

220-1002^{Q&As}

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QUESTION 1

An office computer has been infected with malware.

Which of the following steps should be taken FIRST?

- A. Back up the hard drive
- B. Educate the user
- C. Quarantine the infected computer
- D. Run antivirus software

Correct Answer: C

QUESTION 2

Which of the following is the amount of memory a user is limited to with a 32-bit version of Windows?

- A. 2GB
- B. 4GB
- C. 8GB
- D. 16GB

Correct Answer: B

QUESTION 3

A user contacts the help desk regarding a suspected malware infection. Which of the following actions should the help desk technician perform FIRST?

- A. Run System Restore
- B. Restart the computer
- C. Repair the antivirus program
- D. Isolate the system

Correct Answer: B

QUESTION 4

A technician is working on a Windows 10 PC that is running slowly.

Which of the following commands should the technician use to correct this issue? (Select two.)

- A. dir
- B. chdisk
- C. diskpart
- D. ipconfig
- E. format
- F. diskpart

Correct Answer: BC

QUESTION 5

Which of the following physical security measures can be combined with a badge reader to create an MFA system to control physical access?

- A. Hardware token
- B. Biometric locks
- C. Key jobs
- D. Smart cards

Correct Answer: D

Badge reader-- Badge readers can be implemented to help prevent unauthorized access. In this type of environment, employees are given badges such as proximity cards or smart cards. When the employee scans the badge, he or she is

allowed entry to the area.

Smart card-- Smart cards are cards that are typically the size of your driver's license or credit card. The embedded memory and chipset in these cards can store identification and authentication information. A smart card can also be

programmed to use as a cash card that is seen in many organizations where employees may use their employee badge to purchase lunch in an onsite cafeteria.

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