

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

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## QUESTION 1

A technician is working on an issue and has identified the problem and worked out the cause. Which of the following would MOST likely be the NEXT step the technician should make?

- A. Document the cause and solution
- B. Inform the user
- C. Report to the supervisor
- D. Establish a plan of action

Correct Answer: D

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## QUESTION 2

Joe, a user, receives a spam email supposedly sent from a coworker's email address asking for money. This is an example of which of the following common security threats?

- A. Phishing
- B. Spyware
- C. Malware
- D. Evil Twin

Correct Answer: A

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## QUESTION 3

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 4

Which of the following is an advantage of installing a 64-bit processor versus a 32-bit processor?

- A. Uses less bandwidth on the front side bus

- B. Only requires half of the clock speed
- C. Able to access a larger amount of RAM memory
- D. Able to be used as two 32-bit processors

Correct Answer: C

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## QUESTION 5

A technician has just finished installing a new NIC in a desktop. Which of the following should the technician perform NEXT according to the troubleshooting theory?

- A. Test the theory to determine cause
- B. Verify full system functionality
- C. Escalate issue to a manager
- D. Document findings and repairs

Correct Answer: B

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## QUESTION 6

A server is configured to boot with a "mirrored" RAID configuration. Which of the following BEST describes this configuration?

- A. RAID 0
- B. RAID 1
- C. RAID 3
- D. RAID 5

Correct Answer: B

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## QUESTION 7

Which of the following is the BEST definition of what an accelerometer does?

- A. Prolongs battery life
- B. Calculates the rotation of a device
- C. Measures velocity in a given direction
- D. Makes the device run with more speed

Correct Answer: C

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## QUESTION 8

When using an optical mouse connected via USB on a laptop and experiencing strange cursor movement, which of the following is MOST likely to be the cause? (Select TWO).

- A. The mouse is failing and should be replaced
- B. There is contact with the touchpad
- C. The mouse drivers need to be updated
- D. The laptop is using a capacitive touchscreen
- E. The surface is interfering with the optical sensor

Correct Answer: BE

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## QUESTION 9

A technician receives a call that a remote user's laptop is not powering up. Before going to the user's site, which of the following should the technician advise?

- A. Remove the battery and A/C adapter and depress the power button for ten seconds. Reconnect power and attempt to power on.
- B. Remove the battery and test it in a known good laptop of the same model to ensure it is in a fully-functional and charged condition.
- C. Ask the user if the laptop is plugged into a power strip that also powers a high-draw device, such as a laser printer.
- D. Ask the user what USB devices they normally have plugged in and ensure they are plugged in to maintain the same power draw as previous boots.

Correct Answer: A

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## QUESTION 10

A technician suspects that a recent virus they removed may have corrupted a necessary system file. Which of the following utilities can the technician use to verify the integrity of these critical files?

- A. msconfig
- B. sfc
- C. regsrv32
- D. fixmbr

Correct Answer: B

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## QUESTION 11

A user reports that their PC does not work. Which of the following would be the BEST question for the technician to ask the user to get further information?

- A. "Can you get to the Internet?"
- B. "What exactly does not work?"
- C. "Does the PC turn on?"
- D. "Are you able to sign on?"

Correct Answer: B

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## QUESTION 12

Which of the following file systems has a 4GB file size limit?

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

Correct Answer: C

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## QUESTION 13

A user reports that every time they use a search engine and click on a link to go to a website, they instead are taken to a site blocked by their company's content filter. The user is not trying to go to the blocked site and needs to be able to successfully use the search engine to complete their assignment. Which of the following tools would a technician use to BEST resolve this issue?

- A. Anti-malware software
- B. Factory pre-installation
- C. System restore
- D. Recovery console

Correct Answer: A

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## QUESTION 14

Which of the following is BEST used to prevent other people from viewing a user's computer screen?

- A. Anti-virus software
- B. Key fob
- C. Biometric device
- D. Privacy filter

Correct Answer: D

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## QUESTION 15

A technician is dispatched to repair a computer that appears to boot correctly, except no video output is being displayed. No beep codes are given by the computer, but drive activity lights and keyboard lights work correctly. The technician decides that the video card may be defective and removes it from the computer, expecting the computer's POST process to provide beep codes with the card removed. Instead the computer boots properly. Which of the following is MOST likely the cause?

- A. Onboard video is present
- B. The onboard speaker is defective
- C. The monitor is defective
- D. The RAM should be reseated

Correct Answer: A

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