



220-1102^{Q&As}

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QUESTION 1

A large university wants to equip all classrooms with high-definition IP videoconferencing equipment. Which of the following would most likely be impacted in this situation?

- A. SAN
- B. LAN
- C. GPU
- D. PAN

Correct Answer: B

QUESTION 2

A technician needs to manually set an IP address on a computer that is running macOS. Which of the following commands should the technician use?

- A. ipconfig
- B. ifconfig
- C. arpa
- D. ping

Correct Answer: B

ifconfig is a command-line utility that allows you to configure network interfaces on macOS and other Unix-like systems¹. To set an IP address using ifconfig, you need to know the name of the network interface you want to configure (such as en0 or en1), and the IP address you want to assign (such as 192.168.0.150). You also need to use sudo to run the command with administrative privileges². The syntax of the command is: `sudo ifconfig interface address`. For example, to set the IP address of en1 to 192.168.0.150, you would type: `sudo ifconfig en1 192.168.0.150`. You may also need to specify other parameters such as subnet mask, gateway, or DNS servers, depending on your network configuration³. The other commands are not directly related to setting an IP address on macOS. ipconfig is a similar command for Windows systems⁴, arpa is a domain name used for reverse DNS lookup, and ping is a command for testing network connectivity.

QUESTION 3

A technician is attempting to mitigate micro power outages, which occur frequently within the area of operation. The outages are usually short, with the longest occurrence lasting five minutes. Which of the following should the technician use to mitigate this issue?

- A. Surge suppressor
- B. Battery backup
- C. CMOS battery



D. Generator backup

Correct Answer: B

A battery backup, also known as an uninterruptible power supply (UPS), is a device that provides backup power during a power outage. When the power goes out, the battery backup provides a short amount of time (usually a few minutes up to an hour, depending on the capacity of the device) to save any work and safely shut down the equipment.

QUESTION 4

A technician needs to establish a remote access session with a user who has a Windows workstation. The session must allow for simultaneous viewing of the workstation by both the user and technician. Which of the following remote access technologies should be used?

- A. RDP
- B. VPN
- C. SSH
- D. MSRA

Correct Answer: D

"Remote desktop is for unattended access. Remote assistance is for remote collaboration. Enterprise administrators can remotely access and troubleshoot IT devices with remote desktop software. Remote assistance comes in handy while educating or assisting an end user."

<https://www.manageengine.com/remote-desktop-management/remote-assistance-vs-remote-desktop.html#:~:text=Remote%20desktop%20is%20for%20unattended,or%20assisting%20an%20end%20user.>

QUESTION 5

Which of the following options should MOST likely be considered when preserving data from a hard drive for forensic analysis? (Select TWO).

- A. Licensing agreements
- B. Chain of custody
- C. Incident management documentation
- D. Data integrity
- E. Material safety data sheet
- F. Retention requirements

Correct Answer: B

Chain of custody and data integrity are two options that should most likely be considered when preserving data from a hard drive for forensic analysis. Chain of custody refers to the documentation and tracking of who has access to the data and how it is handled, stored, and transferred. Data integrity refers to the assurance that the data has not been



altered, corrupted, or tampered with during the preservation process

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