

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

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**QUESTION 1**

A technician is removing malware from a computer in safe mode and is having trouble with one of the infected files. The anti-malware suite is unable to remove or quarantine it and the system will not let the technician manually delete it, even though it is not in use. Which of the following can the technician use to remove the file?

- A. Open the defrag utility and run a full analysis and defragmentation of the hard drive.
- B. Boot from a pre-installation environment CD and delete the file from the hard drive.
- C. Run attrib followed by the file name with the switch from the command prompt.
- D. Install a second full antivirus suite onto the system and run another removal scan.

Correct Answer: B

**QUESTION 2**

A user turns on a new laptop and attempts to log in to specialized software, but receives a message stating that the address is already in use. The user logs on to the old desktop and receives the same message. A technician checks the account and sees a comment that the user requires a specifically allocated address before connecting to the software.

Which of the following should the technician do to MOST likely resolve the issue?

- A. Bridge the LAN connection between the laptop and the desktop.
- B. Set the laptop configuration to DHCP to prevent conflicts.
- C. Remove the static IP configuration from the desktop.
- D. Replace the network card in the laptop, as it may be defective.

Correct Answer: B

**QUESTION 3**

A technician is performing service on a computer and notices it is responding very slowly. The computer has 4GB of RAM, a four-core 3GHz processor, and a SATA I 5400rpm 300GB HOD. The technician logs the following process information:

Name	CPU	Memory	Disk	Network
Explorer.exe	1%	160MB	1MBps	0kbps
System	5%	200MB	5MBps	5kbps
WSFTPD.exe	3%	140MB	3MBps	24190kbps
Trusted Installer	12%	560MB	75MBps	0kbps
chrome.exe	4%	1900MB	1MBps	253kbps
Win Defender	32%	120MB	2MBps	115kbps
dllhost.exe	0%	8MB	0.3MBps	0kbps

Based on this data, which of the following is the MOST likely cause of the performance issues?

- A. The dtfhost.exe is likely a virus, and the computer has slowed down due to an infection
- B. The WSFTPD application is overloading the NIC. causing the computer to freeze periodically.
- C. The chrome application is using too much memory and causing excessive paging
- D. The operating system is performing an installation that is slowing down the computer.
- E. The Windows Defender application is using too much CPU, causing the slowdown.

Correct Answer: D

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#### QUESTION 4

The IT department must ensure previously used passwords cannot be reused when users change their passwords. Which of the following password policies should be enforced to meet this requirement? (Select TWO.)

- A. Password complexity
- B. Password history
- C. Password length
- D. Maximum password age
- E. Minimum password age
- F. Lockout threshold

Correct Answer: BE

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#### QUESTION 5

The computer was booting normally yesterday, but in the morning a message appears stating "Operating System Not Found". This can be caused by which of the following? (Select TWO).

- A. Bad memory module
- B. Bad USB controller
- C. Bad hard drive
- D. Bad IDE or SATA controller
- E. Bad CPU

Correct Answer: CD