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Exam : 220-702

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Version : DEMO

NO.1 Which of the following are encrypted protocols? (Select TWO).

- A. TELNET
- B. SSH
- C. POP3
- D. FTP
- E. HTTPS

Answer: B,E

NO.2 A technician wants to setup hardware RAID 5 for a Windows 7 computer to prevent data loss. In which of the following locations would the technician MOST likely change the setting?

- A. Disk Manager
- B. Device Manager
- C. Windows Boot DVD
- D. The BIOS

Answer: D

NO.3 A user powers up their desktop PC, and instead of booting up normally, the user is taken into the BIOS setup.

Which of the following is the MOST likely problem?

- A. The MBR is corrupt
- B. NTLDR cannot be found by the system
- C. A faulty CMOS battery
- D. The BIOS requires a firmware update

Answer: C

NO.4 A home user wants to setup a wireless network. Which of the following would be the MOST important consideration?

- A. Operating system type of the connected PCs
- B. Location of the wireless router
- C. Number of PCs that will access the network
- D. Number of available Ethernet ports on the router

Answer: B

NO.5 After powering on a workstation, an intrusion alert is displayed indicating that the case has been opened.

How would a technician reset the alert?

- A. Change the setting in the registry
- B. Change the setting in the BIOS
- C. Change the setting in the DOS startup files
- D. Change the setting in the Control Panel

Answer: B

NO.6 A technician needs to change the process priority of a background program. Which of the following tools

is BEST for performing this function.?

- A. MSCONFIG
- B. Computer Management
- C. Task Scheduler
- D. Task Manager

Answer: D

NO.7 A technician is replacing the motherboard on a laptop. Which of the following is the MOST important

step during the disassembly process?

- A. Place all of the screws in a container with other parts.
- B. Keep the power supply plugged in to ground the system.
- C. Organize the screws and document the locations.
- D. Use a magnetic tipped screwdriver to remove the screws.

Answer: C

NO.8 A computer running Windows 7 will not boot up. A user is receiving an ® I nva li d boo t d i s

error.

Which of the following is the cause of this error?

- A. The BOOT.INI file is not found.
- B. The Windows registry is corrupt.
- C. There is a CD-ROM in the drive.
- D. The floppy drive is disconnected.

Answer: C

NO.9 Which of the following network modifications should be implemented to extend the wireless network

range and allow out-of-range users to share the Internet connection?

- A. Create a new VLAN for the out-of-range users.
- B. Add a wireless access point for the out-of-range users.
- C. Upgrade the out-of-range users SSID searching software.
- D. Enable network sharing on the users computers that are within range.

Answer: B

NO.10 Two users share the same Windows 7 computer. The first user creates a document intended to be used by both users, and then logs off. The second user logs on and types the name of the document in

the Start menu, but the document is not found. Which of the following is the problem?

- A. The document is set to hidden.
- B. The document is locked.
- C. The document was saved as a system document.
- D. The document is owned by the first user.

Answer: D

NO.11 A user is working in a small office home office (SOHO), running Windows XP, and cannot connect to the Internet. The office uses a router that is setup as a DHCP server. The technician types IPCONFIG in

the command prompt, the following appears:

IP address 0.0.0.0

Gateway 0.0.0.0

Subnet Mask 0.0.0.0

DNS 0.0.0.0

Which of the following should the technician check FIRST?

- A. Network adapter drivers
- B. Router settings
- C. Network cable
- D. Firewall

Answer: C

NO.12 A customer requires a shock resistant mass storage device in their PC. Which of the following drives should the technician install?

- A. Hard disk
- B. Solid state
- C. Floppy
- D. Tape

Answer: B

NO.13 The user cannot access some Internet websites, but can connect to resources inside the local network.

The technician successfully uses the ping command to test the user s connectivity. Which of the following

commands can the technician run NEXT to troubleshoot the issue?

- A. net /?
- B. ipconfig /flushdns
- C. netstat -r
- D. nbtstat -R

Answer: B

NO.14 A user is connecting to the Internet using a DSL modem. The user installs a new wireless router and is

unable to connect remotely to their computer, using Remote Desktop. The user had no issues connecting

remotely before the wireless router was installed.

Which of the following is the problem?

- A. Wireless router drivers are needed.
- B. Port forwarding is not setup.
- C. The wireless router is defective.
- D. VPN is not setup correctly.

Answer: B

NO.15 A technician plugs a USB device into the computer. The system tray displays a message that reports

the device is installed, but may not work properly. Which of the following is the MOST likely cause of the

message?

- A. The device needs a firmware update.
- B. The device needs an updated driver installed.
- C. The plugged in device is too slow for the USB port speed.
- D. The device is incompatible with the installed version of Windows.

Answer: B

NO.16 Which of the following will fix a laptop with dark irregular lines that run the width of the display in all video modes?

- A. Perform a System Restore
- B. Replace the video capture card
- C. Change the resolution to 800 x 600
- D. Replace the LCD

Answer: D

NO.17 Offline files and folders are available on which versions of Windows? (Select TWO).

- A. Windows 7 Ultimate
- B. Windows 7 Home Premium
- C. Windows XP Home
- D. Windows Vista Home Premium 64-bit
- E. Windows XP Professional

Answer: A,E

NO.18 A customer has a wireless router installed in their home office. The customer is having issues with

signal strength at the opposite end of the house. Which of the following is the BEST option to increase the signal strength?

- A. Install a high gain antenna focused towards the office wall
- B. Run CAT5e cable to all of the rooms that have poor signal strength
- C. Install a wireless repeater at the far end of the house
- D. Install a second wired router in the far end of the house

Answer: C

NO.19 Which of the following locations would a technician use to add a Windows 7 computer to a domain?

- A. System Properties
- B. Windows Defender
- C. Network and Sharing Center
- D. Device Manager

Answer: A

NO.20 Which of the following characteristics of Windows Gadgets is accurate?

- A. Windows Gadgets are available in all versions of Windows since XP.
- B. Windows Gadgets are part of the Sidebar in Windows Vista and Windows 7.
- C. Windows Gadgets were introduced in Windows 7.
- D. Windows Gadgets are part of the Sidebar in Windows Vista.

Answer: B