



**Vendor: CompTIA**

**Exam Code: JK0-802**

**Exam Name: CompTIA A+ Certification Exam (JK0-802)**

**Version: Demo**

**QUESTION 1**

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

**Correct Answer: C**

**Explanation:**

Reference: <http://technet.microsoft.com/en-us/magazine/2008.07.desktopfiles.aspx>

**QUESTION 2**

Joe, a technician, is tasked with disassembling a laptop to replace its motherboard. Which of the following is the FIRST step he should perform?

- A. Write down where all the screws go on paper
- B. Prepare some containers to hold the parts
- C. Remove the battery and the removable CD-ROM drive
- D. Refer to manufacturer documentation

**Correct Answer: D**

**QUESTION 3**

An administrator has advised against providing any information over the phone as a way to prevent against which of the following threats?

- A. Session hijacking
- B. Social engineering
- C. Man-in-the-middle
- D. Shoulder surfing

**Correct Answer: B**

**QUESTION 4**

A technician is called onsite to solve a network connection error. Upon arrival, the technician observes a message on the screen stating there is no boot drive found. Which of the following steps should the technician take NEXT?

- A. Repair the boot up sequence using recovery console.
- B. Restart the system, booting from a system recovery disk.
- C. Restart the system to verify the proper boot sequence.
- D. Inform the customer the hard drive has crashed and replace the drive.

**Correct Answer: C**

**Explanation:**

Reference: <http://www.tomshardware.com/forum/55646-2-boot-device-available>

**QUESTION 5**

A technician installed a second hard drive in a computer. Upon restart, a message appears stating. "primary drive 0 not found. Press F1 to continue." Which of the following should the technician check FIRST?

- A. That NTLDR and boot.ini are not missing
- B. Proper drive installation (e.g. cables/jumpers)
- C. If computer can boot into safe mode
- D. If the BIOS boot settings are correct

**Correct Answer: B**

**Explanation:**

Reference: <http://www.geek.com/forums/topic/primary-drive-0-not-found-primary-drive-1-not-found/>

**QUESTION 6**

An office of 25 computers is interested in employing a file server, network shares, and print server functionality. Which of the following network setups would be BEST suited for this situation?

- A. Ad-hoc
- B. Workgroup
- C. Domain
- D. Token ring

**Correct Answer: C**

**Explanation:**

Reference: <http://windows.microsoft.com/en-au/windows-vista/what-is-the-difference-between-a-domain-and-a-workgroup>

**QUESTION 7**

A technician needs to use a command line tool to determine the network name and the IP address of a resource. Which of the following command line tools will provide an IP address when given a name?

- A. verify
- B. Tracert
- C. Ipconfig
- D. Nslookup

**Correct Answer: D**

**Explanation:**

Reference: <http://www.computerhope.com/nslookup.htm>

**QUESTION 8**

A user has just installed an old CRT monitor on their home PC, and is connected to the onboard VGA port. The user notes that the display has a green tint at all times. Which of the following is the MOST likely cause of the issue?

- A. Old video card drivers
- B. Loose video cable

- C. Monitor
- D. Video card

**Correct Answer: B**

**QUESTION 9**

A company has created a personal SSL certificate for an internal website and a user is reporting error messages when accessing the site. In which of the following locations could a technician troubleshoot SSL certificate errors?

- A. System Protection
- B. Folder Options->View Hidden Files
- C. Internet Options->Content
- D. Local Security Policy

**Correct Answer: C**

**QUESTION 10**

Which of the following wireless standards used on modern smartphones depends on direct client-to-client handshake pin code authorization for establishing transmission connection?

- A. 802.11n Wi-Fi
- B. WiMAX
- C. Infrared
- D. Bluetooth

**Correct Answer: D**

**QUESTION 11**

Which of the following drive destruction methods is considered the MOST secure when dealing with highly sensitive data?

- A. Degaussing
- B. Wiping
- C. Magnetizing
- D. Shredding

**Correct Answer: D**

**QUESTION 12**

A user is attempting to use Remote Desktop to connect to a server but is getting an error message. Which of the following tools should be used to verify that the server is powered on and connected to the network?

- A. PING
- B. NSLOOKUP
- C. MSTSC
- D. SFC

**Correct Answer:** A

**QUESTION 13**

Which of the following user accounts should be renamed to adhere to security best practices?

- A. Power user
- B. Guest
- C. Standard user
- D. Administrator

**Correct Answer:** D

**Explanation:**

Reference: <http://technet.microsoft.com/en-us/library/jj852273.aspx>

**QUESTION 14**

A technician has just installed and terminated a new CAT5 network cable. The device using the cable cannot connect to the network. Which of the following tools would be BEST in troubleshooting this issue?

- A. Cable tester
- B. Network analyzer
- C. Multimeter
- D. Toner probe

**Correct Answer:** A

**QUESTION 15**

Which of the following commands may need to be run after a virus removal if the computer will not boot?

- A. SCANDSK
- B. DXDIAG
- C. FIXMBR
- D. MSCONFIG

**Correct Answer:** C

**Explanation:**

Reference: <http://pcsupport.about.com/od/termsf/p/fixmbr.htm>

**QUESTION 16**

A user reports that their PC does not work. Which of the following would be the BEST question for the technician to ask the user to get further information?

- A. "Can you get to the Internet?"
- B. "What exactly does not work?"
- C. "Does the PC turn on?"
- D. "Are you able to sign on?"

**Correct Answer:** B

**Explanation:**

Clarify what is not working. The line of questioning is an effective strategy to discover and solve a problem especially on phone.

**QUESTION 17**

A company recently had a security breach and is now required to increase the security on their workstations. A technician has been tasked to harden all the workstations on the network. Which of the following should the technician do?

- A. Enable Windows automatic updates
- B. Enable screensaver required passwords
- C. Enable MAC filtering
- D. Enable wireless encryption

**Correct Answer: B**

**Explanation:**

Reference: <http://windows.microsoft.com/is-is/windows-vista/use-your-windows-password-for-your-screen-saver-password>

**QUESTION 18**

An Android mobile device will easily synchronize with which of the following services? (Select TWO)

- A. Email
- B. SMS
- C. Passwords
- D. Calendar
- E. Incoming calls

**Correct Answer: AD**

**QUESTION 19**

Many business laptops now come with fingerprint readers to enable users to login without typing in passwords. This is an example of which of the following?

- A. Privacy filters
- B. RFID
- C. RSA tokens
- D. Biometrics

**Correct Answer: D**

**QUESTION 20**

A technician is having issues with a corporate wireless signal bleeding into nearby offices. Which of the following techniques could be used to mitigate the risk of wireless attacks by third parties in the nearby offices?

- A. Switch from 802.11b to 802.11g spectrums
- B. Disable WEP-128 security

- C. Radio power adjustment
- D. Switch from 802.11g to 802.11n spectrums

**Correct Answer:** C

**QUESTION 21**

Which of the following is a new feature of iOS 5?

- A. Ability to dual boot the Android OS
- B. Ability to run native PC applications
- C. Ability to perform iTunes backups
- D. Ability to perform untethered updates

**Correct Answer:** D

**Explanation:**

Reference: <http://www.applebitch.com/2011/05/05/rumor-ios-5-could-bring-untethered-software-updates/>

**QUESTION 22**

After accidentally removing a hard drive from a server with three drives in a RAID 5 configuration, a technician notices the server locks up and shuts down. Which of the following can the technician do to quickly fix the problem?

- A. Replace the RAID controller and boot.
- B. Reinsert the drive and boot.
- C. Plug the drive back in, the system will resume automatically.
- D. Remove all drives and rebuild the array.

**Correct Answer:** B

**Explanation:**

Just reinsert the drive and boot the computer. The computer will start since it is a RAID 5 configuration.

**QUESTION 23**

A technician has installed a replacement motherboard in a desktop case with no other modifications. All power connectors and drive data connectors have been connected to the new motherboard; however, the system will not power on. Which of the following is MOST likely the cause?

- A. An incorrect firmware version resides on the motherboard
- B. The voltage selection on the power supply is set incorrectly
- C. The front panel connector is not connected properly
- D. The RAM is not correctly installed in the new motherboard

**Correct Answer:** C

**QUESTION 24**

Which of the following is BEST used to prevent other people from viewing a user's computer screen?

- A. Anti-virus software
- B. Key fob
- C. Biometric device
- D. Privacy filter

**Correct Answer: D**

**Explanation:**

Reference: <http://www.privacyscreens.co.uk/howitworks.php>

**QUESTION 25**

A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet. Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

- A. Assign static IP addresses
- B. Disable new VLANS
- C. Disable unused ports
- D. Disable PoE

**Correct Answer: C**

**Explanation:**

Reference: <http://www.orbit-computer-solutions.com/How-To-Configure-Switch-Security.php>

**QUESTION 26**

A user has Share permissions of "Allow - Full Control" and NTFS permissions of "Allow - Read, Allow - Write, Deny - Modify" to a shared file. In which of the following ways can they manipulate the file?

- A. They can delete the file.
- B. They can open the file.
- C. They can take ownership of the file.
- D. They can edit permissions on the file.

**Correct Answer: B**

**QUESTION 27**

**DRAG DROP**

A technician has verified that Joe, a user, has a malware infection on his desktop. Drag and drop the following malware remediation techniques in the correct order Joe should follow to alleviate this issue.



|   |                      |                            |
|---|----------------------|----------------------------|
| 1 | <input type="text"/> | Disable system restore     |
| 2 | <input type="text"/> | Educate the user           |
| 3 | <input type="text"/> | Re-enable system restore   |
| 4 | <input type="text"/> | Quarantine system          |
| 5 | <input type="text"/> | Create a restore point     |
| 6 | <input type="text"/> | Remediate system           |
| 7 | <input type="text"/> | Schedule scans and updates |

**Correct Answer:**

|   |                            |                            |
|---|----------------------------|----------------------------|
| 1 | Quarantine system          | Disable system restore     |
| 2 | Disable system restore     | Educate the user           |
| 3 | Remediate system           | Re-enable system restore   |
| 4 | Schedule scans and updates | Quarantine system          |
| 5 | Re-enable system restore   | Create a restore point     |
| 6 | Create a restore point     | Remediate system           |
| 7 | Educate the user           | Schedule scans and updates |

**QUESTION 28**

A user has installed a legacy application in Windows 7 and reports that only some of the functionality in it is operational. Another user is using the same application on a different Windows 7 machine and doesn't report those problems. Which of the following features in Windows 7 may be responsible for this problem?

- A. System Protection settings
- B. User Account Control
- C. Action Center
- D. Data Execution Prevention

**Correct Answer: B**

**Explanation:**

Reference: <http://windows.microsoft.com/en-us/windows7/products/features/user-account-control>

**QUESTION 29**

A technician would like to limit computer access to certain users. Which of the following should be configured?

- A. Advanced security
- B. Boot.ini file
- C. System configuration
- D. Local security policy

**Correct Answer: D**

**Explanation:**

Reference: <http://technet.microsoft.com/en-us/library/dd277395.aspx>

**QUESTION 30**

If a technician knows a client's IP address, which of the following command tools can be used to resolve this to the DNS name?

- A. NET USE
- B. TRACERT
- C. NSLOOKUP
- D. CMD

**Correct Answer: C**

**QUESTION 31**

A technician is setting up new partitions on a 1TB drive for the purpose of running multiple operating systems. Which of the following represents the MAXIMUM number of primary partitions the drive can hold?

- A. 4
- B. 8
- C. 64
- D. 1024

**Correct Answer: A**

**QUESTION 32**

A computer's time settings reset every time it is unplugged. This is a symptom of a faulty:

- A. Memory module.
- B. Power supply.
- C. Motherboard.
- D. CMOS battery.

**Correct Answer:** D

**QUESTION 33**

For the last year, a company has gathered statistics on the most common security incidents. The highest percentage deals with opening email attachments that contain malware. Which of the following would mitigate this issue without reducing productivity?

- A. Annual cyber security education
- B. Update antivirus signatures more often
- C. Block all email attachments
- D. Install an IPS on each workstation

**Correct Answer:** A

**Explanation:**

Reference: [http://www.aps.anl.gov/Safety\\_and\\_Training/Training/Courses/esh223/start.html](http://www.aps.anl.gov/Safety_and_Training/Training/Courses/esh223/start.html)

**QUESTION 34**

A client has a Windows XP PC that has several unused programs that run on startup. Which of the following utilities can a technician use to disable these programs from running at startup?

- A. Default programs
- B. Device Manager
- C. Performance information and tools
- D. MSCONFIG

**Correct Answer:** D

**QUESTION 35**

A user states their Windows XP desktop PC fails to boot to the Windows logo. Which of the following tools could a technician use to help diagnose if there is a pre-boot failure?

- A. Multimeter
- B. POST card
- C. Power supply tester
- D. BIOS flash

**Correct Answer:** B

**Explanation:**

Reference: [http://en.wikipedia.org/wiki/POST\\_card](http://en.wikipedia.org/wiki/POST_card)

**QUESTION 36**

A technician is required to change a setting for HKEY\_Local\_Machine. Which of the following would the technician use to change this?

- A. BCEDIT
- B. WEP setup
- C. MSCONFIG
- D. REGEDIT

**Correct Answer:** D

**Explanation:**

Reference: <http://www.wikihow.com/Edit-the-Windows-Registry>

**QUESTION 37**

The benefit of MAC filtering in wireless networking is that the network:

- A. is encrypted.
- B. is not visible.
- C. uses static IP addresses.
- D. is more secure.

**Correct Answer:** D

**Explanation:**

Reference: <http://compnetworking.about.com/cs/wirelessproducts/qt/macaddress.htm>

**QUESTION 38**

Which of the following should be checked FIRST when troubleshooting a computer that intermittently shuts down after heavy usage?

- A. Proper paper levels in the printer
- B. Inadequate available RAM
- C. Optical drive device drivers
- D. Central processing unit fan

**Correct Answer:** D

**QUESTION 39**

A technician installs another IDE hard drive for more storage space and now when the workstation boots up it displays a message of 'disk not found'. Which of the following is the MOST likely cause?

- A. The jumper is set to master on the newly installed hard drive.
- B. The jumper is set to cable select on the newly installed hard drive.
- C. The new hard drive is faulty.
- D. The operating system is corrupt.

**Correct Answer:** A

**QUESTION 40**

A customer calls an IT consultant to explain an issue they are having with their Windows 7 Professional PC. Windows Update attempts to install patches upon each startup but fails on the same single update. The customer has attempted to re-run Windows Update from Control Panel but the issue remains. Which of the following courses of action would BEST resolve the problem?

- A. Running a full DEFRAG on the system
- B. Clearing the AppData temp folder entirely
- C. Clearing the Windows Update download cache entirely
- D. Uninstalling the Windows Update feature in Windows 7 and reinstalling it directly from the Microsoft website

**Correct Answer: C**

**Explanation:**

Reference: <http://larsjoergensen.net/windows/windows-7/how-to-clear-the-windows-update-download-cache-in-windows-7>

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| <a href="#">200-120</a> | <a href="#">200-101</a> | <a href="#">220-802</a> | <a href="#">N10-005</a> | <a href="#">1Z0-052</a> | <a href="#">VCP510</a>    | <a href="#">C2180-319</a> |
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| <a href="#">300-207</a> | <a href="#">640-916</a> | <a href="#">CAS-001</a> | <a href="#">SG1-001</a> | <a href="#">1Z0-060</a> | <a href="#">VCAC510</a>   | <a href="#">C4040-221</a> |
| <a href="#">300-208</a> | <a href="#">640-864</a> | <a href="#">CLO-001</a> | <a href="#">SK0-003</a> | <a href="#">1Z0-474</a> | <a href="#">VCP5-DCV</a>  | <a href="#">RedHat</a>    |
| <a href="#">350-018</a> | <a href="#">642-467</a> | <a href="#">ISS-001</a> | <a href="#">SY0-301</a> | <a href="#">1Z0-482</a> | <a href="#">VCP510PSE</a> | <a href="#">EX200</a>     |
| <a href="#">352-001</a> | <a href="#">642-813</a> | <a href="#">JK0-010</a> | <a href="#">SY0-401</a> | <a href="#">1Z0-485</a> |                           | <a href="#">EX300</a>     |
| <a href="#">400-101</a> | <a href="#">642-832</a> | <a href="#">JK0-801</a> | <a href="#">PK0-003</a> | <a href="#">1Z0-580</a> |                           |                           |
| <a href="#">640-461</a> | <a href="#">642-902</a> |                         |                         | <a href="#">1Z0-820</a> |                           |                           |

