

## 220-1001<sup>Q&As</sup>

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**QUESTION 1**

A desktop user is experiencing issues with intermittent connectivity to shared resources but is able to connect to external sites without issues. The technician notices the user is not on the correct subnet but has the correct statically assigned IP address and gateway. The technician must update the device to allow connections to local and external resources. Which of the following should the technician modify to address the connectivity issues?

- A. DHCP scope options
- B. External DNS settings
- C. Network mask
- D. NIC drivers

Correct Answer: A

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**QUESTION 2**

A printer stops working in the billing department and cannot be repaired. A new printer has been ordered and a technician is tasked with allowing other users to print to the billing manager's printer until the new printer arrives. The manager's printer is currently used via USB connection, and there are no network jacks available for use.

Which of the following is the BEST way for the technician to allow access to the printer?

- A. Create a share on the manager's computer and give the users rights to the share.
- B. Install the printer on the users' desktops and point it to the IP address of the manager's computer.
- C. Purchase a wireless printer so the users can access the printer via network.
- D. Provide flash drives to the users so they can transfer data to the manager's computer for printing.

Correct Answer: C

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**QUESTION 3**

Several users reported an outage with a specific application. The help desk identified the problem and suspects the issue is with an on-premises server that was updated recently. The help desk is given authorization to roll back the updates. Which of the following steps is the help desk about to perform?

- A. Documenting the findings, actions, and outcomes
- B. Testing the theory to determine cause to determine the next steps
- C. Verifying full system functionality after establishing a plan of action
- D. Implementing preventive measures after verifying system functionality

Correct Answer: A

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## QUESTION 4

A technician has noticed that when at company headquarters the laptop connection to the Internet is more responsive than when using the company-provided phone as a hotspot. The technician updated the drivers on the WiFi NIC without resolution and then verified the configuration on the WiFi was correct.

Which of the following configurations could cause the decreased performance?

- A. The connection is throttled.
- B. There is a low RF signal.
- C. SSID is not found.
- D. It is out of range.

Correct Answer: A

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## QUESTION 5

A user wants to build a computer with a high-end CPU, plenty of RAM, and a high-end graphics card for online gaming. The user wants to verify that the graphics card is compatible with the motherboard. Which of the following connection types would the user MOST likely utilize to connect the video card to the motherboard?

- A. PCIe
- B. ISA
- C. AGP
- D. USB

Correct Answer: A

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