



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

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### QUESTION 1

A company needs a software package for a new branch office. Which of the following license should the business purchase to allow correct licensing of the software?

- A. Personal license for each employee
- B. Commercial license for each concurrent user
- C. Open-source license for each installation
- D. Enterprise license for all corporate computers

Correct Answer: B

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### QUESTION 2

A user is unable to access certain files from a specific folder. Which of the following commands should a technician use to modify the file permissions for a specific file?

- A. chown
- B. ls
- C. grep
- D. cp

Correct Answer: A

Reference: <https://devblogs.microsoft.com/commandline/chmod-chown-wsl-improvements/>

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### QUESTION 3

A technician is having issues with the WiFi connection while working on a Mac. The technician wants to check which SSID the computer is connected to and some statistics about the connection. Which of the following terminal commands should the technician use?

- A. apt-get
- B. iwconfig
- C. sudo
- D. ifconfig

Correct Answer: B

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### QUESTION 4



A technician is called to troubleshoot a user's Windows workstation that fails to boot. The user reports that, after updating the workstation's graphics driver to a beta version, the machine gives a "Stop" error on every boot. Which of the following should the technician complete to resolve the issue?

- A. Boot the workstation in safe mode and disable the graphics driver system tray menu
- B. Boot the workstation in safe mode with networking and install the latest stable graphics driver.
- C. Boot the workstation in safe mode and disable Windows driver signing requirements
- D. Boot the workstation in safe mode with Command Prompt and enable Driver Verifier with standard settings

Correct Answer: A

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#### QUESTION 5

An administrator wants to deploy updates during the company's off-hours. Which of the following properties should the administrator implement to facilitate the deployment of the updates?

- A. WaKe-on-LAN
- B. Proxy settings
- C. Remote Assistance
- D. Quality of service

Correct Answer: A

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#### QUESTION 6

A Windows user logs on to a network domain computer after recently being switched to a roaming profile. The user reports extremely long startup times. Which of the following should a technician check to address this issue?

- A. The amount of data on the user's desktop
- B. The total quantity of RAM installed on the computer
- C. The free space available on the network share
- D. The size of the Windows swap file

Correct Answer: A

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#### QUESTION 7

A technician is updating a Linux server that had been in storage. After booting into single-user mode, a command is issued that displays the technician's current location in the filesystem. Which of the following commands was issued?

- A. pwd



- B. passwd
- C. apt-get
- D. grep

Correct Answer: A

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#### QUESTION 8

Which of the following NTFS security settings overrides all other settings?

- A. Deny
- B. Modify
- C. Read
- D. Write

Correct Answer: D

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#### QUESTION 9

Which of the following provide the BEST security for a server room? (Select two.)

- A. Badge reader
- B. Bollard
- C. Biometric lock
- D. Cable lock
- E. USB token
- F. Privacy window shades

Correct Answer: AC

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#### QUESTION 10

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 11

A technician is acquiring hardware devices and setting up a computer lab with virtual desktops. The lab computers must have the ability to connect automatically to the remote session upon boot and must be started remotely. Which of the following solutions must the hardware be able to support? (Choose two.)

A. Image deployment

B. Multiboot

C. PXE

D. Unattended installation

E. USB

F. Wake-on-LAN

Correct Answer: CF

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### QUESTION 12

A user has installed a legacy application in Windows 7 and reports that only some of the functionality in it is operational. Another user is using the same application on a different Windows 7 machine and doesn't report those problems. Which of the following features in Windows 7 may be responsible for this problem?

A. System Protection settings

B. User Account Control

C. Action Center

D. Data Execution Prevention

Correct Answer: B

Reference: <http://windows.microsoft.com/en-us/windows7/products/features/user-account-control>

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### QUESTION 13

Joe, a user, is receiving automated replies but does not remember sending any emails to those recipients. He checks the sent items folder and sees email messages he did not send. Which of the following would be the BEST way to resolve this issue?

A. Reset Joe's email password



- B. Set up a rule to delete the automated replies
- C. Mark the automated replies as spam
- D. Rebuild Joe's profile

Correct Answer: A

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#### QUESTION 14

A technician receives an end user's computer that displays erratic behavior upon startup. When the technician starts the computer performance is reduced. A window appears on the screen stating a purchase must be made to disinfect the computer. The technician quarantines the computer and disables System Restore. Which of the following should the technician do NEXT?

- A. Roll back the NIC driver
- B. Update and install anti-malware software
- C. Configure and enable the email spam filters
- D. Verify the security certificate is valid
- E. Perform a full system backup

Correct Answer: D

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#### QUESTION 15

A technician performs a risk assessment and determines a requested change has low risk and low impact. Which of the following best practices should the technician follow to proceed with implementing the change?

- A. Update the ticket with the results of the risk assessment and implement the change
- B. Reference the business policy and follow all change management procedures
- C. Obtain approval from the department and implement the change
- D. Provide a risk assessment to colleagues for peer review

Correct Answer: B

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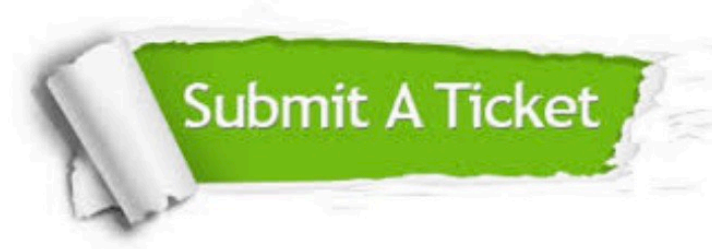
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