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# **Q&A**

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**Exam** : **JK0-801**

**Title** : **CompTIA A+ Certification  
Exam(JK0-801)**

**Version** : **Demo**

1. After a technician installs a video card, which of the following should the technician configure NEXT?

- A. Resolution
- B. Colors
- C. Dots per inch
- D. Refresh rate

**Answer:** A

**Explanation:**

Video card is related to the resolution and color. To make sure the card is installed correctly and working properly, you need to check the resolution. If the desired resolution is not achieved, you can change the video card for a better one you can adjust the video card in the slot.

2. A technician would like to connect to a computer using remote desktop.

Which of the following ports does remote desktop use by default?

- A. 22
- B. 443
- C. 3389
- D. 8080

**Answer:** C

**Explanation:**

The default port for remote desktop application is 3389.

Reference. <http://windows.microsoft.com/en-us/windows7/allow-remote-desktop-connections-from-outside-your-home-network> (see forward TCP port 3389)

3. Which of the following should a technician do NEXT after reporting an incident?

- A. Delete the content
- B. Confiscate the PC
- C. Go back to work
- D. Document the incident

**Answer:** D

**Explanation:**

When the incident is reported, the best thing to do afterward is to document the details of the incident especially in the hardware case. The documenting of the incident will help determine the cause of the problem and the circumstances in which the problem occurred.

4. Which of the following MUST be configured when trying to start a machine with a DVD?

- A. TPM
- B. Virtualization support
- C. BIOS security
- D. Boot order

**Answer:** D

**Explanation:**

By default BIOS boot order is configured to boot the computer from the hard disk. When installing Windows from a DVD or any other OS, you need to set the preferred boot order to DVD so the computer can scan the DVD drive to get the boot data and boot from the DVD.

5. After setting up a new computer, a user states that the mouse and keyboard will not work.

Which of the following is the MOST likely reason?

- A. The network cable is disconnected
- B. The PS/2 connectors are switched
- C. The USB connectors are switched
- D. The hard drive is unplugged

**Answer:** B

**Explanation:**

It is normal to switch the PS/2 connectors in older computers. PS/2 connectors are present side by side at the back of a computer casing. Both are colored to avoid switching but sometimes the keyboard is switched to a mouse PS/2 port and the mouse is connected to keyboard PS/2 port. So first check PS/2 connector to see whether the problem lies with PS/2 connectors.