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

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**QUESTION 1**

Ann, a home user, brings a PC in for repair and reports that performance has become extremely slow when working on documents and viewing pictures. Which of the following suggestions should a technician make?

A. Upgrade to a solid state drive

B. Increase the clock speed on the CPU

C. Run the file system check tool

D. Upgrade to a high performance video card

Correct Answer: A

**QUESTION 2**

A user reports that they are receiving intermittent BSOD error messages. Which of the following tools should a technician use to determine which hardware is failing?

A. POST card

B. Memory diagnostics

C. Performance monitor

D. Loopback plug

Correct Answer: B

**QUESTION 3**

A user reports that a file they shared out on their computer for another network user is not accessible to the third party. The user insists they specifically gave this third party Allow rights for Read and Write access. Which of the following could explain the problem at hand?

A. The parent folder has explicit Allow rights set for this user.

B. The parent folder has explicit Deny rights set for this user.

C. The user forgot to share the parent folder and only shared the specific file.

D. The parent folder likely has the "archive" attribute enabled.

Correct Answer: B

**QUESTION 4**

A user states that their wireless connection drops when the phone rings. Which of the following solutions BEST shows

what the technician should do to prevent this from happening?

A. Move the access point closer to the user

B. Remove the phone

C. Change the frequency that the wireless router is using

D. Change the wireless security encryption settings

Correct Answer: C

**QUESTION 5**

A user has unintentionally and unknowingly hit a key combination that flipped the screen image upside down. Which of the following should a technician do to resolve the user\\'s issues?

A. Press the CTRL+CAPS LOCK+ESC key combination on the keyboard.

B. Press the CTRL+SHIFT+HOME key combination on the keyboard.

C. Press the CTRL+TAB+1 key combination on the keyboard.

D. Press the CTRL+ALT+ARROW UP key combination on the keyboard.

Correct Answer: D

**QUESTION 6**

A user reports that their PC boots up to a screen that reads "OS not found". Which of the following would be the MOST likely cause of this problem?

A. There are conflicting operating systems.

B. Not enough memory is available.

C. The system has a BSOD.

D. The user has a USB key attached.

Correct Answer: D

**QUESTION 7**

A technician, Joe, has a wired switch in a conference room for guests. In which of the following ways could Joe restrict the network to only six devices at a time, with minimum management effort? (Select TWO).

A. Disable the extra Ethernet ports on the switch

B. Configure DHCP for six addresses maximum

C. Enable Spanning Tree protocol

D. Create an access control list for each new PC

E. Configure DNS to only resolve six IP addresses

F. Add each guest to the MAC filter list

Correct Answer: AB

QUESTION 8

A technician recently installed a memory upgrade for a laptop. Since then, the laptop has been experiencing random blue screen errors and unexpected shutdowns. Which of the following is MOST likely the cause?

A. Memory module with integrity issues

B. Incompatible memory type

C. The BIOS has not been set explicitly for dual channel operation

D. The BIOS is having an IRQ conflict with the newly installed memory

Correct Answer: A

QUESTION 9

A user reports an issue of intermittent Read / Write errors occurring on their PC. Which of the following actions would a technician MOST likely take?

A. Run FDISK on the drive

B. Update definitions and run a virus scan

C. Low level format the drive

D. Run CHKDSK on the drive

Correct Answer: D

QUESTION 10

Which of the following describes a computer in which the HDD LED is lit, but the mouse does not respond and the computer is unresponsive?

A. The computer has locked up

B. Windows Update is running

C. The computer is in Safe Mode

D. The reset button is stuck

Correct Answer: A

## QUESTION 11

A user is having difficulty installing a program in Windows Vista, as the computer appears to stall prior to the installation. Which of the following is the BEST choice of why this is occurring?

A. Aero Settings are not enabled.

B. Power Settings need to be enabled.

C. BitLocker is scanning for corrupt software.

D. UAC is waiting for user input.

Correct Answer: D

## QUESTION 12

A user tries to connect to the Internet using a dial-up modem and receives a "No dial tone detected" message. Which of the following is the FIRST thing the technician should check to troubleshoot the issue?

A. Check if the cable is connected on the modem\\'s phone RJ-45 port.

B. Check if the cable is connected on the modem\\'s line RJ-11 port.

C. Check if the cable is connected on the modem\\'s line RJ-45 port.

D. Check if the cable is connected on the modem\\'s phone RJ-11 port.

Correct Answer: B

## QUESTION 13

A technician is fixing a very slow computer. Antivirus and Malware programs have been run, and some detections have been removed. After running Disk Cleanup, the system still seems to be slow, especially with multiple programs running. Which of the following should the technician do NEXT?

A. Run CHKDSK

B. Manually erase all cookies

C. Go back to the latest restore point

D. Run defrag

Correct Answer: D

**QUESTION 14**

A technician discovers a PC has a virus on it. Which of the following should the technician do to remediate this?

A. Create a system restore check point, run antivirus software, and create another check point when the PC is clean.

B. Disable system restore, run antivirus software, and re-enable system restore when the PC is clean.

C. Create a system image, run antivirus software, reboot the PC, and restore the system image when the PC is clean.

D. Run antivirus software, reboot the PC, and create a system restore checkpoint when the PC is clean.

Correct Answer: B

**QUESTION 15**

Which of the following is the difference between a quick and a full format?

A. Quick format does not check for bad sectors while full format does.

B. Full format prompts for confirmation while quick format does not.

C. Full format erases all partitions on the disk at once while quick format only erases one partition at a time.

D. Quick format only erases the system partition and not the data partition.

Correct Answer: A

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