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Which of the following should be done NEXT?

- A. Close the ticket out
- B. Educate the user on the solution that was performed
- C. Tell the user to take time to fix it themselves next time
- D. Send an email to Telecom to inform them of the issue and prevent reoccurrence

Correct Answer: B

QUESTION 207

An office location regularly experiences brownouts. Which of the following would be the MOST appropriate solution to protect the office computers?

- A. Uninterruptible power supply
- B. Voltage regulator
- C. Surge suppressor
- D. Generator

Correct Answer: A

QUESTION 208

Ann, a technician, is dispatched to a corporate customer that has reported a malware infection. Upon arrival, Ann notices the system is shut off, and she is able to start the computer without incident. Ann also notices numerous pop-ups appear when the web browser is opened. Which of the following should Ann do NEXT?

- A. Report the incident to the appropriate contact
- B. Clear the system logs and browser history
- C. Take a screenshot of the pop-ups
- D. Advise the customer to use the browser in private mode

Correct Answer: A

QUESTION 209

A user is staying at a hotel that only offers Fast Ethernet connectivity to the network. The user's laptop is currently using the corporate network for access to network resources as well as the cloud. Which of the following should the help desk recommend performing prior to using the hotel network?

- A. Add a country code exception to the firewall
- B. Unmap all network drives
- C. Change the proxy settings
- D. Enable Remote Assistance

Correct Answer: B

QUESTION 210

When hackers execute code against a vulnerability in the hope that it has not yet been

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addressed, this is known as a:

- A. zero-day attack
- B. spoofing attack
- C. DDoS attack.
- D. brute force attack.

Correct Answer: A

QUESTION 211

A customer recently lost data because it was accidentally deleted. The customer calls a technician and asks to have a Windows backup solution installed. The customer needs to ensure all company data is backed up and quickly recoverable every time a change is made. Which of the following solutions would the technician MOST likely recommend? (Select TWO)

- A. File level
- B. Bare metal
- C. Snapshot
- D. Shadow Copy
- E. Critical applications
- F. Image level

Correct Answer: CD

QUESTION 212

A user is unable to open a document on a shared drive from a Linux workstation. Which of the following commands would help the user gain access to the document?

- A. chmod
- B. ifconfig
- C. pwd
- D. grep

Correct Answer: A

QUESTION 213

A technology team is creating limits and guidelines for the use of company-provided software, equipment, and Internet access. Which of the following policies is needed?

- A. Password policy
- B. Acceptable use policy
- C. Regulatory policy
- D. Compliance policy

Correct Answer: B

QUESTION 214

A user spills a small amount of toner from a laser printer onto the floor. Which of the following is the safest way to clean up the toner?

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- A. Use a wet/dry vacuum.
- B. Use a broom and a dust pan
- C. Use damp paper towels.
- D. Spray the toner with canned air.

Correct Answer: A

QUESTION 215

A technician is working on a virtual server migration project. The technician has already completed the SOW; however, the servers will not work without a critical network configuration that was missed in the original SOW. The technician needs to make the adjustments quickly. Which of the following best practice processes should the technician perform NEXT?

- A. Obtain end-user acceptance for the proposed changes and submit a change plan for additional work.
- B. Submit the changes to the change board for approval.
- C. Notify the change team of the changes needed and perform the changes.
- D. Escalate to stakeholders and obtain override approval for out-of-scope changes.
- E. Document the changes and perform the work.

Correct Answer: E

QUESTION 216

A user calls the corporate help desk to report a malware detection message that is displayed on the user's screen. Which of the following should the technician instruct the user to do FIRST?

- A. Ignore the message as a false positive
- B. Shut down and restart the computer.
- C. Unplug the Ethernet cable.
- D. Follow the onscreen instructions to remove the malware

Correct Answer: C

QUESTION 217

A technician is troubleshooting a network connectivity issue on a Linux workstation. Which of the following commands would help the technician gain information about the network settings on the machine?

- A. chmod
- B. grep
- C. ifconfig
- D. sudo

Correct Answer: C

QUESTION 218

A Mac user needs to configure a network device using a serial connection to enable a remote network connection. Which of the following utilities would MOST likely be used to make the necessary changes?

- A. Terminal

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- B. Disk maintenance
- C. iCloud
- D. Image recovery

Correct Answer: A

QUESTION 219

Which of the following is used for building entry and computer access?

- A. Smart card
- B. Personal identity verification card
- C. Hardware tokens
- D. Key fobs

Correct Answer: D

QUESTION 220

A technician needs to manage a Linux workstation remotely. This workstation contains highly sensitive data, and therefore, it must be accessed in the most secure method possible. Which of the following technologies should the technician use to manage this system?

- A. Telnet
- B. HTTPS
- C. SSH
- D. RDP
- E. SFTP

Correct Answer: C

QUESTION 221

A company needs to destroy several SSDs that contain sensitive information. Which of the following methods is BEST suited for the total destruction of the SSDs?

- A. Overwriting
- B. Formatting
- C. Incinerating
- D. Degaussing

Correct Answer: C

QUESTION 222

Which of the following would BEST support an 8TB hard drive with one partition?

- A. GPT
- B. FAT16
- C. FAT32
- D. EFS

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Correct Answer: A

QUESTION 223

A network support technician takes a call from an office manager who wants to change the wireless security key on the access point in that particular office. The office manager explains that a label on the access point indicates it has an IP address of 10.0.100.2. Which of the following should the technician use to connect securely to the access point to make the change?

- A. RDP to 10.0.100.2
- B. SSH to 10.0.100.2
- C. HTTP to 10.0.100.2
- D. Telnet to 10.0.100.2

Correct Answer: B

QUESTION 224

A customer is having issues with an Android-based smartphone after a recent application update. The application becomes unresponsive immediately after attempting to open it. Auto-sync is not enabled, and no recent backups exist for the smartphone. Without losing any critical information, which of the following should be performed NEXT to further troubleshoot the issue? (Choose two.)

- A. Reboot into safe mode
- B. Clear the application data
- C. Contact the application's developer
- D. Reinstall the application
- E. Do a force stop
- F. Clear the application cache

Correct Answer: EF

QUESTION 225

An administrator is investigating intermittent, slow performance of a web server. The administrator performs a virus scan on the server but finds there is no infection present. Which of the following should the administrator do NEXT to mitigate the issue?

- A. Increase the amount of RAM
- B. Reboot the server
- C. Check the system logs
- D. Perform disk defragmentation

Correct Answer: C

QUESTION 226

A technician is attempting to recover data from a damaged laptop that was running Windows 10. The technician removes the drive and places it in a known-good computer. The computer boots and sees the drive, but no data is displayed. Which of the following is the reason the technician is experiencing this issue?

- A. exFAT security
- B. Ext3 security
- C. HFS security
- D. EFS security