



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

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**QUESTION 1**

A technician needs to deploy a remote access technology to be able to access desktop computers. When a technician logs in to a user's computer, the user and the technician must be able to see the desktop simultaneously and use the mouse and keyboard. Which of the following would be BEST suited for this task?

- A. VNC
- B. Telnet
- C. SSH
- D. RDP

Correct Answer: C

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**QUESTION 2**

A Windows XP computer is displaying an error that states "virtual memory is running low". Which of the following tabs in the system Control Panel is used to reconfigure virtual memory settings?

- A. Remote desktop
- B. Remote settings
- C. Hardware
- D. Advanced

Correct Answer: D

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**QUESTION 3**

A technician is using the troubleshooting theory to help resolve a problem that is occurring with a client's machine. The technician has verified system functionality. Which of the following is the NEXT step in the troubleshooting theory?

- A. Identify the problem
- B. Establish a plan of action to resolve the problem
- C. Test the theory to determine cause
- D. Document findings, actions, and outcomes

Correct Answer: D

Reference: [http://ptgmedia.pearsoncmg.com/images/9781587132636/samplechapter/9781587132636\\_ch04.pdf](http://ptgmedia.pearsoncmg.com/images/9781587132636/samplechapter/9781587132636_ch04.pdf)

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**QUESTION 4**



A user brings in an older CRT monitor and reports there are issues with the colors and bands of discoloration.

Which of the following should be done to correct the issue?

- A. Replace the power cord
- B. Reformat
- C. Increase the refresh rate
- D. Degauss

Correct Answer: D

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#### QUESTION 5

A manager requests remote access to a server after hours and on weekends to check data. The manager insists on using the server. Before granting the access, which of the following is the MOST important step a technician can take to protect against possible infection?

- A. Create a policy to remove Internet access from the server during off hours
- B. Set the local antivirus software on the server to update and scan daily
- C. Ensure the server is patched with the latest security updates
- D. Educate the manager on safe Internet browsing practices

Correct Answer: C

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