



# 220-802<sup>Q&As</sup>

CompTIA A+ Certification Exam

**Pass CompTIA 220-802 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/220-802.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by CompTIA  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

A user has a problem with the touchpad on their Windows XP notebook. The problem started after a new manufacturer hardware update was installed. Which of the following should a technician do FIRST to troubleshoot this problem?

- A. Edit the device properties in the Registry.
- B. Call the manufacturer support line.
- C. Use rollback driver in Device Manager.
- D. Update the OS to the latest service pack.

Correct Answer: C

---

### QUESTION 2

A technician has a list of IP addresses that the technician's manager needs the network names for. Which of the following commands would be used?

- A. NBTSTAT - A
- B. PING - t
- C. NETSTAT o
- D. NBTSTAT - a

Correct Answer: A

---

### QUESTION 3

A technician needs to configure their neighbor's iPad. The neighbor wants to access their work email. The technician requires some information from their neighbor's work IT department. Which of the following information does the technician need?

- A. IP address and domain
- B. Server and domain
- C. Server and gateway
- D. IP address and DNS

Correct Answer: B

---

### QUESTION 4

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

---

#### QUESTION 5

An IR printer stops working for half of an office while the other half is able to print. Which of the following should be checked FIRST?

- A. Proper lighting
- B. Paper levels
- C. Physical obstructions
- D. Printer share name

Correct Answer: C

---

#### QUESTION 6

A user's PC breaks and a technician needs to configure a new machine with a copy of their computer image stored on a remote server. Which of the following technologies would help RIS install this image?

- A. BRD
- B. DVD
- C. USB
- D. PXE
- E. CD

Correct Answer: D

---

#### QUESTION 7

Which of the following items differentiates Windows 7 Enterprise from Windows 7 Ultimate?

- A. Supports Multilingual User Interface
- B. Requires volume licensing



- C. Can join an Active Directory domain
- D. Can use Bitlocker encryption

Correct Answer: B

---

#### QUESTION 8

Which of the following is a common location of the CMOS battery in a laptop?

- A. Under the keyboard
- B. Behind the removable hard drive
- C. Under the removable CD drive
- D. Behind the laptop battery

Correct Answer: A

---

#### QUESTION 9

A technician recently installed a new USB printer for a customer that is running Windows 7. Windows automatically installed the drivers. When the user prints, the printout has a bunch of symbols. Which of the following should the technician do NEXT?

- A. Install the vendor specific driver
- B. Replace the printer
- C. Check for Windows Updates
- D. Run antivirus application

Correct Answer: A

---

#### QUESTION 10

A user has called in a helpdesk ticket about their monitor not powering on but their PC does. Which of the following would be the FIRST thing the technician would check?

- A. Power cable
- B. Power settings
- C. Video cable
- D. Video settings

Correct Answer: A

---



#### QUESTION 11

A server is configured to boot with a "mirrored" RAID configuration. Which of the following BEST describes this configuration?

- A. RAID 0
- B. RAID 1
- C. RAID 3
- D. RAID 5

Correct Answer: B

---

#### QUESTION 12

A technician is troubleshooting a customer's computer that will not turn on. The user stated that the computer was working fine until there was a thunderstorm the other night. Which of the following tools would the technician use to determine what is wrong with the computer?

- A. Factory diagnostic CD
- B. POST card
- C. Toner probe
- D. Power supply tester

Correct Answer: D

---

#### QUESTION 13

The computer was booting normally yesterday, but in the morning a message appears stating "Operating System Not Found". This can be caused by which of the following? (Select TWO).

- A. Bad memory module
- B. Bad USB controller
- C. Bad hard drive
- D. Bad IDE or SATA controller
- E. Bad CPU

Correct Answer: CD

---

#### QUESTION 14



A technician, Anne, observes that a laser printer prints pages with toner scattered on the page that easily rubs off of the paper. Which of the following components has failed in the printer?

- A. Duplexing assembly
- B. Imaging drum
- C. Fusing assembly
- D. Transfer roller

Correct Answer: C

---

#### QUESTION 15

Which of the following has the HIGHEST level rights?

- A. Standard User
- B. Power User
- C. Guest User
- D. Remote Desktop User

Correct Answer: B

[220-802 Practice Test](#)

[220-802 Study Guide](#)

[220-802 Exam Questions](#)