

CompTIA

Exam 220-602

CompTIA 220-602 (2007 Edition) IT Technician Exam

Version: 5.0

[Total Questions: 1156]

Topic 0, L

L

Question No : 1 - (Topic 0)

There is something wrong with the internal power supply fan and it fails to function normally, which causes overheating. Which of the following procedure will be helpful?

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

Answer: D**Question No : 2 - (Topic 0)**

You are the Pass4sure.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**Question No : 3 - (Topic 0)**

As a technician, what should you take a prior consideration before bringing the replaced server from the server room to a computer repair area?

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

Answer: B

Question No : 4 - (Topic 0)

You are working as a technician at Pass4sure.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

Question No : 5 - (Topic 0)

A user's computer has an unstable electricity supply and brownouts happen a lot. What is the best practice to protect his computer?

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

Answer: C

Question No : 6 - (Topic 0)

You are working as a technician at Pass4sure.com. You receive a workstation that needs to have its memory upgraded. When opening the case you find extensive amounts of dust 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 : 7 - (Topic 0)

In computer networking, Network Address Translation (NAT) is the process of modifying network address information in datagram packet headers while in transit across a traffic routing device for the purpose of remapping a given address space into another, which 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. preventing access to the Internet during non-working hours.
- D. blocking users on a local network from initiating connections to computers on the public Internet.

Answer: B

Question No : 8 - (Topic 0)

You need to back up the Registry. Which of the following utilities can you use to perform this task? (Choose Two).

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

Answer: A,C

Question No : 9 - (Topic 0)

Refer to a bank audit, a user's bank informs the user by an email that he has to click a link in the email and enter the username, password, and account number. What does this procedure stand for?

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

Answer: C

Question No : 10 - (Topic 0)

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

Question No : 11 - (Topic 0)

There is a record of users who are succeeded in logging on to a workstation. Which active log file is necessary for checking?

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

Answer: A

Question No : 12 - (Topic 0)

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 : 13 - (Topic 0)

In a computer running Windows XP Professional, which two are examples of file or folder encryption? (Choose Two.)

- A. A yellow colored text for the file or folder name.
- B. Examining the file or folder attributes.

- C. A green colored text for the file or folder name.
- D. A green colored icon for the file or folder.

Answer: B,C

Question No : 14 - (Topic 0)

A Pass4sure.com manager is relocated to the branch office in Germany and is concerned about safety. What should the Pass4sure.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

Question No : 15 - (Topic 0)

In a computer running Windows XP Professional, by default, how many incorrect login attempts not accessed to a domain are available prior to Windows disables the login prompt for a short time?

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

Answer: C

Question No : 16 - (Topic 0)

You are the Pass4sure.com technician charged with upgrading the Pass4sure.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

Question No : 17 - (Topic 0)

Which word can be used to describe the phenomenon that making data seem to come from somewhere else rather than the originating point?

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

Answer: B

Question No : 18 - (Topic 0)

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 : 19 - (Topic 0)

As a technician, you are asked to restore data for a user's computer. While you are working at his place, you notice there are illegal materials on the hard drive after data recovery. What is the appropriate action for you to 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 : 20 - (Topic 0)

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 : 21 - (Topic 0)

As a technician, while you are providing service on phone calls, you receive an urgent page. What is the appropriate action for you to take?

- A. Politely ask to be excused; return the call, and after determining that the call is not urgent, resume work.
- B. Return the call and talk with the caller while continuing to work.
- C. Leave the site to investigate the details of the situation.
- D. 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.

Answer: A

Question No : 22 - (Topic 0)

A Pass4sure.com technician installs a 512 MB RAM module in a Pass4sure.com laptop that has 64MB of video shared memory. How much RAM would be available to the operating system?

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

Answer: B

Question No : 23 - (Topic 0)

As a technician, you are trying to explain some technical concepts to a customer. What is the most appropriate action for you to take?

- A. Read the manual to the customer.
- B. Send the customer to an outside training class.
- C. Use acronyms so the user knows the technician is knowledgeable.
- D. Sit next to the customer.

Answer: D

Question No : 24 - (Topic 0)

A Pass4sure.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 : 25 - (Topic 0)

A user is searching for help somewhere else with his voice full of angry and complaints. As a technician, what is the appropriate action for you to take?

- A. Ask the customer to leave and escort the customer out.
- B. Ignore the customer because the customer has decided to seek help elsewhere.
- C. Attempt to calm the customer and find out what went wrong.
- D. Tell the customer goodbye and wish the customer luck with the search.

Answer: C

Question No : 26 - (Topic 0)

A Pass4sure.com user reports that when he plugged power adapter cord into 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 : 27 - (Topic 0)

Which TWO of the following are examples of confidential information which are available on a company's network?

- A. product design diagrams
- B. employee picnic signup sheet
- C. regional sales office addresses
- D. employee health insurance records

Answer: A,D

Question No : 28 - (Topic 0)

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

Question No : 29 - (Topic 0)