

## 220-1002<sup>Q&As</sup>

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## QUESTION 1

A company recently upgraded its computers from Windows XP SP3 to Windows 7. Due to budget constraints, the company was not able to purchase newer machines. The computers do not have TPM chips. Out the company would like to secure the information on the local hard disk in case the hard drive is stolen, while being able to access all of its information even if users leave.

Which of the following would allow the company to accomplish this task?

- A. Encrypted file system
- B. BitLocker
- C. Secure Boot
- D. BIOS password

Correct Answer: B

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## QUESTION 2

A technician is attempting to remove a virus from the machine of a user who just returned from leave. The virus is a known signature that was identified 30 days ago. The antivirus solution the company is using was updated seven days ago with the most current signatures.

Which of the following MOST likely allowed the infection?

- A. The last antivirus update the machine received was seven days ago.
- B. The user changed the machine's password 30 days ago.
- C. The user manually killed the antivirus process.
- D. The machine has not received an antivirus update in the past 30 days.

Correct Answer: A

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## QUESTION 3

A user recently connected a Windows laptop to a free WiFi hot-spot. After returning to the office, the user cannot access network shares. Which of the following is the MOST likely cause?

- A. Remote access has been disabled.
- B. The local firewall settings are incorrect.
- C. Location-based settings are not turned on.
- D. The network shares are hidden.

Correct Answer: B

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## QUESTION 4

A systems administrator needs to add security to the server room.

Which of the following would provide the BEST security for the room? (Choose two.)

- A. Universal serial bus locks
- B. Personal identity verification cards
- C. Privacy screen
- D. Entry control roster
- E. Door locks
- F. Privacy window

Correct Answer: EF

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## QUESTION 5

A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error. Which of the following tools should the technician use?

- A. Performance Monitor
- B. Component Services
- C. Task Manager
- D. Event Viewer

Correct Answer: D

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