CompTIA 220-1001 Exam

Volume: 77 Questions

Question: 1
A technician is setting up a WiFi-enabled thermostat for a customer, but the customer is concerned about IoT devices getting hacked.
Which of the following BEST address the customer's concerns? (Choose two.)

A. Use the latest encryption standard on the wireless network and set a strong password.

B. Enable two-factor authentication for the IoT device's cloud account, if it is available.

C. Separate the IoT thermostat by segregating it in a DMZ network.

D. Disable wireless access on the thermostat to make it unshakable.

E. Upgrade the customer's router to the latest version to improve network security.

F. Upgrade the customer's wireless network encryption to WPA.

Answer: A,C

Question: 2
Several company users are frequently forgetting passwords for their mobile devices and applications. Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

A. Implement single sign-on.

B. Enable multifactor authentication.

C. Configure biometric authentication.

D. Remove complex password requirements.

Answer: A

Question: 3
A customer wants to purchase a new home computer. The machine will mainly be used for internal browsing and streaming video, except on weekends when the customers' son will use it to play games with friends.

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Which of the following should the technician focus on to meet these requirements?

A. 80mm case fans

B. Four-core processor

C. RAID 5 array

D. 16GB DDR2 memory

E. Dual monitors

F. Encrypted hard drive

Answer: B

Question: 4
The feature that allows users to store files in cloud-based when necessary, but can removed when space is freed up, is known as:

A. on-demand

B. resource pool

C. synchronization application

D. shared resources

Answer: A

Question: 5
A technician is talking to end users about the specifications for an upgraded application server. The users of the application report that there cannot be any unscheduled downtime or data loss. Additionally, they would like the performance of the application to improve over the previous server in any way possible. The previous server running RAID 5.
Which of the following RAID solutions should be implemented in this scenario?

A. RAID 0

B. RAID 2

C. RAID 6

D. RAID 10

Answer: D

Question: 6
A company has very strict rules regarding proprietary information leaving the premises. All computers host proprietary information. A technician is called to repair a computer on-site at the company's corporate office.
The technician identifies the troubleshooting steps to create a plan of action. The technician determines the computer needs to be taken off-site for repair.
Which of the following should the technician do NEXT?

A. Check corporate policies for guidance.

B. Get authorization from the manager.

C. Delete proprietary data before leaving the building.

D. Remove the HDD and send the device for repair.

Answer: A

Question: 7
A user's laptop is shutting down unexpectedly. The technician discovers the shutdowns only happen when the laptop is moved from one room to another. The technician reseated the hard drive, memory, battery, and LCD cable, but the laptop continues to shut down.
Which of the following is the MOST probable cause of the issue?

A. Residual energy on the motherboard

B. System overheating

C. Distended capacitors

D. Loose battery connection

E. CMOS battery failure

Answer: D

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Question: 8
Multiple users report that the network printer, which is connected through the print server, is not printing.
Which of the following should a technician do FIRST to remedy this situation?

A. Replace the USB cable.

B. Reinstall the drivers on users' PCs.

C. have users restart their PCs.

D. Clear the print queue.

Answer: D

Question: 9
A technician is replacing a broken screen on a new company laptop but does not have repair information from the vendor.
Which of the following is the BEST way to proceed?

A. Document and label the cable and screw locations.

B. Replace the screen with a non-OEM.

C. Update the firmware on the device before repairing it.

D. Wait for the vendor to provide more information.

Answer: A

Question: 10
A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to the guest wireless network. However, when the user attempts to print to the printer, nothing happens. Which of the following will resolve the issue?

A. Set up the user's computer to act as a print server.

B. Configure the printer to use the Internet printing protocol.

C. Ensure the user's computer is set to DHCP.

D. Connect the printer to the company wireless network.

Answer: D

Question: 11
A technician replaced a broken LED screen on a mobile computer. The operating system can be seen perfectly on screen, but the touch screen is non-responsive.
Which of the following are the MOST probable root causes for the given failure? (Choose three.)

A. The hardware replacement used is a non-touch-screen.

B. The touch screen must be calibrated after a replacement.

C. The digitizer cable is not seated properly on the motherboard.

D. The new touch-screen drivers must be installed.

E. The replacement part is dead-on-arrival.

F. The LCD panel firmware must be updated.

G. The grounding screws are not securely attached.

Answer: A,C,D

Question: 12
A technician is troubleshooting what appears to be a RAM issue on a PC. Which of the following symptoms would indicate if this is a RAM issue?

A. POST code beeps

B. Distended capacitors

C. Continuous reboots

D. Wrong BIOS time

Answer: C

Question: 13