



**Exam: 220-602**

**Title: A+ IT Technician**

**Version: Demo**

**QUESTION NO: 1**

You are the Certkiller.com trainee technician currently installing 6 IDE devices in a computer. Which of the following is the minimum amount of IDE channels needed to accomplish this objective?

- A. 1
- B. 6
- C. 4
- D. 3

**Answer:** D

**Explanation:** Each IDE channel can support two IDE devices. Thus if you are installing 6 IDE devices you need 3 IDE channels.

**Incorrect Answers:**

**A:** 1 IDE channel is inadequate if you want to install 6 IDE devices.

**B:** 6 Channels would be too many since each channel is able to support two IDE devices.

**C:** 4 Channels would be too many since each IDE channel can support two IDE devices.

**Reference:**

James G. Jones and Craig Landes, *A+ Exam Cram 2* (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 321.

**QUESTION NO: 2**

You are working as a technician at Certkiller.com. You are troubleshooting a computer that is experiencing strange troubles. After a little while you determine that the best solution would be to reload the operating system. Which of the following would be the BEST way to explain to a customer that the computer will need to have the operating system reloaded?

- A. I need to rebuild the system.
- B. I will need to restore the system and data loss may occur.
- C. I need to kill the system and reload it.
- D. I will need to format the hard drive and reload all software.

**Answer:** B

**QUESTION NO: 3**

You are working as a technician at Certkiller.com. A user reports that he recently received an error message stating, 'error log full.' Which of the following should you use in order to clear the log?

- A. Event Viewer
- B. System Restore
- C. Device Manager
- D. System Information

**Answer:** A

**Explanation:** Event logs have been a feature of Windows NT since its original release in 1993. Applications and operating system components can make use of this centralized log service to report events that have taken place, such as a failure to start a component or complete an action. The system defines three log sources, "System", "Application", and "Security". The System and Application log sources are intended for use by the Windows operating system and Windows applications respectively; the Security log source, however, is only directly writable by the Local Security Authority Subsystem Service (lsass.exe). Event Viewer is a component of Microsoft's Windows NT line of operating systems that lets administrators and users view the event logs on a local or remote machine.

**QUESTION NO: 4**

You are working as a technician at Certkiller.com. You receive a workstation that needs to have its memory upgraded. When opening the case you find extensive amounts of dust on the inside. Which of the following should be done in order to clean the computer?

- A. Disassemble the power supply and remove the dust.
- B. Use a household vacuum cleaner and attachments.
- C. Use a surface cleaning solution for built up dust.
- D. Use a can of compressed air.

**Answer:** D

**QUESTION NO: 5**

You need to back up the Registry. Which of the following utilities can you use to perform this task? Choose all correct options.

- A. Windows Registry Checker
- B. System File Checker.
- C. System Restore
- D. All of the above

**Answer:** A, C

**Explanation:** Windows Registry Checker can be used to check the Registry for consistency and back it up. You can also restore a previous copy of the Registry from inside Windows, using the Windows Registry Checker. System Restore is used to create restore points or incremental backups, and is a backup tool for the Windows Me, Windows 2000, and Windows XP operating systems. You can use System Restore to back up the Registry for these specific Windows operating systems.

**Incorrect Answers**

**B:** System File Checker is used to compare non-Windows files which a program has installed, to original Windows files. You can use System File Checker fix an important Windows file that was overwritten by a source other than Microsoft.

**D:** System File Checker cannot be used to back up the Registry.

**References:**

David Groth and Dan Newland, *A+ Study Guide*, 2nd Edition, Alameda, Sybex, 2004, p. 795.

James G. Jones, Craig Landes, *A+ Exam Cram*, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

**QUESTION NO: 6**

The "No operating system found" error can be attributed to a number of issues. Choose the option that is FALSE.

- A. No operating system was installed.
- B. There are corrupt boot files.
- C. A device in SYSTEM.INI cannot be found.
- D. The boot sector is corrupt.

**Answer: C**

**Explanation:** When a device referenced in SYSTEM.INI cannot be found, you have a configuration file related issue, and not an operating system issue.

**Incorrect Answers**

**A, B, D:** These are all issues that can result in the "No operating system found" error.

**References:**

David Groth and Dan Newland, *A+ Study Guide*, 2nd Edition, Alameda, Sybex, 2004, p. 777 - 779.

James G. Jones, Craig Landes, *A+ Exam Cram*, 2nd Edition, Que Publishing, Indianapolis, 2003, Chapter 16

**QUESTION NO: 7**

When would a Windows XP computer perform a physical memory dump?

- A. When a device driver problem occurs.
- B. When the computer detects a condition from which it cannot recover.
- C. When a user logs off incorrectly.
- D. When there is a problem with the system RAM.

**Answer: B**

**QUESTION NO: 8**

A Certkiller.com manager is relocated to the branch office in Germany and is concerned about safety. What should the Certkiller.com technician suggest the manager do on his computer?

- A. Check for the correct power adapter for Germany.
- B. Check whether the system is adaptable for use in Germany.
- C. Perform a full backup before departing to Germany.
- D. Check the voltage selector on the power supply for correct voltage.

**Answer: D**

**Explanation:** All modern power supplies for stationary computers have a small, often red, switch to change the voltage input. Normally you can choose between 220V and 110V

**QUESTION NO: 9**

You are the Certkiller.com technician charged with upgrading the Certkiller.com laptops' PC Cards to a newer supported Type II PC Card. What is the thickness of the Type II PCMCIA card?

- A. 0.13 inches (3.3 millimeters)
- B. 0.40 inches (10 millimeters)
- C. 0.20 inches (5 millimeters)
- D. Thicker than 0.40 inches (10 millimeters)

**Answer: C**

**Explanation:** Cards designed to the original specification (version 1.x) are type I and feature a 16-bit interface. They are 3.3 millimeters thick. Type-II PC Card devices feature a 16- or 32-bit interface. They are 5.0 millimeters thick. Type-III PC Card devices are 16- or 32-bit. These cards are 10.5 millimeters thick.

**QUESTION NO: 10**

Which of the following commands can be used to check the integrity of the system files in Windows XP Professional?

- A. SFC/SCANNOW
- B. Dr. Watson
- C. SFC/SCAN
- D. SCANDSK

**Answer: A**

**QUESTION NO: 11**

You need to delete unused files on a Windows XP computer in order to free up extra hard drive space. Which utility should you use?

- A. Disk Cleanup
- B. DEL
- C. SCANDISK
- D. Disk Defragmenter

**Answer: A**

**QUESTION NO: 12**

A computers internal power supply fan has stopped running causing the computer to overheat. Which of the following actions should a technician take?

- A. Open the power supply and visually inspect for faulty wiring to the power supply fan.
- B. Open the power supply and see whether the power supply fan can be replaced.
- C. Set up additional case fans for extra cooling of the power supply.
- D. Replace the power supply and discard the power supply correctly.

**Answer: D**

**QUESTION NO: 13**

A Certkiller.com technician installs a 512 MB RAM module in a Certkiller.com laptop that has 64MB of video shared memory. How much RAM would be available to the operating system?

- A. 256MB
- B. 448 MB
- C. 512MB
- D. 576 MB

**Answer: B**

**Explanation:** The shared video memory is required for the onboard video adapter and is not available to the operating system. Therefore we need to subtract the shared video memory from the total memory to determine how much memory is available to the operating system.

**QUESTION NO: 14**

A technician is asked to bring a server that has been replaced from the server room to a computer repair area. Which of the following should the technician consider before doing this job?

- A. The width of the server.
- B. Whether the server is on wheels.
- C. What services are running on the server.
- D. The manufacturer of the server.

**Answer: B**

**QUESTION NO: 15**

In an electrically unstable environment where brownouts are a regular occurrence, which of the following would be BEST to protect a computer?

- A. an anti-static pad
- B. a power strip
- C. an uninterruptible power supply (UPS)
- D. a surge protector

**Answer: C**

**QUESTION NO: 16**

A Certkiller.com user reports that numbers instead of letters appear when he types on his laptop. What is the reason for this?

- A. The keyboard is faulty.
- B. The number lock function is turned on.
- C. The Fn key is turned on.
- D. The keyboard controller is not seated properly.

**Answer: B**

**QUESTION NO: 17**

A Certkiller.com user reports that when he plugged power adapter cord in to laptop, he saw a spark and now the screen is dim. What would you suspect the cause of this problem?

- A. The power adapter is faulty.
- B. The inverter board is faulty.
- C. The video adapter is faulty.
- D. The laptop has overheated.

**Answer: B**

**QUESTION NO: 18**

Network Address Translation (NAT) provides additional security for users behind a gateway router by:

- A. limiting users from accessing web sites on a blocked site list.
- B. blocking users on the public Internet from initiating connections to computers on a local network
- C. blocking users on a local network from initiating connections to computers on the public Internet
- D. preventing access to the Internet during non-working hours.

**Answer: B**

**QUESTION NO: 19**

Which of the following determines the master or slave in a system that supports two IDE devices?

- A. twist in the cable.
- B. Which device was installed first.
- C. The jumper settings.
- D. The BIOS.

**Answer: C**

**Explanation:** You implement the master/slave setting by jumpering a set of pins.

**Incorrect Answers:**

- A:** Determines the drive letter for Floppy drives.
- B:** When you install a second drive, you have to configure it so that the controller on one drive is active and the other drives use the controller on this drive for their instructions.
- D:** the BIOS come into play only after configuring the devices as master/slave.

**Reference:**

David Groth and Dan Newland, *A+ Complete Study Guide* (2nd Edition), Sybex, Alameda, CA, 2001, pp. 170, 174, 175, and 176.

**QUESTION NO: 20**

A user reports receiving an email from the user's bank requesting that due to a bank audit, the user must click a link in the email and enter the username, password, and account number. This may be an example of:

- A. biometric authentication.
- B. standard bank security practices.
- C. social engineering.



D. bank marketing survey.

**Answer:** C

**QUESTION NO:** 21

Which of the following is the number of IDE devices that your system supports if it is employing ATA.2 technology or higher?

- A. 1
- B. 4
- C. 2
- D. 3

**Answer:** B

**Explanation:** Most computer systems currently use ATA-2 technologies or above, which means that they can support four IDE drives.

**Incorrect Answers:**

**A, C, D:** ATA-2 and higher technology is capable of supporting four IDE devices and not 1, 2 or 3.

**Reference:**

David Groth and Dan Newland, *A+ Complete Study Guide* (2nd Edition), Sybex, Alameda, CA, 2001, pp. 174.

**QUESTION NO:** 22

A technician is creating a record of users that have successfully logged on to a workstation. Which of the following active log files should be checked?

- A. security
- B. information
- C. system
- D. application

**Answer:** A

**QUESTION NO:** 23

In Windows XP Professional, which of the following would indicate file or folder encryption? (Select Two).

- A. A yellow colored text for the file or folder name.
- B. A green colored text for the file or folder name.
- C. Examining the file or folder attributes.
- D. A blue colored text for the file or folder name.
- E. A green colored Icon for the file or folder.

**Answer:** B, C

**QUESTION NO:** 24

Which of the following components on the motherboard usually house the IDE connectors?

- A. PCI bus.
- B. North Bridge.
- C. ISA bus.
- D. South Bridge.

**Answer:** D

**Explanation:** The South Bridge is generally used for slower devices such as USB ports, IDE drives, and ISA slots.

**Incorrect Answers:**

**A:** The PCI bus is a sort of bridge between the processor and ISA bus.

**B:** The North Bridge is generally used for high-speed interface cards, such as video accelerators, Synchronous RAM (SRAM), and memory.

**C:** The ISA bus does not house the IDE connectors.

**Reference:**

James G. Jones and Craig Landes, *A+ Exam Cram 2* (2nd Edition), QUE Publishing, Indianapolis, 2003, p. 80.

**QUESTION NO:** 25

Which of the following is the default number of incorrect login attempts in Windows XP Professional not connected to a domain before Windows disables the login prompt temporarily?

- A. 6
- B. 4
- C. 3
- D. 2

**Answer:** C

**QUESTION NO:** 26

Making data appear to come from somewhere other than the originating point is known as:

- A. social engineering.
- B. spoofing.
- C. hacking.

D. cracking.

**Answer: B**

**QUESTION NO: 27**

When accessing data \_\_\_\_\_ has the fastest throughput.

- A. a flash drive
- B. RAM
- C. a hard disk drive
- D. a CD-ROM

**Answer: B**

**QUESTION NO: 28**

A technician is asked to recover data from a computer at a customers site. After recovering the data, the technician discovers illegal material on the hard drive. Which of the following actions should the technician take?

- A. Warn the customer that the customer is breaking the law.
- B. Notify the supervisor and delete the material.
- C. Warn the customer that the customer is breaking the law and delete the material.
- D. Notify law enforcement authorities and leave the customer site.

**Answer: D**

**QUESTION NO: 29**

A technician is on a service call and receives an urgent page. Which of the following actions should the technician take?

- A. politely ask to be excused; return the call, and after determining that the call is not urgent, resume work.
- B. Tell the customer that you have an emergency; return the call, and after determining the call is not urgent, finish the conversation before resuming work.
- C. Leave the site to investigate the details of the situation.
- D. Return the call and talk with the caller while continuing to work.

**Answer: A**

**Explanation:** You are allowed to check out how critical the new errand is but you always have to decide if the new task can wait, and if so continue with what you are doing at the moment.

**QUESTION NO: 30**

Which of the following gives the proper sequence for installing master and slave IDE drives?

- A. Mount the drive in the carrier, connect the cable to the drive, install the drive in the computer, and configure the drive
- B. Mount the drives in the carrier, connect the 40-pin cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.
- C. Mount the drive in the carrier, connect the master drive after the twist in the cable, connect the slave drive before the twist in the cable, install the drives in the computer, and configure the drives.
- D. None of the above.

**Answer: B**

**Explanation:** The basic steps for installing IDE Drives are: Mount the drive in the carrier, connect the cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.

**Incorrect Answers:**

**A:** The sequence is plausible except that it does not make provision for the installation of master and slave drives.

**C:** The sequence is not correct since you need to first mount the drives in the carrier, then connect the cable to the drives and not as suggested by this option.

**D:** This is irrelevant. You got to have a basic sequence to install drives.

**Reference:**

David Groth and Dan Newland, *A+ Complete Study Guide* (2nd Edition), Sybex, Alameda, CA, 2001, pp. 173 & 174.