220-1002^{Q&As}

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QUESTION 1

A user tries to login and receives the error message "The User Profile Service failed to login. User Profile can not be leaded." Which of the following should be the FIRST method to troubleshoot the issue?

A. Use Automated System Recovery

B. Boot PC into Safe Mode

C. Use System File Checker

D. Perform hardware diagnostics

Correct Answer: B

QUESTION 2

An employee reported that a suspicious individual was looking through the recycle bin. Which of the following types of social engineering threats is this?

A. Phishing

B. Spear phishing

C. Dumpster diving

D. Impersonation

Correct Answer: C

QUESTION 3

A user\\'s computer is suspected of hosting illegal files. The IT department has removed the computer and placed it in a secured, cypher-locked room, where it will remain until the local authorities arrive. Which of the following actions should the IT department perform NEXT?

A. Preserve data integrity

B. Identify violations of acceptable use

C. Collect evidence of illegal activity

D. Report through proper channels

Correct Answer: A

QUESTION 4

Which of the following is the BEST example of social engineering?

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A. Impersonation

B. Key logger

C. Virus

D. Malicious cookie

Correct Answer: A

QUESTION 5

To which of the following should a technician ground an ESD strap when adding memory to a workstation?

A. Computer chassis

B. Surge protector

C. Wooden workbench

D. Power supply

Correct Answer: A

QUESTION 6

Which of the following is a required component of a virtual environment?

A. KVM

B. Storage area network

C. VLAN

D. Hypervisor

Correct Answer: D

QUESTION 7

Which of the following Windows Enterprise OS versions offers BitLocker as a feature that can be enabled?

A. Windows 7

B. Windows 8

C. Windows 8.1

D. Windows 10

Correct Answer: A

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QUESTION 8

A systems administrator has discovered a folder on the server with numerous inappropriate pictures and videos, which is in violation of the company\\'s AUP. Which of the following would be the NEXT appropriate act?

A. Promptly notify the administrator\\'s immediate supervisor

B. Rename the folder on the server, and notify the information security officer

C. Move the folder to another location on the server, and notify the local authorities

D. Ask the owner to move the files from the server to a local computer

Correct Answer: A

QUESTION 9

A new service desk is having a difficult time managing the volume of requests.

Which of the following is the BEST solution for the department?

A. Implementing a support portal

B. Creating a ticketing system

C. Commissioning an automated callback system

D. Submitting tickets through email

Correct Answer: B

QUESTION 10

A new security policy stores all remote access to network devices must be performed using secure connections whenever possible.

Which of the following remote access technologies would a technician MOST likely use to manage a Windows-based device remote without using a CLI?

A. RDP

B. SSH

C. Telnet

D. RADIUS

E. SSO

Correct Answer: A

QUESTION 11

Which of the following is the MOST common method of allowing outside access through a wireless SOHO router for specific program access?

A. Enabling port forwarding

B. Creating a content filter whitelist

C. Increasing radio power levels

D. Properly placing access points

Correct Answer: B

QUESTION 12

Which of the following installation methods allows a technician to install Windows from a remote location?

A. USB

B. NetBoot

C. PXE

D. CD-ROM

Correct Answer: C

QUESTION 13

A technician needs to troubleshoot a user\'s computer while the user is connected to the system. The technician must also connect to the user\'s system using remote access tools built in to Windows.

Which of the following is the BEST option to troubleshoot the user\'s computer?

A. Screen share

B. MSRA

C. Virtual network computer

D. RDP

Correct Answer: D

QUESTION 14

A user visited a website and infected a Windows 10 computer with a virus. A technician troubleshoots the issue, but the

virus runs every time the computer is restarted. Which of the following should the technician try NEXT to resolve the issue?

A. Use Advanced Startup to run a System Image Recovery.

B. Boot to safe mode and run System File Checker.

C. Boot to safe mode and run Task Manager.

D. Use Advanced Startup to run Windows System Restore.

Correct Answer: A

Reference: https://www.thewindowsclub.com/run-system-file-checker-safe-mode-boot-time

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QUESTION 15

Which of the following can a technician implement to ensure that only company owned mobile devices can connect to the wireless network?

A. Deploy a script to auto-configure employees\\' mobile devices wireless settings.

B. Configure MAC address filtering on the access points.

C. Implement a wireless policy and train all users.

D. Enable WPA2-Personal with a strong password.

Correct Answer: B

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