



220-1002^{Q&As}

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**QUESTION 1**

A user has been receiving reply emails from many contacts but the content of the emails is not familiar and the user did not send the original messages. The user calls the help desk for assistance. Which of the following is the BEST way the technician can fix this problem?

- A. Perform an antivirus scan
- B. Perform a refresh/restore
- C. Perform an IDS upgrade
- D. Perform a reinstall of the email client

Correct Answer: A

QUESTION 2**SIMULATION**

A user has installed two new drives in one of the computers in the computer lab and has been unable to format Disk1 from the command prompt.

The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive F. The second partition must be 512,000 MB in size and mapped to drive G.

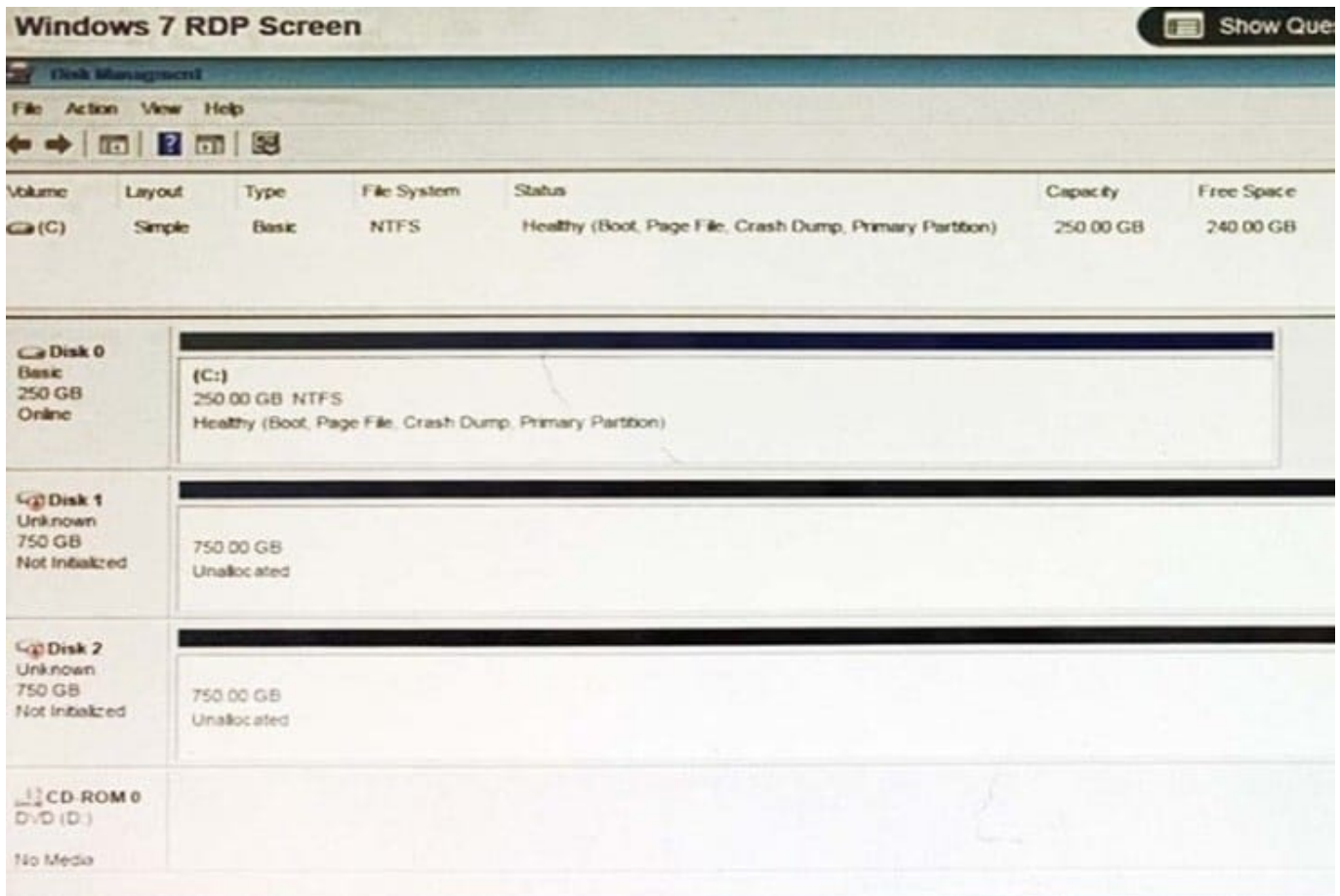
The new partitions must be formatted to ensure that user\\s files can be secured from other users and that the disk must be configured to account for future redundancy.

Make sure to maintain a consistent file system.

INSTRUCTIONS:

Conduct the necessary steps within the Disk Manager to accomplish these tasks.

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

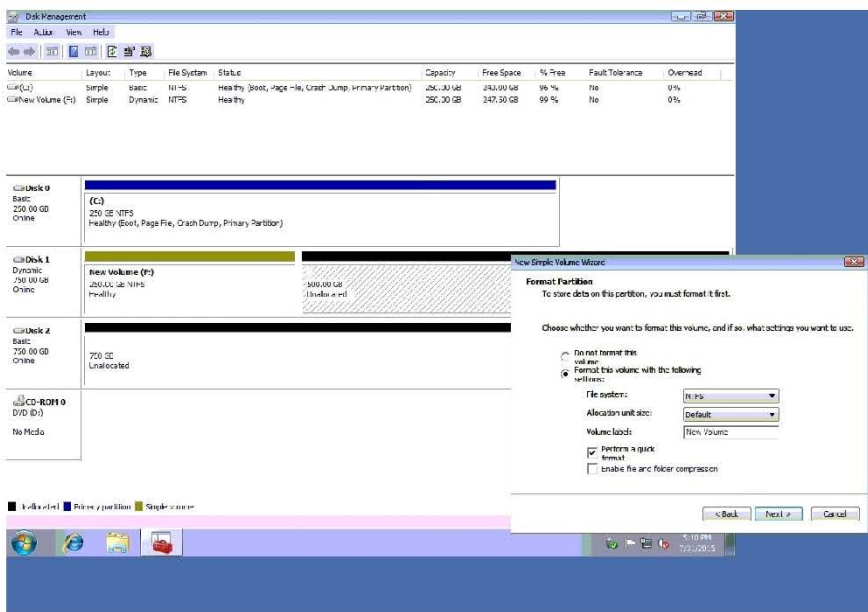
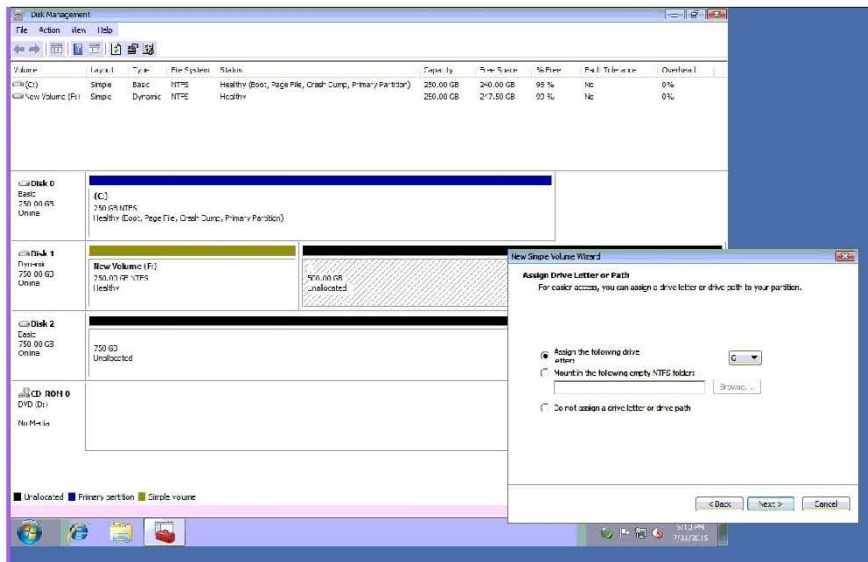
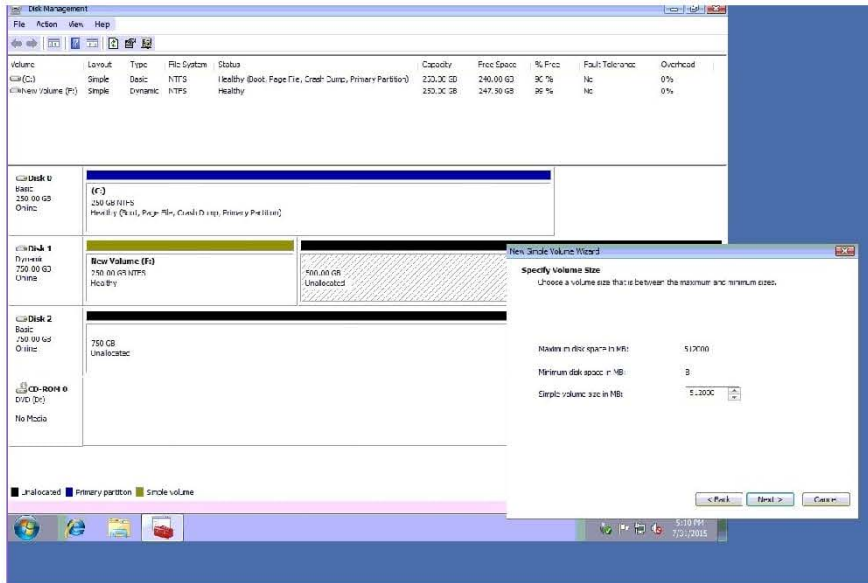
Please review explanation for detailed answer.

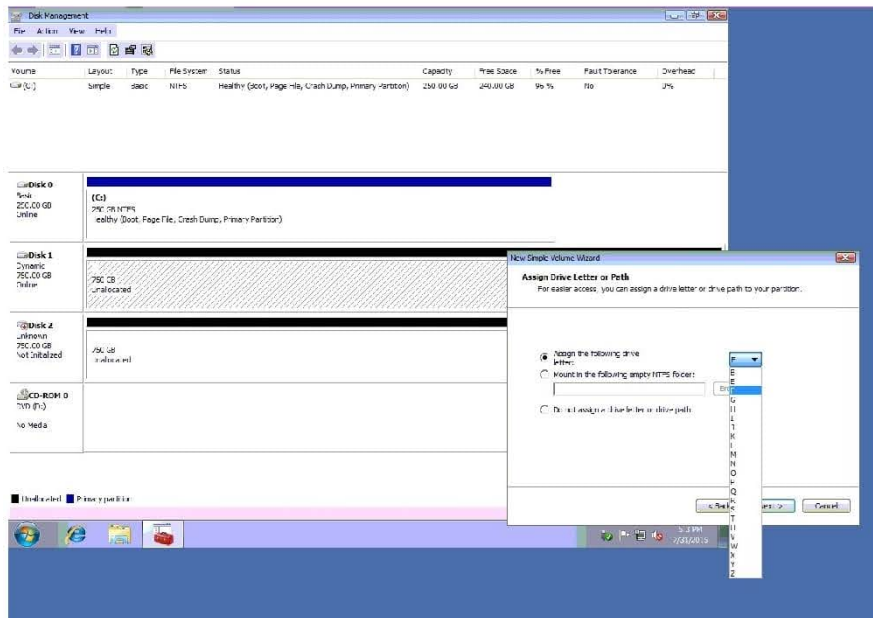
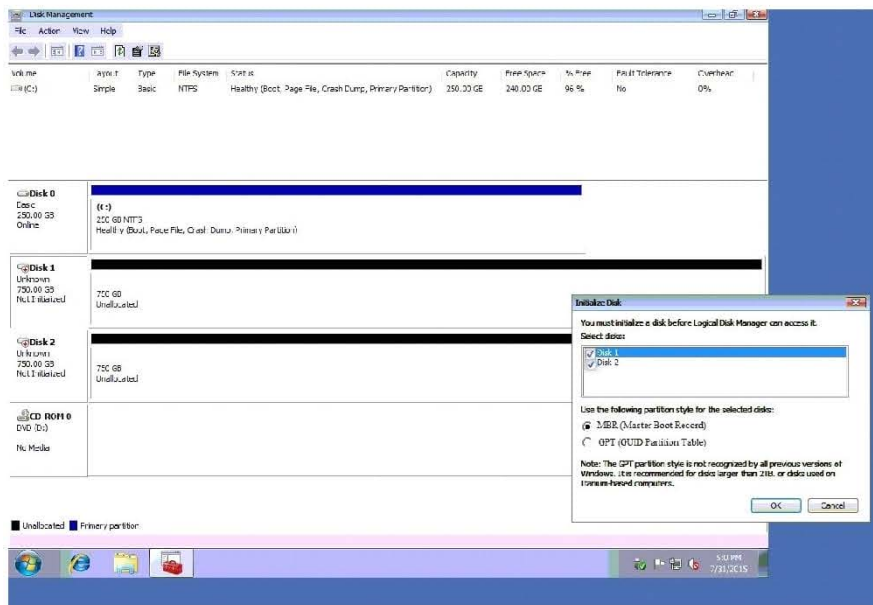
Right click on disk 1, click on initialize

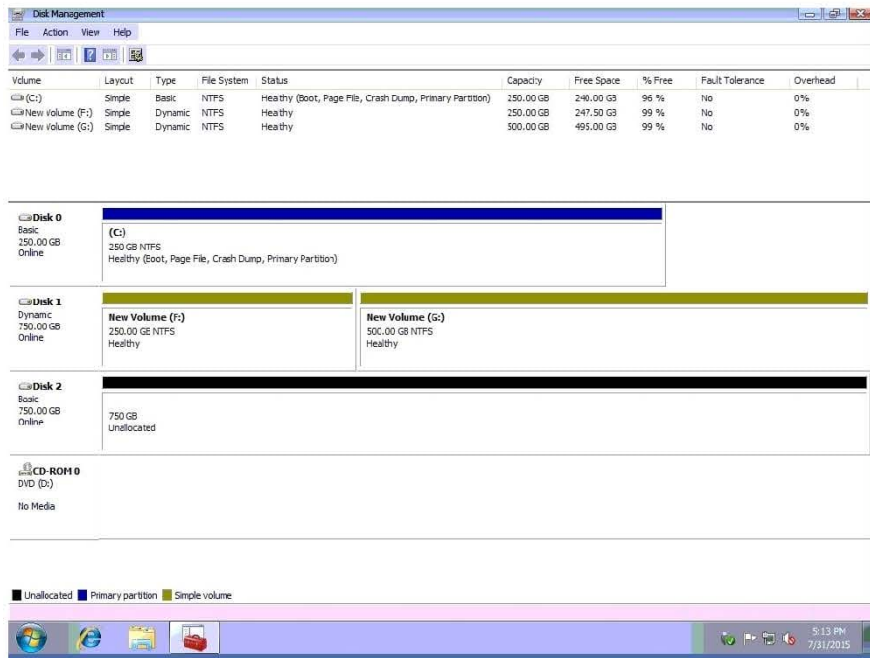
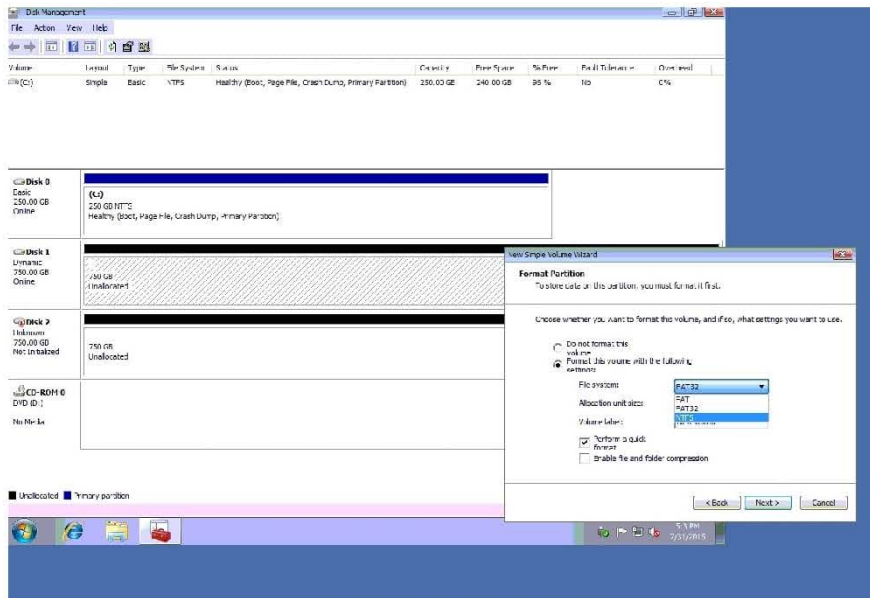
Choose disk and option as MBR. Hit ok.

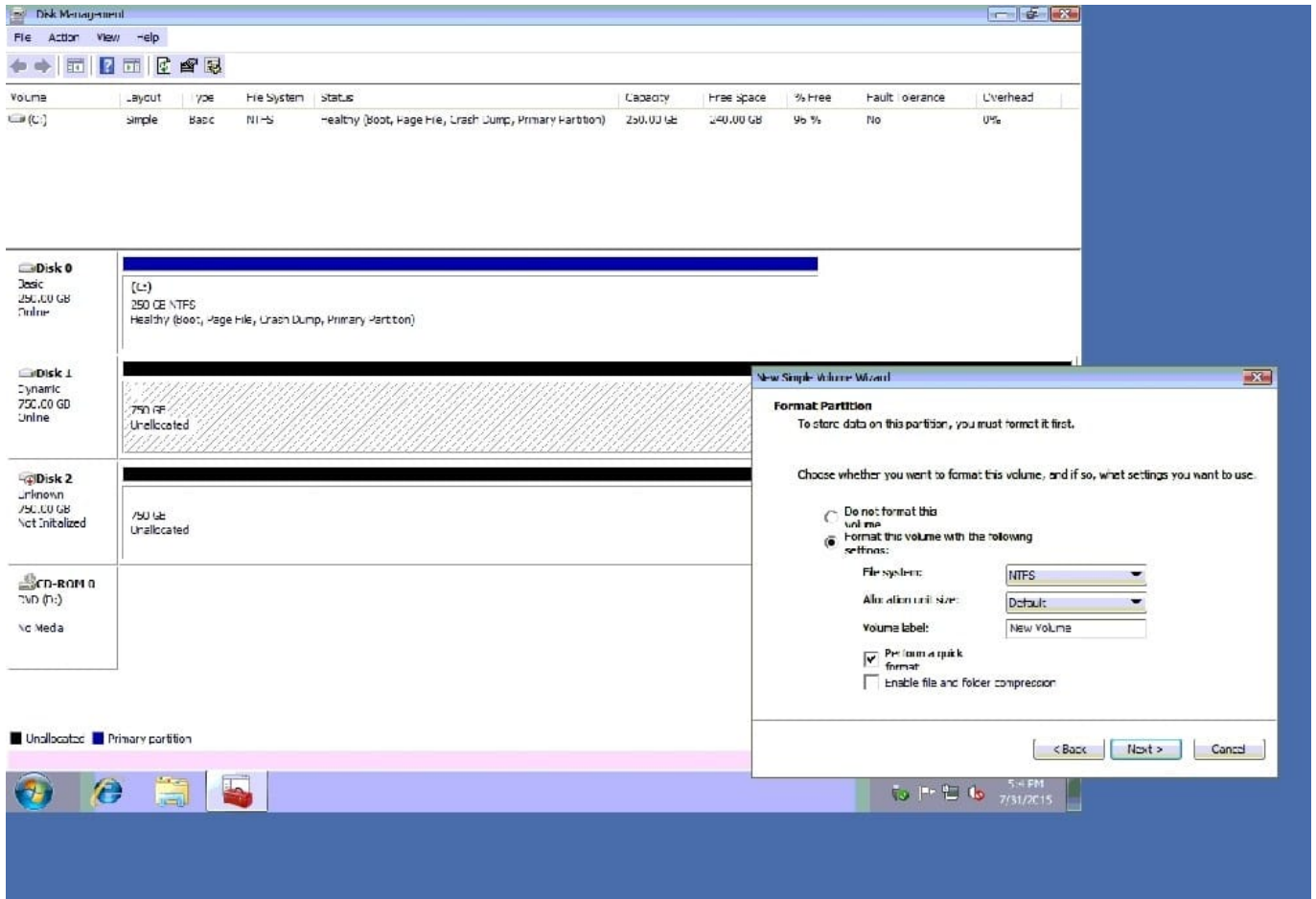
Again, right click on disk 1 and choose convert to dynamic disk. Now right click on disk 1 and choose new simple volume. Specify storage as 256000 and assign a drive letter F and choose file system as NTFS and click finish.

Do the same thing for rest of space of disk 1, assigning 512000MB and using Disc G Here are the screen shots showing this process:









QUESTION 3

Joe, a technician, is installing a new internet connection at a customer's site. While performing the installation, Joe takes a call from his manager and then responds to a social request. The customer becomes frustrated and asks to speak with a supervisor.

Which of the following should Joe do NEXT?

- A. Apologize for the delay, explain the situation, and promise the customer a refund.
- B. Give the supervisor's phone number to the customer, leave the customer location, and document the incident.
- C. Assure the customer that the installation is almost complete and offer the supervisor's phone number.
- D. Decline to provide the supervisor phone number to the customer and continue with the installation.

Correct Answer: A

QUESTION 4

The IT department is implementing three-factor authentication for traveling users who connect to the network via VPN. Which of the following BEST addresses this request?



- A. PIN, username and password
- B. PIN, token fob, and fingerprint scan
- C. PIN, fingerprint scan and username
- D. Key fob, smart card and password

Correct Answer: A

QUESTION 5

A technician is troubleshooting a printer issue on a Windows computer and wants to disable the printer to test a theory. Which of the following should the technician use to accomplish this?

- A. Devices and Printers
- B. Sync Center
- C. Device Manger
- D. Power Options

Correct Answer: C

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