

(220-222) A+ Operating System  
Technologies

1) Windows 9x Safe Mode uses which generic video driver?

- A. SVGA
- B. MCGA
- C. NOAL
- D. VGA

Answer: D

2) What is the minimum number of logical drives needed to fully utilize the capacity of a 5 GB Harddrive in Windows 95a?

- A. THREE
- B. FOUR
- C. TWO
- D. ONE

Answer: A

3) Which of the following is a valid entry in the CONFIG.SYS?

- A. EMM386=HIMEM.SYS
- B. DEVICE=C:\WINDOWS\HIMEM.SYS
- C. PATH=C:\WINDOWS
- D. PROMPT \$P\$G

Answer: B

4) The Windows 9x system you are working on boots up with the error message "Bad or Missing COMMAND.COM." What may correct the error after booting from an Emergency Repair Disk?

- A. SYS.COM
- B. FORMAT.EXE
- C. REPAIR.COM
- D. OS.EXE

Answer: A

5) You update the video drivers on a Windows NT 4.0 workstation. Upon reboot the computer boots but the video is not displayed properly and you cannot see the desktop. What option should you try first to reset the video resolution and desktop size?

- A. Reboot and press <F5> at startup to enter Safe Mode
- B. Reboot and press the spacebar at the Load Last Known Good prompt
- C. Use Device Manager to check for device conflicts
- D. Reboot and choose VGA mode when prompted

Answer: B

6) Where can the Administrator of a standalone Windows 2000 workstation change the password of any user on the system? (Choose Two)

- A. Press <CTRL>+<ALT>+<DEL>, then select Change Password
- B. System Tools, select Change Password
- C. Computer Management, Local Users and Groups
- D. System Properties, select User Profiles
- E. Control Panel, Users, and Passwords

Answer: B E

8) A user reports that when printing a document, the PC occasionally displays an "Out of Memory" message and the document will not print. You suspect the

- A. print driver is too large in size
- B. printer requires additional PostScript memory.
- C. PC requires a memory upgrade
- D. hard disk is low on space

Answer: D

9) What is the first step you should take to connect to a shared printer over your network?

- A. From the Control Panel, choose Connect to Network Printer
- B. From Windows Explorer, choose Connect to a Network Printer
- C. From the Printers folder, double-click Add Printer and choose Network Printer
- D. From the Control Panel, select Add New Hardware and choose Network Printer

Answer: C

10) On a Windows 2000 client machine, which of the following tools are used to map a drive letter? (Choose Two)

- A. Right-Click My Network Places
- B. Right-Click Network and Dial-Up Connection
- C. Right-Click Control Panel
- D. Right-Click My Computer

Answer: A D

11) You have just installed a new modem under Windows 98 and can no longer connect with your Internet Service Provider with the original Dial-Up Networking entry. What should you do?

- A. Reconfigure the modem to use Dial-Up Networking
- B. Select the new modem for the Dial-Up Networking Properties
- C. Call your telephone company to report a dead line
- D. Change the string to ATZ in Modem Properties

Answer: B

12) What is it called when a program fails to release memory when it terminates, and the system runs out of memory?

- A. heaps
- B. page faults
- C. page-outs
- D. leaks

Answer: D

13) In which folder is REGEDIT found in Windows 9x?

- A. WINDOWS
- B. WINDOWS\INF
- C. WINDOWS\COMMAND
- D. WINDOWS\SYSTEM32

Answer: A

15) Where can users of a Windows 2000 system be prevented from installing unsigned device drivers?

- A. Device Manager, Computer Name
- B. System Properties, Hardware Driver Signing
- C. Hardware Profiles, Device Driver
- D. Local Users and Groups, Drivers

Answer: B

16) What file will bring up a Windows NT 4.0 command prompt?

- A. CMND.PIF
- B. COMMAND.COM
- C. CMD.COM
- D. CMD.EXE

Answer: D

17) During boot up, which function key allows you to boot directly to Safe Mode with network support in Windows 9x?

- A. <F7>
- B. <F8>
- C. <F6>
- D. <F5>

Answer: B

18) What are the minimum number of steps to install a USB peripheral, when Windows 2000 includes a device driver for that peripheral, and the USB ports are active?

- A. Plug in the device, start the system, run the Add/Remove Hardware Wizard, and choose the appropriate device. Windows 2000 will automatically install the drivers and activate the device.
- B. Shut down the system, plug in the device, start the system, run the Add/Remove Hardware Wizard, choose the appropriate device from the list, choose the appropriate driver from the list, then restart the system.
- C. Shut down the system, plug in the device, and start the system. Windows 2000 will automatically recognize the device, install the drivers, and activate the device.
- D. Plug in the device while the system is running. Windows 2000 will automatically recognize the device, install the drivers, and activate the device.

Answer: D

19) You are working on a system that has a malfunctioning mouse. In System Properties, which key can you use to switch between the General Tab to Device Manager Tab?

- A. <ENTER>
- B. Arrow Key
- C. <CTRL>
- D. <TAB>

Answer: B

21) If a Windows 2000 system is configured for TCP/IP and DHCP (automatic addressing) but does not find a DHCP server on the network, what will happen?

- A. Windows 2000 will not be able to start the network.
- B. The system will switch automatically to the NetBEUI protocol.
- C. Automatic Private IP addressing will be used to assign an address.
- D. The system will listen to the network to discover what range of addresses is being used and will assign an address in that range.

Answer: A

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

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

Answer: A

23) What is a static IP address?

- A. one that must be grounded before use
- B. one that was generated by a capacitor
- C. a permanently assigned address
- D. A DHCP Client

Answer: C

24) What tool can be used to fix cross-linked files in Windows 9x?

- A. CHKDSK
- B. DEFRAG
- C. SCANDISK
- D. DriveSpace

Answer: C

25) After a certain shareware package is installed, Windows 98 no longer starts and you suspect a damaged Registry. To restore a back-up copy of the Registry, which command line utility can you run from MS-DOS?

- A. SCANREG
- B. SCANDISK
- C. CHKREG
- D. CHKDSK

Answer: A

26) A customer calls and tells you that he cannot upgrade Windows NT 4.0 with a bootable CD-ROM of Windows 2000. What would NOT work?

- A. Use the boot floppy and Windows 2000 CD-ROM
- B. Use the boot floppy and Windows NT 4.0 CD-ROM
- C. Run install from inside of Windows NT 4.0
- D. Check the boot sequence in the CMOS

Answer: B

28) What would you run from the Command Prompt to check Drive C for surface errors before Windows 9x starts?

- A. SCANREG C: /REPAIR
- B. SCANDISK C: /SURFACE
- C. SCAN C: /SURFACE
- D. CHKDSK C: /F

Answer: B

29) What must you do to enable a network printer on a Windows 98 system to share print services? (Choose two.)

- A. Install the TCP/IP protocol
- B. Install the IPX/SPX protocol
- C. Install File and Print Sharing
- D. Install Client for Microsoft Networks
- E. Share the printer in Printer Settings

Answer: C E

30) Which of the following are ways to set the system time? (Choose Three)

- A. Double-Click on the clock in the System Tray
- B. Control Panel, Select Date/Time
- C. Task Bar Properties, Show Clock
- D. Device Manager, Select Clock
- E. Command Prompt, type TIME

Answer: A B E

31) What is the purpose of a driver?

- A. provides more useful memory by moving device control data to extended memory
- B. modifies application programs to work correctly with devices attached to the system
- C. improves performance of installed devices by optimizing access patterns
- D. tells the operating system how to interact with a device

Answer: D