

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

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## QUESTION 1

A Windows user reports that clicking on links when browsing the Internet results in unexpected destination pages with advertisements or virus infection warnings. The user reboots the computer, but the issue persists. Which of the following should a technician perform to identify and resolve the issue? (Choose two.)

- A. Run a virus scan with updated signature files
- B. Uninstall any unknown browser extensions or add-ons
- C. Install the latest version of the Internet browser
- D. Enable SSL 3.0 in the browser settings
- E. Delete all unknown registry keys and reboot

Correct Answer: AB

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## QUESTION 2

The management team has issued a new directive that states a certain string is no longer allowed in any of the names on any of the Linux workstation. Which of the following commands would a technician issue to find all the instances of the unwanted string on a workstation?

- A. `Ps aux | gre `string\``
- B. `Cd | mv `string\``
- C. `is |Grep `string\``
- D. `dd / | rm `string\``

Correct Answer: A

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## QUESTION 3

A technician is setting up a laptop for a company. The company is very concerned about data loss after one of a laptops was stolen. Which of the following security best practices should be implemented to address this concern?

- A. Enable full disk encryption.
- B. Configure a failed-attempts lockout.
- C. Disable AutoRun.
- D. Configure a BIOS password.

Correct Answer: A

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**QUESTION 4**

Ann, an end user, is utilizing a stylus on her tablet. The recognition point is off when she uses the stylus, but it registers in the correct spot when she uses her finger.

Which of the following would be the BEST resolution to Ann's issue?

- A. Restart the tablet.
- B. Disable and then reenable Bluetooth.
- C. Calibrate the touchscreen sensor.
- D. Disconnect and then reconnect the stylus.

Correct Answer: D

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**QUESTION 5**

A user's computer is quick to boot up but very slow at login. It tends to get faster throughout the day. A technician checks the RAM usage, and it looks fine during the day. The slowdown is MOST likely being caused by too many:

- A. boot devices.
- B. startup applications.
- C. device drivers.
- D. Windows profiles loading.

Correct Answer: D

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**QUESTION 6**

A technician is troubleshooting a reported wireless connectivity problem with a user's laptop. The 802.11a access point is located in one of the corners of a square office with 100 meter walls, while the user's office is on the opposite corner. The user's laptop is able to wirelessly pair with a printer located in the middle of the office and the user can print in ad hoc mode. Which of the following is the reason the user is unable to connect to the Internet?

- A. 802.11a only supports ad hoc mode.
- B. The laptop NIC is faulty.
- C. RF signal is not received from the WAP.
- D. The printer is not connected to the WAP.

Correct Answer: C

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**QUESTION 7**

A user recently had malware removed from a computer, but the user is still experiencing issues with accessing websites. All the websites appear to display the same page. However, when a technician attempts to access the same websites from another computer, they display properly.

Which of the following should the technician do NEXT?

- A. Check the DNS server for compromise
- B. Verify the user's localhost file
- C. Request a new IP address from the DHCP server
- D. Reboot the user's computer

Correct Answer: B

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### QUESTION 8

Ann, an external user, has received several calls from a company asking why she has been sending the company communications with internal users' names in the "from" field. Ann calls a technician and explains she has not been sending any communications and would like this issue fixed. The technician investigates and determines the PC is not infected with any viruses or malware.

Which of the following should the technician check NEXT?

- A. Hijacked email
- B. DNS entries
- C. Hosts file
- D. POP3 errors

Correct Answer: A

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### QUESTION 9

A technician has cleaned a virus infection off of a PC using corporate approved software. After a short period of time, the infection returned. Updated virus signatures have also detected the presence of a rootkit. Which of the following would be the BEST course of action to resolve the issue?

- A. Run a System Restore to a time before the first infection was cleaned.
- B. Install a second antivirus suite and run both antivirus products concurrently.
- C. Back up the client's data and scan it for infections on a known-working PC.
- D. Reformat the hard drive and reload the operation system and applications

Correct Answer: A

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**QUESTION 10**

A technician is investigating an employee's smartphone that has following symptoms:

The device is hot, even when it is not in use.

Applications crash, especially when others are launched.

Certain applications, such as GPS, are in portrait mode when they should be in landscape mode.

Which of the following can the technician do to MOST likely resolve these issues with minimal impact? (Choose two.)

- A. Turn on autorotation
- B. Activate airplane mode
- C. Close unnecessary applications
- D. Perform a factory reset
- E. Update the device's operating system
- F. Reinstall the applications that have crashed

Correct Answer: AC

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**QUESTION 11**

After installing an application on a smartphone, a user starts receiving pop-up ads for recently visited physical stores. The user also receives prompts to install other applications. Which of the following permissions should be revoked to disable the unwanted notifications?

- A. Account access
- B. Mobile data
- C. Location access
- D. Contacts access

Correct Answer: C

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**QUESTION 12**

A technician has just finished installing a secondary OS on a workstation. After rebooting the computer, the technician receives the following error: No OS found. The technician confirms the boot.ini file is correct.

Which of the following is MOST likely causing this error?

- A. The computer has GRUB Legacy installed

- B. Windows Startup services are not running
- C. An incompatible partition is marked as active
- D. An unsupported version of Windows is installed

Correct Answer: C

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### QUESTION 13

Users notify the help desk of an email that was just received. The email came from the help desk's email address and asked the users to click on an embedded link. This email is BEST described as:

- A. phishing.
- B. zombie.
- C. whaling.
- D. spoofing.

Correct Answer: D

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### QUESTION 14

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 15

A Windows user logs on to a network domain computer after recently being switched to a roaming profile. The user reports extremely long startup times. Which of the following should a technician check to address this issue?

- A. The amount of data on the user's desktop
- B. The total quantity of RAM installed on the computer
- C. The free space available on the network share
- D. The size of the Windows swap file

Correct Answer: A

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