Exam Code: 220-1101
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QUESTION 1
Which of the following components enables the input on a mobile device's touch screen?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 2
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 3
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 4
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 5
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 6
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 7
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.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 8
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 9
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.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 10
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.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 11
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.

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Explanation:

QUESTION 12
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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 13
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 14
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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 15
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 medi a. 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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 16
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.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 17
A user acquired a new workstation and is attempting to open multiple targe 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.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 18
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 19
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.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 20
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? (Select TWO).

A. Scissors

B. Network tap

C. Magnetized screwdriver

D. Tone generator

E. RJ45 connector

F. Crimper

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:
Explanation: