



# 220-902<sup>Q&As</sup>

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**QUESTION 1**

A customer calls a technician frequently for the same problem. Which of the following troubleshooting steps MUST the technician perform NEXT to attempt to permanently solve this issue?

- A. Establish a plan of action to resolve the problem and implement the solution.
- B. Document findings, actions, and outcomes.
- C. Verify full system functionality and implement preventive measures.
- D. Identify the problem or symptoms.

Correct Answer: C

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**QUESTION 2**

A user, Ann, reports that she suspects her workstation has malware. Joe, the technician, confirms malware exists and starts the process of removing the malware. Which of the following is the FIRST step he should take in removing the malware?

- A. Disable antivirus
- B. Disable system restore
- C. Enable hard drive encryption
- D. Format the hard drive

Correct Answer: B

Reference: <http://antivirus.about.com/od/windowsbasics/a/systemrestore.htm>

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**QUESTION 3**

A user just bought an iPad and wants to connect to their work email. The user's employer has a Microsoft Exchange server for email. Which of the following would the technician configure to allow the user to access email on the iPad?

- A. DNS, DHCP
- B. IMAP, SMTP
- C. Devices are incompatible
- D. POP3, SMTP

Correct Answer: D

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**QUESTION 4**



A user signs up at an online gaming site, and shortly after receives an email with a link to download the game. After installing the game, the user notices that important files are being deleted. Which of the following is this an example of?

- A. SPAM
- B. Phishing
- C. Trojan
- D. Spyware

Correct Answer: C

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#### QUESTION 5

Which of the following is true about a file when it is copied from an NTFS to a FAT32 partitions?

- A. The file owner is preserved
- B. All of the file permissions are lost
- C. All file permissions must be reassigned
- D. The file name becomes case insensitive

Correct Answer: B

Reference: <http://serverfault.com/questions/11304/why-does-file-copy-from-ntfs-to-fat32-change-a-files-modified-date>

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