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Exam : **220-702**

Title : CompTIA A+ Practical Application (2009 Edition)

Version : Demo

1.A technician wants to clear out the temporary files on a system by manually browsing to the correct location.
Which of the following folders would store the temporary files for a user named EDWARD on a Windows XP Pro machine?
A. C:\Documents and Settings\Users\EDWARD
B. C:\Documents and Settings\EDWARD
C. C:\EDWARD
D. C:\Windows\Users\EDWARD
Answer: B

2.Windows 7 has notified a user that it has blocked access to the following address in Internet Explorer: ftp://ftp.microsoft.com:21.
Which of the following Windows features should the technician check to ensure that there is not an explicit rule disallowing access to this location.?
A. Windows Bitlocker
B. Windows BranchCache
C. Windows User Account Control
D. Windows Firewall
Answer: D

3.A technician has a user that consistently picks up viruses and malware no matter what kind of software is installed to prevent infection.
Which of the following should be a cost-effective logical step in preventing future infections?
A. Place the user behind a high end NIPS device.
B. Migrate the user to a Virtual Machine environment.
C. Educate the user on browsing habits.
D. Install multiple antivirus programs on the machine to decrease the chances for infection.
Answer: C

4.A technician is tasked with replacing the processor and cooling fan in a laptop computer.
Which of the following procedures will help the technician complete the task efficiently?
A. Place all of the screws together in one container so they do not get lost.
B. Place the screws for each disassembly step together in an organizer.
C. Tag each screw hole with a different color coded tag.
D. Throw away the existing screws and replace them with new screws.
Answer: B

5.A technician receives a service call about a printer producing wrinkled pages.
Which of the following can cause wrinkled paper in a printer? (Select TWO).
A. Toner may be contaminating the paper path
B. The PostScript commands are not being processed
C. The corona transfer wire needs to be cleaned
D. The new paper was stored in a damp location
E. The fuser unit is reaching the end of its life

Answer: DE

6.Which of the following represents the default installation folder for a 32-bit program installed under Windows 7 Professional 64-bit?
A. C:\Documents and Settings
B. C:\Program Files (x64)
C. C:\Program Files (x86)
D. C:\Program Files
Answer: C

7.During startup an error message "One or more services failed to start" appears.
Which of the following methods can be used to examine the status of the services running on the computer? (Select TWO).
A. Click on Start > Control Panel > System
B. Right click on My Computer and select Properties from the context menu
C. Click on Start > Control Panel > Administrative Tools
D. Right click on the Desktop and select Properties from the context menu
E. Right click on My Computer and select Manage from the context menu
Answer: CE

8.A SOHO user has just installed a new wireless router on the network.
Which of the following is the FIRST thing the user should do to secure the router from unauthorized use?
A. Change the default administrator name and password
B. Update the firmware in all of the client computers
C. Setup MAC filtering to limit the devices that can connect
D. Determine the DHCP range and any static exclusions
Answer: A

9.A shared computer is used on multiple shifts and each user creates a log file in a shared folder. Lately there has been an issue with log files being deleted by users other than the creators.
Which of the following options will prevent these deletions while allowing users access to their own files?
A. Uncheck the Allow Modify security attribute on the folder from the Users group.
B. Uncheck the Allow List Folder Contents security attribute on the folder from the Users group.
C. Check the Deny Full Control security attribute on the folder from the Users group.
D. Uncheck the Allow Write security attribute on the folder from the Users group.
Answer: A

10.Which of the following operating systems supports full BitLocker functionality?
A. Windows XP
B. Windows 7 Professional
C. Windows Vista Home
D. Windows 7 Enterprise
Answer: D

11.Which of the following protocols could a technician use to connect a smartphone to an email server? (Select TWO).
A. SMTP
B. POP3
C. HTTP
D. SNTP
E. ICMP
Answer: AB

12.Which of the following should a technician do FIRST to secure a mobile device?
A. Assign a passcode
B. Download updates
C. Disable GPS
D. Install antivirus
Answer: A

13.When running Windows XP, which of the following would give a list of switches for the CHKDSK command?
A. chkdsk ~?
B. chkdsk :?
C. chkdsk /?
D. chkdsk \?
Answer: C

14.Which of the following security threats would cause a computer to run slow and redirect HTTP sites?
A. Phishing
B. Key logger
C. Social engineering
D. Malware
Answer: D

15.Which of the following security threats involve shoulder surfing and phone phishing?
A. Man-in-the-Middle
B. Social engineering
C. Trojan virus
D. Spyware
Answer: B

16.A technician is tasked with building three systems that are capable of utilizing the new Windows HomeGroup functionality.
Which of the following versions of Windows would need to be used?
A. Windows 7 or Windows Vista
B. Windows Vista only
C. Windows XP Professional x64 Edition

D. Windows 7 only
Answer: D

17.Which of the following security threats does NOT use software to extract sensitive information or credentials?
A. Grayware
B. Shoulder surfing
C. Malware
D. Man-in-the-Middle exploits
Answer: B

18.Social engineering makes use primarily of which of the following techniques, to bypass common corporate security barriers?
A. Grayware installation
B. Worm transmission
C. Human interaction
D. Malware installation
Answer: C

19.A user has a laptop that they need to get ready for an outdoor presentation. The user is concerned that the laptop will turn off the screen or go into standby before their presentation is complete.
Which of the following Control Panel paths should the technician use in order to prevent this from occurring?
A. System -> Hardware
B. Power Options -> Power Schemes
C. System -> Advanced -> Performance
D. Power Options -> Hibernate
Answer: B

20.A user states their workstation will not reach the login screen.
Which of the following commands can be used to write a new partition boot sector to the system partition in the Recovery Console?
A. FIXMBR
B. BOOTCFG
C. FIXBOOT
D. DISKPART
Answer: C