Explanation:

QUESTION NO: 5

A technician plugs a USB device into the computer. The system tray displays a message that reports the device is installed, but may not work properly. Which of the following is the MOST likely cause of the message?

- A. The device needs a firmware update.
- B. The device needs an updated driver installed.
- C. The plugged in device is too slow for the USB port speed.
- D. The device is incompatible with the installed version of Windows.

Answer: B

Explanation:

QUESTION NO: 6

A user states that the inkjet printer is printing streaks on documents. Which of the following would resolve the issue?

- A. Use the printer's clean option.
- B. Replace the printer data cable.
- C. Print the demo page from the printer.
- D. Reinstall the drivers.

Answer: A

Explanation:

QUESTION NO: 7

Which of the following will allow a technician to extend a partition?

- A. Set the drive up as basic
- B. Format the drive to FAT32
- C. Install a second hard drive
- D. Set the drive as dynamic

Answer: D

Explanation:

QUESTION NO: 8

A user can receive email but cannot send email with the email client software. Which of the following protocols is incorrectly configured?

- A. FTP
- B. SMTP
- C. POP
- D. SNMP

Answer: B

Explanation:

QUESTION NO: 9

A user states that the wireless router keeps rebooting while the power to the other equipment stays on. Which of the following should the technician perform to prevent users from rebooting the router?

- A. Change the default administrator password
- B. Change the IP range of the wireless network
- C. Hide the SSID
- D. Disable WEP