Vendor: CompTIA
Exam Code: 220-701
Exam Name: CompTIA A+ Essentials
QUESTION 1
Which of the following ports would Windows Firewall need to make an exception for in order to allow FTP access?

A. 21  
B. 80  
C. 443  
D. 3389  

Answer: A

QUESTION 2
Which of the following is the purpose of thermal compound?

A. To facilitate the transfer of heat from the CPU to the heat sink  
B. To facilitate the adhesion of the CPU to the heat sink  
C. To facilitate the reduction of heat to the heat sink  
D. To assist in insulating the CPU from electrical damage  

Answer: A

QUESTION 3
A user reports their laptop has just been powered on and there is no display, but the power indicator is still on. The technician suspects that the laptop display is bad. Which of the following troubleshooting steps should be performed to confirm the display is bad?

A. Press and hold the Fn-toggle key several times.  
B. Change the brightness of the display to see if anything appears on the laptop.  
C. Plug an external monitor into the video output port, and then Fn-toggle key several times.  
D. Press the power button until the unit shuts down, then press and hold the Fn-toggle key as power is reapplied.  

Answer: C
QUESTION 4
Which of the following should be performed during a hard drive replacement to BEST maintain data privacy?

A. Format the new hard drive twice prior to installation.
B. Completely erase the old drive prior to disposal.
C. Install antivirus software on the computer before removing the old hard drive.
D. Only use FAT32 file systems when formatting the new drives.

Answer: B

QUESTION 5
Which of the following uses pair authentication to provide a wireless connection between two devices?

A. 802.11n
B. Bluetooth
C. Infrared
D. Cellular

Answer: B

QUESTION 6
A help desk technician receives a phone call from a user reporting a computer problem. During the phone call, the user starts a conversation with the technician asking detailed information about personnel in upper management. The technician then asks the user’s name again, after which the user promptly hangs up. Which of the following attacks did the technician experience?

A. Phishing attack
B. Eavesdropping attack
C. Social engineering attack
D. Spyware attack
QUESTION 7
A client wants a technician to install more RAM on their graphics workstation. The client has provided a 4 GB SODIMM and had problems installing it. Which of the following is the probable reason for this?

A. Graphic workstations require flash memory
B. The memory is incompatible for the workstation
C. Graphic workstations require solid state memory
D. The workstation has no available memory slots

Answer: B

QUESTION 8
A workstation would MOST likely be connected to an office network using which of the following cable types?

A. eSATA
B. IDE
C. FireWire
D. Ethernet

Answer: D

QUESTION 9
Which of the following laptop accessories would MOST likely be used to support multiple displays when the laptop hardware does not have multiple video outputs?

A. Docking station
B. VGA to DVI converter
C. Adjustable monitor arm
D. PCMCIA card
QUESTION 10
Which of the following cables is fire retardant?

A. UTP  
B. PVC  
C. STP  
D. Plenum  

Answer: D

QUESTION 11
A technician needs to harden a wireless small office home office (SOHO) network so that internal IP addresses are hidden from Internet users. Which of the following should the technician configure?

A. Configure NAT  
B. Configure port forwarding  
C. QoS  
D. SSID broadcast  

Answer: A

QUESTION 12
A user has a parallel printer and wants to share it on the company network. Which of the following devices would the user need?

A. A port replicator  
B. A splitter  
C. A wireless router  
D. A print server  

Answer: D
QUESTION 13
A user wants to replace their 17" CRT monitor with the thinnest possible 17" monitor available. Which of the following monitors should the user purchase?

A. LCD
B. DLP
C. HDMI
D. Plasma

Answer: A

QUESTION 14
A customer calls the help desk to report that their computer is making a strange loud noise. Which of the following should the technician do FIRST after arriving at the site?

A. Ask another technician who has worked with this computer previously to learn about any other prior issues.
B. Ask the customer open-ended questions to attempt to narrow down the issue, then repeat the issue to the customer for validation.
C. Ask the customer close-ended questions to attempt to narrow down the issue while not using technical jargon to avoid overwhelming the customer.
D. Run preliminary diagnostic tests to narrow down the issue and then ask the customer about any changes they have made to the computer.

Answer: B

QUESTION 15
Which of the following methods would cool a CPU with the LEAST potential for moving parts to break?

A. Liquid cooling
B. 40 mm fan
C. Heatsink
D. Ventilation slats

**Answer:** C

**QUESTION 16**
After swapping an internal wireless card on a laptop, the technician notices that the wireless does not work. Which of the following would be the MOST likely cause?

A. Antennae is not connected
B. Wireless card is defective
C. Drivers needs to be updated
D. OS needs to be updated

**Answer:** A

**QUESTION 17**
Which of the following should be the FIRST items to be removed when replacing the system board on a laptop? (Select TWO).

A. Keyboard
B. Battery
C. LCD
D. Palm rest
E. AC power adapter

**Answer:** BE

**QUESTION 18**
The PING command can be used to determine which of the following? (Select TWO).

A. If there is connection to a specified IP address
B. The gateway address of a currently logged on user
C. The response time of the connection to a specific IP address
D. The amount of hops it takes to reach destination computer
E. The active connections to a computer

Answer: AC

QUESTION 19
During troubleshooting, the technician establishes a theory of probable cause. Which of the following is the NEXT step?

A. Test the theory to determine cause.
B. Establish a plan of action to resolve the problem and implement the solutions.
C. Identify the problem.
D. Verify full system functionality and if applicable implement preventative measures.

Answer: A

QUESTION 20
A network extension needs to be run 50 meters (164 feet) across a machine shop. The path will take the extension near a number of fluorescent light fixtures and a large electric motor. Which of the following cable types would be BEST suited for this environment?

A. Fiber  
B. UTP Cat3  
C. STP Cat5  
D. Coaxial

Answer: A