



## **220-603**

**(Remote Support Tech Designation Pathway)**

Total Questions: 388

Last Updated: Dec 24, 2008

Document version: 8.27.11

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## Question: 1

Which of the following utilities are used to choose which programs run at startup?

- A. SFC
- B. SLTDEBUG
- C. MSCONFIG
- D. REGEDIT

Answer: C

## Question: 2

Which of the following commands allows navigation of the paths between directories?

- A. RD
- B. DIR
- C. MD
- D. CD

Answer: D

## Question: 3

A technician is searching a knowledge base for the correct method of removing a virus. The knowledge base states that the key: **HKEY\_LOCAL\_MACHINE\MICROSOFT\SOFTWARE\CURRENTVERSION\PAK** needs to be deleted. Which of the following should the technician use to delete the key?

- A. MSCONFIG
- B. DEBUG
- C. EVENTVIEWER
- D. REGEDIT

Answer: D

## Question: 4

A user who is running Windows XP Professional reports that the computer monitor stopped functioning following an installation of an updated driver for the video card and that attempts to delete and re-install the original driver have not corrected the situation. Which of the following actions would be BEST to correct this situation?

- A. Reset the system BIOS.
- B. Use System Restore.
- C. Change the color profile.
- D. Replace the video card.

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Answer: B

Question: 5

Which of the following is a type of update?

- A. Critical updates
- B. Software updates
- C. Driver updates
- D. Virus definition updates

Which of the following is a type of update?

Answer: A

Question: 6

A user reports that their computer cannot access the Internet. The user is using Windows Professional. Which of the following is the most likely cause of the problem?

- A. The user has no Internet access.
- B. The user has no Internet access.
- C. The user does not have a valid IP address.
- D. The user needs to update the network drivers.

A user reports that their computer cannot access the Internet but the computer is running Windows XP.

Answer: B

Question: 7

Which of the following is a type of update?

- A. Anti-virus definition updates
- B. Drivers installed from the manufacturer's website
- C. Release of the operating system
- D. Security and software updates

Which of the following is the latest version of Windows XP?

Answer: D

Question: 8

An internal user has deleted a file from the hard drive. The user is concerned that this deletion may affect the computer. The user is using Windows XP. Which of the following is the best way to recover the file?

- A. Reboot the computer because Windows XP automatically generates a new page file.
- B. Add a new hard drive, format the drive and install Windows.
- C. Back up all data, reboot the computer and notify a desktop technician.
- D. Reformat the hard drive and reinstall Windows.

Answer: A

Question: 9

A user reports that a lot of icons appearing on the desktop. Which of the following tools can be used to minimize the number of icons on the desktop?

- A. MSCONFIG
- B. SCANDISK
- C. DEBUG
- D. DEFRAG

that there are a lot of icons on the desktop. Which of the following tools can be used to minimize the number of icons on the desktop?

Answer: A

Question: 10

A technician needs to use an email application to connect to a remote computer. The email application requires a valid email address. Which of the following would be the best method to create an invitation?

- A. Configuring the email application to use a local email address
- B. Using Windows Live Messenger to create an invitation
- C. Configuring the email application to use a remote email address
- D. Using Internet Explorer to create an invitation

asked to use an email application to connect to a remote computer. The email application requires a valid email address. Which of the following would be the best method to create an invitation?

Answer: B

Question: 11

Which of the following steps is required to create a Remote Assistance session for a user?

- A. Go to Help and Support > Windows Live Messenger > Remote Assistance
- B. Go to Help and Support > Windows Live Messenger > Remote Assistance > Run Remote Assistance
- C. Run Remote Assistance > Windows Live Messenger > Remote Assistance
- D. Start > Programs > Windows Live Messenger > Remote Assistance

ate Remote Assistance session for a user?

Answer: B

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Question: 12

Which of the following steps would you use to increase the amount of virtual memory (page memory) on a Windows 7 system?

- A. Start > Control Panel > System > Advanced System Settings > Advanced
- B. Start > Control Panel > System > System > Advanced
- C. Start > Control Panel > System > System > Advanced tab
- D. Start > Control Panel > System > System > Advanced tab

Advanced tab >

System > Advanced tab > System > Advanced

System >

Answer: C

Question: 13

A company may use a cloud-based service for which of the following reasons? (Select TWO).

- A. Has offices where the service is not available
- B. Wants to maintain control over the data
- C. Has users who work from different locations
- D. Wants to deploy the service quickly

Answer: A, D

Question: 14

Which of the following steps would you use to change the permissions of a folder? (Select TWO).

- A. Right-click the folder > Properties > Security > Permissions > clear
- B. Right-click the folder > Properties > Security > Permissions > clear
- C. Right-click the folder > Properties > Security > Permissions > clear
- D. Open the folder > Properties > Security > Permissions > clear
- E. Right-click the folder > Properties > Security > Permissions > clear

Open the list >

Answer: D, E

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