

ISLEVER

# 220-603

CompTIA A+ 220-603(Remote Support Tech designation pathway)

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**QUESTION NO: 1**

A customer recently purchased a new computer and has been experiencing trouble. The customer is on the telephone with a technician for the fourth time and is frustrated by the number of problems with the computer. The technician should:

- A. tell the customer that frustration is understandable and assure the customer that the technician will try to resolve the problems.
- B. advise the customer that the computer is defective and needs to be returned.
- C. advise the customer that these problems are common to lower-end computers and suggest that the customer should have purchased a more expensive machine.
- D. tell the customer that there is nothing wrong with the computer and suggest that the customer enroll in a computer training course.

**Answer: A**

**QUESTION NO: 2**

A fully qualified domain name consists of which of the following? (Select TWO).

- A. host name
- B. MAC address
- C. domain name
- D. NetBIOS name
- E. ISP name

**Answer: A,C**

**QUESTION NO: 3**

One advantage of using IMAP for email is that email:

- A. servers are more secure due to the complex design.
- B. server architecture permits faster delivery of email.
- C. software is cheaper because of open source design.
- D. remains on the server after deletion on the computer.

**Answer: D**

**QUESTION NO: 4**

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Open the Services console by: (Select TWO).

- A. right clicking on My Computer > Properties > Services
- B. selecting Start > Programs > Windows Explorer > Tools > Services
- C. selecting Start > Run > type services.msc.
- D. selecting Start > Control Panel > Administrative Tools

**Answer: C,D**

#### **QUESTION NO: 5**

The SSID broadcast feature on an 802.11g WAP used for corporate access has been disabled but unauthorized users can still see the SSID and connect at will. Which of the following may be the cause?

- A. The SSID is not needed for access to the wireless LAN.
- B. After capturing 10,000 packets unauthorized users can decrypt the SSID.
- C. 802.11g management frames are sent in clear text.
- D. 802.11g does not require an SSID.

**Answer: C**

#### **QUESTION NO: 6**

A user reports that when pushing the power button the computer does not turn on and the fans do not make any noise. The computer had been working the previous day. Which of the following should the technician tell the user to do FIRST?

- A. Hold in the power button for thirty seconds.
- B. Check the power cord on the monitor.
- C. Determine whether the monitor cord is correctly connected to the computer.
- D. Check the power cord on the computer.

**Answer: D**

#### **QUESTION NO: 7**

Which of the following should be adjusted in a printers settings to ensure that the image on a computer screen most closely matches the color output of a printer?

- A. Color scheme

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- B. Color quality
  - C. Color profile
  - D. Color depth

**Answer: C**

**QUESTION NO: 8**

A user reports that performance on the computer running Windows XP Professional has become slow. The user is unable to run the defragmentation utility. Which of the following may be the problem?

- A. The defragmentation utility is not installed.
- B. FAT32 partitions cannot be defragmented.
- C. The defragmentation utility needs to be re-enabled.
- D. User accounts do not have privileges to run the defragmentation utility.

**Answer: D**

**QUESTION NO: 9**

A collection of books, documents, software tools and online resources used to facilitate problem resolution is known as:

- A. a Server Management System.
- B. a Knowledge Base.
- C. a Requirements Report.
- D. frequently asked questions (FAQ).

**Answer: B**

**QUESTION NO: 10**

Taking responsibility for a customers issue is called:

- A. ownership.
- B. resolution.
- C. customer service.
- D. status update.

**Answer: A**