TestHorse

Certified IT practice exam authority

Accurate study guides, High passing rate!
Testhorse provides update free of charge in one year!

Exam : **220-603**

Title : CompTIA A+ 220-603(Remote Support Tech designation pathway)

Version : DEMO

1. Which of the following utilities are used to choose which programs run at startup?

A. SFC

B. SETDEBUG

C. MSCONFIG

D. REGEDIT
Answer: C

2. Which of the following commands allows navigation of the paths between directories?

A. RD

B. DIR

C. MD

D. CD
Answer: D

3. A technician is searching a knowledge base for the correct method of removing a virus. The knowledge base states that the key:
HKEY_LOCAL_MACHINE\MICROSOFT\SOFTWARE\CURRENTVERSION\PAK needs to be deleted.
Which of the following should the technician use to delete the key?

A. MSCONFIG

B. DEBUG

C. EVENTVIEWER

D. REGEDIT
Answer: D

4. A user who is running Windows XP Professional reports that the computer monitor stopped functioning following an installation of an updated driver for the video card and that attempts to delete and re-install the original driver have not corrected the situation. Which of the following actions would be BEST to correct this situation?

A. Reset the system BIOS.

B. Use System Restore.

C. Change the color profile.

D. Replace the video card.
Answer: B

5. Which of the following are types of files downloaded during an Automatic Update?

A. critical updates

B. software updates

C. driver updates

D. virus definition updates
Answer: A

6. A user reports that the Windows update function will not run on the computer but the Internet can be accessed. The user is running an original version of Windows XP Professional. Which of the following is MOST likely the cause?

A. The user has not registered the copy of Windows.

B. The user has not applied at least Service Pack 1 to their system.

C. The user does not know what site to access for the updates.

D. The user needs to flush the DNS cache.
Answer: B

7. Automatic Updates should be performed to ensure that the computer has the latest:

A. anti-virus definition file.

B. drivers installed.

C. release of the operating system.

D. security and software patches.
Answer: D

8. An internal user has deleted a file named, pagefile.sys and is concerned this deletion may affect the computer. The user should be instructed to:

A. reboot the computer because Windows automatically generates a new page file.

B. add a new hard drive, format the drive and install Windows.

C. back up all data, reboot the computer and notify a desktop technician.

D. reformat the hard drive and reinstall Windows.
Answer: A

9. A user reports that it takes a long time to boot up in Windows XP and that there are a lot of icons appearing in the right lower side of the Task Bar. Which of the following tools can be used to minimize startup time?

A. MSCONFIG

B. SCANDISK

C. DEBUG

D. DEFRAG
Answer: A

10. A technician needs to use Remote Assistance with a user. The user is asked to use an email application to send the technician an invitation to remotely access the user's computer. The email application has not been configured in the user's computer. Which of the following would be another way for the user to send the Remote Assistance invitation?

A. Configuring the Windows Firewall exceptions.

B. Using Windows Messenger.

C. Configuring My Network Places.

D. Using Internet Explorer.
Answer: B

11. Which of the following should a technician instruct a user to do to initiate Remote Assistance for a user running Windows XP Professional?

A. Network Neighborhood > navigate to the users computer > right click > select Offer Remote Assistance

B. Go to Help and Support Center > Pick a Task > Use Tools > Offer Remote Assistance

C. Run Remote Desktop Connection > Select Connect to User Enter the IP address

D. Start > Programs > Administrative Tools > Remote Assistance
Answer: B

12. Which of the following sequences of steps can be used to increase the amount of virtual memory (page memory) available to Windows?

A. Start > Control Panel > System > Advanced tab > Startup and Recovery > Advanced tab > Settings > Advanced tab

B. Start > Control Panel > System > General tab > Under Performance > Settings > Advanced tab

C. Start > Control Panel > System > Advanced tab > Under Performance > Settings > Advanced tab

D. Start > Control Panel > System > Performance tab > Under Performance > Settings > Advanced tab
Answer: C

13. A company may use the Windows XP Professional MUI Pack because the company: (Select TWO).

A. has offices where users who speak different languages share computers.

B. wants to maintain multiple operating systems.

C. has users who work remotely at home offices.

D. wants to deploy and maintain a single operating system standard.
Answer: AD

14. Which of the following describes how to set the Read-only attribute on a folder? (Select TWO).

A. Right-click the folder > Properties > Security tab > select the username from the list > Permissions > clear the box labeled Read > OK

B. Open the folder > Tool > Folder Options > General tab > Read-only > OK

C. Open the Command Prompt > type attrib r [drive:][path] > Enter

D. Open the Command Prompt > type attrib +r [drive:][path] > Enter

E. Right-click the folder > Properties > General tab > Attributes > select Read-only > OK
Answer: DE

15. Which of the following commands are used to create folders in a command prompt?

A. CD

B. RD

C. MD

D. SD
Answer: C

16. A user suspects that a recently installed program overwrote a Windows system file on the computer. Which of the following commands could be run to check and verify the system files?

A. system /v

B. winnt /s

C. sfc /scannow

D. chkdsk /f
Answer: C

17. A user reports that the computer is running slowly. After running the SFC, a technician observes that the dllcache folder has become corrupted. Which of the following utilities can be run to repair the contents of the dllcache directory?

A. FORMAT

B. SFC

C. HyperTerminal

D. DEFRAG
Answer: B

18. A user wants to upgrade to Windows 2000. Which of the following WINNT32 command switches can be run to determine whether the users computer and software is compatible with the new operating system?

A. CMDCOMS

B. CHECKUPGRADEONLY

C. COPYSOURCE

D. DUPREPARE
Answer: B

19. Which of the following would be the correct location to access when enabling Driver Signature Verification?

A. On the hardware tab in System Properties.

B. In the Security Center applet in Control Panel.

C. In Device Manager under the File menu and options.

D. In Computer Management.
Answer: A

20. The CHKDSK /R command allows a technician to:

A. perform an exhaustive disk check, locate bad sectors, and recover readable information.

B. set a disk as read-only, perform an exhaustive disk check and repair bad sectors.

C. scan and verify the versions of all protected system files using the tools default operation.

D. consolidate fragmented files and folders on the computers hard disk.
Answer: A

This document was created with Win2PDF available at http://www.win2pdf.com.
The unregistered version of Win2PDF is for evaluation or non-commercial use only.
This page will not be added after purchasing Win2PDF.