# CompTIA 220-902 Exam

**Volume: 290 Questions**

Question No : 1
A laser printer is producing completely blank sheets. Which of the following processes should the technician check FIRST?

A. Fusing

B. Paper handling

C. Transfer

D. Development

Answer: D


Question No : 2
Which of the following is an example of client-side virtualization?

A. Compatibility mode on a program icon properties menu

B. Running a DOS application on a Windows 7 32-bit operating system

C. Cloud hosted office applications

D. XP mode running in Windows 7 64-bit operating system

Answer: D


Question No : 3
Which of the following is a security threat that disguises itself as legitimate software?

A. Trojan

B. Worm

C. Virus

D. Spyware

Answer: A

Question No : 4
A user reports the Internet connection is not working on the corporate network. After running through the troubleshooting steps, the administrator finds the computer has a valid IP address, can connect to network shares, and can view local intranet pages in the web browser. The administrator tries navigating to a public Internet page and it times out. Which of the following should the technician configure next?

A. Hosts files

B. IPv6 settings

C. Proxy settings

D. Lmhosts files

Answer: C

Question No : 5
A technician is called into the office during a thunderstorm. Users are reporting that machines are intermittently powering off. Which of the following will BEST prevent user data loss?

A. Auto save

B. A surge protector

C. An ESD mat

D. A UPS

Answer: D

Question No : 6
A company that manages its own cloud, while utilizing a third-party vendor to help manage storage, is implementing which of the following infrastructure types?

A. Hybrid

B. Community

C. Private

D. Public

Answer: A

Question No : 7
On a corporate network, which of the following features would be used to redirect network traffic for filtering or monitoring?

A. Content Advisor

B. Proxy Settings

C. Network Drive Mapping

D. Local Security Policy

Answer: B

Question No : 8
A critical server was replaced by the IT staff the previous night. The following morning, some users are reporting that they are unable to browse to the Internet upon booting their workstations. Users who did not shut down their workstations the previous day are able to connect to the Internet. A technician looks at the following report from a workstation with no Internet connectivity:
IP Address: 192.168.1.101
Netmask: 255.255.255.0
DHCP Server:192.168.1.1
DNS Server:192.168.1.2
Default Gateway:192.168.1.1
Given the above report, which of the following is the cause of why some workstations are unable to browse the Internet?

A. The workstation has an APIPA address.

B. The DHCP server is unavailable.

C. The default gateway router is misconfigured.

D. The DHCP server is misconfigured.

Answer: D

Question No : 9
A technician has just installed a video card in a PC. The video card is not working, although it was working fine on the test bench. Which of the following Windows tools should the technician use to start troubleshooting the problem?

A. Task Manager

B. Device Manager

C. System Configuration

D. Computer Management

Answer: B

Question No : 10
A technician has upgraded four computers and would like to securely repurpose the hard drives for later use. Which of the following should the technician do to the drives to prepare them for later use?

A. chkdsk

B. Degauss

C. Quick format

D. Drive wipe

Answer: D

Question No : 11
A technician opens a customer's computer and sees large amounts of accumulated dust. Which of the following is the BEST method of removing the dust from the computer?

A. Use compressed air to free the dust from the components and remove it with an ESD vacuum.

B. Dampen an ESD cloth with denatured alcohol and use it to gently wipe the dust away.

C. Use a shop vacuum with enough power to ensure all dust has been removed.

D. Remove as much dust as possible by hand and use compressed air to blow the rest out.

Answer: A

Question No : 12 CORRECT TEXT
You need to configure your mobile device to send and receive electronic messages from your company. Your mobile device must be able to truly synchronize the message state with your desktop, so that when a message is read on your desktop, it is marked as read on your mobile device. These are the proper parameters:
. Email address: tech@techies.com
. Password: P@$$w0rd
. Pop.techies.com Port: 110 Security: None
. IMAP.techies.com Port: 993 Security: SSL
. smtp.techies.com Port: 465 Security: TLS
. Company SSID: Techies
. Security: WPA2
. Passphrase: P@$$w0rd
. SSID is not broadcasted
Instructions: You are not authorized to use the Company's WLAN. The outgoing server does not require login credentials. When you have completed the simulation, please select the done button to submit your answer.

**Configure Mobile Device**

Instructions: Configure the settings to send and receive electronic messages from the company.

## Settings

| | | |
|---|---|---|
| (icon) | WiFi and Networks | › |
| (icon) | Mail | › |
| (icon) | Battery | › |
| (icon) | Display | › |

**Configure Mobile Device**

Instructions: Configure the settings to send and receive electronic messages from the company.



| Back | WiFi and Networks | Save |
| --- | --- | --- |

802.11 b/g Radio:  ○ Enabled
                 ● Disabled

SSID: [                    ]

Security: [ None ▼ ]

Passphrase: [                    ]

☐ Connect to hidden network

## Configure Mobile Device

Instructions: Configure the settings to send and receive electronic messages from the company.

| Back | Mail | Save |
|---|---|---|

Username /email address: 
Password: 
**Incoming Server:**
Protocol: POP3
○ SSL  ○ TLS  ● None
Server address: 
Port: 

**Outgoing Server:**
Protocol: POP3
○ SSL  ○ TLS  ● None
Server address: 
Port: 
☐ Outgoing Server Requires Login
☐ Same as Incoming Server
Username: 
Password: 

Question No : 14

A technician has just fixed a user's PC and successfully removed a virus and malware from the machine. Which of the following is the LAST thing the technician should do?

A. Educate the user regarding Internet browsing best practices

B. Update the anti-malware software on the user's PC

C. Schedule scans and run updates

D. Enable system restore and create restore point

Answer: A

Question No : 15

A user reports several technicians have been unable to solve a problem and requests that the technician on the phone comes out to fix the problem because the user is unable to work. After the technician has effectively communicated a willingness to help, which of the following is the NEXT step?

A. Allow the user to speak with a supervisor.

B. Identify the problem.

C. Establish a theory.

D. Immediately go to the user's office.

Answer: B


Question No : 16
Drag and drop the following Windows 7 versions in order according to their feature-sets, from MOST to LEAST.

MOST

Enterprise

Home Premium

Professional

Starter

LEAST

Ultimate

Answer:

Question No : 17
A manager suspects a user has obtained movies protected by copyright using a torrent client. An incident response technician responds and verifies the user has indeed been violating company policy. Which of the following would be the next BEST step for this technician to perform?

A. Secure the workstation in a limited access facility.

B. Document the incident, purge all policy violating materials.

C. Immediately delete all unauthorized materials.

D. Reprimand the user and apply a content filter to their profile.

Answer: A

Question No : 18
A technician is implementing a SOHO wireless network for Company A that shares a floor with Company B. Which of the following would BEST secure the wireless network so that only Company A employees