



# 220-902<sup>Q&As</sup>

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### QUESTION 1

The network administrator is called to assist a user, Joe, who has trouble accessing his network drive. Joe states he logs on with his credentials with no problem, however, when he attempts to access a folder via UNC the system asks for credentials. Which of the following is the BEST explanation for this?

- A. Joe is logging in with a disabled network user name.
- B. Joe does not have local share permission to access that folder.
- C. Joe is logging in to the local user account.
- D. Joe is not typing in the correct network password.

Correct Answer: C

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### QUESTION 2

A customer calls and states that on two corners of their screen all the colors are distorted, but if they move the monitor forward or backwards the image is fine. Which of the following is the MOST likely cause of this issue?

- A. Video cable is going bad
- B. The HDMI cable is coming loose
- C. The display needs to have the geometry adjusted
- D. Speakers were placed too close to the display

Correct Answer: D

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### QUESTION 3

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.



Correct Answer: D

Reference: [http://knowurtech.netfirms.com/networking/how\\_dhcp\\_works.html](http://knowurtech.netfirms.com/networking/how_dhcp_works.html)

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#### QUESTION 4

A user has plugged in a mobile phone to a PC and received a message that the driver was not successfully installed. Which of the following system tools should be used to troubleshoot this error?

- A. Device Manager
- B. Component Services
- C. Windows Memory Diagnostics
- D. Data Sources

Correct Answer: A

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#### QUESTION 5

A SOHO user calls a technician and reports that after an on-site technician replaced all of the ink cartridges in a printer, characters are not printing clearly. Which of the following is the BEST course of action for the technician to take NEXT?

- A. Reinstall the printer drivers
- B. Train the user on how to calibrate the printer
- C. Suggest the user replace the ink cartridges
- D. Recommend replacing the printer

Correct Answer: B

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