Vendor: CompTIA

Exam Code: 220-702

Exam Name: CompTIA A+ Practical Application
QUESTION 1
A customer wants to have a technician increase the amount of RAM in the laptop. Which of the following should the technician do FIRST before adding more memory?

A. Check for available hard drive space
B. Check the laptop documentation
C. Open the case to check for an available slot
D. Check the operating system on the computer

Answer: B

QUESTION 2
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

QUESTION 3
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
QUESTION 4
A user reports that settings on the SOHO Wi-Fi router are being changed. Which of the following is the BEST course of action to prevent unwanted changes in the future?

A. Change the default password of the administrator router login account.
B. Enable a stronger password for the SNMP reporting functionality of the router.
C. Change the internal IP of the router.
D. Set the DHCP lease expiration time to half of its current value.

Answer: A

QUESTION 5
Which of the following should be regularly scheduled to prevent data loss in the event of a system failure?

A. Check Disks
B. Backups
C. System Restore
D. Defragmentation

Answer: B

QUESTION 6
Which of the following BEST describes a method for installing an operating system across the network?

A. USB 3.0
B. IEEE 1394
C. PXE
D. NTFS
QUESTION 7
A company suspects that there are unauthorized users connecting to their wireless router. The SSID broadcast is already turned off. Which of the following should the technician perform NEXT to increase security on the wireless router? (Select TWO).

A. Enable MAC filtering
B. Configure DHCP
C. Change the encryption key
D. Disable the DNS port
E. Configure port forwarding

Answer: AC

QUESTION 8
A technician is repairing a workstation that exhibits random reboots at odd times of the day. Which of the following should be performed FIRST when troubleshooting the issue? (Select TWO).

A. Check the PSU integrity
B. Check the CMOS battery
C. Check the video card integrity
D. Check the memory integrity
E. Check the optical drive integrity

Answer: AD

QUESTION 9
A customer purchases a new 802.11n router for their home. They connect it to their current 801.11g devices, as well as their new laptop. Even though the laptop has a built-in 802.11n antenna, they are not noticing any speed increase. Which of the following is the MOST likely cause?
A. The laptop is not close enough to the router.
B. The router should be set to "G-Only".
C. The router is broadcasting in Mixed Mode.
D. The laptop needs a dedicated access point.

Answer: C

QUESTION 10
A technician has a client’s laptop that is randomly shutting down. Which of the following is the FIRST step of the troubleshooting theory that the technician will perform to resolve the laptop's issue?

A. Document finding, actions, and outcomes
B. Identify the problem
C. Establish a theory
D. Establish a plan of action to resolve the problem

Answer: B

QUESTION 11
Which of the following paths would a technician use to map a network drive?

A. //servername\usershare
B. \servername\usershare
C. \servername/usershare
D. //servername/usershare

Answer: B

QUESTION 12
A technician needs to remove the ability of standard users to shut down or restart a shared computer. Which of the following commands can be used to accomplish this task?
A. services.msc
B. shutdown.exe
C. bootrec.exe
D. gedit.msc

Answer: D

QUESTION 13
A technician is replacing a laptop’s motherboard with a used motherboard. Which of the following should the technician perform FIRST when installing the replacement motherboard?

A. Connect the laptop battery to ensure replacement board has sufficient power
B. Inspect replacement motherboard for any physical damages
C. Remove the memory from old motherboard and install the memory on replacement motherboard
D. Connect the laptop power cable and test existing motherboard to find the point of failure

Answer: B

QUESTION 14
The technician is working on a system and has determined that the hard drive must be reimaged. However, the customer wants to retain all the data. Which of the following would take the LEAST amount of time to implement?

A. Create a new partition on the hard drive, copy all data to the new partition, reimage the drive, and the old data will be on the new partition and accessible.
B. CompTIA 220-702 Exam
C. Install a new hard drive, slave the old drive, image the new drive, and show the customer how to access their data on the old drive.
D. Upload the data to an external FTP server, reimage the drive, and then restore the data to the newly imaged drive.
E. Copy data to a USB connected hard drive, reimage the drive, and then restore the data
to the newly imaged drive.

**Answer:** D

**QUESTION 15**
A virus scanner is running on a computer and scans all files currently in use. Why should a full scan be performed periodically?

A. Files not accessed recently may contain a virus.
B. A full scan optimizes all files on the hard drive.
C. A full scan resets the archive bit on the file.
D. Active antivirus software only scans the C:\WINDOWS directory.

**Answer:** A

**QUESTION 16**
A company's wireless network is called FOO and it is not publicly visible. In a wireless configuration wizard which of the following locations should the technician put FOO?

A. SSID
B. WPA Passphrase
C. WEP Key
D. Network Path

**Answer:** A

**QUESTION 17**
A technician updates the motherboard firmware and the workstation does not indicate any hard drives in it now. Which of the following is MOST likely the problem?

A. The hard drives were not plugged back in after the firmware update.
B. RAID drivers need to be updated.
C. The front side bus is corrupted.
D. The USB ports need to be reset.

Answer: B

QUESTION 18
Which of the following is the BEST tool a technician would use to reach a screw that has fallen out of reach?

A. Wrist strap
B. Extension magnet
C. Pliers
D. Tweezers

Answer: B

QUESTION 19
A technician installs a new graphics card on the motherboard of a computer. After powering on the computer there is no video display. Which of the following would be the FIRST step the technician should take to resolve this issue?

A. Call other technicians until someone has the correct solution
B. Remove the new graphics card and reseat it
C. Search the Internet for possible causes and solutions to the issue
D. Update the bios firmware of the motherboard

Answer: C

QUESTION 20
A technician installed a new application on a Windows XP desktop. When the technician tries to launch the application it crashes. Which of the following can the technician use to troubleshoot the application?

A. System logs
B. Security logs
C. Application logs
D. Application installation logs

Answer: C