

## Looking for Real Exam Questions for IT Certification Exams!

You can pass any IT certification exam at your first attempt with just 10-12 hours study of our guides.

Our study guides contain latest actual exam questions, accurate answers with detailed explanation verified by experts and all graphics and drag-n-drop exhibits shown just as on the real test.

To test the quality of our guides, you can download the one-fourth portion of any guide from <http://www.certificationking.com> absolutely free. You can also download the guides for retired exams that you might have taken in the past.

For pricing and placing order, please visit <http://certificationking.com/order.html>

We accept all major credit cards through [www.paypal.com](http://www.paypal.com)

For other payment options and any further query, feel free to mail us at [info@certificationking.com](mailto:info@certificationking.com)

## 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

## CompTIA 220-902 Exam

**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

## CompTIA 220-902 Exam

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.

## CompTIA 220-902 Exam

**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.

## CompTIA 220-902 Exam

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.



## CompTIA 220-902 Exam

### 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:

Passphrase:

☐ Connect to hidden network



## CompTIA 220-902 Exam

**Configure Mobile Device**

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

The screenshot shows a mobile device screen with a yellow header bar containing a 'Back' button, the title 'Mail', and a 'Save' button. Below the header, there are two main sections: 'Incoming Server' and 'Outgoing Server'. Each section has a 'Protocol' dropdown menu set to 'POP3', three radio buttons for 'SSL', 'TLS', and 'None' (with 'None' selected), and two text input fields for 'Server address' and 'Port'. Below the 'Outgoing Server' section, there are two checkboxes: 'Outgoing Server Requires Login' and 'Same as Incoming Server'. The 'Same as Incoming Server' checkbox is selected. Below this, there are two more text input fields for 'Username' and '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

## CompTIA 220-902 Exam

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.

Feature Set Rank	Windows 7 Version
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

## CompTIA 220-902 Exam

are allowed access?

- A. Turning down the radio power level
- B. Enabling MAC filtering
- C. Setting a high encryption level
- D. Disabling the SSID broadcast

**Answer: B**

### **Question No : 19**

A user gets an error message that the trust relationship to the domain has been broken. Which of the following can be done to resolve this from the client desktop?

- A. Re-join the computer to the domain
- B. Reboot the PC as the domain will automatically rebuild the relationship
- C. Update the BIOS using the latest version
- D. Run CHKDSK

**Answer: A**

### **Question No : 20**

A technician is troubleshooting a PC with multiple volumes. To verify which are active and assigned drive letters, the technician should use the LIST function of which of the following commands?

- A. extract
- B. diskpart
- C. bootrec
- D. chkdsk

**Answer: B**

## CompTIA 220-902 Exam

### **Question No : 21**

Which of the following should a technician implement to prevent external contractors from physically plugging devices into the company's network jacks unless such jacks are designated for guest use?

- A. Disable DHCP and assign a static IP address to each network device physically connected to the network.
- B. Enable MAC address filtering across all network jacks and record the MAC address of guest devices.
- C. Disable all switch ports when they are not utilized and enable them on an as needed basis.
- D. Place guest network jacks in public areas and all other jacks in secure areas as needed.

**Answer: C**

### **Question No : 22**

A PC is powering on but the only activity a technician can see is spinning fans. Which of the following components would MOST likely be at fault for such a condition? (Select TWO).

- A. SATA controller
- B. CPU
- C. Memory
- D. Hard drive
- E. Sound card

**Answer: B,C**

### **Question No : 23**

Which of the following explains why it is important to secure Personally Identifiable Information (PII)?

- A. So phishing attacks are not launched against employees of the organization.
- B. So sensitive information, such as corporate passwords, is not stolen.
- C. So man-in-the-middle attacks are not launched against the organization.
- D. So sensitive information, such as social security numbers, is not stolen.

## CompTIA 220-902 Exam

**Answer: D**

### **Question No : 24**

A small office experiences frequent power outages. Upon rebooting the Windows workstations after each power outage, users report the inability to open shared files. Which of the following **MUST** a technician configure to resolve this issue in the future?

- A. Check the "Reconnect at logon" checkbox for the mapped network drive
- B. Connect all computers in the office to UPS devices
- C. Re-map the mapped network drive with the domain administrator account
- D. Replace the hard drives on the file server hosting the shared files

**Answer: A**

### **Question No : 25**

Which of the following is **TRUE** about the difference between a worm and a virus?

- A. Worms are written in assembly while viruses are written with scripting languages.
- B. Viruses hide in the boot record while worms hide within the file system.
- C. Worms self propagate while viruses need human intervention to replicate.
- D. Viruses disable the antivirus update service while worms kill the antivirus process.

**Answer: C**

### **Question No : 26**

A customer calls the help desk to report an issue. The customer suggests that the problem is hardware related, but the technician knows from the description that this is not the case. Which of the following is the **BEST** course of action for the technician?

- A. Follow the customer's prescribed course of action.
- B. Convince the customer to take a better course of action to resolve the issue.
- C. Explain why the customer's prescribed course of action is incorrect.

## CompTIA 220-902 Exam

D. Acknowledge the customer's input, but follow another course of action.

**Answer: D**

### **Question No : 27**

Which of the following is the BEST option to prevent data breaches on lost mobile devices?

- A. Install a locator application on the mobile device so that it can be traced.
- B. Apply a restriction to lock the device after a certain number of failed login attempts.
- C. Configure the device to remote wipe as soon as it is reported lost.
- D. Utilize the fingerprint scanner and passcode for multifactor authentication.

**Answer: C**

### **Question No : 28**

A user reports that any URL entered redirects to the same web page. A technician concludes that the user's computer has been compromised. Which of the following tools would the technician use to resolve the issue?

- A. Last known good configuration
- B. Anti-malware
- C. System restore
- D. Rogue antivirus

**Answer: B**

### **Question No : 29**

A technician is navigating through a Windows OS via command prompt. The technician needs to display the content of a folder. Which of the following is the BEST option for accomplishing this task?

- A. dir
- B. ls

## CompTIA 220-902 Exam

C. rd

D. cmd

**Answer: A**

### **Question No : 30**

A user's smartphone runs very slow at the end of the day. When the user restarts the phone in the morning, it runs at its normal speed. Which of the following should be done throughout the day to BEST resolve this issue?

A. Reset to the smartphone to factory default.

B. Uninstal any unused apps.

C. Close al running apps.

D. Charge the smartphone.

**Answer: C**

### **Question No : 31**

A customer is reporting a burning smel coming from a CRT monitor. Which of the following should be taken into consideration before attempting to resolve the customer's issue?

A. Disconnect power before inspecting the CRT power supply

B. CRT monitors should be serviced by qualified personnel

C. Have compressed air available to clear out the debris

D. Wear safely goggles to protect from the cathodes

**Answer: B**

### **Question No : 32**

The type of security threat that uses computers or other networks to accept and pass on viruses is cal ed:

A. phishing.



## CompTIA 220-902 Exam

- B. botnets.
- C. logic bomb.
- D. man-in-the-middle.

**Answer: B**

### **Question No : 33**

A customer is reporting a burning smell coming from a CRT monitor. Which of the following should be taken into consideration before attempting to resolve the customer's issue?

- A. Disconnect power before inspecting the CRT power supply
- B. Malware
- C. Proxy redirect
- D. Firmware

**Answer: B**

### **Question No : 34**

A technician responds to a hardware issue with a server. The technician discovers that one of the hard drives in the server has failed. The server is set up in a RAID 1 configuration. Which of the following steps would the technician perform NEXT?

- A. Remove the hard drive and back up the data
- B. Run CONVERT on the hard drive
- C. Reboot the server
- D. Swap hard drive and rebuild array

**Answer: D**

### **Question No : 35**

A technician is setting up automatic login to desktop for a non-domain Windows XP system. Which of the following administrative tools would accomplish this?

## CompTIA 220-902 Exam

- A. User Accounts
- B. Network and Sharing Center
- C. Task Manager
- D. System Configuration

**Answer: A**

### **Question No : 36**

A technician's is onsite troubleshooting a user's issue and receives a call from another customer. Which of the following is the BEST course of action for the technician to take in this situation?

- A. Let the cal go to voicemail and respond when time permits.
- B. Leave the current appointment to assist the cal ing customer.
- C. Ignore the cal and continue with the scheduled itinerary.
- D. Apologize to the customer and answer the cal .

**Answer: A**

### **Question No : 37**

An engineer working with large detailed CAD files notices over time that the workstation is taking significantly longer to open files that used to launch quickly. Other applications work fine, and the engineer confirms all of the data has been backed up the night before. A technician determines that the workstation is about two years old. Which of the following would be the technician's FIRST step in troubleshooting the problem?

- A. Run defrag on the hard drive
- B. Restore the CAD files from backup
- C. Replace the hard drive
- D. Remove and reinstal the CAD software

**Answer: A**

## CompTIA 220-902 Exam

### **Question No : 38**

A user advises that a computer is displaying pop-ups when connected to the Internet. After updating and running anti-malware software, the problem persists and the technician finds that two rogue processes cannot be killed. Which of the following should be done NEXT to continue troubleshooting the problem?

- A. Run msconfig to clean boot the computer
- B. Run Event Viewer to identify the cause
- C. Run System Restore to revert to previous state
- D. Run Recovery Console to kill the processes

**Answer: A**

### **Question No : 39**

A technician has been informed by the IT security manager that a vulnerability has been discovered in the wireless router. The vulnerability could allow an attacker to take remote control of the device. Which of the following should the technician perform to address the issue?

- A. Power off the device
- B. Install an add-on card
- C. Update the WiFi antenna
- D. Update firmware

**Answer: D**

### **Question No : 40**

A technician would like to remove the dust inside of a desktop computer. Which of the following should the technician use to MINIMIZE exposure to the dust while protecting internal hardware components? (Select TWO).

- A. Mask
- B. ESD mat
- C. ESD strap

## CompTIA 220-902 Exam

- D. Antistatic bag
- E. Safety goggles
- F. Rubber gloves

**Answer:** A,E

### **Question No : 41**

A user wants to save a file into another user's directory, but the file save is denied. Which of the following is the MOST likely reason the file save cannot be completed?

- A. The user must be a member of the Users group
- B. The user requires write permissions to the folder
- C. The user requires read permission to the folder
- D. The user must be a member of the Administrators group

**Answer:** B

### **Question No : 42**

A technician is using a domain account to access files located on a server at the path \\computername\C\$. The technician receives an "Access denied" error message. Which of the following is MOST likely the cause of the error?

- A. The server is no longer accepting connections since reaching its limit of open shares.
- B. The password is incorrect, requiring the user to reset it before authentication will proceed.
- C. The username should be prefixed by the domain, followed by a backslash (e.g., domain\username).
- D. The account does not have local administrative permissions to access the server share.

**Answer:** D

### **Question No : 43**

A newly deployed Windows PC cannot connect to the antivirus server on the local network for updates, but it can connect to other file servers and printers without issue. Which of the following is the MOST likely

## CompTIA 220-902 Exam

cause of this issue?

- A. The PC's Windows firewall is misconfigured
- B. The PC has an incorrect IP address configured
- C. The PC is on the wrong wireless network
- D. The PC does not have remote assistance turned on

**Answer: A**

### **Question No : 44**

A user has an LCD and a CRT monitor attached to their workstation. The colors are slightly off on the CRT but not the LCD. Which of the following controls should be used in troubleshooting?

- A. Geometry
- B. Contrast
- C. Brightness
- D. Degauss

**Answer: D**

### **Question No : 45**

When using Microsoft Windows 8.1 Operating System, which of the following features allows scripts and snippets to run?

- A. One Drive
- B. XP Mode
- C. Power Shell
- D. Windows Firewall

**Answer: C**

## CompTIA 220-902 Exam

### **Question No : 46**

Ann, a customer, reports that when she occasionally works in the office basement, her smartphone battery drains faster than normal and she has poor cellular reception. Which of the following is the reason for the fast battery drain?

- A. Unpaired Bluetooth
- B. Weak signal
- C. Defective SD card
- D. Malware

**Answer: B**

### **Question No : 47**

A technician has configured the ability to connect to a small office server using remote desktop from a workstation within the office. The technician has reviewed logs that show constant brute force attacks to that server from outside the network. Which of the following would prevent this from occurring?

- A. Configure the server to use a static IP
- B. Logically move the server to the DMZ
- C. Relocate the server to a different networking closet
- D. Disable the remote desktop port

**Answer: D**

### **Question No : 48**

A network administrator is unable to install programs on a workstation. Which of the following is MOST likely the reason the administrator is not able to install applications?

- A. The workstation is victim of a denial of service attack.
- B. The username is not authenticating on the network.
- C. The username is not part of the local administrator group.
- D. The administrator has not applied appropriate security patches.

## CompTIA 220-902 Exam

**Answer: C**

**Question No : 49**

An IPS appliance is installed on the network. Which of the following is the purpose of the IPS?

- A. To check the network for unwanted activity
- B. To check and stop unwanted activity
- C. To provide connectivity to the network
- D. To test the resilience of the network

**Answer: B**

**Question No : 50**

Which of the following should be used to ensure that a Windows OS is functioning optimally?

- A. Driver updates
- B. Scheduled backups
- C. Application updates
- D. Restore points

**Answer: A**

**Question No : 51**

An end user has reported not receiving emails sent by a specific customer. Which of the following is the MOST likely cause of this issue?

- A. The HIPS device is blocking the messages
- B. The access control list is blocking the messages
- C. The email filter has quarantined the messages
- D. The firewall is blocking the sender's email address

## CompTIA 220-902 Exam

**Answer: C**

### **Question No : 52**

A user calls the helpdesk reporting that when accessing the company portal, it redirects to an unfamiliar website. Which of the following steps would the technician take to resolve this issue using best practices?

- A. Identify symptoms, quarantine infected system, and create restore point.
- B. Quarantine infected system, identify symptoms, and create restore point.
- C. Identify symptoms, educate end user, and create restore point.
- D. Create restore point, identify symptoms, and quarantine infected system.

**Answer: A**

### **Question No : 53 CORRECT TEXT**

A Windows 7 machine appears to have a failure. Every time it is rebooted, the message "BOOTMGR is missing" appears. You have previously inserted a Windows 7 installation DVD into the DVD-ROM. Please repair this failure without overwriting the customers' local user profiles. Instructions:

- Launch the simulation to repair the failure
- Type Help in command line to show list of available commands
- When you have completed the simulation, please select the done button.



### **Question No : 54**

A technician has finished replacing the network card in a laptop and has verified full system functionality. Which of the following troubleshooting steps should the technician take NEXT?

- A. Document findings, actions, and outcomes
- B. Escalate problem to a senior technician



## CompTIA 220-902 Exam

- C. Re-establish new theory of probable cause
- D. Perform a full system backup

**Answer:** A

### **Question No : 55**

Joe, a user, has connected a tablet to his personal mobile hot-spot device in a public location for Internet access. The device display indicates there are two connections instead of just one. Which of the following actions can he perform to prevent this unauthorized access to the device immediately? (Select TWO).

- A. Change the SSID to a different broadcast name
- B. Add the intruding device to a blocked access list
- C. Access the intruder's device and shut it down
- D. Shut down the device until the intruder is no longer in the area
- E. Set up a WiFi analyzer to identify the intruding device

**Answer:** A,B

### **Question No : 56**

A technician is tasked with repairing a Windows 7 system including the removal of recently installed files and software. Which of the following system restoration methods would be the LEAST destructive way to achieve this?

- A. System Restore
- B. System Image Recovery
- C. CHKDSK
- D. Windows Memory Diagnostic

**Answer:** A

### **Question No : 57**

An administrator is concerned about users accessing network shares outside of their job role. Which of

## CompTIA 220-902 Exam

the following would BEST prevent this?

- A. Set up shares with permissions based upon group membership.
- B. Implement a written policy addressing the issue for all users.
- C. Monitor access to the network shares using SNMP.
- D. Prevent remote logins to all network shares and drives.

**Answer: A**

### **Question No : 58**

A technician is trying to prevent a local application from reaching the web due to security concerns. Which of the following solutions could BEST prevent the application from reaching the web? (Select TWO).

- A. Configure the workstation for a static IP
- B. Disable all wireless network connections
- C. Remove shortcuts to the application
- D. Block the application in Windows Firewall
- E. Change network location to Work
- F. Reroute the web address in HOSTS file

**Answer: D,F**

### **Question No : 59**

An end-user is attempting to access a file-sharing site to download files shared by a customer, but is receiving a message stating the site has been blocked. Which of the following is the MOST likely cause of this issue?

- A. Antivirus software
- B. Internet connectivity issues
- C. Ransomware infection

## CompTIA 220-902 Exam

D. Content-filtering

**Answer: D**

### **Question No : 60**

A customer has made several trouble calls to the help desk and is very irate. The technician that receives the call has learned that the issue has not yet been resolved. The technician politely asks the customer to explain the issue, and learns that the problem needs to be escalated. Which of the following should the technician do once the problem has been escalated?

A. Communicate status with customer and ensure successful call transfer

B. Remain on the line until the issue is resolved

C. Inform the customer that the issue cannot be resolved at this level

D. Tell customer that patience will be needed

**Answer: A**

### **Question No : 61**

A user needs to connect securely to the company network while working from a hotel room. Which of the following would the user need available to accomplish this?

A. AES

B. VPN

C. UTM

D. WPA2

**Answer: B**

### **Question No : 62 CORRECT TEXT**

Two components of Genericware2.0 are causing performance issues on a Windows 7 PC. One Genericware2.0 component is currently not responding and needs to be disabled upon reboot. To prevent further performance issues ensure both components are no longer running upon reboot without making any other changes to the current system or without deleting registry keys or shortcuts.

Instructions: When you have completed the simulation, please select the done button to submit your

## CompTIA 220-902 Exam

answer.

### **Question No : 63**

Which of the following describes when an application is able to reuse Windows login credentials?

- A. Access control list
- B. Principle of least privilege
- C. Single sign-on
- D. Pass-through authentication

**Answer: C**

### **Question No : 64**

A technician is tasked with improving the security of a SOHO network. The office is comprised of a single wireless router located under the front desk where the office manager sits. All desktop computers are wired into the router which is configured with strong device credentials. Additionally, wireless is disabled on the router. Which of the following should the technician perform NEXT to improve the security of the SOHO network?

- A. Disable the router's remote management feature.
- B. Enable WPA2 wireless encryption.
- C. Change the router's default admin name and password.
- D. Place the router in a locked room.

**Answer: D**

### **Question No : 65**

A customer calls an IT consultant to explain an issue they are having with their Windows 7 Professional PC. Windows Update attempts to install patches upon each startup but fails on the same single update. The customer has attempted to re-run Windows Update from Control Panel but the issue remains. Which of the following courses of action would BEST resolve the problem?

- A. Running a full DEFrag on the system

## CompTIA 220-902 Exam

- B. Clearing the AppData temp folder entirely
- C. Clearing the Windows Update download cache entirely
- D. Uninstalling the Windows Update feature in Windows 7 and reinstalling it directly from the Microsoft website

**Answer: C**

### **Question No : 66**

A technician is trying to install Windows on a computer. The install process reports there are no storage devices available, but the BIOS shows a hard drive is installed. Which of the following does the technician need to do?

- A. Create a primary partition
- B. Use NTFS
- C. Enable PXE
- D. Install third-party drivers

**Answer: D**

### **Question No : 67**

A technician is configuring a SOHO 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 network. 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**

## CompTIA 220-902 Exam

### **Question No : 68**

A customer with a PC has requested assistance setting up Windows 7 parental controls within the web browser. The customer would like to limit how much time a child can spend on a particular website. Which of the following tabs under Internet Options will allow the user to create those settings?

- A. Privacy
- B. Advanced
- C. Security
- D. Content

**Answer: D**

### **Question No : 69**

A technician is tasked to change the number of CPU cores available to the OS to enhance productivity. Which of the following tools would allow the technician to perform this task?

- A. msconfig
- B. perfmon
- C. taskmgr
- D. dxdiag

**Answer: A**

### **Question No : 70**

Which of the following network hosts would MOST likely provide the services needed to allow client access to Internet web pages?

- A. File server
- B. Web server
- C. WINS server
- D. Proxy server

## CompTIA 220-902 Exam

**Answer: D**

**Question No : 71**

Ann, a user, has brought her laptop in for service. She reports that her battery is at 100%, but whenever it is unplugged it immediately shuts down. Which of the following should the technician do?

- A. Replace the battery
- B. Change power settings to balanced
- C. Replace the power adapter
- D. Enable APM in the BIOS

**Answer: A**

**Question No : 72**

A technician is tasked with setting up a user's webmail on a tablet, phone, and laptop. The user would like the data synced to all three devices. Which of the following items can be synced to the devices via webmail? (Select THREE).

- A. Free/busy
- B. Programs
- C. Documents
- D. Calendar
- E. Favorites
- F. Social media
- G. Contacts

**Answer: A,D,G**

**Question No : 73**

A user, Ann, has reported that she lost a laptop. The laptop had sensitive corporate information on it that has been published on the Internet. Which of the following is the FIRST step in implementing a best

## CompTIA 220-902 Exam

practice security policy?

- A. Require biometric identification to log into the laptop.
- B. Require multifactor authentication to log into laptop.
- C. Require laptop hard drives to be encrypted.
- D. Require users to change their password at frequent intervals.
- E. Require users to have strong passwords.

**Answer: C**

### **Question No : 74**

A technician is installing a wireless network and wants to limit the signal available outside the building. Which of the following would help accomplish this?

- A. Place directional antennas
- B. Use omni-directional antennas
- C. Enable MAC filtering
- D. Disable SSID broadcast

**Answer: A**

### **Question No : 75 DRAG DROP**

Drag and drop the following Windows 7 versions in order according to their feature-sets, from MOST to LEAST.





Answer:



**Question No : 76**

A technician is installing Windows 7 on a computer with a previously used hard drive. After receiving an error, the technician realizes the hard drive does not support this install. Which of the following tasks should the technician perform?

- A. Partition the hard drive in Extended format.
- B. Use Windows Update to download the appropriate driver.
- C. Enable Multiboot in the BIOS.
- D. Convert the file system to NTFS.

**Answer: D**

**Question No : 77**

Joe, a technician, would like to map a network drive when he starts up his computer in the morning. Which of the following commands would he use to accomplish this task?

## CompTIA 220-902 Exam

- A. NSLOOKUP
- B. NETSTAT
- C. NBTSTAT
- D. NET

**Answer: D**

### **Question No : 78**

A user tries to connect to the Internet using a dial-up modem and receives a “No dial tone detected” message. Which of the following is the FIRST thing the technician should check to troubleshoot the issue?

- A. Check if the cable is connected on the modem’s phone RJ-45 port.
- B. Check if the cable is connected on the modem’s line RJ-11 port.
- C. Check if the cable is connected on the modem’s line RJ-45 port.
- D. Check if the cable is connected on the modem’s phone RJ-11 port.

**Answer: B**

### **Question No : 79**

An end user calls the company’s IT service desk to report an inability to open encrypted emails on a mobile device. Which of the following BEST represents a possible cause?

- A. A valid certificate suitable for S/MIME is not installed.
- B. Emails received by the user lack suitable digital signatures.
- C. SSL/TLS certificates stored on the device are expired.
- D. The sender did not have the addressee’s public certificate.

**Answer: A**

### **Question No : 80 CORRECT TEXT**

## CompTIA 220-902 Exam

The network administrator has changed the IP address of ComputerA from 192.168.1.20 to 10.10.10.20 and now Jane, a user, is unable to connect to file shares on ComputerA from ComputerB using the computer name. Instructions: Using the available tools, resolve the connectivity issues. When you have completed the simulation, please select the done button to submit your answer.

### **Question No : 81**

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 performance?

- A. msconfig
- B. Task Manager
- C. Event Viewer
- D. netmon

**Answer: B**

### **Question No : 82**

A user, Ann, reports that her laptop will no longer connect to wireless. Joe, a technician, checks the device manager and does not see a wireless networking card or any unknown devices. Which of the following should Joe do FIRST?

- A. Check to make sure the wireless card was not turned off via the hardware switch or keyboard shortcut.
- B. Install a USB wireless card to ensure that Windows networking is working properly.
- C. Open the laptop and reseal the network card and both antennas.
- D. Download and install the latest wireless driver from the manufacturer's website.

**Answer: A**

### **Question No : 83**

A small business owner is setting up their wireless network in their office, which is in a building shared with several other businesses. The owner does not want to disable the SSID broadcasting due to visiting customers needing to use the network, but does not want other businesses to notice the network, let alone access it. Which of the following would BEST accomplish this?

## CompTIA 220-902 Exam

- A. Configure the access point encryption from unsecured access to WEP.
- B. Adjust the radio power so that coverage is restricted to the business.
- C. Change the SSID to reflect the business name instead of a public access point.
- D. Enable MAC filtering and restrict access to other company's devices.

**Answer: B**

### **Question No : 84**

A technician enabled remote management on the small office WAP to manage this device from another location. Users are reporting that the WAP has changed its SSID without anyone's knowledge. Which of the following would prevent this from occurring?

- A. Change to user MAC filtering
- B. Change default usernames and passwords
- C. Disable the SSID from broadcasting
- D. Enable static IP addresses

**Answer: B**

### **Question No : 85**

A company wants to ensure that the latest cyber security threats are known to the employees across the enterprise to minimize occurrences. Which of the following should be implemented?

- A. Message of the Day
- B. Email lists
- C. Company forums
- D. Regular user education

**Answer: D**

### **Question No : 86**