220-1101^{Q&As}

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QUESTION 1

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 inspector 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

Correct Answer: B

The most likely cause of the issue is that the laptop has a swollen battery, which is a condition where the battery expands due to gas buildup inside the cells. A swollen battery can cause physical damage to the laptop, such as pushing against the track pad or keyboard and preventing them from functioning properly. The technician should inspect the battery and replace it if it is swollen. A damaged digitizer is not the cause of the issue, as the digitizer is a component that converts touch input into digital signals, and it does not affect the track pad or keyboard. Distended capacitors are not the cause either, as capacitors are electronic components that store electric charge, and they do not affect the track pad or keyboard. A failed accelerometer is not the cause as well, as an accelerometer is a sensor that measures acceleration, and it does not affect the track pad or keyboard.

References: https://www.comptia.org/blog/what-is-a-laptop-battery

QUESTION 2

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.

Correct Answer: C

The most likely reason for a computer showing an APIPA address after being plugged into a network port is that the PC is unable to contact a DHCP server1. Automatic Private IP Addressing (APIPA) is a DHCP fail-safe that protects a computer system from failure. It invokes a standby mechanism for local Internet Protocol version 4 (IPv4) networks supported by Microsoft Windows. With APIPA, DHCP clients can obtain IP addresses even when DHCP servers are not functional1. The other options are less likely to be the cause of the issue1.

QUESTION 3

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: C

M.2 is a form factor for solid-state drives (SSDs) that enables direct attachment to the motherboard without the need for cables. Thunderbolt is a high-speed interface that supports data transfer, video output, and charging. eSATA is an external interface for connecting SATA devices. SCSI is an older interface standard for connecting hard drives, printers, and other peripherals. Installing a hard drive directly on the motherboard without using cables is usually done with an M.2 slot. References: CompTIA A+ Certification uide, Ninth Edition, Chapter 5

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 if throttled.

B. There is a low RFID signal.

C. SSID is not found.

D. It is out of range.

Correct Answer: A

QUESTION 5

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.

Correct Answer: C

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This is because the grounding strap prevents electrostatic discharge (ESD) when handling the RAM, which can cause damage

to the RAM and the server. Therefore, it is important to always use a grounding strap when handling RAM or other sensitive components.

QUESTION 6

Which of the following devices performs forwarding decisions based on MAC addresses?

A. Switch

B. Router

C. Hub

D. Repeater

Correct Answer: A

QUESTION 7

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

Correct Answer: C

One of the possible causes of random and incorrect characters appearing on print jobs sent to a laser printer is an outdated or corrupted driver. The driver is a software component that communicates between the operating system and the

printer, and converts data into a format that the printer can understand. If the driver is outdated or corrupted, it may send incorrect or garbled data to the printer, resulting in poor print quality or errors. The technician should update the driver to

the latest version from the manufacturer\\'s website, or uninstall and reinstall it if necessary.

Reference: https://www.comptia.org/training/books/a-core-1-220-1101-study-guide (page 47)

QUESTION 8

A workstation was just moved to a new work location without a surge protector. It was working the day before, but now the PC will not power on, the fans will not spin, and there are no signs of activity. Which of the following should the technician do FIRST?

A. Check the power cable connection

B. Check the voltage of the PSU with a tester

C. Test for distended capacitors

D. Check the voltage switch

Correct Answer: A

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: B

Receipts are printed via a thermal printer. Thermal printers work by heating a paper in specified areas in order to create an image. The specific component that does this is a thermal printhead. Since the image appears to have black smudges and is too dark, we know the thermal printhead is too hot since the capability of precise heating has diminished

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QUESTION 10

DRAG DROP

You would like to build a PC for storage redundancy. Select the appropriate IDE drives and build the PC for MAXIMUM performance, while using the MINIMUM amount of drives. Instructions: Drives can be reused, but bays are only used once. Select the done button to submit your response.

Select and Place:

Correct Answer:

Build a PC for Storage Redundancy

Instructions: Draw lines between the drives and bays by clicking on them.
Drives can be reused, but bays are only used once.

Hard Drive 3 - 7,200 RPM

Hard Drive 3 - 7,200 RPM

Bay 3

Hard Drives

Hard Drive 1 - 15,000 RPM

Hard Drive 2 - 10,000 RPM

Hard Drive 3 - 7,200 RPM

Hard Drive 4 - 5,400 RPM

Remove All

QUESTION 11

A user reports limited or no connectivity on a laptop. A technician runs ipconf ig /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

Correct Answer: A

QUESTION 12

An office has a network that has all computers connected to two switches. The switches are connected with a fiber cable. The computers and switches are all located in the same building. Which of the following network types does this describe?

A. WAN

B. PAN

C. LAN

D. MAN

Correct Answer: C

QUESTION 13

An engineer is working at a remote site that does not have Internet access. Which of the following features should the engineer use to connect a laptop to the Internet if hotspot functionality is unavailable?

A. Tethering

B. Near field communication

C. Wireless LAN

D. Virtual private network

Correct Answer: A

QUESTION 14

Multiple users report that the network printer, which is connected through the print server, is not printing.

Which of the following should a technician do FIRST to remedy this situation?

A. Replace the USB cable.

B. Reinstall the drivers on users\\' PCs.

C. have users restart their PCs.

D. Clear the print queue.

Correct Answer: D

QUESTION 15

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

Correct Answer: B

Punchdown tools are used to connect wires to keystone jacks, patch panels and other communication hardware. When adding a new line at the demarcation point, a technician would use a punchdown tool to punch the wire into the keystone jack or patch panel, completing the connection.

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