

CompTIA220901Domain4HardwareandNetworkTroubleshooting

Student Name \_\_\_\_\_

CompTIA A+ Domain 4 Hardware and Network Troubleshooting Practice Test

The CompTIA A+ 220-901 troubleshooting portion accounts for approximately 28 % or 25 questions. You need approximately 20 correct to be ready be the real test.

Good luck!

1. After a successful boot you notice that the date and time displayed are incorrect. You configure the correct date and time. The very next time the computer is rebooted again the incorrect time and date are displayed. What is most likely the problem?

- A. The computer is configured with the wrong time zone.
- B. The CMOS battery needs to be replaced.
- C. The operating system required boot files are corrupt.
- D. The network sever has been configured with the incorrect date and time.

2. A computer boots successfully but after approximately 20 minutes the screen locks up. There is no response after pressing the keyboard or using the mouse. When the computer is rebooted the screen locks up again but much faster, after only a few seconds. What is most likely the source of the problem?

- A. A loose cable connection to the Internet.
- B. A heat problem caused by poor air circulation or clogged air filters.
- C. The display monitor is failing.
- D. A bad capacitor in the power supply.

3. Which is the most appropriate utility for diagnosing a problem after the user logon?

- A. Diskpart utility
- B. System Configuration Utility (msconfig.exe).
- C. Device manager
- D. System Firewall

4. A computer system appears dead after attempting to turn it on. There are no LEDS and no fans running. What would be the most appropriate next step?

- A. Reboot the computer using an installation DVD.
- B. Check the power strip.
- C. Install the very latest backup of system files.
- D. Reboot the computer and hold down the F8 key.

5. What would most likely cause a BSOD to occur?

- A. Insufficient hard disk drive space.
- B. Not sufficient memory to run a complex program.
- C. Defective memory module.
- D. Defective screen inverter.

6. Which command will allow a Windows 7 computer to recover a bad MBR?

- A. bootrec.exe /fixmboot
- B. FixMBR.exe
- C. Diskpart/recover
- D. Format/MBR

7. How do you access “**advance boot options**” in Windows 7 while the system is booting?

- A. Hold down the [Windows logo] key.
- B. Press the [F8] key.
- C. Press [Ctrl] [Alt] [Del].
- D. Press the [Del] [F2]

8. Which command is used to detect and automatically fix errors on a Windows 7 hard drive?

- A. chkdsk/f
- B. fmbr
- C. scandisk
- D. FIX/mbr

9. Which item would be the most appropriate to troubleshoot an error during the POST stage of a computer system boot sequence?

- A. Multimeter
- B. Oscilloscope
- C. POST card
- D. Msconfig.exe

10. Where in Windows 7 would you look for a log that contains a list of all drivers that were installed during startup?

- A. Msconfig.txt
- B. Devmgr.txt
- C. Ntbtlog.txt
- D. Chkdsk.txt

11. Which utility would you use to stop a service that you think is creating a problem for a computer?

- A. System Configuration
- B. Device manager
- C. System Restore
- D. System File Checker

12. Which tool can be used to check for corrupt, changed, or missing files from Windows 7 operating system files?

- A. System File Checker
- B. Device manager
- C. System Configuration
- D. Diskpart

13. Which command is used to identify the assigned workstation IP4 and IP6 address?

- A. Netstat
- B. Net
- C. Ipconfig
- D. Nslookup

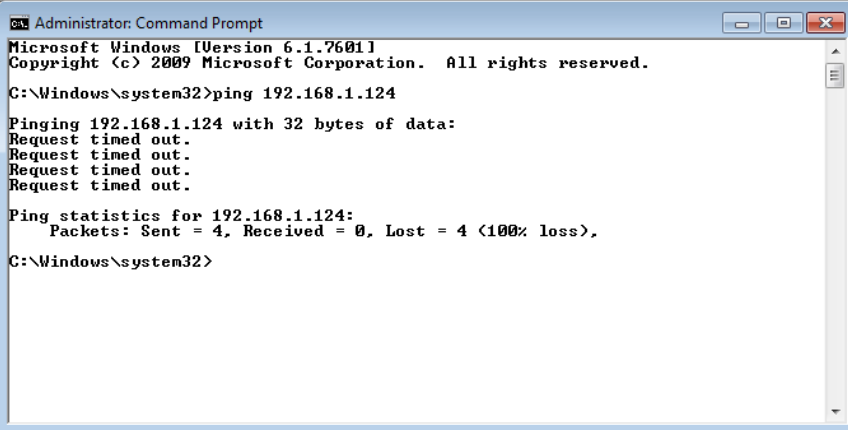
14. Which IP4 address indicates there is a problem with the network DHCP server?

- A. 168.254.1.12
- B. 10.0.0.1
- C. 169.254.12.1
- D. 122.122.122.122

15. Which command will display a list of computers and devices currently connected to the local area network?

- A. Ipconfig/all
- B. Tracert/all
- C. Whoami
- D. Net view

16. What problem is most likely indicated by the exhibit?



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>ping 192.168.1.124

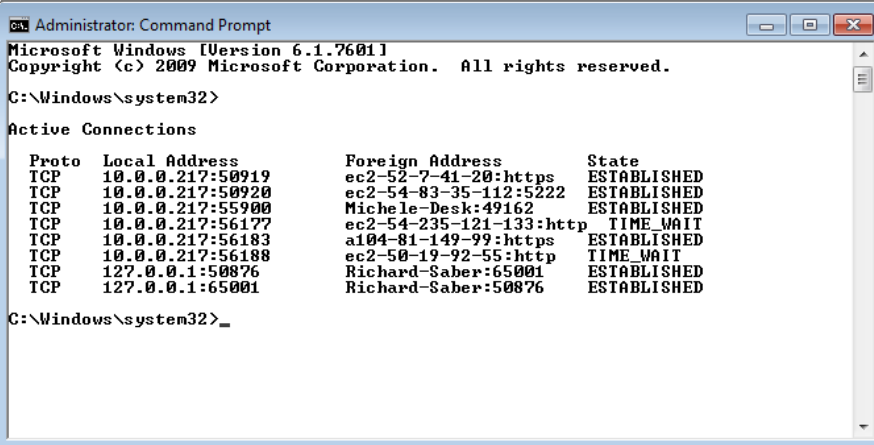
Pinging 192.168.1.124 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 192.168.1.124:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Windows\system32>
```

- A. Failed user account logon.
- B. There is a network cable problem between the host and client.
- C. The wrong IP4 address has been issued to the host computer.
- D. No problem is indicated.

17. Which network troubleshooting utility produced the exhibit?



```
Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\system32>

Active Connections

Proto Local Address           Foreign Address         State
TCP    10.0.0.217:50919        ec2-52-7-41-20:https   ESTABLISHED
TCP    10.0.0.217:50920        ec2-54-83-35-112:5222  ESTABLISHED
TCP    10.0.0.217:55900        Michele-Desk:49162     ESTABLISHED
TCP    10.0.0.217:56177        ec2-54-235-121-133:htp TIME_WAIT
TCP    10.0.0.217:56183        a104-81-149-99:https   ESTABLISHED
TCP    10.0.0.217:56188        ec2-50-19-92-55:htp   TIME_WAIT
TCP    127.0.0.1:50876         Richard-Saber:65001    ESTABLISHED
TCP    127.0.0.1:65001         Richard-Saber:50876    ESTABLISHED

C:\Windows\system32>_
```

- A. NETSTAT
- B. NBTSTAT
- C. PING
- D. TACERT

18. What is the most common source of printer paper jams?

- A. Defective fuser
- B. Wrong tonner type
- C. Worn separator pad
- D. Scratches on paper drum.

19. You report to a company office on a printer problem service call. You discover the problem is that the printer is offline and you correct it. Office personal still cannot print from the shared printer. What should you do next?

- A. Clear the printer queue
- B. Delete all shares and then reconfigure the shares once more.
- C. Unplug the printer and then plug the printer back in once more.
- D. Download and then install the latest printer drivers from Microsoft.

20. The office personal accidentally spill laser printer toner all over the office carpet. What should you do to clean the spill?

- A. Use a mild soapy solution to remove all residual toner after sweeping the bulk of the toner up.
- B. Use a vacuum with an approved filter to remove the toner from the rug.
- C. Isolate the office and call hazmat to remove the toner.
- D. Isolate the office area and then cut and remove the area of the rug with the toner. Seal the toner in air tight container and then properly dispose according to local and state regulations.

21. Office person reports that the screen icons at their workstation are extremely large and some do not appear on the screen. What is most likely the cause of the problem?

- A. A defective inverter.
- B. The display is plugged into the VGA port on the computer.
- C. The screen has been reconfigured with a low resolution.
- D. The person is logged in as a different user.

22. If an error occurs during POST, what is most likely the source of the problem?

- A. A hardware device failure.
- B. A corrupt application file.
- C. A required system boot file is corrupt or missing.
- D. The Internet connection has failed.

23. Which option would you use to return a Windows 8.1 computer to working condition by reinstalling required system files but not damage or deleting any user documents or pictures?

- A. System format
- B. System original image recovery
- C. System Reset
- D. System Refresh

24. What is the purpose of Windows 8.1 WinRE?

- A. The WinRE is designed to automatically connect the Windows 8.1 device to any existing SSID without user intervention.
- B. The WinRE is designed to automatically repair the Windows 8.1 system after two boot failures.
- C. The WinRE is designed to secure the Windows 8.1 computer system while in a public location.
- D. The WinRE is designed to automatically backup all Windows 8.1 files after computer shutdown.

25. How would you best access the Windows 7 Recovery Environment?

- A. The Windows 7 Recovery Environment is launched by booting to the Windows Vista or Windows 7 installation DVD.
- B. The Windows 7 Recovery Environment is accessed through Control Panel | System and Security | System | System protection.
- C. The Windows 7 Recovery Environment is accessed through the Start Menu list.
- D. The Windows 7 Recovery Environment is accessed through the Microsoft TechNet website.

## Answers

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