

# Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

<https://www.2passeasy.com/dumps/220-1101/>



#### NEW QUESTION 1

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

**Answer:** AE

#### NEW QUESTION 2

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

**Answer:** A

#### NEW QUESTION 3

A technician is troubleshooting an old desktop system that randomly shows a Windows BSOD or powers off unexpectedly. All system temperatures are within normal limits. Which of the following should the technician do NEXT?

- A. Visually inspect the motherboard capacitors.
- B. Verify all case fans are operational.
- C. Check that the BIOS version supports the installed CPU.
- D. Compare the software requirements with the installed RAM.

**Answer:** A

#### Explanation:

BSODs can be caused by poorly written device drivers or malfunctioning hardware, such as faulty memory, power supply issues, overheating of components, or hardware running beyond its specification limits. In the Windows 9x era, incompatible DLLs or bugs in the operating system kernel could also cause BSODs.

#### NEW QUESTION 4

A department sends in a ticket to report a printer is not working. The responding technician sees paper stuck to the fuser, which is much hotter than normal. The (user was just installed a few weeks ago. as indicated by the service history. Which of the following should the technician do NEXT?

- A. Disable the printer for repairs.
- B. Install a printer roller kit.
- C. Remove the paper and let the fuser cool down.
- D. Replace the paper with thicker paper stock.

**Answer:** C

#### NEW QUESTION 5

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.

**Answer:** B

#### Explanation:

If you want to install Windows 11 on a virtual machine using Hyper-V, you will have to use a "Generation 2" VM and enable the "trusted platform module" (TPM) and Secure Boot options. Otherwise, the OS won't install.

Starting with Windows 11, Microsoft is changing the system requirement and making TPM 2.0 and Secure Boot a prerequisite to perform an in-place upgrade or clean install the new version on any device. This is in addition to the new 4GB of RAM and at least 64GB of storage.

quoted from here:

<https://pureinfotech.com/enable-tpm-secure-boot-hyperv-install-windows-11/> Furthermore, Multithreading is not a requirement for hyper-v hosting.

#### NEW QUESTION 6

Upon booting a workstation, a technician hears a distinct clicking sound after power is applied to the motherboard. Which of the following would MOST likely be the cause?

- A. RAID
- B. SSD

C. S.M.A.R.T  
D. HDD

**Answer:** D

**Explanation:**

The clicking sound is the sound of a damaged disk in the HDD

**NEW QUESTION 7**

A user's computer is not receiving a network connection. The technician confirms that the connection seems to be down and looks for the user's port on the patch panel. The port and patch panel are not labeled. Which of the following network tools should the technician use to identify the port?

A. Network tap  
B. Punchdown tool  
C. Toner probe  
D. Crimper

**Answer:** C

**Explanation:**

Toner Probe Many cable testers also incorporate the function of a toner probe, which is used to identify a cable from within a bundle. This may be necessary when the cables have not been labeled properly. The tone generator is connected to the cable using an RJ45 jack and applies a continuous audio signal on the cable. The probe is used to detect the signal and follow the cable over ceilings and through ducts or identify it from within the rest of the bundle.

**NEW QUESTION 8**

A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

A. SCSI  
B. eSATA  
C. PCIe  
D. NVMe

**Answer:** B

**NEW QUESTION 9**

A user reboots a machine. On rebooting, the user hears one beep, and then an error message is displayed. Which of the following are MOST likely causing this issue? (Select TWO).

A. RAM module  
B. Graphics card  
C. CPU  
D. Boot order  
E. USB flash drive  
F. Power supply

**Answer:** DE

**NEW QUESTION 10**

A technician is tasked with installing additional RAM in a desktop computer. Which of the following types of RAM is MOST likely to be used?

A. SODIMM  
B. DDR3  
C. ECC  
D. VRAM

**Answer:** B

**NEW QUESTION 10**

An end user discovered that the touch-screen features on a Windows device have stopped working. Which of the following should a technician check?

A. Performance monitor  
B. Tablet/PC settings  
C. System configuration  
D. Display settings

**Answer:** D

**NEW QUESTION 14**

A thermal punier that is used to print order buckets in a factory has been experiencing issues following the failure of the air conditioner during the summer. Each ticket has blank spots or is missing text. Which of the following would MOST likely solve these issues?

A. Restore function to the air conditioner.  
B. Clean the heating element.  
C. Replace the paper rolls.  
D. Install new toner.

**Answer:** D

#### NEW QUESTION 15

Which of the following types of devices MOST often uses a Thunderbolt cable?

- A. Linux PC
- B. Android mobile
- C. Apple laptop
- D. Chromebook

**Answer:** C

#### Explanation:

CompTIA study guide says Apple Devices use thunderbolt and lightning cables the most, but it is being implemented in Windows and Linux products.

#### NEW QUESTION 20

An IT manager is requesting that the company buy new cables to be used with F-type connectors that are already in house. Which of the following cables should the company buy?

- A. Coaxial out
- B. Plenum
- C. Cat 5e
- D. Fiber

**Answer:** A

#### NEW QUESTION 21

Which of the following network types would be used in a server room to connect virtual servers to high-speed storage?

- A. WAN
- B. PAN
- C. MAN
- D. SAN

**Answer:** D

#### NEW QUESTION 25

A technician needs to improve a workstation's overall response time for frequently used applications and data without removing the current hard drive. Which of the following storage devices should the technician install to BEST accomplish the objective?

- A. M.2
- B. SAS
- C. HDD
- D. SCSI

**Answer:** A

#### NEW QUESTION 28

A Wi-Fi mesh network has been optimized to eliminate poor coverage areas, yet users still experience decreased bandwidth and connectivity issues. Which of the following actions should the technician take NEXT?

- A. Relocate any large, dense, solid, and metal objects, such as mirrors and file cabinets, in the mesh network coverage area to the perimeter so that wireless reflections, absorptions, and occlusions are minimized.
- B. Use a Wi-Fi analyzer to determine whether the channel in use is overcrowded and to identify which channel the mesh network should use for best performance.
- C. Use the signal strength indicator on a mobile device to roam the coverage area and generate a heat map to isolate zones with weak signals.
- D. Turn off broadcasting of the SSID on the mesh network so that other networks cannot see it.

**Answer:** B

#### NEW QUESTION 33

An insurance company wants to implement cloud computing and would like a cloud solution in which the infrastructure is shared with businesses in the same industry. Which of the following cloud models BEST addresses the company's need?

- A. Community
- B. Private
- C. Public
- D. Hybrid

**Answer:** D

#### Explanation:

In a hybrid cloud model, the infrastructure is shared between public cloud services and an on-premise private cloud. This means that the insurance company can benefit from the scalability and cost-effectiveness of public cloud services, while also having the control and security of a private cloud. This allows the company to access resources that are specialized to their industry, while also ensuring that their data and infrastructure are kept secure.

#### NEW QUESTION 34

Recently, an organization received a number of spam emails that passed through the spam gateway. The emails contained generally the same information, but the sending domains were different. Which of the following solutions would BEST help mitigate the issue?

- A. Updating the keyword filtering
- B. Editing the sender policy framework
- C. Contacting the gateway vendor
- D. Verifying DMARC is enabled

**Answer:** D

#### Explanation:

DMARC (Domain-based Message Authentication, Reporting and Conformance) is an email authentication protocol. It is designed to give email domain owners the ability to protect their domain from unauthorized use, commonly known as email spoofing.

#### NEW QUESTION 36

A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while travelling?

- A. Enable the GPS service to ensure accurate location detection.
- B. Manually enter office locations in the weather application.
- C. Configure less frequent location checks using cellular location services.
- D. Use the offices' Wi-Fi IP addresses as the geolocation mechanism.

**Answer:** B

#### Explanation:

<https://nerdschalk.com/how-to-fix-weather-app-battery-drain-on-ios-16/>

#### NEW QUESTION 39

A technician is implementing a SOHO wireless solution with three access points. Which of the following actions would avoid high latency?

- A. Enabling and configuring a 5GHz antenna
- B. Configuring separate IP ranges
- C. Enabling multiple SSIDs
- D. Configuring all devices with different channels

**Answer:** B

#### NEW QUESTION 41

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

**Answer:** D

#### NEW QUESTION 45

Which of the following is the PRIMARY security concern with virtual machine escape?

- A. Cross-site scripting
- B. Compromising the hypervisor
- C. Overutilization of resources
- D. Rogue virtual machines installed on the hypervisor

**Answer:** B

#### NEW QUESTION 49

A customer is using a satellite internet connection that is experiencing slowness. A technician notices high latency while pinging, but the download test is performing perfectly with very good download speeds. Which of the following represents the NEXT action the technician should perform?

- A. Restart the modem and run an online internet connection and speed diagnostic tool.
- B. Guide the customer on how to upgrade the internet plan with the provider in order to improve latency.
- C. Explain to the customer this is not an issue; this situation is normal for this type of internet connection.
- D. Replace the modem because it is not working correctly based on the test result.

**Answer:** A

#### NEW QUESTION 52

A technician wants to deploy a .msi package to a corporate network. The technician needs to verify the application deployment will not affect other legacy applications on the end users' computers. Which of the following would the technician consider the MOST appropriate for this situation?

- A. Virtual network

- B. Application virtualization
- C. Cross-platform virtualization
- D. Virtual sandbox
- E. Virtual desktop

**Answer:** A

#### NEW QUESTION 54

A user brings an older laptop to the help desk and reports issues with the keyboard. Upon inspection, the technician does not see any external damage but notices that many keystrokes do not register in a word processor. The laptop works fine when the technician tests it with an external keyboard. Which of the following actions would MOST likely resolve the issue?

- A. Disable the sticky keys feature.
- B. Clean the keyboard.
- C. Reset the BIOS settings to default.
- D. Charge the laptop.

**Answer:** C

#### NEW QUESTION 59

Which of the following describes metered utilization of cloud resources?

- A. Resources provisioned instantly
- B. Payments made only for resources that are used
- C. Resources pooled to increase computing power
- D. Implementation of rapid elasticity

**Answer:** B

#### NEW QUESTION 62

A company wants to give third-party developers access to the corporate network through desktop environments that the company can control. Which of the following can BEST achieve these requirements?

- A. Sandbox
- B. VDI
- C. Private cloud
- D. SaaS

**Answer:** B

#### Explanation:

VDI is a technology that allows a company to provide desktop environments to third-party developers while still maintaining control over the corporate network. VDI creates virtual desktops on a remote server, and each user gets their own desktop environment that is isolated from the other users. This allows the company to maintain control over the corporate network, as the virtual desktops are not directly connected to the corporate network.

#### NEW QUESTION 64

A computer that contains critical data has not been backed up and will not boot past a S. M. A. R. T, error that indicates imminent hard disk failure. Which of the following actions should the technician take FIRST?

- A. Run diagnostics on the faulty hard drive using a boot disk
- B. immediately replace the hard drive generating the SMART error
- C. Turn off
- D. T, monitoring in the computer's BIOS settings
- E. Attempt to boot the operating system in safe mode

**Answer:** B

#### NEW QUESTION 69

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

**Answer:** B

#### NEW QUESTION 72

A technician is receiving reports that the entire office sporadically loses network connectivity throughout the day. The technician determines the root cause to be EMI. Which of the following cable mediums would be the MOST cost effective without sacrificing system performance?

- A. Coaxial
- B. Shielded Cat 6
- C. Plenum Cat 5e
- D. Multimode fiber



**Answer:** B

#### NEW QUESTION 76

A user is researching hard drives to upgrade a PC and has decided to purchase a NVMe drive. Which of the following Should the user confirm are available on the PC before making the purchase? (Select TWO).

- A. SATA
- B. M.2
- C. PCIe
- D. SAS
- E. SCSI
- F. DRAM

**Answer:** BC

#### Explanation:

NVMe (Non-Volatile Memory Express) drives are high-speed solid-state drives that utilize the PCIe (Peripheral Component Interconnect Express) interface to connect to the motherboard. Before purchasing an NVMe drive, the user should confirm that the PC has an available M.2 slot for the drive and that the PC has a PCIe interface for the M.2 slot.

SATA (Serial ATA) is an older interface for hard drives and is not compatible with NVMe drives. SAS (Serial Attached SCSI) is a newer interface for hard drives and is typically used for enterprise-level storage systems.

SCSI (Small Computer System Interface) is a parallel interface for hard drives that is primarily used in high-end workstations and servers. DRAM (Dynamic Random Access Memory) is a type of memory commonly used in computers, but it is not relevant to the storage of data on a hard drive.

#### NEW QUESTION 78

A technician installed a new router at a small office. After the Installation, the technician notices that all devices have a 169.254.x.x IP address. Printers and fileshares are still working, but PCs cannot access the Internet. Which of the following should the technician configure on the router to enable devices to connect to the internet?

- A. APIPA
- B. DNS
- C. DHCP
- D. SMB

**Answer:** B

#### NEW QUESTION 83

An organization maintains various record types, including health and criminal justice records. Which of the following cloud environments is the organization MOST likely to use to limit the attack surface?

- A. Public
- B. Hybrid
- C. Community
- D. Private

**Answer:** D

#### NEW QUESTION 86

A new version of Windows was released and a piece of software vital to the engineering department will not run on the new version. Which of the following is the BEST option to enable this department to be able to continue using this software?

- A. Do not upgrade any workstations within the organization.
- B. Upgrade all workstations and provide a virtual environment for the legacy software.
- C. Upgrade all workstations except those used by the engineering department.
- D. Purchase new workstations for the engineering department.

**Answer:** B

#### NEW QUESTION 89

Which of the following network devices is used to separate broadcast domains?

- A. Switch
- B. Wireless access point
- C. Router
- D. Hub

**Answer:** A

#### NEW QUESTION 92

A technician was called in to look at a user's PC. The user reported the PC was very sluggish. The HDD light on the PC was constantly on without blinking. The PC itself was slow receiving input and took a very long time to load the OS. The technician also noticed updates had failed. Which of the following is MOST likely the cause of these issues?

- A. The hard disk drivers have been corrupted
- B. The HDD cables need reseating.
- C. A RAID disk failed.
- D. The HDD has no free space.

**Answer:** A

#### NEW QUESTION 94

A technician needs to install a cost-effective storage device into a rackmount server that will be used as a VM host. This storage will be used for all VMs that run from the server. Which of the following should be used?

- A. Optical disk drive
- B. eMMC storage device
- C. 15,000rpm drive
- D. RAID 10 array

**Answer:** C

#### NEW QUESTION 97

A technician identified an issue on a workstation, obtained details from the user, and made a backup of the system. Which of the following should the technician do NEXT?

- A. Determine the next steps to resolve the issue and document it.
- B. Design a plan of action to resolve the issue and implement the solution.
- C. Document the findings, actions, and outcomes.
- D. Establish a theory of probable cause, researching internally or externally as needed.

**Answer:** D

#### Explanation:

"Identify the problem. • Question user and identify user changes to computer. • Perform backups before making changes. • Inquire regarding environmental or infrastructure changes. • Review system and application logs. \* 2. Establish a theory of probable cause (question the obvious and if necessary, conduct internal or external research based on symptoms)

#### NEW QUESTION 102

The help desk received a ticket regarding Issues with a laser printer. The printer has had repairs previously for scanning Issues. Currently, the printed text is not adhering properly to the paper. Which of the following should be replaced to resolve this Issue?

- A. Fuser
- B. Waste container
- C. Roller
- D. Toner

**Answer:** D

#### NEW QUESTION 105

An organization is looking to upgrade the processing ability for its computers. Most users report that whenever multiple applications are being utilized, the system's response time slows down drastically. When only one application is open, the response time is acceptable. Which of the following should be upgraded FIRST?

- A. SSD
- B. CPU
- C. HDD
- D. RAM

**Answer:** D

#### Explanation:

'Upgrading to a faster CPU will improve your PC's single-application performance, making games run more smoothly, for example. Adding more RAM to your PC increases its multitasking capacity, but won't necessarily improve its single-application performance'

#### NEW QUESTION 108

Which of the following allows all VMs in a virtual environment to have RAM allocated for use?

- A. Measured service
- B. Containerization
- C. Synchronization
- D. Resource pooling

**Answer:** D

#### Explanation:

A VMware resource pool is the aggregated physical compute hardware -- CPU and memory, as well as other components -- allocated to virtual machines (VMs) in a VMware virtual infrastructure.

#### NEW QUESTION 111

A technician needs to install a printer on the network. Which of the following must the technician configure? (Select THREE).

- A. PCL
- B. Dots per inch
- C. Gateway
- D. Subnet mask



- E. MAC address
- F. MB
- G. IP address
- H. Drivers

**Answer:** AEH

#### NEW QUESTION 113

An IT manager discovered that hundreds of pages of printed materials are being recycled each day because the materials are left on the printer tray instead of being picked up by users. Which of the following would BEST prevent this waste?

- A. Send friendly reminders to not print unnecessarily.
- B. Enable duplex printing to reduce paper utilization.
- C. Bill each department for the excess material cost.
- D. Require a code or badge before releasing a print job.

**Answer:** B

#### NEW QUESTION 114

A user is unable to access the internet on a PC. A technician examines the PC and runs the following commands:

```
ipconfig /all
ping 8.8.8.8
ping comptia.org
```

Which of the following steps in the troubleshooting process does this series of commands represent?

- A. Establish a theory.
- B. Verify full system functionality.
- C. Establish a plan of action.
- D. Identify the problem.

**Answer:** B

#### NEW QUESTION 115

Which of the following BEST describes the main function of a web server?

- A. Storing files and controlling user access
- B. Setting up personal mailboxes and calendars
- C. Providing IP addresses and printing services
- D. Hosting home pages and business portals

**Answer:** D

#### NEW QUESTION 117

An office manager reports that a printer is experiencing performance issues. Printouts are smudging when they are handled, and, recently, whenever the manager tries to print oversized documents, the paper jams before anything is printed on it.



- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

A picture containing text, electronics, printer Description automatically generated

**NEW QUESTION 120**

Which of the following is a valid use for PaaS?

- A. Off-site backups
- B. An application development environment
- C. A virtual server installation and configuration model
- D. A web application for asset management

**Answer: B**

**NEW QUESTION 123**

A technician is troubleshooting a point-of-sale printer that is printing blank receipts. Which of the following should the technician do to resolve the issue?

- A. Verify the correct type of paper is loaded.
- B. Install the latest print driver.
- C. Check to see if the default printer has been changed.
- D. Ensure the printer is connected to power.

**Answer: D**

**NEW QUESTION 126**

A technician is configuring a new CAD workstation that has four large hard drives. The workstation will be used to edit large, critical files, so the storage configuration should be both fast and redundant. Which of the following RAID levels BEST meets these requirements?

- A. 1
- B. 5
- C. 10

**Answer: D**

**Explanation:**

<https://techgenix.com/raid-10-vs-raid-5/>

**NEW QUESTION 129**

Which of the following would MOST likely be used to connect one or more devices to the internet in a SOHO?

- A. Hub
- B. Ethernet gateway
- C. Wireless access point
- D. Router

**Answer: C**

**NEW QUESTION 133**

An end user reports that the time and date on a desktop resets after shutdown, and subsequently, the device reboots. The next day, the desktop does not load the OS and is stuck at a black screen with the following message:

```
Date/Time Not Set
Press F1 to Run Setup
```

Which of the following would be the BEST action to take next?

- A. Change the motherboard.
- B. Reseat the motherboard power connections.
- C. Replace the CMOS battery.
- D. Restore the BIOS to factory default settings.

**Answer: C**

**NEW QUESTION 134**

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

**Answer:** B

#### NEW QUESTION 137

To control costs a company provides a limited number of users with company phones. One of these users opens a support ticket because the phone no longer allows internet browsing over a cellular connection. The user acknowledges that the phone worked before the user's child streamed several movies using the device. Which of the following describes why the phone cannot browse the Internet?

- A. The child accidentally connected to a neighbor's WLAN
- B. The company's group policy disabled the device
- C. The device has a data cap and has reached that limit
- D. The device's plan has been unpaid

**Answer:** C

#### Explanation:

It is common for companies to place a data cap on the devices they provide to their employees, to control costs. If a user has exceeded the data cap, the phone may no longer allow internet browsing over a cellular connection. This is usually because the cellular data usage has exceeded the allotted amount for the particular plan the device is on, and the service provider has temporarily suspended the data connection.

It is unlikely that the child accidentally connected to a neighbor's WLAN because this would not affect the cellular data connection. Similarly, it is unlikely that the company's group policy has disabled the device, as this would likely affect all devices under the same policy. If the device's plan has been unpaid, the service provider would likely temporarily suspend all services, not just the cellular data connection.

#### NEW QUESTION 139

Which of the following allows a switch to be divided into separate logical networks?

- A. VLAN
- B. SSL VPN
- C. NAT
- D. RADIUS

**Answer:** A

#### Explanation:

A Virtual LAN (VLAN) is a network topology that allows a switch to be divided into separate logical networks. This allows for the creation of multiple broadcast domains within a single physical network, improving network segmentation and security. With VLANs, you can segment your network so that different departments, applications, or users are isolated from each other, improving network security and performance.

#### NEW QUESTION 142

A technician is investigating the output shown on a monitor. The output is clear, but it has a pink hue. The technician has replaced the video card and updated the graphics drivers. Which of the following would be the MOST likely cause?

- A. Physical cabling issues
- B. Burned-out bulb
- C. Display burn-in
- D. Incorrect data source

**Answer:** A

#### NEW QUESTION 145

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

**Answer:** C

#### NEW QUESTION 147

A technician installed new firmware on the company's laser printers and has since been receiving multiple calls that information is garbled and looks like code. Only printers with the new firmware are having this issue. Which of the following steps should the technician complete NEXT?

- A. Change the language settings on the printers
- B. Reboot all the machines having the issues
- C. Reboot all the printers.
- D. Install an updated printer driver on the print server

**Answer:** C

#### NEW QUESTION 151

A hardware technician is configuring a laptop, and the network administrator requires the network settings to be static. The technician successfully pings the

servers by IP address but cannot ping the UNC path. Which of the following is the cause of this issue?

- A. Domain Name System
- B. Gateway
- C. Subnet
- D. IP address

**Answer:** A

#### NEW QUESTION 156

Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

- A. Community cloud
- B. Rapid elasticity
- C. High availability
- D. Metered service

**Answer:** B

#### NEW QUESTION 161

A technician is selling up a projector (or a videoconferencing system. When the user all empts to connect a laptop to the system, the system displays the following error message.

No source found

The user tries multiple cables and inputs on the projector. Which of the following should the user try NEXT?

- A. Check the bulb on the projector and replace it with a new one.
- B. Check the display settings on the computer and set them to extend/duplicate.
- C. Replace the projector with another known-good one and try again.
- D. Replace the video card on the machine that is plugged in to the projector, as it has gone bad.

**Answer:** B

#### NEW QUESTION 165

A customer reports that access to the network fileshare has become much slower than usual, but local applications do not seem to have trouble. The technician checks the download bandwidth and finds no issues. Which of the following should the technician check NEXT?

- A. Level of network utilization
- B. Customer use of two-factor authentication
- C. Amount of local drive space
- D. RAID array drive health

**Answer:** A

#### NEW QUESTION 170

A user visits the desk to report that a smartphone takes more than a day to fully charge. The user has already tested multiple wall outlets and swapped the charging cable, but the results are the same. Which of the following should the technician do FIRST?

- A. Verify the power rating of the charger.
- B. Ensure all unnecessary connectivity features are disabled.
- C. Check that all missing smartphone OS updates are applied.
- D. Complete a factory reset of the phone

**Answer:** A

#### NEW QUESTION 173

A technician has set up a new conference room with a TV and a video soundbar. The technician wants to test the system with a conference call. During the test, the TV speaker produces sound, but the soundbar does not.

Which of the following is the MOST likely cause of the issue?

- A. The volume on the TV needs to be turned up.
- B. The conference call needs to be unmuted for audio.
- C. An incorrect HDMI cable is being used.
- D. The TV's HDMI-ARC port is not being use

**Answer:** D

#### Explanation:

HDMI-ARC (Audio Return Channel) is an HDMI connection that allows audio to be sent from the TV to an external sound system, such as a soundbar. If the TV's HDMI-ARC port is not being used, then the soundbar will not receive any audio from the TV and thus will not produce any sound. To resolve the issue, the technician should ensure that the TV's HDMI-ARC port is being used to connect the TV to the soundbar.

#### NEW QUESTION 178

A technician responds to a help desk ticket that indicates a user's workstation is not booting. The technician initially suspects a failed hard drive. The technician performs diagnostics and confirms the hard drive is fully operational.

Which of the following steps should the technician complete NEXT?

- A. Reinstall the operating system.

- B. Configure a new RAID array.
- C. Report the status of the drive and close the ticket.
- D. Consider another possible cause of the issue.
- E. Restore the latest backup of the system.

**Answer:** D

**Explanation:**

Since the hard drive appears to be functioning normally, the technician should investigate other potential causes of the issue. This could include checking the BIOS settings, verifying the connections to the hard drive, and testing the RAM. Once these steps have been completed, the technician can then take the necessary steps to resolve the issue.

**NEW QUESTION 181**

Which of the following 802.11 standards supports both 5GHz and 2.4GHz channel frequencies?

- A. 802.11a
- B. 802.11c
- C. 802.11b
- D. 802.11g

**Answer:** B

**NEW QUESTION 184**

A technician recently received a written warning for causing a system-wide outage. The outage was a result of an unscheduled patch being manually pushed during production hours. Which of the following could have MOST likely prevented the technician from receiving the warning?

- A. Following corporate procedures
- B. Testing before deployment
- C. Documenting the findings
- D. Establishing a plan of action

**Answer:** A

**Explanation:**

Following corporate procedures would have been the most likely factor that could have prevented the technician from receiving the written warning. Following established procedures, such as change management, helps ensure that changes made to the production environment are thoroughly tested, approved, and implemented in a controlled and safe manner, reducing the risk of system-wide outages and other unintended consequences.

**NEW QUESTION 188**

The IT department issued a corporate smartphone to a user, but the user returned the device stating it had connectivity issues. The user claimed the device functioned on Wi-Fi but all connectivity to cloud services was lost as soon as the device was taken off site. Which of the following issues was MOST likely affecting the device?

- A. MDM was never properly set up on the device.
- B. S/MIME certificates were corrupted and needed to be reloaded.
- C. Bluetooth on the device was disabled by mistake.
- D. The device never had a proper SIM card installed.

**Answer:** D

**Explanation:**

A SIM card is needed for the device to use cellular network services, so without it, the device will be unable to connect to the cloud services when taken off site. MDM (Mobile Device Management) can be used to manage settings and access on a device, but it is not necessary for the device to be able to use cloud services. S/MIME (Secure/Multipurpose Internet Mail Extensions) certificates are used to encrypt and digitally sign emails, and are not related to device connectivity. Bluetooth can be used to connect devices together, but it is not necessary for the device to be able to use cloud services.

**NEW QUESTION 189**

A small ISP has hired a new technician Joe, the new technician, is being trained to configure customers' home networks. The training instructor gives the technician a starter kit with cables, cable ends, and other network equipment and asks him to build a working network.

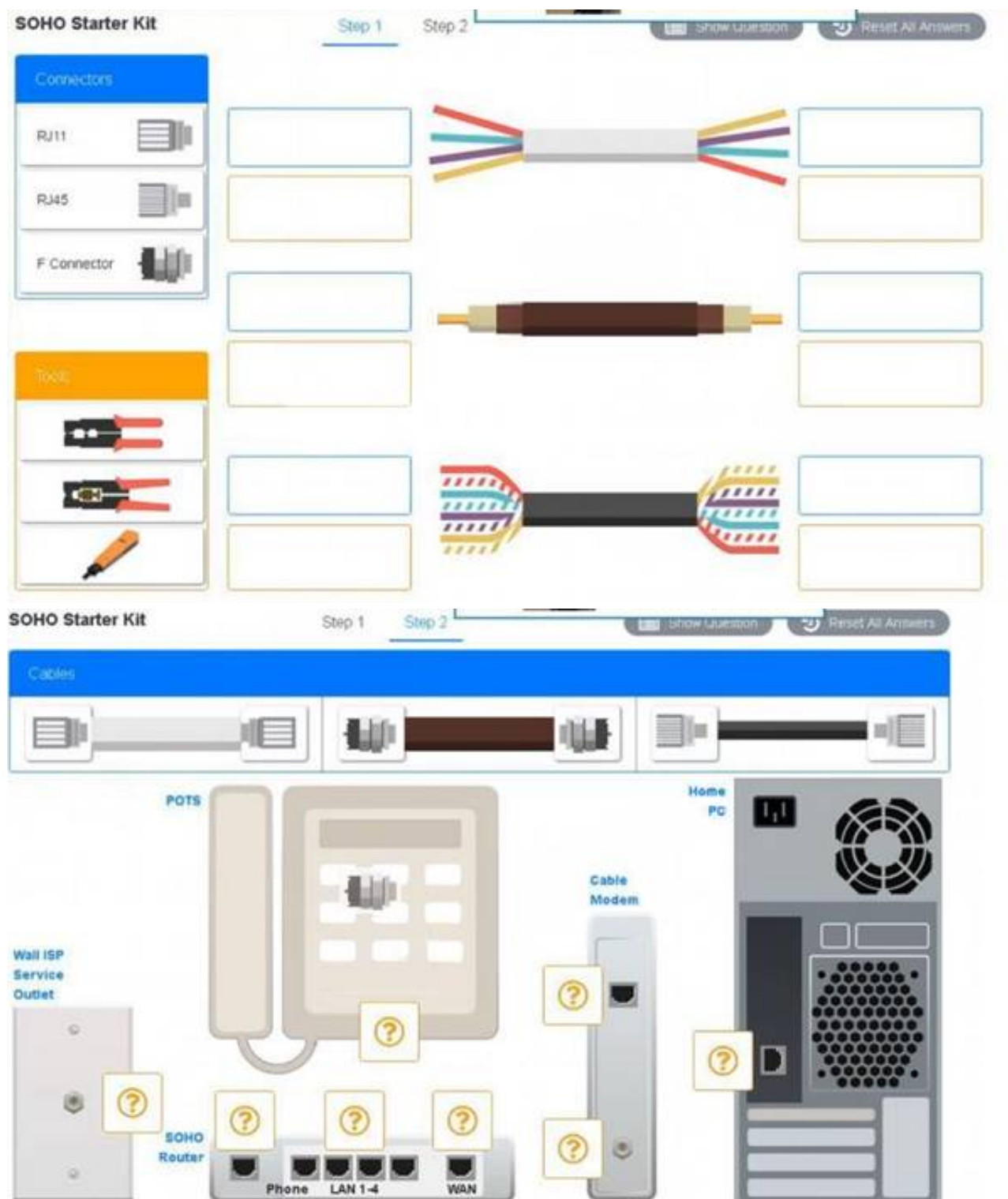
The computer should be connected to have internet connectivity and the phone should be connected to have a dial tone.

**INSTRUCTIONS**

Use the appropriate cables, cable ends, tools and equipment to configure the network and connect the components accordingly.

There are 3 steps and the simulation starts on step 1.





- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Answer of both steps below.

A picture containing text, screenshot, indoor Description automatically generated

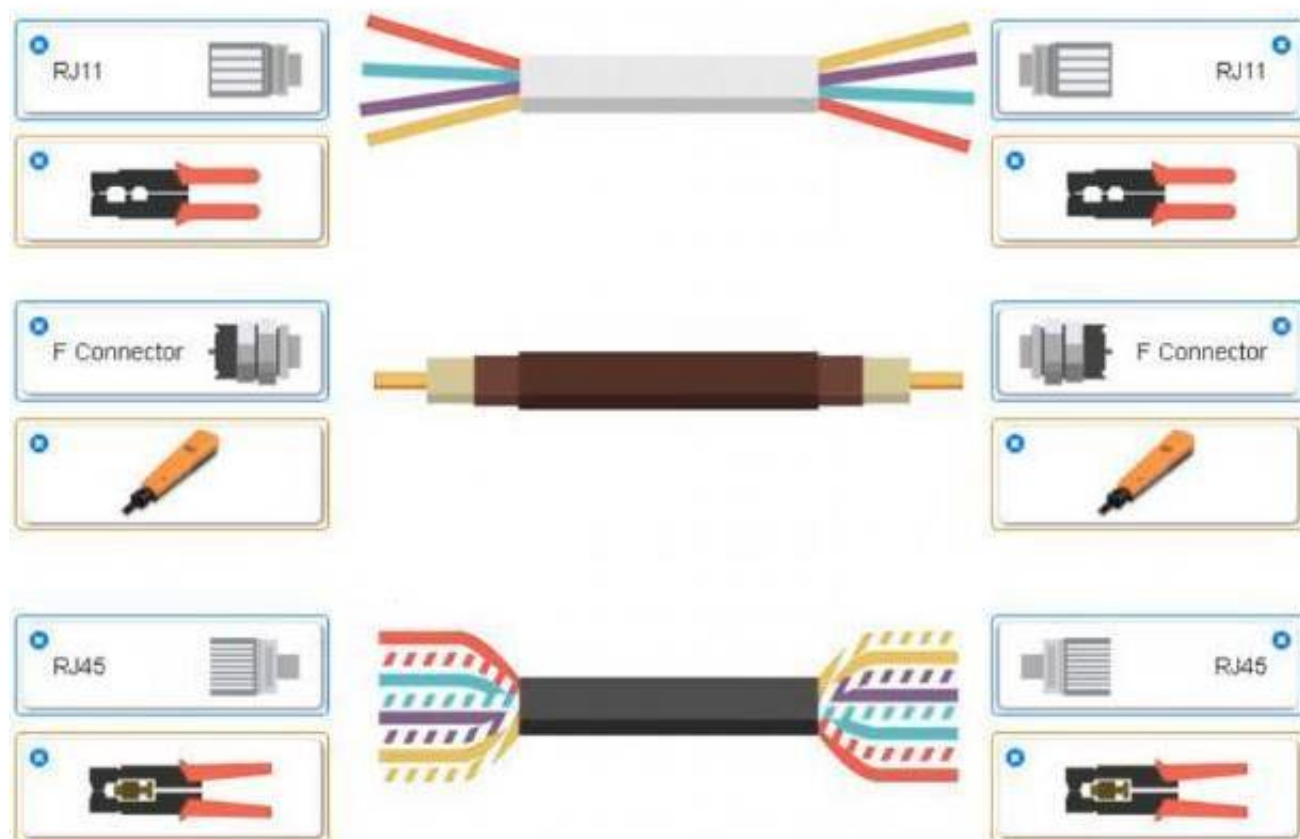
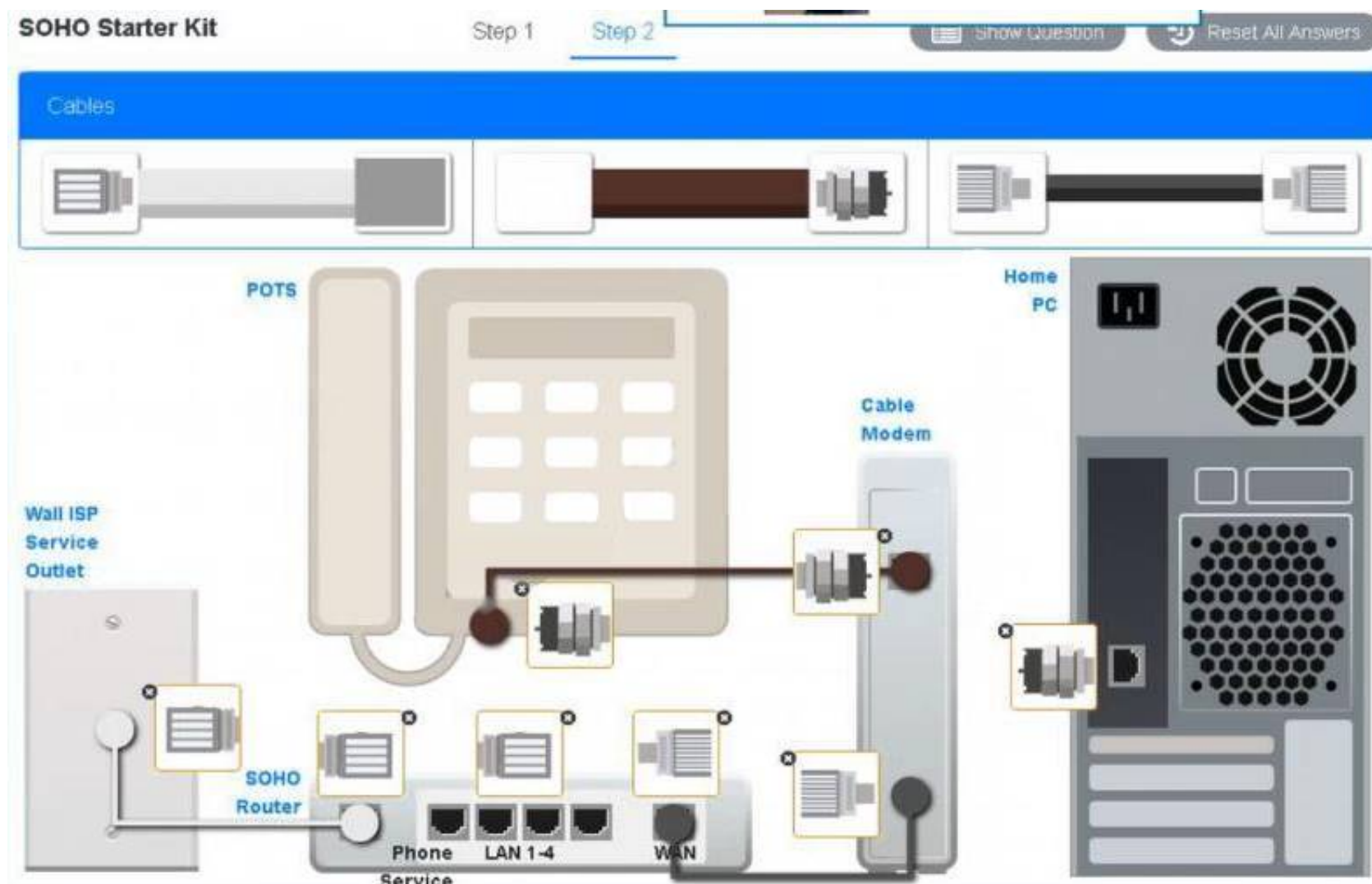


Diagram Description automatically generated with medium confidence





#### NEW QUESTION 192

A technician is upgrading a faulty motherboard that was ordered by an end user for an old, high-end desktop computer. However, the technician is unable to install the CPU into the socket. Upon closer inspection, the technician notices the pins on the CPU do not line up with the socket. Which of the following would be the best course of action for the technician to take NEXT?

- A. Try to set as many pins as possible.
- B. Install an adaptor to create a universal socket.
- C. Verify the socket type and manufacturer.
- D. Find a compatible motherboard for the CPU.

**Answer: C**

#### Explanation:

you need to know the socket type before you can go and find the replacement motherboard

#### NEW QUESTION 194

The owner of a restaurant reports that wireless network connections are lost intermittently throughout the day. Which of the following steps should a technician take to troubleshoot the issue? (Select TWO).

- A. Identify the location of devices that utilize 2.4GHz.
- B. Check to see if the phones are IJTP or STP lines.
- C. Test to see if the copper electrical Wires are causing interference.
- D. Map all of the wireless signals in the restaurant.
- E. Verify T568B is being used in the wiring closet patch panel.
- F. Schedule timed router reboots throughout the day.

**Answer: AD**

#### Explanation:

The correct answers are A. Identify the location of devices that utilize 2.4GHz and D. Map all of the wireless signals in the restaurant. In order to troubleshoot the issue, the technician should first identify the location of devices that utilize the 2.4GHz frequency, as this can cause interference with the wireless signal. Additionally, the technician should map all of the wireless signals in the restaurant in order to identify any potential sources of interference. Checking to see if the phones are IJTP or STP lines, testing to see if the copper electrical wires are causing interference, verifying T568B is being used in the wiring closet patch panel, and scheduling timed router reboots throughout the day are not necessary steps for troubleshooting this issue.

#### NEW QUESTION 197

A user that works in sales is reporting that the output on each page printed from a laser has duplicate images. Which of the following should be performed FIRST to eliminate the ghost images?

- A. Change the paper weight setting.
- B. Replace the printer's fuser.
- C. Upgrade the printer firmware.
- D. Clean the toner drums and rollers

**Answer: C**

#### NEW QUESTION 200

The IT department at an insurance brokerage needs to acquire laptops that have built-in fingerprint readers in order to create a more secure environment. Which of the following would be the MOST secure way to implement the fingerprint readers?

- A. Grant all registered employees access to each machine.
- B. Restrict device access to only the user to whom the laptop is assigned.
- C. Limit device access to departments and guest users.
- D. Give each team member a USB drive that bypasses the reader to allow guest users to log in.

**Answer:** B

#### NEW QUESTION 201

Which of the following technologies can allow multiple networks to traverse a switch?

- A. VLAN
- B. VRRP
- C. VPN
- D. DHCP

**Answer:** A

#### NEW QUESTION 205

A user in a medical office contacts a technician regarding a printer that is used to print A4-sized labels. After the labels are printed, they mistakenly contain white space in the middle of the page. Which of the following would MOST likely be the cause?

- A. Contaminated fuser
- B. Worn rollers
- C. A misfeed
- D. Page orientation

**Answer:** A

#### Explanation:

The most common symptoms that indicate fuser deterioration are: The print leaves parallel spots across a sheet. The printer begins to loosen toner and does not stick to the sheet. Stains on printed sheets. Annoying noise from gear wear. The fusers are the core in the printing process of a laser printer. The Fuser is the piece that fixes the toner on the paper.

#### NEW QUESTION 206

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
- B. Clear the bad ribbon and feed it through properly.
- C. The printhead is too hot
- D. Adjust the temperature down and retry printing.
- E. The printer is loaded with the wrong type of paper
- F. Replace the receipt paper with carbon paper.
- G. The blue ink cartridge was loaded with black ink
- H. Put in the correct ink and clean the printhead.

**Answer:** B

#### Explanation:

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.

#### NEW QUESTION 211

A company needs to support a 10Gbps throughput. Which of the following is the MINIMUM cable category that could be used?

- A. Cat 5
- B. Cat 5e
- C. Cat 6
- D. Cat 6a

**Answer:** C

#### NEW QUESTION 214

A user working in the field reported the GPS stopped working on a phone. The user's older, in-car GPS continued to function. Later, the user reported that the phone's GPS started working again. Which of the following MOST likely caused the phone's GPS to fail?

- A. The cell phone was in conservation mode
- B. The cell phone had lost service to the carrier
- C. The cell phone received a firmware update
- D. The cell phone had overheated

**Answer:** A

#### NEW QUESTION 215

A user sends a print job to a network printer, and the print job uses double the amount of paper as expected. Which of the following should the user configure to get the expected result?

- A. Duplex
- B. Collate
- C. Landscape
- D. Transparency

**Answer:** A

#### NEW QUESTION 217

A colleague has a laptop that has been working as expected for several years wall outlet. The MOST likely component that needs to be replaced is the:

- A. power adapter.
- B. battery.
- C. system fan.
- D. hard drive.

**Answer:** B

#### NEW QUESTION 220

A technician just finished assembling a new PC for a client. Upon POST, the device presents an unspecified beep code and turns off automatically after five seconds. The technician double-checks the bill of materials for the new build and confirms all items have been installed. Which of the following should the technician do NEXT?

- A. Ensure thermal paste is being used on the CPU.
- B. Check to make sure that any video cards have auxiliary power cabling connected.
- C. Verify the header panel connector is properly connected.
- D. Spot-check that the I/O shield for the motherboard is properly installed.

**Answer:** C

#### Explanation:

The technician should verify the header panel connector is properly connected. A beep code is a diagnostic tool used by motherboards to indicate issues with hardware components. This beep code may be indicating an issue with the connection between the motherboard and the case's header panel connector. This connector is responsible for providing power to the system and any connected peripherals. Therefore, the technician should verify the connection is secure and properly connected before attempting any other troubleshooting steps.

#### NEW QUESTION 221

A user entered a help desk ticket stating the latest calendar updates have not appeared on the user's corporate mobile device for several days, even though updates do appear on the user's laptop. Which of the following actions will MOST likely enable calendar alerts?

- A. Checking that the ringer volume on the device is high enough to be audible
- B. Ensuring the corporate password is saved correctly in the calendar application
- C. Installing a third-party calendar application and synchronizing it with the corporate calendar
- D. Remotely wiping the mobile device and reinstalling all applications

**Answer:** B

#### NEW QUESTION 223

A home user has purchased a subscription for a service that blocks malicious sites by preventing them from resolving correctly. Which of the following settings MOST likely needs to be changed on the user's router to enable this functionality?

- A. DNS server
- B. Port forwarding
- C. Perimeter network
- D. Universal PnP
- E. DHCP server

**Answer:** A

#### NEW QUESTION 228

A user reports that a PC occasionally fails to boot. The user reboots the PC. but the performance is degrading. The technician hears a strange, repetitive, ticking noise coming from the PC. Which of the following should the technician do FIRST?

- A. Try to extract data.
- B. Reseat the RAM modules.
- C. Inspect the fan.
- D. Check the CD tray.

**Answer:** A

#### NEW QUESTION 229

A technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient. Which of the following would MOST likely

cause the insufficiency? (Select TWO).

- A. Replacing the HDD with an SSD
- B. Upgrading the firmware
- C. Adding an optical drive
- D. Adding more RAM
- E. Adding a CMOS battery
- F. Upgrading the graphics card

**Answer:** CF

**Explanation:**

<https://www.buildcomputers.net/power-consumption-of-pc-components.html>

#### NEW QUESTION 230

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

**Answer:** C

#### NEW QUESTION 234

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

**Answer:** A

#### NEW QUESTION 239

A user acquired a new workstation and is attempting to open multiple large 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.

**Answer:** D

#### NEW QUESTION 240

In which of the following places is a laptop's wireless antenna MOST likely located?

- A. Near the network interface card
- B. Underneath the battery
- C. Integrated into the motherboard
- D. In the bezel of the lid

**Answer:** A

#### NEW QUESTION 245

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 media. 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

**Answer:** A

#### NEW QUESTION 248

A technician is upgrading a legacy wireless router for a home user. After installing the new router and configuring the SSID to be the same, none of the devices will connect to the network. Which of the following should the technician check NEXT?

- A. DHCP pool configuration
- B. MAC filtering list
- C. Wireless protocol settings
- D. DNS servers

**Answer:** B

#### NEW QUESTION 252

A technician is replacing a ribbon on a printer that produces faded text and Images when priming. Which of the following types of primers is the technician working on?

- A. Impact
- B. Inkjet
- C. Laser
- D. Thermal

**Answer:** D

#### NEW QUESTION 257

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.

**Answer:** D

#### NEW QUESTION 260

Which of the following is the MAXIMUM power PoE+ provides?

- A. 15.4W
- B. 30W
- C. 60W
- D. 95W

**Answer:** B

#### Explanation:

The earliest PoE switches from a few years ago generated 15 Watts per port (IEEE 802.3af). Today, most use the PoE+ standard (IEEE 802.3at), which generates up to 30 Watts per port. That's plenty for most devices that people want to connect

#### NEW QUESTION 262

A small office has a wireless network with several access points for roaming laptop use. Users occasionally report that the wireless connection drops or becomes very slow. Users have confirmed that this issue only happens when connected to the office wireless network. Which of the following would MOST likely be the cause?

- A. Hidden SSID
- B. Device interference
- C. Ethernet port flapping
- D. High ISP latency

**Answer:** B

#### NEW QUESTION 264

Which of the following standards supports MIMO technology?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

**Answer:** D

#### NEW QUESTION 268

A user has decided to build a new computer with parts purchased from a popular online vendor The user has referenced online resources to assemble the unit. However, when the user presses the power button, the new computer does not load the operating system's installer. Instead, the onboard speaker beeps and immediately reports an issue on the screen. Which of the following is the MOST likely issue with the new build?

- A. The user did not plug in the processor's fan.
- B. The user did not apply thermal paste to the CPU.
- C. The user did not seat the GPU correctly.
- D. The user did not install the power supply.

**Answer:** A

#### Explanation:

If a computer is not booting and the onboard speaker emits beeps, it can indicate a hardware issue. One of the most common causes of beep codes is overheating, which can occur if the processor's fan is not properly installed and running. The processor's fan is responsible for cooling the processor and preventing damage to the internal components.

**NEW QUESTION 270**

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