CompTIA A+ Certification Practice Test 20 (Exam 220-902)

▸ Which of the following tools are used to provide protection against ESD? (Select all that apply)

☐ ✔ 👎 Antistatic bag (✖ Missed)

☐ ✔ 👎 Ground mat (✖ Missed)

☐ ☐ ☐ Tech bench

☐ ✔ 👎 Antistatic wrist strap (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ Examples of devices/device components regulated under special disposal procedures due to environmental/safety hazards include: (Select all that apply)

☐ ☐ ☐ PSUs

☐ ✔ 👎 Batteries (✖ Missed)

☐ ✔ 👎 CRTs (✖ Missed)

☐ ✔ 👎 Toner cartridges (✖ Missed)

☐ ☐ ☐ LCDs

⛔ Your answer to this question is incorrect.

▸ Which of the following devices may pose a risk to electrical safety due to accumulated high voltage? (Select all that apply)

☐ ✔ 👎 CRTs (✖ Missed)

☐ ✔ 👎 Power supplies (✖ Missed)

☐ ✔ 👎 Inverters (✖ Missed)

☐ ☐ ☐ CPUs

☐ ✔ 👎 Laser printers (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ A document describing procedures for safe handling, use, storage and disposal of potentially hazardous materials is called:

○ ○ ○ AUP

○ ○ ○ MSTSC

○ ○ ○ MAU

○ ✔ 👎 MSDS (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ Which of the terms listed below refers to an environmental control system?

○ ○ ○ SCADA

○ ○ ○ HIPS

○ ○ ○ TEMPEST

○ ✔ 👎 HVAC (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ The term "Brownout" refers to what kind of situation?

○ ○ ○ Power spike

○ ○ ○ Electromagnetic interference

○ ✔ 👎 Temporary drop in voltage (✖ Missed)

○ ○ ○ Power outage

⛔ Your answer to this question is incorrect.

▸ What does the term "Blackout" refer to?

○ ✔ 👎 Power outage (✖ Missed)

○ ○ ○ Electromagnetic interference

○ ○ ○ Power spike

○ ○ ○ Drop in voltage

⛔ Your answer to this question is incorrect.

▸ A device designed to provide emergency power during an unexpected main power source outage is called:

○ ✔ 👎 UPS (✖ Missed)

○ ○ ○ PoE

○ ○ ○ SVC

○ ○ ○ PSU

⛔ Your answer to this question is incorrect.

▸ Which of the following solutions add(s) redundancy in areas identified as single points of failure? (Select all that apply)

☐ ☐ ☐ Virtualization

☐ ✔ 👎 RAID (✖ Missed)

☐ ✔ 👎 Uninterruptible Power Supply (UPS) (✖ Missed)

☐ ✔ 👎 Backup generator (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ A device designed to protect electronic devices from large voltage fluctuations is known as:

○ ○ ○ Power Supply Unit (PSU)

○ ○ ○ Uninterruptible Power Supply (UPS)

○ ✔ 👎 Surge suppressor (✖ Missed)

○ ○ ○ Voltage regulator module (VRM)

⛔ Your answer to this question is incorrect.

▸ Which of the following tools would be used to clean the inside of a laser printer? (Select all that apply)

☐ ☐ ☐ Regular vacuum

☐ ☐ ☐ Cleaning brush

☐ ✔ 👎 Can of compressed air (✖ Missed)

☐ ✔ 👎 Toner vacuum (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ In cases where users are found in violation of policies related to prohibited content or activity, the elements of first response should include: (Select all that apply)

☐ ☐ ☐ Consulting co-workers

☐ ✔ 👎 Reporting through proper channels (✖ Missed)

☐ ☐ ☐ Multi-factor authentication

☐ ✔ 👎 Problem identification (✖ Missed)

☐ ✔ 👎 Data/device preservation (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ In forensic procedures, a chronological record outlining persons in possession of an evidence is referred to as:

○ ○ ○ Proxy list

○ ○ ○ Order of volatility

○ ○ ○ Access log

○ ✔ 👎 Chain of custody (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ A type of control access technology providing protection against copyright infringements is called:

○ ○ ○ OEM

○ ○ ○ EULA

○ ✔ 👎 DRM (✖ Missed)

○ ○ ○ AUP

⛔ Your answer to this question is incorrect.

▸ An agreement granting a user the right to use software application in a manner determined by the software vendor is known as:

○ ○ ○ AUP

○ ○ ○ RMA

○ ✔ 👎 EULA (✖ Missed)

○ ○ ○ DRM

⛔ Your answer to this question is incorrect.

▸ Which of the following acronyms refers to any type of information pertaining to an individual that can be used to uniquely identify that person?

○ ○ ○ PIN

○ ○ ○ Biometrics

○ ✔ 👎 PII (✖ Missed)

○ ○ ○ PKI

⛔ Your answer to this question is incorrect.

▸ Examples of proper communication and professional skills while dealing with difficult customer include: (Select 2 answers)

☐ ✔ 👎 Clarifying customer statements by asking open ended questions to narrow the scope of the problem (✖ Missed)

☐ ✔ 👎 Restating the issue to verify understanding (✖ Missed)

☐ ☐ ☐ Adjusting to the technical user conversation style by using technical jargon

☐ ☐ ☐ Asking close-ended questions to let the customer answer with a simple "Yes" or "No"

☐ ☐ ☐ Clarifying customer statements by interrupting them if necessary

⛔ Your answer to this question is incorrect.

▸ Which of the following is an example of good communication skills when dealing with a customer?

○ ○ ○ Asking close-ended questions to let the customer answer with a simple "Yes" or "No"

○ ○ ○ Arguing with a technical user if necessary to educate them

○ ✔ 👎 Listening to the customer and avoiding interruptions until he or she has finished describing the problem (✖ Missed)

○ ○ ○ Relying on your own judgment and not restating/clarifying what the customer says

⛔ Your answer to this question is incorrect.

▸ Which of the answers listed below refers to an example of appropriate handling of customer's confidential data in a situation where troubleshooting requires user's password?

○ ✔ 👎 Ask user to type in the password themselves (✖ Missed)

○ ○ ○ Ask user for password and their consent to use it

○ ○ ○ Break the password

○ ○ ○ Ask user for password and provide them with help in setting up new password after the problem is fixed

⛔ Your answer to this question is incorrect.

▸ Which of the following actions should be the first step in the troubleshooting process?

○ ○ ○ Establishing a theory of probable cause of the problem

○ ○ ○ Conducting external or internal research based on problem symptoms

○ ✔ 👎 Identifying the problem (✖ Missed)

○ ○ ○ Establishing a plan of action to resolve the problem

⛔ Your answer to this question is incorrect.

▸ Establishing a theory of probable cause of the problem is a troubleshooting step that apart from conducting research based on symptoms may also involve asking for assistance of a more experienced tech.

○ ○ ○ True

○ ✔ 👎 False (✖ Missed)

⛔ Your answer to this question is incorrect.

▸ Once the theory of probable cause of the problem has been established, the next troubleshooting step should involve:

○ ○ ○ Verifying full system functionality

○ ✔ 👎 Testing the theory to determine the problem cause (✖ Missed)

○ ○ ○ Implementing the solution

○ ○ ○ Establishing a plan of action to resolve the problem

⛔ Your answer to this question is incorrect.

▸ Once a plan of action to resolve a problem has been established, the next step in the troubleshooting methodology process is to:

○ ○ ○ Conduct research based on symptoms

○ ○ ○ Test the theory to determine problem cause

○ ✔ 👎 Implement the solution (✖ Missed)

○ ○ ○ Establish a theory of probable cause of the problem

⛔ Your answer to this question is incorrect.

▸ According to the troubleshooting theory, verification of full system functionality and implementation of applicable preventative measures should be performed:

○ ○ ○ After documenting findings, actions and outcomes

○ ○ ○ As the first step of the troubleshooting process

○ ✔ 👎 After implementing the solution (✖ Missed)

○ ○ ○ As the last step of the troubleshooting process

⛔ Your answer to this question is incorrect.

▸ The very last step of the troubleshooting process involves documenting findings, actions and outcomes. This step comes after verification of full system functionality and implementation of applicable preventive measures.

○ ✔ 👎 True (✖ Missed)

○ ○ ○ False

⛔ Your answer to this question is incorrect.

Your Final Report

Total marks	38
Total Questions	25
Questions correctly answered	0

Success ratio	0%
Marks secured	0
Percentage secured	0%

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Storage Devices & Media Quiz (/comptia-a-plus-certification-exam-storage-devices-and-media-quiz)
CPU Quiz (/comptia-a-plus-certification-exam-cpu-quiz)
Display Devices Quiz (/comptia-a-plus-certification-exam-display-devices-quiz)
Connectors & Cabling Quiz (/comptia-a-plus-certification-connectors-and-cabling-quiz)
Printers Quiz (/comptia-a-plus-certification-printers-quiz)
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Network Devices & Tools Quiz (/comptia-a-plus-certification-exam-network-devices-and-tools-quiz)
Hardware Troubleshooting Quiz (/comptia-a-plus-certification-exam-hardware-troubleshooting-quiz)

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Windows System Utilities Quiz (/comptia-a-plus-certification-exam-windows-system-utilities-quiz)

Basic Linux Commands Quiz (/comptia-a-plus-certification-exam-basic-linux-commands-quiz)

Security Threats & Vulnerabilities Quiz (/comptia-a-plus-certification-exam-security-threats-and-vulnerabilities-quiz)

Software Troubleshooting Quiz (/comptia-a-plus-certification-exam-software-troubleshooting-quiz)

Operational Procedures Quiz (/comptia-a-plus-certification-exam-operational-procedures-quiz)

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