

CompTIA A Plus Certification Exam

Section: CompTIA A Plus Certification Exams • Total Questions: 10 • Format: Verified Q&A

1. Which of the following cloud models allows an organization to retain data on site as well as in the cloud?

- (A) Public
 - (B) Community
 - (C) Hybrid
 - (D) Private
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2. A Windows user is having trouble accessing a fileshare. The technician would like to confirm the username that the machine is currently logged in to. Which of the following should the technician use?

- (A) net user
 - (B) tracert
 - (C) whoami
 - (D) hostname
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3. A new employee has been issued a company laptop. The employee requests an accessory with a single power source that has wired network connectivity and supports a keyboard, mouse, speakers, and dual monitors. Which of the following accessories should the systems administrator deploy to be at most the new user's needs?

- (A) PcE switch
 - (B) USB-C hub with power delivery
 - (C) Docking station with DisplayPort
 - (D) KVM switch with audio
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4. A printer displays an error message even after a paper jam is cleared. Which of the following should a technician do to fix the issue?

- (A) Check the paper path for a blocked sensor.
 - (B) Verify the pickup roller is functioning.
 - (C) Change the duplex settings.
 - (D) Run internal printer diagnostics.
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5. A user's laptop is running out of disk space and requires a new hard drive. The user wants to replace the existing hard drive with the fastest possible 1TB HDD. A technician assesses the user's hardware and determines the connections that are available. Which of the following drive types should the technician recommend as the best choice?

- (A) 1TB NVMe SSD
 - (B) 1TB flash drive
 - (C) 1TB SATA SSD
 - (D) 1TB SAS
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6. A user is unable to connect to a wireless network. The technician verifies the SSID is correct and the signal strength is strong. Which of the following should the technician check next?

- (A) MAC address filtering
 - (B) Channel overlap
 - (C) Antenna placement
 - (D) Firmware updates
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7. A user needs a technician's help connecting a laptop to a projector. The projector is old and only has analog input. Which of the following cable types should the technician use to connect the laptop to the projector?

- (A) HDMI
 - (B) RS-232
 - (C) VGA
 - (D) DisplayPort
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8. An IT technician is working on a help desk ticket concerning a user's inability to create a virtual machine. The technician has already checked the RAM and HDD space in the user's machine. Which of the following settings should the technician check next to help troubleshoot the issue?

- (A) BILt.Coker
 - (B) MSCoelty
 - (C) BIOS
 - (D) Secure Boot
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9. While working from home, the Chief Financial Officer (CFO) needs to open reports from accounting software. When the application opens, the CFO sees the error `Unable to connect to database`. Which of the following should the CFO do first?

- (A) Confirm the application is up to date.
 - (B) Return to the office.
 - (C) Restart the PC.
 - (D) Verify the VPN status.
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10. A customer is explaining issues with a workstation to a technician. While the customer is listing the issues, the technician is browsing social media on a smartphone. Which of the following professionalism and communication techniques should the technician be using in this situation? (Select two).

- (A)** Follow up with the customer.
- (B)** Avoid personal interruptions.
- (C)** Provide proper documentation.
- (D)** Clarify customer statements.
- (E)** Actively listen and take notes.
- (F)** Maintain professional attire.