

## 220-902<sup>Q&As</sup>

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## QUESTION 1

A user reports paper jams at the location of the paper trays. Which of the following components would need to be replaced to resolve this issue?

- A. Fuser
- B. Duplexer
- C. Pickup roller
- D. Imaging drum

Correct Answer: C

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## QUESTION 2

A user receives a call from someone who claims to be part of the IT department. The IT caller instructs the user to provide the IP address of the user's computer. Which of the following actions should the user take NEXT?

- A. Assume a social engineering attack and disconnect
- B. Provide the caller with the information requested
- C. Contact the IT department for confirmation
- D. Receive advice from a coworker on the situation

Correct Answer: C

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## QUESTION 3

Ann, a home user, brings a Windows XP PC in for repair and reports that several disk read errors are occurring. She has run check disk and errors have been reported several times. Which of the following should a technician recommend? (Select TWO).

- A. Increase the amount of RAM to improve disk checks
- B. Backup all data on the drive
- C. Upgrade to a home server
- D. Purchase a new hard drive
- E. Change the drive configuration to RAID 0
- F. Upgrade to Windows 7 Professional

Correct Answer: BD

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## QUESTION 4

The general manager installed a popular archive utility. Antivirus software flagged the software because it was also exhibiting malicious behavior. This is an example of which of the following?

- A. Rootkit
- B. Trojan
- C. Spyware
- D. Worm

Correct Answer: B

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## QUESTION 5

A user has recently installed Windows 7 on a computer. They ran Windows updates, updated the firmware and installed a printer. The user accessed a P2P application and now they are getting a large amount of browser pop-ups. Which of the following is MOST likely the cause of the pop-ups?

- A. Phishing
- B. Malware
- C. Proxy redirect
- D. Firmware

Correct Answer: B

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