

CompTIA A+ (220- 802) Domain 4 – Troubleshooting

36 % of 90 questions

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1. What is the last step of the troubleshooting process?
 - A. Establish a plan of action to resolve future problems.
 - B. Document findings, actions and outcomes.
 - C. Verify full system functionality.
 - D. Confirm theory and solutions.

2. After a PC has completed the boot process, you notice that the time and date are incorrect. What is most likely the cause?
 - A. System updates have not been configured automatically.
 - B. The CMOS battery has failed.
 - C. The HDD is about to fail.
 - D. The system is overheating because of excessive dust accumulation in the heat sink cooling fins.

3. You hear a clicking noise during the boot process, and periodically while using the computer. What is most likely the cause of the clicking noise?
 - A. HDD
 - B. CMOS
 - C. RAM
 - D. CPU

4. During the boot process, you hear multiple beeps coming from the computer. After the POST is complete, the display is blank. Where would you look to decipher the beep codes?
 - A. Microsoft TechNet website.
 - B. The HDD manufacturer website.
 - C. The motherboard manufacturer website.
 - D. The display manufacturer website.

5. A computer is approximately five months old. The user says that the computer ran fine at first, but over time it seems to be getting slower and slower to respond and takes much longer for the computer to come on. What procedure would you try first?
 - A. Check the amount of RAM and add or replace if necessary.
 - B. Make sure the antivirus program is installed, enabled and working.
 - C. Run Msconfig and then remove all unnecessary programs.
 - D. Check the BIOS configuration and verify all hardware devices especially the HDD have been correctly detected.

6. A computer system fails to complete the POST. What is most likely the source of the problem?

- A. One or more of the operating system essential files are corrupted.
- B. The administrator user account has been compromised.
- C. A hardware device has had a catastrophic failure.
- D. One or more software applications installed on the HDD are corrupted.

7. A user complains that when they use their laptop, they have slow or intermittent Internet connection. What is most likely the cause?

- A. The wireless network card is incorrectly configured.
- B. They have the wrong type of encryption configured for the wireless access point.
- C. The laptop is configured for IPv6 not IPv4.
- D. The laptop is too far from the wireless access point.

8. Which tool would you select to make a network cable connection to a 110 termination block?

- A. Standard wire crimper.
- B. Punch down tool.
- C. Wire Stripper.
- D. Flat tip screw driver.

9. Which command would you issue from the command prompt to view the computer assigned IP address?

- A. Ping
- B. Ipconfig
- C. Net
- D. Tracert

10. Which key or key combination would you press during the boot process to access Advanced Boot Options for Windows 7?

- A. F8
- B. Ctrl - Alt - Del
- C. Ctrl - Z
- D. F4

11. How do you access the Windows Recovery Environment (WinRE) in Windows 7?

- A. Press control - Alt - Del during the POST.
- B. Press F6 during the boot process.
- C. Place the Windows 7 installation DVD into the DVD drive and then reboot the computer.
- D. Enter WinRE.msc at the command prompt.

12. Which option in Advanced Boot Options menu will start the computer with minimal drivers?

- A. Safe Mode
- B. Last Known Good Configuration.
- C. Disable Driver Signature Enforcement
- D. System Image Recovery

13. Which selection is NOT a Windows 7 system recovery option?

- A. Startup Repair
- B. System Restore
- C. System Image Recovery
- D. Registry Editor

14. Which command would you enter at the command prompt to recover the Windows 7 Bootmgr?

- A. bootrec/fixboot
- B. fixboot/all
- C. fixboot
- D. bootrec/now

15. A user installed an updated hardware driver for their computer and now the computer boots to a blue screen and freezes. Which method would you use to repair the computer?

- A. Reinstall the operating system using the installation DVD.
- B. Start the computer in Safe Mode and then roll back the device driver.
- C. Remove the offending hardware device and then reboot the computer.
- D. Start the computer in Safe Mode and then go to the command prompt and enter bootrec/fixboot.

16. Which command will produce the Windows 7 System Configuration dialog box?

- A. msconfig
- B. regedit
- C. sfc
- D. system32

17. Which Device Manager symbol is used to indicate a disabled device driver?

- A. Red X
- B. Yellow triangle
- C. Red stop sign
- D. The device will not appear in the list of devices when it is disabled.

18. Which of the following would most likely cause a BSOD?

- A. Faulty or failed CPU fan.
- B. A loose connection to a SATA drive.
- C. Improperly seated RAM module.
- D. Miss configured modem.

19. Which command issued from the Windows 7 command prompt will check the HDD and automatically repair most errors?

- A. chkdsk/R
- B. regedit/F
- C. chkdsk/F
- D. scandsk/F

20. Which utility would you use to prevent a specific software application from loading at startup?

- A. Sysconfig
- B. Msconfig
- C. System32
- D. Chkdsk

21. Which command would you use from the Windows 7 Recovery Environment rewrite the boot code for the MBR?

- A. Fdisk/boot
- B. Bootrec.exe/fixboot
- C. Fdisk/mbr
- D. Mbr/repair

22. You are troubleshooting a computer problem. The symptoms are three short beeps followed by two long beeps and no apparent video. What would be your next course of action?

- A. Search the Microsoft TechNet website using the key terms “three short beeps two long beeps no video.”
- B. Consult the video card manual.
- C. Open System Configuration and then disable all startup programs.
- D. Search the motherboard firmware website using the key terms “Three short beeps two long beeps.”

23. Which log contains a list of all drivers that are loaded during system startup?

- A. ntblog.txt
- B. startup.txt
- C. repair.txt
- D. details.txt

24. Which command would you issue from a command prompt to start the Microsoft System Configuration utility?

- A. Sysconfig
- B. Msconfig
- C. System
- D. Msifo32

25. A user has recently installed a new printer driver, and now the printer will not print at all. Which is the best method to recover from this issue without the possibility of changing other drivers or system file updates?

- A. Perform a clean system install and then install the latest service pack.
- B. Disconnect and power off the printer and then power the printer back on and follow the screen prompts to install a new driver.
- C. Perform a System Restore from any recent restore point.
- D. One device manager, select the printer and then select Rollback Driver option.

26. A Windows 7 computer fails to complete startup to the system logon. You suspect that one or more system files are corrupt. You can access the command prompt from the advanced startup menu. Which course of action would you choose to repair or replace system startup files?

- A. Run fdisk/mbr from the command prompt.
- B. Run sfc/scannow from the command prompt.
- C. Run msconfig/repair
- D. Run system32/repair

27. Which command will start the Problem Steps Recorder from the command prompt in Windows 7?

- A. prbrec
- B. recorder
- C. psr
- D. problem

28. Which Windows 7 command is used to locate and fix errors automatically on a hard disk drive?

- A. fdisk/mbr
- B. chkdsk/f
- C. scandisk/f
- D. autoscan

29. A laptop computer has a very dim display. Which component would you replace first?

- A. LCD inverter.
- B. Video adapter card.
- C. Display wiring harness.
- D. Laptop battery.

30. You are checking a customer Windows 7 computer. Each time you boot the computer, you see a message appear on the display immediately following the POST. The message states "Invalid partition table." Which hardware device is most likely the cause of the problem?

- A. CMOS battery.
- B. HDD.
- C. RAM
- D. CMOS

31. 7. How do you access the System Restore feature in Windows 7?

- A. Start | All Programs | System Restore.
- B. Start | All Programs | Accessories | System Tools | System Restore.
- C. Right-click My Computer, select Properties from the shortcut menu, and then select the System Restore tab.
- D. Start | All Programs | Accessibility | System Restore

Correct answer is B. Start | All Programs | Accessories | System Tools | System Restore

32. What Advanced options menu item is used to perform repair of basic drivers that are keeping Windows from loading correctly?

- A . System Restore
- B. System Image Recovery
- C. Automatic Repair
- D. Startup Settings

33. A Windows7 computer is exhibiting symptoms indicating a repair to the system startup files is required. Which utility would you use to make repairs to the system startup files?

- A. Recovery Console
- B. Task Manager
- C. WinRE
- D. Safe Mode

34. A customer tells you that the computer worked fine yesterday, but when they turned the computer on today they heard a “pop” and then they smelled smoke. When you attempt to boot the computer you observe there are no LEDs lit and no fans are running. Which computer component is most likely the cause of the problem?

- A. CMOS
- B. CMOS battery
- C. Power supply
- D. CPU fan

35. A laser printer is constantly experiencing paper jams when multiple pages are required to be printed. What is most likely the cause of the paper jams?

- A. Defective fuser.
- B. Worn pickup rollers.
- C. Incorrect toner.
- D. Excessive charge on the drum.

36. While booting a computer system you see a message that states that one or more services failed to start? Which will provide more information about which services failed to start?

- A. Task Manager
- B. System Events log
- C. Msconfig
- D. Sysconfig

Answers

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