

CompTIA A+ 2008 Essentials 220-602 IT Technician Pop Quiz 5

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1. Where is the POST program stored?
 - A. Primary partition
 - B. RAM
 - C. CPU cache
 - D. ROM
2. What is the minimum amount of RAM required for Windows XP?
 - A. 64 MB
 - B. 128 MB
 - C. 256 MB
 - D. 512 MB
3. What should you do to improve the security of a wireless router?
 - A. Change the default password.
 - B. Disable the SSID.
 - C. Change the default MAC address.
 - D. Use an IP address in the Class A network range.
4. Which command will reissue an IP address for a network workstation?
 - A. WINS / renew
 - B. Config / renew
 - C. IP / reissue
 - D. Ipconfig / renew

5. Which path will start the Add Printer Wizard on a Windows XP system?
 - A. Start | Control Panel | Printers and Faxes | Add Printer
 - B. Start | Right-click My Computer | Manage | Add Printer
 - C. Start | All Programs | Accessories | System Tools | Printer Wizard
 - D. Start | Control Panel | Networking Devices } Add Printer

6. You suspect that the hard disk drive contains bad sectors or lost clusters. Which utility would you select to perform a hard disk repair for bad sectors or lost clusters?
 - A. Chkdsk
 - B. Fdisk
 - C. Sysconfig
 - D. Msconfig

7. A Windows XP workstation has functioned on a network without problems for a long time. Now suddenly the workstation cannot connect to network storage device or the Internet. You run Ipconfig and see that the assigned IP address is 169.254.18.124. What is most likely the problem?
 - A. The SMTP server is down.
 - B. The DHCP server is down.
 - C. The DNS server is down.
 - D. The FTP server is down.

8. What happens during the writing stage of laser printer operation?
 - A. The toner is transferred to the paper.
 - B. The data is transferred from the PC to the laser printer RAM.
 - C. The laser writes the image on the drum.
 - D. The corona writes the image to the paper.

9. Which two items would most likely create a web pages error? (Select two.)
- A. FTP server is down.
 - B. Gateway is down.
 - C. DNS server is down.
 - D. SMTP server is down.
10. Which is the best method of communication with a customer?
- A. Use technical jargon when explaining causes and effects so that the customer will see that you are competent.
 - B. Have the customer fill out the work order completely using their own words to describe the problem so that there is no misunderstanding of the problem.
 - C. Use non technical terms when conversing with a customer.
 - D. Repeat everything the customer says so that they know you are listening to the conversation and to insure there is no misunderstanding.
11. Which command entered into the Windows XP Run dialog box will automatically start the Disk Cleanup utility?
- A. DiskCln
 - B. Cleanmgr
 - C. Cleanup
 - D. Cleantemp

12. A customer's computer was running fine yesterday but today they installed a new game and now the computer runs very slow. They uninstalled the game but still the computer is running slow. What action would you recommend performing first to improve the computer system performance?

- A. Run Chkdsk.
- B. Run System Restore.
- C. Use Msconfig to isolate the problem.
- D. Run Recovery Console.

13. Which statement is true concerning dual boot systems?

- A. You must use a separate hard drive for each operating system installed.
- B. You must use a separate partition or volume for each operating system installed.
- C. You must use a dual core CPU to support a dual boot system.
- D. Twice the amount of RAM is required for a dual boot system.

14. Which Windows XP utility can be used to check for missing or corrupt Windows-based applications?

- A. Chkdsk.exe
- B. Sfc.exe
- C. Scandisk.exe
- D. Msconfig.exe

15. Which utility would you use to see what application errors may have occurred on a Windows XP system recently?

- A. Event Viewer
- B. Msconfig log
- C. Registry Editor
- D. Sysconfig

16. Which key will stop the auto run feature of a CD or DVD?

- A. Shift key.
- B. Esc key.
- C. F1 key.
- D. Any pressed keyboard key will prevent disc auto run.

17. Which setting on a multimeter is designed to test cable continuity?

- A. Amperes
- B. Volts
- C. Ohms
- D. Micro amps

18. Which utility or application would you use to upgrade a device driver on a Windows XP system?

- A. Msconfig
- B. Device Manager
- C. Sysconfig
- D. Command Prompt

19. What class would the IP address 8.124.23.7 belong to?

- A. Class A
- B. Class B
- C. Class C
- D. Class D

20. Which account type would you setup on a workstation to limit a user to checking their email and some other limited Internet access?

- A. Admin4
- B. Power User
- C. Guest
- D. Mode

Answers

1. D

2. A - minimum size not recommended size.

3. A

4. D

5. A

6. A

7. B

8. C

9. B, C

10. C but this type of question is subjective, not objective. Do not choose D because it would annoy the customer.

11. B

12. B

13. B

14. B

15. A

16. A

17. C

18. B

19. A

20. C