

220-1001^{Q&As}

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QUESTION 1

A technician is setting up a Windows 10 laptop as a kiosk at a retail store. Which of the following account types would the technician MOST likely use to configure the machine?

- A. Local administrative account
- B. Local standard account
- C. Corporate standard domain account
- D. Corporate administrative domain account

Correct Answer: B

QUESTION 2

A user calls the help desk stating a laptop is performing slowly and the hard drive activity lights are blinking continuously. A technician checks for enough hard drive space, disables antivirus and indexing services, and runs a full-system diagnostics check, which returns no failure. Which of the following should the technician do NEXT?

- A. Install a new hard drive
- B. Check for hard-drive firmware updates
- C. Replace the hard drive with a solid state drive
- D. Configure the laptop in high-performance mode
- E. Change the boot order in the system BIOS

Correct Answer: B

QUESTION 3

Which of the following is an APIPA address?

- A. 162.200.1.1
- B. 167.100.1.1
- C. 168.254.0.1
- D. 169.254.1.1

Correct Answer: D

QUESTION 4

Employees are reporting the image on the screen in a conference room is too wide at the top and too narrow at the bottom. A technician tries to adjust the resolution but is unsuccessful. Which of the following settings should the technician adjust NEXT?

- A. Contrast
- B. Pincushion
- C. Brightness
- D. Keystone

Correct Answer: D

QUESTION 5

A user calls the help desk to report a network printer that will not print. The technician knows this printer is shared from a print server. Which of the following should the technician do FIRST to resolve the issue?

- A. Reinstall the print driver on the server
- B. Open the print queue for that printer and clear any stuck or failed jobs
- C. Restart the print server and have the user try printing again
- D. Remap the printer to the user's computer

Correct Answer: B

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