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**Exam : 220-302**

**Title : A+ OS Technologies**

**QUESTION 1**

Under Windows 2000 you consistently receive out of memory messages when running multiple applications. To avoid having to upgrade RAM immediately you? (Choose two)

- A. Increase the paging file size in the system Control Panel.
- B. Increase the temporary file size in some of your applications.
- C. Decrease the temporary file size in some of your applications.
- D. Decrease the amount of time spent on running some of your applications.

Answer: A, B

Explanation:

- A: By increasing the paging file the system would provide more memory (but it would work slower).
  - B: If possible we could increase the size of the temporary files of our applications. This would allow the applications to store more temporary information in files instead of RAM.
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**QUESTION 2**

A user is using multiple monitors in Windows 98 and states that a mouse can only be used with the primary monitor. The problem is that the user is in an MSDOS based program. How should the MSDOS program be run?

- A. In full screen mode.
- B. With a high refresh rate.
- C. In protected screen mode.
- D. With high resolution in use.

Answer: A

Explanation: The DOS program should be run in full-screen mode and possibly with 256 colors only.

Incorrect Answers

- B: A high refresh rate would not be helpful.
  - C: There is no such thing as protected screen mode.
  - D: A high resolution would be counter-productive.
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**QUESTION 3**

How does Windows 95 store compressed data?

- A. as .ZIP files
- B. in a hidden subdirectory.
- C. Copies each file on a host drive.
- D. Compressed volume file.

Answer: D

Explanation: Natively Windows 95 supports compressed data in a compressed volume file.

Incorrect Answers

- A: ZIP files required third party software.
  - B: There is no hidden subdirectory containing the compressed files.
  - C: Windows 95 does not support compression on a file by file basis.
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**QUESTION 4**

A customer use a Windows 98 machine with a 20BG hard drive formatted with FAT32 and tries to install an old DOS program but gets an error message that there is not enough space on the hard drive. According to the drive properties more than 12GB free space is remaining on the drive. What is wrong?

- A. Windows 98 is not reporting free space properly.
- B. The DOS program does not recognize a FAT32 partition.
- C. Windows 98 does not support any legacy DOS programmes.
- D. The partitions on the primary hard drive are not set to active.

Answer: B

Explanation: The legacy program uses low-level routines to access the hard disk. The legacy program might not support FAT32.

Note: FAT16 had a maximum partition size limit of 2GB:

Reference: Microsoft Knowledge Base Article - Q154997, Description of the FAT32 File System

Incorrect Answers

- A: Windows 98 support FAT32. FAT32 has a maximum limit of 2TB or 2,000GB.
- C: Windows 98 is backward compatible and supports 16-bit DOS applications.
- D: If the system disk was not set to active then the system would not be able to boot. That is not the problem in this scenario.

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The system you are working on continues to hang just after Windows logo appears. You suspect that the application in the start up folder is causing the problem. Which key can you hold down after seeing the Windows logo to stop the application in the start up folder from executing?

- A. ALT
- B. ESC
- C. CRLT
- D. SHIFT

Answer: D

Explanation: The SHIFT key can be used to bypass applications that are configured to start automatically.

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**QUESTION 5**

A user clicks the print short-cut on the standard tool bar of an application and the document prints to the wrong printer. What can you do to correct this? (Choose two)

- A. Change the desired printer drivers.
- B. Set the desired printers at the first order sort.

- C. Use file menu and the print command to set the desired printer.
- D. Change the desired printer's location on the network.
- E. Set the desired printer as the default in the application.

Answer: C, E

Explanation: We could manually select the second printer when we print, or we could change the default printer to the second printer.

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**QUESTION 6**

After a RAM upgrade to a Windows 9x operating system a user experiences random lockups and program errors. You suspect that the new memory is at fault. How can you quickly test extended memory?

- A. Restart and use the Maintenance Wizard.
- B. Restart in Safe mode and run Dr. Watson.
- C. Use an emergency boot disk with himem.sys.
- D. Close all programs and open System information.

Answer: D

Explanation: Random lockups indicates a memory problem. The System Information utility can be used to test RAM.

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**QUESTION 7**

Your Windows 9x computer locks up and you are unable to close the program. How can you terminate the program without shutting down the system?

- A. Press CTRL+ALT+ DEL twice
- B. Use software release utility UNLOCKIT.EXE.
- C. Select the Close Program option in the Control Panel
- D. Press CTRL+ALT+ DEL. Select the program not responding and click the END Task button

Answer: D

Explanation: CTRL+ALT+DEL opens the Task Manager. From Task Manager we can select the hung program and end it.

Incorrect Answers

- A: Pressing CTRL+ALT+DEL twice on a Windows 9x system would make the system reboot.
  - B: There is no UNLOCKIT.EXE utility in Windows 98.
  - C: There is no Close Program option in the Control Panel.
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**QUESTION 8**

A recently installed application launches each time Windows 95 starts. In order to disable the auto launch what should you check? (Choose two)

- A. WIN.INI
- B. REGISTRY.
- C. SYSTEM.INI
- D. SETUP GROUP.
- E. CONFIG.SYS

Answer: B, C

Explanation: The registry and the system.ini file both contain applications that are launched every time the system is restarted.

Incorrect Answers

A: WIN.INI does not contain any startup configuration settings.

D: In Windows 9x there no such thing as a SETUP GROUP.

E: CONFIG.SYS is used for device drivers, not for auto launch of applications.

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**QUESTION 9**

An executable file in Windows Explorer on a Windows 98 machine has the generic windows icon next to it and will not open or execute. What can cause this? (Choose two)

- A. A user changed the icon image.
- B. The application associated with the file is hidden.
- C. The application associated with the file was deleted.
- D. The application associated with the file is read only.
- E. A user has moved the application file to a new location.

Answer: C, E

The associated application file is either missing or has moved to another location.

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**QUESTION 10**

From a command prompt using a Windows NT 4.0 installation CD what will be accomplished by running the command WINNT/B?

- A. Create the Windows NT 4.0 diskettes.
- B. Backup the Windows NT 4.0 system registry.
- C. Install Windows NT 4.0 with backup diskettes.
- D. Install Windows NT 4.0 without prompting for boot diskettes.

Answer: D

Explanation: WINNT /B starts a floppyless installation of Windows NT. You will not be prompted for the three boot disks.

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**QUESTION 11**

On a Windows 9x system all that is seen are truncated file names instead of actual long filename. What utility is being used?

- A. File Manager
- B. System Editor
- C. Program Manager
- D. Windows Explorer

Answer: A

Explanation: File Manager is a Windows 3.x utility used to manage files and folder. It corresponds to Windows Explorer in Windows 9x. File Manager is still present in Windows 9x. However, File Manager does not support long file names, and it will truncate long file names into 8.3 names.

Incorrect Answers

- B: The System Editor, sysedit, is used to edit text files.
- C: The Program Manager of Windows 3.11 was used to manage open programs.
- D: Windows Explorer supports long file names.

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**QUESTION 12**

When you double click on a short cut that appears on the Windows Desktop why does the application not run?

- A. Desktop shortcuts can not be used in this way.
- B. The short cut has a different icon from the default.
- C. The shortcut file is corrupt and needs to be replaced.
- D. The program file for that shortcut is corrupt or deleted.

Answer: D

Explanation:

The program file for the shortcut can be corrupted or inaccessible. It could be deleted for example.

Incorrect Answers

- A: Desktop Shortcuts are supported and useful.
- B: The icon of the shortcut would not affect the usage of the icon.
- C: It is unlikely that the shortcut is corrupt.

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**QUESTION 13**

You installed Windows NT Workstation 4.0 on your Windows 98 computer so that you can dual boot. After installation you try looking for data on your Windows 98 partition but cannot see it. What is the problem? The Windows 98 partition \_\_\_\_\_ -

- A. is formatted with FAT16
- B. is formatted with FAT32
- C. was deleted during the installation.
- D. is not set as active in the Windows NT settings.

Answer: B

Explanation: The Windows 98 operating system would be able to see the Windows 98 partition, so the

problem can only be that we have booted the Windows NT 4.0 operating system and are now unable to see the Windows 98 partition. This behavior is caused by the fact that Windows NT 4.0 supports only NTFS and FAT16 (also known as FAT), but not FAT32.

We should have avoided this behavior by installing the Windows 98 partition with the FAT16 file system.

Incorrect Answers

A: Windows NT 4.0 supports FAT16.

C: A dual boot installation would not affect the original installation of Windows 98.

D: Making a partition active would not make it more accessible. Furthermore, only one partition, the boot partition, should be active.

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**QUESTION 14**

Which of the following can the Add/remove hardware applet perform in Windows 2000? (Choose two)

- A. Configure the registry.
- B. Uninstall the device driver.
- C. Troubleshoot an existing device.
- D. Reconfigure a multiple display layout.
- E. Disable a PC card drive before it is removed.

Answer: B, C

Explanation: The Add/remove hardware applet can be used to uninstall a device driver and to troubleshoot a device.

Incorrect Answers

A: To edit the registry the regedt32.exe or the regedit.exe utilities should be used.

D: The Display applet should be used to configure use of multiple monitors.

E: The Device Manager should be used to disable device.

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**QUESTION 15**

You have configured a dual boot system consisting of Windows 98 in FAT32 partition and Windows 2000 using an NTFS partition. You checked your Windows 2000 installation and it looks good. However when you boot to Windows 98 you cannot see the files in the NTFS partition. What might be the source of the problem?

- A. The partition has not been made active.
- B. Windows 98 file sharing is not turned on.
- C. Windows 98 is not compatible with NTFS
- D. NTLDR does not load when starting Windows 98.

Answer: C

Explanation: Windows 98 does not support the NTFS file system.

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**QUESTION 16**

In the Windows 2000 explorer, opening the C:\WINNT folder shows no files. What is the cause?

- A. Virus infection
- B. System files have been deleted.
- C. System files all have the hidden file attribute set.
- D. Windows explorer automatically hides system files from view.

Answer: D

Explanation: To protect the system files, they are hidden by default.

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**QUESTION 17**

You successfully installed Windows 98 and cannot adjust your display resolution. What should you do first?

- A. Flash the BIOS first.
- B. Degauss your monitor.
- C. Update your Windows drivers with the latest available version.
- D. Refresh the device manager from the System Control Panel.

Answer: C

Explanation: We have installed the incorrect video adapter device drivers. We should update this driver.

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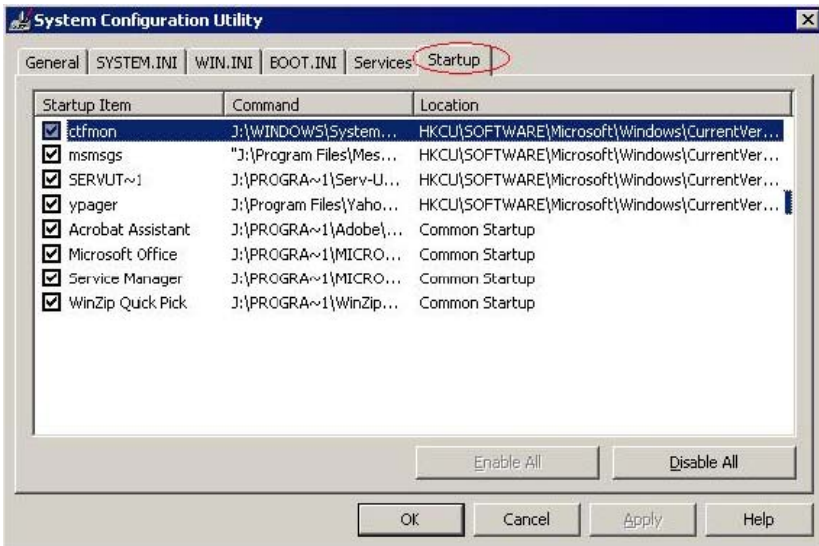
**QUESTION 18**

What tab in the System Configuration utility allows you to view located items at boot up?

- A. Startup
- B. General
- C. System.ini
- D. Config.sys

Answer: A

Explanation: The Startup tab of the System Configuration (msconfig) utility is used to view programs that are started automatically at boot-up.



Note: The System configuration utility can be open with: Start->Run->Enter msconfig->OK.  
Reference: Microsoft Knowledge Base Article - Q181966, System Configuration Utility Advanced Troubleshooting Settings

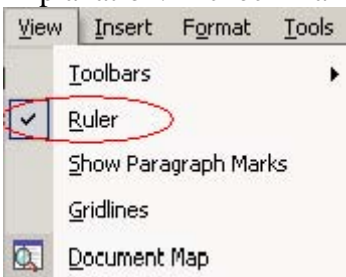
### QUESTION 19

What does a check mark next to an item on a windows menu indicate concerning command?

- A. Active.
- B. Inactive.
- C. Available.
- D. Unavailable.

Answer: A

Explanation: A check mark denotes an active selection.



### QUESTION 20

In Windows 9x you have multiple monitors connected to your computer and you are unable to drag a window from one screen to another. What could be causing this problem?

- A. Video refresh rate is set to high.
- B. The windows you are trying to drag is maximized.
- C. Video resolution is different on both the monitors.
- D. Application does not support multiple monitors.

Answer: B

Explanation: A maximized window would prevent the window from being dragged.

Incorrect Answers

A: The refresh rate does not affect multiple monitors.

C: Video resolution do not have to match on the different monitors.

D: The operating supports multiple monitors, the application do not need to support it.

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**QUESTION 21**

In a Windows 2000 system where you can go to confirm which type of network interface card you have installed in your system?

A. Control panel, ports.

B. Control panel, networks.

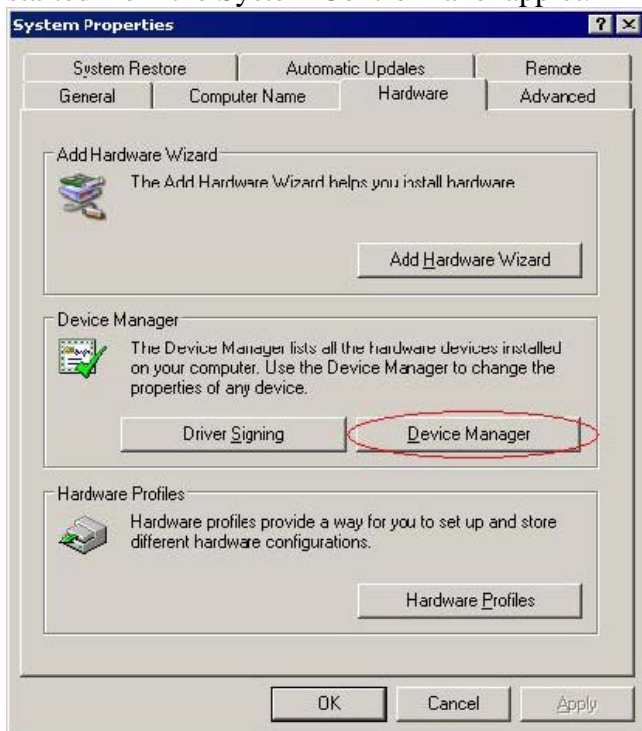
C. Control panel, system.

D. Network neighborhood.

Answer: C

Explanation: D: There is not Network neighborhood on a Windows 2000 computer.

The Device Manager can be used to check which network adapter you are using. The Device Manager can be started from the System Control Panel applet.



Incorrect Answers

A, B: The Windows 2000 Control panel does not contain any Ports or Networks applet.

**QUESTION 22**

With a Windows 9x system only 1MB of hard drive space is left on the boot drive and the operating system crashes. Which file may have run out of space?

- A. SYSTEM.INI
- B. WIN386.SWP
- C. PAGEFILE.SYS
- D. SWAPFILE.TMP

Answer: B

Explanation: The swap file might have run out of space. On Windows 9x systems the swap file has the name WIN386.SWP.

Incorrect Answers

- A: System.ini is a small windows configuration file.
- C: Pagefile.sys is used on Windows NT/2000/XP systems, not on Windows 9x.
- D: There is no file called swapfile.tmp.

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**QUESTION 23**

A client who is using Windows 95 calls and states that a folder has just been shared however the folder does not appear as a shared folder. What is causing the problem?

- A. Disk quotas are in place.
- B. Available RAM is insufficient.
- C. Available hard drive space is insufficient.
- D. More than 300 shared folders already exists.

Answer: D

Explanation: Windows 95 has a built-in limit of a maximum of 300 shared folders.

Incorrect Answers

- A: Disk quotas were introduced in Windows 2000 Server, older Windows versions do not support quotas.
- B: Lack of RAM would not cause this behavior.
- C: Lack of hard drive space would not prevent sharing.

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**QUESTION 24**

A customer with a Windows 9x system can't print but the printer is online and print jobs are queued. What could be the problem?

- A. Spooler is overloaded.
- B. Work of flying printing is selected.
- C. The printer is energy-restrict mode.
- D. The printer and CPU frequencies are mismatched.

Answer: A

Explanation: The spooler could be overloaded.

Incorrect Answers

B: There is no such setting.

C: There is no energy-restrict mode.

D: There does not exist any matching between printer and CPU frequencies.

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**QUESTION 25**

What keys are used to get the interactive startup in Windows 98 during the boot sequence?

A. <F1>

B. <DEL>

C. <END>

D. <CTRL>

Answer: D

Explanation: By pressing the CTRL key when the computer beeps, the Windows Startup menu will appear. From this menu we can use Step-by-step confirmation and get an interactive startup.

Reference: Symantec Knowledge Base, Diagnostic startup of Windows 98 and Windows Me

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**QUESTION 26**

In Windows 2000 what is the valid way to set a printer as a default printer?

A. In the printers folder right click the printer and choose set as a default printer.

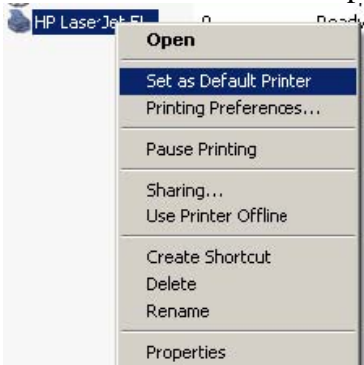
B. In the printers folder right click the printer choose properties and click set as default printer.

C. In device manager right click the printer choose properties and click set as default printer.

D. In the printers wizard choose modify and an existing printer choose the printer and choose the set as default printer.

Answer: A

Explanation: Use the Printers folder (not Device Manager or Printer Wizard), right-click the printer, and select to set as default printer.



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**QUESTION 27**

What applet should you use to add Windows components distributed on the Windows 2000 Professional CD?

- A. System settings.
- B. Regional settings.
- C. Add/Remove programs.
- D. Windows 2000 Professional resource kit.

Answer: C

Explanation: The Add/Remove Control applet is used to install and remove applications and Windows components.

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**QUESTION 28**

What are valid methods to make a bootable floppy disc in Windows 9x? (Choose three)

- A. FDISK A:
- B. Format a: from a command prompt.
- C. Format a:/s from a command prompt.
- D. Control panel, Add/remove programs, start up disk.
- E. In Explorer right click on a drive, format, floppy system files.

Answer: C, D, E

Explanation:

C: Format a: with /s switch creates a system disk that is bootable.

D: The Add/remove programs control applet can be used to create a bootable disk.

E: Windows Explorer can be used to format a disk. If we choose the format option to include system files it will be bootable.

Incorrect Answers

A: The FDISK utility is used to create and delete partitions. It cannot be used to format a partition.

B: The format a: would make not make the diskette bootable.

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**QUESTION 29**

During boot up which function key allows you to boot directly to Safe mode in Windows 9x?

- A. <F4>
- B. <F5>
- C. <F6>
- D. <F7>

Answer: B

Explanation: Pressing F5 during boot up on a Windows 9x system forces the computer to boot to Safe mode. F8 can be used as well, but F4, F6, or F7 do not work.

Note: A Safe-mode boot can be invoked in the following ways:

1. By pressing F5 at the "Starting Windows 95" message.
2. By pressing F8 at the "Starting Windows 95" message, and then choosing Safe Mode from the Windows 95

Startup menu.

3. Automatically, if Windows 95 did not start on the previous attempt.

Reference: How Windows 95 Performs a Safe-Mode Start (Q122051)

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**QUESTION 30**

Which tools ensure that a newly installed device on Windows 2000 Professional is functioning properly?

- A. System.
- B. DOS prompt.
- C. Device manager.
- D. Add/remove hardware.

Answer: C

Explanation: The Device Manager can be used to check the status of a newly installed device in order to check if it is working properly.

Incorrect Answers

A: The System control applet is not used for hardware configuration or management.

B: The command-line prompt is not the best way to test hardware.

D: The Add/remove control applet is used for software, not hardware.

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