



# 220-802<sup>Q&As</sup>

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#### QUESTION 1

A technician just finished replacing the system board of a user's laptop. Now, every time the unit attempts to boot into Windows 7, the laptop goes through an automatic restart midway through the OS boot screen process. Which of the following MOST likely needs to be fixed?

- A. The optical drive needs to be moved lower in the boot process, below the hard disk.
- B. The BIOS version on the motherboard is stock, and needs to be updated to the latest release.
- C. The technician forgot to enable the SATA controller in the BIOS.
- D. The hard drive operation setting in BIOS needs to be changed from AHCI to IDE.

Correct Answer: D

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#### QUESTION 2

Which of the following operating systems enables a user to use BitLocker?

- A. Windows XP
- B. Windows 7 Starter
- C. Windows 7 Ultimate
- D. Windows Vista Home Premium

Correct Answer: C

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#### QUESTION 3

Which of the following settings MUST be configured in order to turn on a VoIP phone?

- A. PoE
- B. Flow control
- C. VPN
- D. Duplex speed

Correct Answer: A

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#### QUESTION 4

A user wants to prevent access to specific websites to prevent their children from accidentally accessing them. Which of the following can be implemented?



- A. A switch
- B. Antivirus software
- C. Antispyware software
- D. A firewall

Correct Answer: D

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#### QUESTION 5

Which of the following boot methods would a technician use to BEST install an image from an optical media onto a new computer?

- A. PXE
- B. Tape
- C. DVD
- D. USB

Correct Answer: C

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#### QUESTION 6

A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet. Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

- A. Assign static IP addresses
- B. Disable new VLANS
- C. Disable unused ports
- D. Disable PoE

Correct Answer: C

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#### QUESTION 7

Which of the following commands would a technician use to map a network share?

- A. NET
- B. NSLOOKUP
- C. IPCONFIG
- D. COPY



Correct Answer: A

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### QUESTION 8

By default, a file or folder will receive its NTFS permissions from the parent folder. Which of the following does this describe?

- A. Permission propagation
- B. Single sign-on
- C. Client-side virtualization
- D. Proxy settings
- E. Recovery image
- F. Inheritance

Correct Answer: F

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### QUESTION 9

A user states that their machine is taking much longer to boot than usual. Which of the following utilities would BEST allow a technician to limit what is launched at startup?

- A. APPWIZ.CPL
- B. DXDIAG
- C. MSCONFIG
- D. REGEDIT

Correct Answer: C

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### QUESTION 10

By definition, a rootkit does which of the following?

- A. Appears to be useful software until it is installed and fully activated
- B. Hides the existence of certain processes and programs to provide elevated privileges
- C. Replicates by being copied or causing itself to be copied to another program
- D. Travels from computer to computer using the native transport protocols available

Correct Answer: B

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#### QUESTION 11

Which of the following optical drives is the MINIMUM required to install Windows 7 Professional from optical media?

- A. CD-ROM drive
- B. Blu-ray drive
- C. DVD-RW drive
- D. DVD-ROM drive

Correct Answer: D

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#### QUESTION 12

A technician recently removed spyware from a computer and now the user is getting error messages about system files. Which of the following tools would a technician use to verify all system files are intact and in their original versions?

- A. Repair Disk
- B. SFC
- C. FIXMBR
- D. ASR

Correct Answer: B

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#### QUESTION 13

A user reports their laptop battery will not charge. Which of the following would be checked FIRST in order to narrow down the issue?

- A. Check the AC voltage at the outlet using a multimeter.
- B. Remove the battery and power the laptop using the AC adaptor.
- C. Remove the battery and place it in another laptop to see if it works.
- D. Use a multimeter to check the output voltage from the AC adaptor.

Correct Answer: B

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#### QUESTION 14

A remote user reports that their laptop will not power up. The technician has the user reseal the power connections to the wall, the power supply, and the laptop. If it still does not power up, which of the following actions should be performed NEXT?

- A. Completely discharge the battery to recondition it.



- B. Check for a green light on the power supply and then reboot.
- C. Remove the battery and power up.
- D. Ensure the power adapter is the correct wattage.

Correct Answer: C

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#### QUESTION 15

An audio visual company has decided that they want to migrate from Windows XP Professional SP2. The company has a domain network. A technician is tasked with selecting an operating system. Which of the following should the technician select?

- A. Windows 7 Home Premium
- B. Windows Vista Home Premium
- C. Windows 7 Professional
- D. Windows XP Media Center

Correct Answer: C

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