



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

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**QUESTION 1**

What a user is allowed to do on a computer network would be addressed in:

- A. a user acceptance policy
- B. regulatory and compliance policy
- C. a password policy
- D. an acceptable use policy

Correct Answer: D

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**QUESTION 2**

A SOHO has had several issues with various unauthorized devices consuming the network's bandwidth. There are only four network devices that are authorized to access the Internet as well as the local LAN's resources. Which of the following security implementations would MOST likely help disable network access to the unauthorized devices?

- A. Using complex passwords
- B. Disabling the use of static IP addresses
- C. Disabling ports
- D. MAC filtering

Correct Answer: D

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**QUESTION 3**

A user's corporate email is missing the shared inbox folders that were present before the user went on vacation. The technician verifies the user is connected to the domain and can still send and receive email. Which of the following is MOST likely causing the missing folders issue?

- A. The Internet security options have changed
- B. The operating system updates have changed
- C. The network directory permissions have changed
- D. The user account permissions have changed

Correct Answer: C

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**QUESTION 4**

A technician is installing a new SOHO wireless router and wants to ensure it is using the latest feature set and is secure.



Which of the following should the technician perform FIRST?

- A. Change the default SSID
- B. Enable MAC filtering
- C. Update the firmware
- D. Set encryption

Correct Answer: C

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#### QUESTION 5

A user installed a new company-approved application on a Windows PC. The installation required a reboot. After the reboot and logon, the system froze. A technician has been called to fix the problem. Which of the following should the technician do FIRST?

- A. Contact the application vendor support staff for more information
- B. Boot into safe mode, and then load the ERD and restore the most recent files
- C. Boot the PC, run msconfig, check the safe boot box under the Boot tab, and then restart
- D. Log in as an administrative user and determine if the problem persists

Correct Answer: D

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