



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

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**QUESTION 1**

Joe, a user, believes his computer is infected with malware. The device is having difficulty accessing some websites, and web services are not responding from any of the web browsers, although Joe can access these services from his smartphone without issue. The computer's malware scanner has the latest definitions installed. Which of the following would BEST explain why the computer is functioning this way?

- A. Expired root certificate
- B. OS update failures
- C. Pop-up blocker
- D. Hijacked email

Correct Answer: A

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**QUESTION 2**

A user moves a file from one NTFS disk to another NTFS disk. Which of the following describes the changes to the file permissions?

- A. The file has both the source and destination permissions
- B. The file keeps the source permissions.
- C. The file permissions have to be set manually.
- D. The file receives the destination permissions

Correct Answer: A

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**QUESTION 3**

A technician accessed a network share from a computer joined to a workgroup. The technician logged in as "user1" and directed the computer to save the username and password. Several weeks later, the technician wants to log in to this network share using the administrator account. The computer does not prompt for a username and password, but it automatically logs in to the network share under the "user1" account.

Which of the following would allow the technician to log in using the "administrator" username?

- A. Use the command: net use Z: \\filesrv\share
- B. Go to the Sync Center and disable the offline files feature.
- C. Delete the "user" account for the network share in Credential Manager.
- D. Join the computer and file server to a domain and delegate administrator rights to "user1".
- E. Use the Advanced Sharing options in the Network and Sharing Center and enable "turn on network discovery".



Correct Answer: A

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#### QUESTION 4

Joe, a user, calls the help desk from a coffee shop while on a business trip to report the WiFi hotspot on his phone is extremely slow. The technician runs a speed test from a laptop connected to the hotspot and gets 200Kbps. Ann, Joe's coworker with whom he is travelling, also has a hotspot on her phone, and the speed test result on that hotspot is 15Mbps. The technician checks the hotspot settings on Joe's phone and sees the following:

<b>Network name:</b>	<b>Joe's Hotspot</b>
<b>Security:</b>	WPA2/PSK
<b>Password:</b>	hotspot
<b>Band:</b>	2.4GHz
<b>Client DHCP start address:</b>	192.168.23.1

Which of the following is the MOST likely cause of the problem?

- A. Joe should be using WEP security on his hotspot for faster throughput
- B. Someone else is using Joe's hotspot due to weak password
- C. Joe's hotspot gave him an invalid IP address
- D. Joe is likely in a poor signal area and should try another area

Correct Answer: B

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#### QUESTION 5

A technician needs to connect securely to a Linux-based network appliance in a remote datacenter. Which of the following will the technician MOST likely use?

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

Correct Answer: A

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#### QUESTION 6

A technician determines a newly installed service is keeping a device from functioning in Windows. Which of the following tools should the technician use to keep the service from being loaded on the PC reboot?



- A. Task Scheduler
- B. MSINFO32
- C. System Restore
- D. MSConfig

Correct Answer: D

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#### QUESTION 7

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

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#### QUESTION 8

A user calls the corporate helpdesk stating that their battery is not charging. The operating system shows that there is a problem with the battery. Which of the following should the technician do FIRST to determine what the issue is without erasing the user's unsaved data?

- A. Using a known-good computer of the same type, switch batteries between the two laptops.
- B. Remove the A/C adapter while the system is running and observe if the screen dims.
- C. Completely shut down the laptop, remove the A/C power source and restart the laptop.
- D. Using a known-good computer of the same type, switch A/C adapters between the two laptops.

Correct Answer: A

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#### QUESTION 9

Which of the following Windows versions introduced using applications in the Metro interface?

- A. Windows 7
- B. Windows 8
- C. Windows 8.1



D. Windows 10

Correct Answer: B

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#### QUESTION 10

An employee contacts the help desk because the battery in a company-provided smartphone lasts only a short period of time when the worker is in the office. Which of the following would MOST likely reduce this symptom? (Select TWO)

- A. Close applications when tasks are completed.
- B. Increase the time to dim the screen automatically
- C. Increase the frequency for syncing corporate email
- D. Set the smartphone display to maximum brightness
- E. Connect to the office WiFi network automatically
- F. Disable 802.11ac and use mobile data exclusively

Correct Answer: AE

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#### QUESTION 11

A user installed a new company-approved application on a Windows PC. The installation required a reboot. After the reboot and logon, the system froze. A technician has been called to fix the problem. Which of the following should the technician do FIRST?

- A. Contact the application vendor support staff for more information
- B. Boot into safe mode, and then load the ERD and restore the most recent files
- C. Boot the PC, run msconfig, check the safe boot box under the Boot tab, and then restart
- D. Log in as an administrative user and determine if the problem persists

Correct Answer: D

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#### QUESTION 12

A user is staying at a hotel that only offers Fast Ethernet connectivity to the network. The user's laptop is currently using the corporate network for access to network resources as well as the cloud. Which of the following should the help desk recommend performing prior to using the hotel network?

- A. Add a country code exception to the firewall
- B. Unmap all network drives



C. Change the proxy settings

D. Enable Remote Assistance

Correct Answer: B

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