

CompTIA A+ Certification Practice Test 19 (Exam 220-902)


► If an application written for an earlier version of MS Windows doesn't run correctly the operating system can emulate its own older version to allow a given program to work with newer hardware or software. The compatibility mode settings in Windows can be changed manually by right-clicking the program icon and:

☐ ☐ ☐ Choosing "Restore previous versions" option from the pop-up menu

☐ ☐ ☐ Selecting "Run program using recommended compatibility settings" option from the pop-up menu

☐ ☒ ☐ Clicking on the Properties menu item, and then applying the required settings on the Compatibility tab (✗ Missed)


☐ ☐ ☐ Selecting "Run as administrator" option from the pop-up menu

 Your answer to this question is incorrect.

► Program Compatibility Troubleshooter is a Windows system utility used for automatic resolution of problems with older applications failing to run on newer versions of MS Windows. Program Compatibility Troubleshooter can be accessed via the Troubleshooting applet in Windows 7/8/8.1 Control Panel. Selecting the "Run programs made for previous versions of Windows" option in the Troubleshooting applet launches a guided tool for fixing problems with older programs installed on the current version of Windows.

☐ ☒ ☐ True (✗ Missed)

☐ ☐ ☐ False

 Your answer to this question is incorrect.

► Which of the following could cause slow performance of a hard drive? (Select 3 answers)

☐ ☐ ☐ Disk striping


☐ ☒ ☐ File fragmentation (✗ Missed)

☐ ☐ ☐ Disk mirroring

☐ ☒ ☐ Disk thrashing (✗ Missed)

☐ ☒ ☐ Insufficient amount of RAM (✗ Missed)


☐ ☐ ☐ Disk duplexing

 Your answer to this question is incorrect.

► Disk Defragmenter is a software tool used for rearranging data on disks and drives in order to improve system performance. Defragmentation results in faster read/write operations of the magnetic hard drive's read/write heads as they can access the data sequentially without seeking data fragments in different areas of the disk (defragmentation consolidates data into smallest contiguous regions).

☐ ☒ ☐ True (✗ Missed)

☐ ☐ ☐ False

 Your answer to this question is incorrect.

► What is the correct sequence of steps for launching the disk defragmenter utility in MS Windows? (Select 3 answers)

☐ In Windows Vista/7: Open Windows Explorer by pressing the E key while holding the Windows Logo key -> Click on the Computer menu item list on the left to display all drives -> Right-click on the drive and select Properties from the pop-up window -> Launch the disk defragmenter utility available on the Tools tab (✗ Missed)

☐ ☐ ☐ In Windows 8/8.1: Open Windows Explorer by pressing the E key while holding the Windows Logo key -> Click on the Computer menu item list on the left to display all drives -> Right-click on the drive and select Properties from the pop-up window -> Launch the disk defragmenter utility available on the Hardware tab

☐ Press the R key while holding the Windows Logo key -> type in "cmd" (without quotation marks), and hit Enter -> Launch the disk defragmenter utility by typing in DEFRAG with the appropriate command switch (✗ Missed)

☐ ☐ ☐ In Windows Vista/7: Open File Explorer by pressing the E key while holding the Windows Logo key -> Click on the This PC menu item list on the left to display all drives -> Right-click on the drive and select Properties from the pop-up window -> Launch the disk defragmenter utility available on the Hardware tab

☐ In Windows 8/8.1: Open File Explorer by pressing the E key while holding the Windows Logo key -> Click on the This PC menu item list on the left to display all drives -> Right-click on the drive and select Properties from the pop-up window -> Launch the disk defragmenter utility available on the Tools tab (✗ Missed)

☐ ☐ ☐ Press the R key while holding the Windows Logo key -> Launch the disk defragmenter utility by typing in "DEFRAG" (without quotation marks) and pressing Enter

Your answer to this question is incorrect.

▶ Similarly to magnetic drives, Solid State-Drives (SSDs) require periodic defragmentation in order to improve system performance.

☐ ☐ ☐ True

☐ False (✗ Missed)

Your answer to this question is incorrect.

▶ Which of the following might be the cause of slow computer system performance? (Select all that apply)

☐ Unpatched OS (✗ Missed)

☐ ☐ ☐ Disk mirroring

☐ Malware presence (✗ Missed)

☐ OS power management options (✗ Missed)

☐ ☐ ☐ Disk striping

☐ File fragmentation (✗ Missed)

☐ Disk thrashing (✗ Missed)

Your answer to this question is incorrect.

▶ Automatic booting into Safe mode on a Windows-based host might be caused by: (Select 2 answers)

☐ ☐ ☐ Overheating

☐ MSCONFIG settings (✗ Missed)

☐ ☐ ☐ RAID failure

☐ ☐ ☐ Malware presence


☐ Corrupt device driver (✗ Missed)


Your answer to this question is incorrect.


▶ Which of the answers listed below refer(s) to troubleshooting solution(s) used when a Windows-based host does not start in Normal mode, but only in Safe mode? (Select all that apply)

☐ System Restore (✗ Missed)


<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Change in boot order
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Driver rollback (✖ Missed)
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Troubleshooting system startup files
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Malware removal (✖ Missed)
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Startup Repair utility (✖ Missed)
 Your answer to this question is incorrect.

▶ Examples of MS Windows system utilities that allow to pinpoint corrupt device drivers include: (Select 2 answers)
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Device Manager (DEVMGMT.MSC) (✖ Missed)
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Event Viewer (EVENTVWR) (✖ Missed)
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Computer Management (COMPMGMT.MSC)
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Performance Monitor (PERFMON)
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Task Manager (TASKMGR)
 Your answer to this question is incorrect.


▶ Which of the Control Panel applets in Windows 7/8/8.1 provides access to a system tool used for troubleshooting mismatched file associations?
<input type="radio"/> <input type="radio"/> <input type="radio"/> File Explorer Options
<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> Default Programs (✖ Missed)
<input type="radio"/> <input type="radio"/> <input type="radio"/> Sync Center
<input type="radio"/> <input type="radio"/> <input type="radio"/> Programs and Features
 Your answer to this question is incorrect.

▶ Which of the answers listed below refer to possible causes of the "NTLDR is missing" error message displayed during system boot? (Select 2 answers)
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Kernel panic
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Damaged hard drive
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Corrupt NTLDR file (✖ Missed)
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Improper shutdown
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> The system is trying to boot from a non-bootable drive (✖ Missed)
 Your answer to this question is incorrect.


▶ Which of the following solutions would be of help in troubleshooting the "NTLDR is missing" error message displayed during system boot? (Select all that apply)
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Startup Repair utility (✖ Missed)
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Disconnecting any external drives (✖ Missed)
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Safe mode troubleshooting
<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> Adjusting the boot sequence in CMOS setup utility (✖ Missed)
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> System File Checker (SFC.EXE)

 Your answer to this question is incorrect.

► One of the fixes for the "NTLDR is missing" error message during system boot relies on replacing the corrupt NTLDR file with the same file copied from another Windows host using the same operating system (Windows XP), or restoring it from the Windows XP installation CD. Copying the NTLDR file manually requires access to the command-line interface which can be found as one of the options available in the Advanced Boot Options menu displayed after pressing the F8 key during system boot. After gaining access to the CLI, the NTLDR file can be restored with the COPY command from an external storage device (e.g. USB flash drive) to the root folder (typically C:\) of the drive containing the corrupt version of the file.

☐ ☒  True (✖ Missed)

☐ ☐ ☐ False

 Your answer to this question is incorrect.


► While trying to start their Windows machine, a user receives "Windows Boot Configuration Data file is missing required information" error message. Which of the following BOOTREC options should be used by a technician for manual CLI troubleshooting of this error?

☐ ☐ ☐ BOOTREC /ScanOs


☐ ☒  BOOTREC /RebuildBcd (✖ Missed)

☐ ☐ ☐ BOOTREC /FixMbr

☐ ☐ ☐ BOOTREC /FixBoot


 Your answer to this question is incorrect.

► Which of the answers listed below refer(s) to possible cause(s) of the "Missing operating system" error message displayed during system boot? (Select all that apply)

☐ ☒  Damaged hard drive (✖ Missed)


☐ ☒  BIOS does not detect the hard drive (✖ Missed)

☐ ☐ ☐ Windows starts in VGA mode

☐ ☒  System partition not set as active (✖ Missed)

☐ ☐ ☐ Kernel panic

☐ ☒  Corrupt Master Boot Record (MBR) (✖ Missed)

 Your answer to this question is incorrect.


► Which of the following actions would be of help in troubleshooting the "Missing operating system" error message displayed during system boot?


☐ ☐ ☐ Run Startup Repair utility

☐ ☐ ☐ Use BOOTREC.EXE to fix Master Boot Record (MBR) errors

☐ ☐ ☐ Verify that the drive is detected in BIOS

☐ ☐ ☐ Use DISKPART utility to label the system partition as active

☐ ☒  All of the above (✖ Missed)

 Your answer to this question is incorrect.

► Which of the solutions/software tools listed below would be of use when troubleshooting a missing system GUI in MS Windows? (Select all that apply)

☐ ☐ ☐ Device Manager (DEVMGMT.MSC)

☐ ☒ ☐ Safe mode video driver update (✖ Missed)

☐ ☐ ☐ Control Panel Display applet

☐ ☒ ☐ System File Checker (SFC.EXE) (✖ Missed)

☐ ☒ ☐ VGA mode (✖ Missed)

🚩 Your answer to this question is incorrect.

► The term "Live CD" typically refers to a compact disc (although other types of media such as DVD or USB can also be used to offer similar functionality) with a fully operational bootable Linux operating system distribution (the term is also used with reference to other OSs) which is run in the computer's memory thus eliminating the need for its installation on the hard drive. Live CDs can be used as an OS installation media, but also provide a convenient way for testing a given distro before installation as well as means for troubleshooting various OS-related problems.

☐ ☒ ☐ True (✖ Missed)

☐ ☐ ☐ False

🚩 Your answer to this question is incorrect.

► "Kernel panic" is a term used to describe stop errors in: (Select all that apply)

☐ ☐ ☐ Windows

☐ ☒ ☐ Linux (✖ Missed)

☐ ☐ ☐ Android

☐ ☒ ☐ Mac OS (✖ Missed)

🚩 Your answer to this question is incorrect.

► Which of the following locations would be the right source for finding information pertaining to a digital certificate validity?

☐ ☐ ☐ User Account Control (UAC) applet

☐ ☒ ☐ Web browser padlock icon menu (✖ Missed)

☐ ☐ ☐ Storage Spaces Control Panel applet

☐ ☐ ☐ Windows Security Account Manager (SAM)

🚩 Your answer to this question is incorrect.

► Which of the file-related symptoms might indicate that the system has been infected by malware?

☐ ☐ ☐ Renamed system files

☐ ☐ ☐ Missing files

☐ ☐ ☐ File permission changes

☐ ☐ ☐ Denied file access

☐ ☒ ☐ All of the above (✖ Missed)

🚩 Your answer to this question is incorrect.

► One of the best practices for malware removal involves the process of isolation of files and applications suspected of containing malware in order to prevent further execution and potential harm to the user's system. This process is referred to as:

☐ ☒ ☐ Quarantine (✖ Missed)

☐ ☐ ☐ Content filtering

☐ ☐ ☐ Protected mode

☐ ☐ ☐ Blacklisting

❏ Your answer to this question is incorrect.

► One of the recommended ways for enhancing a mobile device's security includes employing a web-based service (an app scanner) that allows users to check for known potential security/privacy risks related to a mobile application before downloading/purchasing the app.

☐ ☒ ☐ True (✖ Missed)

☐ ☐ ☐ False

❏ Your answer to this question is incorrect.

► The term "Cell tower analyzer" refers to a software tool that can be used for obtaining data on coverage, location, and signal strength of a Wi-Fi network.

☐ ☐ ☐ True

☐ ☒ ☐ False (✖ Missed)

❏ Your answer to this question is incorrect.

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