

**QUESTION 154**

Which of the following BEST describes the Guest account on a Windows system?

- A. This account is designed to have the ability to set permissions for other users on the system. Users of this account have the capability to perform any operation or task on the system.
- B. This account is designed to provide basic permission for completing common daily tasks. Users of this account are restricted from performing things like installing new software.
- C. This account is designed for users who require specific administrator rights or permissions. Users of this account are restricted from installing software but can change time zones.
- D. This account is designed for users who require temporary access to a computer and do not need to store user-specific settings. Users of this account have very limited permissions.

**Correct Answer: D**

**QUESTION 155**

A technician is investigating an application that has crashed on a workstation. The application is displaying a generic error. Which of the following tools should the technician use?

- A. Performance Monitor
- B. Component Services
- C. Task Manager
- D. Event Viewer

**Correct Answer: D**

**QUESTION 156**

A small office calls a technician to investigate some "invalid certificate" errors from a concerned user. The technician observes that whenever the user to access a secure website from the Windows desktop, this error is encountered. No other users in the office are experiencing this error. Which of the following should the technician do NEXT? (Choose two.)

- A. Remove any proxy servers configured on the user's browsers.
- B. Assist the user with purchasing an SSL certificate and save the certificate to the desktop.
- C. Disable the SPI firewall on the office's gateway and any other routers.
- D. Instruct the user to ignore the certificate error since the user is connecting to a secure website.
- E. Create an outbound rule in Windows Firewall named after the user's homepage.
- F. Run anti-malware scans and download the latest Windows updates.

**Correct Answer: AF**

**QUESTION 157**

A technician responds to a call from a user who claims to have a virus on a workstation. The technician observes the following notification from the system tray:

There are 1033 infected files on this computer. Click here to disinfect.

The link is blocked by the corporate content filter and displays a message stating the site contains known malware. Which of the following should the technician complete to secure the computer with MINIMAL impact to the user?

- A. Compare the startup items and services to a known clean image, and remove any startup items not found in the other image. Run an anti-malware scan.

## **[Download Full Version 220-1002 Exam Dumps\(Updated in Feb/2023\)](#)**

- B. Validate that the alerts are false positives, and disable security software on the workstation to prevent further false notifications.
- C. Back up the user's files. Restore the system to the original system image designated by corporate IT policies. Restore the user's files.
- D. Request a content filter exception to allow access to the link from the notification. Once available, follow the instructions on the linked site.

**Correct Answer: A**

### **QUESTION 158**

Which of the following would a technician use to store memory chips from a laptop safely after an upgrade?

- A. Mylar bags
- B. Cardboard boxes
- C. Antistatic containers
- D. Paper envelopes

**Correct Answer: C**

### **QUESTION 159**

A user calls a technician to report issues when logging in to a vendor's website. The technician is able to log in successfully before going to the office. However, the technician is unable to log in when in the user's office. The user also informs the technician of strange pop-up notifications. Which of the following are the MOST likely causes of these issues? (Choose two.)

- A. System files have been deleted
- B. Proxy settings are configured improperly
- C. The OS has been updated recently
- D. There are disabled services on the vendor website
- E. Program file permissions have changed recently
- F. There is a rogue anti-malware program

**Correct Answer: BF**

### **QUESTION 160**

Which of the following BEST describes the purpose of an ESD mat?

- A. Protects against accidental static discharge
- B. Protects against dust/dirt contamination
- C. Protects against accidental scratches
- D. Protects against accidental water damage

**Correct Answer: A**

### **QUESTION 161**

Joe, a technician, has his daily plans forwarded to him by his supervisor. Upon arrival to the

**[220-1002 Exam Dumps](#)   [220-1002 PDF Dumps](#)   [220-1002 VCE Dumps](#)   [220-1002 Q&As](#)**

**<https://www.ensurepass.com/220-1002.html>**

## **[Download Full Version 220-1002 Exam Dumps\(Updated in Feb/2023\)](#)**

external to the second support call of the day, Joe realizes the issue will require much more time than initially scheduled, and several support calls will not be completed. Which of the following would be the appropriate action for Joe?

- A. Contact his supervisor so the supervisor can make schedule changes.
- B. Move the appoints to the next business day.
- C. Reach out to a colleague to assist in completing the jobs.
- D. Continue to work on the current call, and get to the others as soon as possible.

**Correct Answer: A**

### **QUESTION 162**

A new business will be using credit cards in a physical location as well as its web presence. Which of the following does the business need?

- A. PHI certification
- B. PCI compliance
- C. POTS implementation
- D. PII filtering

**Correct Answer: B**

### **QUESTION 163**

A technician has installed a second monitor for a customer, but the desktop font sizes do not match. Which of the following display settings should be technician adjust to correct this issue?

- A. Resolution
- B. Refresh rate
- C. Extended monitor
- D. Color depth

**Correct Answer: A**

### **QUESTION 164**

A technician is troubleshooting a print issue on a Windows computer and want to disable the printer to test a theory. Which of the following should the technician use to accomplish this?

- A. Devices and Printer
- B. Sync Center
- C. Device Manager
- D. Power Option

**Correct Answer: C**

### **QUESTION 165**

A user has installed two new drives in one of the computers in the computer lab and has been unable to format Disk1 from the command prompt.

**[220-1002 Exam Dumps](#)   **[220-1002 PDF Dumps](#)**   **[220-1002 VCE Dumps](#)**   **[220-1002 Q&As](#)****

**<https://www.ensurepass.com/220-1002.html>**

## [Download Full Version 220-1002 Exam Dumps\(Updated in Feb/2023\)](#)

The lab requires that Disk1 be a dynamic disk configured with two partitions. The first partition must be 256,000 MB in size and mapped to drive F. The second partition must be 512,000 MB in size and mapped to drive G.

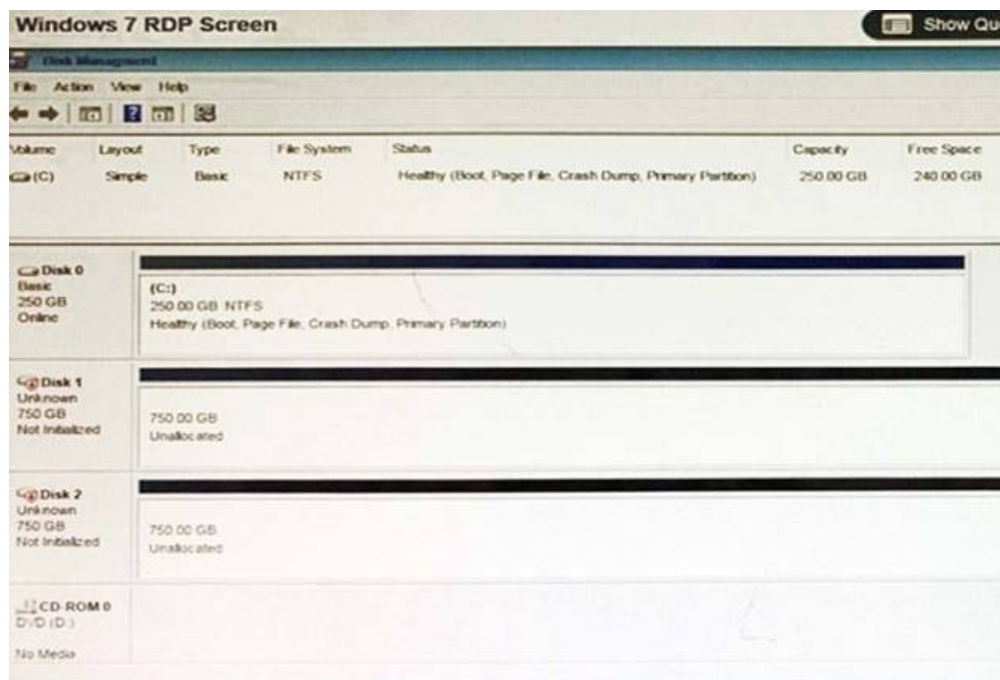
The new partitions must be formatted to ensure that user's files can be secured from other users and that the disk must be configured to account for future redundancy.

Make sure to maintain a consistent file system.

### INSTRUCTIONS

Conduct the necessary steps within the Disk Manager to accomplish these tasks.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.



**Correct Answer:** Please review explanation for detailed answer.

### Explanation:

Right click on disk 1, click on initialize

Choose disk and option as MBR. Hit ok.

Again, right click on disk 1 and choose convert to dynamic disk.

Now right click on disk 1 and choose new simple volume.

Specify storage as 256000 and assign a drive letter F and choose file system as NTFS and click finish.

Do the same thing for rest of space of disk 1, assigning 512000MB and using Disc G

Here are the screen shots showing this process:

[220-1002 Exam Dumps](#) [220-1002 PDF Dumps](#) [220-1002 VCE Dumps](#) [220-1002 Q&As](#)

<https://www.ensurepass.com/220-1002.html>

## [Download Full Version 220-1002 Exam Dumps\(Updated in Feb/2023\)](#)

