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We hope that you find this PDF version of the A+ Operating Systems test prep to be a valuable study aid. You can print this PDF or use it on your computer. As you review the answers and explanations for the questions, you will see that most contain one or more web links for more information on that topic. When you are using this PDF in Acrobat Reader, these links are clickable, providing you with the easiest way to access the wealth of free study information available on the web.

Your feedback tells us that you want more information about Windows XP command line and interface topics. You will find a special section at the beginning of this study guide with Windows XP questions, with a heavy focus on the command line. This is followed by 178 general questions. Note about Adobe Reader:

This PDF is fully Cross-Linked by #. Clicking on the # Will take you to the opposing Q or A. In addition: Adobe is fussy. See the examples below.

The image shows a screenshot of the Adobe Reader interface. On the left, there is a table of contents with the following structure:

- QUESTIONS
  - Domain 1
  - Domain 2
  - Domain 3
  - Domain 4
- SOLUTIONS
  - Domain 1
  - Domain 2
- SOLUTIONS
  - Domain 1
  - Domain 2
  - Domain 3
  - Domain 4

Two callout boxes are overlaid on the screenshot to illustrate cross-linking issues:

- The first callout box, titled "No. The line does not work. Go get the Number. Hand is not pointing!", shows a red prohibition sign over a line pointing to a sub-point in the text. The text below it reads: "This study aid makes extensive use of calling out the CompTIA N10-002 objective sub-points found by using the hint button."
- The second callout box, titled "YES! Now you can jump between Question and Answer! Index finder is pointing!", shows a green "YES" button next to a line pointing to a sub-point in the text. The text below it reads: "This study aid makes extensive use of calling out the CompTIA N10-002 objective sub-points found by using the hint button."

220-302 (A+ O/S -2003)

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## WINDOWS XP QUESTIONS

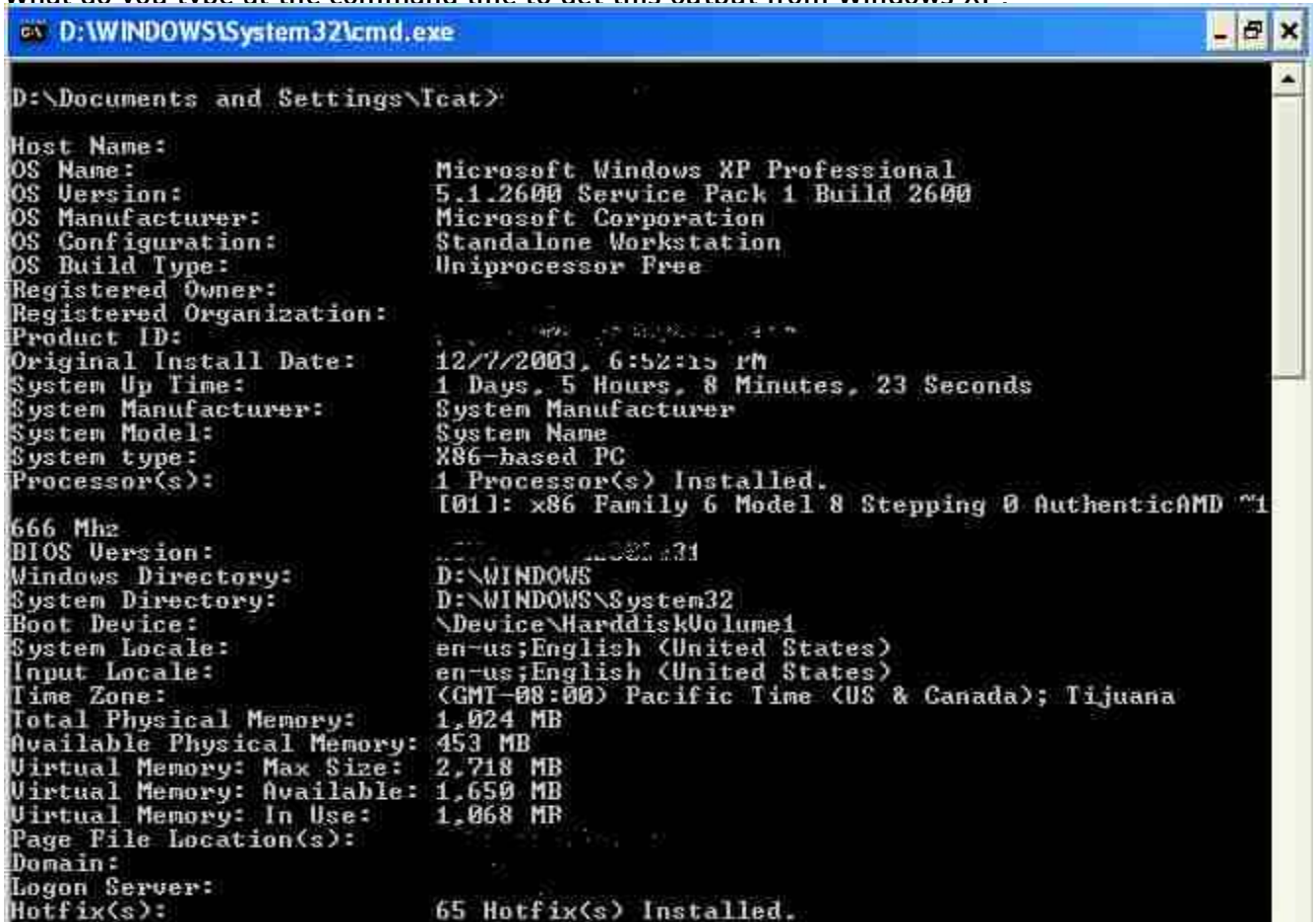
5. From the choices given, what is/are the new in Windows XP when compared to Windows 2000?

- a) Built-in CD writer support
- b) Disk defragmenter
- c) Device manager
- d) "Luna" Interface

*Hint: 1.1 Identify the major desktop components and interfaces, and their functions. Differentiate the characteristics of Windows 9x/Me, Windows NT 4.0 Workstation, Windows 2000 Professional, and Windows XP.*

13. What do you type at the command line to get this output from Windows XP?  
\*2003\*

What do you type at the command line to get this output from Windows XP?



```
D:\WINDOWS\System32\cmd.exe
D:\Documents and Settings\Tcat>
Host Name:
OS Name: Microsoft Windows XP Professional
OS Version: 5.1.2600 Service Pack 1 Build 2600
OS Manufacturer: Microsoft Corporation
OS Configuration: Standalone Workstation
OS Build Type: Uniprocessor Free
Registered Owner:
Registered Organization:
Product ID:
Original Install Date: 12/7/2003, 6:52:15 PM
System Up Time: 1 Days, 5 Hours, 8 Minutes, 23 Seconds
System Manufacturer: System Manufacturer
System Model: System Name
System type: X86-based PC
Processor(s): 1 Processor(s) Installed.
               I01: x86 Family 6 Model 8 Stepping 0 AuthenticAMD ~1
               666 Mhz
BIOS Version:
Windows Directory: D:\WINDOWS
System Directory: D:\WINDOWS\System32
Boot Device: \Device\HarddiskVolume1
System Locale: en-us;English (United States)
Input Locale: en-us;English (United States)
Time Zone: (GMT-08:00) Pacific Time (US & Canada); Tijuana
Total Physical Memory: 1,024 MB
Available Physical Memory: 453 MB
Virtual Memory: Max Size: 2,718 MB
Virtual Memory: Available: 1,650 MB
Virtual Memory: In Use: 1,068 MB
Page File Location(s):
Domain:
Logon Server:
Hotfix(s): 65 Hotfix(s) Installed.
```

- a) netsh
- b) typeperf
- c) sfc
- d) systeminfo

*Hint: 1.5 Identify the major operating system utilities, their purpose, location, and available switches.*

## GENERAL QUESTIONS

**30.** A user calls and says that when he deletes files in the DOS prompt, he cannot find them in the Recycle Bin. You explain to him that if he wants deleted files to be placed in the recycle bin, he must delete them by \_\_\_\_\_. (Choose all that apply)

- a) My Computer
- b) Windows Explorer
- c) DEL /UNDO
- d) DEL /Recycle

*Hint: 1.1 Identify the major desktop components and interfaces, and their functions. Differentiate the characteristics of Windows 9x/Me, Windows NT 4.0 Workstation, Windows 2000 Professional, and Windows XP.*

**96.** Of the following network protocols, which are the standard install of Windows XP professional? (Choose all that apply)

- a) XNS
- b) NWLink
- c) AppleTalk
- d) NetBEUI

*Hint: 4.1 Identify the networking capabilities of Windows. Given configuration parameters, configure the operating system to connect to a network.*

**136.** You are installing different parts of a program. When you double-click on a .REG file, the .REG file \_\_\_\_\_.

- a) Is installing to the My Documents folder.
- b) Is opened and viewed by the Registry Editor.
- c) Is merged into the registry.
- d) Displays a text editor.

*Hint: 3.2 Recognize when to use common diagnostic utilities and tools. Given a diagnostic scenario involving one of these utilities or tools, select the appropriate steps needed to resolve the problem.*



# WINDOWS XP SOLUTIONS

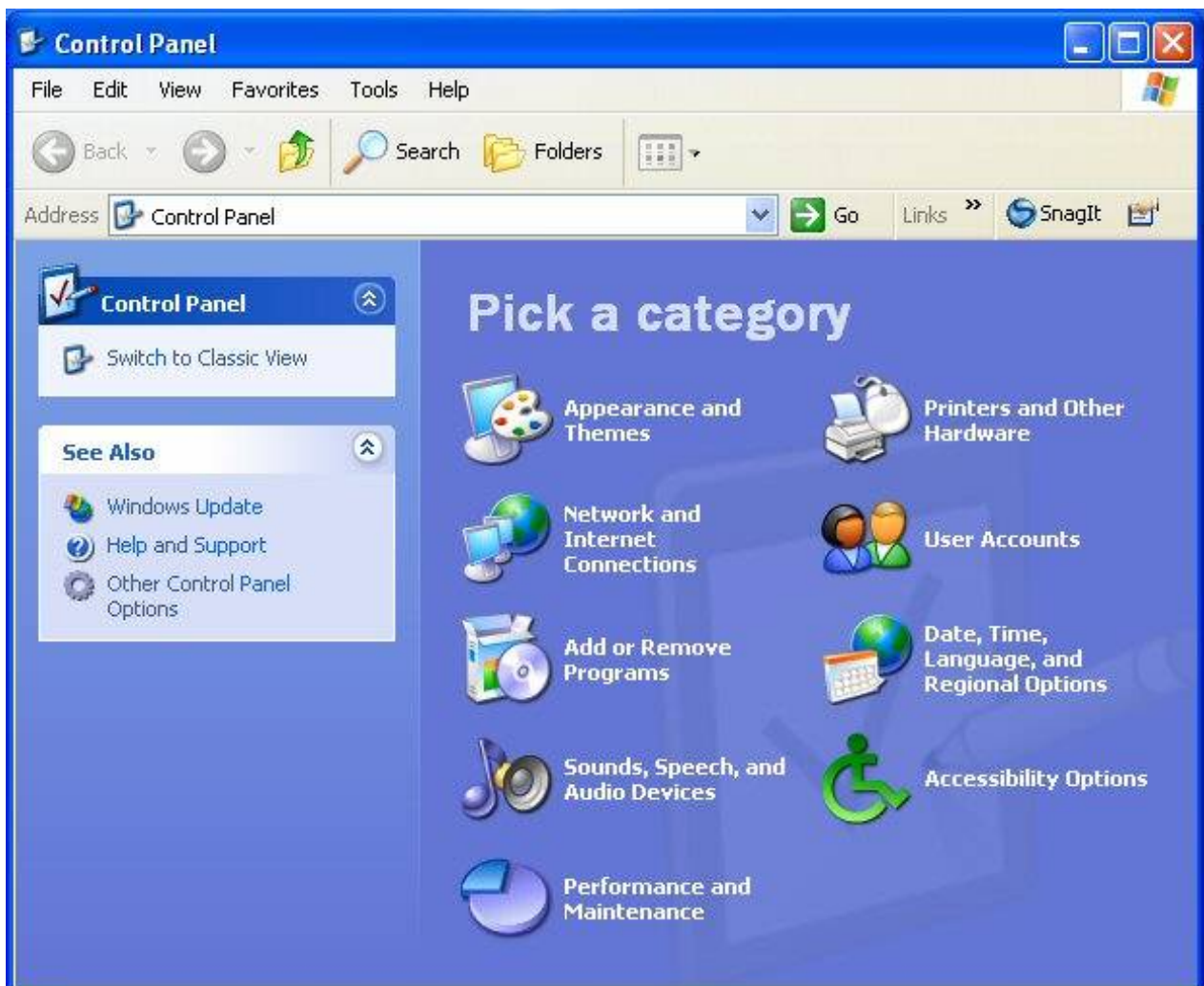
## 5. A and D

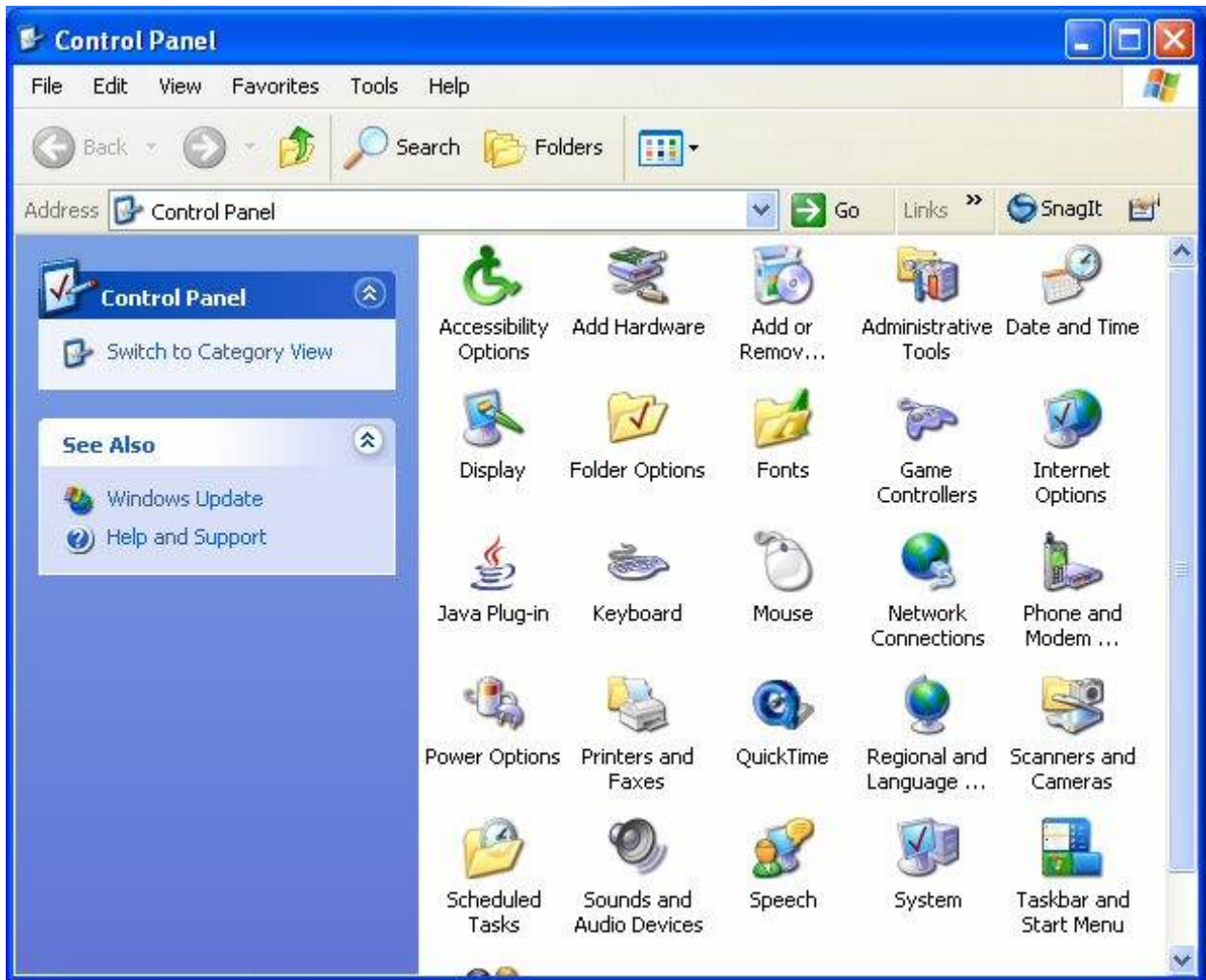
Explanation: A built-in CD writer is one of the new additions exclusive to XP. The "Luna" interface is new.

<http://www.annoyances.org/exec/show/article10-001>

Hint: Questions testing XP knowledge on the 220-302 examination seems to focus on either command line questions and/or GUI questions utilizing the new "Luna" interface. If you are one of those many people who set XP up in "classic view" switch back to "category view". Note differences. Window size was maintained between the two options.

It is possible to get many navigational questions regarding the new Category View.





**13.** D

Explanation: systeminfo is a new XP command line option.

<http://www.techtv.com/screensavers/windowstips/story/0,24330,3364544,00.html>

# GENERAL SOLUTIONS

30. A and B

Explanation: Windows uses the Recycle Bin. If the user is not in Windows, it is tough to have the Recycle Bin work.

It is also important to note that deleting files outside of the GUI may make them harder to recover.

<http://www.amtsoft.com/undelete/>

<http://support.realsoftware.com/listarchives/realbasic-betas/1999-12/msg00290.html>

<http://www.cpearson.com/excel/Recycle.htm>

96. B

Explanation:

NWLINK is Microsoft's implementation of IPX/SPX.

NetBEUI (NetBIOS Enhanced User Interface) has been an IBM/MS network transport protocol available since OS/2. New to Windows 2000 (Professional) is AppleTalk. NT 4 (Workstation) did NOT have the AppleTalk Protocol. That was reserved for NT4 Server.

XP has NetBEUI. In the CD, however is not an official part of the standard XP install.

<http://www.pchell.com/support/netbeui.shtml>

<http://www.computing.net/os2/wwwboard/forum/1233.html>

<http://support.microsoft.com/?kbid=305989>

AppleTalk not part of XP.

136. C

Explanation: Double clicking a .REG file merges it into the registry.

<http://www.wuqnet.com/tips/display.asp?ID=11>

<http://support.microsoft.com/?kbid=295374>

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