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Number: 220-1001
Passing Score: 800
Time Limit: 120 min
File Version: 1.0



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220-1001

CompTIA A+ Certification Exam: Core 1

Version 1.0

Exam A

QUESTION 1
SIMULATION

Laura, a customer, has instructed you to configure her home office wireless access point. She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible. Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks. She requests that the default settings be changed to the following.

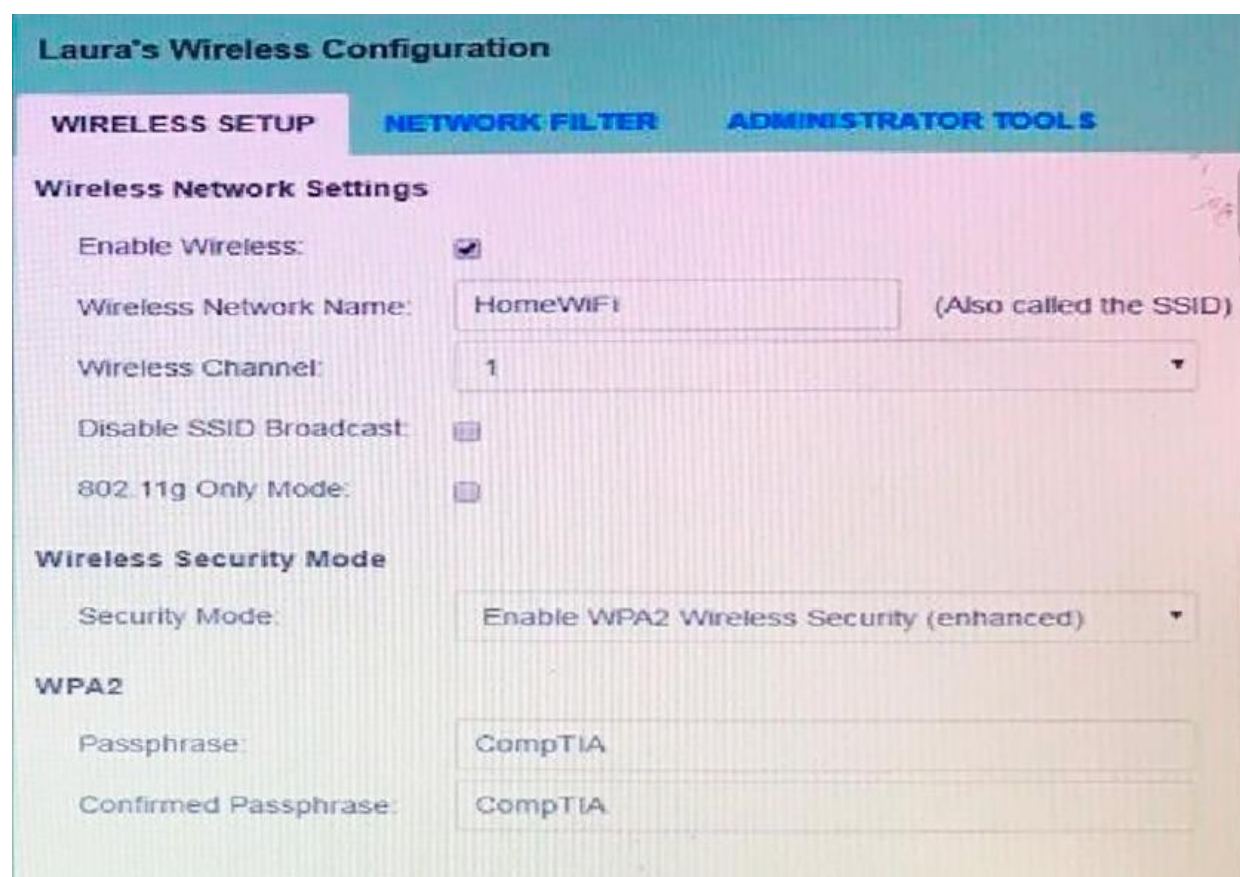
Wireless Name: HomeWiFi
Shared Key: CompTIA
Router Password: Secure\$1

Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network.

Laptop: IP Address 192.168.1.100
Hardware Address: 00:0A:BF:03:C4:54
Smartphone: IP Address 192.168.1.101
Hardware Address: 09:2C:D0:22:3F:11

INSTRUCTIONS

Configure Laura's wireless network using the network adapter window.



The screenshot shows a web interface titled "Laura's Wireless Configuration". It has three tabs: "WIRELESS SETUP" (selected), "NETWORK FILTER", and "ADMINISTRATOR TOOLS". Under "Wireless Network Settings", the following options are visible: "Enable Wireless:" is checked; "Wireless Network Name:" is "HomeWiFi" (with a note "(Also called the SSID)"); "Wireless Channel:" is set to "1"; "Disable SSID Broadcast:" is unchecked; "802.11g Only Mode:" is unchecked. Under "Wireless Security Mode", "Security Mode:" is set to "Enable WPA2 Wireless Security (enhanced)". Under "WPA2", "Passphrase:" and "Confirmed Passphrase:" are both set to "CompTIA".

If at any time you would like to bring back the initial state of the situation, please click the Reset All button.

Laura's House

Wireless Network Name: Default
Security Mode: Open
Wireless Channel: 11

Wireless Network Name: MyWi
Security Mode: WEP
Wireless Channel: 6

Wireless Network Name: PatsWiFi
Security Mode: WEP
Wireless Channel: 11

Laura's Wireless Configuration

WIRELESS SETUP | **NETWORK FILTER** | **ADMINISTRATOR TOOLS**

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Laura's Wireless Configuration

WIRELESS SETUP | **NETWORK FILTER** | **ADMINISTRATOR TOOLS**

Wireless Network Settings

Enable Wireless:

Wireless Network Name: (Also called the SSID)

Wireless Channel:

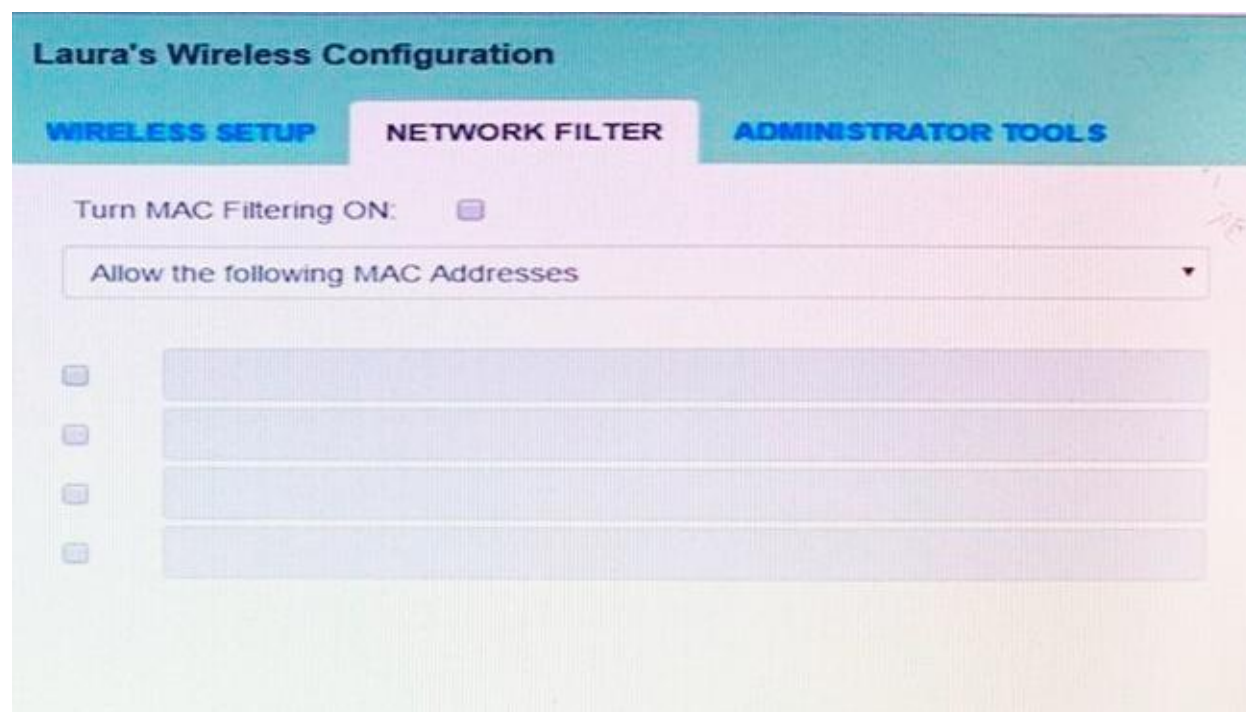
Disable SSID Broadcast:

802.11g Only Mode:

Wireless Security Mode

Security Mode:





Correct Answer: See the explanation below

Section: (none)

Explanation

Explanation/Reference:

Explanation:



Wireless Configuration

Wireless Setup Network Filter Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless:

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast:

802.11g Only Mode:

WIRELESS SECURITY MODE:

Security Mode:

WPA2:

Passphrase:

Confirmed Passphrase:



Wireless Configuration

Wireless Setup | Network Filter | Administrator Tools

Turn MAC Filtering ON

Allow the following MAC Addresses

MAC Address	
<input checked="" type="checkbox"/>	00:0A:BF:03:C4:54
<input checked="" type="checkbox"/>	09:2C:D0:22:3F:11
<input type="checkbox"/>	
<input type="checkbox"/>	

Save Settings



Wireless Configuration

Wireless Setup Network Filter Administrator Tools

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Save Settings



QUESTION 2
DRAG DROP

Drag each mobile technology to the description of its use. Some answers will not be used.

Select and Place:

Description	Wireless technology
Devices use haptic confirmation for sharing data wirelessly.	NFC
Devices are paired using a code for sharing data wirelessly.	Hotspot
Devices are placed in close proximity within line of sight for sharing data wirelessly.	IR
Devices are connected via a wire for sharing data or connectivity.	Tethering
	Bluetooth
	Cellular
	Lightning

Correct Answer:

Description	Wireless technology
IR	
Bluetooth	Hotspot
NFC	
Tethering	
	Cellular
	Lightning

Section: (none)
Explanation

Explanation/Reference:

QUESTION 3

DRAG DROP

A customer, Ann, has requested two custom PCs, one to be used for gaming and the other to be used as a virtualization workstation for her business. The gaming PC should support the latest games and gaming peripherals. The virtualization workstation should be able to host several production virtual machines as part of Ann's home business.

INSTRUCTIONS

Use the tabs at the top to switch between the PCs.
 Objects should be placed on the appropriate slot/display areas and can only be used once.
 All slot/display areas should be filled.
 If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

Select and Place:



Correct Answer:



Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
SIMULATION

The network administrator has changed the IP address of ComputerA from 192.168.1.20 to 10.10.10.20 and now jane, a user, is unable to connect to file shares on ComputerA from ComputerB using the computer name.

INSTRUCTIONS

Using the available tools, resolve the connectivity issues.

After troubleshooting the issue, verify a successful connection.

If at any time you would like to bring back the initial state of the simulation? please click the Reset All button.

```
-----  
--- Welcome to Computer A -----  
-----  
  
c: > |
```

```
Reply from 10.10.10.10.30: bytes=32 time=13ms FTL=52  
Reply from 10.10.10.10.30: bytes=32 time=13ms FTL=52  
  
Ping statistics for 10.10.10.10:  
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),  
Approximate round trip times in milli-seconds:  
    Minimum = 13ms, Maximum = 13ms, Average = 13ms  
  
c:\> ?  
    % Invalid input detected, query help for valid commands.  
c:\> help  
  
    ipconfig  
    nslookup  
    ping  
    tracert  
  
    help  
  
c:\> nslookup  
    % Invalid input detected, query help for valid commands.  
c:\> nslookup  
    % Invalid input detected, query help for valid commands.  
c:\> help  
  
    ipconfig  
    nslookup  
    ping  
    tracert  
    help  
  
c:\>
```



```
-----  
--- Welcome to Computer B -----  
-----  
  
c:\>
```

```
-----  
  
c:\> ipconfig  
  
Windows IP Configuration  
  
Ethernet adapter Ethernet:  
  
    Connection-specific DNS Suffix . . . . . : local.net  
    IPv4 Address . . . . . : 10.10.10.30  
    Subnet Mask . . . . . : 255.255.255.0  
    Default Gateway . . . . . : 10.10.10.1  
  
c:\> ping 10.10.10.20  
  
Pinging 10.10.10.20 with 32 bytes of data:  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
  
Ping statistics for 10.10.10.20:  
    Packets: Sent = 4, Received = 4, Loat = 0 (0% loss),  
    Approximate round trip times in milli-seconds:  
        Minimum = 13ms, Maximum = 13ms, Average = 13ms  
  
c:\> nslookup  
    % Invalid input detected, query help for valid commands.  
c:\>  
computerB
```



Correct Answer: See the explanation below

Section: (none)

Explanation

Explanation/Reference:

Explanation:

We need to flush the DNS to have the new IP address assigned to the same computer name. Use the ipconfig/flushdns command.

QUESTION 5 A technician is troubleshooting what appears to be a RAM issue on a PC. Which of the following symptoms would indicate if this is a RAM issue?

- A. POST code beeps
- B. Distended capacitors
- C. Continuous reboots

D. Wrong BIOS time

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6 A user accidentally spills liquid on a laptop. The user wants the device to be fixed and would like to know how much it will cost.

Which of the following steps should the technician take NEXT to verify if the device is repairable before committing to a price? (Choose two.)

- A. Remove the case and organize the parts.
- B. Document the screw locations.
- C. Search the Internet for repair tutorials.
- D. Consult colleagues for advice.
- E. Place the device in rice for a few days.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7 Which of the following peripherals would a company use to take inventory quickly and update price tags for products? (Choose two.)

- A. Barcode scanner
- B. Label printer
- C. Magnetic reader
- D. KVM switch
- E. NFC device
- F. Flatted scanner



Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8 A user wants to print a large job on both the front and back sides of the paper.

Which of the following settings should the technician advise the user to change in the printer settings?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

A user is unable to access websites and has reported connectivity issues with pop-ups on the screen. A technician removes malware, and then is able to ping the router and access the websites. Which of the following NEXT steps should the technician perform in troubleshooting this issue? (Choose two.)

- A. Documents findings, actions, and outcomes.
- B. Reboot the device to verify the fix.
- C. Reconnect the device to the network.
- D. Verify the settings in IPConfig.
- E. Research the problem based on symptoms.
- F. Run a virus scan.

Correct Answer: AF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

A user is no longer able to browse the Internet after returning from vacation. The user is able to log in and navigate to the local intranet, but not to any outside sites. A technician pings a well-known website by name but gets no reply. The technician then pings its IP address and gets a reply.

Which of the following commands will MOST likely resolve the issue?

- A. ipconfig /all
- B. ipconfig /flushdns
- C. ipconfig /release
- D. ipconfig /setclassid

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 11**

A technician is determining the specifications for a desktop computer that will be used at trade shows all over the world. The computer will have the maximum amount of RAM. The CPU, GPU, and storage will be typical of a business workstation.

Which of the following system parameters is the MOST important for the technician to consider when choosing a power supply?

- A. input voltage
- B. Efficiency rating
- C. 12V rail amperage
- D. Number of SATA connectors

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

Ann, an accountant, reports that after turning on her new laptop, she received a message stating her IP address is already in use on the system. She

- A. Remove the static IP configuration from the desktop.
- B. Set the laptop configuration to DHCP to prevent conflicts.
- C. Replace the network card in the laptop, as it may be defective.
- D. Bridge the LAN connection between the laptop and the desktop.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

A customer wants to purchase a new home computer. The machine will mainly be used for internet browsing and streaming video, except on weekends when the customers' son will use it to play games with friends.

Which of the following should the technician focus on to meet these requirements?

- A. 80mm case fans
- B. Four-core processor
- C. RAID 5 array
- D. 16GB DDR2 memory
- E. Dual monitors
- F. Encrypted hard drive

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 14 Which of the following cable types should be used to connect a cable modem to a SOHO router?

- A. Thunderbolt
- B. Coaxial
- C. USB
- D. Ethernet

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15 Which of the following channels would commonly be used on an 802.11 wireless network?

- A. 6
- B. 17
- C. 802
- D. 8080

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

A technician is troubleshooting a Windows CAD workstation that is running slow. The computer uses RAID 10 and has dual GPU cards. The user states that the same application runs faster on an identical workstation.

Which of the following should the technician perform FIRST to troubleshoot the problem?

- A. Replace the write cache battery.
- B. Check the event log any cache issues.
- C. Clear the RAID configuration file and restart the PC.
- D. Replace the RAID controller write cache module.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

A business owner wants to provide security to laptop users with the ability to charge their devices, access corporate LAN resources, and allow for a variety of their removable hardware.

Which of the following devices would BEST meet the owner's needs?

- A. Docking station
- B. Port replicator
- C. Thunderbolt
- D. USB hub

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 18

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 RFID signal.
- C. SSID is not found.
- D. It is out of range.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chat actively while keeping in contact with the home office.

Which of the following would be the BEST recommendation?

- A. Smart watch
- B. Fitness monitor
- C. Global positioning sensor
- D. Portable hotspot

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

A technician is replacing a broken screen on a new company laptop but does not have repair information from the vendor.

Which of the following is the BEST way to proceed?

- A. Document and label the cable and screw locations.
- B. Replace the screen with a non-OEM.
- C. Update the firmware on the device before repairing it.
- D. Wait for the vendor to provide more information.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Ann, a user, needs to attend several day-long conferences and wants to ensure her mobile device will have enough power for these events. She is concerned about wall outlet availability at the conferences and needs to continuously use her device for important updates.

Which of the following should a technician recommend to BEST accommodate Ann's needs?

- A. Wireless charging pad
- B. Built-in battery case
- C. Extra charging cords
- D. Airplane mode

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22 Which of the following charging and data ports has a non-directional connector?

- A. Micro-USB
- B. Mini-USB
- C. USB-A
- D. USB-C

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

A user brings in a smartphone for repair. The device is unable to send/receive calls or connect to WiFi. All applications on the device are working unless they require connectivity.

Which of the following is MOST likely causing the problem?

- A. Airplane mode
- B. Tethering
- C. Disabled hotspot
- D. VPN

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

Which of the following Ethernet cables would BEST support an application that requires a 600 Mbps throughput at the lowest price point?

- A. Cat 3
- B. Cat 5
- C. Cat 5e
- D. Cat 6

Correct Answer: C

Section: (none)

Explanation



Explanation/Reference:

QUESTION 25

A client has three locations within city limits that need to be networked. Vendor network requirements for all three locations are a minimum of 1GB.

Which of the following are the types of networks that will MOST likely be used for internal office and office-to-office networking? (Choose two.)

- A. MAN
- B. LAN
- C. WAN
- D. PAN
- E. SAN
- F. WLAN

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Which of the following terminates a coaxial cable?

- A. DB9

- B. RJ45
- C. RG-59
- D. RS-232

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27 A customer asks a technician to help set up a specialized computing system for video editing.

Which of the following should the technician install on the workstation to BEST meet the customer's specifications? (Choose two.)

- A. SSD
- B. Dual monitors
- C. Gigabit NIC
- D. Hypervisor
- E. Docking station
- F. NAS

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:



QUESTION 28

An end user wants to have a second monitor installed on a laptop. Which of the following would allow a technician to configure the laptop to show both screens once the cable is connected?

- A. Plug an external monitor into the USB port. B. Use the Fn and function key combination
- C. Adjust the monitor display settings.
- D. Enable DisplayPort.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

A customer's laptop display has suddenly become very dim. The image of the display can only be seen with a bright, external light, as adjusting the brightness/contracts controls does not cause much change.

Which of the following components MOST likely needs to be replaced?

- A. LCD panel
- B. Inverter
- C. Video card
- D. Digitizer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

A technician is troubleshooting a laptop/projector combination that is displaying artifacts on the screen. When a different laptop is connected to the projector, the image appears to be correct but is very dim. Which of the following steps should the technician take to address these issues? (Choose two.)

- A. Update the video drivers on the laptop.
- B. Increase the projector contrast.
- C. Replace the original laptop.
- D. Change the aspect ratio on the projector.
- E. Replace the bulb in the projector.
- F. Modify the laptop's display resolution.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

A user reports that a laptop is not connecting to the corporate wireless network. A technician confirms with a smartphone that the corporate wireless network is available and can be accessed. The technician observes that the Ethernet connection to the corporate network is working. The technician disconnects the Ethernet cable.

Which of the following should the technician do NEXT to troubleshoot this problem?

- A. Confirm that the laptop wireless card is turned on.
- B. Confirm that the laptop is in range for the access point.
- C. Confirm that the correct wireless network is selected.
- D. Confirm the user's network login ID and password.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Several company users are frequently forgetting passwords for their mobile devices and applications.

Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

- A. Implement single sign-on.
- B. Enable multifactor authentication.
- C. Configure biometric authentication.
- D. Remove complex password requirements.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

Which of the following cloud computing concepts allows scalable services to be provided to the client?

- A. On-demand
- B. Metered
- C. Rapid elasticity
- D. Resource pooling

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35 During an inspection, it was found that data racks were not properly grounded. To pass the inspection and address a growing concern to protect data cabling and equipment, a technician must make sure all racks are properly grounded.

Which of the following tools should the technician use to verify this has been completed?

- A. Multimeter
- B. Cable tester
- C. Tone generator
- D. Voltmeter

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

A technician was called to check an unexpected clicking noise on a desktop that has become more frequent every time a video editing application is loaded. The system fans have been replaced, but the clicking noise remains. Diagnostics have been run on the video card.

Which of the following should the technician do FIRST?

- A. Replace the hard drive.
- B. Replace the video card.
- C. Do a System Restore.
- D. Perform a full data backup.
- E. Scan the system for viruses.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37

Joe, a user, has purchased a new mobile device that uses a different OS than his previous one. Joe wants to copy his contacts and appointments from his corporate account without entering them manually.

Which of the following would be the BEST way for a technician to assist Joe?

- A. Log into the same email provider on the new device, and restore the contacts and dates.
- B. Create a Bluetooth connection between Joe's devices, and copy his contacts and calendar.
- C. Back up the old mobile device to a PC, and import the contacts and schedule from the PC.
- D. Use NFC to transfer all compatible data from one device to the other.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38

A user reports that printing on heavy cardstock paper results in the image smearing if touched. When printing on plain paper, the problem does not occur.

Which of the following would be the NEXT troubleshooting step to perform?

- A. Increase the fuser temperature.
- B. Change the paper feed rate.
- C. Clean the transfer roller.
- D. Replace the toner cartridge.



Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39

A user's laptop is shutting down unexpectedly. The technician discovers the shutdowns only happen when the laptop is moved from one room to another. The technician reseated the hard drive, memory, battery, and LCD cable, but the laptop continues to shut down.

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

- A. Residual energy on the motherboard
- B. System overheating
- C. Distended capacitors
- D. Loose battery connection
- E. CMOS battery failure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40 An end user has signed up to use a web-based calendar application.

Which of the following solutions has the user purchased?

- A. DaaS
- B. SaaS
- C. PaaS
- D. IaaS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

A technician is setting up a WiFi-enabled thermostat for a customer, but the customer is concerned about IoT devices getting hacked.

Which of the following BEST address the customer's concerns? (Choose two.)

- A. Use the latest encryption standard on the wireless network and set a strong password.
- B. Enable two-factor authentication for the IoT device's cloud account, if it is available.
- C. Separate the IoT thermostat by segregating it in a DMZ network.
- D. Disable wireless access on the thermostat to make it unshakable.
- E. Upgrade the customer's router to the latest version to improve network security.
- F. Upgrade the customer's wireless network encryption to WPA.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:



QUESTION 42

A technician wants to block remote logins to a server. Which of the following ports should be blocked?

- A. 21 B. 23
- C. 80
- D. 443

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

A company has very strict rules regarding proprietary information leaving the premises. All computers host proprietary information. A technician is called to repair a computer on-site at the company's corporate office. The technician identifies the troubleshooting steps to create a plan of action. The technician determines the computer needs to be taken off-site for repair.

Which of the following should the technician do NEXT?

- A. Check corporate policies for guidance.

- B. Get authorization from the manager.
- C. Delete proprietary data before leaving the building.
- D. Remove the HDD and send the device for repair.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

A technician is setting up a new wireless network at a branch office that previously had only wired connectivity with statically assigned IP addresses. After setting up the network, the technician configures a server to provide IP addresses to wireless clients. During testing, the technician is unable to access the Internet or named network resources. The technician receives a valid IP address from the DHCP server and can ping the default gateway.

Which of the following should be technician check NEXT to resolve this issue?

- A. Ensure the options are configured to provide a DNS server.
- B. Verify the Windows Firewall is turned off.
- C. Configure the wireless network's SSID to be hidden.
- D. Enable file and printer sharing in the OS.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to the guest wireless network. However, when the user attempts to print to the printer, nothing happens.

Which of the following will resolve the issue?

- A. Set up the user's computer to act as a print server.
- B. Configure the printer to use the Internet printing protocol.
- C. Ensure the user's computer is set to DHCP.
- D. Connect the printer to the company wireless network.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 A user is having a problem with printing a specific document type.

The network printer OCP shows that the printer is online with no errors. Other users are not having the same issue. The user sends the document to another printer and the document prints.

Which of the following should a technician do FIRST in troubleshooting the problem?

- A. Stop and restart the PC print spooler service.
- B. Verify the user is sending the document to the correct printer queue.
- C. Have each user send the same document to the correct printer queue.
- D. Stop and restart the print server queues, and then have the user resend the document.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47

A server needs a RAM upgrade, and a technician has been tasked with retrieving the RAM from storage and then installing it.

Which of the following is the BEST RAM type for the technician to retrieve?

- A. SoDIMM
- B. DDR4
- C. Single channel
- D. ECC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48

A customer wants to upgrade a PC's internal storage to have more room to store backups, photos, and videos. The new storage should be large enough to avoid expanding again next year.

Which of the following BEST meets these needs?

- A. 3TB HDD
- B. 50GB NAS
- C. 500TB SAN
- D. 512GB SSD



Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49

The feature that allows users to store files in cloud-based when necessary, but can be removed when space is freed up, is known as:

- A. on-demand
- B. resource pool
- C. synchronization application
- D. shared resources

Correct Answer: A
Section: (none)
Explanation
Explanation/Reference:

QUESTION 50 Several computers are having network connectivity issues. Two of the computers are wired and are not having any issues. The technician verifies that none of the computers having issues have been assigned a static IP.

Which of the following should the technician check NEXT?

- A. Check the closest AP for the area.
- B. Check each wireless adapter switch
- C. Check the group's network switch.
- D. Check the DHCP server.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

A customer accidentally drops a laptop while it is charging. The next day, the customer notices the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on even though it is connected to the power adapter.

Which of the following components is the MOST likely cause of this behavior?

- A. Power adapter
- B. Battery
- C. DC jack
- D. Hard drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 52

A systems administrator is configuring a server to host several virtual machines. The administrator configures the server and is ready to begin provisioning the virtual machines.

Which of the following features should the administrator utilize to complete the task?

- A. Hypervisor
- B. Disk management
- C. Terminal services
- D. Device Manager
- E. Virtual LAN

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

A network administrator must install a device that will proactively stop outside attacks from reaching the LAN.

Which of the following devices would BEST meet the organization's needs?

- A. IPS B. IDS.
- C. Proxy server D. Authentication server.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54 Which of the following devices can be used to connect multiple devices within broadcasting to every network port?

- A. Unmanaged switch
- B. Hub
- C. Firewall
- D. Cable modem

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55 A technician is setting up a Windows mobile device for a user who had trouble reading text on a previous device, especially at night.

Which of the following adjustments would be MOST appropriate?

- A. Use the magnifier.
- B. Increase the resolution.
- C. Use haptic feedback.
- D. Utilize text-to-speech.



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 A technician is setting up a VM for use in testing software deployments. The VM is offline, but the hypervisor is not.

Which of the following settings should the technician change to resolve this issue?

- A. Virtual security
- B. Virtual storage
- C. Virtual CPU
- D. Virtual switch
- E. Virtual RAM

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

A projector's image begins to flicker during a presentation. The laptop display does not produce this issue.

When a technician changes the resolution on the laptop, the issue persists. Which of the following is the NEXT step the technician should take?

- A. Check the connectivity of the VGA cable.
- B. Check the connectivity of the power cable.
- C. Change the aspect ratio on the laptop.
- D. Change the settings of the projector.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

A technician upgraded the memory on a server from two 8GB sticks to eight 32GB. The server memory is now at full capacity per the user guide. When the technician powers on the system, only 128 GB of memory is recognized by the OS and the BIOS. The technician decides to upgrade to the latest version of the firmware on the system, which does not help. Next, the technician installs the memory in sets of 64GB at a time. Each individual set of 64GB is fully recognized by the server.

Which of the following will not allow the server to recognize all of the memory installed at the same time?

- A. The power supply is not supplying enough power for the memory.
- B. The memory has too many ECC errors and is shutting down.
- C. The server is overheating when all of the memory is installed.
- D. The server needs DDR4 memory, and DDR3 is installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 59

A technician is talking to end users about the specifications for an upgraded application server. The users of the application report that there cannot be any unscheduled downtime or data loss. Additionally, they would like the performance of the application to improve over the previous server in any way possible. The previous server running RAID 5.

Which of the following RAID solutions should be implemented in this scenario?

- A. RAID 0
- B. RAID 2
- C. RAID 6
- D. RAID 10

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

An end user reports a printer error that states "Replace filament". With which of the following types of printer is the end user MOST likely having problems?

- A. ink jet
- B. Laser
- C. 3-D
- D. Thermal

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

Which of the following features will save the battery life of a laptop significantly if they are disabled? (Choose two.)

- A. Touchpad
- B. Volume
- C. Screen orientation
- D. Cellular
- E. Bluetooth
- F. Fingerprint reader

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62 Which of the following technologies can be used for wireless payments?

- A. NFC
- B. Bluetooth
- C. IR
- D. LTE

Correct Answer: A

Section: (none)

Explanation



Explanation/Reference:

QUESTION 63

A technician is ordering a new motherboard and processors for a company email server. When reviewing the vendor licensing agreement, the technician sees that there is a flat per-socket licensing fee.

Which of the following motherboard/processor combinations should the technician order get the BEST performance while minimizing licensing fees?

- A. A dual-processor motherboard with six hyper threaded cores each.
- B. A single-processor motherboard with hyper threaded eight cores.
- C. A dual-processor motherboard with eight overclocked cores each.
- D. A single-processor motherboard with ten overclocked cores.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

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

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65 The touch-screen feature on a Windows device has stopped working.

Which of the following should the technician check FIRST?

- A. Device Manager
- B. Performance Monitor
- C. System configuration
- D. Digitizer settings

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66 Which of the following is the MOST likely cause for a network PC to have an APIPA address?

- A. DHCP failure
- B. DNS resolution
- C. Duplicate IP address
- D. Cleared ARP cache

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

A technician needs to routinely run scripting commands in Linux but does not want to walk over the server room every time to perform the task. The technician also travels between buildings and has a Windows 10 laptop with 4GB of memory and a fully partitioned 500GB hard drive.

Which of the following steps should the technician take to resolve this issue? (Choose two.)

- A. Increase the memory to 8GB.
- B. Install a Linux guest VM.
- C. Add another 500GB hard drive.
- D. Create a Linux LiveBoot CD.
- E. Repartition the hard drive.
- F. Install Linux on a new ext3 partition.

Correct Answer: EF



Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

A technician has been informed that multiple users are receiving duplicate IP address warnings on their workstations, and they are unable to browse the Internet.

Which of the following server types should the technician log in to in order to resolve the problem?

- A. DNS server
- B. DHCP server.
- C. Proxy server
- D. RADIUS server

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69 Which of the following devices is used to implement network security policies for an environment?

- A. Firewall
- B. managed switch
- C. Repeater
- D. Gateway

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70 Which of the following peripheral types is MOST likely to be used to input actions into a PC?

- A. Webcam
- B. Mouse
- C. Monitor
- D. Optical drive

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

A technician replaced a broken LED screen on a mobile computer. The operating system can be seen perfectly on screen, but the touch screen is non-responsive. Which

of the following are the MOST probable root causes for the given failure? (Choose three.)

- A. The hardware replacement used is a non-touch-screen.
- B. The touch screen must be calibrated after a replacement.



- C. The digitizer cable is not seated properly on the motherboard.
- D. The new touch-screen drivers must be installed.
- E. The replacement part is dead-on-arrival.
- F. The LCD panel firmware must be updated.
- G. The grounding screws are not securely attached.

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72 In a virtual environment, which of the following allows all the VMs to have RAM allocated for use?

- A. Resource pooling
- B. Measured service
- C. Virtual application streaming
- D. Synchronization

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

An analyst asks a technician to recommend a solution for a customer in the software development industry, where the customer can test a variety of OS's running the various applications that the customer produces. The customer wants to minimize the investment in hardware.

Which of the following solutions should the technician recommended to BEST meet the customer's requirement?

- A. Purchase a number of low-cost devices, installing the required Oss and applications on each one. Use separate machines for each testing environment.
- B. Purchase a high-end system meeting the hardware requirements for all of the individual Oss and applications. Configure a VM for each testing environment.
- C. Purchase one computer and create images for each computer configuration and OS. Re-image the machine for each testing environment.
- D. Purchase a number of computers, installing a VM on each one. Configure each VM with an OS for the testing environment.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

A user is experiencing email problems and explains to a technician that all emails with graphics or images do not display the graphics.

Which of the following configurations would correct this behavior?

- A. Change the email settings in antivirus.
- B. Change the security settings of the email client.
- C. Change the firewall security settings.
- D. Change the email proxy settings.
- E. Change the trusted sites in the browser settings.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75 Which of the following resources is the MOST critical when using cloud file-storage synchronization applications?

- A. Disk speed
- B. I/O bandwidth
- C. RAM utilization
- D. CPU utilization

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

A user logs on a PC and receives a message stating there is a duplicate IP address on the network. After a system restart, the user notices the same error.

Which of the following is the MOST probable cause of the error?

- A. The user is still logged into another device.
- B. The user has set a static IP address.
- C. The user has moved to a different office.
- D. The user has wireless and wired connections.



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

Whenever a user's machine is turned on, a black screen appears prompting the user for an administrative password. The technician has no such password on file for this machine.

Which of the following steps should the technician take to resolve this issue?

- A. Press and hold the CPU power button for five seconds, and then power back on.
- B. Disconnect and reconnect the internal hard drive.
- C. Remove the CMOS battery and reinsert it after ten seconds.
- D. Remove the motherboard and place it back into the machine after ten minutes.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78 A server administrator set up a VM to be used in a lab setting. A technician is setting up thin-client computers to access this VM. Which of the following tasks are required to complete the project? (Choose three.)

- A. Connect the device to a printer.

- B. Install the operating system.
- C. Install a USB keyboard and mouse.
- D. Connect the device to the network.
- E. Install the latest system updates.
- F. Install the latest device drivers.
- G. Connect the device to a monitor.
- H. Install the necessary applications.

Correct Answer: DEH

Section: (none)

Explanation

Explanation/Reference:

