



220-602

(IT Technician)

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Question: 1

When accessing data, _____ has the fastest throughput.

- A. A flash drive
- B. RAM
- C. A hard disk drive
- D. A CD-ROM

Answer: B

Question: 2

You need to implement fault tolerance for the disk subsystem on a Company.com computer. Which of the following could you implement? (Select TWO.)

- A. RAID 0
- B. RAID 1
- C. RAID 2
- D. RAID 3
- E. RAID 5

Answer: B, E

Question: 3

Which of the following determines the master or slave in a system that supports two IDE devices?

- A. A twist in the cable.
- B. Which device was installed first.
- C. The jumper settings.
- D. The BIOS.

Answer: C

Explanation:

You implement the master/slave setting by jumpering a set of pins.

Incorrect Answers:

A: Determines the drive letter for Floppy drives.

B: When you install a second drive, you have to configure it so that the controller on one drive is active and the other drives use the controller on this drive for their instructions.

D: the BIOS come into play only after configuring the devices as master/slave.

Reference:

David Groth and Dan Newland, *At-Complete Study Guide (2nd Edition)*, Sybex, Alameda, CA, 2001, pp. 170, 174, 175, and

Question: 4

Which of the following ATA-2 technologies does not support if it is

- A. 1
- B. 4
- C. 2
- D. 3

Answer: B

Explanation:

Most computer systems support four IDE drives that they can

Incorrect Answers:

A, C, D: ATA-2 and high

and not 1, 2 or 3.

Reference:

David Groth and Dan Newland, *At-Complete Study Guide (2nd Edition)*, Sybex, Alameda, CA, 2001, pp. 174.

Alameda, CA, 2001,

Question: 5

system following

- A. The BIOS.
- B. The cabling.
- C. The jumper settings.
- D. The drive.

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Answer: C

Explanation:

Jumper settings are to be checked after you've opened up access to the BIOS.

...nized. Make sure
 ...switches.

Incorrect Answers:

A: The BIOS settings of the drive are not recognized.

...drive not being

B: When experiencing a problem, the first area to check after checking the jumper settings is the BIOS.

...e second area to check

D: This is a new drive, so the BIOS settings should be checked first, but rather check the jumper settings first.

...first, but rather check

Reference:

James G. Jones and Charles A. Jones, *IT Technician*, Indianapolis, 2003, p. 803.

...g, Indianapolis, 2003,

Question: 6

Which of the following is the correct order for installing IDE drives?

...and slave IDE

A. Mount the drive in the carrier, connect the cable to the computer, and set the drive at the end of the cable to master.

...e drive in the

B. Mount the drive in the carrier, set the drive at the end of the cable to master, install the drives in the computer, and connect the cable to the computer.

...et the drive at the end
 ...tall the drives in the

C. Mount the drive in the carrier, connect the cable to the computer, and set the drive in the middle of the cable to slave.

...n the cable, connect
 ...puter, and configure

Answer: B

Explanation:

The basic steps for installing IDE Drives are: mount the drive in the carrier, connect the cable to the drives, set the drive at the end of the cable to master, set the drive in the middle of the cable to slave, install the drives in the computer, and configure the drives.

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Incorrect Answers:

- A: The sequence is pl...
- B: ... carrier, then connect
- C: The sequence is no...
- D: This is irrelevant. Y...

Reference:

David Groth and Dan ... Alameda, CA, 2001, pp. 173 & 174.

Question: 7

You are the Comp... devices in a computer. Which o... channels needed to accomplish this obj...

- A. 1
- B. 6
- C. 4
- D. 3

Answer: D

Explanation:

Each IDE channel can... devices you need 3 IDE channels.

Incorrect Answers:

- A: 1 IDE channel is in...
- C: ...

Reference:

James G. Jones and Craig ... Indianapolis, 2003, p. 321.

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Question: 8

Which of the following connectors is used to connect a hard drive to the IDE controller?

- A. PCI bus.
- B. North Bridge.
- C. ISA bus.
- D. South Bridge.

Answer: D

Explanation:

The South Bridge is generally responsible for connecting the IDE drives, and ISA slots.

Incorrect Answers:

- A: The PCI bus is a serial bus used for connecting video accelerators,
- B: The North Bridge is responsible for connecting Synchronous RAM (SRAM),
- C: The ISA bus does not connect any of the above.

Reference:

James G. Jones and Charles A. Jones, *Computer Hardware Handbook*, Indianapolis, 2003, p. 80.

Question: 9

What is the minimum number of hard drives required for RAID-0?

- A. 1
- B. 2
- C. 3
- D. 4

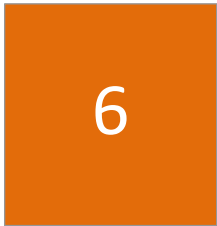
Answer: B

Explanation:

RAID Level 0 (RAID 0) is not a fault-tolerant configuration. It is a striping process in which 64KB block data are in striped sets across two or more hard disks.

Incorrect Answers:

A: A minimum of two hard drives are required for RAID-0. C, D: RAID 0 configuration can include 3 or 4 hard drives but it requires a minimum of two hard disks.



Reference:

James G. Jones and Christopher A. Stangor, Indianapolis, 2003, p. 731.

Question: 10

Of the following options, which is not a type of disk mirroring?

- A. RAID-0
- B. RAID-5
- C. RAID-3
- D. RAID-1

Answer: D

Explanation:

RAID 1 is the most common type of disk mirroring and disk duplexing.

Incorrect Answers:

- A: RAID Level 0 (RAID 0) is a fault-tolerant storage area in a striped set.
- B: RAID-5 is a fault-tolerant storage area across three or more physical disks.
- C: RAID 3 is disk striping across three or more physical disks at the block level.

Reference:

James G. Jones and Christopher A. Stangor, Indianapolis, 2003, p. 731.

Question: 11

Which of the following is not a standard ID used for the CD-ROM?

- A. ID 0.
- B. ID 5.
- C. ID 2.
- D. ID 3.

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Answer: D

Explanation:

Every other device can be used in IT community to set up...

...recommended practice

Incorrect Answers:

- A: Setting the bootable...
- B: ID 3 would be the boot...
- C: ID 2 is usually set as...

...recommendation.

Reference:

David Groth and Dan...
 183.

Alameda, CA, 2001, p.

Question: 12

What is the maximum...

- A. 512 Mbps
- B. 480 Mbps
- C. 100 Mbps
- D. 128 Mbps

Answer: B

Question: 13

A Company.com computer has two drives, C and D. The C drive is formatted with FAT32. Which of the following file systems can be used on drive D? (Select TWO.)

...ed the drive letters
 ...ed with FAT32.
 ...Select TWO.)

- C. FAT32
- D. Large...

Answer: A, C

Question: 14

A Company.com computer has a 240 GB hard drive that has 125 GB of data. This data needs to be backed up regularly. Which of the following would be the best media to use?

- A. CD-RW.
- B. Dual-layer DVD-R.

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- C. An external hard drive.
- D. A digital linear tape (DLT).

Answer: D

Question: 15

When installing an IDE hard drive on the primary chain already configured for the master drive, which configuration for the second drive would be the best?

hard drive on the primary chain already configured for the master drive, which configuration for the second drive would be the best?

- A. Master on the secondary chain.
- B. Slave on the primary chain.
- C. Master on the primary chain.
- D. Slave on the secondary chain.

Answer: A

Question: 16

The maximum number of hard drives supported by an ATX computer is _____.

The maximum number of hard drives supported by an ATX computer is _____.

- A. 1
- B. 2
- C. 3
- D. 4

Answer: D

Explanation:

An ATX computer system can support a maximum of four hard drives: one master and a slave drive on the primary chain, and one master and a slave drive on the secondary chain.

An ATX computer system can support a maximum of four hard drives: one master and a slave drive on the primary chain, and one master and a slave drive on the secondary chain.

Reference:

David Groth and David Groth, *IT Technician*, San Francisco, CA, 2001, pp. 174.

Question: 17

What is the minimum number of hard drives required to implement a RAID 5 configuration?

- A. 2.
- B. 3.
- C. 4.

D. 5.

Answer: B

Explanation:

RAID-5 uses striping

Reference:

James G. Jones and C
 p. 731.

ng, Indianapolis, 2003,

Question: 18

**A Company.com h
 should the Realex**

ns of use. What

- A. Add more RAM
- B. Upgrade the C
- C. Defragment th
- D. All of the abov

Answer: C

Explanation:

Due to read a write p
 slower read/writes a
 Incorrect Answers A,
 fragmented hard dis

ter time. This causes
 ive.
 performance but a

References:

D
 2001, p

Question: 19

**A Company.com customer has a PCI graphics card and a CRT
 monitor. She wants to improve performance. What should she do?**

- A. Replace the monitor with an LCD screen.
- B. Replace the graphics card with an AGP graphics card.
- C. Add more Video RAM.
- D. Run the computer in VGA mode.

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Answer: B

Explanation:

The PCI bus is PCI is limited to 508.6MBps.
 Thus the AGP graphics

Incorrect Answers:

- A: LCD screens have slow refresh rates.
- C: Video RAM is usually limited to 508.6MBps.
- D: The highest resolution is 1920x1080.

References:

David Groth and Dan Fagan, *IT Technician*, Alameda, CA, 2001, pp.94, 121, 198.

limited to 508.6MBps.

nc, Alameda, CA,

Question: 20

ACompany.com technician is troubleshooting a computer that cannot connect to the Internet. What should the technician check?

- A. Whether all the network cables are plugged in.
- B. Whether the computer is connected to the Internet.
- C. Whether both the network and the Internet are working.
- D. Whether the host name is correct.

Company.com technician is troubleshooting a computer that cannot connect to the Internet. What should the technician check?

- A. Whether all the network cables are plugged in.
- B. Whether the computer is connected to the Internet.
- C. Whether both the network and the Internet are working.
- D. Whether the host name is correct.

Answer: C

Question: 21

A technician is troubleshooting a computer that is not working. What should the technician check first?

- A. The CPU is overheating.
- B. The CPU is overloading.
- C. The voltage for the CPU is incorrect.
- D. The incorrect CPU has been installed.

A technician is troubleshooting a computer that is not working. What should the technician check first?

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Answer: B

Question: 22

A Company.com technician reports that a computer was working fine but now it is not. What is the MOST probable cause of the problem?

- A. The CPU was not properly seated.
- B. No thermal compound was applied to the CPU.
- C. The thermocouple is not working.
- D. The wrong CPU was installed.

Company.com technician reports that a computer was working fine but now it is not. What is the MOST probable cause of the problem?

Answer: B

Question: 23

A Company.com user reports that the computer screen is blank when he switches the computer on. What is the MOST probable cause of the problem?

- A. The lines in the video card are not properly seated.
- B. The power supply is not working.
- C. That the monitor is not properly connected.
- D. That the monitor is not working.

Company.com user reports that the computer screen is blank when he switches the computer on. What is the MOST probable cause of the problem?

Answer: C

Question: 24

After you have installed a new driver for a hardware device, what is the MOST likely problem you will encounter?

- A. Rewrite all the device drivers.
- B. Check if the hardware is properly seated.
- C. Check if the hardware is properly connected.
- D. Check if the hardware is properly installed.

After you have installed a new driver for a hardware device, what is the MOST likely problem you will encounter?

Answer: C

Explanation:

Whenever you install drivers for a hardware device, the installation program will ask you if you want it to modify the CONFIG.SYS and AUTOEXEC.BAT files. If you would like to modify the files yourself. When the installation program modifies these files, it makes duplicates, or backups, of them just in case the drivers it installs cause problems. These are the backups that can be used in this case.

Incorrect Answers:

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A: Rewriting the lines in the CONFIG.SYS or AUTOEXEC.BAT would be unnecessary when all that has to be done would be to reboot with the backup files.
 B: If the hardware device was not properly plugged in it would not even go on in the first place. It is obviously plugged in properly.
 D: It is not necessary to do anything else. The only action that can be taken is to reboot with the backup files.

Reference:

David Groth and Dan ...
 2001, pp. 390-392

Question: 25

A Company.com technician determines that a network printer is not working. How will the technician determine the cause of the problem?

- A. Check in Device Manager
- B. Ask the user.
- C. Open the computer case
- D. Check Add/Remove Hardware

Answer: C

Question: 26

Which of the following tools is used to terminate DSL lines?

- A. A multimeter
- B. A wire crimper
- C. An optical tester
- D. A punch down tool

Answer: D

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Example:

A cable in a wall is causing a displacement connection. A punch down tool is used to remove the insulation around a single wire. A punch down tool is used to remove the insulation around a single wire.

Incorrect Answers:

- A: A multimeter is a device that is used to measure voltages and resistances in electronic components. It is not used to terminate DSL lines.
- B: A wire crimper is used to attach connectors to network cables by using pressure to press some kind of metal teeth into the inner conductors of the cable.
- C: An optical tester is a device that measures the quality of strength of light signals passing through an optical cable.

References:

David Groth and Dan Newland. *IT Complete Study Guide (2nd Edition)*. Sybex, Alameda CA, 2001, pp. 30-34. David Groth and Dan Newland. *IT Complete Study Guide (2nd Edition)*. Sybex, Alameda CA, 2005, pp. 270, 271-272.

Question: 27

Which of the following is used to press some kind of metal teeth into the insulation of a wire?

- A. A multimeter
- B. A wire crimper
- C. An optical tester
- D. A punch down tool

Explanation:

A wire crimper is used to press some kind of metal teeth into the insulation of a wire.

Incorrect Answers:

- A: A multimeter is a device used to measure electronic components. It is not used to press metal teeth into insulation.
- C: An optical tester is used to test for light signals passing through an optical cable.
- D: A punch down tool is used to connect wires to a patch panel connector).

References:

David Groth and Dan Newland. *IT Complete Study Guide (2nd Edition)*. Sybex, Alameda CA, 2001, pp. 30-34.



able?

Answer: B

to press some kind of

electronic

signals passing through

ent connector).