



Free Questions for 220-1102 by certsdeals

Shared by Parsons on 15-07-2022

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Question 1

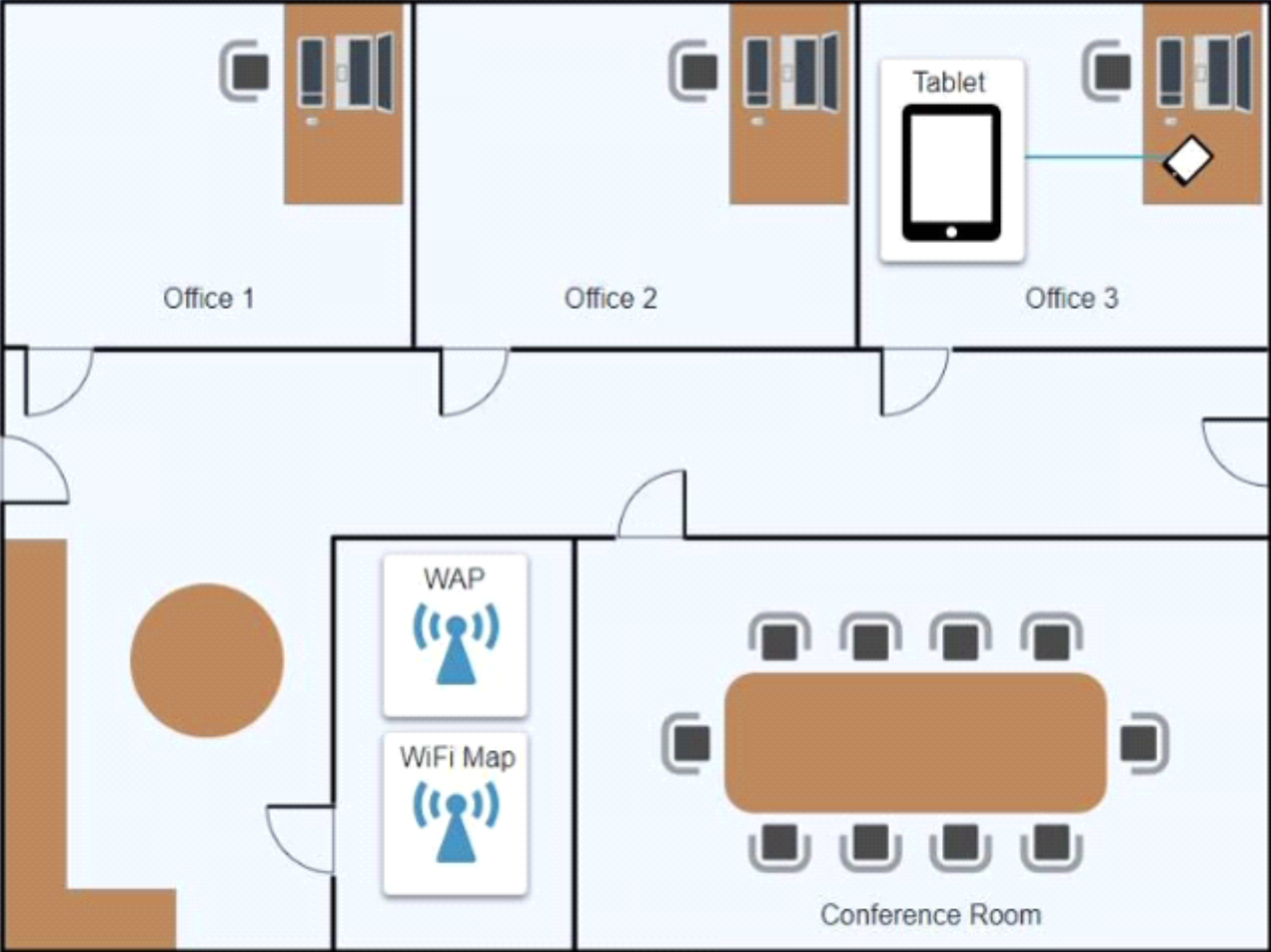
Question Type: MultipleChoice

Ann, a CEO, has purchased a new consumer-class tablet for personal use, but she is unable to connect it to the company's wireless network. All the corporate laptops are connecting without issue. She has asked you to assist with getting the device online.

INSTRUCTIONS

Review the network diagrams and device configurations to determine the cause of the problem and resolve any discovered issues.

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



Settings

Settings

- Airplane Mode
- Wi-Fi** None
- Bluetooth On
- Notifications
- Control Center
- Do Not Disturb
- General
- Display & Brightness
- Wallpaper

WiFi

802.11 None >

SSID ANNHOME >

Saved Networks >

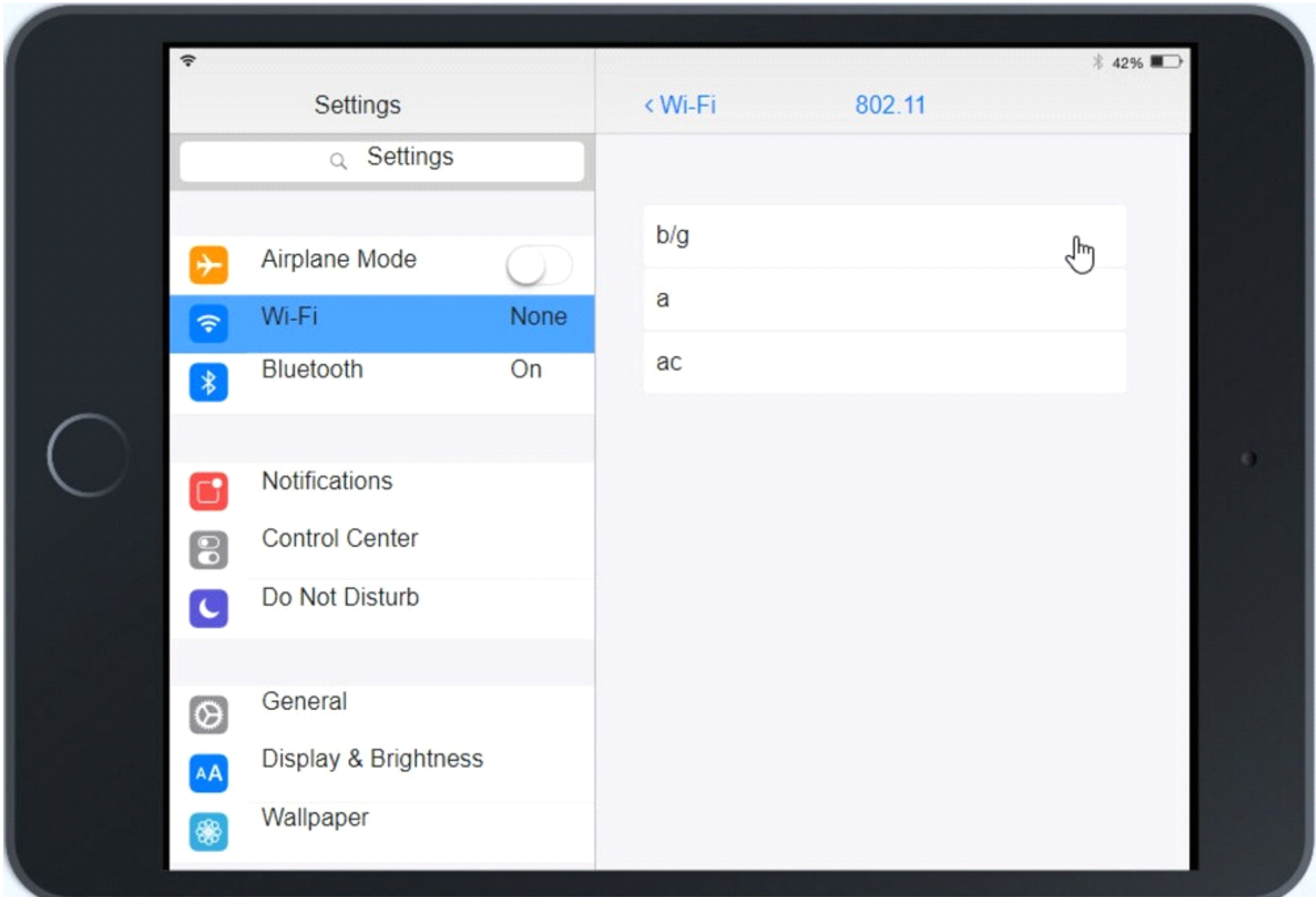
Frequency None >

WIRELESS SECURITY MODE

Security Mode None >

Passphrase




[Forget All Networks and Settings](#)








42%

Settings

Settings


-  Airplane Mode
-  **Wi-Fi** None
-  Bluetooth On

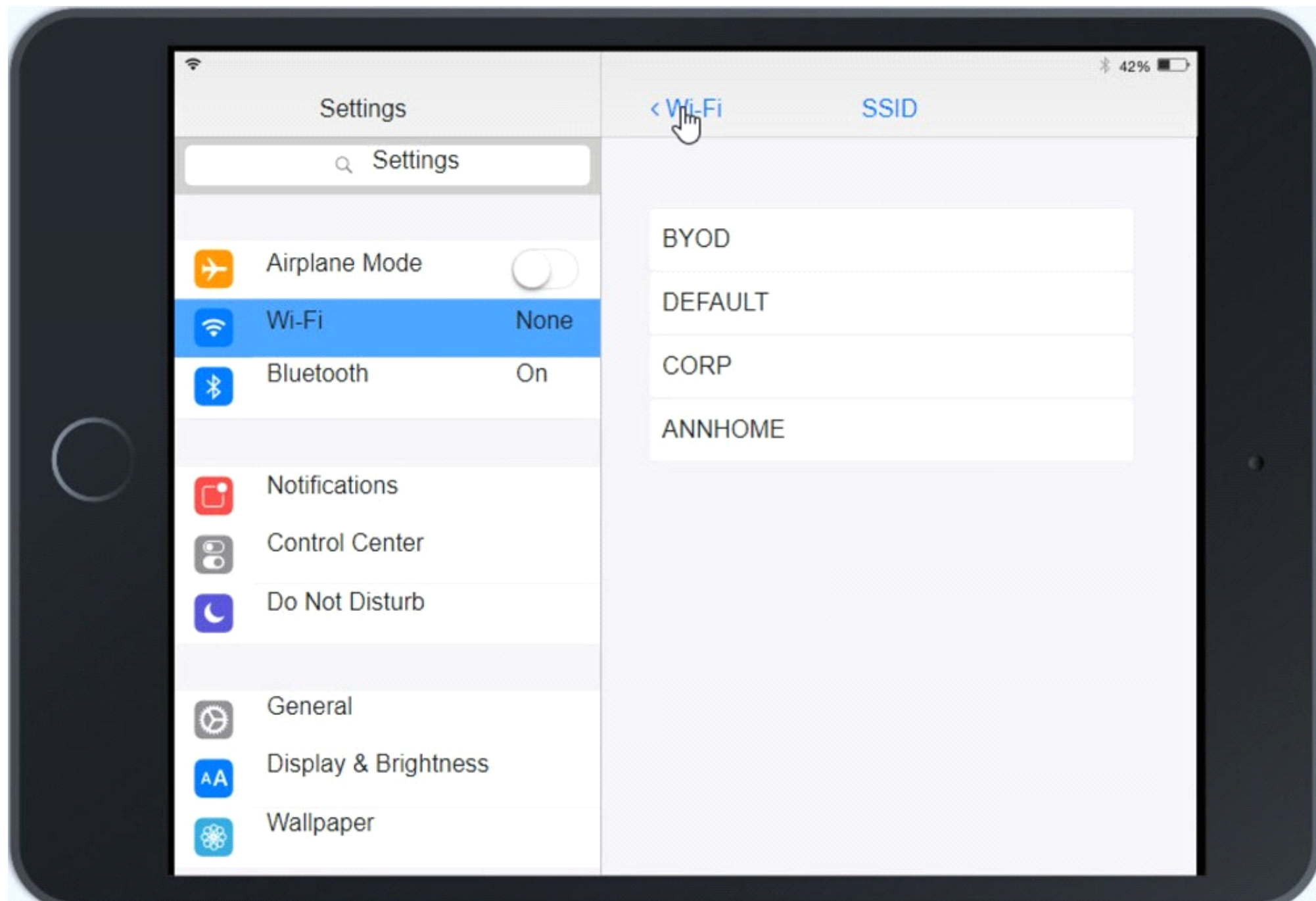
-  Notifications
-  Control Center
-  Do Not Disturb

-  General
-  Display & Brightness
-  Wallpaper

< Wi-Fi

802.11

- b/g 
- a
- ac



Settings

Settings



Airplane Mode



Wi-Fi

None



Bluetooth

On



Notifications



Control Center



Do Not Disturb



General



Display & Brightness



Wallpaper

< Wi-Fi

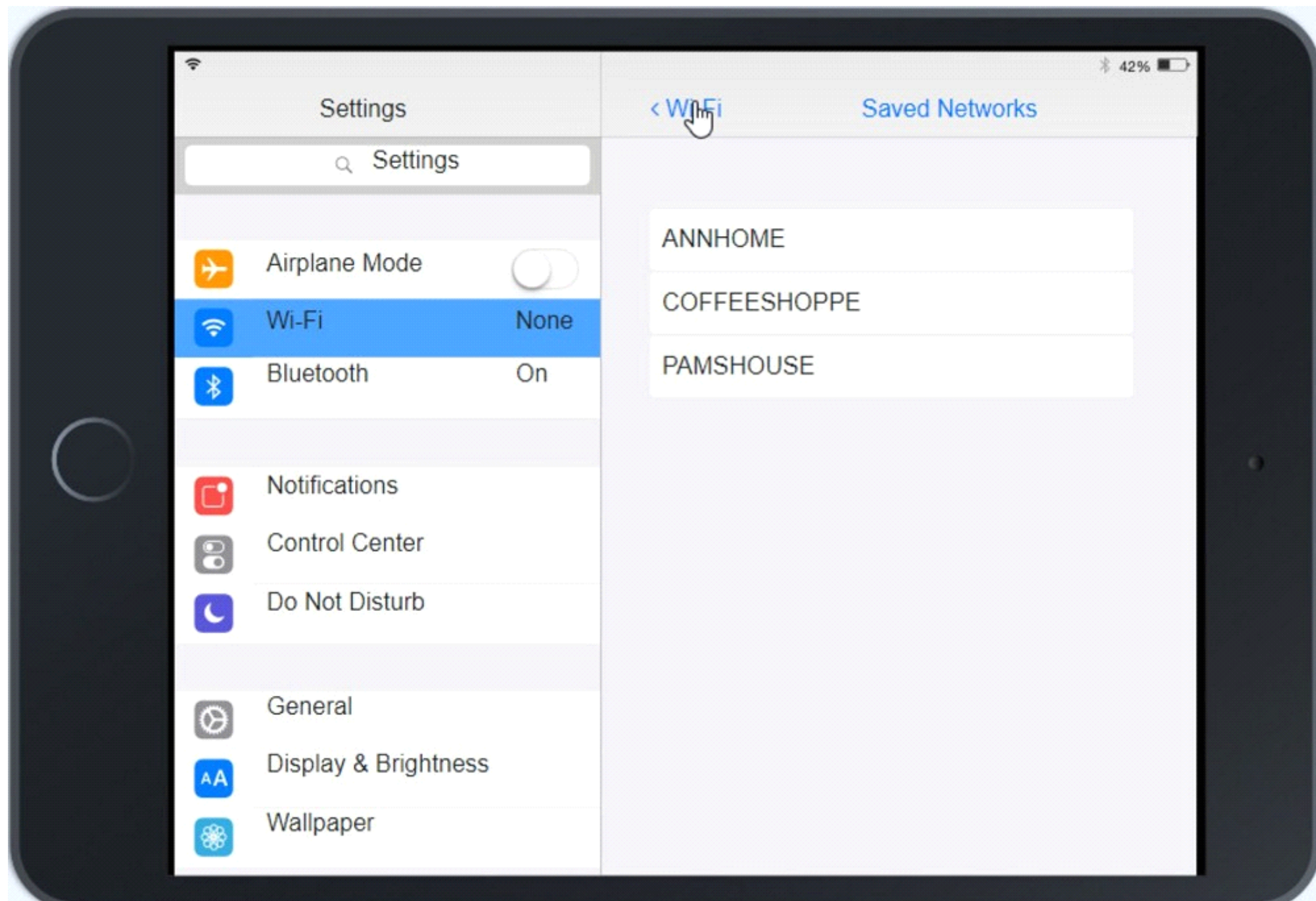
SSID

BYOD

DEFAULT




CORP




ANNHOME



Settings

Settings

-  Airplane Mode
-  **Wi-Fi** None
-  Bluetooth On

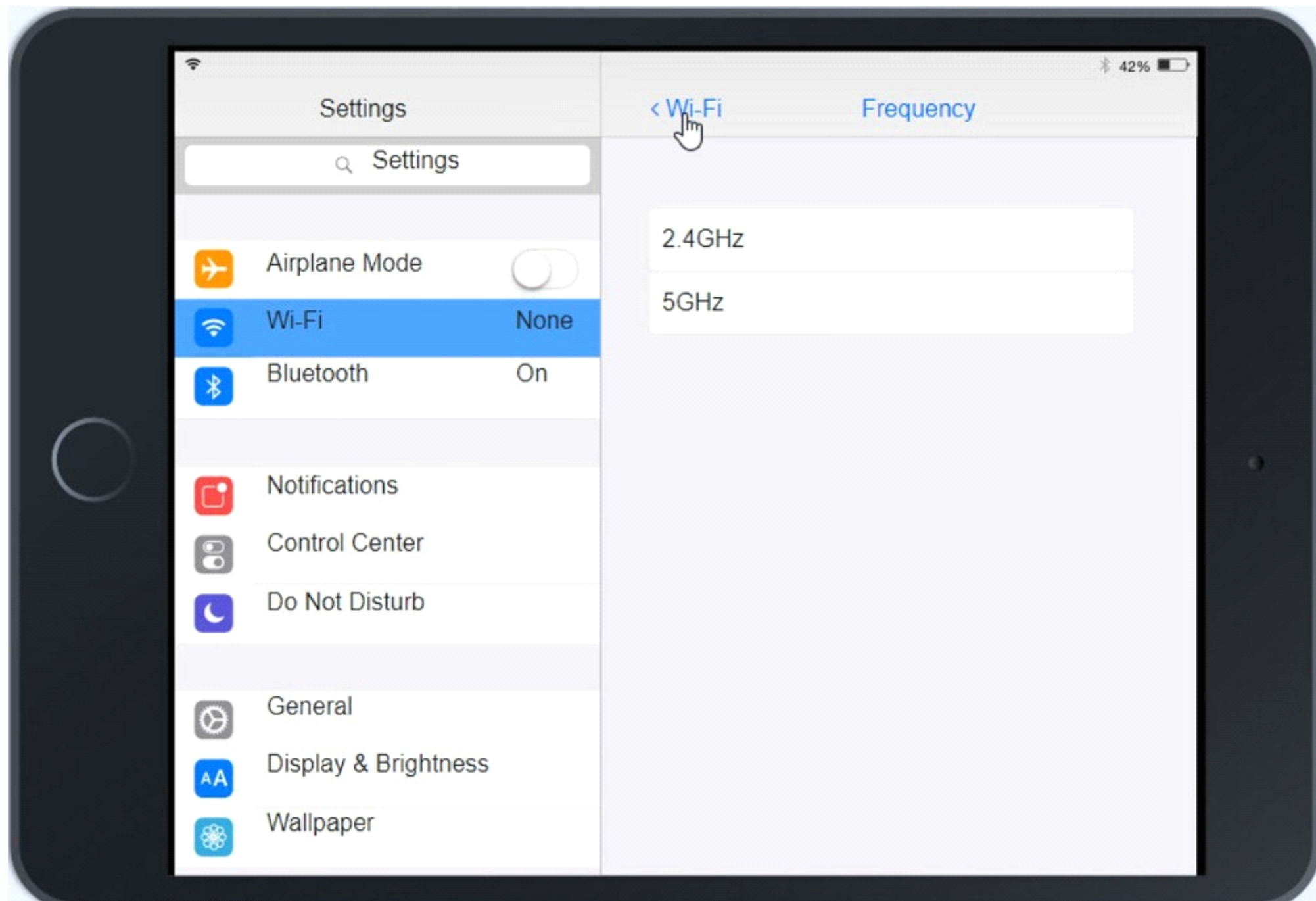
-  Notifications
-  Control Center
-  Do Not Disturb

-  General
-  Display & Brightness
-  Wallpaper

< Wi-Fi

Saved Networks

- ANNHOME
- COFFEESHOPPE
- PAMSHOUSE



Settings

Settings



Airplane Mode



Wi-Fi

None



Bluetooth

On



Notifications



Control Center



Do Not Disturb



General



Display & Brightness



Wallpaper

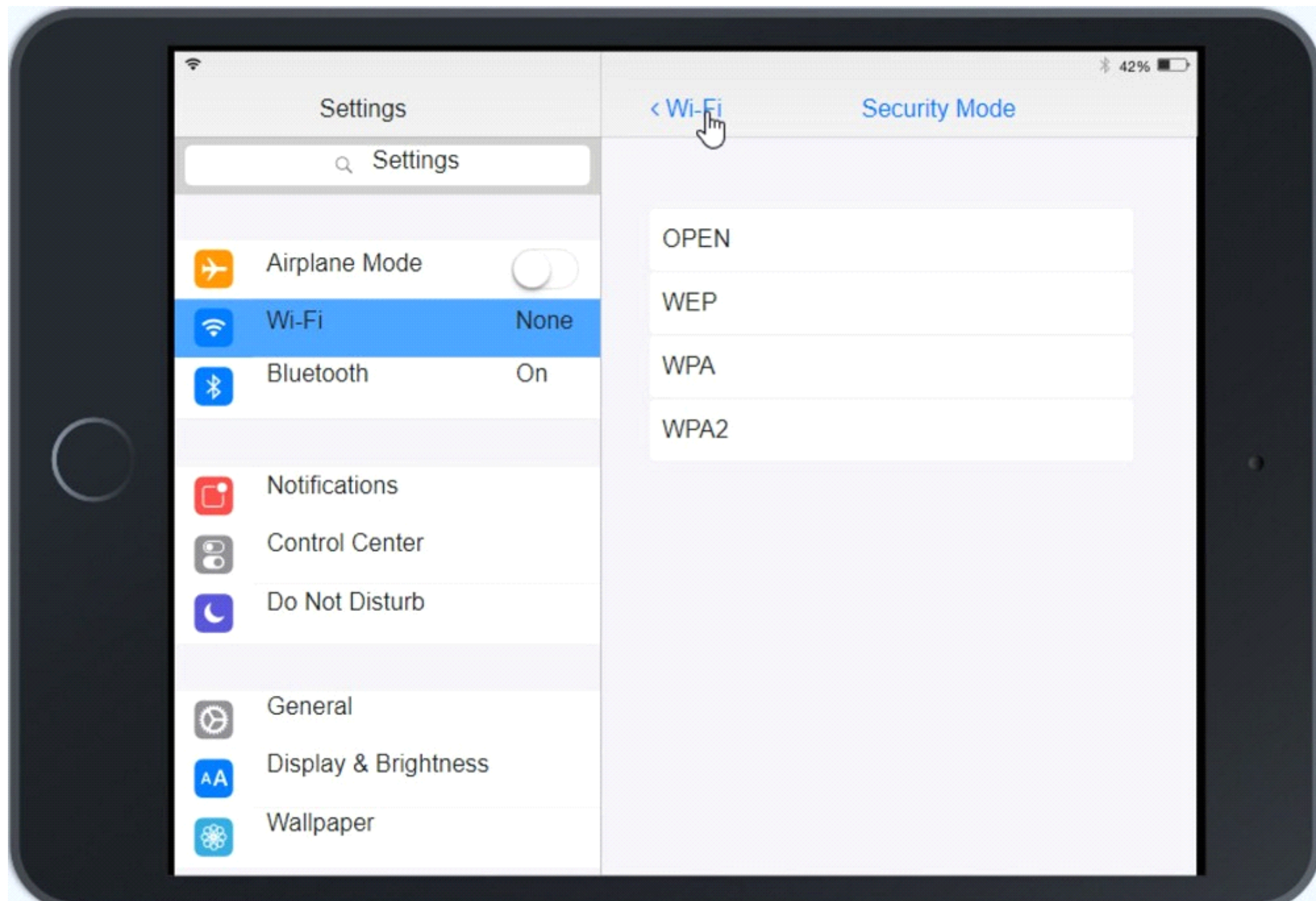
< Wi-Fi



Frequency

2.4GHz




5GHz






42%

Settings

Settings

-  Airplane Mode
-  Wi-Fi **None**
-  Bluetooth **On**

-  Notifications
-  Control Center
-  Do Not Disturb

-  General
-  Display & Brightness
-  Wallpaper

< Wi-Fi

Security Mode

- OPEN
- WEP
- WPA
- WPA2



Settings

Site

Wireless Networks

Networks

Guest Control

Admins

User Groups

VOIP

Controller

Cloud Access

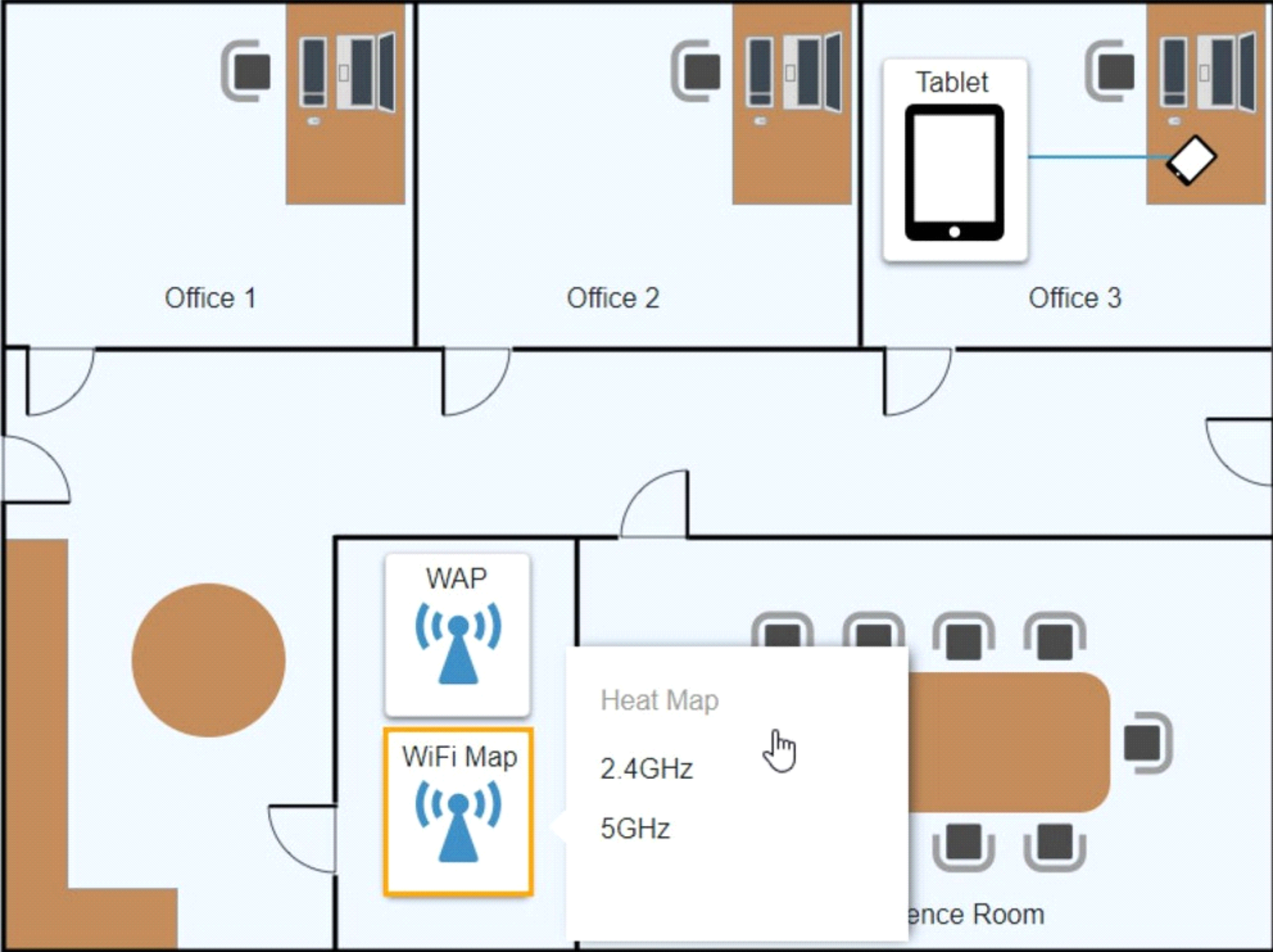
Maintenance

Wireless Networks

SSID	Frequency	Security	TotallySecure!
CORP	2.4GHz/5GHz	WPA2	Corpsecure1
BYOD	2.4GHz/5GHz	WPA-PSK	TotallySecure!



Create New Wireless Network



Office 1

Office 2

Office 3

Tablet

WAP



WiFi Map



Heat Map

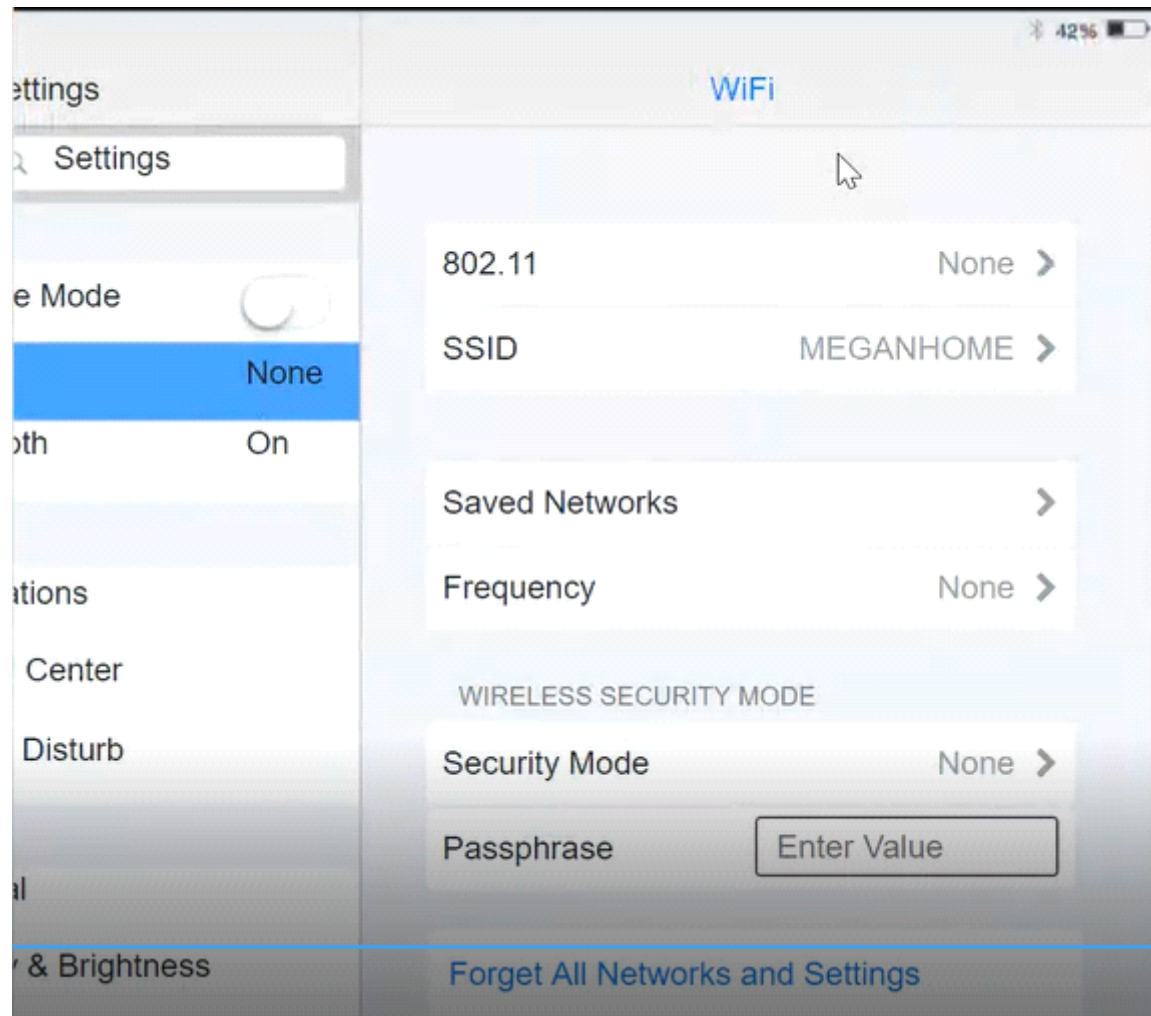
2.4GHz

5GHz

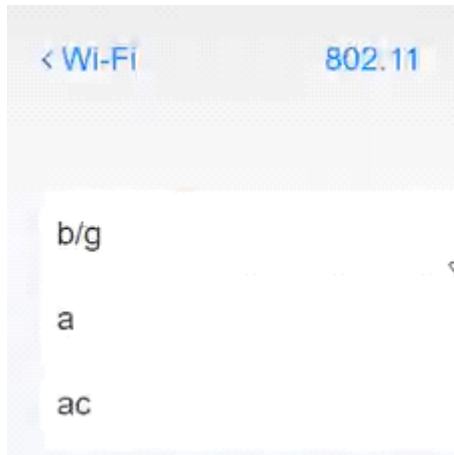
Conference Room

Options:

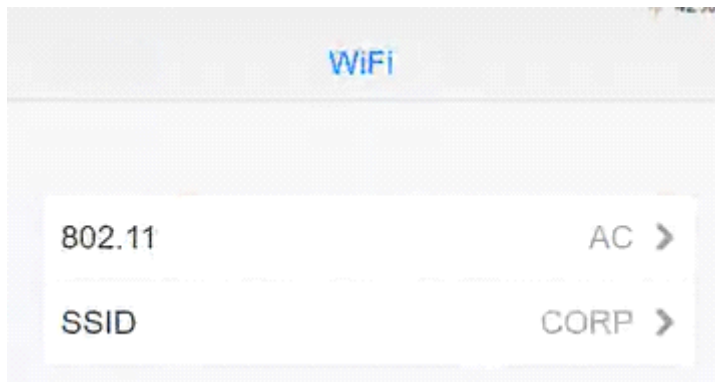
A- Explanation:



Click on 802.11 and Select ac



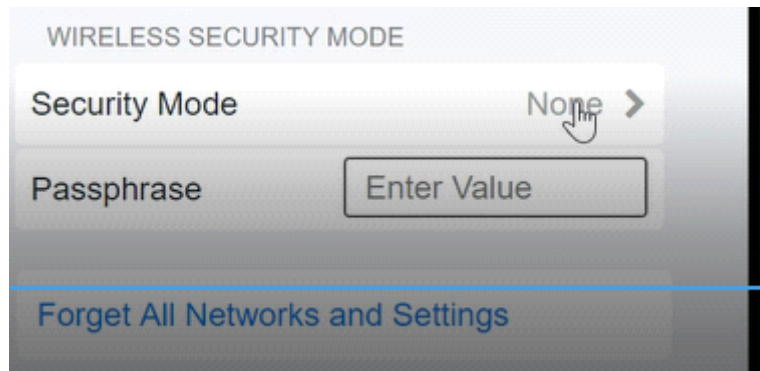
Click on SSID and select CORP



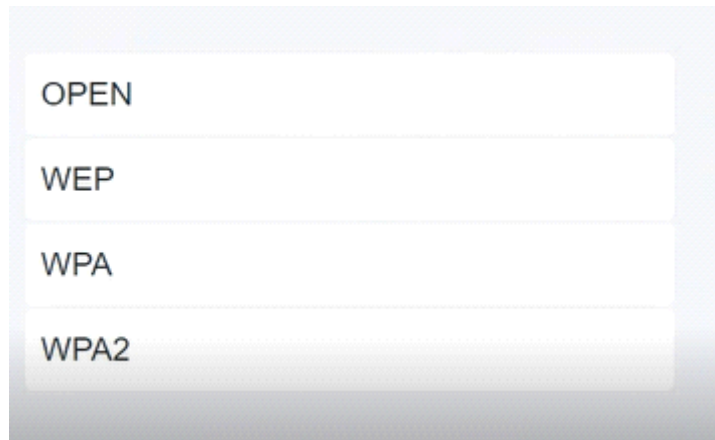
Click on Frequency and select 5GHz



At Wireless Security Mode, Click on Security Mode



Select the WPA2



Ann needs to connect to the BYOD SSID, using 2.4GHZ. The selected security method chose should be WPA PSK, and the password should be set to TotallySecret.

WiFi

802.11 a >

SSID CORP >

Saved Networks >

Frequency None >

WIRELESS SECURITY MODE

Security Mode WPA2 >

Passphrase

[Forget All Networks and Settings](#)

Answer:

A

Question 2

Question Type: MultipleChoice

An executive has contacted you through the help-desk chat support about an issue with a mobile device.

Assist the executive to help resolve the issue.

An executive has contacted you through the help-desk chat support about an issue with a mobile device.
Assist the executive to help resolve the issue.

Telecom.

Please follow the new mobile device guide provided on our website.

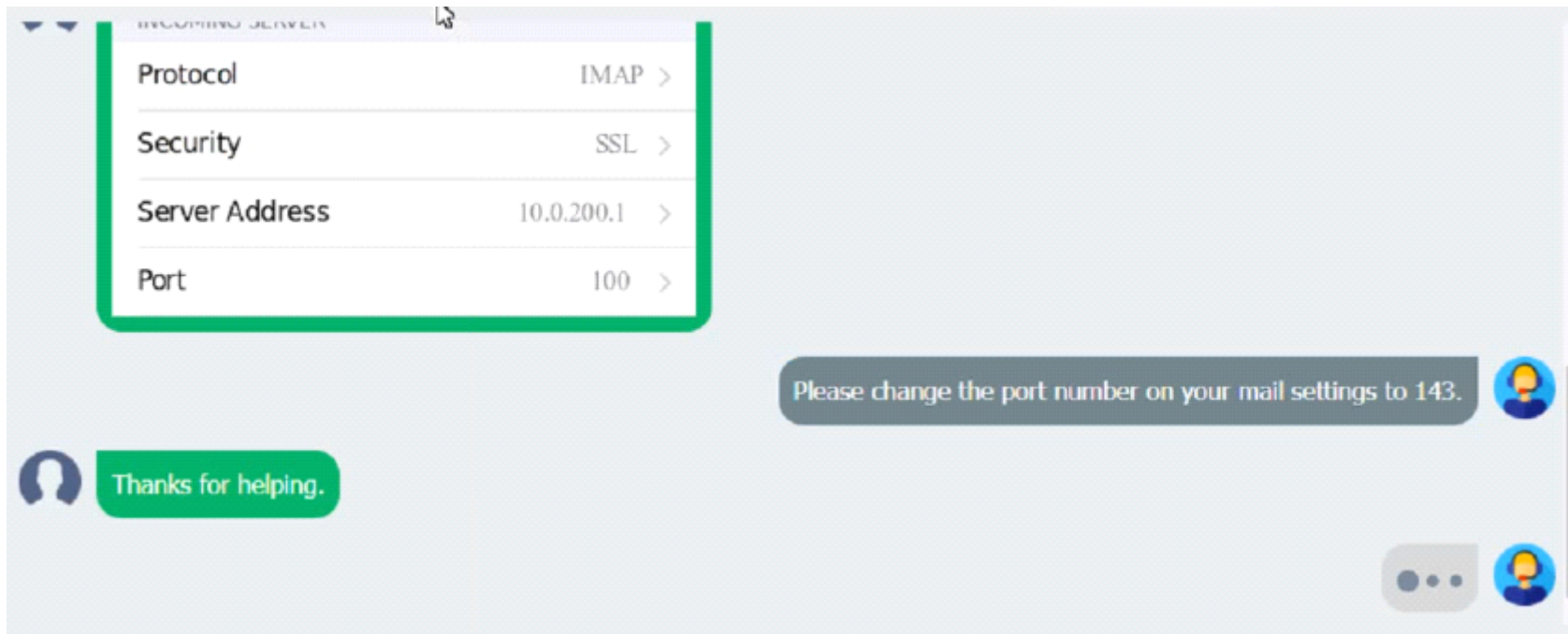
the latest update, here is a screenshot

IMAP >
SSL >
10.0.200.1 >
100 >

INSTRUCTIONS
Select the MOST appropriate statement for each response.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

on your mail settings to 143.

Send



Which of the following should be done NEXT?

Options:

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

Answer:

A

Question 3

Question Type: MultipleChoice

A user reports that a workstation is operating sluggishly. Several other users operate on the same workstation and have reported that the workstation is operating normally. The systems administrator has validated that the workstation functions normally. Which of the following steps should the systems administrator most likely attempt NEXT?

Options:

- A- Increase the paging file size
- B- Run the chkdsk command
- C- Rebuild the user's profile
- D- Add more system memory.
- E- Defragment the hard drive.

Answer:

C

Question 4

Question Type: MultipleChoice

An organization is centralizing support functions and requires the ability to support a remote user's desktop. Which of the following technologies will allow a technician to see the issue along with the user?

Options:

A- RDP

B- VNC

C- SSH

D- VPN

Answer:

B

Question 5

Question Type: MultipleChoice

A user is configuring a new SOHO Wi-Fi router for the first time. Which of the following settings should the user change FIRST?

Options:

- A- Encryption
- B- Wi-Fi channel
- C- Default passwords
- D- Service set identifier

Answer:

C

Question 6

Question Type: MultipleChoice

As part of a CYOD policy a systems administrator needs to configure each user's Windows device to require a password when resuming from a period of sleep or inactivity. Which of the following paths will lead the administrator to the correct settings?

Options:

- A- Use Settings to access Screensaver settings
- B- Use Settings to access Screen Timeout settings
- C- Use Settings to access General
- D- Use Settings to access Display.

Answer:

A

Question 7

Question Type: MultipleChoice

The network was breached over the weekend System logs indicate that a single user's account was successfully breached after 500 attempts with a dictionary attack. Which of the following would BEST mitigate this threat?

Options:

- A- Encryption at rest
- B- Account lockout
- C- Automatic screen lock
- D- Antivirus

Answer:

B

Question 8

Question Type: MultipleChoice

A technician needs to exclude an application folder from being cataloged by a Windows 10 search. Which of the following utilities should be used?

Options:

- A- Privacy

B- Indexing Options

C- System

D- Device Manager

Answer:

B

Question 9

Question Type: MultipleChoice

A technician has spent hours trying to resolve a computer issue for the company's Chief Executive Officer (CEO). The CEO needs the device returned as soon as possible. Which of the following steps should the technician take NEXT?

Options:

A- Continue researching the issue

B- Repeat the iterative processes

C- Inform the CEO the repair will take a couple of weeks

D- Escalate the ticket

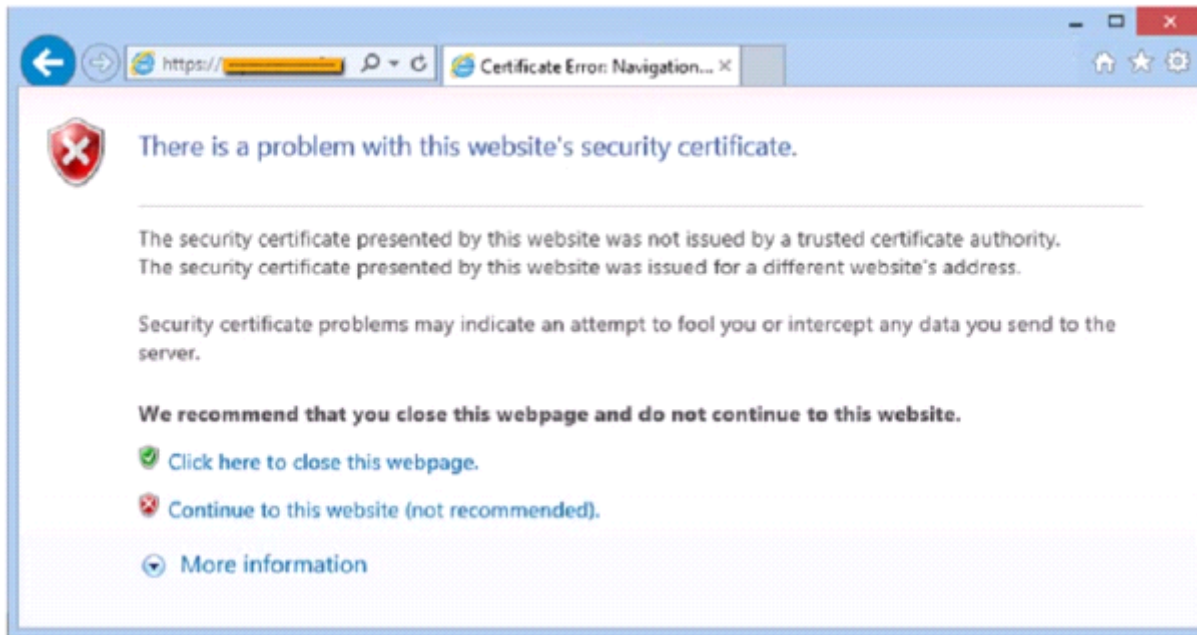
Answer:

A

Question 10

Question Type: MultipleChoice

After clicking on a link in an email a Chief Financial Officer (CFO) received the following error:



The CFO then reported the incident to a technician. The link is purportedly to the organization's bank. Which of the following should the technician perform FIRST?

Options:

- A- Update the browser's CRLs
- B- File a trouble ticket with the bank.
- C- Contact the ISP to report the CFCs concern
- D- Instruct the CFO to exit the browser

Answer:

A

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