

Actual exam question from CompTIA's 220-1101

Question #: 1

Topic #: 1

[\[All 220-1101 Questions\]](#)

SIMULATION -

Laura, a customer, has instructed you to configure her home office wireless access point.

She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible.

Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks.

She requests that the default settings be changed to the following.

Wireless Name: HomeWiFi -

Shared Key: CompTIA -

Router Password: Secure\$1 -

Finally, Laura wants to ensure that only her laptop and SmartPhone can connect to the network.

Laptop: IP Address 192.168.1.100

Hardware Address: 00:0A:BF:03:C4:54

SmartPhone: IP Address 192.168.1.101

Hardware Address: 09:2C:D0:22:3F:11

INSTRUCTIONS -

Configure Laura's wireless network using the network adapter window.

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

Laura's House





Wireless Network Name: **Default**

Security Mode: **Open**

Wireless Channel: **11**



Wireless Network Name: **MyWi**

Security Mode: **WEP**

Wireless Channel: **6**



Wireless Network Name: **PatsWiFi**

Security Mode: **WEP**

Wireless Channel: **11**

Laura's Wireless Configuration

WIRELESS SETUP

NETWORK FILTER

ADMINISTRATOR TOOLS

Wireless Network Settings

Enable Wireless:

Wireless Network Name: (Also called the SSID)

Wireless Channel:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11

Disable SSID Broadcast:

802.11g Only Mode:

Wireless Security Mode

Security Mode:

- Disable Wireless Security (not recommended)
- Enable WEP Wireless Security (basic)
- Enable WPA Wireless Security (enhanced)
- Enable WPA2 Wireless Security (enhanced)

Laura's Wireless Configuration

WIRELESS SETUP

NETWORK FILTER

ADMINISTRATOR TOOLS

Turn MAC Filtering ON:

Allow the following MAC Addresses

Disallow the following MAC Addresses

Laura's Wireless Configuration

WIRELESS SETUP

NETWORK FILTER

ADMINISTRATOR TOOLS

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Show Suggested Answer

Actual exam question from CompTIA's 220-1101

Question #: 2

Topic #: 1

[\[All 220-1101 Questions\]](#)

DRAG DROP -

An office manager reports that a printer is experiencing performance issues. Printouts are smudging when they are handled, and, recently, whenever the manager tries to print oversized documents, the paper jams before anything is printed on it.

INSTRUCTIONS -

Using the available printer parts, replace only the faulty components on the office printer to resolve the stated issues.

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

Select and Place:

Drag & Drop

TONER

FUSER

DUPLEXER

INK CARTRIDGE

ROLLERS



Show Suggested Answer

Actual exam question from CompTIA's 220-1101

Question #: 3

Topic #: 1

[\[All 220-1101 Questions\]](#)

DRAG DROP -

A small ISP has hired a new technician. Joe, the new technician, is being trained to configure customers' home networks. The training instructor gives the technician a starter kit with cables, cable ends, and other network equipment and asks him to build a working network.

The computer should be connected to have Internet connectivity and the phone should be connected to have a dial tone.

INSTRUCTIONS -

Use the appropriate cables, cable ends, tools and equipment to configure the network and connect all components accordingly.

There are 2 steps and the simulation starts on step 1.

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

Select and Place:

SOHO Starter Kit

Step 1 Step 2

The interface shows a 'SOHO Starter Kit' with two tabs: 'Step 1' and 'Step 2'. On the left, there are two categories: 'Connectors' and 'Tools'. Under 'Connectors', there are three items: RJ11, RJ45, and F Connector. Under 'Tools', there are three items: a pair of wire cutters, a pair of wire strippers, and a screwdriver. In the center, there are three cables: a multi-colored Ethernet cable, a brown coaxial cable, and a multi-colored Cat5e patch cord. On the right, there are six empty boxes for placing items.

SOHO Starter Kit

Step 1 Step 2

The interface shows a 'SOHO Starter Kit' with two tabs: 'Step 1' and 'Step 2'. At the top, there is a 'Cables' section with three cables, each with a red 'X' icon. Below this, there are four pieces of equipment: a 'Wall ISP Service Outlet', a 'POTS' (Plain Old Telephone Service) phone, a 'SOHO Router', and a 'Cable Modem'. The 'SOHO Router' has four ports labeled 'Phone Service', 'LAN 1-4', and 'WAN'. The 'Cable Modem' has a BNC connector and an Ethernet port. The 'Home PC' has a BNC connector and an Ethernet port. Each piece of equipment has a yellow question mark icon next to it.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 4

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is tasked with installing additional RAM in a desktop computer. Which of the following types of RAM is MOST likely to be used?

- A. SODIMM
- B. DDR3
- C. ECC
- D. VRAM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 5

Topic #: 1

[\[All 220-1101 Questions\]](#)

Vertical streaks are appearing on the output of a laser printer. Which of the following items is the MOST likely cause?

- A. Roller
- B. Drum
- C. Transfer belt
- D. Ribbon

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 6

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is trying to play a DVD on a projector. The user can hear the audio; however, the projector is showing an error message that states:

HDMI Blocked due to Copy Protection

Which of the following is the MOST likely cause of the error?

- A. The HDMI cannot carry the signal from the DVD to the projector.
- B. The user needs to switch from HDMI to a cable standard such as DisplayPort.
- C. The projector does not support the necessary HDCP protocol.
- D. The user needs to enable copy-protected sources in the projector's settings.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 7

Topic #: 1

[\[All 220-1101 Questions\]](#)

While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is extremely polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel. Which of the following is the MOST likely reason for this issue?

- A. The channel is reserved for licensed band use.
- B. The channel selection is defective; contact the manufacturer.
- C. The channel must be unlocked by the vendor.
- D. The device requires a firmware update to unlock the channel.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 8

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user submitted a support ticket that states all of the printouts from a laser printer appear to have double images imposed on them. A review of past printer support tickets shows that a maintenance kit has not been installed in more than a year. Which of the following printer consumables is MOST likely causing the issue?

- A. Separation pad
- B. Transfer roller
- C. Ink cartridge
- D. Fuser

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 9

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is configuring a workstation to be used as a VM host. After installing the necessary software, the technician is unable to create any VMs. Which of the following actions should be performed?

- A. Disable the BIOS password.
- B. Enable TPM.
- C. Enable multithreading.
- D. Enable Fast Startup.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 10

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's computer is not receiving a network connection. The technician confirms that the connection seems to be down and looks for the user's port on the patch panel. The port and patch panel are not labeled. Which of the following network tools should the technician use to identify the port?

- A. Network tap
- B. Punchdown tool
- C. Toner probe
- D. Crimper

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 11

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user, who is attempting to give a presentation via a projector in a conference room, reports that the projector has video but no audio. Which of the following will MOST likely resolve the issue?

- A. Changing the input on the projector to VGA
- B. Changing the output on the PC to DVI
- C. Modifying the projector's refresh rate
- D. Utilizing an HDMI connection

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 12

Topic #: 1

[\[All 220-1101 Questions\]](#)

A customer reports that a computer is never able to reach more than a 100Mbps transfer data rate, even when using a Gigabit LAN card. While troubleshooting, the technician notices the network cable needs to be replaced. Which of the following cable categories is limiting the transfer speed?

- A. Cat 5
- B. Cat 5e
- C. Cat 6
- D. Cat 6a

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 13

Topic #: 1

[\[All 220-1101 Questions\]](#)

While using a popular videoconferencing program, the user selects a webcam, but the software is unable to open the webcam. The webcam was working the previous day. Which of the following should be done to address this issue?

- A. Close other video software and retry.
- B. Adjust the conference software to a compatible resolution.
- C. Switch the video from the webcam to $\text{\textcircled{X}}$ conference $\text{\textcircled{X}}$ mode.
- D. Reseat or replace the webcam.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 14

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user failed to gain access to a building's entrance after security measures at the entrance were upgraded last week. The company implemented the 13.56MHz frequency short band, and users can now utilize their mobile devices to authenticate. Which of the following has to be enabled for the mobile device to authenticate?

- A. Bluetooth
- B. Biometrics
- C. NFC
- D. PIN

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 15

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following standards supports MIMO technology?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 16

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician powers on a PC and its monitor and sees the following error message:

No input signal detected -

The display lights on the computer are on. Which of the following is a possible solution?

- A. Changing the BIOS settings
- B. Changing the connector setting on the monitor
- C. Checking the power plug on the monitor
- D. Checking the power plug on the PC

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 17

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following components enables the input on a mobile device's touch screen?

- A. OLED
- B. Digitizer
- C. Inverter
- D. CMOS sensor

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 18

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician unboxed a new computer, plugged it in to a UPS, and connected the requested peripherals. The computer lights and fans turn on, but the technician hears three loud, consecutive beeps during boot. Which of the following actions will remediate the issue?

- A. Replacing the power supply
- B. Replacing the UPS
- C. Changing the CMOS battery
- D. Reseating the RAM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 19

Topic #: 1

[\[All 220-1101 Questions\]](#)

An IT manager discovered that hundreds of pages of printed materials are being recycled each day because the materials are left on the printer tray instead of being picked up by users. Which of the following would BEST prevent this waste?

- A. Send friendly reminders to not print unnecessarily.
- B. Enable duplex printing to reduce paper utilization.
- C. Bill each department for the excess material cost.
- D. Require a code or badge before releasing a print job.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 20

Topic #: 1

[\[All 220-1101 Questions\]](#)

An online retailer wants to save money and is considering migrating to the public cloud so capacity can be added during the peak shopping season and automatically removed when the peak is over. Which of the following BEST describes this aspect of cloud computing?

- A. Rapid elasticity
- B. Metered utilization
- C. Shared resources
- D. High availability

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 21

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is receiving reports that the entire office sporadically loses network connectivity throughout the day. The technician determines the root cause to be EMI. Which of the following cable mediums would be the MOST cost effective without sacrificing system performance?

- A. Coaxial
- B. Shielded Cat 6
- C. Plenum Cat 5e
- D. Multimode fiber

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 22

Topic #: 1

[\[All 220-1101 Questions\]](#)

An organization maintains various record types, including health and criminal justice records. Which of the following cloud environments is the organization MOST likely to use to limit the attack surface?

- A. Public
- B. Hybrid
- C. Community
- D. Private

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 23

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following describes metered utilization of cloud resources?

- A. Resources provisioned instantly
- B. Payments made only for resources that are used
- C. Resources pooled to increase computing power
- D. Implementation of rapid elasticity

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 24

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user on a SOHO network is unable to watch online videos, even at 240 pixels. The technician runs ipconfig from the user's computer and records the following:

Connection-specific DNS Suffix .: lan

Link-local IPV6 Address.....: fe80::1585:7fb2:b05f:7102%12

IPv4 Address.....: 192.168.1.131

Subnet Mask.....: 255.255.255.0

Default Gateway.....: 192.168.1.1

The technician then connects a test laptop to the router via the user's Cat 5 cable and records the following information:

Download: 85 mbps -

Upload: 22 mbps -

Ping: 28 ms -

Which of the following is MOST likely causing the user's issue?

- A. Incorrect IP address
- B. Faulty NIC
- C. Misconfigured default gateway
- D. Bad network cable

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 25

Topic #: 1

[\[All 220-1101 Questions\]](#)

A colleague has a laptop that has been working as expected for several years, but the laptop now has a small bulge in the bottom casing and overheats occasionally while plugged in to a wall outlet. The MOST likely component that needs to be replaced is the:

- A. power adapter.
- B. battery.
- C. system fan.
- D. hard drive.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 26

Topic #: 1

[\[All 220-1101 Questions\]](#)

A company just bought a printer capable of automatically printing on both sides of the paper. After installation, however, the technician can only print on both sides of the paper manually. Which of the following should the technician do to fix the issue?

- A. Install the most recent firmware upgrade available for the printer.
- B. Contact the vendor for a hardware replacement.
- C. Reinstall the printer software and drivers, and then restart the printer.
- D. Read the installation manual and configure duplex settings.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 27

Topic #: 1

[\[All 220-1101 Questions\]](#)

A small office has a wireless network with several access points for roaming laptop use. Users occasionally report that the wireless connection drops or becomes very slow. Users have confirmed that this issue only happens when connected to the office wireless network. Which of the following would MOST likely be the cause?

- A. Hidden SSID
- B. Device interference
- C. Ethernet port flapping
- D. High ISP latency

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 28

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following cloud models maintains access, even when a local internet outage occurs?

- A. Private
- B. SaaS
- C. Community
- D. Public

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 29

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is researching hard drives to upgrade a PC and has decided to purchase a NVMe drive. Which of the following should the user confirm are available on the PC before making the purchase? (Choose two.)

- A. SATA
- B. M.2
- C. PCIe.
- D. SAS
- E. SCSI
- F. DRAM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 30

Topic #: 1

[\[All 220-1101 Questions\]](#)

A laptop has been returned for a screen repair. The owner insists the screen is broken, but occasionally a faded image is able to be seen in very bright settings on the desktop. Which of the following steps should the repair technician take FIRST?

- A. Replace the graphics card.
- B. Replace the screen, as the customer insists.
- C. Recommend the usage of an external display instead.
- D. Ensure the backlight is functioning as expected.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 31

Topic #: 1

[\[All 220-1101 Questions\]](#)

A laptop PC user is reporting issues with the hard drive. A filesystem check shows that all files are accessible and the filesystem is clean. After the check, the PC still issues a hard drive error message. Which of the following is the MOST likely cause of the error?

- A. S.M.A.R.T failure
- B. IOPS failure
- C. DIMM failure
- D. RAID failure

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 32

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reboots a machine. On rebooting, the user hears one beep, and then an error message is displayed. Which of the following are MOST likely causing this issue?
(Choose two.)

- A. RAM module
- B. Graphics card
- C. CPU
- D. Boot order
- E. USB flash drive
- F. Power supply

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 33

Topic #: 1

[\[All 220-1101 Questions\]](#)

A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while travelling?

- A. Enable the GPS service to ensure accurate location detection.
- B. Manually enter office locations in the weather application.
- C. Configure less frequent location checks using cellular location services.
- D. Use the offices' Wi-Fi IP addresses as the geolocation mechanism.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 34

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician replaced a motherboard on a server, and now the 64-bit hypervisor is not loading correctly. Which of the following needs to be enabled for the hypervisor to run?

- A. Hardware prefetcher
- B. Hyperthreading
- C. vPro
- D. VT-d

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 35

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's mobile phone gets really hot to the touch and does not retain a charge. The user also reports that the phone is very slow, especially while charging. Which of the following is MOST likely causing these symptoms?

- A. Broken charging port
- B. Digitizer failure
- C. CPU overheating
- D. Defective battery

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 36

Topic #: 1

[\[All 220-1101 Questions\]](#)

A Microsoft Windows user is preparing to work in another country and needs to comply with corporate policy for data protection when copying files to portable media. Which of the following solutions would MOST likely satisfy this requirement?

- A. A USB 3.1 flash drive with BitLocker to Go installed
- B. An SD memory card with NTFS
- C. An xD memory card with ext3
- D. A portable hard drive with FAT32

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 37

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following network devices is used to separate broadcast domains?

- A. Switch
- B. Wireless access point
- C. Router
- D. Hub

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 38

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user submits a help desk ticket regarding a smartphone that will no longer accept its charging cable. The assigned technician notices the phone does not have a protective case, and the user constantly transports the phone in a pocket. The technician attempts to use a secondary charger, but the cable falls out of the phone. Which of the following is the MOST likely cause of the issue?

- A. The phone requires a firmware update to address charging issues.
- B. The charge port contains foreign objects, such as lint.
- C. The phone's battery has swelled, preventing the utilization of the charge port.
- D. The phone has experienced water damage, thus the battery is not charging.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 39

Topic #: 1

[\[All 220-1101 Questions\]](#)

A network administrator was notified that laptop users are unable to access or ping any network resources on the corporate network. Which of the following should the network administrator check FIRST?

- A. DHCP
- B. AAA
- C. DNS
- D. ARP

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 40

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user in a medical office contacts a technician regarding a printer that is used to print A4-sized labels. After the labels are printed, they mistakenly contain white space in the middle of the page. Which of the following would MOST likely be the cause?

- A. Contaminated fuser
- B. Worn rollers
- C. A misfeed
- D. Page orientation

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 41

Topic #: 1

[\[All 220-1101 Questions\]](#)

Upon booting a workstation, a technician hears a distinct clicking sound after power is applied to the motherboard. Which of the following would MOST likely be the cause?

- A. RAID
- B. SSD
- C. S.M.A.R.T
- D. HDD

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 42

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician identified an issue on a workstation, obtained details from the user, and made a backup of the system. Which of the following should the technician do NEXT?

- A. Determine the next steps to resolve the issue and document it.
- B. Design a plan of action to resolve the issue and implement the solution.
- C. Document the findings, actions, and outcomes.
- D. Establish a theory of probable cause, researching internally or externally as needed.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 43

Topic #: 1

[\[All 220-1101 Questions\]](#)

An organization has some computers running macOS and some computers running Windows. The computers running macOS also need to run a piece of software that is only available on Windows. Which of the following BEST describes the solution for running Windows software on a computer running macOS?

- A. Operating system spoofing
- B. Remote software provisioning
- C. Indirect software implementation
- D. Cross-platform virtualization

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 44

Topic #: 1

[\[All 220-1101 Questions\]](#)

A field technician has been dispatched to a site with an internet outage. Upon arriving, the technician discovers that the POTS lines are not working as well. Which of the following technologies is the site MOST likely using?

- A. Fiber
- B. Cable
- C. DSL
- D. Satellite

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 45

Topic #: 1

[\[All 220-1101 Questions\]](#)

An online retailer would like to add capacity to support increased sales. Additional servers have been installed. Which of the following should be used to ensure each new server is being properly utilized?

- A. Virtualization
- B. Clustering
- C. Load balancer
- D. Round-robin DNS

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 46

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user contacts the help desk in reference to a failing thumbprint scanner. The user states the scanner was functioning correctly yesterday. Which of the following troubleshooting steps should be performed FIRST after the ticket has been filed?

- A. Inquire about possible changes.
- B. File a damage report.
- C. Requisition a new scanner.
- D. Attempt to clean the scanner.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 47

Topic #: 1

[\[All 220-1101 Questions\]](#)

A company wants to use client-side virtualization for application testing. Which of the following configurations would BEST support this goal?

- A. CPU 2.5GHz - 4 cores 16GB DDR4 RAM 1TB SSD
- B. CPU 3.2GHz - 1 core 16GB DDR4 RAM 4TB SSD
- C. CPU 2.5GHz - 2 cores 16GB DDR4 RAM 4x 1TB HDD RAID 5
- D. CPU 3.2GHz - 4 cores 8GB DDR4 RAM 500GB HDD

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 48

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user submitted a ticket to report an issue with a new printer that is no longer accepting new print jobs. The technician verifies the printer is on and notices the printer LCD screen has the following error message:

Paper Jam, Jam in Fuser.

Which of the following is the MOST efficient next step the technician should complete?

- A. Apply a maintenance kit to the printer.
- B. Check the printer paper path to locate any obstructions.
- C. Turn the printer on and off to see if the error clears.
- D. Replace the fuser.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 49

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following is a valid use for PaaS?

- A. Off-site backups
- B. An application development environment
- C. A virtual server installation and configuration model
- D. A web application for asset management

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 50

Topic #: 1

[\[All 220-1101 Questions\]](#)

A company has a dot matrix printer that uses carbon paper. The company reports that the first page is printing too light, although the following pages are still legible. Which of the following MOST likely needs to be fixed?

- A. The print drum is worn and loose, causing the printing to be light in places.
- B. The ribbon is low on ink or missing and must be replaced to get proper output.
- C. The heating element has failed, and a new one needs to be installed for proper transfer.
- D. The wrong type of filament is loaded, preventing it from sticking correctly.
- E. The fuser assembly is not calibrated properly, causing it to impact the paper too hard.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 51

Topic #: 1

[\[All 220-1101 Questions\]](#)

The IT department at an insurance brokerage needs to acquire laptops that have built-in fingerprint readers in order to create a more secure environment. Which of the following would be the MOST secure way to implement the fingerprint readers?

- A. Grant all registered employees access to each machine.
- B. Restrict device access to only the user to whom the laptop is assigned.
- C. Limit device access to departments and guest users.
- D. Give each team member a USB drive that bypasses the reader to allow guest users to log in.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 52

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician receives several error alerts on a server after an unexpected reboot. A message states that one or more disks are in a degraded state. When the technician advances to the next error message, it indicates the OS is missing. Which of the following are the MOST likely causes of these errors? (Choose two.)

- A. Missing drives in the OS
- B. RAID failure
- C. Bootable device not found
- D. Data loss
- E. Controller failure
- F. CMOS corruption
- G. TPM malfunction

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 53

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is commissioning a workstation that is required to have mirrored storage, utilizing two 4TB drives that support one failure. Which of the following BEST meets these requirements?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 54

Topic #: 1

[\[All 220-1101 Questions\]](#)

A laptop's external webcam software is running, but it shows no image or video. Which of the following should a technician perform FIRST?

- A. Research new webcam firmware.
- B. Restart the computer and run system diagnostics.
- C. Reseat the webcam.
- D. Reinstall the webcam software and drivers.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 55

Topic #: 1

[\[All 220-1101 Questions\]](#)

An engineer is experiencing unexpected reboots on a graphics workstation when rendering complex 3-D models. The workstation is configured with a 115V power supply that is rated at 200W and connected to a UPS. The central processing unit contains 16 hyperthreaded cores, and a discrete graphics solution utilizing an 8-pin power connector is installed in a PCI Express x16 slot. Which of the following indicates where the technician should begin troubleshooting?

- A. The UPS, as 115V is insufficient for the configuration and should be increased to 220V
- B. The power supply, as 200W is insufficient when the GPU is heavily tasked
- C. The graphics card, as it is the component that triggers the unexpected reboots
- D. The motherboard, as only standard PCI slots should be used for high-end graphics cards, not PCI Express slots

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 56

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following technologies can allow multiple networks to traverse a switch?

- A. VLAN
- B. VRRP
- C. VPN
- D. DHCP

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 57

Topic #: 1

[\[All 220-1101 Questions\]](#)

An end user reports that the time and date on a desktop resets after shutdown, and subsequently, the device reboots. The next day, the desktop does not load the OS and is stuck at a black screen with the following message:

Date/Time Not Set -

Press F1 to Run Setup -

Which of the following would be the BEST action to take next?

- A. Change the motherboard.
- B. Reseat the motherboard power connections.
- C. Replace the CMOS battery.
- D. Restore the BIOS to factory default settings.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 58

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports that a PC occasionally fails to boot. The user reboots the PC, but the performance is degrading. The technician hears a strange, repetitive, ticking noise coming from the PC. Which of the following should the technician do FIRST?

- A. Try to extract data.
- B. Reseat the RAM modules.
- C. Inspect the fan.
- D. Check the CD tray.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 59

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is upgrading a faulty motherboard that was ordered by an end user for an old, high-end desktop computer. However, the technician is unable to install the CPU into the socket. Upon closer inspection, the technician notices the pins on the CPU do not line up with the socket. Which of the following would be the best course of action for the technician to take NEXT?

- A. Try to set as many pins as possible.
- B. Install an adaptor to create a universal socket.
- C. Verify the socket type and manufacturer.
- D. Find a compatible motherboard for the CPU.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 60

Topic #: 1

[\[All 220-1101 Questions\]](#)

A remote user reports connectivity issues with the local internet provider. Even after a technician reboots the modem supplied by the ISP, the issue persists. Which of the following would BEST establish the connection in minimal time?

- A. Radio frequency ISP
- B. Neighbor's WI-FI
- C. Mobile hotspot
- D. Fiber optic

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 61

Topic #: 1

[\[All 220-1101 Questions\]](#)

A company wants to give third-party developers access to the corporate network through desktop environments that the company can control. Which of the following can BEST achieve these requirements?

- A. Sandbox
- B. VDI
- C. Private cloud
- D. SaaS

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 62

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to fix a Cat 5 cable issue. The cable, which is connected to a network jack, fails when it is moved around. Which of the following items must the technician use to fix the issue? (Choose two.)

- A. Scissors
- B. Network tap
- C. Magnetized screwdriver
- D. Tone generator
- E. RJ45 connector
- F. Crimper

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 63

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user acquired a new workstation and is attempting to open multiple large Excel files simultaneously. The user is not experiencing the expected performance when executing such large requests. Which of the following should a technician do FIRST?

- A. Increase the swap partition.
- B. Upgrade the CPU in the workstation.
- C. Upgrade the power supply in the workstation.
- D. Upgrade the RAM in the workstation.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 64

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following utilizes TCP ports 20/21 and transfers data in cleartext?

- A. SNMP
- B. SSH
- C. FTP
- D. Telnet

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 65

Topic #: 1

[\[All 220-1101 Questions\]](#)

An organization is looking to upgrade the processing ability for its computers. Most users report that whenever multiple applications are being utilized, the system's response time slows down drastically. When only one application is open, the response time is acceptable. Which of the following should be upgraded FIRST?

- A. SSD
- B. CPU
- C. HDD
- D. RAM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 66

Topic #: 1

[\[All 220-1101 Questions\]](#)

Client-side virtualization guest machines have security requirements similar to physical machines, but they also need to ensure separation from other guest machines. Which of the following BEST describes this client-side guest security requirement?

- A. Isolation
- B. Authentication
- C. Hardening
- D. Authorization

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 67

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user connects a smartphone to a laptop. Which of the following types of networks has the user created?

- A. PAN
- B. MAN
- C. WLAN
- D. LAN

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 68

Topic #: 1

[\[All 220-1101 Questions\]](#)

Recently, an organization received a number of spam emails that passed through the spam gateway. These emails contained generally the same information, but the sending domains were different. Which of the following solutions would BEST help mitigate the issue?

- A. Updating the keyword filtering
- B. Editing the sender policy framework
- C. Contacting the gateway vendor
- D. Verifying DMARC is enabled

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 69

Topic #: 1

[\[All 220-1101 Questions\]](#)

Several users who share a multifunction printer in an office have reported unintended, thin, vertical lines that cover the entire height of every page printed from the printer. Which of the following steps should a technician complete in order to MOST likely resolve this issue?

- A. Replace the printer paper with a new ream.
- B. Clear the print spooler on each computer.
- C. Reinstall the printer driver on each computer.
- D. Perform the drum-cleaning procedure.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 70

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following should the data center hardware technician implement to ensure maximum uptime for customers' virtual machines?

- A. Line conditioner
- B. AC voltage regulator
- C. Uninterruptible power supply
- D. Cloud storage backup

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 71

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to improve a workstation's overall response time for frequently used applications and data without removing the current hard drive. Which of the following storage devices should the technician install to BEST accomplish the objective?

- A. M.2
- B. SAS
- C. HDD
- D. SCSI

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 72

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is setting up a device to use two-factor authentication. Which of the following meets this requirement?

- A. Thumbprint/retinal scan
- B. Password/password
- C. Password/thumbprint
- D. Password/PIN

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 73

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following BEST describes the main function of a web server?

- A. Storing files and controlling user access
- B. Setting up personal mailboxes and calendars
- C. Providing IP addresses and printing services
- D. Hosting home pages and business portals

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 74

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user brings an older laptop to the help desk and reports issues with the keyboard. Upon inspection, the technician does not see any external damage but notices that many keystrokes do not register in a word processor. The laptop works fine when the technician tests it with an external keyboard. Which of the following actions would MOST likely resolve the issue?

- A. Disable the sticky keys feature.
- B. Clean the keyboard.
- C. Reset the BIOS settings to default.
- D. Charge the laptop.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 75

Topic #: 1

[\[All 220-1101 Questions\]](#)

An administrator is configuring a corporate-owned smartphone for a new manager. The company requires the ability to wipe the phone's data remotely in the event of loss or theft and the capability to approve applications installed on the phone. Which of the following tools would BEST meet this need?

- A. Tethering to a corporate-owned laptop
- B. WPA2-Enterprise wireless
- C. Corporate enterprise email
- D. Mobile device management

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 76

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports that printed receipts have black smudges over the entire image. The text is still present but is very dark and sometimes illegible. Which of the following are the MOST likely cause and solution for the printer issue?

- A. The ribbon is jammed and is rubbing on the paper. Clear the bad ribbon and feed it through properly.
- B. The printhead is too hot. Adjust the temperature down and retry printing.
- C. The printer is loaded with the wrong type of paper. Replace the receipt paper with carbon paper.
- D. The blue ink cartridge was loaded with black ink. Put in the correct ink and clean the printhead.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 77

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user requested upgrades to a company-issued laptop to increase its performance while working with a large database stored on drive C: Which of the following tasks should a systems administrator complete to BEST meet this goal? (Choose two.)

- A. Configure RAID 1.
- B. Install a hybrid drive.
- C. Upgrade to 1GB NIC.
- D. Increase the RAM.
- E. Migrate to a SSD.
- F. Upgrade the power supply.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 78

Topic #: 1

[\[All 220-1101 Questions\]](#)

A developer is requesting permission to utilize client-side virtualization. The developer would like to write code in a setting isolated from other infrastructure to avoid negative impacts of experimental code. Which of the following provides the BEST solution for the developer?

- A. Cross-platform functionality
- B. Software compatibility
- C. Test case development
- D. Sandbox environment

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 79

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user takes a tablet to a technician because the cursor on it keeps drifting. The technician notices the screen does not appear to be damaged. Which of the following is the MOST likely cause of the cursor issue?

- A. The screen is physically damaged.
- B. The screen rotation is incorrect.
- C. The touch-pen battery is depleted.
- D. The screen needs to be recalibrated.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 80

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports issues with a smartphone after dropping it. The icons on the screen all look normal, but when the user touches the email icon, for example, nothing happens. Which of the following is MOST likely the cause?

- A. Digitizer issues
- B. Overheating
- C. Broken screen
- D. Malware

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 81

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following options provides correct information about 2.4GHz and 5GHz wireless frequencies? (Choose two.)

- A. 2.4GHz has less interference. 5GHz transmits in lower speed.
- B. 2.4GHz penetrates solid objects more effectively. 5GHz provides faster data connections.
- C. 2.4GHz has a higher data rate. 5GHz has 23 channels.
- D. 2.4GHz has 11 channels. 5GHz has no data interference.
- E. 2.4GHz has a higher coverage area. 5GHz has higher bandwidth.
- F. 2.4GHz has a higher bandwidth. 5GHz has lower transmit power.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 82

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is tasked with upgrading a laptop's RAM. Which of the following steps should the technician take FIRST?

- A. Confirm that both the current and new memory are from the same brand.
- B. Run a diagnostic test on the current memory.
- C. Verify the memory requirements of the motherboard.
- D. Connect an electrostatic discharge strap.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 83

Topic #: 1

[\[All 220-1101 Questions\]](#)

A startup is looking to immediately expand its data center but does not have the personnel or space to manage everything internally. The organization has multiple small offices and remote users with large computational and storage-solution requirements. Funding is not an issue for the company. Which of the following can BEST accomplish the company's goals?

- A. SaaS
- B. IaaS
- C. ISP
- D. SDN

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 84

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is configuring a new CAD workstation that has four large hard drives. The workstation will be used to edit large, critical files, so the storage configuration should be both fast and redundant. Which of the following RAID levels BEST meets these requirements?

A. 0

B. 1

C. 5

D. 10

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 85

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician receives a ticket that states a mobile payment device is having issues with its contactless payment feature. The device is not detecting payment options. Which of the following is the MOST likely cause of the issue?

- A. NFC
- B. Bluetooth
- C. Wi-Fi
- D. Lightning adapter

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 86

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting an old desktop system that randomly shows a Windows BSOD or powers off unexpectedly. All system temperatures are within normal limits. Which of the following should the technician do NEXT?

- A. Visually inspect the motherboard capacitors.
- B. Verify all case fans are operational.
- C. Check that the BIOS version supports the installed CPU.
- D. Compare the software requirements with the installed RAM.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 87

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user calls the help desk for assistance configuring an Android phone with a new NFC-enabled speaker that will be used for an upcoming conference call. The user was unable to direct the phone's audio to the NFC speaker. Which of the following sequences should the help desk technician walk the customer through to accomplish this task?

- A. Enable NFC on the speaker. Ensure the speaker is less than 33ft (10m) from the Android phone. On the phone's Bluetooth settings menu for Connected Devices, select Pair New Device. Tap to accept the connection to the speaker when the prompt is displayed on the phone's screen.
- B. Enable NFC and Bluetooth on the Android phone. From the Android phone's Bluetooth settings menu for Connected Devices, select the Previously Connected Devices option. Select a listed device that most closely matches the speaker. Tap to accept the connection to the speaker when the prompt is displayed on the phone's screen.
- C. Enable NFC and Bluetooth on the Android phone. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displayed. Accept the connection to the speaker when the prompt is displayed on the phone's screen.
- D. Enable Wi-Fi on the speaker. Enable Wi-Fi on the Android phone. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displayed. Accept the connection to the speaker when the prompt is displayed on the phone's screen.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 88

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user wants a second monitor installed on a laptop. The VGA/DVI or HDMI cables have already been connected. Which of the following should the technician do to configure the laptop to show both screens?

- A. Power cycle the laptop.
- B. Plug in the monitor to the USB port.
- C. Adjust the monitor display settings.
- D. Power cycle the monitor.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 89

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting intermittent fuzzy video on a computer using a VGA to DisplayPort adapter to connect to a monitor. The monitor with a VGA connector was previously working fine for another user. The technician replaces the adapter; however, the issue persists. Which of the following should the technician do NEXT?

- A. Use another brand of VGA to DisplayPort adapter.
- B. Research the issue further and formulate a new hypothesis to test.
- C. Ask the user additional clarifying questions regarding the issue.
- D. Document the action taken and the outcome.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 90

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user on the marketing team uses various multimedia applications that consume a lot of memory. The user needs to install more RAM to run these applications effectively. When the user opens the computer case, the user sees four slots in two sets of colors. Which of the following memory types is MOST likely required?

- A. Dual-channel
- B. Triple-channel
- C. Single-channel
- D. Quad-channel
- E. Error correction code RAM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 91

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following allows all VMs in a virtual environment to have RAM allocated for use?

- A. Measured service
- B. Containerization
- C. Synchronization
- D. Resource pooling

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 92

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following 802.11 standards supports both 5GHz and 2.4GHz channel frequencies?

- A. 802.11a
- B. 802.11ac
- C. 802.11b
- D. 802.11g

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 93

Topic #: 1

[\[All 220-1101 Questions\]](#)

A hardware technician is configuring a laptop, and the network administrator requires the network settings to be static. The technician successfully pings the servers by IP address but cannot ping the UNC path. Which of the following is the cause of this issue?

- A. Domain Name System
- B. Gateway
- C. Subnet
- D. IP address

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 94

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician has set up a new conference room with a TV and a video soundbar. The technician wants to test the system with a conference call. During the test, the TV speaker produces sound, but the soundbar does not. Which of the following is the MOST likely cause of the issue?

- A. The volume on the TV needs to be turned up.
- B. The conference call needs to be unmuted for audio.
- C. An incorrect HDMI cable is being used.
- D. The TV's HDMI-ARC port is not being used.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 95

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is setting up a projector for a videoconferencing system. When the user attempts to connect a laptop to the system, the system displays the following error message: no source found

The user tries multiple cables and inputs on the projector. Which of the following should the user try NEXT?

- A. Check the bulb on the projector and replace it with a new one.
- B. Check the display settings on the computer and set them to extend/duplicate.
- C. Replace the projector with another known-good one and try again.
- D. Replace the video card on the machine that is plugged in to the projector, as it has gone bad.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 96

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following is a method that can be used to securely connect a remote user's laptop to a corporate server?

- A. WAN
- B. VPN
- C. SSL
- D. DHCP

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 97

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is inspecting a projector that is displaying fuzzy images. Which of the following actions would provide the BEST solution?

- A. Adjusting the lens
- B. Changing the filter
- C. Replacing the video cable
- D. Reseating the lamp

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 98

Topic #: 1

[\[All 220-1101 Questions\]](#)

An end user discovered that the touch-screen features on a Windows device have stopped working. Which of the following should a technician check?

- A. Performance monitor
- B. Tablet/PC settings
- C. System configuration
- D. Display settings

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 99

Topic #: 1

[\[All 220-1101 Questions\]](#)

A help desk technician has been tasked with installing an IP phone in a small office with an unmanaged switch. When connected to an RJ45 receptacle, the phone does not boot. Which of the following is the QUICKEST way to resolve this issue?

- A. Upgrade the Ethernet cable to the latest specification.
- B. Replace the phone.
- C. Install a PoE injector.
- D. Change ports on the switch.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 100

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following network services allows a networked device to always be assigned the same IP address based on the device's MAC address?

- A. DHCP
- B. LOAP
- C. UTM
- D. DNS

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 101

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician installs a new printer for a workstation and tries to print a test page, but the page does not print. The technician looks at the print queue and notices that the printer is called `Generic Printer.` Which of the following BEST describes what the technician should do to fix this issue?

- A. Connect the printer with a USB cable rather than over the network.
- B. Install the appropriate printer drivers for the OS.
- C. Install the correct toner in the printer.
- D. Set the printer trays to allow duplex printing.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 102

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user creates a support ticket to report a conference room projector that does not work. The user says that even though the provided cables are being used, the projector screen shows the following error message:

No Signal Input -

Which of the following describes the FIRST action that should be taken?

- A. Verify that the projector is turned on.
- B. Verify that the user is using an approved OS.
- C. Replace the projector bulb.
- D. Check the video cable and replace it if necessary.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 103

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician was called in to look at a user's PC. The user reported the PC was very sluggish. The HDD light on the PC was constantly on without blinking. The PC itself was slow receiving input and took a very long time to load the OS. The technician also noticed updates had failed. Which of the following is MOST likely the cause of these issues?

- A. The hard disk drivers have been corrupted.
- B. The HDD cables need reseating.
- C. A RAID disk failed.
- D. The HDD has no free space.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 104

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user entered a help desk ticket stating the latest calendar updates have not appeared on the user's corporate mobile device for several days, even though updates do appear on the user's laptop. Which of the following actions will MOST likely enable calendar alerts?

- A. Checking that the ringer volume on the device is high enough to be audible
- B. Ensuring the corporate password is saved correctly in the calendar application
- C. Installing a third-party calendar application and synchronizing it with the corporate calendar
- D. Remotely wiping the mobile device and reinstalling all applications

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 105

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technical lead wants to migrate all common business applications, including email and fileshares, to the cloud. Which of the following cloud concepts should be used?

- A. MaaS
- B. PaaS
- C. SaaS
- D. IaaS

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 106

Topic #: 1

[\[All 220-1101 Questions\]](#)

A new version of Windows was released and a piece of software vital to the engineering department will not run on the new version. Which of the following is the BEST option to enable this department to be able to continue using this software?

- A. Do not upgrade any workstations within the organization.
- B. Upgrade all workstations and provide a virtual environment for the legacy software.
- C. Upgrade all workstations except those used by the engineering department.
- D. Purchase new workstations for the engineering department.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 107

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient. Which of the following would MOST likely cause the insufficiency? (Choose two.)

- A. Replacing the HDD with an SSD
- B. Upgrading the firmware
- C. Adding an optical drive
- D. Adding more RAM
- E. Adding a CMOS battery
- F. Upgrading the graphics card

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 108

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter. The new computer does not have a 9-pin serial port. Which of the following ports can an adapter be installed on in order to connect to the point-of-sale system?

- A. HDMI
- B. Bluetooth
- C. USB
- D. Lightning

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 109

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following network types would be used in a server room to connect virtual servers to high-speed storage?

- A. WAN
- B. PAN
- C. MAN
- D. SAN

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 110

Topic #: 1

[\[All 220-1101 Questions\]](#)

A desktop support technician is tasked with upgrading a laptop so that it has the fastest data access possible. Which of the following BEST satisfies this requirement?

- A. mSATA SSD
- B. M.2 NVMe SSD
- C. 2.5 SATA SSD
- D. 2.5 SAS HDD

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 111

Topic #: 1

[\[All 220-1101 Questions\]](#)

The Chief Executive Officer wants to ensure company data is stored in a manner that provides the company with complete control over how the data is managed. Which of the following is the BEST cloud deployment model for this request?

- A. Community
- B. Hybrid
- C. Public
- D. Private

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 112

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user sends a print job to a network printer, and the print job uses double the amount of paper as expected. Which of the following should the user configure to get the expected result?

- A. Duplex
- B. Collate
- C. Landscape
- D. Transparency

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 113

Topic #: 1

[\[All 220-1101 Questions\]](#)

A help desk technician thinks a desktop PC has failed due to a defective power supply. Which of the following steps should the technician take NEXT?

- A. Inquire about environmental or infrastructure changes.
- B. Conduct external or internal research based on symptoms.
- C. Establish a plan of action to resolve the problem and implement the solution.
- D. Document the findings, actions, and outcomes.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 114

Topic #: 1

[\[All 220-1101 Questions\]](#)

A startup company is outgrowing its current office space and is requiring employees to work remotely. The company must comply with government-enforced requirements to safeguard all aspects of data, so the IT department plans to maintain complete control over users' operating systems. Which of the following should the IT department implement?

- A. VDI
- B. IaaS
- C. VPN
- D. SaaS

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 115

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following would be the BEST reason to use a virtual machine as a sandbox?

- A. To test new software in a safe environment
- B. To increase the efficient use of computing resources
- C. To run multiple machines on the same hardware
- D. To have dedicated hardware for a single system

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 116

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following would MOST likely be used to connect one or more devices to the internet in a SOHO?

- A. Hub
- B. Ethernet gateway
- C. Wireless access point
- D. Router

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 117

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is preparing to set up a gaming computer with the following components:

- ⇒ Discrete, high-end graphics card
- ⇒ Video capture card
- ⇒ High-end processor
- ⇒ Multiple hard drives
- ⇒ USB 3.0 hub
- ⇒ Sound card

Which of the following options is the MOST important for the technician to consider before building the gaming computer?

- A. Redundant power supply
- B. Modular power supply
- C. 20-pin vs. 24-pin power adapter
- D. Power supply wattage rating

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 118

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following is the PRIMARY security concern with virtual machine escape?

- A. Cross-site scripting
- B. Compromising the hypervisor
- C. Overutilization of resources
- D. Rogue virtual machines installed on the hypervisor

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 119

Topic #: 1

[\[All 220-1101 Questions\]](#)

An IT manager is requesting that the company buy new cables to be used with F-type connectors that are already in house. Which of the following cables should the company buy?

- A. Coaxial
- B. Plenum
- C. Cat 5e
- D. Fiber

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 120

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports a cell phone is getting hot. Which of the following are MOST likely to be possible causes? (Choose three.)

- A. Using the device as a Wi-Fi hotspot
- B. A cracked screen
- C. A failing battery
- D. Less than 15% free storage space on the phone
- E. Privileged control
- F. Recurring prompts to install OS updates
- G. Granting too many application camera permissions
- H. Too many open applications

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 121

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician configured a new SOHO router for a small business. The ISP gave the technician an IP address on the router's WAN port. Which of the following addresses did the technician MOST likely configure on the router?

- A. 10.1.50.30
- B. 19.45.7.28
- C. 169.254.168.10
- D. 172.22.40.6

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 122

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is diagnosing a workstation that shuts down unexpectedly during a burn-in test. Which of the following is the MOST likely cause for this symptom?

- A. Faulty CMOS battery
- B. OS update issue
- C. Overheating
- D. Faulty RAM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 123

Topic #: 1

[\[All 220-1101 Questions\]](#)

The help desk received a ticket regarding issues with a laser printer. The printer has had repairs previously for scanning issues. Currently, the printed text is not adhering properly to the paper. Which of the following should be replaced to resolve this issue?

- A. Fuser
- B. Waste container
- C. Roller
- D. Toner

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 124

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following types of devices MOST often uses a Thunderbolt cable?

- A. Linux PC
- B. Android mobile
- C. Apple laptop
- D. Chromebook

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 125

Topic #: 1

[\[All 220-1101 Questions\]](#)

A department sends in a ticket to report a printer is not working. The responding technician sees paper stuck to the fuser, which is much hotter than normal. The fuser was just installed a few weeks ago, as indicated by the service history. Which of the following should the technician do NEXT?

- A. Disable the printer for repairs.
- B. Install a printer roller kit.
- C. Remove the paper and let the fuser cool down.
- D. Replace the paper with thicker paper stock.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 126

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports limited or no connectivity on a laptop. A technician runs ipconfig /all with the following result:

IPv4 connectivity...limited or none

IPv4 address...169.254.254.1 -

subnet mask...255.255.0.0

default gateway...

Which of the following is the MOST likely cause of this issue?

- A. DHCP failure
- B. ARP cache
- C. DNS resolution
- D. Duplicate IP address

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 127

Topic #: 1

[\[All 220-1101 Questions\]](#)

A Wi-Fi mesh network has been optimized to eliminate poor coverage areas, yet users still experience decreased bandwidth and connectivity issues. Which of the following actions should the technician take NEXT?

- A. Relocate any large, dense, solid, and metal objects, such as mirrors and file cabinets, in the mesh network coverage area to the perimeter so that wireless reflections, absorptions, and occlusions are minimized.
- B. Use a Wi-Fi analyzer to determine whether the channel in use is overcrowded and to identify which channel the mesh network should use for best performance.
- C. Use the signal strength indicator on a mobile device to roam the coverage area and generate a heat map to isolate zones with weak signals.
- D. Turn off broadcasting of the SSID on the mesh network so that other networks cannot see it.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 128

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following are default ports for HTTP and HTTPS traffic? (Choose two.)

- A. 23
- B. 25
- C. 80
- D. 143
- E. 389
- F. 443

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 129

Topic #: 1

[\[All 220-1101 Questions\]](#)

Documents are not printing out correctly from a laser printer at a conference. Some of the print is missing, and the pages come out unreadable. Which of the following should a technician do to fix this issue?

- A. Exchange the transfer roller.
- B. Recalibrate the printer.
- C. Clear the jam.
- D. Replace the fuser assembly.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 130

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following is an unsecure remote access protocol?

- A. SSH
- B. HTTPS
- C. SFTP
- D. Telnet

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 131

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following cable types is the standard connector on printers?

- A. DVI
- B. eSATA
- C. USB
- D. Lightning

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 132

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following is the MAXIMUM power PoE+ provides?

- A. 15.4W
- B. 30W
- C. 60W
- D. 95W

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 133

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports the touch screen on an Android smartphone is not responding to any input. The technician has cleared the cache, restarted the phone, and ensured the phone is fully charged. The issue still persists. Which of the following should the technician replace on the phone to MOST likely resolve the issue?

- A. System on a chip
- B. Accelerometer
- C. Digitizer
- D. Gyroscope

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 134

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

- A. Unplug one power cable
- B. Verify the RAM temperature
- C. Utilize a grounding strap
- D. Replace the RAM while the server is running

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 135

Topic #: 1

[\[All 220-1101 Questions\]](#)

A customer is using a satellite internet connection that is experiencing slowness. A technician notices high latency while pinging, but the download test is performing perfectly with very good download speeds. Which of the following represents the NEXT action the technician should perform?

- A. Restart the modem and run an online internet connection and speed diagnostic tool.
- B. Guide the customer on how to upgrade the internet plan with the provider in order to improve latency
- C. Explain to the customer this is not an issue; this situation is normal for this type of internet connection.
- D. Replace the modem because it is not working correctly based on the test result.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 136

Topic #: 1

[\[All 220-1101 Questions\]](#)

An end user contacted a technician about a laser printer that was no longer printing images on the left side of the page. The technician replaced the toner cartridge, but the issue has persisted. Which of the following should the technician perform NEXT?

- A. Replace the imaging drum
- B. Realign the pickup rollers.
- C. Clean the duplexing assembly.
- D. Calibrate the printer

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 137

Topic #: 1

[\[All 220-1101 Questions\]](#)

A systems administrator has been tasked with allowing SMTP traffic through the system's host-based firewall. Which of the following ports should the administrator enable?

- A. 23
- B. 25
- C. 80
- D. 161

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 138

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is monitoring all outbound traffic in a SOHO. Which of the following is the MOST cost-effective solution to monitor the traffic?

- A. Spectrum analyzer
- B. Network tap
- C. Loopback plug
- D. Toner probe

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 139

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician recently discovered the root cause of an application error that several users have been experiencing. The technician updated the configurations on the affected machines and verified full functionality was restored for all users. Which of the following actions should the technician perform NEXT?

- A. Write a knowledge base article in the ticketing software to expedite future incidents.
- B. Submit a bug report to the developer of the application, along with the steps taken to resolve the issue.
- C. Work with the developer to proactively collect the application logs to identify future errors of this type.
- D. Send an email communication to the company about the issue and the steps taken to resolve it.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 140

Topic #: 1

[\[All 220-1101 Questions\]](#)

A new employee has been issued a company laptop. The employee requests an accessory with a single power source that has wired network connectivity and supports a keyboard, mouse, speakers, and dual monitors. Which of the following accessories should the systems administrator deploy to BEST meet the new user's needs?

- A. PoE switch
- B. USB-C hub with power delivery
- C. Docking station with DisplayPort
- D. KVM switch with audio

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 141

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following describes the operational difference between hubs and switches when transmitting data to a specific computer inside the network?

- A. Switches only send data to the specific computer, while hubs send data to all computers inside the network.
- B. Switches compress data, while hubs send uncompressed data.
- C. Switches receive data and route it to all computers inside the network, while hubs receive data and do not route.
- D. Switches scramble data, while hubs send data in the original form.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 142

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following network devices would an administrator use to distribute traffic evenly throughout multiple nodes?

- A. Load balancer
- B. Bridge
- C. Proxy server
- D. Switch
- E. Firewall

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 143

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is investigating the output shown on a monitor. The output is clear, but it has a pink hue. The technician has replaced the video card and updated the graphics drivers. Which of the following would be the MOST likely cause?

- A. Physical cabling issues
- B. Burned-out bulb
- C. Display burn-in
- D. Incorrect data source

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 144

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is implementing a SOHO wireless solution with three access points. Which of the following actions would avoid high latency?

- A. Enabling and configuring a 5GHz antenna
- B. Configuring separate IP ranges
- C. Enabling multiple SSIDs
- D. Configuring all devices with different channels

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 145

Topic #: 1

[\[All 220-1101 Questions\]](#)

In which of the following places is a laptop's wireless antenna MOST likely located?

- A. Near the network interface card
- B. Underneath the battery
- C. Integrated into the motherboard
- D. In the bezel of the lid

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 146

Topic #: 1

[\[All 220-1101 Questions\]](#)

A company needs to support a 10Gbps throughput. Which of the following is the MINIMUM cable category that could be used?

- A. Cat 5
- B. Cat 5e
- C. Cat 6
- D. Cat 6a

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 147

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following describes the BEST use case for a client-side hypervisor?

- A. For a software developer who is required to test an application in many environments
- B. When the data center environment is out of resources for a new server
- C. As a cost-saving measure to allow multiple users on one computer
- D. To provide a backup to cloud-based solutions during internet failures

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 148

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to install a cost-effective storage device into a rackmount server that will be used as a VM host. This storage will be used for all VMs that run from the server. Which of the following should be used?

- A. Optical disk drive
- B. eMMC storage device
- C. 15,000rpm drive
- D. RAID 10 array

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 149

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician installed new firmware on the company's laser printers and has since been receiving multiple calls that information is garbled and looks like code. Only printers with the new firmware are having this issue. Which of the following steps should the technician complete NEXT?

- A. Change the language settings on the printers.
- B. Reboot all the machines having the issues.
- C. Reboot all the printers.
- D. Install an updated printer driver on the print server.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 150

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user visits the help desk to report that a smartphone takes more than a day to fully charge. The user already tested multiple wall outlets and swapped the charging cable, but the results are the same. Which of the following should the technician do FIRST?

- A. Verify the power rating of the charger.
- B. Ensure all unnecessary connectivity features are disabled.
- C. Check that all missing smartphone OS updates are applied.
- D. Complete a factory reset of the phone.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 151

Topic #: 1

[\[All 220-1101 Questions\]](#)

User attempted to install an application on a desktop, and the installation attempt failed. Technician compares these installation files to those on another user's machine and finds the files are different. Which of the following should the technician do NEXT?

- A. Attempt to reinstall the application.
- B. Verify the system functionality.
- C. Test the functionality of the antivirus.
- D. Complete the final report.
- E. Determine the source of the installation file.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 152

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician responds to a help desk ticket that indicates a user's workstation is not booting. The technician initially suspects a failed hard drive. The technician performs diagnostics and confirms the hard drive is fully operational. Which of the following steps should the technician complete NEXT?

- A. Reinstall the operating system.
- B. Configure a new RAID array.
- C. Report the status of the drive and close the ticket.
- D. Consider another possible cause of the issue.
- E. Restore the latest backup of the system.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 153

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting a computer that is not completing POST and gets stuck at the manufacturer logo screen. All internal, removable parts have been disconnected and only the minimum parts necessary to POST were reconnected. However, the symptoms remain the same. Which of the following should the technician try NEXT?

- A. Test the RAM in different slots, one at a time.
- B. Remove and test the power supply.
- C. Replace the motherboard.
- D. Change the CMOS battery.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 154

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user who works with sensitive data has a computer configured with hard drive encryption. The TPM is active and hosting the encrypted key. After an upgrade to the motherboard, RAM, and video card, the hard drive is not booting, and data cannot be accessed from the hard drive. Which of the following should the technician do to enable the system to boot again and get access to the stored data?

- A. Use data recovery software to find and recover the hard drive information.
- B. Access the BIOS and select to rebuild the degraded RAID array.
- C. Boot into the BIOS and enable the TPM on the new motherboard.
- D. Return the replaced motherboard back to the computer.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 155

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user that works in sales is reporting that the output on each page printed from a laser printer has duplicate images. Which of the following should be performed FIRST to eliminate the ghost images?

- A. Change the paper weight setting.
- B. Replace the printer's fuser.
- C. Upgrade the printer firmware.
- D. Clean the toner drums and rollers.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 156

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is setting up a laptop with an encrypted hard drive. The laptop will securely store a PIN that the user will input at log-on. Which of the following must be installed to set up this configuration?

- A. TPM
- B. HSM
- C. UEFI
- D. ARM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 157

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician goes to a classroom to troubleshoot a projector that occasionally powers off. The technician recreates the issue and notices the projector will not power back on until approximately 15 minutes have passed. After 15 minutes of being powered on, the projector shuts off again. Which of the following should the technician perform NEXT to resolve the issue?

- A. Clean the filter.
- B. Adjust the standby timeout.
- C. Check the power cable connection.
- D. Replace the bulb.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 158

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following would an administrator use to migrate virtual machines from on premises to the cloud?

- A. IaaS
- B. SaaS
- C. DBaaS
- D. DRaaS

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 159

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is unable to plug a USB 3.0 device into a USB port. Upon inspection, a technician notices the USB 3.0 port appears to be slightly smaller than the other connections. Which of the following is the MOST likely cause?

- A. A foreign object is stuck inside the port.
- B. The cable connection utilized the wrong orientation.
- C. The USB cable is physically damaged.
- D. The USB port belongs to a different form factor.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 160

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is replacing a ribbon on a printer that produces faded text and images when printing. Which of the following types of printers is the technician working on?

- A. Impact
- B. Inkjet
- C. Laser
- D. Thermal

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 161

Topic #: 1

[\[All 220-1101 Questions\]](#)

A drive failed on a server that was leveraging a RAID disk configuration. The server administrator would like to rebuild the array so it can withstand a potential multidrive failure in the future. Which of the following RAID configurations will the administrator MOST likely select?

A. 0

B. 1

C. 5

D. 10

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 162

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is expecting a visit from a new customer, and the company's ADSL link has suddenly gone down. Which of the following should the user do to access a smartphone's 4G internet connection from the laptop?

- A. Set up a VPN.
- B. Configure a hotspot.
- C. Activate NFC.
- D. Use a USB cable.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 163

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's laptop is running out of disk space and requires a new hard drive. The user wants to replace the existing hard drive with the fastest possible 1TB HDD. A technician assesses the user's hardware and determines the connections that are available. Which of the following drive types should the technician recommend as the BEST choice?

- A. 1TB NVMe SSD
- B. 1TB flash drive
- C. 1TB SATA SSD
- D. 1TB SAS

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 164

Topic #: 1

[\[All 220-1101 Questions\]](#)

Every time a user sends a print job, the user must walk over to the printer and press OK before the job will print. The same issue is occurring for multiple users. Which of the following is the MOST likely cause of the issue?

- A. The wrong network printer queue is being used.
- B. The network printer is on the wrong VLAN.
- C. The default paper type has been changed.
- D. The print server has outdated print drivers.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 165

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

- A. Community cloud
- B. Rapid elasticity
- C. High availability
- D. Metered service

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 166

Topic #: 1

[\[All 220-1101 Questions\]](#)

A network technician has been tasked with creating a patch cable. The RJ45 connectors will not stay attached to the cable. Which of the following tools is needed to fix this issue?

- A. Cable tester
- B. Crimper
- C. Punchdown tool
- D. Loopback plug

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 167

Topic #: 1

[\[All 220-1101 Questions\]](#)

To control costs, a company provides a limited number of users with company phones. One of these users opens a support ticket because the phone no longer allows Internet browsing over a cellular connection. The user acknowledges that the phone worked before the user's child streamed several movies using the device. Which of the following describes why the phone cannot browse the internet?

- A. The child accidentally connected to a neighbor's WLAN.
- B. The company's group policy disabled the device.
- C. The device has a data cap and has reached that limit.
- D. The device's plan has been unpaid.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 168

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's desktop computer slows down after a few minutes of use, and the fans alternate between silent and very loud. Which of the following is MOST likely failing, therefore causing these symptoms?

- A. CPU fan
- B. Memory
- C. Power supply
- D. Hard drive

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 169

Topic #: 1

[\[All 220-1101 Questions\]](#)

A customer brings a phone to a repair shop because it is experiencing extreme slowness and applications are crashing. A technician attempts to install a diagnostic application, but the installation fails. Which of the following should the technician do FIRST to troubleshoot the issue?

- A. Check the storage space.
- B. Inspect the screen for damage.
- C. Install the latest updates.
- D. Recalibrate the digitizer.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 170

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is unable to connect a mobile phone while in a car. However, a second mobile device is able to connect in the same car. Which of the following settings should the user check on the first phone?

- A. Wi-Fi
- B. Hotspot
- C. Bluetooth
- D. Location

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 171

Topic #: 1

[\[All 220-1101 Questions\]](#)

A new computer was plugged into a port that was used by a legacy network printer prior to the completion of an office remodeling project. The user who was assigned to the new computer has been reporting an issue with slow network speeds. A technician verified the NIC is functioning properly and the drivers are up to date, and then swaps out the Cat 6 patch cable. However, the issue persists. Which of the following troubleshooting steps should the technician take NEXT?

- A. Check the speed and duplex settings on the switch.
- B. Verify which port the VLAN is assigned to.
- C. Ensure settings within the computer's BIOS.
- D. Replace the cable that runs from the user's desk to the patch panel.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 172

Topic #: 1

[\[All 220-1101 Questions\]](#)

A bank wants to leverage cloud computing but would like a cloud solution in which infrastructure is shared with businesses in the same industry. Which of the following cloud models would BEST address the bank's need?

- A. Private
- B. Hybrid
- C. Public
- D. Community

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 173

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following wireless technologies has the MOST range and wireless throughput?

- A. 802.11ac
- B. 802.11ax
- C. 802.11b/g/n
- D. 802.11g

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 174

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following cables replaced the Apple 30-pin connector and is also reversible?

- A. USB-C
- B. Lightning
- C. miniUSB
- D. DisplayPort

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 175

Topic #: 1

[\[All 220-1101 Questions\]](#)

New memory modules were installed in several Windows desktops, but some users are still reporting performance issues. Upon investigation, a systems administrator notices the desktop has not recognized the new memory modules. Which of the following should the systems administrator perform to help resolve this issue?

- A. Configure appropriate settings within the BIOS.
- B. Replace the RAM.
- C. Modify the boot.ini file.
- D. Install the required drivers through the Control Panel.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 176

Topic #: 1

[\[All 220-1101 Questions\]](#)

A remote user called the help desk to report a notification indicating there is limited or no connectivity. The user can access local file folders and other local machines but none of the organization's servers or network items. Web pages do not appear to function either. Which of the following is the MOST likely cause of the issue?

- A. The user's internet connection is down.
- B. The user's domain account is locked out.
- C. The user's switch has stopped working.
- D. The user's IP address needs to be renewed.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 177

Topic #: 1

[\[All 220-1101 Questions\]](#)

HOTSPOT

-

A customer has contacted you about building two new desktops. The first desktop will be a gaming workstation. The customer requirements include:

- Playing the newest games at a high frame rate
- Fast game load times
- Enough storage to have several games installed at once
- High-end audio
- No concern about cost
- Running the current Windows OS

The second workstation will be a family workstation. The requirements include:

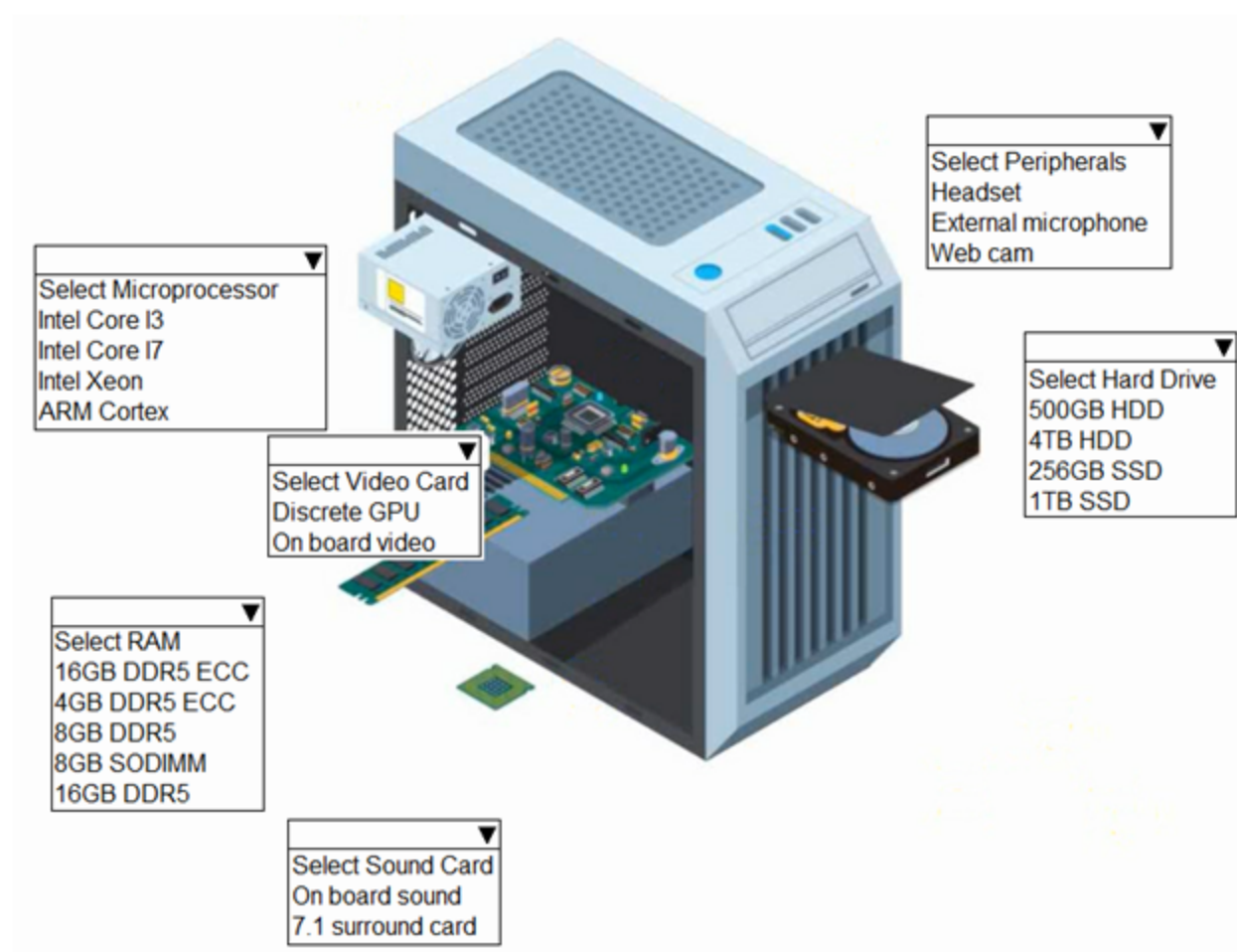
- Capability for word processing, videoconferencing, and basic web surfing
- Minimal cost, as long as it meets the requirements
- Running the current Windows OS

INSTRUCTIONS

-

Use the drop-down menus to select the appropriate component for each category, based on the above requirements.

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



Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 178

Topic #: 1

[\[All 220-1101 Questions\]](#)

HOTSPOT

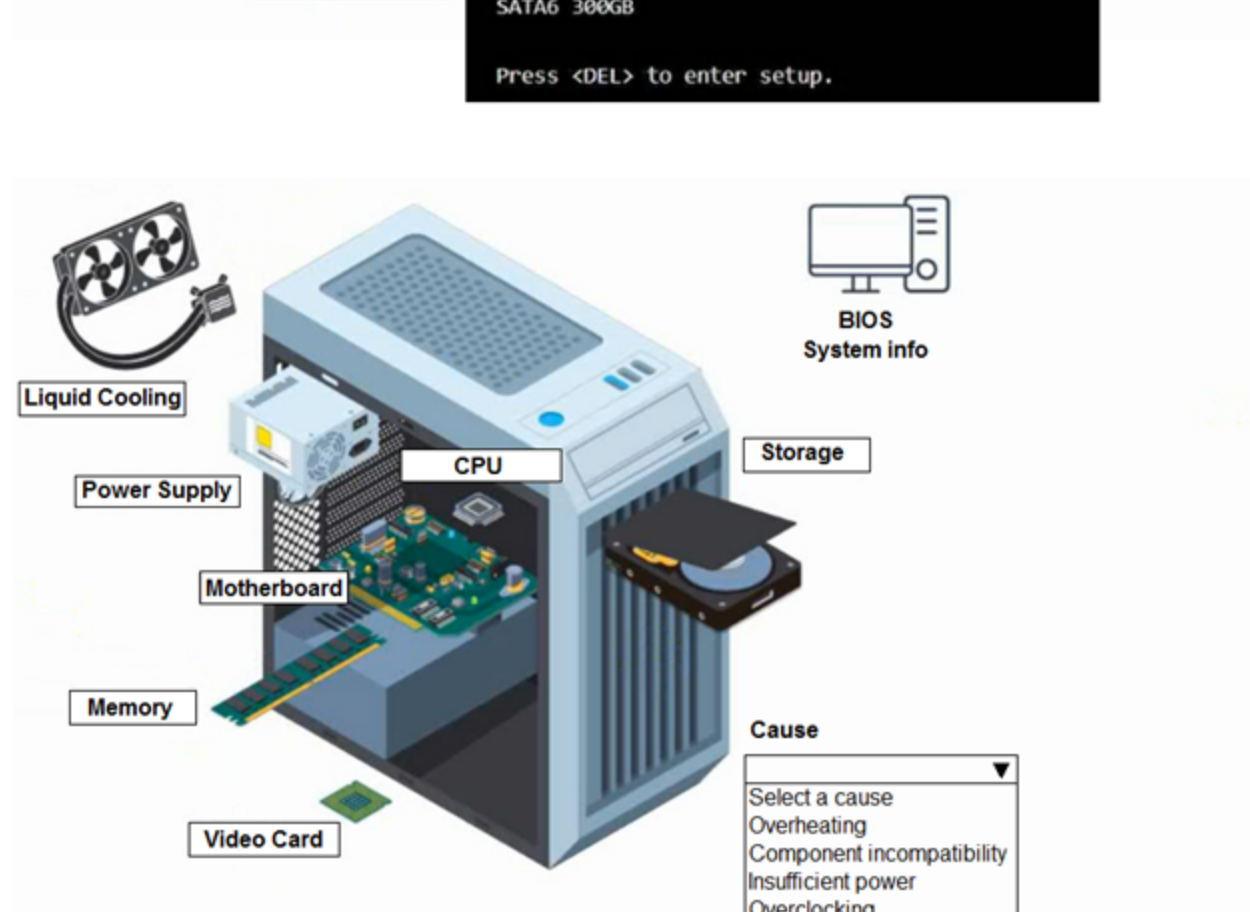
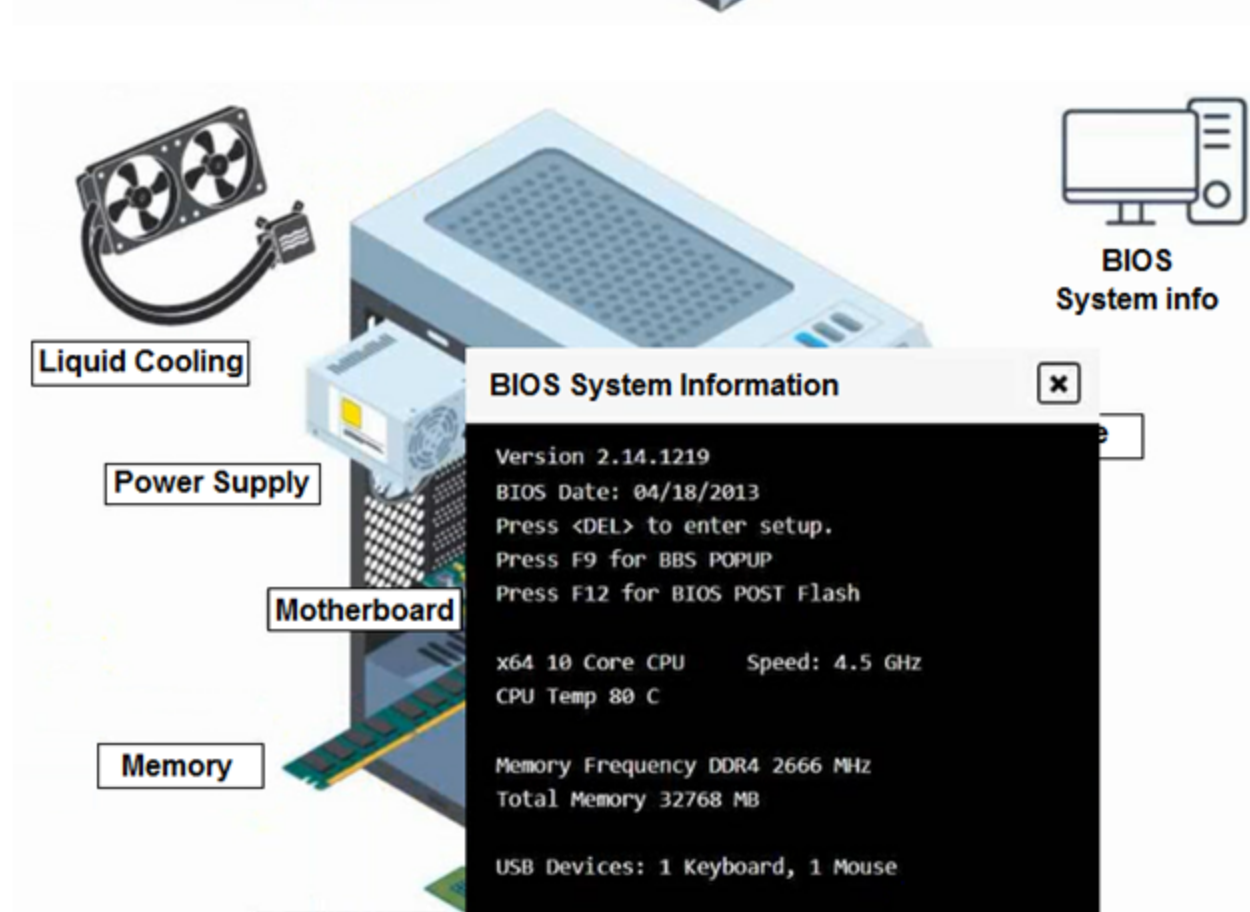
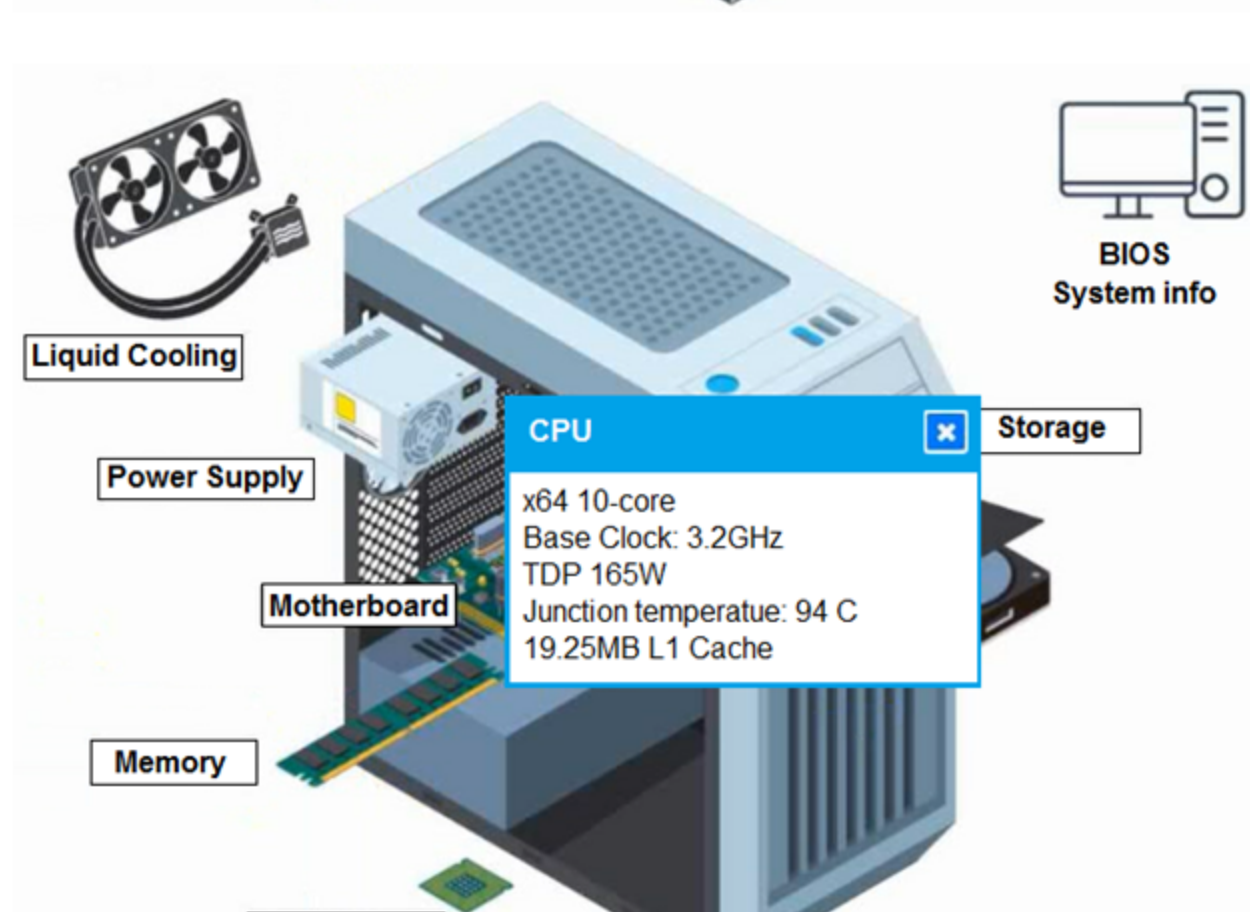
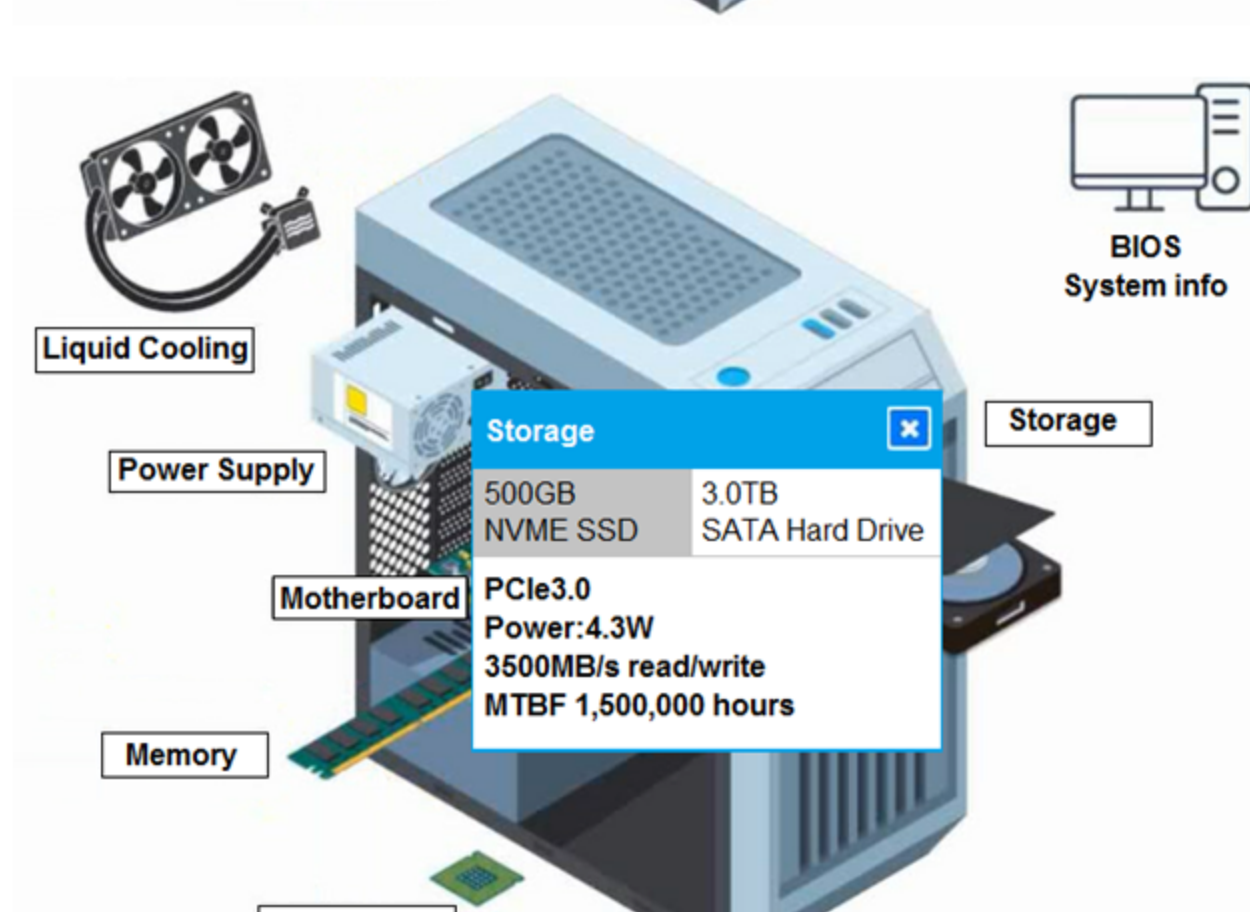
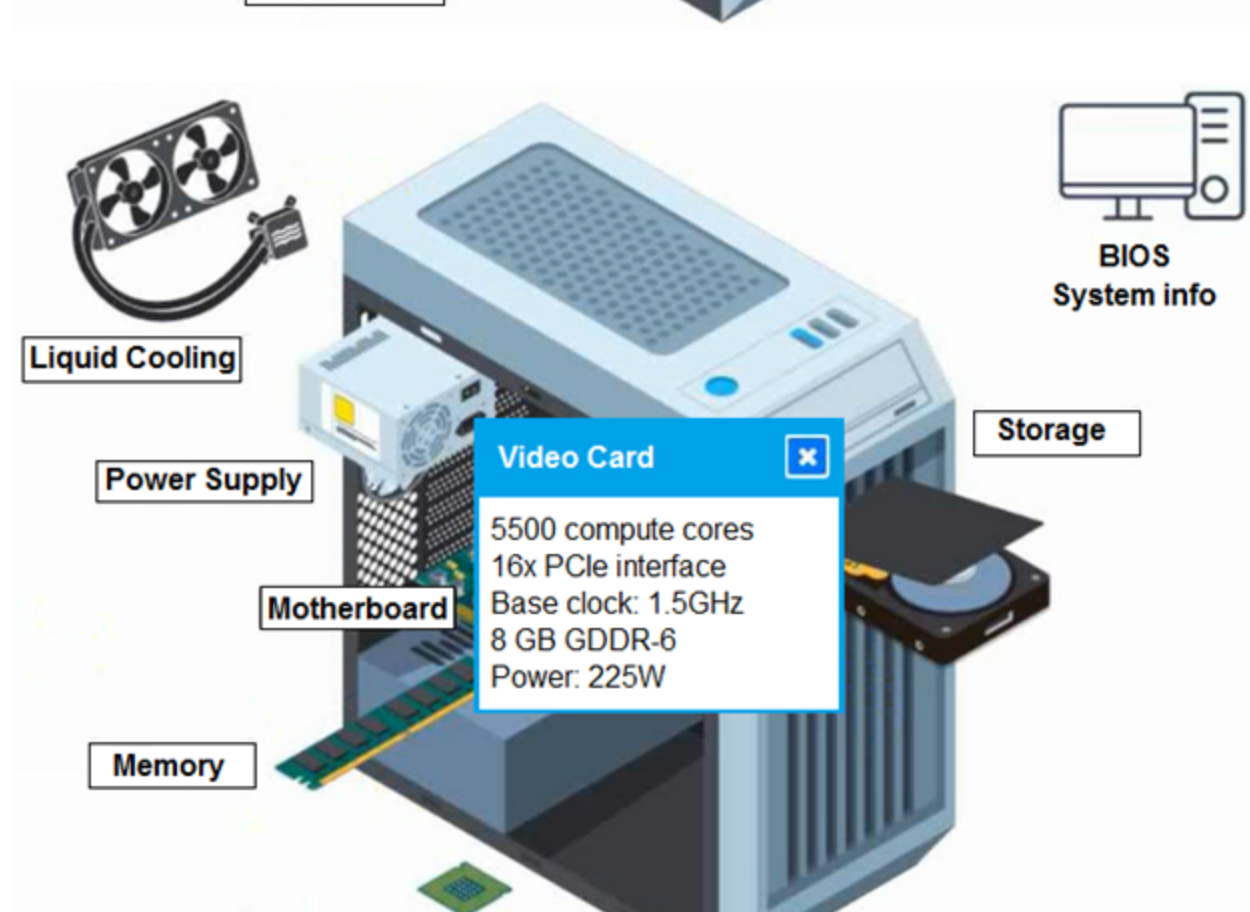
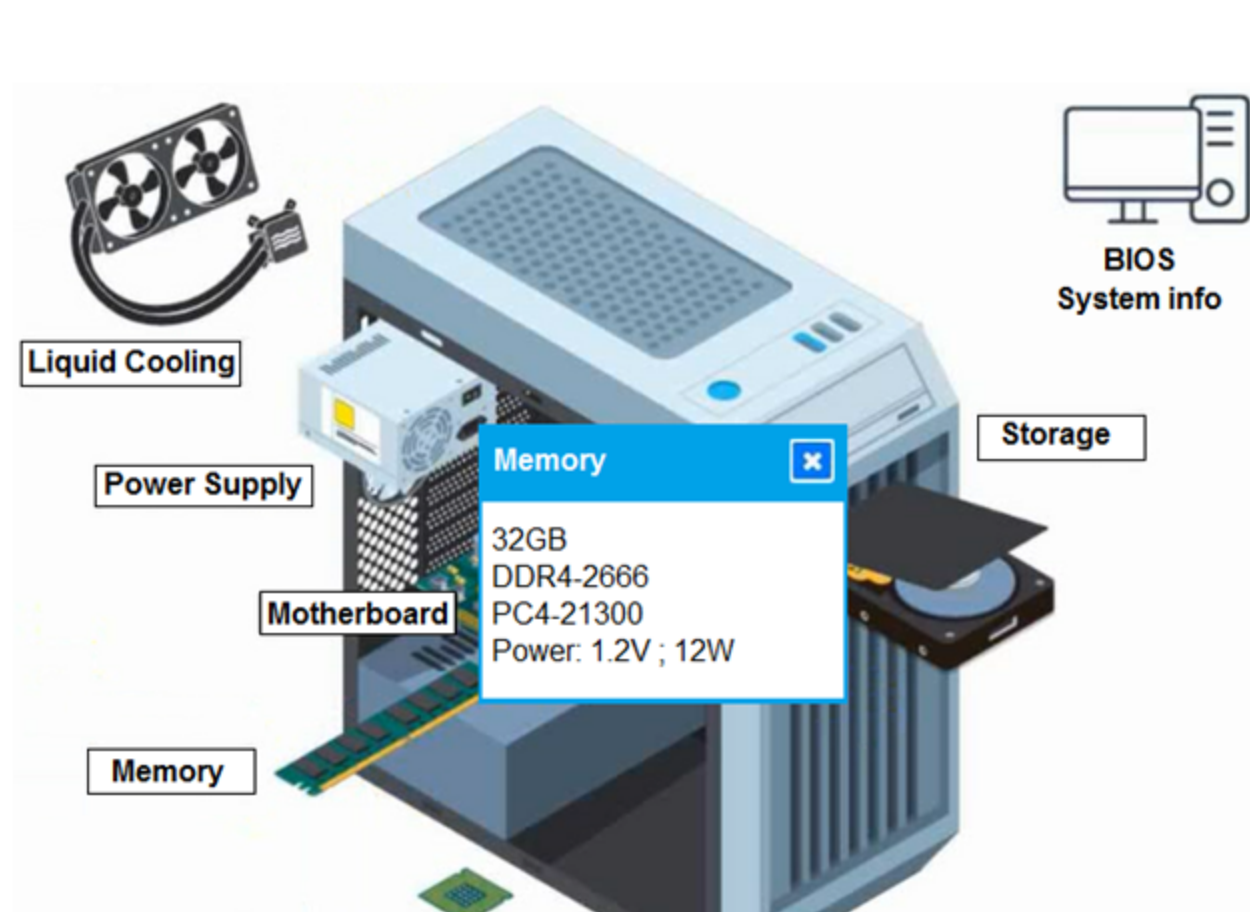
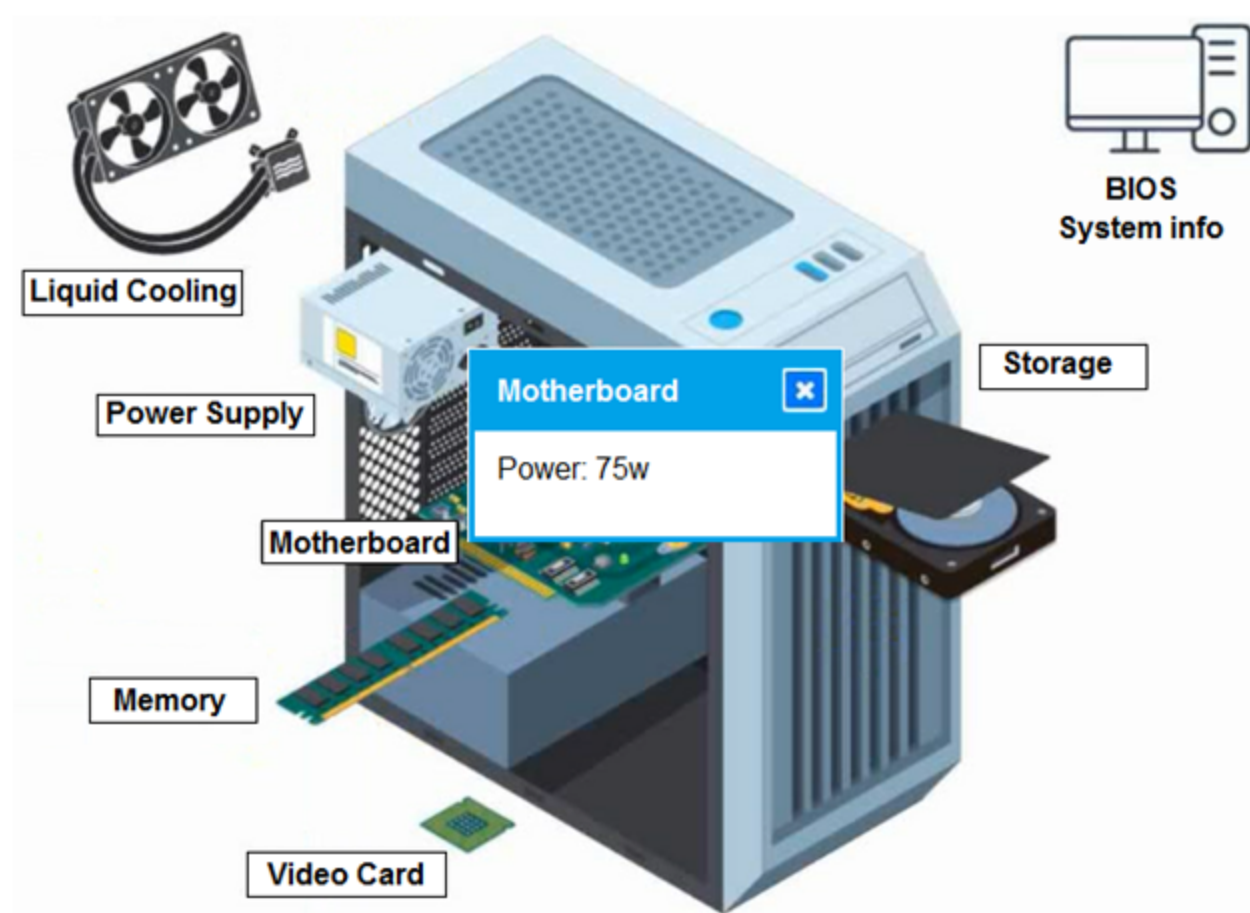
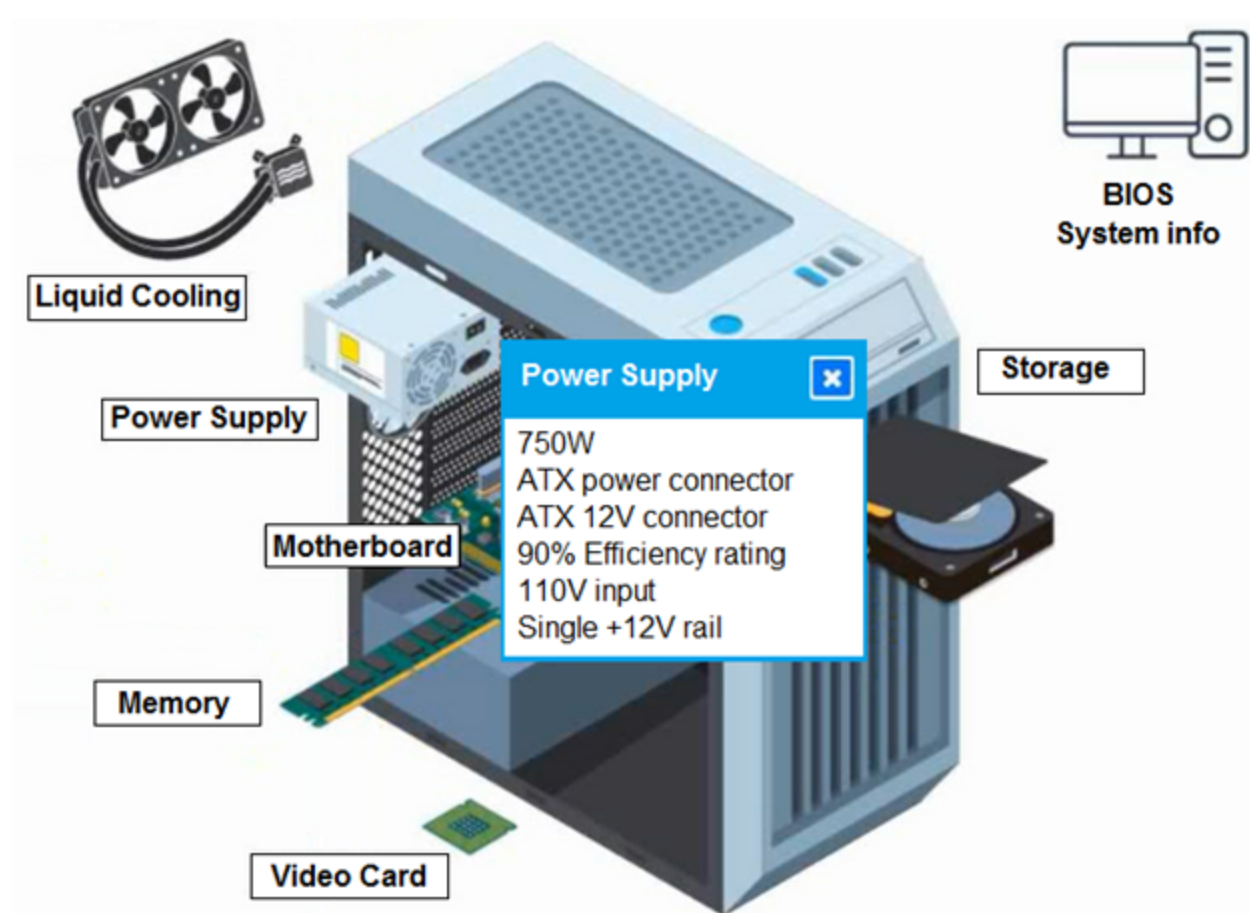
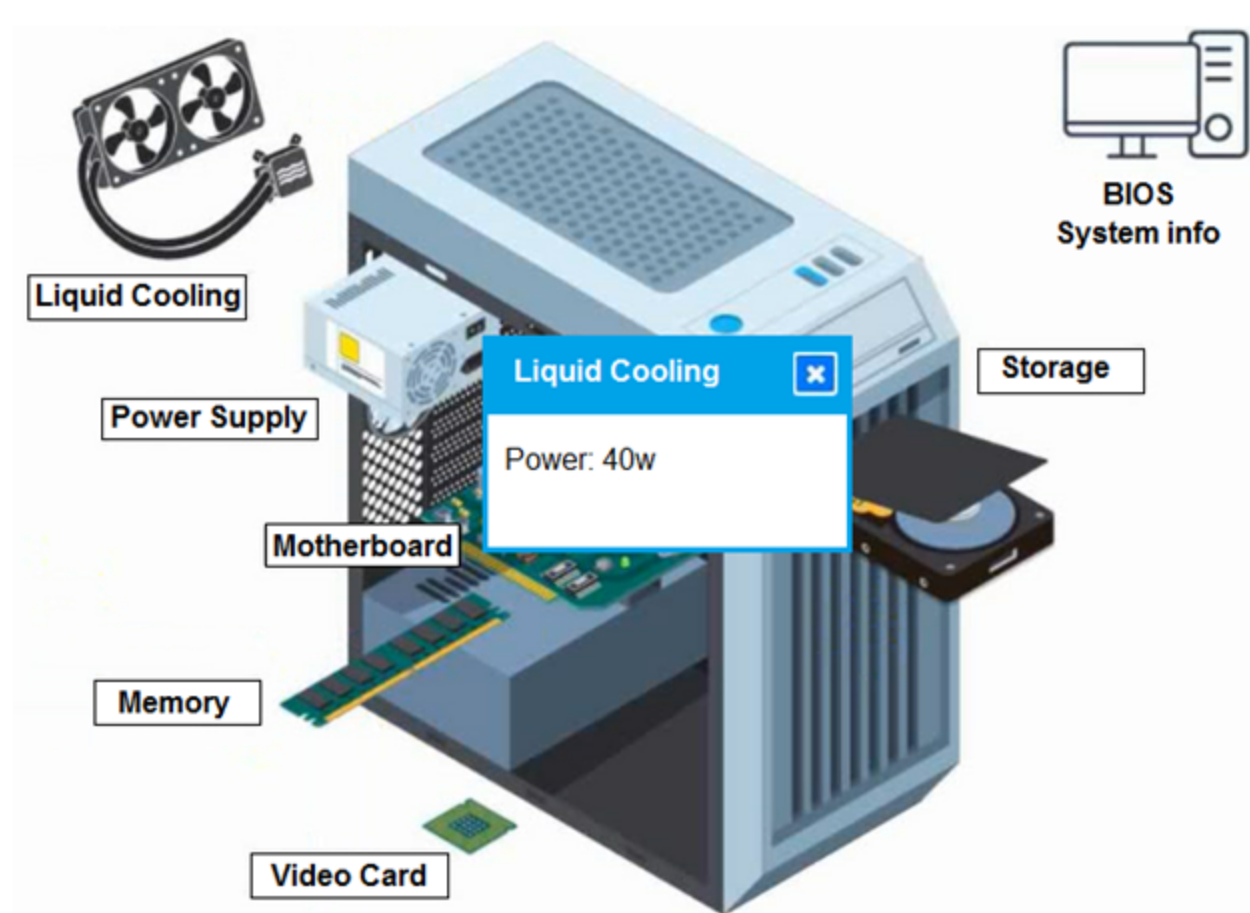
A customer built a computer for gaming, sourcing individual components and then assembling the system. The OS starts up, but within a few minutes the machine locks up. The customer brought the computer to a technician to diagnose the issue.

INSTRUCTIONS

Click on each component to view the specification.

Select the appropriate cause and resolution for the issue.

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



Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 179

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to install RAM into a rackmount server that will be used as a VM host. Which of the following would be BEST to install?

- A. SODIMM
- B. VRAM
- C. DDR4
- D. ECC

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 180

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician has noticed that a monitored server is receiving a disk failure notice during startup. When the technician clicks to continue, the machine still seems to startup into Windows but at a much slower speed. The technician looks at the BIOS information and sees the machine utilizes a RAID 5 configuration. Which of the following does the technician MOST likely need to perform?

- A. Reinstall the HDD drivers.
- B. Rebuild the RAID.
- C. Replace the failed drives.
- D. Restart the system.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 181

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

- A. SCSI
- B. eSATA
- C. PCIe
- D. NVMe

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 182

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is installing new power supplies for the application engineering team's workstations. The management team has not yet made a decision about installing dual graphics cards, but they want to proceed with the project anyway. Which of the following power supplies would provide the BEST solution?

- A. 1000W 24-pin modular power supply
- B. 220VAC 9000J surge protector
- C. 500W redundant power supply
- D. 2000VA uninterruptible power supply

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 183

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following handles touch-screen operation on a mobile device?

- A. Stylus
- B. Liquid crystal display
- C. Processor
- D. Digitizer

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 184

Topic #: 1

[\[All 220-1101 Questions\]](#)

The IT department issued a corporate smartphone to a user, but the user returned the device stating it had connectivity issues. The user claimed the device functioned on Wi-Fi, but all connectivity to cloud services was lost as soon as the device was taken off site. Which of the following issues was MOST likely affecting the device?

- A. MDM was never properly set up on the device.
- B. S/MIME certificates were corrupted and needed to be reloaded.
- C. Bluetooth on the device was disabled by mistake.
- D. The device never had a proper SIM card installed.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 185

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician just finished assembling a new PC for a client. Upon POST, the device presents an unspecified beep code and turns off automatically after five seconds. The technician double-checks the bill of materials for the new build and confirms all items have been installed. Which of the following should the technician do NEXT?

- A. Ensure thermal paste is being used on the CPU.
- B. Check to make sure that any video cards have auxiliary power cabling connected.
- C. Verify the header panel connector is properly connected.
- D. Spot-check that the I/O shield for the motherboard is properly installed.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 186

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user receives the following error when trying to reboot a computer:

```
System RAID Controller FW v1.2
```

```
A disk member in an array has failed or is not responding
```

Port	Device ID	Description	Status
sata0	disk0	Generic 500 SATA III	OK
sata1	disk1	Generic 500 SATA III	Not Found

Which of the following is the MOST likely cause of this error message?

- A. Corrupted bootloader
- B. Faulty RAID controller
- C. Failed hard drive
- D. Incorrect storage device driver

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 187

Topic #: 1

[\[All 220-1101 Questions\]](#)

An organization keeps receiving spam that appears to come from its own domain. No accounts have been compromised. Which of the following will BEST mitigate this issue?

- A. DNS
- B. S/MIME
- C. SPF
- D. SSID

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 188

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following describes the main difference between T568A and T568B cabling standards?

- A. The T568B data transfer rate is higher than T568A.
- B. The green and the orange cables are interchanged.
- C. T568A is used in blue cables, and T568B is used in green cables.
- D. The standards use different cable connectors.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 189

Topic #: 1

[\[All 220-1101 Questions\]](#)

A help desk technician plugged in a user's new computer to a network port. After a few minutes, the computer showed an APIPA address. Which of the following is the MOST likely reason this happened?

- A. The WLAN is disabling the NIC card.
- B. The network cable is not attached.
- C. The PC is unable to contact a DHCP server.
- D. The DHCP server is using addresses in the range of 169.254.254.1.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 190

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting an issue involving lines appearing down copied pages, but printed pages sent directly to the copier render as intended. Which of the following is the MOST likely cause of this issue?

- A. Empty imager drum
- B. Overheaded system fuser
- C. Scratched scanner glass
- D. Third-party toner

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 191

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user who is facilitating a videoconference reports that the participants can be heard. However, when the user attempts to speak, none of the participants can hear the user. Which of the following is the FIRST step the technician should take?

- A. Restart the videoconference.
- B. Replace the laptop.
- C. Check the audio inputs.
- D. Try another microphone.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 192

Topic #: 1

[\[All 220-1101 Questions\]](#)

A laptop does not have any audio output from the built-in speakers. The Windows Device Manager shows a down arrow for the audio device. Which of the following will correct this audio issue?

- A. Replacing the speakers
- B. Increasing the volume
- C. Enabling the audio device
- D. Updating the driver

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 193

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following provides a client device with an IP address?

- A. DNS
- B. DHCP
- C. IPSec
- D. SMB

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 194

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following video cables can carry an audio signal?

- A. HDMI
- B. S-Video
- C. VGA
- D. DVI

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 195

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is building a video production workstation that will consist of two high-end GPUs. The technician is reusing an existing ATX case. Which of the following should the technician select as the MOST appropriate power supply type?

- A. 400W external power supply
- B. 2x 600W redundant power supplies
- C. 1,200W modular power supply
- D. 1,500W uninterruptible power supply

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 196

Topic #: 1

[\[All 220-1101 Questions\]](#)

A printer technician receives a support request for a laser printer that sometimes cuts off the bottom of the print job. During troubleshooting, the technician notices that affected jobs are set for 8.5in x 14in (216mm x 356mm) paper and only print from a particular paper tray. Which of the following actions should the technician perform NEXT?

- A. Verify that the printing trays are correctly set
- B. Swap printer trays until the print jobs complete as expected
- C. Replace the tray rollers to ensure proper paper alignment
- D. Reset the default to use 8.5in x 11in (216mm x 279mm) paper

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 197

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user built a new PC with parts sourced from a popular online vendor. The system boots to the OS and basic browsing works, but whenever the user opens a 4K video or starts to play a game, the system immediately shuts down. Which of the following is the MOST likely cause of this issue?

- A. The video card was installed in the wrong PCIe slot
- B. The CPU heat sink was attached without adequate thermal paste
- C. The SSD drives do not have enough Pagefile
- D. The system does not have enough RAM for 4K video

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 198

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician recently received a written warning for causing a system-wide outage. The outage was a result of an unscheduled patch being manually pushed during production hours. Which of the following could have MOST likely prevented the technician from receiving the warning?

- A. Following corporate procedures
- B. Testing before deployment
- C. Documenting the findings
- D. Establishing a plan of action

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 199

Topic #: 1

[\[All 220-1101 Questions\]](#)

A desktop PC was recently moved to a new area and needs internet access RJ45 connections are not available, but access can be provided through 802.11n connections. Which of the following will need to be installed?

- A. Wireless NIC
- B. NFS system
- C. SSHD
- D. USB card

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 200

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is installing a new display on a desktop computer that only has a single DVI port for video input and a single HDMI port for video output. Which of the following does the technician need to complete the setup?

- A. Digital-to-analog converter
- B. A/V switcher
- C. DisplayPort to HDMI adapter
- D. DVI to HDMI cable

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 201

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting a classroom projector that shuts down after fifteen minutes of use. Which of the following should the technician do to resolve the issue?

- A. Replace the video input cable.
- B. Change the bulb.
- C. Clean the air filter.
- D. Swap the power cord.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 202

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is working on a desktop PC and wants to verify its NIC is functional. Which of the following should the technician use?

- A. Cable tester
- B. Loopback plug
- C. Toner probe
- D. Network tap

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 203

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting a laptop that is unable to browse the internet when connected to the company's wireless network. The technician has verified network connectivity is functional when using an Ethernet cable. Which of the following should the technician use to check if the laptop's wireless NIC is functional?

- A. Hotspot
- B. Near-field communication
- C. Ethernet tap
- D. Spectrum analyzer

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 204

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports that a computer will not turn on. The technician verifies the power cord and the outlet the computer are plugged into are both working properly. Which of the following is the hardware component that has MOST likely failed?

- A. PSU
- B. CPU
- C. RAM
- D. GPU

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 205

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following networking devices will MOST likely need to be installed in between the ISP and the LAN in a SOHO environment?

- A. Switch
- B. Firewall
- C. Cable modem
- D. Router
- E. Access point

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 206

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is configuring a desktop computer and the hard drive must be encrypted. Which of the following will the technician need to verify is enabled to complete this configuration?

- A. ATX
- B. NIC
- C. TPM
- D. ARM

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 207

Topic #: 1

[\[All 220-1101 Questions\]](#)

A storage server with three drives was reporting errors indicating the array was in degraded mode, but the stored files were still accessible. A technician went to the server room to troubleshoot the error message. Which of the following RAID configurations did the technician MOST likely find?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 208

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is building a new computer for a customer. The computer must use an ITX-sized motherboard and have a RAID 5 array with all drives using the same interface. Which of the following drive types will the technician MOST likely utilize?

- A. SCSI
- B. PCIe
- C. NVMe
- D. SATA

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 209

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following should a user do FIRST when upgrading the power supply on a gaming PC?

- A. Update the BIOS
- B. Disconnect the system memory
- C. Check the wattage rating
- D. Reseat the graphics card

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 210

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to increase the available RAM on a virtual workstation. Which of the following should the technician do?

- A. Increase the ECC memory timings in the BIOS.
- B. Upgrade to the latest DDR5 modules.
- C. Clear the temporary files on the workstation's boot drive.
- D. Use a hypervisor to adjust the resource allocation.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 211

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports a monitor, keyboard, mouse, and headset are no longer functioning. The user has restarted the laptop and tested an alternative headset and monitor, but the issue persists. The technician notices the user has a printer, USB-C hub, and AC adapter plugged into the laptop. Which of the following should the technician do to MOST likely resolve the issue?

- A. Verify the AC adapter voltage.
- B. Repair the operating system.
- C. Replace the user's USB-C hub.
- D. Reinstall the drivers for affected devices.
- E. Make sure the printer is not drawing too much power.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 212

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following virtualization technologies allows Linux and Windows operating systems to run concurrently?

- A. Test environment
- B. Sandbox
- C. Legacy OS
- D. Cross-platform

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 213

Topic #: 1

[\[All 220-1101 Questions\]](#)

A service technician replaced the gateway, and a user is now unable to access the SOHO wireless network. Which of the following steps should the technician take to resolve the issue?

- A. Assess the network cables for damage.
- B. Disable Bluetooth connections.
- C. Update the firmware.
- D. Check if the password and SSID are correct.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 214

Topic #: 1

[\[All 220-1101 Questions\]](#)

A customer's cell phone screen is discolored in several areas. Which of the following components is the MOST likely cause of the issue?

- A. Bulging battery
- B. Wired connectors
- C. Liquid crystal display
- D. Phone case
- E. Protective glass

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 215

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports that a printer is leaving streaks on printed pages. The paper type and the toner have been replaced. Which of the following should the technician check NEXT to resolve the issue?

- A. System board
- B. Paper tray
- C. Memory
- D. Fuser

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 216

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to recommend an internet connection for a customer who travels around the world and wants to have connectivity while visiting remote camping locations. Some of the locations the customer visits have limited or unreliable cellular service. Which of the following connection types should the technician recommend?

- A. Satellite
- B. DSL
- C. Fiber
- D. Hotspot

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 217

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician logs on to a PC and inserts an encrypted USB drive. When opening File Explorer, the technician cannot see the USB drive. Which of the following tools should the technician use to see all drives?

- A. DiskPart
- B. Diskmgmt
- C. Disk Cleanup
- D. BitLocker

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 218

Topic #: 1

[\[All 220-1101 Questions\]](#)

A desktop support technician is building a new desktop that features the fastest internal storage. Which of the following BEST suits this request?

- A. SATA SSD
- B. SATA HDD
- C. M.2 PCIe NVMe SSD
- D. PCIe SATA HDD

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 219

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user has decided to build a new computer with parts purchased from a popular online vendor. The user has referenced online resources to assemble the unit. However, when the user presses the power button, the new computer does not load the operating system's installer. Instead, the onboard speaker beeps and immediately reports an issue on the screen. Which of the following is the MOST likely issue with the new build?

- A. The user did not plug in the processor's fan.
- B. The user did not apply thermal paste to the CPU.
- C. The user did not seat the GPU correctly.
- D. The user did not install the power supply.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 220

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician set up a new access point and has noticed significant latency on the selected channel. Which of the following tools can assist with locating the BEST channel to use?

- A. Wi-Fi analyzer
- B. Netstat
- C. Net use
- D. Traceroute
- E. Network tap

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 221

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is setting up a new desktop computer and will be installing the hard drive directly on the motherboard without using cables to connect it. Which of the following will the technician be installing?

- A. Thunderbolt
- B. eSATA
- C. M.2
- D. SCSI

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 222

Topic #: 1

[\[All 220-1101 Questions\]](#)

An insurance company wants to implement cloud computing and would like a cloud solution in which the infrastructure is shared with businesses in the same industry. Which of the following cloud models BEST addresses the company's need?

- A. Community
- B. Private
- C. Public
- D. Hybrid

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 223

Topic #: 1

[\[All 220-1101 Questions\]](#)

A home user has purchased a subscription for a service that blocks malicious sites by preventing them from resolving correctly. Which of the following settings MOST likely needs to be changed on the user's router to enable this functionality?

- A. DNS server
- B. Port forwarding
- C. Perimeter network
- D. Universal PnP
- E. DHCP server

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 224

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician wants to deploy a .msi package to a corporate network. The technician needs to verify the application deployment will not affect other legacy applications on the end users' computers. Which of the following would the technician consider the MOST appropriate for this situation?

- A. Virtual network
- B. Application virtualization
- C. Cross-platform virtualization
- D. Virtual sandbox
- E. Virtual desktop

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 225

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting a projector that will not display any images. The technician has verified the computer output and cable are providing a good video signal. Which of the following should the technician do NEXT?

- A. Calibrate the image.
- B. Replace the bulb.
- C. Test the output resolution.
- D. Clean the fans.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 226

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's Windows computer started running slowly after the installation of a CAD program. The computer has intermittent timeouts and often has to be rebooted to restore functionality. The computer seems to work correctly if the application is not running. Which of the following should the technician do NEXT to help troubleshoot the issue? (Choose two.)

- A. Replace the video card.
- B. Research the requirements of the application.
- C. Install a new case fan.
- D. Run chkdsk on the HDD.
- E. Check the Event Viewer logs.
- F. Reinstall the application.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 227

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's device needs more memory, so a technician installs extra RAM with the following specifications:

2 x 8Gb DDR3-1066 (PC3-8500)

1 x 16Gb DDR3-1333 (PC3-10600)

Which of the following speeds would maximize reliability?

A. 1,066

B. 1,333

C. 8,500

D. 10,600

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 228

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports that a computer has a virus on it. Which of the following is the FIRST step the technician should take?

- A. Determine a plan of action to resolve the problem.
- B. Run antivirus software to remove the virus from the computer.
- C. Ask the user about the symptoms the computer is experiencing.
- D. Make a backup of the user's data on an external drive.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 229

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user lost a wallet containing credit and debit cards and is unable to purchase merchandise. Which of the following mobile phone technologies would allow the user to complete transactions?

- A. GSM
- B. MFA
- C. PRL
- D. NFC

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 230

Topic #: 1

[\[All 220-1101 Questions\]](#)

A company uses legacy accounting software, and no replacement is available Which of the following virtualization solutions will the company MOST likely select?

- A. Network
- B. Storage
- C. Desktop
- D. Sandbox

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 231

Topic #: 1

[\[All 220-1101 Questions\]](#)

The owner of a restaurant reports that wireless network connections are lost intermittently throughout the day. Which of the following steps should a technician take to troubleshoot the issue? (Choose two.)

- A. Identify the location of devices that utilize 2.4GHz.
- B. Check to see if the phones are UTP or STP lines.
- C. Test to see if the copper electrical wires are causing interference.
- D. Map all of the wireless signals in the restaurant.
- E. Verify T568B is being used in the wiring closet patch panel.
- F. Schedule timed router reboots throughout the day.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 232

Topic #: 1

[\[All 220-1101 Questions\]](#)

A client wants to connect an external keyboard to an Android tablet. Which of the following connection types are appropriate for this task? (Choose two.)

- A. DVI
- B. Infrared
- C. Lightning
- D. USB-C
- E. PS/2
- F. Bluetooth

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 233

Topic #: 1

[\[All 220-1101 Questions\]](#)

A web developer needs to test the compatibility of web functions across multiple different browsers and versions of those browsers. The web developer only has one machine and cannot install multiple browser versions. Which of the following should the developer do to BEST resolve the issue?

- A. Purchase more machines.
- B. Deploy application virtualization.
- C. Test using a virtual desktop.
- D. Set up a multiboot configuration.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 234

Topic #: 1

[\[All 220-1101 Questions\]](#)

A network administrator is troubleshooting a connectivity issue. The administrator performs a port scan, and the following information is generated:

Port Number	Status
22	Open
53	Closed
80	Closed
1443	Open
443	Closed
3389	Closed
445	Closed

Which of the following standard ports should be open to allow a successful RDP connection?

- A. 53
- B. 443
- C. 445
- D. 3389

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 235

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is replacing all RJ45 cables in a customer environment. Which of the following are the BEST tools to execute the task? (Choose two.)

- A. Optical fiber tester
- B. Scissors
- C. Cable tester
- D. Crimper
- E. Coaxial cable
- F. Screwdriver

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 236

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to configure a printer for network communications. Which of the following must the technician configure? (Choose three.)

- A. PCL
- B. Dots per inch
- C. Gateway
- D. Subnet mask
- E. MAC address
- F. IMEI
- G. IP address
- H. Drivers

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 237

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following allows a switch to be divided into separate logical networks?

- A. VLAN
- B. SSL VPN
- C. NAT
- D. RADIUS

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 238

Topic #: 1

[\[All 220-1101 Questions\]](#)

An administrator chose a shared-tenant model for a cloud deployment. Which of the following is the MOST likely reason the administrator chose this model?

- A. Cost savings
- B. Highly available
- C. Dedicated hardware
- D. Increased security

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 239

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is having an issue with the touch screen on a mobile device. When the user touches the screen, the intended target is not selected. Which of the following would be the BEST action for a technician to take to resolve the issue?

- A. Calibrate the touch screen
- B. Reset the mobile device
- C. Replace the LED screen.
- D. Update the mobile device.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 240

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user submitted a help desk ticket to report that the Wi-Fi connection drops every time the microwave is used. A technician suspects the issue is related to interference. Which of the following should the technician do to provide the BEST long-term solution for the issue?

- A. Change the Wi-Fi operation channel.
- B. Configure the Wi-Fi AP to 5GHz.
- C. Increase the power output of the AP.
- D. Change the SSID to hidden.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 241

Topic #: 1

[\[All 220-1101 Questions\]](#)

To which of the following should a technician connect individual pairs of a Cat 6 cable in order to provide a connection to a switch?

- A. Access point
- B. Patch panel
- C. Hub
- D. Firewall
- E. Wall jack

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 242

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following describes traffic used to resolve the FQDN of a site into an IP address to help locate and browse websites appropriately?

- A. DNS
- B. AAA
- C. SCADA
- D. IoT
- E. SQL

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 243

Topic #: 1

[\[All 220-1101 Questions\]](#)

A business purchased a new multifunction printer that will be used to photocopy documents with hundreds of pages. A technician is configuring the printer. Which of the following features should the technician ensure is set up?

- A. SMB
- B. PCL
- C. ADF
- D. SSH

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 244

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is traveling to another country and will be unable to get personal cell phone service after the plane lands. Which of the following should the user update to resolve the issue?

- A. CDMA
- B. PRL
- C. MDM
- D. GPS

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 245

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following network devices operates as a bridge function?

- A. Hub
- B. Wireless access point
- C. Transceiver
- D. Media converter

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 246

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's touch-screen tablet is having an issue with the screen orientation. Which of the following is MOST likely causing this issue?

- A. The screen rotation is locked.
- B. The screen protector on the tablet is damaged.
- C. The touch-screen digitizer is malfunctioning.
- D. The inverter is misconfigured.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 247

Topic #: 1

[\[All 220-1101 Questions\]](#)

The GPS on a user's phone has been unreliable. Which of the following will MOST likely resolve the issue?

- A. Enabling high-accuracy mode
- B. Replacing the battery
- C. Disabling Wi-Fi connections
- D. Utilizing a third-party map application

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 248

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is working with a user to set up scanning. The user requires the scans to be viewable on the network for the entire department. Which of the following settings on the MFP should the technician edit to BEST address the user's request?

- A. Scan to email
- B. Server message block
- C. Secured prints
- D. Web services
- E. Printer share

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 249

Topic #: 1

[\[All 220-1101 Questions\]](#)

A customer reports that, after a technician replaced a laptop screen, the laptop is only able to connect to a Wi-Fi network if it is positioned very close to a wireless access point. Which of the following should the technician verify FIRST?

- A. The internal antennas are connected.
- B. The device has the latest OS updates.
- C. The wireless device drivers are the latest version.
- D. Airplane mode is disabled.
- E. The battery is charging.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 250

Topic #: 1

[\[All 220-1101 Questions\]](#)

After dropping a mobile device, a user reports that it no longer responds to touch/tap commands. The user has already rebooted the device, but the issue persists. Which of the following components is MOST likely causing this issue?

- A. SIM card
- B. Charging port
- C. Digitizer
- D. Battery

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 251

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following server roles does RADIUS perform?

- A. DNS
- B. AAA
- C. Mail server
- D. Syslog

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 252

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is setting up three web servers for a retail company that takes online orders for its products. Which of the following network host services should the technician use to ensure the servers' resources will be utilized efficiently?

- A. UTM appliance
- B. AAA server
- C. Spam gateway
- D. Load balancer

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 253

Topic #: 1

[\[All 220-1101 Questions\]](#)

When a page that was printed on a laser printer is touched, the image on the paper smears. Which of the following is MOST likely the cause of this issue?

- A. Duplexing assembly
- B. Fuser
- C. Toner
- D. Transfer belt

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 254

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting a smartphone that has a large dark area on the screen. The screen has no damage to indicate that it is cracked. Which of the following BEST describes why a blot is on the screen?

- A. Digitizer damage
- B. Improper charging
- C. Ambient light sensor damage
- D. Liquid damage

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 255

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports a repetitive clicking noise is coming from a personal laptop. A technician notes the laptop's inputs are severely delayed. Which of the following should the technician replace to resolve the issue?

- A. The memory
- B. The storage device
- C. The integrated keyboard
- D. The battery

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 256

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is preparing laptops for deployment to a medical department. The laptops require SSD-level encryption to be enabled, but BitLocker refuses to turn it on. An error message states that a BIOS-level setting has not been turned on. Which of the following should the technician check FIRST when troubleshooting this issue?

- A. Reorder the priority in Windows Boot Manager.
- B. Check to make sure Secure Boot is turned on.
- C. Ensure that the Trusted Platform Module is enabled.
- D. Verify that the latest updates are installed.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 257

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following BEST describes a lab environment in which virtual machines can be created, rebooted, and shut down without affecting the production network?

- A. SCADA
- B. Sandbox
- C. Honeypot
- D. Hybrid cloud

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 258

Topic #: 1

[\[All 220-1101 Questions\]](#)

A SOHO customer would like to purchase network hardware to enhance security. The hardware should perform stateful packet inspection. Which of the following would BEST address the customer's need?

- A. Switch
- B. Firewall
- C. Router
- D. Proxy

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 259

Topic #: 1

[\[All 220-1101 Questions\]](#)

An IT manager is evaluating ticket resolution times. While reviewing the data, the manager notices repetitive issues are taking longer than expected to resolve. Which of the following changes should the manager implement to resolve repetitive issues more quickly?

- A. Require the technicians to spend more time testing theories to determine the root causes of issues.
- B. Require the technicians to verify full system functionality when resolving issues.
- C. Require the technicians to gather more information when speaking with users about issues.
- D. Require the technicians to document the findings, actions, and outcomes of issues.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 260

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting a laptop that has a blank LCD panel. The technician shines a flashlight into the LCD and sees a faint image. Which of the following BEST describes the issue?

- A. Defective inverter
- B. Incompatible video driver
- C. Incorrect input source
- D. Burned-out bulb

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 261

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following network options would work BEST to ensure a client-side virtual machine cannot access the rest of the network?

- A. NAT mode
- B. Bridge mode
- C. Direct mode
- D. Host-only mode

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 262

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is adding one more line at the demarcation point. Which of the following tools would be MOST useful to accomplish this task?

- A. Toner
- B. Punchdown
- C. Network tap
- D. Crimper

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 263

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following 802.11 Wi-Fi protocols utilizes the 5.0GHz frequency and has the BEST speed and reception?

- A. 802.11a
- B. 802.11ax
- C. 802.11b/g/n
- D. 802.11n

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 264

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user called the help desk to report an issue with a laptop. Recently, the user has been unable to click the buttons on the track pad or press some keys on the keyboard. The technician inspects the laptop but does not find any physical damage caused by the user. Which of the following is the MOST likely cause of the issue?

- A. Damaged digitizer
- B. Swollen battery
- C. Distended capacitors
- D. Failed accelerometer

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 265

Topic #: 1

[\[All 220-1101 Questions\]](#)

Following a scheduled power outage, users report they cannot access the local intranet. A technician is able to ping the IP address of the server that is hosting the website. Which of the following servers is MOST likely offline?

- A. Web
- B. DNS
- C. File
- D. DHCP

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 266

Topic #: 1

[\[All 220-1101 Questions\]](#)

A server administrator is building a new application server. Which of the following RAID levels provides MAXIMUM performance and redundancy?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 267

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following delivers internet over a copper medium?

- A. ONT
- B. SDN
- C. DSL
- D. WISP

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 268

Topic #: 1

[\[All 220-1101 Questions\]](#)

A customer has a Wi-Fi-capable laptop to use when traveling for work. Which of the following will allow the laptop to stay connected when the user travels?

- A. Cellular card
- B. Wi-Fi extender
- C. Bluetooth
- D. GPS

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 269

Topic #: 1

[\[All 220-1101 Questions\]](#)

A department submits a ticket to report a printer is not working. The responding technician sees paper stuck to the fuser, which is much hotter than normal. The fuser was just installed a few weeks ago, as indicated by the service history. Which of the following should the technician do NEXT?

- A. Disconnect the printer power for troubleshooting.
- B. Install a printer roller kit.
- C. Replace the overheating fuser.
- D. Replace the paper with thicker paper stock.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 270

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following does a DHCP reservation MOST likely apply to?

- A. Smart TV
- B. Mobile device
- C. Workstation
- D. Printer

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 271

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is working to connect an RS-232 serial signature pad to a customer's ultralightweight laptop. Which of the following should the technician use to install the device?

- A. Port replicator
- B. Wi-Fi Direct
- C. Hotspot
- D. USB-C cable

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 272

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following wireless networking protocols will support both 2.4GHz and 5GHz devices?

- A. 802.11ac
- B. 802.11ax
- C. 802.11b
- D. 802.11g

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 273

Topic #: 1

[\[All 220-1101 Questions\]](#)

A customer reports that access to the network fileshare has become much slower than usual, but local applications do not seem to have trouble. The technician checks the bandwidth to other servers and finds no issues. Which of the following should the technician check NEXT?

- A. Level of network utilization
- B. Customer use of two-factor authentication
- C. Amount of local drive space
- D. RAID array drive health

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 274

Topic #: 1

[\[All 220-1101 Questions\]](#)

A virtual file server in the cloud is configured to automatically add compute resources during times of high load on the server. Which of the following describes this cloud feature?

- A. File synchronization
- B. High availability
- C. Rapid elasticity
- D. Shared resources

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 275

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is on site troubleshooting a customer's laptop. The technician needs to download a software update, but the company's proxy is blocking updates. Which of the following would be the MOST appropriate action for the technician to take to get the update?

- A. Connect to a hotspot
- B. Request a traffic exemption
- C. Change the DNS address to 1.1.1.1
- D. Update the Group Policy settings

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 276

Topic #: 1

[\[All 220-1101 Questions\]](#)

An integrated webcam on a user's laptop broke, so a technician installed a temporary, external webcam. Since the external webcam installation, other users can only see part of the user's face during videoconferences. Which of the following BEST describes the reason for this issue?

- A. The webcam is not on a level surface.
- B. The webcam driver should be updated.
- C. The webcam is plugged into the wrong USB port.
- D. The webcam is not compatible with the OS.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 277

Topic #: 1

[\[All 220-1101 Questions\]](#)

A network engineer recently deployed a new application server in a cloud environment. Which of the following should be implemented to prevent a single point of failure within the system?

- A. Rapid elasticity
- B. RAID
- C. High availability
- D. Shared resources

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 278

Topic #: 1

[\[All 220-1101 Questions\]](#)

A new HD webcam's image only updates one or two times per second. The specifications indicate the webcam is capable of updating 30 frames per second. Which of the following is MOST likely causing the issue?

- A. The USB 2.0 port has insufficient bandwidth.
- B. The Thunderbolt connector is not compatible.
- C. The VGA cable does not support a digital signal.
- D. The connection should use plenum instead of STP.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 279

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user needs to transfer files from an Apple phone to a workstation. Which of the following connection types should the user utilize?

- A. USB-C
- B. Serial
- C. Lightning
- D. NFC

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 280

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is installing a USB Wi-Fi card. Which of the following would be the MOST appropriate way for the technician to receive the latest official drivers for the device?

- A. Download the drivers from the vendor's website.
- B. Allow the OS to install the drivers automatically.
- C. Utilize a third-party, non-OEM driver.
- D. Run the autoinstall CD.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 281

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports that all print jobs sent to a laser printer have random and incorrect characters throughout the pages. Which of the following actions should the technician do to resolve this issue?

- A. Replace the fuser.
- B. Adjust the rollers.
- C. Update the driver.
- D. Shake the toner.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 282

Topic #: 1

[\[All 220-1101 Questions\]](#)

An end user needs to upgrade the hard drive on a laptop and wants one that is fast and shock resistant. Which of the following is the BEST option for this end user?

- A. Hybrid HHD/SSD
- B. 5,400rpm HDD
- C. 7,200rpm HDD
- D. NVMe SDD

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 283

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following connectors can be plugged into a Thunderbolt 3 port on a laptop?

- A. miniUSB
- B. microUSB
- C. USB-A
- D. USB-C

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 284

Topic #: 1

[\[All 220-1101 Questions\]](#)

A company would like to take advantage of the cost savings of cloud computing by only paying for the resources used. Which of the following will BEST address this need?

- A. Shared resources
- B. Rapid elasticity
- C. Metered utilization
- D. High availability

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 285

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is attempting to fix a computer that does not turn on when the power button is pressed. Which of the following should the technician perform NEXT to troubleshoot the issue?

- A. Verify the output voltages from the power supply unit.
- B. Open the computer cabinet and replace the power button.
- C. Remove and reconnect all cables that are plugged into the motherboard.
- D. Reseat the power cable and confirm the outlet is providing energy.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 286

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to install an NVMe drive in an old computer using a PCIe 4X card. The technician installs Windows on the drive and reboots the computer. An error message appears stating there is no bootable device found. The technician checks the BIOS but cannot select the new drive as a boot device. Which of the following is MOST likely causing the issue?

- A. The boot partition is not set as active.
- B. The BIOS does not have NVMe boot drivers.
- C. The NVMe drive has an MBR partition.
- D. The NVMe drive is out of space.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 287

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following cables should be used to terminate ST connectors on each end?

- A. Optical fiber
- B. Coaxial
- C. Shielded twisted pair
- D. HDMI

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 288

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following cloud-computing concepts describes an application that is hosted on the internet but can be used and configured as needed internally per organization?

- A. Hybrid cloud
- B. Public cloud
- C. IaaS
- D. SaaS
- E. PaaS

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 289

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following devices would a punchdown tool MOST likely be utilized on?

- A. Cable modem
- B. Managed switch
- C. PoE injector
- D. Patch panel

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 290

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports a tablet restarts on its own every five to ten minutes. In addition, the tablet has intermittent issues with charging. The technician gives the user a new power adapter and charging cable, and the technician also tries resetting the OS, but the issue persists. Which of the following is the MOST likely cause of the issue?

- A. Water damage
- B. Incorrect OS version
- C. Faulty battery
- D. Damaged charging port

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 291

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician verifies the slow boot time and slow OS performance of a tower server with a RAID 5 on a PCIe RAID card that does not support hot swapping. Which of the following steps should the technician take NEXT to verify RAID health?

- A. Verify S.M.A.R.T. operation on the RAID card.
- B. Replace the failed drive while users are connected.
- C. Physically clean the HDDs and connectors.
- D. Shut down the server and check the RAID controller's status.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 292

Topic #: 1

[\[All 220-1101 Questions\]](#)

A field technician for an airport receives a support ticket that states customers are having issues viewing a screen that displays information about departing flights. While checking the case history, the technician sees that all flight information screens were recently moved when the terminal gates were remodeled. Which of the following actions should the technician perform after verifying the screen has power?

- A. Ensure the input connections to the screen are secure.
- B. Swap cables with a screen that works.
- C. Check to see if the device outputting the data is turned on.
- D. Determine if the screen is compatible with the output device.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 293

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician receives an alert indicating all VMs are down. After some troubleshooting, the technician discovers the network is out of space. To resolve the issue, the technician decides to add more space. Which of the following network types will the technician be working with?

- A. SCSI
- B. NAC
- C. SAN
- D. WISP

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 294

Topic #: 1

[\[All 220-1101 Questions\]](#)

A cloud engineer, who is designing a cloud architecture, needs to ensure the solution is able to immediately fail over to another region in case of an outage and also scale up in the event of high utilization. Which of the following should the engineer implement? (Choose two.)

- A. High availability
- B. Elasticity
- C. Cold storage
- D. Machine learning
- E. Metered utilization
- F. Virtualization

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 295

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user wants RAID to be configured on a desktop to allow the fastest speed and maximum storage capacity. Which of the following RAID types should a technician configure to accommodate this request?

A. 0

B. 1

C. 5

D. 10

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 296

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following printing initiatives would be BEST to accomplish environmentally friendly objectives?

- A. Requiring user authentication for printing
- B. Locking down printing to only certain individuals
- C. Modifying duplex settings to double-sided
- D. Changing the print quality settings to best

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 297

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user calls the help desk about a 4K monitor that will not output an image from a desktop. The monitor was working previously but now shows a black screen with a message stating a signal is not detected. The desktop is connected via HDMI, and the monitor has an empty DVI port. Which of the following steps should the technician perform FIRST? (Choose two.)

- A. Check the version of the HDMI cable.
- B. Check the input source.
- C. Set up the desktop for DVI.
- D. Replace the HDMI cable.
- E. Install OS updates.
- F. Initiate a system restore.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 298

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is replacing the RAM on an entry-level server with hot-swappable components. Which of the following should the technician do NEXT?

- A. Replace the RAM while the server is at a cool temperature.
- B. Replace the RAM while the server is running.
- C. Power down the server completely and then replace the RAM.
- D. Verify that the OS supports hot swapping the RAM.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 299

Topic #: 1

[\[All 220-1101 Questions\]](#)

While on a VoIP call, one user is unable to understand the other because the audio is breaking up. Which of the following BEST describes what is occurring on the call?

- A. High latency
- B. External interference
- C. No connectivity
- D. Port flapping

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 300

Topic #: 1

[\[All 220-1101 Questions\]](#)

A systems administrator needs to set up a multifunction printer for the legal department. The legal department deals with sensitive documents and requires a secure method of releasing print jobs. Which of the following should the systems administrator configure to meet the department's security requirements?

- A. SMB settings
- B. User authentication
- C. Audit logging
- D. Wired connection

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 301

Topic #: 1

[\[All 220-1101 Questions\]](#)

A network technician is working to locate an end user's Cat 6 cable within a network rack. The server rack is poorly documented, and a cable management system has not been implemented. Which of the following would be the BEST tool to BEST identify the correct cable?

- A. Cable tester
- B. Network tap
- C. Toner probe
- D. Loopback plug

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 302

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician connects a new computer to the internet and then opens the wiring closet. Even though all of the wires are terminated, nothing in the wiring closet is labeled. Which of the following tools should the technician use to complete the task?

- A. Cable tester
- B. Loopback plug
- C. Toner probe
- D. Punchdown tool

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 303

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following is the BEST use case for client-side virtualization?

- A. Legacy software
- B. Email
- C. Directory services
- D. Database

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 304

Topic #: 1

[\[All 220-1101 Questions\]](#)

An IT technician is inspecting the internal components of a desktop computer to assess a suspected power issue with the motherboard. Which of the following connectors should the IT technician inspect further?

- A. RJ45
- B. Straight tip
- C. DB9
- D. Molex

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 305

Topic #: 1

[\[All 220-1101 Questions\]](#)

A systems administrator is attempting to resolve a ticket regarding an issue with an email server. The administrator is covering for a coworker who was previously working on the ticket. The coworker already gathered facts about the issue and spoke with users concerning their missing emails. The coworker also discovered the email server's retention policy was updated shortly before users first noticed the issue. Which of the following should the systems administrator do NEXT to resolve the email issue?

- A. Escalate the ticket to a higher level to resolve the email server issue.
- B. Test a theory to determine the cause of the email server issue.
- C. Establish a theory of probable cause for the email server issue.
- D. Create a plan of action to resolve the email server issue.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 306

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user uploads a file to a storage location that is accessible via a web browser and a client application. The user's coworkers can access the file as well. The service that the file is stored with is provided by a third party for a monthly fee. The third party's service is available to any business or consumer who would like to use the service. Which of the following BEST describes the type of service that is in use?

- A. Hybrid cloud
- B. Infrastructure as a service
- C. Public cloud
- D. Private cloud

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 307

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following frequency bands do 802.11b and 802.11g operate in?

- A. 1GHz
- B. 2.4GHz
- C. 5GHz
- D. 6GHz

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 308

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following protocols operates without a port number assignment?

- A. SNMP
- B. TCP
- C. SSH
- D. DHCP

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 309

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician replaces a CPU and then notices the fans are continuously running. The computer randomly crashes after about five minutes. Which of the following should the technician do to prevent this issue from reoccurring?

- A. Apply thermal paste.
- B. Use Trusted Platform Module.
- C. Replace the socket.
- D. Implement secure boot.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 310

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following components houses the MX record?

- A. DNS
- B. VLAN
- C. DHCP
- D. SMTP

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 311

Topic #: 1

[\[All 220-1101 Questions\]](#)

A desktop support technician receives an escalated ticket regarding a computer that displays the following message upon booting up: The amount of system memory has changed. Which of the following components is failing?

- A. GPU
- B. HDD
- C. RAM
- D. CPU

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1101

Question #: 312

Topic #: 1

[\[All 220-1101 Questions\]](#)

Using the output below:

IPv4 Address: 172.25.1.39 -

Subnet Mask: 255.255.255.0 -

Router: 172.25.1.252 -

Name Server: 172.25.1.4 -

Which of the following is the default gateway?

- A. 172.25.1.252
- B. 172.25.1.39
- C. 172.25.1.4
- D. 255.255.255.0

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 313

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is working on a critical warehouse machine that will not turn on. The technician has determined the power supply for the machine failed. The warehouse manager is looking for a solution that will prevent downtime in the future. Which of the following devices should the technician install to meet this requirement?

- A. Grounded power supply
- B. Modular power supply
- C. 220V power supply
- D. Redundant power supply

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 314

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's track pad has stopped working. Which of the following should the user do to resolve the track pad's functionality?

- A. Reinstall the mouse drivers.
- B. Use the Function key.
- C. Calibrate the digitizer.
- D. Configure the mouse settings.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 315

Topic #: 1

[\[All 220-1101 Questions\]](#)

A help desk technician receives a ticket stating a printer has jammed several times today. The technician removes the jammed paper and notices the paper supply is low and the paper in the tray is wrinkled. Which of the following MOST likely caused the paper jams?

- A. High latency
- B. Page orientation
- C. Driver mismatch
- D. Multipage misfeed

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 316

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reported that a laptop would no longer turn on after the battery was depleted, even though laptop was charged the night before. An on-site technician was dispatched with a spare laptop and verified that the AC adapter and power cord were functional. Which of the following was the MOST likely cause of the issue?

- A. Swollen battery
- B. Calibration corruption
- C. Excessive wattage
- D. Damaged port

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 317

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician installed a new SSD in a computer that needed additional storage. The technician properly formatted and partitioned the drive. The BIOS recognizes the drive, but the drive does not appear as an available drive in My Computer. Which of the following should the technician do to resolve the issue?

- A. Replace the defective drive.
- B. Make sure a drive letter has been assigned.
- C. Check Device Manager.
- D. Initialize the disk in Disk Management.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 318

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is unable to access the internet on a PC. A technician examines the PC and runs the following commands:

```
ipconfig /all
```

```
ping 8.8.8.8
```

```
ping comptia.org
```

Which of the following steps in the troubleshooting process does this series of commands represent?

- A. Establish a theory.
- B. Verify full system functionality.
- C. Establish a plan of action.
- D. Identify the problem.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 319

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician installed a new router at a small office. After the installation, the technician notices that all devices have a 169.254.x.x IP address. Printers and fileshares are still working, but PCs cannot access the internet. Which of the following should the technician configure on the router to enable devices to connect to the internet?

- A. APIPA
- B. DNS
- C. DHCP
- D. SMB

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 320

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user requested a new printer with the requirement that all documents be printed in duplicate. Which of the following will produce the MOST cost-effective duplicate printouts with the least amount of effort?

- A. Inkjet printer
- B. Thermal printer
- C. Impact printer
- D. Laser printer

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 321

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting a laptop that shuts down intermittently. When the laptop is repositioned, the technician notices a noise coming from inside of it. The technician removes the bottom cover. Which of the following should the technician do NEXT?

- A. Turn on the laptop and move it again to replicate the issue.
- B. Reseat the memory modules and the SSD.
- C. Remove the internal battery and look for loose parts.
- D. Inspect the connections for a damaged cable.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 322

Topic #: 1

[\[All 220-1101 Questions\]](#)

A bank wants to leverage cloud computing but would like a cloud solution in which infrastructure is isolated from other businesses. Which of the following cloud models would BEST address the bank's need?

- A. Public
- B. Hybrid
- C. Private
- D. Community

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 323

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is attempting to connect a streaming media device to a hotel's free wireless internet. However, the user is unable to pass through the captive portal. Which of the following would MOST likely allow the user to connect the device to the internet?

- A. Connecting to the hotspot on the user's device
- B. Disabling the Wi-Fi security on the device
- C. Asking the hotel to disable the captive portal on the Wi-Fi
- D. Adjusting the date and time stamps on the device to reflect another country

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 324

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to harden all newly deployed network printers following a data breach. Which of the following should the technician do to BEST fulfill this need?

- A. Install the most recent drivers.
- B. Disable wireless printing.
- C. Place all printers on a separate print server.
- D. Update to the latest firmware.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 325

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user working in the field reported the GPS stopped working on a phone. The user's older, in-car GPS continued to function. Later, the user reported that the phone's GPS started working again. Which of the following MOST likely caused the phone's GPS to fail?

- A. The cell phone was in conservation mode.
- B. The cell phone had lost service to the carrier.
- C. The cell phone received a firmware update.
- D. The cell phone had overheated.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 326

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician responds to a user who has reported that a laptop is too hot. The technician notices the laptop is not able to sit level on the workspace. Which of the following BEST describes the issue with the laptop?

- A. The docking station is improperly installed.
- B. The hard drive is disconnected.
- C. The CPU fan is too powerful.
- D. The battery is damaged.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 327

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's laptop is experiencing severe slowdowns when operating process-intensive tasks. Which of the following memory upgrades is compatible with a laptop?

- A. DIMM
- B. ECC RAM
- C. Virtual RAM
- D. SODIMM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 328

Topic #: 1

[\[All 220-1101 Questions\]](#)

Users report that all copies produced on a copier have a solid black line, but printing is unaffected. Which of the following is the MOST likely cause?

- A. Failing imaging drum
- B. A scratch on the scanning bed
- C. Bad output tray
- D. Damaged fuser

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 329

Topic #: 1

[\[All 220-1101 Questions\]](#)

A specific printer frequently experiences paper jams. A technician inspects the printer and finds that the paper is still partially in the paper tray when the printer jams. Which of the following should the technician check FIRST?

- A. Fuser
- B. Duplexing assembly
- C. Toner
- D. Pickup roller

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1101

Question #: 330

Topic #: 1

[\[All 220-1101 Questions\]](#)

The motherboard on a user's company laptop was recently replaced. Now, the user is unable to log in using the fingerprint reader. The fingerprint reader is working, but it does not recognize the users fingerprint. Which of the following should a technician perform FIRST to fix the issue?

- A. Restore the system to a previous recovery point.
- B. Reinstall the fingerprint software.
- C. Access the BIOS and clear the TPM.
- D. Update the drivers and the fingerprint software.
- E. Flash the newest BIOS firmware that is available.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 331

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is experiencing an issue when trying to use a camera on a corporate mobile device to take pictures. The camera on the device is working. However, when the user tries to access the pictures via a USB cable connected to a PC, the user is unable to copy the pictures to the PC. Which is the following BEST describes the likely cause of the issue?

- A. Settings are preventing the transfer of data from the device's camera.
- B. A technician needs to change the camera settings on the device.
- C. The device has corrupted picture files due to an update.
- D. The device needs to have the OS reinstalled.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 332

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician who works in a high-security environment needs to set up a laptop with triple monitors for a new security employee. All USB ports are disabled due to security policies. Which of the following should the technician do to BEST meet the requirements?

- A. Install a splitter cable.
- B. Install a discrete graphics card.
- C. Use an HDMI switch.
- D. Implement a docking station.

[Show Suggested Answer](#)



Actual exam question from CompTIA's 220-1101

Question #: 333

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is upgrading a desktop's storage with the fastest option available. The desktop's motherboard is equipped with SATA III, NVMe, and IDE. Which of the following should the technician choose for the best performance?

- A. PCIe SSD connected via NVMe interface
- B. 3.5in (8.9cm) 10.000rpm HDD connected via IDE interface
- C. M.2 SSD connected via SATA interface
- D. 2.5in (6.35cm) SSD connected via SATA interface

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 334

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician needs to provide data redundancy on a user's workstation. Which of the following RAID levels provides redundancy with the FEWEST disks?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 335

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following devices is capable of dynamically distributing an IP address?

- A. Hub
- B. Switch
- C. Injector
- D. Router

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 336

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user's wireless laptop stopped working. A technician replaced the wireless card, but the wireless range is now limited. Which of the following should the technician perform NEXT?

- A. Verify the antenna's connection.
- B. Switch from a 2.4GHz band to a 5GHz band.
- C. Change the channels of the Wi-Fi card settings.
- D. Upgrade the wireless driver.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 337

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician installed a Cat 5 UTP cable approximately 275ft (84m) from a network switch in an office to a workstation located on a factory floor. The technician sees both a flashing green LED and a flashing orange LED on the workstation's NIC. Which of the following should the technician do FIRST?

- A. Check for loose connections, pinched bends, and physical damage.
- B. Install a powered hub as close as possible to the halfway point in the Cat 5 UTP cable run.
- C. Replace the entire run of Cat 5 UTP cable with Cat 5 STP cable.
- D. Upgrade the entire cable run to multimode fiber.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 338

Topic #: 1

[\[All 220-1101 Questions\]](#)

In a SOHO environment, a user wants to make sensitive scanned documents available to other users on the domain. The logs need to indicate who accessed the documents and at what time they were accessed. Which of the following settings should a technician set up on the MFP device?

- A. Scan to email
- B. ADF tray
- C. PCL
- D. SMB share

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 339

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports that a display is slow to turn on, and the colors are distorted and discolored. Once the display turns on, it appears to have lines going through the image and intermittently goes blank. Which of the following is the most likely cause of the issue?

- A. Incorrect data source
- B. Incorrect resolution settings
- C. Physical cabling issues
- D. Incorrect refresh rate
- E. Display burn-in

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 340

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following wireless technologies would a company most likely implement for inventory management?

- A. NFC
- B. 5G
- C. Bluetooth
- D. RFID

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 341

Topic #: 1

[\[All 220-1101 Questions\]](#)

A systems administrator hears a clicking noise coming from a storage array that has a RAID configuration. No LEDs are illuminated on the array, but the logs show several hard drive errors. Which of the following should the systems administrator do to quickly eliminate the clicking?

- A. Reinstall the drive
- B. Replace the bad drive.
- C. Reset the RAID software.
- D. Run a chkdsk on the drive.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 342

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user reports intermittent connectivity. The technician checks the network logs and sees the following output:

```
Interface 0/1 Status Up 13:01:30  
Interface 0/1 Status Down 13:02:30  
Interface 0/1 Status Up 13:03:20  
Interface 0/1 Status Down 13:04:10  
Switch elected as Root bridge  
Interface 0/1 Status Up 13:05:40
```

Which of the following is the most likely reason for this issue?

- A. External interference
- B. High latency
- C. Jitter
- D. Port flapping

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 343

Topic #: 1

[\[All 220-1101 Questions\]](#)

A regularly used laser printer is printing vertical lines on each page. Which of the following should the technician do first?

- A. Lower the printing contrast.
- B. Change the paper type.
- C. Install a new fuser.
- D. Replace the toner cartridge.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 344

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is installing the RAM for a graphics workstation. Which of the following is special purpose memory used by graphic controllers?

- A. SRAM
- B. MicroDIMM
- C. VRAM
- D. Unbuffered DIMM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 345

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician recently installed a new printer that is being shared over the network via a 64-bit Windows Print Server. Two users, who have computers with a legacy OS, are unable to print to this new printer. Which of the following should the technician do to resolve this issue?

- A. Enable 32-bit drivers on the Print Server.
- B. Enable Print Spooler and restart the computer.
- C. Run Windows Update on the users' computers.
- D. Update the computers to a 64-bit driver.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 346

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user needs a technician's help connecting a laptop to a projector. The projector is old and only has analog input. Which of the following cable types should the technician use to connect the laptop to the projector?

- A. HDMI
- B. RS-232
- C. VGA
- D. DisplayPort

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 347

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following solutions can help users who have the current Windows operating systems run legacy applications that are not supported under the latest applications?

- A. AppLocker
- B. Type 1 hypervisors
- C. Sandbox
- D. Application virtualization

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 348

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is replacing a failed drive in a RAID 5 array. Which of the following is the first step the technician should take before hot swapping the drive out of the array?

- A. Document the replacement date.
- B. Shut down the array.
- C. Safely dispose of the failed drive.
- D. Perform a full backup.

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 349

Topic #: 1

[\[All 220-1101 Questions\]](#)

An administrator notices that on an intermittent basis the virtual machines are running slowly. The virtual machines are correctly sized, and the hardware has enough free resources to cope with demand. Which of the following is most likely the cause?

- A. The physical servers are not able to draw enough power.
- B. The physical servers do not have enough network bandwidth.
- C. The physical servers are throttling due to overheating.
- D. The physical servers are contending for resources.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 350

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following technologies can be used to harden guest virtual machines?

- A. Containerization
- B. Network isolation
- C. Resource reservation
- D. vTPM

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 351

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is attempting to connect the wired LANs at two nearby buildings by installing a wireless point-to-point connection. Which of the following should the technician consider?

- A. NFC protocol data rate
- B. RFID frequency range
- C. Bluetooth version compatibility
- D. Allowable limits for transmit power

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 352

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following network devices should a technician install in order to isolate voice traffic on the network?

- A. Network tap
- B. Managed switch
- C. Hub
- D. DSL filter

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 353

Topic #: 1

[\[All 220-1101 Questions\]](#)

An analyst has replaced the motherboard in a desktop computer that previously overheated. The analyst presses the power button, hears three beeps, and sees the screen is black. Which of the following is the best action for the analyst to take to fix this issue?

- A. Replace the power supply.
- B. Reseat the RAM.
- C. Reattach the hard drive.
- D. Flash the BIOS.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 354

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting a network issue and needs to check the status of a local network device in the least disruptive manner possible. Which of the following tools should the technician use to accomplish this task?

- A. Network tap
- B. Cable tester
- C. Multimeter
- D. Tone generator

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 355

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is working to replace a single DDR3 RAM module on a laptop that has two occupied slots. When the technician tries to turn on the laptop, the computer starts beeping and does not pass POST. The technician double-checks the newly installed RAM and notices a motherboard message indicating low voltage. Which of the following is the most likely cause of this issue?

- A. Faulty power adapter
- B. Incorrect BIOS settings
- C. Failing CMOS battery
- D. Unsupported memory

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 356

Topic #: 1

[\[All 220-1101 Questions\]](#)

A printer displays an error message even after a paper jam is cleared. Which of the following should a technician do to fix the issue?

- A. Check the paper path for a blocked sensor.
- B. Verify the pickup roller is functioning.
- C. Change the duplex settings.
- D. Run internal printer diagnostics.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 357

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following explains how using a cloud infrastructure can provide rapid elasticity?

- A. Shared resources can reduce overhead.
- B. Customers can limit the use of a resource.
- C. High availability of services can be provided.
- D. Systems can be provisioned according to demand.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 358

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is trying to fix a computer that fails to boot even when all the RAM is removed. Which of the following should the technician do next to troubleshoot the issue?

- A. Inspect the motherboard for swollen capacitors.
- B. Replace the CMOS battery.
- C. Swap the power supply if it is inoperable.
- D. Check to see if the HDD power connectors are well seated.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 359

Topic #: 1

[\[All 220-1101 Questions\]](#)

A new VoIP solution is being implemented at a corporate office for more than 200 users. The new VoIP devices do not require AC adapters at the users' desks. Which of the following network devices should a technician purchase?

- A. Firewall
- B. Power injector
- C. PoE switch
- D. Router

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 360

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician received a help desk ticket from a user who is unable to browse the internet. Which of the following troubleshooting steps should the technician perform first?

- A. Establish a plan of action.
- B. Document the findings.
- C. Test the theory.
- D. Identify the problem.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 361

Topic #: 1

[\[All 220-1101 Questions\]](#)

A graphic designer wants to purchase a laptop that provides the most accurate color spectrum available when viewed from as many different angles as possible. Which is the following display types would best meet the graphic designer's requirements?

- A. LCD
- B. Plasma
- C. OLED
- D. VGA

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 362

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following are benefits of application virtualization? (Choose two.)

- A. The network works more quickly.
- B. Applications are easier to learn.
- C. RAM works more efficiently.
- D. The overall IT cost goes down.
- E. OS performance is superior.
- F. Upgrading applications is easier.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 363

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is creating a new RAID array for a customer. After interviewing the customer, the technician decides to implement a RAID array of striping without parity. Which of the following reasons would lead the technician to choose striping without parity instead of striping with parity?

- A. Uptime is the customer's biggest concern.
- B. Speed is the most important consideration.
- C. Redundancy and speed are equally important.
- D. Available storage space needs to be maximized.

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 364

Topic #: 1

[\[All 220-1101 Questions\]](#)

A classroom projector, which is turned on, displays a flashing LED code but does not have any video output. Which of the following should a technician do to resolve the issue?

- A. Replace the bulb.
- B. Adjust the input resolution.
- C. Clean the air filter.
- D. Change the input source.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 365

Topic #: 1

[\[All 220-1101 Questions\]](#)

A laptop's external webcam software is running, but neither images nor videos can be viewed. Which of the following should a technician do first?

- A. Reseat the webcam.
- B. Restart the computer and run system diagnostics.
- C. Reinstall the webcam software and drivers.
- D. Research new webcam firmware.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 366

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is creating a consecutive range of IP addresses that a server can select from to fulfill requests from network clients. Which of the following is the technician creating?

- A. DHCP scope
- B. Static IP list
- C. DNS A records
- D. Automatic private IP addressing

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 367

Topic #: 1

[\[All 220-1101 Questions\]](#)

Every time a user tries to print a multipage document, the user is unable to print on both sides of the page. Which of the following settings will most likely resolve this issue?

- A. Orientation
- B. Duplex
- C. Quality
- D. Print tray

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 368

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user tries to turn on a computer but gets the following error message: Bootable device not found. The computer had no issues yesterday. Which of the following is the most likely reason for this error?

- A. The HDD is malfunctioning.
- B. The mouse and keyboard are not connected.
- C. A misconfigured boot device is in the BIOS
- D. The network cable is unplugged.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 369

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user is connecting to a network via a Bluetooth hotspot. Which of the following best describes this type of network?

- A. SAN
- B. WAN
- C. LAN
- D. PAN

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 370

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user tripped on an Ethernet cable and disconnected it from the wall jack. A technician visually inspects the cable and notices that the plastic prong on the connector of the cable is completely missing. Which of the following tools should the technician use to resolve this issue? (Choose two.)

- A. Cable stripper
- B. Network crimper
- C. Toner probe
- D. Punchdown tool
- E. Multimeter
- F. Loopback plug

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 371

Topic #: 1

[\[All 220-1101 Questions\]](#)

A customer purchased an active touch pen for a tablet PC. After the customer used the pen for a few days, it stopped working. Which of the following is most likely causing the issue?

- A. The tablet screen is scratched
- B. The pen software is out of date
- C. The pen batteries need recharging
- D. Software updates disabled the pen

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 372

Topic #: 1

[\[All 220-1101 Questions\]](#)

An IT technician is working on a help desk ticket concerning a user's inability to create a virtual machine. The technician has already checked the RAM and HDD space in the user's machine. Which of the following settings should the technician check next to help troubleshoot the issue?

- A. BitLocker
- B. MSConfig
- C. BIOS
- D. Secure Boot

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 373

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is installing a power supply in a workstation that contains a high-end graphics card, a 3GHz processor, and two cooling fans. Which of the following specifications should the technician verify before installing the new power supply?

- A. The wattage
- B. The chassis ventilation
- C. The motherboard's firmware
- D. The cables' color coding

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 374

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following cables should be used when connecting a cable modem to a SOHO router?

- A. FireWire
- B. Fiber
- C. Ethernet
- D. Coaxial

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 375

Topic #: 1

[\[All 220-1101 Questions\]](#)

Isolating email attachments in a safe place until the attachments can be scanned for malware is defined as:

- A. an approve listing.
- B. a screened subnet.
- C. cross-platform virtualization.
- D. sandboxing.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 376

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following server types can dynamically assign primary and secondary DNS?

- A. DHCP server
- B. Global catalog server
- C. Web server
- D. Name server

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 377

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following twisted pair cables supports 10GBASE-T data transmission speed?

- A. Cat 3
- B. Cat 5
- C. Cat 5e
- D. Cat 6a

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 378

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following cloud models allows an organization to retain data on site as well as in the cloud?

- A. Public
- B. Community
- C. Hybrid
- D. Private

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 379

Topic #: 1

[\[All 220-1101 Questions\]](#)

A network technician needs to connect into the console of a switch. Which of the following connection types should the technician most likely utilize?

- A. Serial interface
- B. Bluetooth
- C. Near-field communication
- D. Port replicator

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 380

Topic #: 1

[\[All 220-1101 Questions\]](#)

A company in a large building uses a wireless network for its workstations. After a new company moves into the building on the floor below the old company's wireless network begins experiencing connectivity issues. Which of the following is the most likely cause?

- A. External interference
- B. Port flapping
- C. High latency
- D. Limited connectivity

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 381

Topic #: 1

[\[All 220-1101 Questions\]](#)

A systems administrator is working to ensure access to corporate laptops is limited to authorized users. The administrator has already implemented a password policy. Which of the following would be the best option to help the administrator secure the corporate resources?

- A. Trusted Platform Module
- B. Biometric scanner
- C. Laptop lock
- D. Encryption

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 382

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is troubleshooting connectivity issues and needs to promiscuously route a copy of traffic to a separate machine for analysis. Which of the following physical tools would best accomplish this task?

- A. Toner probe
- B. Wi-Fi analyzer
- C. Network tap
- D. Loopback plug

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 383

Topic #: 1

[\[All 220-1101 Questions\]](#)

Which of the following is an advantage that OLED displays have over LCD displays?

- A. The color does not degrade over time.
- B. The power consumption is lower.
- C. The power contrast results in finer grayscale levels.
- D. A backlight is utilized.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 384

Topic #: 1

[\[All 220-1101 Questions\]](#)

Several users report that a projector routinely turns off in the middle of meetings and does not turn back on immediately. Users have to wait several minutes before the projector will turn back on. When the projector is on the picture is clear and bright. Which of the following is the most likely reason the projector is turning off?

- A. The video cable connecting the video source to the projector is failing
- B. The bulb in the projector is failing
- C. The projector is overheating and needs to be cleaned
- D. The outlet that the projector is plugged into is faulty

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 385

Topic #: 1

[\[All 220-1101 Questions\]](#)

A technician is working with a vendor to resolve an issue that a user reported. The vendor indicates that the technician's next step is to update the firmware. Which of the following is the most important step the technician should take before proceeding?

- A. Verify the device is fully charged and connected to a power supply
- B. Ensure the device has adequate storage space for the update
- C. Verify administrative access on the device
- D. Export the user's settings so they can be imported after the upgrade

[Show Suggested Answer](#)





Actual exam question from CompTIA's 220-1101

Question #: 386

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user frequently edits large files and saves them locally on a laptop. The user has recently begun experiencing performance issues and needs a cost-effective hardware upgrade. Which of the following the best way to meet the user's requirements?

- A. Upgrade the memory.
- B. Upgrade to a larger GPU.
- C. Upgrade to an SSD.
- D. Upgrade to a faster CPU.

Show Suggested Answer





Actual exam question from CompTIA's 220-1101

Question #: 387

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user has been unable to configure a smart device to play audio on a new Bluetooth speaker. A technician confirms that Bluetooth is enabled on both devices. Which of the following should the technician do to ensure the pairing is successful?

- A. Enable and configure MFA on the smart device
- B. Synchronize all data to the cloud
- C. Enable location services on the smart device to find the speaker
- D. Enter the appropriate PIN code on the smart device

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 388

Topic #: 1

[\[All 220-1101 Questions\]](#)

A restaurant calls the support line about its 3in (2.5cm) point-of-sale printer that is only printing fully black receipts. Which of the following should the technician check in order to resolve the issue? (Choose two.)

- A. Power supply
- B. Humidity
- C. Rollers
- D. Fuser
- E. Heating element
- F. Room temperature

Show Suggested Answer



Actual exam question from CompTIA's 220-1101

Question #: 389

Topic #: 1

[\[All 220-1101 Questions\]](#)

A user would like a removable storage device that is secure portable, and does not contain moving parts. Which of the following devices would be the most suitable?

- A. HDD
- B. NAS
- C. SSD
- D. SAN

Show Suggested Answer

