

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

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#### QUESTION 1

A technician recently removed a malware infection from a client's computer. After removing the computer from the network, the technician used an approved customized tool to remove the malware, then updated the antivirus suite, and performed a scan that reported the system was clean. A week later, the client reports the same malware infection has returned. Which of the following is MOST likely the cause of the reinfection?

- A. The technician did not disable the System Restore utility
- B. The technician ran the malware remover before the antivirus scan
- C. The technician did not install a second antivirus suite to complement the first suite
- D. The technician did not put the computer back onto the network

Correct Answer: A

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#### QUESTION 2

A folder is displayed in green in the tree of the local hard drive. Which of the following would describe what type of folder this is?

- A. Compressed
- B. PII
- C. EFS
- D. Hidden

Correct Answer: C

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#### QUESTION 3

A user is unable to reach certain Internet sites and is being redirected to other sites. Which of the following Control Panel locations could provide information to resolve this issue?

- A. Internet Options > Connections
- B. System > Advanced
- C. Internet Options > Security
- D. Security Center

Correct Answer: A

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#### QUESTION 4

A Windows 7 machine appears to have a failure. Every time it is rebooted, the message "BOOTMGR is missing" appears. You have previously inserted a Windows 7 installation DVD into the DVD-ROM. Please repair this failure without

overwriting the customers\\' local user profiles.

Instructions:

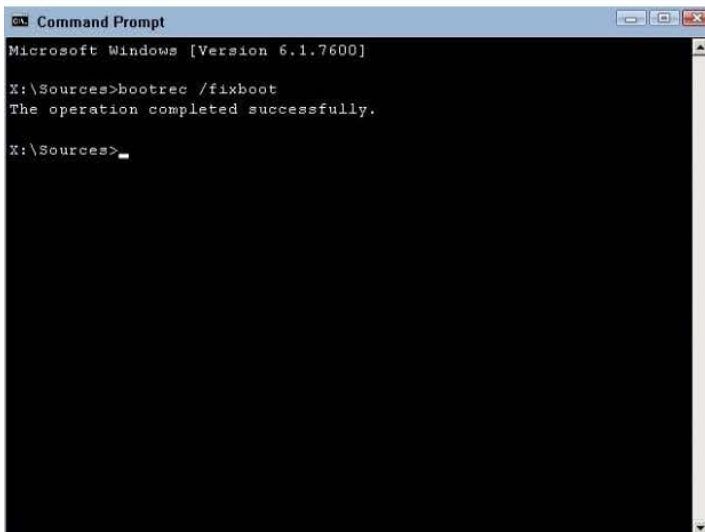
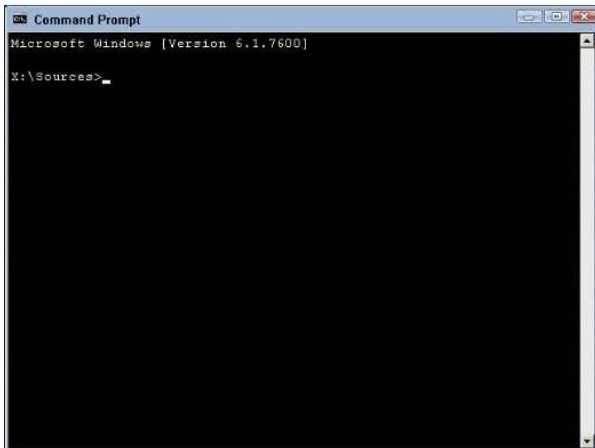
Launch the simulation to repair the failure

Type Help in command line to show list of available commands When you have completed the simulation, please select the done button.



Correct Answer: Please review explanation for detailed answer.

Please check the below images for detailed steps to do:



#### QUESTION 5

An individual pretending to be a consultant trying to gain access to information is an example of which of the following?

- A. Chassis Intrusion
- B. Principle of Least Privilege
- C. Social Engineering
- D. Identity Theft

Correct Answer: C

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#### QUESTION 6

A novice user is trying to change the password on a Linux system. The user is attempting to use command line functions. Which of the following commands should be used?

- A. passwd
- B. pwd
- C. chown
- D. chmod

Correct Answer: A

Reference: <https://www.cyberciti.biz/faq/linux-set-change-password-how-to/>

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#### QUESTION 7

A technician is tasked with installing a legacy application on a Windows 7 computer. When the technician tries to install the legacy application, an error is received that the application cannot be installed because the OS is not supported. Which of the following should the technician do FIRST to try to get the application installed in Windows 7?

- A. Install the application in safe mode
- B. Install the application with compatibility mode
- C. Install the latest Windows service packs and updates
- D. Install Windows Security updates on the system

Correct Answer: B

Reference: <http://social.technet.microsoft.com/Forums/windows/en-US/cdd894f8-1ee2-43e5-952b-d04c25779a7f/how-to-install-a-software-application-using-compatibility-mode>

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#### QUESTION 8

Which of the following Windows Enterprise OS versions offers BitLocker as a feature that can be enabled?

- A. Windows 7
- B. Windows 8
- C. Windows 8.1
- D. Windows 10

Correct Answer: A

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#### QUESTION 9

A team needs to deploy a temporary server room at a site to provide support during construction. Which of the following should they use at this site while setting up the server room?

- A. Air filters
- B. Privacy screens
- C. Vacuums
- D. ESD mats

Correct Answer: A

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#### QUESTION 10

A technician is working on a workstation that is receiving read/write failures when trying to access a particular file. Which of the following commands should the technician use to resolve this issue?

- A. DISKPART
- B. FORMAT
- C. CHKDSK
- D. FDISK

Correct Answer: C

Reference: [http://www.pegasus-afs.com/support/webhelp/common\\_errors\\_and\\_problems/the\\_benefits\\_of\\_using\\_chkdsk.htm](http://www.pegasus-afs.com/support/webhelp/common_errors_and_problems/the_benefits_of_using_chkdsk.htm)

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#### QUESTION 11

A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

- A. The CMOS battery is bad.
- B. A memory module has become unseated.
- C. The heat sink retaining clip has broken loose.
- D. The hard drive cable has become unseated.

Correct Answer: C

Reference: <http://www.bleepingcomputer.com/forums/t/96260/broken-heatsink-on-mother-board/>

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#### QUESTION 12

A user is installing Windows 7 on a PC with a RAID card. The user has verified all of the cables are connected correctly, but the installation media does not detect any hard drives. Which of the following should the user do to help detect the hard drives?

- A. Press F8 when prompted
- B. Hit the refresh button to force a re-detect
- C. Enable PATA in the BIOS
- D. Select load driver

Correct Answer: D

Reference: [http://www.togaware.com/linux/survivor/Load\\_RAID.html](http://www.togaware.com/linux/survivor/Load_RAID.html)

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#### QUESTION 13

A user reports that their printouts contain a shadow of the previous image. Which of the following is MOST likely the cause?

- A. Separation pads
- B. Fuser assembly
- C. Corona wire
- D. Pickup assembly

Correct Answer: B

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#### QUESTION 14

Which of the following is the BEST option to prevent data breaches on lost mobile devices?

- A. Install a locator application on the mobile device so that it can be traced.
- B. Apply a restriction to lock the device after a certain number of failed login attempts.
- C. Configure the device to remote wipe as soon as it is reported lost.
- D. Utilize the fingerprint scanner and passcode for multifactor authentication.

Correct Answer: C

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#### **QUESTION 15**

Which of the following allows a user to enable XP mode?

- A. Windows Vista Home Premium
- B. Windows 7 Professional
- C. Windows 7 Home Premium
- D. Windows Vista Ultimate

Correct Answer: B

Reference: <http://windows.microsoft.com/en-us/windows7/install-and-use-windows-xp-mode-in-windows-7>

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