220-1002^{Q&As}

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QUESTION 1

A technician is developing a backup and disaster recovery plan for a customer. The customer requires quick file recovery when necessary, but wants to ensure recovery is possible in case of a complete disaster, with data loss of no more than three days.

Which of the following backup procedures should the technician suggest to BEST meet the customer\\'s needs?

A. Configure backups to the cloud storage and set minimum retention.

B. Schedule daily backups to local storage and weekly backups to cloud storage

C. Archive to tape that is stored in an isolated part of the building.

D. Back up to local storage that in turn is backed up to the cloud storage

Correct Answer: D

QUESTION 2

A technician is attempting to recover data from a damaged laptop that was running Windows 10. The technician removes the drive and places it in a known-good computer. The computer boots and sees the drive, but no data is displayed.

Which of the following is the reason the technician is experiencing this issue?

A. exFAT security

B. Ext3 security

C. HFS security

D. EFS security

E. CDFS security

Correct Answer: D

QUESTION 3

Which of the following is an advantage of MOST tablets over laptops?

A. Larger storage space

B. Upgradeable parts

C. GPS tracking software

D. Multi-touch screens

Correct Answer: D

QUESTION 4

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

QUESTION 5

A user wants to use a computer to access files on a nearby laptop Both computers can ping each other, but the user is unable to access any remote files. Which of the following settings should the user change to resolve the issue?

A. Proxy settings

B. Default gateway

C. Firewall exceptions

D. DNS

E. QoS

Correct Answer: C

QUESTION 6

A customer has a Windows 7 x86 computer with 4GB of RAM and needs to upgrade the RAM to meet the minimum specifications for a new piece of software.

Which of the following should a technician recommend to the customer FIRST?

A. Migrating to a Linux OS

B. Installing a new SSD

C. Using a 64-bit architecture

D. Installing 8GB DDR4 RAM

Correct Answer: D

QUESTION 7

A Windows user reports that clicking on links when browsing the Internet results in unexpected destination pages with advertisements or virus infection warnings. The user reboots the computer, but the issue persists. Which of the following should a technician perform to identify and resolve the issue? (Choose two.)

A. Run a virus scan with updated signature files

B. Uninstall any unknown browser extensions or add-ons

C. Install the latest version of the Internet browser

D. Enable SSL 3.0 in the browser settings

E. Delete all unknown registry keys and reboot

Correct Answer: AB

QUESTION 8

A Windows user is trying to print a large number of documents to a network printer, but the printer is no longer printing. A technician investigates and notices all the jobs are stuck in the print queue. Which of the following should the technician perform to resolve the issue?

A. Restart the WMI service

B. Restart the Network Connection service.

C. Restart the spooker service.

D. Restart the Windows Update service

Correct Answer: D

QUESTION 9

A technician has been dispatched to resolve a malware problem on a user\'s workstation. The antivirus program discovered several hundred potential malware items on the workstation and removed them successfully. The technician decides to schedule daily scans on the system, enables System Restore, and creates a restore point. Which of the following should the technician do NEXT?

A. Run the scan again to ensure all malware has been removed

B. Quarantine the infected workstation from the network

C. Install all of the latest Windows Updates to patch the system

D. Educate the user on safe browsing practices

Correct Answer: C

QUESTION 10

SIMULATION

The network administrator has changed the IP address of Computer A from 192. 168. 120 to 10. 10. 1020 and now Jane a user, is unable to connect to file shares on Computer A from Computers using the computer name.
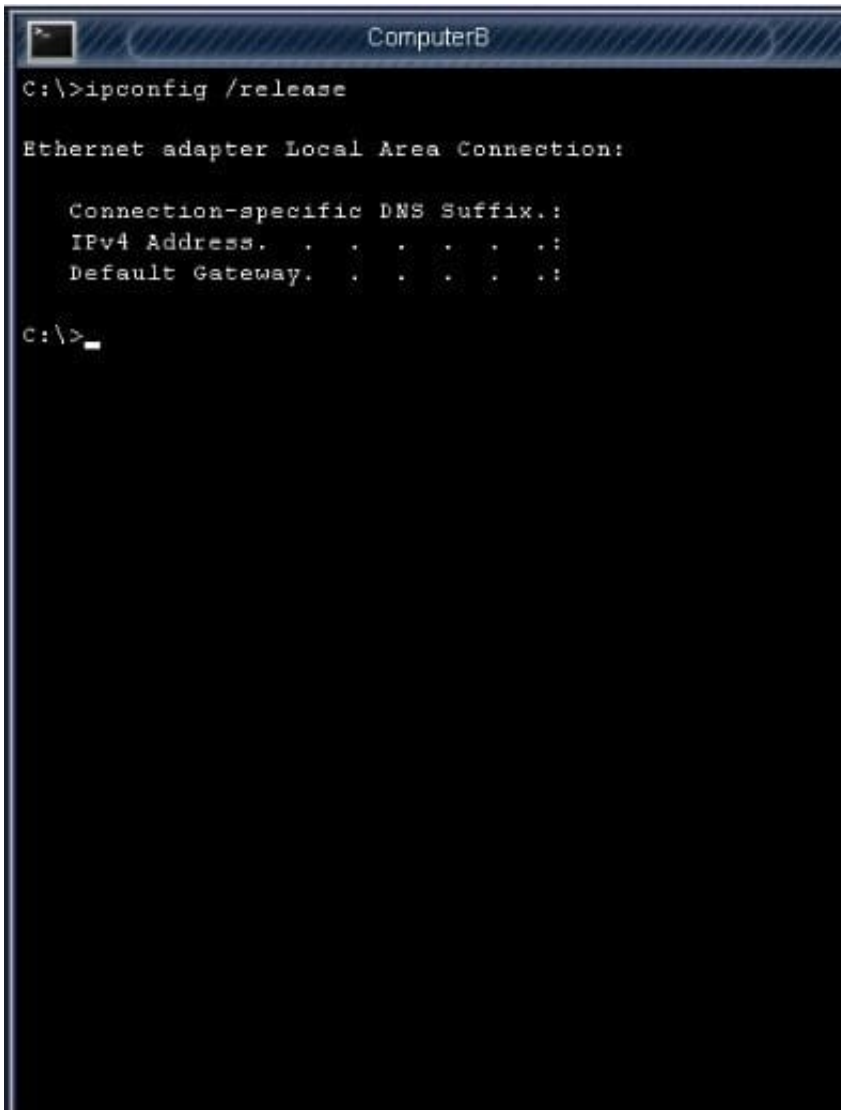
Instructions:

Using the available tools, resolve the connectivity issues. When you have completed the simulation, please select the done button to submit your answer.

A. Please review explanation for detailed answer

Correct Answer: A

Please check the below images for detailed connectivity steps to do:

```
ComputerB

C:\>ipconfig /release

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix.:
    IPv4 Address. .  .  .  .  .  .:
    Default Gateway. .  .  .  .  .:

C:\>ipconfig /renew

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix.:local.net
    IPv4 Address. .  .  .  .  .  .:10.10.10.30
    Subnet Mask .  .  .  .  .  .  .:255.255.255.0
    Default Gateway. .  .  .  .  .:10.10.10.1

C:\>_
```

```
ComputerB

C:\>ipconfig /release

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix.:
    IPv4 Address.  .  .  .  .  .:
    Default Gateway.  .  .  .  .:

C:\>ipconfig /renew

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix.:local.net
    IPv4 Address.  .  .  .  .  .:10.10.10.30
    Subnet Mask .  .  .  .  .  .:255.255.255.0
    Default Gateway.  .  .  .  .:10.10.10.1

C:\>ipconfig /flushdns

Windows IP Configuration

Successfully flushed the DNS Resolver Cache.

C:\>_
```

QUESTION 11

A server administrator, Anne, has set up a new server on the company\'s network to provide centralized user and access management. The file permissions on the server have been shared over the network based on user groups divided into departments and do not have administrative rights. This practice is called which of the following?

A. Logical separation of data

B. User segregation

C. Administrative overhead

D. Principle of least privilege

Correct Answer: D

QUESTION 12

A technician is running Windows on a company\\'s Mac workstations without incurring an additional expense to the company. The Windows licenses were purchased in the post. Users are required to run both Windows and Mac operating system on their machines, but never at the same time.

Which of the following would be the BEST way to accomplish this?

A. Perform a PXE boot on the workstations.

B. Install virtualization software.

C. Utilize Mission Control on the Mac workstations.

D. Install Boot Camp on the workstations

Correct Answer: D

QUESTION 13

A user is unable to get to any internal websites but can access some external websites. Which of the following will MOST likely resolve this issue?

A. Uninstall and reinstall the browser.

B. Confirm the proper proxy settings

C. Disable the firewall

D. Disable and re-enable the network adapter.

Correct Answer: B

QUESTION 14

Ann, a user, is attempting to log in to her email service form a third-party email client on her phone. When Ann enters her usual username and password, she receives an error message saying the credentials are invalid.

Ann then decides to reset her email password, but after the reset, the new credentials still do not work in the third-party email client.

Which of the following settings or features is responsible for the problems Ann is experiencing?

A. Full device encryption

B. Account lock

C. Multifactor authentication

D. Strong password requirements

Correct Answer: C

QUESTION 15

An IT manager receives a call from a user who states a technician completed work on a department laptop within the last week. The user indicates the technician tried to explain the issue with the laptop, but the user was unable to understand because the technician used a lot acronyms. Additionally, the user claims the technician spoke too quickly when explaining the issue and seemed preoccupied with a cell phone. The IT manager wants to address an email to the IT department to ensure the user\\'s complaints are conveyed to the team.

Which of the following should the IT manager recommend in the email to the team? (Select TWO).

A. Technicians should avoid using technical jargon when speaking to users.

B. Technicians should avoid trying to explain complex issues to users.

C. Technicians should avoid speaking to users who have complex issues.

D. Technicians should avoid setting an expectation for project completion in front of the user.

E. Technicians should avoid distractions when speaking with users.

F. Technicians should avoid working in front of users.

Correct Answer: AE

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