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Certification Study Guide



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Demo

220-302 CompTIA A+ OS Technologies

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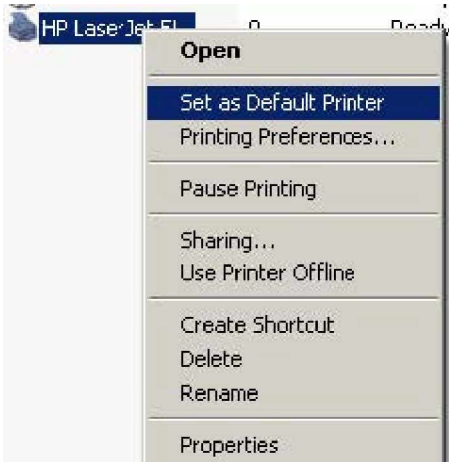
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QUESTION 1

In Windows 2000 what is the valid way to set a printer as a default printer?

- A. In the printers folder right click the printer and choose set as a default printer.
- B. In the printers folder right click the printer choose properties and click set as default printer.
- C. In device manager right click the printer choose properties and click set as default printer.
- D. In the printers wizard choose modify and an existing printer choose the printer and choose the set as default printer.



Answer: A

Explanation: Use the Printers folder (not Device Manager or Printer Wizard), right-click the printer, and select to set as default printer.

QUESTION 2

What applet should you use to add Windows components distributed on the Windows 2000 Professional CD?

- A. System settings.
- B. Regional settings.
- C. Add/Remove programs.
- D. Windows 2000 Professional resource kit.

Answer: C

Explanation: The Add/Remove Control applet is used to install and remove applications and Windows components.

QUESTION 3

What are valid methods to make a bootable floppy disc in Windows 9x? (Choose three)

-
- A. FDISK A:
 - B. Format a: from a command prompt.
 - C. Format a:/s from a command prompt.
 - D. Control panel, Add/remove programs, start up disk.
 - E. In Explorer right click on a drive, format, floppy system files.

Answer: C, D, E

Explanation:

C: Format a: with /s switch creates a system disk that is bootable.

D: The Add/remove programs control applet can be used to create a bootable disk.

E: Windows Explorer can be used to format a disk. If we choose the format option to include system files it will be bootable.

Incorrect Answers

A: The FDISK utility is used to create and delete partitions. It cannot be used to format a partition.

B: The format a: would make not make the diskette bootable.

QUESTION 4

During boot up which function key allows you to boot directly to Safe mode in Windows 9x?

- A. <F4>
- B. <F5>
- C. <F6>
- D. <F7>

Answer: B

Explanation: Pressing F5 during boot up on a Windows 9x system forces the computer to boot to Safe mode. F8 can be used as well, but F4, F6, or F7 do not work.

Note: A Safe-mode boot can be invoked in the following ways:

- By pressing F5 at the "Starting Windows 95" message.
- By pressing F8 at the "Starting Windows 95" message, and then choosing Safe Mode from the Windows 95 Startup menu.
- Automatically, if Windows 95 did not start on the previous attempt. Reference: How Windows 95 Performs a Safe-Mode Start (Q122051)

QUESTION 5

Which tools ensure that a newly installed device on Windows 2000 Professional is functioning properly?

- A. System.
- B. DOS prompt.
- C. Device manager.
- D. Add/remove hardware.

Answer: C

Explanation: The Device Manager can be used to check the status of a newly installed device in order to check if it is working properly.

Incorrect Answers

A: The System control applet is not used for hardware configuration or management.

B: The command-line prompt is not the best way to test hardware.

D: The Add/remove control applet is used for software, not hardware.

QUESTION 6

Which of the following are loaded in safe mode? (Choose two)

A. IO.SYS

B. CONFIG.SYS

C. Hard drive support

D. Sound card support

E. ECP printing capability

Answer: A, C

Explanation: Safe mode only includes basic functionality.

A: Windows 9x Safe Mode supports Basic Input/Output through the IO.SYS file.

C: Hard drive support is naturally also included in Safe Mode.

Incorrect Answers

Device Drives through config.sys, the sound card, and ECP printing are not supported in Safe Mode.

QUESTION 7

Where in Windows 2000 should you connect or disconnect the network printer?

A. Start, Settings, Task.

B. Start, Settings, Printer.

C. Start, Settings, Network.

D. Start, Settings, Connections.

Answer: B

Explanation: In Windows the Printers folder is used for printer management. The Printers folder can be reached from Start->Settings.

QUESTION 8

What is the outcome of running disk defragmentation?

- A. File sectors large.
- B. File sectors small.
- C. Faster data transfer.
- D. Slower access speed.

Answer: C

Explanation: Disk defragmentation improves data transfer speed by storing the files contiguously.

QUESTION 9

What is the diagnostic tool that takes its snap shot of a PC's condition during a system fault?

- A. Dr Watson.
- B. System information.
- C. System file checker.
- D. Windows report tool.

Answer: A

Explanation: The Dr.Watson utility captures and stores application faults. The Dr. Watson utility is present on Windows NT systems.

QUESTION 10

How can a Windows 2000 Desktop shortcut icon be created for opening a specific application?

- A. Open the application go to File and choose Create Shortcut.
- B. Right click on the application file within Windows Explorer and choose Create Shortcut.
- C. In Control Panel, My Documents, right-click on the application file and choose Create Shortcut.
- D. Right click on the application files from the Documents options of the Start menu and select Create Shortcut.

Answer: B

Explanation: One way to create a shortcut is to browse to the application using Windows Explorer and then right-click on it and choose Create shortcut.

QUESTION 11

Which of the following are advantages of FAT32 over FAT? (Choose three)

-
- A. No advantages.
 - B. Faster file access.
 - C. Reduced cluster size.
 - D. Increased logical drive size.
 - E. Increased security attributes.

Answer: B, C, D

Explanation:

B: FAT32 is more efficient so program will load faster.

C, D: FAT32 is a reduced cluster size. This provides better disk utilization. Reference: Microsoft Knowledge Base Article - Q154997, Description of the FAT32

File System

Incorrect Answers

A: There are several advantages with FAT32.

E: No additional security features are provided by FAT32.

QUESTION 12

What are valid ways to display the Task Manager in Windows 2000? (Choose three)

- A. Press <CLT>+<ALT>.
- B. Press <CLT>+<SHIFT>and <ESC>.
- C. Click start choose run and type task man.
- D. Right click on the Taskbar and choose Task Manager.
- E. Press <CLT>+<ALT>+ and then click Task Manager.

Answer: B, D, E

Explanation: <CLT>+<SHIFT>and <ESC>, right-clicking on the taskbar, and pressing <CLT>+<ALT>+ are three possibly ways to open the Task Manager on a Windows 2000 system.

QUESTION 13

A customer called after deleting a file from a DOS prompt. The file did not go to the Recycle Bin. The customer wants to make sure that the deleted files are placed in the Recycle Bin in the future. How would this accomplish delete file using? (Choose two)

- A. My computer.
- B. Windows explorer.
- C. The DEL command.
- D. The Erase command.
- E. The Deltree command.

Answer: A, B

Explanation: Deleted files only end up the Recycle bin if the graphical user interface is used, for example My Computer or Windows Explorer. Deleting files at the command line will not move the deleted files to the Recycle bin.

QUESTION 14

You install a piece of shareware and the software has left a residual program that runs at start up. Which GUI utility removes the startup program in Windows 98?

- A. Disk clean up.
- B. Scheduled tasks.
- C. Maintenance wizard.
- D. System configuration utility.

Answer: D

Explanation: The System Configuration Utility automates the routine troubleshooting steps that Microsoft Technical Support engineers use when diagnosing issues with the Windows 98 configuration. In particular it can be used to remove startup programs. Note: To open the System Configuration utility on a Windows 98 (or Windows Millennium system) click Start, and then click Run. In the Open box, type msconfig , and then click OK.

Reference: System Configuration Utility Advanced Troubleshooting Settings (Q181966)

QUESTION 15

What key can be pressed during the Windows 2000 boot process to display the Advanced Startup Options menu?

- A. <F1> B. <F5> C. <F8> D. <F10>

Answer: C

Explanation: Pressing F8 during the boot process would display the advanced option menu.

QUESTION 16

What shows information on resources used by a device in Windows 2000? (Choose three)

- A. WINMSD.EXE.
- B. DEVICE MANAGER.

-
- C. MSCONFIG.EXE.
 - D. HARDWARE PROFILES.
 - E. SYSTEM INFORMATION.

Answer: A, B, E

Explanation:

A, E: WINMSD.EXE and System information is the same thing. System information shows, among other things, information on resources used by devices.

B: The Device Manager can be used to examine what resources are used by the devices. Incorrect Answers

C: MSCONFIG.EXE is the System Configuration Utility. It can be used to configure the startup behavior of the system.

D: Hardware profiles are used on portable computer to support different hardware configurations.

QUESTION 17

Which file system supports encryption on Windows 2000?

- A. NTFS. B. CDFS. C. FAT16. D. FAT32.

Answer: A

Explanation: Only NTFS supports encryption or file permissions.

Note: On Windows 2000/XP/.NET NTFS is the preferred file system. FAT should only be used if it is required by backward compatibility

QUESTION 18

What is the one way to change a long file name in Windows 9x?

- A. Windows Explorer, File, Rename.
- B. Windows Explorer, Tools, Rename.
- C. MS-DOS prompt, long file_name, rename.
- D. My Computer, Control Panel, System, Rename.

Answer: A

Explanation: We can use File menu in Windows Explorer to change a file name. Incorrect Answers

B: Wrong menu.

C: This is an incorrect usage of the rename command.

D: The Control panel System applet cannot be used to rename files.