



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

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### QUESTION 1

A user has recently installed Windows 7 on a computer. They ran Windows updates, updated the firmware and installed a printer. The user accessed a P2P application and now they are getting a large amount of browser pop-ups. Which of the following is MOST likely the cause of the pop-ups?

- A. Phishing
- B. Malware
- C. Proxy redirect
- D. Firmware

Correct Answer: B

Reference: <http://www.webroot.com/us/en/home/resources/articles/pc-security/malware-spam>

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### QUESTION 2

Joe, a technician, is tasked with disassembling a laptop to replace its motherboard. Which of the following is the FIRST step he should perform?

- A. Write down where all the screws go on paper
- B. Prepare some containers to hold the parts
- C. Remove the battery and the removable CD-ROM drive
- D. Refer to manufacturer documentation

Correct Answer: D

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### QUESTION 3

A technician, Joe, has a wired switch in a conference room for guests. In which of the following ways could Joe restrict the network to only six devices at a time, with minimum management effort? (Select TWO).

- A. Disable the extra Ethernet ports on the switch
- B. Configure DHCP for six addresses maximum
- C. Enable Spanning Tree protocol
- D. Create an access control list for each new PC
- E. Configure DNS to only resolve six IP addresses
- F. Add each guest to the MAC filter list



Correct Answer: AB

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#### QUESTION 4

A computer on a Windows domain has been identified as not having the most current policy. Which of the following tools would a technician run on the local machine to rectify this?

- A. gpresult
- B. msconfig
- C. ipconfig
- D. gpupdate

Correct Answer: D

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#### QUESTION 5

A SOHO user has asked a technician to configure email functionality with a desktop email client. Which of the following protocols needs to be configured so the user can send email to other users?

- A. POP3
- B. SNMP
- C. SMTP
- D. ICMP

Correct Answer: C

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#### QUESTION 6

A technician has received a call from a user who opened an application and was presented with an error message stating the application has failed to load properly and will now close. The user has rebooted the PC several times and keeps getting the same message. The user has administrative rights on the local machine. Which of the following tools should be used to resolve this issue QUICKLY?

- A. REGEDIT
- B. System File Checker
- C. Command prompt
- D. Uninstall/reinstall/repair
- E. MSCONFIG



Correct Answer: B

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#### QUESTION 7

A technician wants to know if a PC has an embedded wireless card. Which of the following tools should be used?

- A. Device Manager
- B. Component Services
- C. Services
- D. System Configuration

Correct Answer: A

Reference: <http://pcsupport.about.com/od/termsd/p/devicemanager.htm>

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#### QUESTION 8

Which of the following is the MOST important system resource for virtual machines?

- A. Hard drive space
- B. RAM
- C. BIOS
- D. CPU

Correct Answer: B

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#### QUESTION 9

A customer with a PC has requested assistance setting up Windows 7 parental controls within the web browser. The customer would like to limit how much time a child can spend on a particular website. Which of the following tabs under Internet Options will allow the user to create those settings?

- A. Privacy
- B. Advanced
- C. Security
- D. Content

Correct Answer: D

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#### QUESTION 10

By disabling DHCP and allowing only static IP address assignments, which of the following will occur? (Select TWO).

- A. The domain controller will require additional RAM
- B. Devices without static IP addresses cannot connect to the network
- C. IP address assignments will be consistent over time
- D. Crosstalk will be reduced on the network
- E. Network traffic and congestion will increase over time
- F. A gateway will be required for every Ethernet port

Correct Answer: BC

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#### QUESTION 11

Which of the following security threats do shredders help prevent?

- A. Dumpster diving
- B. Malware
- C. Phishing
- D. Worms

Correct Answer: A

Reference: [http://en.wikipedia.org/wiki/Garbage\\_picking](http://en.wikipedia.org/wiki/Garbage_picking)

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#### QUESTION 12

A technician has a list of IP addresses that the technician's manager needs the network names for. Which of the following commands would be used?

- A. NBTSTAT - A
- B. PING - t
- C. NETSTAT ?o
- D. NBTSTAT - a

Correct Answer: A

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### QUESTION 13

A technician has been tasked with remotely imaging a computer tab. The imaging process is failing because there is no response from the computers over the network. Which of the following should the technician perform to resolve the issue? (Choose two.)

- A. Configure remote desktop connection
- B. Configure BIOS to enable Wake-on-LAN
- C. Configure BIOS to enable SSH
- D. Configure automatic updates
- E. Configure startup applications
- F. Configure BIOS to enable PXE boot

Correct Answer: AB

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### QUESTION 14

A security team is auditing a company's network logs and notices that a USB drive was previously inserted into several of the servers. Many login attempts were than successfully performed using common login information. Which of the following actions should be taken to close the vulnerability? (Select two.)

- A. Disable guest account
- B. Remove admin permissions
- C. Modify AutoRun settings
- D. Change default credentials
- E. Run OS security updates
- F. Install a software firewall

Correct Answer: AD

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### QUESTION 15

Which of the following BEST describes a method for installing an operating system across the network?

- A. USB 3.0
- B. IEEE 1394
- C. PXE
- D. NTFS

Correct Answer: C

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Reference: <http://technet.microsoft.com/en-us/magazine/2008.07.desktopfiles.aspx>

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