

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

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**QUESTION 1**

A customer calls and reports that upon launching the Windows built-in calculator application a UAC dialog appears requiring the customer to enter the password for administrative access. Which of the following is MOST likely to be causing this?

- A. The system has a Trojan infection.
- B. The parental controls have been enabled.
- C. Ransomware is present on the system.
- D. Only administrators can run the calculator application.

Correct Answer: C

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**QUESTION 2**

A company wants to streamline the remote deployment of desktop and laptop computers. Which of the following should the technician implement if the primary goal is to ensure the installation can complete automatically once started?

- A. Unattended installation
- B. Remote network installation
- C. Repair installation
- D. Clean installation

Correct Answer: C

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**QUESTION 3**

An administrative assistant receives a phone call from the IT department asking for personal information to update their records. One of the questions asked is the password to the company's administrative portal. Which of the following is occurring?

- A. Shoulder surfing
- B. Configuration management
- C. Helpdesk troubleshooting methodology
- D. Social engineering

Correct Answer: D

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**QUESTION 4**

An attack that creates a website that looks like another website, with the purpose of learning someone's account information is called which of the following?

- A. Virus
- B. Shoulder surfing
- C. Trojan
- D. Phishing

Correct Answer: D

Reference: <http://www.consumer.ftc.gov/articles/0003-phishing>

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#### QUESTION 5

A user's PC breaks and a technician needs to configure a new machine with a copy of their computer image stored on a remote server. Which of the following technologies would help RIS install this image?

- A. BRD
- B. DVD
- C. USB
- D. PXE
- E. CD

Correct Answer: D

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

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