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CompTIA 220-1002

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QUESTION NO: 1

A technician recently installed a new secondary hard drive in a Windows 10 desktop. After the installation, the computer displayed the following error message: No Operating System Found. However, after unplugging the new hard drive, the error message no longer appeared. The technician then reconnected the new drive to continue troubleshooting.

Which of the following steps should the technician take NEXT?

- A. Reboot into safe mode
- B. Check the boot order
- C. Format the drive
- D. Perform Windows Recovery
- E. Run the chkdsk command

ANSWER: B**QUESTION NO: 2**

A home user reports slow computer performance and application crashes after clicking a "repair" button on a pop-up warning while browsing the Internet. Which of the following are the FIRST steps a technician should take to identify and resolve the issue? (Choose two.)

- A. Perform a system file check and replace any changed files with their original versions
- B. Enable the pop-up blocker on the Internet browser
- C. Uninstall any recently installed unknown programs and browser extensions
- D. Perform a hard shutdown and cold boot the computer
- E. Scan the RAM and hard drive using an up-to-date antivirus program

ANSWER: B C**QUESTION NO: 3**

A technician is repairing a computer.

Which of the following should the technician do to protect the computer from accidental voltage spikes?

- A. Practice electrical fire safety.

- B. Clean tools properly before use.
- C. Remove any jewelry.
- D. Connect a proper ESD strap.

ANSWER: D

QUESTION NO: 4

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? (Choose two.)

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

ANSWER: C D

QUESTION NO: 5

A security administrator does some network testing and identifies significant issues with security on desktop computers. As part of remediation, the network administrator is developing documentation based on best practices for applying updates to end users' computers. The network administrator must create the process documentation needed to submit back to the security administrator for approval. Which of the following process documents would the network administrator MOST likely create? (Choose two.)

- A. Risk analysis
- B. End-user acceptance
- C. Backout plan
- D. Plan for change
- E. Business processes
- F. Request for proposal

ANSWER: C D**QUESTION NO: 6**

Which of the following devices are MOST likely to have a grounding wire attached to them based on the manufacturer's design? (Choose two.)

- A. UPS
- B. Server rack
- C. PoE phone
- D. Desktop printer
- E. Modem
- F. Patch panel

ANSWER: A B**QUESTION NO: 7**

A user's personal settings are not saving, and a technician suspects the user's local Windows profile is corrupt. The technician wants to check the size of the ntuser.dat file, but it does not appear in the user's profile directory. Which of the following Control Panel utilities should the technician use to correct this?

- A. Folder Options
- B. Sync Center
- C. Display Settings
- D. User Accounts

ANSWER: A**QUESTION NO: 8**

Ann, a customer, calls a technician and states that she is very concerned about the privacy of her home computer and the security of her home network while browsing the Internet. Which of the following would the technician MOST likely discuss with Ann to educate her on security concepts addressing her concerns? (Choose two.)

- A. Firewall
- B. Antivirus
- C. Email filtering

D. ACLs

E. VPN

ANSWER: A E

QUESTION NO: 9

A technician has identified malware on a user's system.

Which of the following should the technician do NEXT according to malware removal best practices?

A. Enable System Restore and create a restore point so no data is lost

B. Educate the user about how to avoid malware in the future

C. Update the antivirus software and run a full system scan

D. Move the infected system to a lab with no network connectivity

ANSWER: D

QUESTION NO: 10

A technician is scheduled to upgrade a grocery store's network equipment at 11:00 p.m. There are only a few shoppers in the store; therefore, the store manager wants the technician to start the upgrade early. Which of the following is the NEXT step the technician should perform?

A. Create a back-out plan for the store

B. Review the change request document

C. Draft the new network diagrams

D. Get approval from the Change Advisory Board

ANSWER: D

QUESTION NO: 11

A user received a brand new mobile device about six months ago. The device is now running very slowly and is hotter than normal, and certain applications crash when they are started. Which of the following are the BEST options for troubleshooting this phone? (Choose two.)

A. Check for any applications that are running and stop them.

- B. Check the device's battery and replace it.
- C. Check the smartphone's screen and replace it.
- D. Check the smartphone's charging cable to ensure it is working properly.
- E. Check for any unnecessary applications and uninstall them.
- F. Check for any OS updates and install them.

ANSWER: B E

QUESTION NO: 12

A technician is repairing a computer's motherboard in a clean environment. The technician needs to ensure all necessary safety procedures are taken prior to performing the replacement.

Which of the following should the technician employ during this process to ensure safety? (Choose two.)

- A. CPU paste
- B. Safety goggles
- C. Self-grounding
- D. ESD straps
- E. Antistatic bag
- F. Air filter mask

ANSWER: D E

QUESTION NO: 13

Which of the following file extensions are commonly used to install applications on a macOS machine? (Choose three.)

- A. .mac
- B. .pkg
- C. .deb
- D. .dmg
- E. .msi
- F. .appx
- G. .app

H. .apk

ANSWER: B D G

Explanation:

Reference: <https://www.file-extensions.org/mac-os-x-file-extensions>

QUESTION NO: 14

A user's antivirus recently expired, so the user downloaded and installed a free system protection application. The application found numerous rootkits, Trojans, viruses, and missing critical patches. It was unable to fix all the issues, however, and suggested the user call technical support. Which of the following is the FIRST step to begin repairing the computer?

- A. Remove the rogue antivirus.
- B. Install Windows Updates.
- C. Reimage the computer.
- D. Call the technical support number.

ANSWER: B

QUESTION NO: 15

Joe, a customer, requests to have a technician rename his laptop to the name of his favorite sports team. Which of the following documents MUST the technician consider before performing this action?

- A. Acceptable use policy
- B. Inventory management
- C. EULA
- D. MDM policy

ANSWER: B

QUESTION NO: 16 - (SIMULATION)

SIMULATION

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.

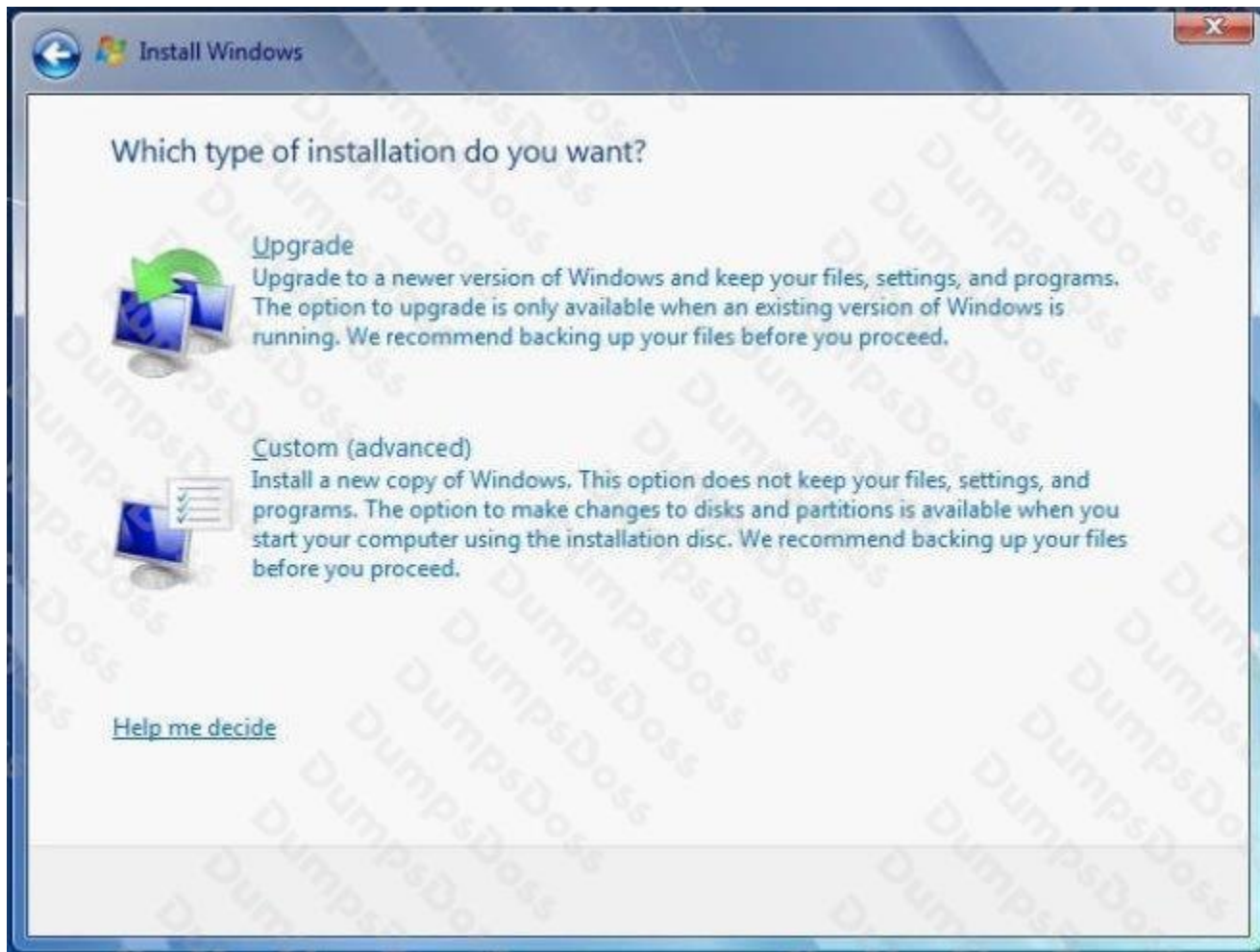
Please repair this failure without overwriting the customers' local user profiles.

INSTRUCTIONS

Use the Windows recovery and repair utilities to remediate the issue.

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





ANSWER: Please see explanation.

Explanation:

Step 1: Choose Boot from Windows 7 DVD

Step 2: Click Install

Step 3: Choose Upgrade

QUESTION NO: 17

A company is upgrading the desktops of all its employees. Users in the multimedia department would like to keep the RAM from their current desktops to upgrade their new devices. Following change management best practices, which of the following actions should a technician perform NEXT?

- A. Report the request to the board.
- B. Document the change in the project notes.
- C. Consult the back-out plan for guidance.
- D. Perform the RAM upgrade as requested.

ANSWER: C**QUESTION NO: 18**

A company has several hard drives that contain old and irrelevant information. The company would like to wipe and repurpose the hard drives for another system. Which of the following would be the BEST option to meet the requirement and ensure no residual data remains on the repurposed hard drives?

- A. Wipe the drives.
- B. Format the drives.
- C. Degauss the drives.
- D. Delete the drive partitions.

ANSWER: A**QUESTION NO: 19**

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

ANSWER: B

QUESTION NO: 20

A healthcare institute has asked the IT department to help protect medical and financial data. Which of the following regulations is the healthcare provider MOST concerned about? (Choose two.)

- A. EULA
- B. DRM
- C. PHI
- D. PCI
- E. GDPR
- F. PII

ANSWER: C F**Explanation:**

Reference: <https://www.csoonline.com/article/3215864/how-to-protect-personally-identifiable-information-pii-under-gdpr.html>