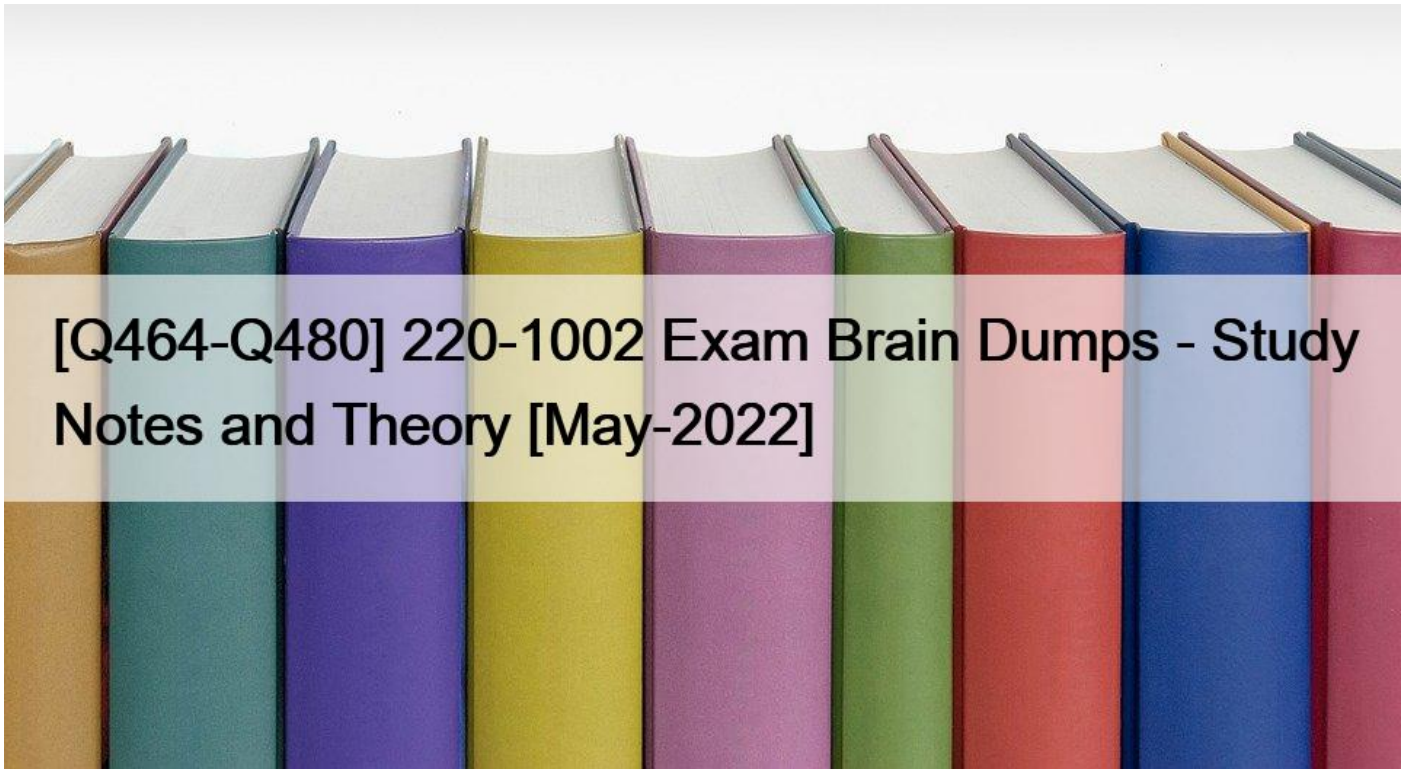# [Q464-Q480 220-1002 Exam Brain Dumps - Study Notes and Theory [May-2022

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NO.464 Which of the following BEST describes the Guest account on a Windows system?
* 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.
* 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.
* 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.
* 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.

NO.465 A technician is attempting to repair a Windows computer that is infected with malware. The machine is quarantined but still cannot boot into a standard desktop.

Which of the following is the most likely NEXT step?
* Disable System Restore.
* Create a restore point.
* Apply system updates.
* Restart into safe mode.

NO.466 A technician has been dispatched to resolve a malware problem on a user’s workstation. The antivirus program discovered several hundred potential malware items on the workstation and removed them successfully. The technician decides to schedule daily scans on the system, enables System Restore, and creates a restore point. Which of the following should the technician do NEXT?

* Run the scan again to ensure all malware has been removed
* Quarantine the infected workstation from the network
* Install all of the latest Windows Updates to patch the system
* Educate the user on safe browsing practices

NO.467 A customer is shopping for a new tablet. The customer is primarily concerned about transferring applications from the old tablet to the new one. Which of the following specifications is MOST important when selecting a new tablet?

* Screen size
* Storage
* Wireless speed
* Operating system

NO.468 Which of the following is considered government-regulated data?

* PII
* End-user license agreement
* Digital Millennium Copyright Act
* DRM

NO.469 A company would like to increase its security measures because a workstation was recently hacked. Which of the following would offer the BEST protection from unauthorized access of workstations?

* Implementing strong passwords
* Restricting user permissions
* Encrypting the filesystem
* Disabling AutoRun.

NO.470 Ann, an employee at a company, calls the help disk to report issues logging on to a vendor’s website. Joe, the technician, is able to log in successfully with his credentials before going to Ann’s office. However, when he attempts to log in from Ann’s office, Joe experiences the same issue. Ann asks Joe questions about the new software installed on the laptop from the pop-up notification.

Which of the following are the NEXT stepsJoe should take to resolve the issue? (Select two.)

* Ask Ann for her credentials to verify and log on to the vendor’s website from Ann’s laptop
* Verify Ann’s laptop has the correct browser settings
* Check all browser cached files on Ann’s laptop andlog on to another vendor’s website
* Attempt to log on to another vendor’s website from Ann’s laptop
* Ask Ann about the notification and review the installed programs
* Reinstall the browser, reboot the laptop, and check the vendor’s website again

NO.471 A technician is hardening a Windows workstation. One of the hardening requirements for the workstation is to prevent potential privilege escalation attacks on the local system. Which of the following steps should the technician perform to BEST meet this requirement?

* End the Isass.exe service running on the system.
* Uninstall and reinstall the antivirus program.
* Disable and rename the administrator account.
* Update the system with the latest security updates.

NO.472 Hotspot Question

Welcome to your first day as a Fictional Company. LLC helpdesk employee. Please work the tickets in your helpdesk ticket queue.

Click on individual tickers to see the ticket details. View attachments to determine the problem.

Select the appropriate issue from the ‘issue’ drop-down menu. Then, select the MOST efficient resolution from the ‘Resolution’ drop-down menu. Finally, select the proper command or verification to remediate or confirm your fix of the issue from the Verify Resolve drop-down menu.

BSOD

Uninstall Application

Safemode

NO.473 While attempting to install a new program, an end user is notified the workstation meets the memory requirements, but it does not meet the requirements for free space. Due to time constraints, the user needs a quick way to install and access the program. Which of the following is the user’s BEST option given the situation?
* Install to a network drive
* Install to a USB drive
* Install to a DVD-RW
* Install to a secondary internal HDD

NO.474 Which of the following built-in accounts was removed in Windows 10?
* Power User
* Administrator
* Guest
* Standard User

NO.475 A technician connected to a network switch remotely from a workstation. During an audit, a Security analyst discovered the technician transmitted the username and password in plaintext over the network. Which of the following remote access technologies did the technician use to connect?
* Telnet
* SSH
* SFTP
* RDP

NO.476 A computer becomes infected with malware, which manages to steal all credentials stored on the PC. The malware then uses elevated credentials to infect all other PCs at the site.

Management asks the IT staff to take action to prevent this from reoccurring.

Which of the following would BEST accomplish this goal?
* Use an antivirus product capable of performing heuristic analysis
* Use a host-based intrusion detection system on each computer
* Disallow the password caching of accounts in the administrators group
* Install a UTM in between PC endpoints to monitor for suspicious traffic
* Log all failed login attempts to the PCs and report them to a central server

NO.477 A technician is recycling PCs to be reused by a middle school.

Which of the following methods is MOST appropriate for ensuring data has been removed from the PCs?
* Standard formatting
* HD drilling
* Low-level formatting
* HD partitioning

NO.478 A user in a SOHO wants to allow Joe, a remote technician, to connect securely to the user’s workstation Joe

informs the user that the VPN was successful, but he still cannot connect. Which of the following settings in the SOHO router MOST likely need to be adjusted?

* Encryption
* Firewall
* DHCP
* DNS
* NAT

NO.479 Which of the following are best practices to avoid ESD-related damage when handling internal computer components? (Choose two.)

* Ground oneself before touching components.
* Avoid exposing components to sources of RFI.
* Maintain cool and dry air in the work environment.
* Handle cards by their edges to avoid contacting ICs.
* Wear adequate eye protection at all times.
* Ensure hardware is plugged into a grounded outlet.

NO.480 A technician is setting up a new laptop for a doctor to take to a conference. The laptop contains private health information, and the technician needs to ensure the laptop is protected from unauthorized access in case it us lost or stolen. Which of the following the technician implement the BEST meet this requirement? (Select TWO.)

* UEFI password
* Privacy screen protector
* Login time restrictions
* User account restrictions
* Password expiration
* Full disk encryption

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