



BestScoreSheet Q&A Demo

CompTIA A+ Essentials 220-601 Exam

1. After a computer is moved the screen shows a message stating, No Signal. When the power buttons are pressed, the computer and monitor turn on, the keyboard lights flash, a single beep is heard, and the hard drive light blinks as the computer accesses the hard drive. Which of the following actions should a technician take FIRST?

- A. Ensure that the power cable is connected to the computer.
- B. Reseat the video card to eliminate any shifting that occurred during the move.
- C. Ensure that the video cable is connected from the monitor to the VGA / DVI port.
- D. Check the monitors menu and ensure that the monitor is set to display the 640x480 video mode at boot.

Answer: C

2. In Windows 2000/XP, which of the following is the filename created by Virtual Memory?

- A. 386PART.PAR
- B. WIN386.SWP
- C. VMM32.VXD
- D. PAGEFILE. SYS

Answer: D

3. Which of the following applications in Windows XP would be used to ensure that a deleted file cannot be restored?

- A. Disk Defragmenter
- B. Recycle Bin
- C. System Restore
- D. Disk Cleanup

Answer: B

4. A company has only wireless networks. Which of the following technologies is likely to be used?

- A. 802.11
- B. 802.3
- C. RJ-45
- D. RS-232

Answer: A

5. A user reports that the quality of documents printed from an inkjet printer is getting progressively worse. Which of the following should the technician do FIRST?

- A. Check whether the printer's roller assembly is functioning correctly.
- B. Check the printer's ink levels.
- C. Check the printer for paper jams.
- D. Replace the printer.

Answer: B

6. Which of the following formats is a read-only disc that stores interactive media, data, audio, and video?

- A. DVD-ROM
- B. DVD-RW
- C. CD-RW
- D. DVD-RAM

Answer: A

7. Which of the following phases in the start up process performs the initial hardware check?

- A. NTLDR
- B. AUTOEXEC. BAT
- C. WIN.INI
- D. POST

Answer: D

8. Which of the following file systems has integrated security?

- A. HPFS
- B. CDFS
- C. EFS
- D. FAT32

Answer: C

9. While working on a customers problem, the customer begins to talk about the technicians company versus a competitors company. Which of the following actions should the technician take?

- A. Inform the customer of the technicians opinion about the companys strengths and weaknesses of the companys service in comparison to the competitors service.
- B. Discuss the services provided by the technicians company as well as the policies and assurances that the company abides by to satisfy all customers.
- C. Inform the customer about an article in an industry magazine that compares the technicians company to several competitors.
- D. Discuss with the customer the services that the technicians company provides better than the competitor and the inadequacies of the competitor.

Answer: B

10. When working with a Macintosh computer, an NTFS formatted external hard disk drive is attached. Which of the following permissions are available?

- A. Read Only
- B. Execute
- C. Read Write Execute
- D. Read Write

Answer: A

BestScoreSheet 220-601 Demo

11. If a laptop is used primarily in a dusty environment, it is MOST important to regularly check for dust building up in:

- A. the external USB and docking connectors.
- B. the cooling passages and fans.
- C. the drive media bays.
- D. between the keys on the internal keyboard.

Answer: B

12. The BEST description of spyware is any:

- A. file that replicates itself.
- B. technology that runs in the background without any interaction.
- C. technology that helps gather information about a user without that users knowledge.
- D. program that can use the Internet to transfer information to a remote computer.

Answer: C

13. Which of the following tools is designed to access the stored computer-specific and user-specific settings on a Windows workstation?

- A. MSCONFG
- B. REGEDIT
- C. Event Viewer
- D. Task Manager

Answer: B

14. A user can no longer access some files on the hard drive. Which of the following actions should be taken to resolve this problem?

- A. Format and completely reload the computer.
- B. Reboot the computer and log back on.
- C. Delete and re-create the user.
- D. Verify file permissions on the hard drive.

Answer: D

15. To verify that the keyboard is at fault when there are multiple keys on a laptop keyboard that do not function, which of the following steps should a technician take FIRST?

- A. Replace the keyboard in the laptop.
- B. Verify that the keyboard is enabled in BIOS.
- C. Plug in an external keyboard and test the external keyboard.
- D. Disassemble the laptop and look for signs of damage to the keyboard.

Answer: C

16. Which of the following types of backups require that a normal back up be accomplished first? (Select TWO).

- A. daily
- B. copy
- C. incremental
- D. differential
- E. full

Answer: CD

17. When using Windows XP, which of the following is used to go to the Registry Editor?

- A. System Properties
- B. MMC
- C. REGISTRY EDITOR
- D. REGEDIT.EXE

Answer: D

18. All of the following are file or folder permissions EXCEPT:

- A. Read.
- B. Copy.
- C. Modify.
- D. Write.

Answer: B

19. Which of the following can be used to make a wireless connection between two computers?

- A. Hyper terminal
- B. Peer-to-Peer Mode
- C. FTP
- D. Ethernet

Answer: B

20. A technician is helping a customer to resolve a problem with their computer but is unable to determining a solution. Which of the following would be the BEST option?

- A. Ask the customer to call the technicians company Help Desk.
- B. Tell the customer there is nothing else the technician can do.
- C. Direct the customer to call the manufacturer.
- D. Contact a co-worker for additional suggestions.

Answer: D