CompTIA A+ Certification Exam (901)

Test 220-901

1. A technician receives a call that a client’s PC is not booting after a recent test of the building’s back-up generators. When the technician arrives, it is discovered that, once powered on, there is no output display or POST beep codes. Furthermore, after 15 seconds, the system’s fans begin running much louder and faster. Which of the following is the MOST likely issue?
   1. The motherboard was damaged by the power test.
   2. The PC’s RAM was affected by ESD.
   3. The power supply was damaged and is non-functional.
   4. The hard drive was erased due to the power test.

View Answer

1. Which of the following would be the MOST important factor to consider when building a virtualization workstation?
   1. High-end graphics card with on-board memory
   2. A compact form factor
   3. Dual monitor support
   4. Maximum RAM and CPU cores

View Answer

1. Ann, a user, wants to host a gaming server on her SOHO network. Which of the following features on the SOHO router would need to be configured?
   1. Channels
   2. DHCP
   3. Port forwarding
   4. Firmware

View Answer

1. Legacy software needs to be installed on a netbook. Which of the following is MOST likely needed in order to install the software?
   1. Lightning port
   2. Bluetooth adapter
   3. USB optical drive
   4. NFC chip

View Answer

1. Which of the following should a technician do NEXT after reporting an incident?
   1. Delete the content
   2. Confiscate the PC
   3. Go back to work
   4. Document the incident

View Answer

1. The OSD of a monitor indicates the proper video source is selected, but no image is displayed. Which of the following issues are the MOST likely reasons? (Select TWO).
   1. The source cable is disconnected
   2. The monitor’s brightness is set too low
   3. The backlighting of the monitor is faulty
   4. The monitor’s contrast is set too high
   5. No device is sending source video

View Answer

1. Which of the following RAID types uses a drive mirroring algorithm? (Select TWO).
   1. RAID 0
   2. RAID 1
   3. RAID 5
   4. RAID 6
   5. RAID 10

View Answer

1. Which of the following is a public IP address?
   1. 10.45.xxx.xxx
   2. 169.254.xxx.xxx
   3. 173.16.xxx.xxx
   4. 192.168.xxx.xxx

View Answer

1. A user is reporting that a desktop computer with a RAID 1 array is running slowly. Upon performing a reboot, the technician sees S.M.A.R.T. errors during boot up. Which of the following tools would the technician use FIRST to troubleshoot the errors?
   1. diskpart
   2. chkdsk
   3. format
   4. clean

View Answer

1. A customer needs a router that will be able to handle all incoming and outgoing networking traffic independent of the rest of the building. The customer would like the PCs to immediately connect to the Internet and network resources without any additional configuration. Which of the following should the technician do to meet the requirements?
   1. Configure the router for DHCP.
   2. Configure the router for NAT.
   3. Configure the router for port forwarding.
   4. Configure the router for QoS.
2. A customer wants to copy a database that is 97GB in size for multiple uses. Which of the following format specifications should the customer use?
   1. BD – RE DL
   2. BDXL
   3. BD – RE
   4. BD-R

View Answer

1. A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the system’s BIOS. However, once in the reinstallation environment, the drive is not recognized in the imaging process and the process fails. Which of the following is MOST likely the cause of failure?
   1. The boot CD has failed and needs to be replaced.
   2. The hard drive needs to have its configuration manually defined in the BIOS.
   3. The PC’s power supply is not providing enough power to the new hard drive.
   4. The hard drive has not been partitioned correctly.

View Answer

1. Which of the following types of connectors would be found to connect printers and scanners to a device that did not have any network connections?
   1. RJ-45
   2. Parallel
   3. RJ-11
   4. BNC

View Answer

1. Q4. Which of the following RAM types supports triple channel configurations?
   1. RAMBUS
   2. DDR
   3. DDR3
   4. DDR2

View Answer

1. A laptop has a network port that is not working consistently and wireless is out of range. Which of the following would the technician do to quickly get the laptop back on the wired network?
   1. Use a USB to RJ-45 dongle
   2. Enable Bluetooth
   3. Enable NIC teaming
   4. Replace the motherboard

View Answer

1. A new company is thinking of upgrading its media workstation in the conference room. The computer will be predominantly used for graphically intensive presentations, slideshows, and video gaming tournaments. Which of the following BEST satisfies the needs of the company?
   1. High-end video, high-end audio, multicore processor
   2. Minimum RAM required, network connectivity, high-end cooling
   3. Media streaming, file sharing, gigabit NIC, dual monitors, TV tuner
   4. Network connectivity, TV tuner, surround sound audio, dual monitors

View Answer

1. When a technician is planning to replace a laptop hard drive, the technician will need to:
   1. select a drive that is the correct form factor.
   2. choose the correct drive cache size for the laptop.
   3. also upgrade the memory.
   4. verify voltage requirements.

View Answer

1. A home user’s PC has an over-clocked CPU with a relatively small heat sync, small fans on the 800W power supply, and a high-end video card. Which of the following is the recommended solution that will manage heat more effectively?
   1. Replace the CPU heat sync with a high RPM fan
   2. Purchase an energy efficient power supply
   3. Not over-clocking the CPU
   4. Liquid cooling system

View Answer

1. A user reports the cursor jumps around when typing in documents on a new laptop. Which of the following is MOST likely causing the issue?
   1. Touchpad settings
   2. Screen calibration
   3. Incompatible software
   4. Unsigned hardware

View Answer

1. CORRECT TEXT

Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her configuration information. Additionally, Ann knows that her neighbours have wireless networks and wants to ensure that her network does not interfered with the other networks. Ann has provided you with the following information.

Wireless Name: Library

New Router Password: SecureSI

Instructions: Select the Public Library in the diagram to configure the wireless network. Once the wireless network tabs are configured, select the save button. When you have completed the simulation, please select the Done button to submit.

View Answer

1. A technician replaces a defective 250GB hard drive in a desktop with a 2TB hard drive. After installation, the computer detects the new 2TB drive as a 250GB drive. Which of the following should the technician do to fix this issue?
   1. Reinstall the drive
   2. Patch the OS
   3. Upgrade the driver
   4. Flash the BIOS

View Answer

1. DRAG DROP

View Answer

1. A user wants to implement a wireless router that will have the fastest data speeds and operate over the 5GHz frequency. Which of the following standards should the user select?
   1. 802.11a
   2. 802.11ac
   3. 802.11g
   4. 802.11n

View Answer

1. DRAG DROP

View Answer

1. Which of the following memory types is primarily used in laptops?
   1. SDRAM
   2. DDR2
   3. ECC
   4. SODIMM

View Answer

1. A user states there are multiple small black dots on an LCD screen. Which of the following should be done to resolve the issue?
   1. Replace monitor.
   2. Replace video card.
   3. Replace video cable.
   4. Replace power supply.

View Answer

1. Which of the following types of device cable types are used to connect output devices such as printers and scanners?
   1. Parallel
   2. eSATA
   3. IDE
   4. PATA

View Answer

1. A user is reporting toner smudging on paper after printing. Which of the following should the technician inspect?
   1. Print spooler
   2. Fuser
   3. Rollers
   4. Maintenance kit

View Answer

1. Which of the following ports is typically used for sending email?
   1. 21
   2. 22
   3. 23
   4. 25

View Answer

1. Which of the following is a type of fiber connector?
   1. RJ-11
   2. F-connector
   3. BNC
   4. ST

View Answer

1. A technician is tasked with selecting components to build a computer that will be used for computer-aided drafting and computer aided modelling. Which of the following components are the BEST choices? (Select TWO).
   1. Triple channel memory
   2. MIDI sound card
   3. Socket 1156 motherboard
   4. On-board graphics
   5. Socket 1366 CPU

View Answer

1. Which of the following protocols would be used for file sharing between MAC OS and Windows OS workstations on a LAN?
   1. IMAP
   2. SMB
   3. SSH
   4. RDP

View Answer

1. Which of the following would allow for multiple computers to share a display and input devices?
   1. AGP video adapter
   2. KVM switch
   3. Portable TDR
   4. PCI video adapter

View Answer

1. A laptop has a network port that is not working consistently and wireless is out of range. Which of the following would the technician do to quickly get the laptop back on the wired network?
   1. Use a USB to RJ-45 dongle
   2. Enable Bluetooth
   3. Enable NIC teaming
   4. Replace the motherboard

View Answer

1. Which of the following technologies can be accessed through the DisplayPort? (Select TWO).
   1. USB
   2. SATA
   3. DVI
   4. FireWire
   5. HDMI

View Answer

1. Which of the following is a public IP address?
   1. 10.45.xxx.xxx
   2. 169.254.xxx.xxx
   3. 173.16.xxx.xxx
   4. 192.168.xxx.xxx

View Answer

1. After migrating a network-based print queue to a new server, users are reporting that documents are not printing correctly and print jobs will error out or print garbled text. Which of the following actions will BEST resolve this issue for the affected users?
   1. Install the correct drivers on the server.
   2. Delete and reconnect to the print queue on the client machine.
   3. Restart the print queues on the print server.
   4. Reinstall the printer drivers on the client desktops.

View Answer

1. Which of the following wireless technologies is LEAST likely to be intercepted by a third party?
   1. NFC
   2. Bluetooth
   3. Wi-Fi
   4. Cellular

View Answer

1. A technician finds an external hard drive with the markings “IEEE 1394” on it. Which of the following cable types would be needed to view the contents of this drive?
   1. Ethernet
   2. eSATA
   3. FireWire
   4. MicroUSB

View Answer

1. A user wants to extend a PC’s capacity by connecting external devices. Which of the following connectors will allow the user to accomplish this? (Select TWO).
   1. eSATA
   2. IEEE 1394
   3. SATA
   4. EIDE
   5. IDE

View Answer

1. A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?
   1. ESD strap
   2. PSU tester
   3. Cable tester
   4. Loopback plug

View Answer

1. A brownout has occurred within a building. A technician is repairing a workstation which has a power light, but is not displaying anything on the screen and is not making any sounds during boot up. Which of the following should be used to further troubleshoot the workstation?
   1. Loop back plug
   2. POST card
   3. Power supply tester
   4. Multimeter

View Answer

1. Which of the following would likely be the MOST cost-effective media to use for storing 8GB of data?
   1. DVD RW
   2. CD-ROM
   3. Tape backup
   4. DVD+R DL

View Answer

1. A server has been configured behind a firewall and a website has been deployed, but customers are unable to access the website. Which of the following should the technician do to ensure the customers can access the site?
   1. Place server in DMZ.
   2. Change DHCP settings.
   3. Enable port forwarding.
   4. Adjust QoS settings.

View Answer

1. DRAG DROP

Place the appropriate token next to each graphic

View Answer

1. A user is unable to show an Android smartphone display on a TV. Which of the following settings should the technician check to resolve this issue?
   1. Multi-window
   2. Air view
   3. Air browse
   4. Screen mirroring

View Answer

1. Which of the following devices does a technician need to calibrate as part of an installation?
   1. Mouse
   2. Touch screen
   3. Keyboard
   4. Video card

View Answer

1. A printer on the second floor is not printing for anyone. However, the printer has power and displays ready on the LCD display. There is paper in the trays and the toner was recently changed. The system administrator goes to the location with a laptop and tests the network port and is able to connect. Jobs are being queued on the local machines. Which of the following should the system administrator do to get the printer functioning again?
   1. Move the printer to a known good port and connect to the network
   2. Replace the network cable to the printer
   3. Verify the server’s print spooler service is running
   4. Attach the printer directly to the laptop and print a test page

View Answer

1. A customer states that when booting up the workstation, there is a message that says “no operating system detected”; then, it continues to boot into the operating system. The customer is preparing to modify files on a USB drive. Which of the following should a technician perform to resolve the problem?
   1. Reinstall the operating system to reinstall the hardware drivers.
   2. Modify the boot.ini within the operating system.
   3. Modify the boot sequence within the UEFI.
   4. Disable the TPM chip to turn off data encryption.

View Answer

1. A technician has upgraded the BIOS of a system that is running with multiple hard drives. Afterward, the system will not boot and displays an error message “Operating system not found”. Which of the following is the FIRST thing the technician should inspect?
   1. The hard drive type settings in the BIOS
   2. The power supply connections to the hard drives
   3. The boot sequence settings in the BIOS
   4. The motherboard SATA connectors

View Answer

1. A technician needs to set up a VPN for a small office. To ensure the network traffic is routed to the correct machine, which of the following MUST the technician do on the router to accommodate this?
   1. Port forwarding
   2. Port redundancy
   3. Port triggering
   4. Port selection

View Answer

1. A technician is connecting a PoE enabled phone and needs to run the drop from the switch that is 55 meters (180.4 feet) away. Which of the following cable types would be the MOST suitable for this purpose?
   1. Fiber
   2. Coaxial
   3. CAT3
   4. CAT6

View Answer

1. A network administrator has a requirement to implement a Wi-Fi hot-spot for the public. Which of the following should be used for secure access?
   1. WEP and TKIP
   2. WPA2 and AES
   3. WPA and static IPs
   4. WPA2 and MAC filtering

View Answer

1. Recently a company updated their network infrastructure. A user reports that a laptop is experiencing slower network speeds since the update. Which of the following would the technician replace, rather than purchase a new device?
   1. Wireless NIC
   2. CPU
   3. RAM
   4. Hard drive

View Answer

1. A technician is tasked with finding and labelling where a network connection terminates in a patch panel. Which of the following tools would be BEST for the technician to use?
   1. Ethernet cable tester
   2. Tone generator and probe
   3. RJ-45 loopback plug
   4. Patch panel punch down tool

View Answer

1. A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?
   1. Controller firmware
   2. Power requirements
   3. File system type
   4. System BIOS

View Answer

1. A small office would like to offer Internet access to customers while onsite. However, customers should not be able to access any corporate data. Which of the following networking features would BEST enable this?
   1. Configure a guest wireless network
   2. Implement a DMZ
   3. Disable NAT on the wireless network
   4. Disable the SSID
   5. Assign static IPs for all devices

View Answer

1. A customer wants the thinnest laptop possible. Which of the following display technologies typically allows for thinner devices?
   1. IPS
   2. OLED
   3. LCD
   4. DisplayPort

View Answer

1. A user is watching streaming video on a home network, but experiences buffering and delays when there are too many people on the network. Which of the following is MOST likely to resolve the issue?
   1. Disable SSID broadcast
   2. Setup UPnP
   3. Enable QoS
   4. Configure DMZ

View Answer

1. Two drives in a RAID 5 have failed. Which of the following will the technician need to implement?
   1. Replace the failed drives and restore the data from backup to the RAID.
   2. Replace one of the failed drives and run the RAID repair.
   3. Replace the failed drives and format the RAID using the quick option.
   4. Replace one of the failed drives and repair the RAID using system utilities.

View Answer

1. To configure two drives for MAXIMUM performance, which of the following RAID types should be used?
   1. RAID 0
   2. RAID 1
   3. RAID 5
   4. RAID 10

View Answer

1. Which of the following uses a single connector to deliver both video and audio?
   1. DVI
   2. Serial
   3. VGA
   4. HDMI

View Answer

1. Which of the following are the BEST features to include in a Home Theatre PC? (Select TWO).
   1. Liquid Cooling
   2. VGA Output
   3. Dual Monitors
   4. Digital Audio
   5. HDMI Output
   6. NFC Capability

View Answer

1. Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?
   1. Two 500 GB SATA2 hard drives used in a JBOD array
   2. Two 500 GB SATA2 hard drives in a hardware RAID 0
   3. Two 500 GB SATA2 hard drives in a hardware RAID 1
   4. Two 500 GB SATA2 hard drives in a software RAID 0

View Answer

1. A user notices the printer that is used for printing global shipper’s labels is missing columns in the printed labels. The special label stock is new and appears to be fine. Which of the following should the technician perform FIRST when troubleshooting this problem?
   1. Remove any stuck labels from the paper path
   2. Clean the pickup rollers and check them for wear
   3. Clean the print head with approved materials
   4. Replace and realign the print head

View Answer

1. Which of the following features is an advantage of a switch over a hub?
   1. A switch routes packets instead of frames to different networks.
   2. A switch divides bandwidth among connected devices.
   3. A switch broadcasts the data frames to every connected device.
   4. A switch sends data frames to the correct connected device.

View Answer

1. Which of the following adapter types uses a 7-pin cable to transmit video signals?
   1. RGB
   2. S-Video
   3. HDMI
   4. DVI

View Answer

1. A technician upgrades an older computer to Windows 8. The computer is running unusually slow, but the hardware has no problems and is adequate for the OS. Which of the following is the MOST likely solution?
   1. Change the boot sequence
   2. Switch the BIOS to UEFI
   3. Defragment the hard drive
   4. Enable virtualization

View Answer

1. Which of the following Internet connection types is known to have a significantly higher latency than the others?
   1. Cable
   2. Satellite
   3. DSL
   4. Fiber

View Answer

1. Joe, a user, has installed a new monitor on an existing system. Joe calls a support technician and reports that everything on the new display is fuzzy. Which of the following describes what needs to be changed to correct this issue?
   1. The display resolution needs to match the native resolution.
   2. The old graphics card does not support the new monitor.
   3. The new monitor cable needs to have aluminium cores installed.
   4. The new monitor requires updated drivers to be installed.

View Answer

1. For which of the following types of printers should a technician obtain a maintenance kit containing a fuser, transfer roller, and pickup rollers?
   1. Thermal
   2. Impact
   3. Inkjet
   4. Laser

View Answer

1. DRAG DROP

View Answer

1. A client’s computer is not connecting to a website. Which of the following commands will allow the technician to view the route/number of hops between the host and remote systems?
   1. netstat
   2. tracert
   3. nslookup
   4. netstat

View Answer

1. Which of the following is the form factor of a standard Parallel connector?
   1. DB-9
   2. DB-15
   3. DB-25
   4. DIN-6

View Answer

1. A technician is installing a new TV tuner on a Windows 7 HTPC and no channels are showing up. Which of the following is the MOST likely cause?
   1. The TV cable is connected to the FM/AM input.
   2. The TV tuner card does not support HD channels.
   3. The TV tuner card is not properly seated.
   4. The cable signal is too weak.

View Answer

1. A technician is installing a wireless router to be used as an access point. The company firewall will assign IP addresses to devices on the wireless network. Which of the following settings does the technician need to disable on the wireless router to accomplish this?
   1. NAT
   2. DMZ
   3. PAT
   4. DHCP

View Answer

1. A group of users need to connect directly to a printer with continuous access. Which of the following connection types will achieve this?
   1. Serial
   2. Ethernet
   3. USB
   4. eSATA

View Answer

1. A user reports the inability to access a company server using the FTP protocol. A technician finds other ports to the server seem to work normally. The technician has determined the problem is an incorrectly configured software firewall on the user’s machine. Which of the following is MOST likely the cause?
   1. Incoming connections on port 445 are blocked.
   2. Outgoing connections on port 443 are blocked.
   3. Incoming connections on port 143 are blocked.
   4. Outgoing connections on port 80 are blocked.
   5. Outgoing connections on port 21 are blocked.

View Answer

1. Which of the following would be the MOST important factor to consider when building a virtualization workstation?
   1. High-end graphics card with on-board memory
   2. A compact form factor
   3. Dual monitor support
   4. Maximum RAM and CPU cores

View Answer

1. Android smartphones are typically different from other smartphone devices in that:
   1. Android devices use apps that are more secure than other devices.
   2. Android devices use open source operating systems.
   3. Android devices can only operate with a proprietary operating system.
   4. Android devices can receive apps from different sources.

View Answer

1. A user is reporting that a desktop computer with a RAID 1 array is running slowly. Upon performing a reboot, the technician sees S.M.A.R.T. errors during boot up. Which of the following tools would the technician use FIRST to troubleshoot the errors?
   1. diskpart
   2. chkdsk
   3. format
   4. clean

View Answer

1. A user creates a file in presentation software to be shown on a widescreen display. The user would like to adjust the aspect ratio of the slides in the presentation software so they display without extra black areas on the top, bottom, left, or right of the slides. Which of the following aspect ratios would BEST meet this requirement?
   1. 4:3
   2. 5:4
   3. 16:9
   4. 256:135

View Answer

1. A technician is asked to install Microsoft office directly on a customer’s computing device. The technician notifies the customer that office cannot be installed directly on that device. Which of the following device types does the customer have?
   1. Mac
   2. Thick client
   3. Thin client
   4. Phablet

View Answer

1. A customer struggles with the small print of most smartphones. The customer still likes the idea of using a smartphone for phone calls and work. Which of the following devices should the technician recommend to the customer?
   1. A tablet
   2. An e-Reader
   3. A phablet
   4. A smart watch

View Answer

1. Joe, a technician, is preparing to replace a laptop screen. This laptop has a touch screen to support Windows 8.1 in order to use the Metro tiles. Which of the following is the FIRST step the technician should perform?
   1. Remove the laptop bezel
   2. Document and label each cable and screw location
   3. Organize the replacement parts
   4. Refer to the manufacturer’s documentation

View Answer

1. The technician is troubleshooting a connection issue between the switch and the wall jack. The user is plugged into the jack; however, there is no connection. The technician goes into the switch room to see if the cable is plugged into the switch, but none of the cables are labelled. Which of the following tools would the technician MOST likely use to find this cable?
   1. Wi-Fi analyser
   2. Loopback plug
   3. Multimeter
   4. Tone generator

View Answer

1. A user already has 2 RAM modules in a 64-bit Windows 7 PC. Each is a 1GB DDR- PC1600 RAM module. The user has 2 additional RAM modules that are each 2GB DDR- PC800. Which of the following is true about the PC after installing the additional RAM modules?
   1. The system only accesses the pair of 2GB RAM modules
   2. The system accesses all RAM at 100MHz
   3. The system enables ECC on all RAM modules
   4. The system will not work as all RAM has to be equal sizes

View Answer

1. The device that allows two different networks to communicate with one another is:
   1. a repeater.
   2. a hub.
   3. a router.
   4. an access point.

View Answer

1. A technician connects a second monitor to a desktop. It is physically located to the right of the existing monitor, but the mouse pointer can only get to the second monitor by moving to the left edge of the screen of the first monitor. Which of following display settings needs to be adjusted to get the pointer to move with the physical placement of the monitor?
   1. Scaling
   2. Rotation
   3. Position
   4. Resolution

View Answer

1. Which of the following would typically require the use of a punch down tool to connect a cable to the network switch?
   1. Router
   2. Repeater
   3. Patch panel
   4. PoE injector

View Answer