

CompTIA A+ 220-802 Exam 100-Question Practice Test

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1. Windows Vista and Windows 7 offer a security feature which limits privileges of software applications and access to administrative tasks. When a program makes a change that requires administrator-level permission or a user attempts to modify system settings that require administrative access, it triggers an on-screen prompt requiring an administrator password to proceed. This functionality is called:

- A. User Account Control (UAC)
- B. Trusted Platform Module (TPM)
- C. Windows Firewall
- D. Windows Defender real-time protection

2. What is the name of a Microsoft Windows feature that allows for encrypting entire drives?

- A. Encrypting File System (EFS)
- B. BitLocker
- C. LoJack
- D. Compact Disc File System (CDFS)

3. What is the function of Windows Defender software?

- A. Allowing and blocking applications through Windows Firewall
- B. Protection against spyware and other potentially unwanted software
- C. Reviewing computer's status and resolving issues
- D. Management of User Account Control settings

4. Which Microsoft Windows technology offers the capability to take advantage of unused space on a USB flash drive or flash memory card to help improve PC performance?

- A. Device Manager

- B. Windows Easy Transfer
- C. ReadyBoost
- D. BitLocker To Go Reader

5. If an application written for an earlier version of Windows doesn't run correctly the operating system can emulate its own older version to allow a given program to work with newer hardware or software. The compatibility mode settings in Windows can be changed by:

- A. Right-clicking the program icon and selecting "Run program using recommended compatibility settings" option from the pop-up menu
- B. Right-clicking the program icon, clicking Properties, and then applying the required settings on the Compatibility tab
- C. Right-clicking the program icon and selecting "Run as administrator" option from the pop-up menu
- D. Right-clicking the program icon and choosing "Restore previous versions" option from the menu

6. Windows Vista and Windows 7 facilitate moving user accounts and settings, application configuration data, and personal files from one computer to another with the use of:

- A. Windows Ease of Access
- B. Windows Easy Transfer
- C. Windows System Restore
- D. User Account Control (UAC)

7. If personal files, such as email, documents, or photos are lost or deleted, Windows System Restore can be used to recover such files.

- A. True
- B. False

8. Windows XP utility for transferring files and settings from an old computer to a new computer is called:

- A. System Restore
- B. Files and Settings Transfer Wizard
- C. Windows Easy Transfer

D. Program Compatibility troubleshooter

9. An OS installation that doesn't preserve programs, files, or settings is sometimes referred to as:

A. Upgrade

B. Unattended installation

C. Image deployment

D. Clean install

10. Which of the following terms refers to an environment that allows to boot a PC through a network interface?

A. ACPI

B. SSID

C. PXE

D. Fixboot

11. If a computer's hard disk has adequate free disk space, it is possible to install more than one operating system and then choose which OS to use during each startup. This type of configuration setup is often referred to as:

A. Single sign-on

B. Multi-mode

C. Multiboot

D. Clean install

12. Which of the power-saving states in Windows uses the least amount of power?

A. Sleep

B. Standby

C. High performance

D. Hibernation

13. Which of the following terms describes a hard disk partition that can contain only one logical drive?

- A. Logical
- B. Extended
- C. Primary
- D. Locked

14. What is the name of a Windows network diagnostic tool for displaying the path and measuring transit delays of packets across an Internet Protocol (IP) network?

- A. TRACEROUTE
- B. NETSTAT
- C. IPCONFIG
- D. TRACERT

15. Which of the following terms refers to a backup technique that allows for creating an exact copy of an entire drive and replicating the drive to a new computer or to another drive on the same computer in case of a hard drive failure?

- A. Repair installation
- B. Drive imaging
- C. Incremental backup
- D. Differential backup

16. Which of the following terms refers to a Windows command-line network administration utility used to test the communication with another computer on an Internet Protocol (IP) network?

- A. PING
- B. IPCONFIG
- C. MSINFO32
- D. IFCONFIG
- E. DXDIAG

17. The following command-line utility in Windows can be used to display information about computer's network configuration settings (including its IP address, subnet mask, DNS server address, and default gateway).

- A. TRACERT
- B. PING
- C. IFCONFIG
- D. NETSTAT
- E. IPCONFIG

18. System Configuration is a Windows tool that can help in finding and isolating problems that might prevent Windows from starting correctly by providing the capability to choose which common services and programs should be run during startup. Which of the following commands is used to launch System Configuration from the Command Prompt?

- A. TASKMGR
- B. MSINFO32
- C. APPWIZ.CPL
- D. WSCUI.CPL
- E. MSCONFIG

19. The shortcut icon to run Windows Memory Diagnostic tool can be found in:

- A. System menu
- B. Hardware and Sound menu in Control Panel
- C. Administrative Tools menu in Control Panel
- D. Performance Information and Tools menu

20. Which of the following Windows Command Prompt commands are used to create a directory or subdirectory? (Select 2 answers)

- A. CHDIR
- B. CD
- C. MKDIR
- D. DIR
- E. RD
- F. MD

21. Which of the menus in Windows 7 Control Panel provides the quickest access to screen resolution settings?

- A. Ease of Access Center
- B. Display
- C. Personalization
- D. System

22. Which of the following is an example of a biometric authentication? (Select all that apply)

- A. Fingerprint scan
- B. User name
- C. Retinal scan
- D. Password
- E. Smart card

23. Gaining unauthorized access to a restricted area by following someone through the door they just unlocked is referred to as:

- A. Shoulder surfing
- B. Phishing
- C. Mantrap
- D. Tailgating

24. Which of the following terms refers to a technology that allows multiple operating systems to work simultaneously on the same hardware?

- A. Hyperthreading
- B. Multi core
- C. Virtualization
- D. Combo drive

25. If a network adapter's "Speed & Duplex" property is set to Half Duplex, it means that communication on the network will be taking place:

- A. Only in one direction at a time
- B. In one direction at half the speed
- C. In two directions simultaneously
- D. In two directions at half the speed

26. A type of identification badge that can be held within a certain distance of the reader to authenticate the holder is called:

- A. Biometric device
- B. RFID badge
- C. Private key
- D. Ethernet card

27. The Advanced Boot Options screen allows for starting Windows in advanced troubleshooting modes. The Advanced Boot Options menu can be accessed by turning on the PC and pressing a function key before Windows starts. Which of the following keys provides access to this menu?

- A. F1
- B. Del
- C. F8
- D. Esc

28. Which of the following options of BOOTREC.EXE can be used to write a new Windows 7 or Windows Vista-compatible master boot record to the system partition?

- A. /ScanOs
- B. /FixMbr
- C. /FixBoot
- D. /RebuildBcd

29. If a device in Windows fails after driver update, the driver can be restored to the previously installed version in:

- A. Device Manager
- B. Windows Update menu
- C. Programs and Features menu
- D. Task Manager

30. Windows Task Scheduler is a component of Microsoft Windows that provides the ability to schedule the launch of programs or scripts at pre-defined times or after specified time intervals. Which of the following locations contains the application icon shortcut which can be used to launch the Task Scheduler MMC snap-in?

- A. Personalization menu in Windows Control Panel
- B. Ease of Access Center
- C. Programs and Features menu in Windows Control Panel
- D. Windows Command Prompt
- E. Administrative Tools menu in Windows Control Panel

31. Which of the following Command Prompt commands launches the Remote Desktop Connection utility in Windows?

- A. MSTSC
- B. MMC
- C. SERVICES.MSC
- D. EXPLORER

32. In computer security, the practice of obtaining confidential information by manipulating or deceiving people is called:

- A. Social engineering
- B. Authentication
- C. Spyware
- D. Hacking

33. Which of the following Windows Command Prompt commands launches the Registry Editor?

- A. MSTSC
- B. REGEDIT
- C. MMC
- D. MSCONFIG

34. A mobile broadband technology providing wireless Internet access through portable devices is known as:

- A. WWAN
- B. Dialup
- C. VPN
- D. SOHO

35. In computer networks, a computer system or an application that acts as an intermediary between another computer and the Internet is commonly referred to as:

- A. DHCP
- B. Web server
- C. VPN
- D. Proxy

36. A system that uses public network (such as Internet) as a means for creating private encrypted connections between remote locations is called:

- A. Dialup
- B. WAN
- C. VPN
- D. SOHO

37. A technology that allows someone to turn on a network computer remotely by sending a special data packet (known as Magic Packet) is called:

- A. VPN
- B. QoS

C. Wake-on-LAN

D. PING

38. What is the name of a new improved functionality introduced in Windows 7 that allows for managing different types of files in a structure similar to Windows folder?

A. Cluster

B. Partition

C. Library

D. Media Center

39. Which of the following Windows Command Prompt commands launches a utility for managing system partitions?

A. DISKMGMT.MSC

B. CONTROL.EXE

C. WUAPP.EXE

D. COMPMGMT.MSC

40. What is the function of archive bit in Windows?

A. Search indexing

B. Setting file attribute to read-only

C. Creating an extra copy of a file

D. Indicating whether a file has been modified since the last backup

41. Which of the following methods provides the most effective way for permanent removal of data stored on a magnetic drive?

A. Quick format

B. Recycle bin

C. Degaussing

D. Low-level format

42. A standalone malicious computer program that replicates itself over a computer network is commonly referred to as:

- A. Firmware
- B. Worm
- C. Spyware
- D. Spam

43. Which of the following wireless encryption standards provides the lowest level of security?

- A. WEP
- B. WPA
- C. WPA2
- D. WAP

44. Unwanted programs designed specifically to damage or disrupt the operation of a computer system are commonly referred to as:

- A. QoS
- B. Spam
- C. RFID
- D. Malware

45. Which of the following default local groups has the least amount of access privileges in Windows?

- A. Backup Operators
- B. Administrators
- C. Power Users
- D. Guests

46. A security rule that prevents users from accessing information and resources that lie beyond the scope of their responsibilities is called:

- A. Principle of least privilege
- B. Single Sign-On (SSO)

- C. Social engineering
- D. Phishing

47. A network security access control method whereby the 48-bit address assigned to each network card is used to determine access to the network is commonly referred to as:

- A. MAC filtering
- B. SSID broadcast
- C. Encryption
- D. Static IP addressing

48. Which of the following is an example of an APIPA address?

- A. 127.0.0.1
- B. 192.168.0.3
- C. 169.254.10.20
- D. 65.55.57.27

49. A set of physical characteristics of the human body that can be used for identification and access control purposes is known as:

- A. Biometrics
- B. Physical security
- C. Physical token
- D. RFID badge

50. A fraudulent email requesting its recipient to reveal sensitive information (e.g. user name and password) used later by an attacker for the purpose of identity theft is an example of: (Select 2 answers)

- A. Phishing
- B. Share permissions
- C. User authentication
- D. Social engineering
- E. Principle of least privilege

51. In Windows, a computer program that operates in the background and provides support to other programs is called:

- A. Daemon
- B. Firmware
- C. Service
- D. Windows server

52. A command-line utility that provides disk partitioning functions in Windows 7 is called:

- A. DISKPART
- B. MSTSC
- C. REGEDIT
- D. FDISK

53. In computer networking, a policy which allows to prioritize certain types of network traffic is known as:

- A. Wake-on-LAN
- B. QoS
- C. IP addressing
- D. PSTN

54. According to the troubleshooting theory, the last step of the troubleshooting process should include verification of full system functionality and implementation of preventive measures.

- A. True
- B. False

55. A technology implemented in modern tablets and smartphones providing an alternative to traditional input devices such as mice and keyboards is called:

- A. Windows Aero
- B. Multiboot

- C. Multitouch
- D. Graphical User Interface (GUI)

56. Mobile apps for iOS are available for purchase and download through which of the following online marketplaces?

- A. Amazon Appstore
- B. App Store
- C. Windows Marketplace for Mobile
- D. Google Play

57. Android mobile apps are available for purchase and download through which of the following online marketplaces?

- A. App Store
- B. Android Market
- C. Windows Marketplace for Mobile
- D. Windows Store

58. Which of the following Command Prompt commands in Windows launch Registry Editor? (Select 2 answers)

- A. REGEDT32
- B. DISKPART
- C. BOOTREC
- D. REGEDIT32
- E. REGEDIT

59. Personal Area Network (PAN) over Bluetooth is known as:

- A. Intranet
- B. Piconet
- C. Extranet
- D. Ethernet

60. According to the troubleshooting theory, identifying the problem by questioning the user about user changes to the computer should be:

- A. Preceded by documenting findings, actions and outcomes
- B. Carried out after establishing a plan of action to resolve the problem
- C. Preceded by establishing a theory of probable cause (questioning the obvious)
- D. The first step of the troubleshooting process

61. A tiny spot on an LCD monitor display that permanently remains black when it should be activated and displaying color is commonly referred to as:

- A. Dead pixel
- B. Pop-up
- C. Stuck pixel
- D. BSOD

62. Which of the following connection types is the slowest?

- A. Dial-up
- B. STP
- C. DSL
- D. ADSL

63. A circuit board or part that can be quickly and easily removed and replaced by the user or by a technician without having to send the entire product or system to a repair facility is called:

- A. RMA
- B. EMI
- C. FRU
- D. OEM

64. The process of establishing connection between Bluetooth devices (for example between a Bluetooth enabled headset and a Bluetooth enabled phone) is commonly referred to as:

- A. Linking
- B. Degaussing
- C. Crosstalk
- D. Pairing

65. Mantraps are preventative measures against:

- A. Tailgating
- B. Phishing
- C. Malware
- D. Shoulder surfing

66. Which of the following terms refers to communication that takes place in two directions simultaneously?

- A. Half duplex
- B. Full duplex
- C. Simplex
- D. Broadcast

67. POST card:

- A. Helps in troubleshooting computer startup problems
- B. Terminates the SCSI chain
- C. Allows for testing connector pins on the NIC port
- D. Is used in biometric authentication

68. Which of the following tools would be used for locating a cable in a cabling bundle?

- A. Crimper
- B. Toner and probe kit
- C. Punch down tool
- D. Multimeter

69. Degaussing button in CRT monitors is used for correcting image and color distortion on the monitor screen resulting from the impact of external magnetic field.

- A. True
- B. False

70. Which of the following tools would be used for locating faults and breaks in fiber-optic cabling?

- A. Crimper
- B. OTDR
- C. POST card
- D. Multimeter

71. A software or hardware that checks information coming from the Internet or a network and depending on settings either blocks it or allows it to pass through is called:

- A. Antispyware
- B. Firewall
- C. Malware
- D. Antivirus

72. Which security measure is in place when a client is denied access to the network due to outdated antivirus software?

- A. IPsec
- B. DMZ
- C. NAC
- D. NAT

73. What is the best countermeasure against social engineering?

- A. Antispyware
- B. Strong passwords
- C. Changing default user names

D. User education

74. Modern mobile devices have the capability to present landscape or portrait views of the device's screen based on the way the device is being held. Which of the following built-in functionalities allows for determining screen orientation in those devices?

- A. Hypervisor
- B. Geotracking
- C. Degaussing tool
- D. Accelerometer

75. A user interface element on mobile devices controlling access to a device after the device is switched on is called:

- A. Accelerometer
- B. Single Sign-On (SSO)
- C. Lock screen
- D. Locator application

76. Which of the following built-in functionalities available in modern mobile devices supplements the function of an accelerometer by offering more accurate recognition of movement within a 3D space?

- A. Multitouch
- B. Multimeter
- C. Gyroscope
- D. Hypervisor

77. Which of the following statements describe the characteristic features of open-source applications? (Select all that apply)

- A. Proprietary software
- B. Permission to modify and redistribute the application
- C. Free access to the application code
- D. Permission to use the application only under certain conditions

E. No free access to the application code

78. Resistive touchscreen displays rely on the electrical properties of the human body to detect when and where on a display the user is touching. Because of this, resistive displays can be controlled with very light touches of a finger and generally cannot be used with a mechanical stylus or a gloved hand.

A. True

B. False

79. A procedure of identifying someone's physical location by obtaining GPS data from their mobile device or other GPS-enabled devices is known as:

A. User authentication

B. Phishing

C. Geotracking

D. SSID broadcast

80. Which of the following answers refers to a mail server developed by Microsoft?

A. Gmail

B. PXE

C. IMAP

D. Exchange

81. Which of the following tools rearranges data on disks and drives in order to improve system performance?

A. FORMAT

B. File recovery software

C. CHKDSK

D. Disk Defragmenter

82. Self-Monitoring, Analysis and Reporting Technology (S.M.A.R.T.) allows for monitoring system for anticipated:

- A. HDD failures
- B. Network interface problems
- C. Video adapter failures
- D. Power spikes

83. Which of the following steps could be of help in troubleshooting the "Invalid boot disk" error message? (Select all that apply)

- A. Disconnecting USB thumb drive
- B. Safe mode
- C. Checking BIOS settings for boot order
- D. Removing floppy disk from the floppy disk drive
- E. Administrative Tools

84. Which of the following would be the easiest step to troubleshoot a CRT producing discoloration on the display?

- A. Recycling
- B. Degaussing
- C. Recovery console
- D. CRT replacement

85. Which of the symptoms listed below points to a DHCP problem?

- A. Low RF signal
- B. Local connectivity
- C. Slow transfer speeds
- D. Browser redirection

86. Which of the following Microsoft Windows tools allows to check for the presence of an APIPA address?

- A. IPCONFIG
- B. CHKDSK

- C. IFCONFIG
- D. MSCONFIG

87. Which of the following tools allows to scan for and restore corruptions in Windows system files?

- A. DXDIAG
- B. SFC.EXE
- C. SERVICES.MSC
- D. DEFRAG

88. Which of the following POST beep codes would be an indicator of RAM memory failure?

- A. One long, two short beeps
- B. Long continuous beep tone
- C. One short beep
- D. Steady, short beeps

89. Wireless locator allows for finding:

- A. Active hubs
- B. Cable pairs in cabling bundles
- C. Hotspots
- D. Spyware

90. Which of the following POST beep codes indicates video adapter card failure?

- A. Single, short beep
- B. Long continuous beep tone
- C. Steady, short beeps
- D. One long, two short beeps

91. Which of the following files are required to start Windows XP? (Select 3 answers)

- A. BCD (Boot Configuration Data)

- B. NTLDR
- C. NTDETECT.COM
- D. BOOTMGR (Windows Boot Manager)
- E. WINLOAD.EXE
- F. BOOT.INI

92. Which of the following allows to start Windows only with default settings and basic device drivers?

- A. Standby mode
- B. System Restore
- C. Safe mode
- D. Guest account

93. Which of the following should be performed regularly in order to help restore a computer's data after hard drive failure?

- A. System Restore
- B. Factory reset
- C. Windows Memory Diagnostic
- D. Scheduled backups

94. Which of the following would be the easiest step to troubleshoot Windows blue screen?

- A. System restart
- B. Safe Mode
- C. Driver rollback
- D. Fixboot

95. Which of the following commands would be used to repair the OS boot sector?

- A. FixMbr
- B. FixBoot
- C. FORMAT

D. CHKDSK

96. Which of the following components are required to start Windows Vista/7? (Select 3 answers)

A. BOOTMGR (Windows Boot Manager)

B. NTLDR

C. BCD (Boot Configuration Data)

D. WINLOAD.EXE

E. BOOT.INI

F. NTDETECT.COM

97. In laser printing, toner falling off of the printed copy indicates a problem with:

A. Print head

B. Cleaning blade

C. Fusing unit

D. Toner cartridge

E. Erase lamp

98. Dim display on laptop screen could result from failure of which of the following components? (Select 2 answers)

A. Inverter

B. Backlight

C. Video driver

D. Laptop battery

E. Virus

99. Which of the following places allows for easy access to all queued print jobs?

A. SERVICES.MSC

B. Windows Taskbar

C. Devices and Printers applet in Control Panel

D. Device Manager

100. Which of the following answers lists the most common fix for random time and date resets in Windows?

A. Power supply tester

B. Windows Update

C. Driver Rollback

D. CMOS battery replacement

ANSWERS

1. Answer: A. User Account Control (UAC)

Explanation: Windows Vista and Windows 7 offer a security feature called User Account Control (UAC), which limits privileges of software applications and access to administrative tasks. When a program makes a change that requires administrator-level permission or a user attempts to modify system settings that require administrative access, it triggers an on-screen prompt requiring an administrator password to proceed.

2. Answer: B. BitLocker

Explanation: A Microsoft Windows feature that allows for encrypting entire drives is called BitLocker.

3. Answer: B. Protection against spyware and other potentially unwanted software

Explanation: Windows Defender software provides protection against spyware and other potentially unwanted software.

4. Answer: C. ReadyBoost

Explanation: Windows ReadyBoost is a Microsoft Windows technology offering the capability to take advantage of unused space on a USB flash drive or flash memory card in order to improve system performance.

5. Answer: B. Right-clicking the program icon, clicking Properties, and then applying the required settings on the Compatibility tab

Explanation: If an application written for an earlier version of Windows doesn't run correctly the operating system can emulate its own older version to allow a given program to work with newer hardware or software. The answer above lists the correct set of steps for changing the compatibility mode settings in Windows.

6. Answer: B. Windows Easy Transfer

Explanation: Windows Easy Transfer is a system tool (available in Windows Vista and Windows 7) which facilitates moving user accounts and settings, application configuration data, and personal files from one computer to another.

7. Answer: B. False

Explanation: If personal files, such as email, documents, or photos are lost or deleted, Windows System Restore cannot be used to recover such files. Windows System Restore helps restore only a computer's system files to an earlier point in time (undo system changes to the computer) without affecting personal files.

8. Answer: B. Files and Settings Transfer Wizard

Explanation: Windows XP utility for transferring files and settings from an old computer to a new computer is called Files and Settings Transfer Wizard.

9. Answer: D. Clean install

Explanation: An OS installation that doesn't preserve programs, files, or settings is sometimes referred to as clean install.

10. Answer: C. PXE

Explanation: Preboot Execution Environment (PXE) enables booting computers via a network interface.

11. Answer: C. Multiboot

Explanation: If a computer's hard disk has adequate free disk space, it is possible to install more than one operating system and then choose which OS to use during each startup. This type of configuration setup is often referred to as multiboot environment.

12. Answer: D. Hibernation

Explanation: Hibernation is a power-saving state in Windows which consumes the least amount of power.

13. Answer: C. Primary

Explanation: A hard disk partition that can contain only one logical drive is called primary partition.

14. Answer: A. TRACEROUTE

Explanation: A Windows network diagnostic tool for displaying the path and measuring transit delays of packets across an Internet Protocol (IP) network is called TRACEROUTE.

15. Answer: B. Drive imaging

Explanation: Drive imaging is a backup technique that allows for creating an exact copy of an entire drive and replicating the drive to a new computer or to another drive on the same computer in case of a hard drive failure.

16. Answer: A. PING

Explanation: A Windows command-line network administration utility used to test the communication with another computer on an Internet Protocol (IP) network is called PING.

17. Answer: E. IPCONFIG

Explanation: IPCONFIG is a Microsoft Windows command-line utility used for displaying information about a computer's network configuration settings (including its IP address, subnet mask, DNS server address, and default gateway).

18. Answer: E. MSCONFIG

Explanation: System Configuration is a Windows tool that can help in finding and isolating problems that might prevent Windows from starting correctly by providing the capability to choose which common services and programs should be run during startup. System Configuration utility can be launched in Windows Command Prompt with the MSCONFIG command.

19. Answer: C. Administrative Tools menu in Control Panel

Explanation: The shortcut icon to run Windows Memory Diagnostic tool resides in the Administrative Tools menu in Windows Control Panel.

20. Answers: C and F. MKDIR and MD

Explanation: MKDIR and MD are two Windows Command Prompt commands used to create a directories and subdirectories.

21. Answer: B. Display

Explanation: Of the listed choices, Display applet in Windows 7 Control Panel provides the quickest access to screen resolution settings.

22. Answers: A and C. Fingerprint scan and Retinal scan

Explanation: The purpose of authentication is to verify the identity of a person or process. Fingerprint scan and retinal scan are examples of biometric authentication methods. Biometric authentication examines unique traits of a person, for example retina or fingerprints, in order to confirm their identity (something that a user is). The other two authentication factors include physical tokens, such as smart card (something that a user has), and passwords (something that a user knows). The most effective identity proofing which combines methods from these three categories is called multi-factor authentication.

23. Answer: D. Tailgating

Explanation: Gaining unauthorized access to a restricted area by following someone through the door they just unlocked is referred to as tailgating.

24. Answer: C. Virtualization

Explanation: Virtualization is a technology that allows multiple operating systems to work simultaneously on the same hardware.

25. Answer: A. Only in one direction at a time

Explanation: If a network adapter's "Speed & Duplex" property is set to Half Duplex, it means that communication on the network will be taking place only in one direction at a time.

26. Answer: B. RFID badge

Explanation: A type of identification badge that can be held within a certain distance of the reader to authenticate the holder is called Radio Frequency Identification (RFID) badge.

27. Answer: C. F8

Explanation: The Advanced Boot Options screen allows for starting Windows in advanced troubleshooting modes. The Advanced Boot Options menu can be accessed by turning on the PC and pressing the F8 function key before Windows starts.

28. Answer: B. /FixMbr

Explanation: /FixMbr is one of the switches available in BOOTREC.EXE. It can be used to write a new Windows 7 or Windows Vista-compatible master boot record to the system partition.

29. Answer: A. Device Manager

Explanation: If a device in Windows fails after driver update, the driver can be restored (rolled back) to the previously installed version in the Windows Device Manager utility.

30. Answer: E. Administrative Tools menu in Windows Control Panel

Explanation: Windows Task Scheduler is a component of Microsoft Windows that provides the ability to schedule the launch of programs or scripts at pre-defined times or after specified time intervals. The application shortcut for launching the Task Scheduler utility resides in the Administrative Tools menu in Windows Control Panel.

31. Answer: A. MSTSC

Explanation: Microsoft Terminal Services Client (MSTSC) is a former name of the Remote Desktop Connection (RDC) utility in Windows. RDC can be launched with the MSTSC command in Windows Command Prompt.

32. Answer: A. Social engineering

Explanation: In computer security, the practice of obtaining confidential information by manipulating or deceiving people is commonly referred to as social engineering.

33. Answer: B. REGEDIT

Explanation: Windows Registry Editor can be launched in the Command Prompt with the REGEDIT command.

34. Answer: A. WWAN

Explanation: A mobile broadband technology providing wireless Internet access across a relatively large geographical area through portable devices is known as Wireless Wide Area Network (WWAN).

35. Answer: D. Proxy

Explanation: In computer networks, a computer system or an application that acts as an intermediary between another computer and the Internet is commonly referred to as a proxy.

36. Answer: C. VPN

Explanation: Virtual Private Network (VPN) is a system that uses public network (such as Internet) as a means for creating private encrypted connections between remote locations.

37. Answer: C. Wake-on-LAN

Explanation: Wake-on-LAN enables turning on a network computer remotely by sending a special data packet (known as Magic Packet).

38. Answer: C. Library

Explanation: A new improved functionality introduced in Windows 7 that allows for managing different types of files in a structure similar to Windows folder is called library.

39. Answer: A. DISKMGMT.MSC

Explanation: DISKMGMT.MSC is a Command Prompt command that launches a Windows utility for managing system partitions.

40. Answer: D. Indicating whether a file has been modified since the last backup

Explanation: The function of the archive bit in Windows is to indicate whether a file has been modified since the last backup.

41. Answer: C. Degaussing

Explanation: Degaussing provides the most effective way for permanent removal of data stored on a magnetic drive.

42. Answer: B. Worm

Explanation: A standalone malicious computer program that replicates itself over a computer network is commonly referred to as computer worm.

43. Answer: A. WEP

Explanation: Wired Equivalent Privacy (WEP) is a wireless encryption standard which provides the lowest level of security due to known vulnerabilities.

44. Answer: D. Malware

Explanation: Unwanted programs designed specifically to damage or disrupt the operation of a computer system are referred to as malicious software, or malware.

45. Answer: D. Guests

Explanation: A guest account is an account for users who do not have a permanent account on a Windows computer or domain. People using the guest account cannot install software or hardware, change settings, create passwords, or access protected files and folders. Because the guest account allows a user to log on to a network, browse the Internet, and shut down the computer, it is recommended to keep the guest account disabled when it isn't being used.

46. Answer: A. Principle of least privilege

Explanation: Principle of least privilege is a security rule that prevents users from accessing information and resources that lie beyond the scope of their responsibilities.

47. Answer: A. MAC filtering

Explanation: A network security access control method whereby the 48-bit address assigned to each network card is used to determine access to the network is commonly referred to as Media Access Control (MAC) filtering.

48. Answer: C. 169.254.10.20

Explanation: Automatic Private IP Addressing (APIPA) allows a Windows host to self-configure an IP address and subnet mask when Dynamic Host Configuration Protocol (DHCP) is unavailable. APIPA uses an address block range between 169.254.1.0 and 169.254.254.255. APIPA-assigned addresses are valid only for communications within a network segment that a host is connected to (a host with APIPA-assigned address cannot connect to the Internet).

49. Answer: A. Biometrics

Explanation: In computer security, biometrics refers to physical characteristics of the human body that can be used for identification and access control purposes.

50. Answers: A and D. Phishing and Social engineering

Explanation: A fraudulent email requesting its recipient to reveal sensitive information (e.g. user name and password) used later by an attacker for the purpose of identity theft is an example of phishing.

Phishing relies on obtaining confidential information by manipulating or deceiving people, therefore it is also classified as a social engineering method.

51. Answer: C. Service

Explanation: In Microsoft Windows a computer program that operates in the background and provides support to other programs is called service.

52. Answer: A. DISKPART

Explanation: DISKPART is a command-line utility providing disk partitioning functions in Windows 7. DISKPART replaces the FDISK utility known from the earlier version of Windows.

53. Answer: B. QoS

Explanation: In computer networking, a policy which allows to prioritize certain types of network traffic is known as Quality of Service (QoS).

54. Answer: B. False

Explanation: According to the troubleshooting theory, the last step of the troubleshooting process should include documenting findings, actions and outcomes. This step should be preceded by verification of full system functionality and implementation of preventive measures.

55. Answer: C. Multitouch

Explanation: Multitouch is a technology implemented in modern tablets and smartphones providing an alternative to traditional input devices such as mice and keyboards.

56. Answer: B. App Store

Explanation: Mobile apps for iOS are available for purchase and download through App Store, developed and maintained by Apple Inc.

57. Answer: B. Android Market

Explanation: Android mobile apps are available for purchase and download through Android Market (or more recent Google Play), operated by Google.

58. Answers: A and E. REGEDT32 and REGEDIT

Explanation: REGEDT32 and REGEDIT are two command-line commands used for launching Windows Registry Editor.

59. Answer: B. Piconet

Explanation: Personal Area Network (PAN) over Bluetooth is known as piconet.

60. Answer: D. The first step of the troubleshooting process

Explanation: According to the troubleshooting theory, identifying the problem by questioning the user about user changes to the computer should be the first step of the troubleshooting process.

61. Answer: A. Dead pixel

Explanation: Dead pixels are tiny spots on an LCD monitor display that permanently remain black when they should be activated and displaying color.

62. Answer: A. Dial-up

Explanation: Dial-up Internet access is a form of Internet access that uses the facilities of the public switched telephone network (PSTN) to establish a dialed connection to an Internet service provider (ISP) via telephone lines. According to modern standards, dial-up offers a very low connection speed (up to 56 Kbps).

63. Answer: C. FRU

Explanation: A circuit board or part that can be quickly and easily removed and replaced by the user or by a technician without having to send the entire product or system to a repair facility is called Field Replaceable Unit (FRU).

64. Answer: D. Pairing

Explanation: The process of establishing connection between Bluetooth devices (for example between a Bluetooth enabled headset and a Bluetooth enabled phone) is commonly referred to as pairing.

65. Answer: A. Tailgating

Explanation: The term tailgating is used to describe the act of an unauthorized person following someone to a restricted area without the consent of the authorized person. Mantraps are one of the preventative measures against tailgating. A mantrap is a physical security access control system usually comprising a small space with two sets of interlocking doors.

66. Answer: B. Full duplex

Explanation: Communication that takes place in two directions simultaneously is known as full-duplex communication.

67. Answer: A. Helps in troubleshooting computer startup problems

Explanation: A POST card is a plug-in interface card that displays progress and error codes generated during power-on self-test (POST) of a computer.

68. Answer: B. Toner and probe kit

Explanation: Toner and probe kit allows for locating a cable in a cabling bundle.

69. Answer: A. True

Explanation: Degaussing button in CRT monitors is used for correcting image and color distortion on the monitor screen resulting from the impact of external magnetic field.

70. Answer: B. OTDR

Explanation: Faults and breaks in fiber-optic cabling can be located with the use of an Optical Time-Domain Reflectometer (OTDR).

71. Answer: B. Firewall

Explanation: A software or hardware that checks information coming from the Internet or a network and depending on settings either blocks it or allows it to pass through is known as a firewall.

72. Answer: C. NAC

Explanation: Network Access Control (NAC) is a computer networking security solution that allows to define and implement network access policies. For example, a NAC may be configured to deny access to the network if a client doesn't have an up-to-date antivirus software installed.

73. Answer: D. User education

Explanation: User education is the best countermeasure against social engineering.

74. Answer: D. Accelerometer

Explanation: Modern mobile devices have the capability to present landscape or portrait views of the device's screen based on the way the device is being held due to built-in accelerometers (an accelerometer allows for determining screen orientation in those devices).

75. Answer: C. Lock screen

Explanation: Lock screen is a user interface element on mobile devices controlling access to a device after the device is switched on.

76. Answer: C. Gyroscope

Explanation: Gyroscope is a built-in functionality available in modern mobile devices which supplements the function of an accelerometer by offering more accurate recognition of movement within a 3D space.

77. Answers: B and C. Permission to modify and redistribute the application and Free access to the application code

Explanation: The characteristic features of open-source applications include free access to the application code and permission to modify and redistribute the application. This is in the contrary to the closed-source applications (proprietary software) where an application can be used only under certain conditions specified by the owner and without free access to the application code.

78. Answer: B. False

Explanation: Touchscreen displays that rely on the electrical properties of the human body to detect when and where on a display the user is touching fall into the category of capacitive displays. Capacitive displays can be controlled with very light touches of a finger and generally cannot be used with a mechanical stylus or a gloved hand.

79. Answer: C. Geotracking

Explanation: A procedure of identifying someone's physical location by obtaining GPS data from their mobile device or other GPS-enabled devices is known as geotracking.

80. Answer: D. Exchange

Explanation: A mail server developed by Microsoft is called Exchange.

81. Answer: D. Disk Defragmenter

Explanation: Disk Defragmenter is a tool that rearranges data on disks and drives in order to improve system performance. Defragmentation results in faster read/write operations of the magnetic hard drive's read/write heads as they can access the data sequentially without seeking data fragments in different areas of the disk (defragmentation consolidates data into smallest contiguous regions).

82. Answer: A. HDD failures

Explanation: Self-Monitoring, Analysis and Reporting Technology (S.M.A.R.T.) allows for monitoring system for anticipated Hard Disk Drive (HDD) failures.

83. Answers: A, C, and D. Disconnecting USB thumb drive, Checking BIOS settings for boot order, and Removing floppy disk from the floppy disk drive

Explanation: "Invalid boot disk" error message indicates that the system is trying to boot to a device that doesn't contain required files. Troubleshooting steps include removing any bootable media (floppy discs, CD/DVD discs, or USB thumb drives) and checking the boot sequence in BIOS settings.

84. Answer: B. Degaussing

Explanation: The easiest step to troubleshoot a CRT producing discoloration on the display is to use the degauss button on the monitor which corrects image and color distortion resulting from the impact of external magnetic field.

85. Answer: B. Local connectivity

Explanation: Local connectivity (lack of access to the Internet) can be caused by a Dynamic Host Configuration Protocol (DHCP) problem.

86. Answer: A. IPCONFIG

Explanation: IPCONFIG is a Microsoft Windows command-line utility used for displaying information about a computer's network configuration settings (including its IP address, subnet mask, DNS server address, and default gateway).

87. Answer: B. SFC.EXE

Explanation: System File Checker (SFC) is a utility in Microsoft Windows that allows to scan for and restore corruptions in Windows system files.

88. Answer: B. Long continuous beep tone

Explanation: Long continuous beep tone during POST indicates memory failure.

89. Answer: C. Hotspots

Explanation: Wireless locator helps in finding Wi-Fi network access points.

90. Answer: D. One long, two short beeps

Explanation: One long beep tone followed by two short beeps during POST indicate video adapter card failure.

91. Answers: B, C, and F. NTLDR, NTDETECT.COM, and BOOT.INI

Explanation: NTLDR (NT loader), NTDETECT.COM, and BOOT.INI are three startup software components required to boot Windows XP.

92. Answer: C. Safe mode

Explanation: Safe mode allows to start Windows only with default settings and basic device drivers. Safe mode is a diagnostic mode intended for troubleshooting operating system problems and removing malicious software.

93. Answer: D. Scheduled backups

Explanation: Scheduled backups help restore a computer's data in the event of hard drive failure.

94. Answer: A. System restart

Explanation: Restarting Windows and allowing the system to automatically recover from the blue screen error is the easiest way to troubleshoot this problem.

95. Answer: B. FixBoot

Explanation: FixBoot is one of the switches available in BOOTREC.EXE and is used to repair the OS boot sector.

96. Answers: A, C, and D. BOOTMGR (Windows Boot Manager), BCD (Boot Configuration Data), and WINLOAD.EXE

Explanation: BOOTMGR (Windows Boot Manager), BCD (Boot Configuration Data), and WINLOAD.EXE are the three components required to start Windows Vista/7.

97. Answer: C. Fusing unit

Explanation: In laser printing, toner falling off of the printed copy indicates a problem with the fusing unit.

98. Answers: A and B. Inverter and Backlight

Explanation: Dim display on laptop screen could result from failure of an inverter or a backlight.

99. Answer: B. Windows Taskbar

Explanation: Windows Taskbar allows for easy access to all queued print jobs.

100. Answer: D. CMOS battery replacement

Explanation: CMOS battery replacement provides the most common fix for random time and date resets in Windows.