220-1001 Q&As

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QUESTION 1

Which of the following ports do Apple iOS devices use for charging and data transfer?

A. Qi wireless

B. Lightning

C. USB-C

D. Thunderbolt

Correct Answer: B

QUESTION 2

A user connects to a wireless network but cannot access the Internet. A technician investigates the issue and gathers the following data: Which of the following is the MOST likely cause of the issue?

SSID:	Wireless*
Type:	Infrastructure
Frequency:	5GHz
Mode:	802.11ac
Security:	WPA2
Password:	843000261
Signal strength:	-98dB
SNR:	11dB
IP address:	192.168.204.12
Subnet mask:	255.255.0.0

A. The SSID cannot have an exclamation point or an asterisk in it.

B. The signal strength is too low for a high-quality connection.

C. WPA2 passwords require A-Z characters and must be more than ten characters long.

D. The subnet mask is incorrect for the IP address.

E. The frequency is incorrect for 802. 11ac wireless,

Correct Answer: A

QUESTION 3

A technician has been informed that multiple users are receiving duplicate IP address warnings on their workstations, and they are unable to browse the Internet.

Which of the following server types should the technician log in to in order to resolve the problem?

A. DNS server

B. DHCP server.

C. Proxy server

D. RADIUS server

Correct Answer: B

QUESTION 4

Ann, a user, has been unable to print Jo the network printer. While attempting to print a document, she noticed the printer was turned off. She then turned the printer on but still could not print.

The technician who Is assisting Ann asks If she rebooted her PC. but Ann says she did not have time due to a meeting. Other users who arrived to work after her are able to print successfully. The technician looks at Ann\\'s workstation and sees the printer is grayed out. Which of the following is the MOST likely cause of this issue?

A. The print queue is backed up and needs to be cleaned out.

B. DHCP has assigned a new IP address to the printer.

C. The printer is appearing as offline and needs to be set as online.

D. A duplicate IP address Is conflicting with the printer\\'s IP.

Correct Answer: B

QUESTION 5

A visitor tried to connect a device to a company\\'s guest WiFi network but was unable to find the network name, even though other WiFi networks were visible. A technician is able to connect the visitor\\'s device to the guest WiFi network after doing some troubleshooting. Which of the following should the technician explain to the visitor?

A. Airplane mode was turned on.

B. The WiFi card drivers were outdated.

C. The network\\'s SSID was hidden.

D. There was an IP conflict.

Correct Answer: C

QUESTION 6

A technician is responding to a help desk ticket about the monitors in the student lab having no color and displaying shades of gray. There are about 50 monitors that are affected, the lab assistant\\'s monitor is not affected, and no recent power outages have occurred. Which of the following tools can the technician use to resolve this issue?

A. OSD utility

B. PSU tester

C. Cable tester

D. Tone generator and probe

Correct Answer: A

QUESTION 7

In a server room, a technology that physically connects multiple servers so they can share a single set of input devices and a display is called a

A. KVM.

B. VDI

C. RDP.

D. PnP.

Correct Answer: A

QUESTION 8

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

Which of the following RAID solutions should be implemented in this scenario?

A. RAID 0

B. RAID 2

C. RAID 6

D. RAID 10

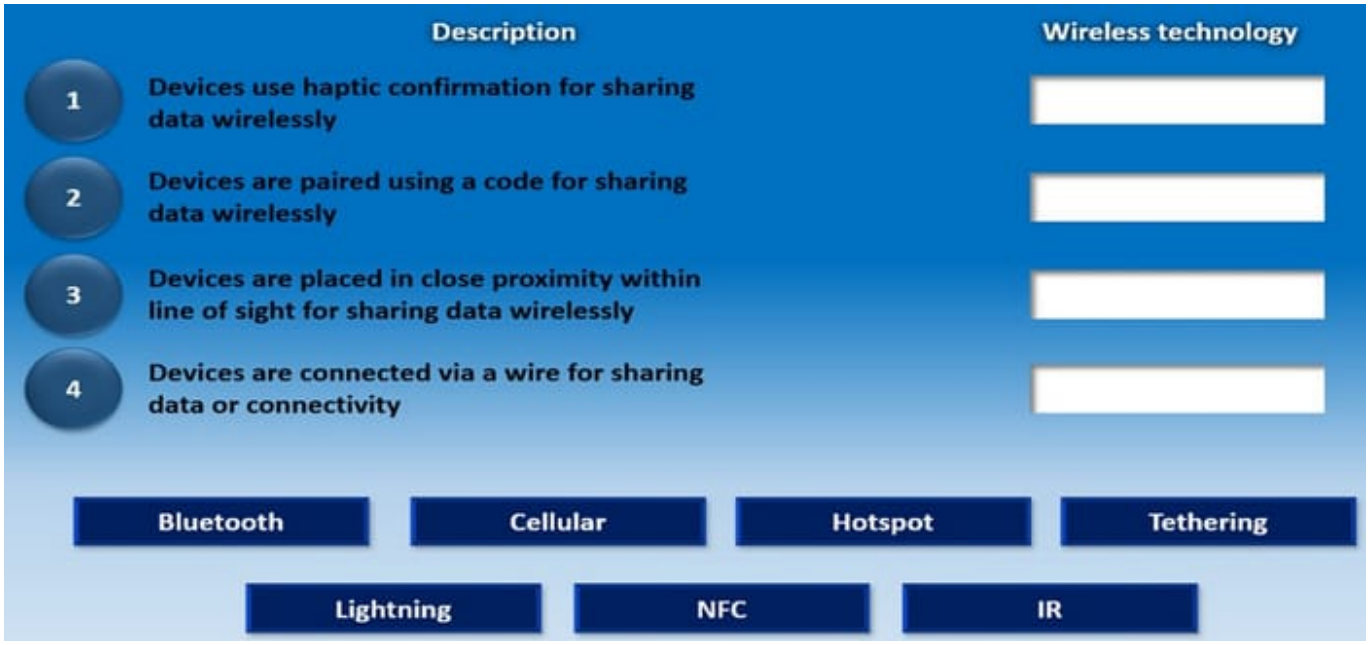
Correct Answer: D

QUESTION 9

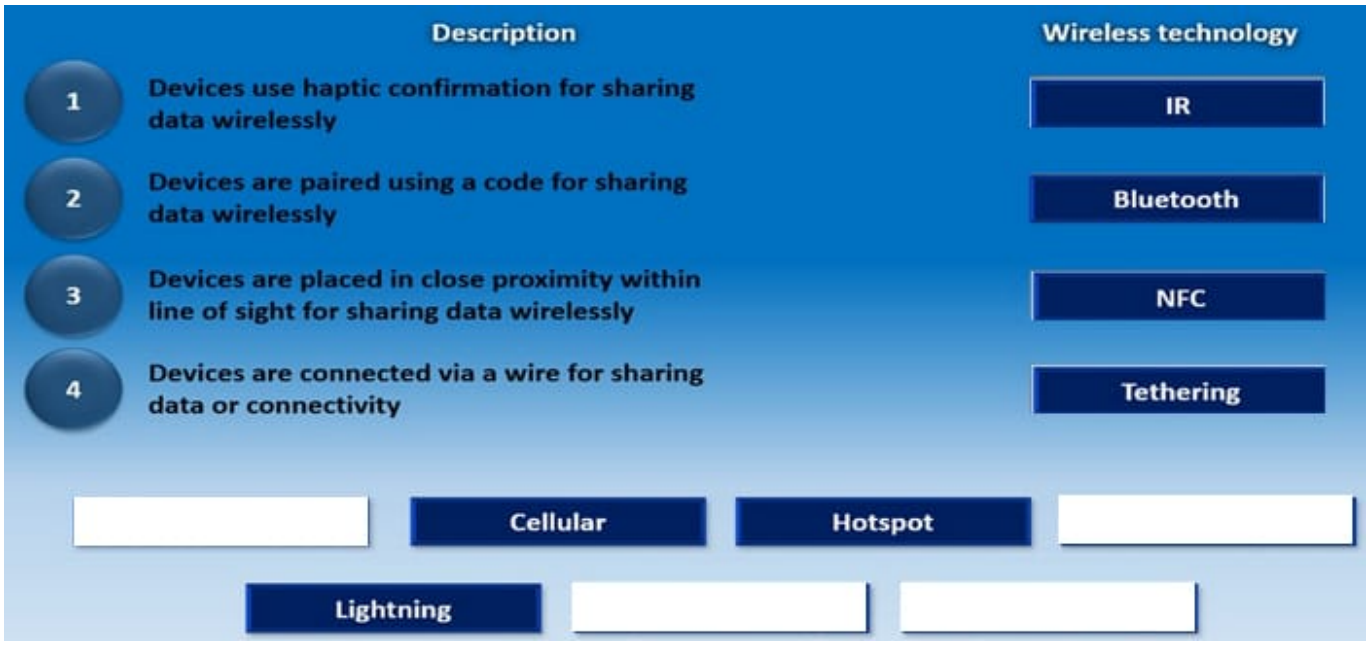
DRAG DROP

Drag and drop each mobile technology to the description of its use. Some answers will not be used.

Select and Place:



Correct Answer:



QUESTION 10

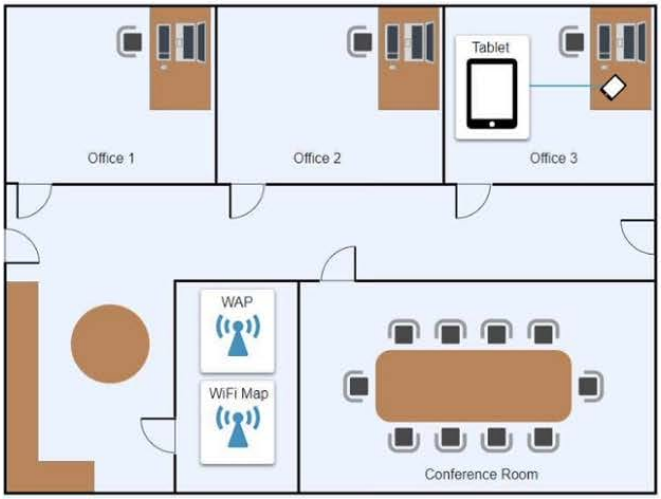
SIMULATION

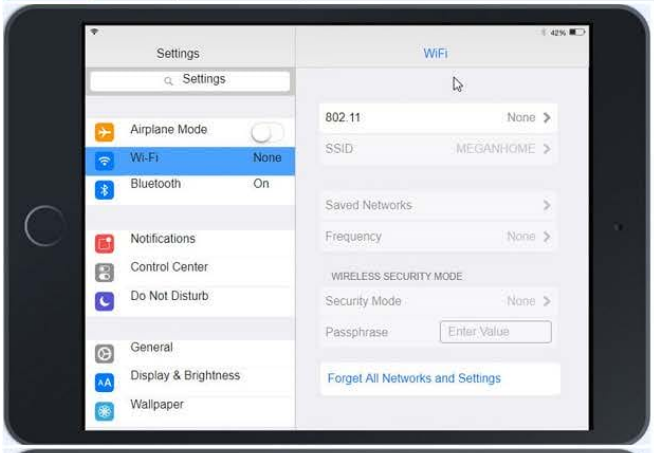
Megan, the CEO, is unable to connect to the company\\'s network on her company-issued enterprise tablet when in the office, however, it works perfectly from home. All the corporate laptops are connected to the wireless network without issue. She has asked you for assistance in getting the device online.

INSTRUCTIONS

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

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


Tablet
Office 1
Office 2
Office 3
WAP
WiFi Map
Conference Room


Settings
WiFi
Settings
Airplane Mode
Wi-Fi None
Bluetooth On
Notifications
Control Center
Do Not Disturb
General
Display & Brightness
Wallpaper
802.11 None
SSID MEGANHOME
Saved Networks
Frequency None
WIRELESS SECURITY MODE
Security Mode None
Passphrase Enter Value
Forget All Networks and Settings

Settings
Wi-Fi 802.11
Settings
Airplane Mode
Wi-Fi None
Bluetooth On
Notifications
Control Center
Do Not Disturb
General
Display & Brightness
Wallpaper
b/g
a
n

Settings
Wi-Fi SSID
Settings
Airplane Mode
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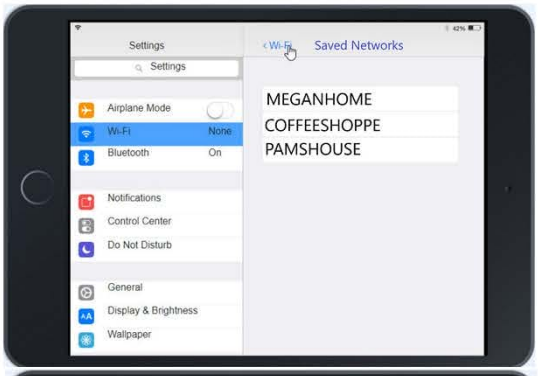
Display & Brightness
Wallpaper
BYOD
DEFAULT
CORP
MEGANHOME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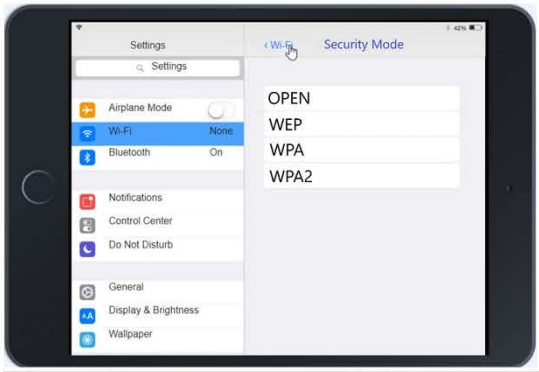
Wi-Fi
Saved Networks
Settings
Airplane Mode
Wi-Fi None
Bluetooth On
Notifications
Control Center
Do Not Disturb
General
Display & Brightness
Wallpaper
MEGANHOME
COFFEESHOPPE
PAMSHOUSE

Settings
Wi-Fi
Frequency
Settings
Airplane Mode
Wi-Fi None
Bluetooth On
Notifications
Control Center
Do Not Disturb
General
Display & Brightness
Wallpaper
2.4Ghz
5Ghz
2.4Ghz/5Ghz


Settings
Wi-Fi
Security Mode
Settings
Airplane Mode
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Bluetooth On
Notifications
Control Center
Do Not Disturb
General
Display & Brightness
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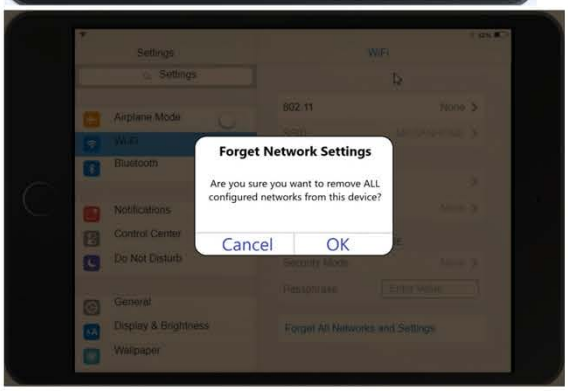
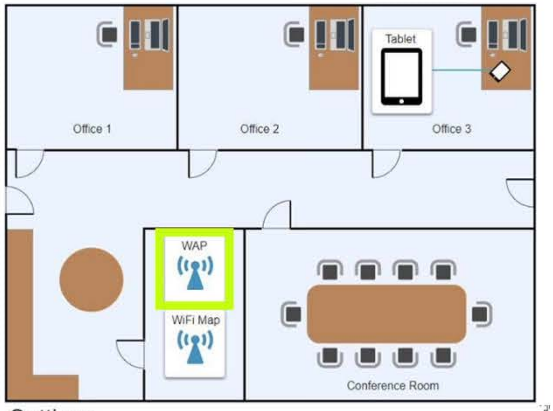
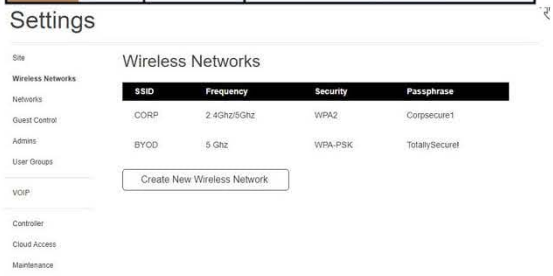
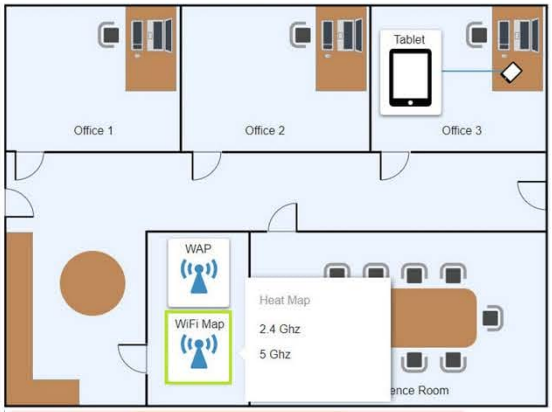
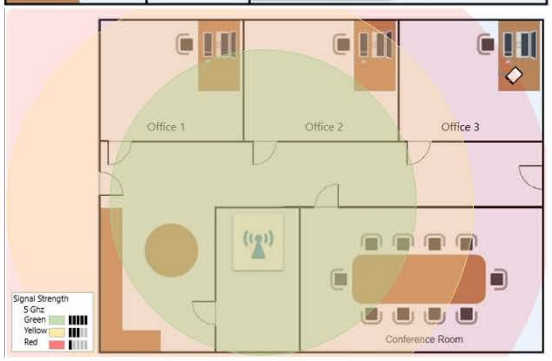
OPEN
WEP
WPA
WPA2

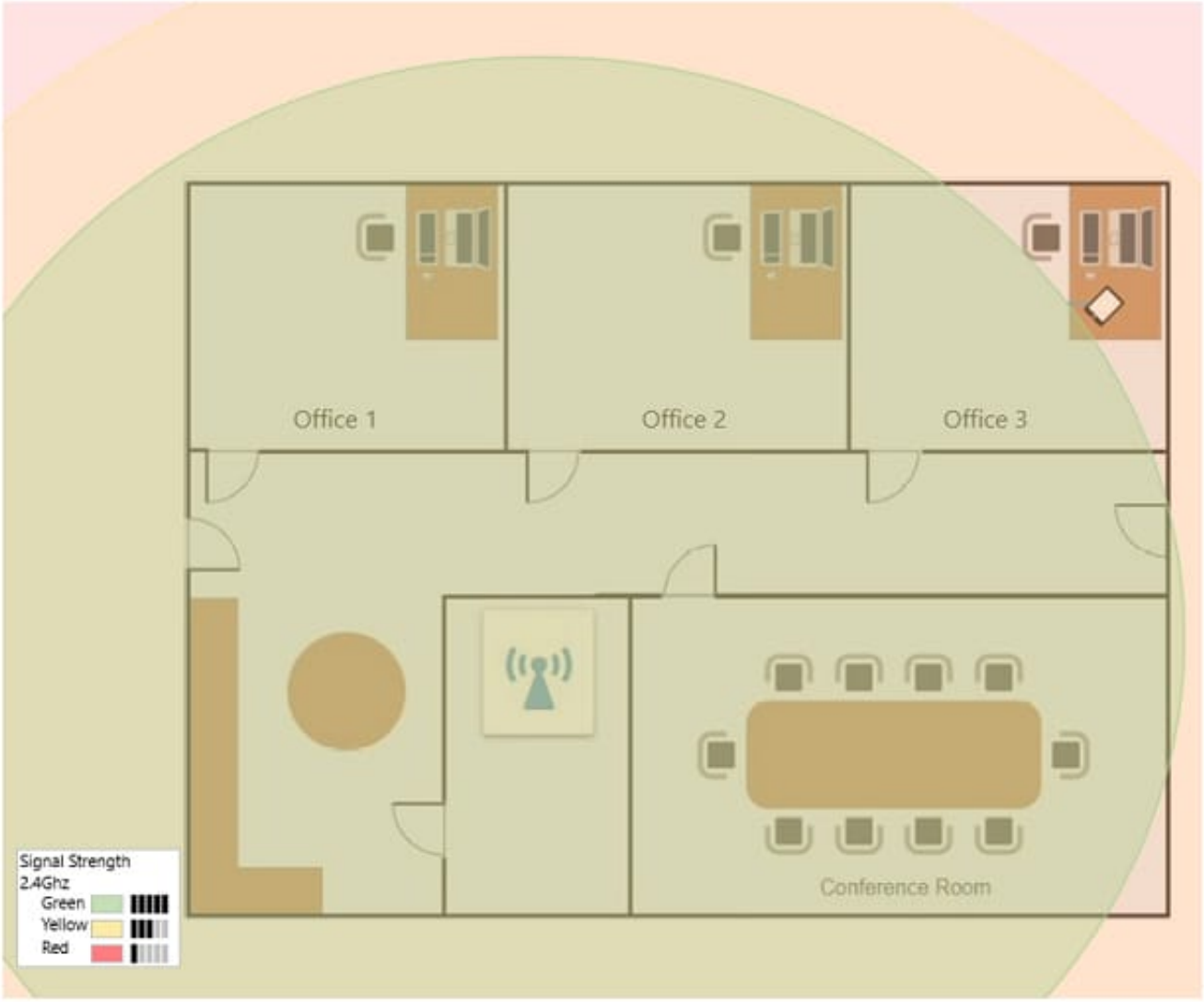

Forget Network Settings
Are you sure you want to remove ALL configured networks from this device?
Cancel
OK


Tablet
Office 1
Office 2
Office 3
WAP
WiFi Map
Conference Room


Settings
Site
Wireless Networks
Networks
Guest Control
Admins
User Groups
VOIP
Controller
Cloud Access
Maintenance
Wireless Networks
SSID
Frequency
Security
Passphrase
CORP
2.4Ghz/5Ghz
WPA2
Corpsecure1
BYOD
5 Ghz
WPA-PSK
TotallySecure!
Create New Wireless Network


Tablet
Office 1
Office 2
Office 3
WAP
WiFi Map
Heat Map
2.4 Ghz
5 Ghz


Office 1
Office 2
Office 3
Signal Strength
5 Ghz
Green
Yellow
Red
Conference Room



A. Check the answer in explanation.

Correct Answer: A

Megan needs to connect to the CORP SSID, using 2.4GHZ. The selected security method chose should be WPA2, and the password should be set to Corpsecure1.

QUESTION 11

Users all over campus are calling the help desk to report issues connecting to the Internet. The help desk follows a script to ask questions about their issues. All the users answer the questions similarly. A help desk technician confirms no environmental changes have taken place and is currently looking through multiple system and application logs. Which of the following steps in the troubleshooting methodology is the technician currently performing?

A. Testing the theory to determine cause

B. Identifying the problem

C. Documenting findings, actions, and outcomes

D. Establishing a plan of action to resolve the issue

Correct Answer: B

QUESTION 12

A technician receives a smartphone that has been experiencing screen-related issues. The display is barely visible, and the battery indicates the charge level is very low. The technician connects the device to a power source, but the screen remains dim. Which of the following should the technician perform FIRST to resolve the issue?

A. Enable airplane mode on The smartphone.

B. Reset the smartphone to factory settings.

C. Manually restart the smartphone.

D. Remove and reinsert the smartphone\\'s battery.

Correct Answer: B

QUESTION 13

A technician is setting up a networked printer in a SOHO Several users will frequently submit multipage reports, and the printer will use its own integrated print server for managing jobs. Which of the following should be configured to BEST keep the pages sorted?

A. Collate

B. Orientation

C. Duplex

D. Quality

Correct Answer: A

QUESTION 14

A network administrator must install a device that will proactively stop outside attacks from reaching the LAN.

Which of the following devices would BEST meet the organization\\'s needs?

A. IPS

B. IDS.

C. Proxy server

D. Authentication server.

Correct Answer: A

QUESTION 15

A user notices a laser printer is picking up multiple sheets of paper from one of its paper trays. The problem started last week and has gotten worse.

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

A. Separation pad

B. Feed roller

C. Registration roller

D. Duplex assembly

Correct Answer: A

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