CompTIA 220-1002 Exam

Volume: 81 Questions

Question: 1
Joe, a user, returns his computer to the technician who performed a virus removal on it the week before. Joe states that several symptoms have returned.
Which of the following should the technician have covered previously as part of the original repair?

A. End-user education

B. Pre-installation environment cleaning

C. Disabling of System Restore

D. Infected system quarantine

Answer: A

Question: 2
A SOHO customer has recently experienced a major hurricane. The customer has no backups and has lost all data and hardware associated with the company. The customer calls a contractor to assist in the rebuilding process and needs suggestions on the best way to prevent this from happening again. Which of the following recommendations should the contractor give to the customer? (Select two.)

A. Backup testing

B. Cloud storage

C. Local storage backups

D. Data recovery

E. Hot site

F. Waterproof devices

Answer: B,E

Question: 3

A network administrator has given a technician documentation detailing the switchports the technician will need to patch in for a network upgrade. Which of the following documents did the network administrator MOST likely give to the technician?

A. Process diagram

B. Physical network diagram

C. Fiber backbone diagram

D. Logical topology diagram

Answer: B

Question: 4
A wireless access point is going to be configured in a small office located in a crowded building. Which of the following should the installation technician perform to increase the security of the wireless network? (Select two.)

A. Reduce the transmit power

B. Reduce the channel availably

C. Disable the DHCP server

D. Enable QoS management

E. Disable the SSID broadcast

F. Implement WPA encryption

Answer: A,E

Question: 5
A manager requests remote access to a server after hours and on weekends to check data. The manager insists on using the server. Before granting the access, which of the following is the MOST important step a technician can take to protect against possible infection?

A. Create a policy to remove Internet access from the server during off hours

B. Set the local antivirus software on the server to update and scan daily

C. Ensure the server is patched with the latest security updates

D. Educate the manager on safe Internet browsing practices

Answer: C

Question: 6
A company has hired a new IT firm to manage its network switches and routers.
The firm is geographically separated from the company and will need to able to securely access the devices.
Which of the following will provide the ability to access these devices?

A. Telnet

B. SSH

C. RDP

D. VNC

Answer: B

Question: 7
An administrator is setting up a Windows terminal server. Which of the followingsettings should the administrator modify to increase server security? (Select two.)

A. Change the default access port

B. Enforce password complexity

C. Put the terminal server into the router's DMZ

D. Disable logon time restrictions

E. Block all unused ports on the LAN smart switch

F. Use the local client certificate for server authentication

Answer: C,E

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Question: 8
A technician needs to edit a protected .dll file but cannot find the file in the System32 directory. Which of the following Control Panel utilities should the technician use?

A. System

B. Display

C. Folder Options

D. Indexing Options

Answer: C

Question: 9
A computer becomes infected with malware, which manages to steal all credentials stored on the PC. The malware then uses elevated credentials to infect all other PCs at the site. Management asks the IT staff to take action to prevent this from reoccurring. Which of the following would BEST accomplish this goal?

A. Use an antivirus product capable of performing heuristic analysis

B. Use a host-based intrusion detection system on each computer

C. Disallow the password caching of accounts in the administrators group

D. Install a UTM in between PC endpoints to monitor for suspicious traffic

E. Log all failed login attempts to the PCs and report them to a central server

Answer: D

Question: 10
A network administrator notifies a technician that the company is experiencing a DDoS attack. Several internal Windows PCs are the source of the traffic. The network administrator gives the technician the Windows computer names and states they be scanned and cleaned immediately. With which of the following types of infections are the PCs MOST likely infected? (Select two.)

A. Spyware

B. Zombies

C. Virus

D. Ransomware

E. Worm

F. Botnet

Answer: B,E

Question: 11
A technician is installing the latest OS on a user's system. The user wants all of the settings and file to remain intact during the installation.
Which of the following upgrade methods should the technician use?

A. network installation

B. clean install

C. in-place upgrade

D. image deployment

Answer: C

Question: 12
Which of the following is considered government-regulated data?

A. PII

B. End-user license agreement

C. Digital Millennium Copyright Act

D. DRM

Answer: A

Question: 13
A user who is running Windows XP calls a technician to upgrade the computer to a newer