



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

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### QUESTION 1

A customer is planning to recycle a computer. The customer wants to ensure any personal data on the computer is no longer recoverable, but the hardware must still be usable.

Which of the following is the BEST method to dispose of the customer's data?

- A. OS reinstallation
- B. TPM configuration
- C. Low-level format
- D. Drive incineration

Correct Answer: C

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### QUESTION 2

#### SIMULATION

A Windows 7 machine appears to have a failure. Every time it is rebooted, the message "BOOTMGR is missing" appears.

You have previously inserted a Windows 7 installation DVD into the DVD-ROM.D18912E1457D5D1DDCBD40AB3BF70D5D

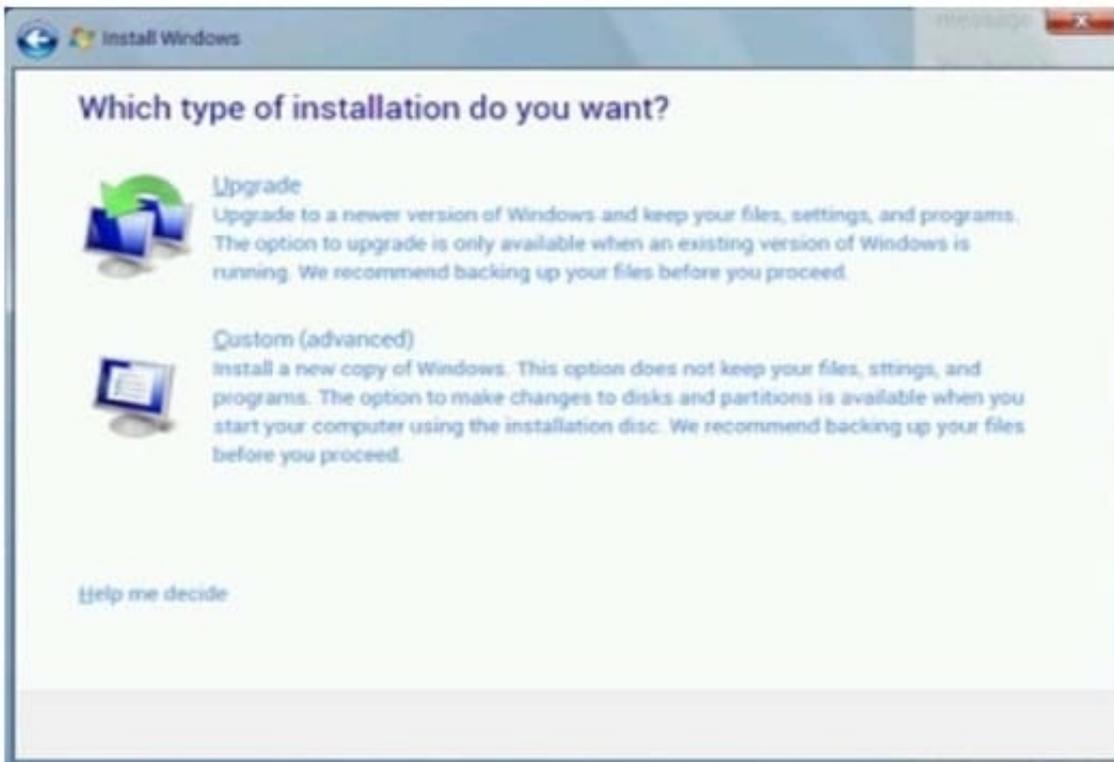
Please repair this failure without overwriting the customers' local user profiles.

#### INSTRUCTIONS

Use the Windows recovery and repair utilities to remediate the issue.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.





A. Check the answer in explanation.

Correct Answer: A

Step 1: Choose Boot from Windows 7 DVD Step 2: Click Install Step 3: Choose Upgrade

### QUESTION 3

A Linux user types the following command: `apt-get update`

The action is denied due to insufficient privileges. Which of the following should precede the above command to successful execution?

- A. vi
- B. sudo
- C. chmod



D. grep

Correct Answer: B

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#### QUESTION 4

After confirming BIOS support, technician has added a second video card and a new sound card to a computer's motherboard. The computer continuously restarts. This is an indication of which of the following.

- A. Incompatible sound card
- B. Insufficient power supply
- C. Insufficient memory
- D. Defective video card

Correct Answer: B

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#### QUESTION 5

A user cannot print to a network printer. A technician runs the Windows 10 troubleshooting utility, but it does not find any errors. Which of the following printer settings should the technician check NEXT?

- A. Duplex
- B. Spooler
- C. Collate
- D. Resolution

Correct Answer: B

Reference: <https://www.ldproducts.com/blog/troubleshooting-printer-problems/>

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