

## [2016-NEW! New Version 1219q 220-902 Exam VCE and PDF Dumps Collection (Question 1 &ndash; Question 20)

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QUESTION 1 A technician is configuring a SOHO router to ensure network computers can only use secured protocols on the Internet. Which of the following ports should be allowed? A. 143 B. 23 C. 443 D. 3269 E. 3389 Answer: C

QUESTION 2 A technician is noticing extremely slow performance on a computer and would like to see what application is consuming resources. Which of the following tools should the technician use to view the system. A. msconfig B. Task manager C. Event Viewer D. netmon Answer: B

QUESTION 3 Which of the following updates should be performed on a regular basis to ensure the OS has the latest security patches? A. Anti-malware updates B. Driver updates C. Windows Updates D. Firmware updates Answer: C

QUESTION 4 A technician is configuring a SOHA wireless router for a small business with three employees. After the three employees laptops have successfully connected to the wireless network, the company would like to prevent additional access to the wireless networks. The technician enables WPA2 on the wireless router. Which of the following additional settings should the technician change? A. Enable MAC filtering B. Disable SSID broadcast C. Reduce radio power level D. Update router firmware Answer: A

QUESTION 5 A user needs their email set up on their iOS device. The email needs to synchronize all changes made with the server and the PC. Which of the following would the technician use to accomplish this? A. IMAP B. SMTP C. SMNP D. POP3 Answer: A

QUESTION 6 The customer reports their PC freezes up everyday around the same time. Which of the following utilities would be BEST to check for any error codes? A. Windows Updates B. Task Scheduler C. Event Viewer D. Performance Monitor Answer: C

QUESTION 7 A user is looking for the Application Data directory in their profile but cannot see it. Which of the following Control Panel options would correct this? A. System B. Display C. User Accounts D. Folder Options Answer: D

QUESTION 8 While configuring a new email application that uses POP3 for a customer, the technician determines the firewall is blocking the traffic. Which of the following ports should be opened to allow POP3 mail traffic through the firewall? A. 53 B. 110 C. 443 D. 3389 Answer: B

QUESTION 9 A user has downloaded and installed a browser add-on that causes the browser to hang. The PC has very slow system response when rebooted. Which of the following should a technician do to troubleshoot this problem? A. Run System Restore, update antivirus program, and run an antivirus scan. B. Remove all Internet temporary files, run an antivirus scan, and reboot using Last Known Good Configuration. C. Remove all temporary files, turn off System Restore, update and run an antivirus scan. D. Run an antivirus scan, Run Disk Cleanup, and reboot into Safe Mode. Answer: C

QUESTION 10 A large magnet is placed too close to a CRT monitor. Which of the following will MOST likely occur? A. Dead pixels B. Flickering image C. No image on screen D. Distorted image Answer: D

QUESTION 11 In which of the following locations would a technician go to show file extensions? A. Security Center B. Folder Options C. Display D. System Answer: B

QUESTION 12 After being relocated to an enclosed position under a desk, a computer experiences intermittent shutdowns. Which of the following conditions is MOST likely the cause? A. Power surges B. Overheating C. APIPA addressing D. RF interference Answer: B

QUESTION 13 A technician is fixing a very slow computer. Antivirus and Malware programs have been run, and some detections have been removed. After running Disk Cleanup, the system still seems to be slow, especially with multiple programs running. Which of the following should the technician do NEXT? A.

Run CHKDSK B. Manually erase all cookies C. Go back to the latest restore point D. Run defrag Answer: D QUESTION 14 A technician needs to use a command line tool to determine the network name and the IP address of a resource. Which of the following command line tools will provide an IP address when given a name? A. verify B. tracert C. ipconfig D. nslookup Answer: D QUESTION 15 A user wants to configure their network to support VoIP. Which of the following would BEST support a VoIP installation? A. QoS B. POTS C. Wake-on-LAN D. VPN Answer: A QUESTION 16 A user is concerned about an issue with iOS. The user MOST likely has which of the following devices? A. iCloud B. Android Phone C. iPhone D. Windows Tablet Answer: C QUESTION 17 A user has installed a legacy application in Windows 7 and reports that only some of the functionality in it is operational. Another user is using the same application on a different Windows 7 machine and doesn't report those problems. Which of the following features in Windows 7 may be responsible for this problem? A. System Protection settings B. User Account Control C. Action Center D. Data Execution Prevention Answer: B QUESTION 18 A user reports that they are getting frequent delayed write messages throughout the day and are experiencing sluggish performance. The technician suspects that the issue relates to the hard disk drive. Which of the following would BEST help validate the diagnosis? A. System information B. Event viewer C. POST card D. SMART status Answer: D QUESTION 19 A user states that they are having a problem with their word processor on their laptop. Whenever they attempt to type letters with their right hand, numbers and symbols show up instead. Which of the following would address this issue? A. Switch to a standardized font B. Restore regional settings to default C. Toggle the function + num lock combination D. Connect a full sized external keyboard Answer: C QUESTION 20 Which of the following security threats is defined by its self propagating characteristic? A. Virus B. Rootkit C. Trojan D. Worm Answer: D

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