



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

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**QUESTION 1**

A technician is onsite troubleshooting a user's issue and receives a call from another customer. Which of the following is the BEST course of action for the technician to take in this situation?

- A. Let the call go to voicemail and respond when time permits.
- B. Leave the current appointment to assist the calling customer.
- C. Ignore the call and continue with the scheduled itinerary.
- D. Apologize to the customer and answer the call.

Correct Answer: A

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**QUESTION 2**

A consultant is looking to consolidate six company servers onto one physical system. Which of the following requirements is MOST important on the new setup to ensure stable functionality of the virtual environment?

- A. Client hardware requirements
- B. Server software security requirements
- C. Server hardware resources
- D. Network resources

Correct Answer: C

Reference: <http://searchdatacenter.techtarget.com/guides/Using-hardware-resources-to-maximize-virtualization-performance>

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**QUESTION 3**

Ann, a technician, is taking apart a laptop to replace some components. Which of the following will allow Ann to put the laptop back together properly and in a timely fashion?

- A. Have an identical laptop on hand to compare
- B. Label screws and their location
- C. Use a magnetic screwdriver
- D. Ask a fellow technician to help

Correct Answer: B

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**QUESTION 4**



A customer needs to setup their laptop for use with a proxy server to browse the web at work. Which of the following areas would a technician need to visit to configure this on a Windows 7 system?

- A. System Protection
- B. Security Center
- C. Windows Firewall
- D. Internet Options

Correct Answer: D

Reference: <http://windows.microsoft.com/is-is/windows-vista/using-windows-security-center>

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#### QUESTION 5

Anne, an end-user, reports to Joe, a helpdesk technician, that her computer has been redirecting her browser to unknown websites when clicking on search results. Joe runs a malware scan and finds that her computer is infected with malware. Joe uses the anti-malware program to remove the infection but Anne reports that the problem resurfaced the next day. Joe runs the malware scan again and finds the same malware is still infecting Anne's computer. Joe runs several passes of the malware scan to remove the infection but it keeps recurring. Which of the following would MOST likely aid in removing the infection?

- A. Enable Windows User Access Control to ensure the user has proper rights to remove the infected files.
- B. Disable Windows firewall as it may be conflicting with the malware scan.
- C. Run the malware scan in Windows safe mode.
- D. Change the desktop's IP address to a different subnet.

Correct Answer: C

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