

220-1101 Dumps

CompTIA A+ Certification Exam: Core 1

<https://www.certleader.com/220-1101-dumps.html>



NEW QUESTION 1

- (Topic 2)

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: D

Explanation:

If a user's PC is very sluggish, the HDD light on the PC is constantly on without blinking, the PC itself is slow receiving input, and it takes a very long time to load the OS, the HDD has no free space is most likely the cause of these issues. When the hard disk drive (HDD) has no free space, the computer may become slow and unresponsive.

The technician should check the amount of free space on the HDD and delete any unnecessary files to free up space.

NEW QUESTION 2

- (Topic 2)

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: B

Explanation:

If the touch-screen features on a Windows device have stopped working, a technician should check the Tablet/PC settings. The Tablet/PC settings contain options for configuring the touch-screen features on a Windows device. By checking the Tablet/PC settings, the technician can ensure that the touch-screen features are enabled and configured correctly.

If the touch-screen features on a Windows device have stopped working, a technician should check the Tablet/PC settings. The touch-screen settings may have been disabled or there may be a driver issue that needs to be resolved. References: CompTIA A+ Certification Exam Guide, pg. 536

NEW QUESTION 3

- (Topic 2)

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: A

Explanation:

Verifying the correct type of paper is loaded is the best solution for resolving the issue of blank receipts being printed by a point-of-sale printer. Some receipt printers require a specific type of paper, and using the wrong type can result in blank receipts. References: <https://www.techwalla.com/articles/what-are-the-causes-of-blank-receipts-from-a-printer>

Top of Form

Verify the correct type of paper is loaded. If a point-of-sale printer is printing blank receipts, one possible cause could be that the wrong type of paper is loaded in the printer. Thermal printers require thermal paper to print properly. If regular paper is loaded instead of thermal paper, the printer will not be able to produce an image on the paper and will print blank receipts.

NEW QUESTION 4

- (Topic 2)

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:

Thunderbolt cables are commonly used to connect Apple laptops to external displays or other devices. While Thunderbolt is available on some Windows and Chromebook devices, it is most commonly associated with Apple products. References:

<https://www.intel.com/content/www/us/en/products/docs/io/thunderbolt/thunderbolt-technology-general.html>

NEW QUESTION 5

- (Topic 2)

A technician is troubleshooting a computer that is not completing POST and gets stuck at the manufacturer logo screen. All internal, removable parts have been disconnected and only the minimum parts necessary to POST were reconnected. However, the symptoms remain the same. Which of the following should the

technician try NEXT?

- A. Test the RAM in different slots, one at a time.
- B. Remove and test the power supply.
- C. Replace the motherboard.
- D. Change the CMOS battery.

Answer: A

Explanation:

Every computer has a CMOS battery and when you remove that battery, your computer will work almost the same as before. The only difference is you won't be able to save any settings in the BIOS, which includes the date and time. If your PC is not booting after removing CMOS, you need to make sure that you have your CPU and RAM connected because it's not possible for your system to boot without those.. Your motherboard and computer will be able to boot just fine even without a CMOS battery present. The only issue is all your BIOS settings will be reset and the time and date will be inaccurate. You will also be unable to save BIOS settings.

NEW QUESTION 6

- (Topic 2)

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

Explanation:

The cause of the issue is likely due to a DNS resolution issue. While the technician can ping the servers by IP address, they cannot ping the UNC path, indicating an issue with the name resolution. This can be resolved by configuring the correct DNS server settings.

NEW QUESTION 7

- (Topic 2)

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: DF

Explanation:

If a technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient, the upgraded graphics card and adding more RAM would most likely cause the insufficiency. Upgrading the graphics card and adding more RAM can increase the power consumption of a computer, which can cause the power supplied by the PSU to be insufficient. Adding more RAM and upgrading the graphics card are the most likely causes of the insufficiency of power supplied by the PSU. These upgrades require more power to operate efficiently and can cause the PSU to become insufficient.

NEW QUESTION 8

- (Topic 2)

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:

RAID 10 combines the benefits of RAID 0 and RAID 1. It uses a striped configuration across multiple disks (similar to RAID 0) to provide high-speed read and write access. Additionally, it also mirrors the striped array onto a second set of drives (similar to RAID 1), providing redundancy in case of a drive failure.

NEW QUESTION 9

- (Topic 1)

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: B

Explanation:

The most likely action that would resolve the issue is to clean the keyboard. Sometimes dust, hair, and other debris can affect keyboard functionality. The technician can try to clean the keyboard as much as possible, which may be enough to get the keyboard back in working order

NEW QUESTION 10

- (Topic 2)

A user who works with sensitive data has a computer configured with hard drive encryption. The TPM is active and hosting the encrypted key. After an upgrade to the motherboard, RAM and video card, the hard drive is not booting and data cannot be accessed from the hard drive. Which of the following should the technician do to enable the system to boot again and get access to the stored data?

- A. Use data recovery software to find and recover the hard drive information
- B. Access the BIOS and select to rebuild the degraded RAID array
- C. Boot into the BIOS and enable the TPM on the new motherboard.
- D. Return the replaced motherboard back to the computer

Answer: C

Explanation:

After upgrading the motherboard, the TPM may need to be enabled in the BIOS in order to access the encrypted key and boot the system. Enabling the TPM on the new motherboard should allow the system to boot and provide access to the encrypted data. References: CompTIA A+ Certification Exam Guide, 220-1001, Chapter 13

NEW QUESTION 10

- (Topic 1)

An administrator is configuring a corporate-owned smartphone for a new manager. The company requires the ability to wipe the phone's data remotely in the event of loss or theft and the capability to approve applications installed on the phone. Which of the following tools would BEST meet this need?

- A. Tethering to a corporate-owned laptop
- B. WPA2-Enterprise wireless
- C. Corporate enterprise email
- D. Mobile device management

Answer: D

Explanation:

Mobile Device Management (MDM) is a software solution that allows companies to manage and secure mobile devices used in the corporate environment. MDM provides features such as remote data wipe, application management, and device security policies to ensure data protection and compliance with company policies. References: CompTIA A+ Certification Exam Objectives 220-1001 - Mobile device hardware and operating systems - 2.8

NEW QUESTION 15

- (Topic 1)

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

Explanation:

This is a safe and sensible option if you value your data more than anything else. You don't want to risk losing your data by trying other methods that may worsen the situation. You can use a software tool or a service provider to recover your data before attempting any repairs.

NEW QUESTION 16

- (Topic 1)

An online retailer would like to add capacity to support increased sales. Additional servers have been installed. Which of the following should be used to ensure each new server is being properly utilized?

- A. Virtualization
- B. Clustering
- C. Load balancer
- D. Round-robin DNS

Answer: C

Explanation:

<https://www.resonatenetworks.com/2020/04/29/clustering-vs-load-balancing-whats-the-difference/>

A load balancer distributes network traffic evenly across multiple servers, ensuring each server is being properly utilized. This helps to prevent overloading of any individual server, which can cause downtime or slow response times for users. In this scenario, adding a load balancer would be the best way to ensure the new servers are being properly utilized. References: CompTIA A+ Certification Exam: Core 1 - Page 181

NEW QUESTION 18

- (Topic 1)

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

Explanation:

Based on the information provided in the question, the MOST likely component that needs to be replaced is A. power adapter. If a laptop has been working as expected for several years but suddenly stops working when it is plugged into a wall outlet, it is possible that the power adapter has failed and is no longer able to provide power to the laptop. In this case, replacing the power adapter would likely resolve the issue.

The other components listed in the options (battery, system fan, and hard drive) could also potentially fail and cause issues with a laptop's performance. However, based on the specific scenario described in the question (the laptop suddenly stops working when plugged into a wall outlet), it seems most likely that the issue is related to the power adapter.

If the laptop has been working as expected for several years and suddenly stops working, the power adapter is the most likely component that needs to be replaced. Over time, the power adapter can become worn or damaged, resulting in a loss of power to the laptop. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 3

NEW QUESTION 20

- (Topic 1)

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

Explanation:

Thin, vertical lines on every printed page are usually caused by a dirty drum or toner cartridge. Performing the drum-cleaning procedure will likely resolve the issue. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 18

NEW QUESTION 23

- (Topic 1)

A company has a dot matrix printer that uses carbon paper. The company reports that the first page is printing too light, although the following pages are still legible. Which of the following MOST likely needs to be fixed?

- A. The print drum is worn and loose causing the printing to be light in places
- B. The ribbon is low on ink or missing and must be replaced to get proper output
- C. The heating element has failed, and a new one needs to be installed for proper transfer
- D. The wrong type of filament is loaded, preventing it from sticking correctly
- E. The fuser assembly is not calibrated properly, causing it to impact the paper too hard

Answer: B

Explanation:

Dot Matrix printers do not use heat, they use a pin striking an inked ribbon (for the first copy, the subsequent copies are handled by the carbon paper)

The ribbon is low on ink or missing and must be replaced to get proper output in a dot matrix printer that uses carbon paper. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 361

NEW QUESTION 27

- (Topic 1)

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

Explanation:

The unexpected reboots on a graphics workstation when rendering complex 3-D models may be caused by insufficient power supply. The workstation is configured with a 115V power supply that is rated at 200W, which may not be enough when the GPU is heavily tasked. The technician should begin troubleshooting by checking the power supply.

NEW QUESTION 29

- (Topic 1)

A technician replaced a motherboard on a server, and now the 64-bit hypervisor is not loading correctly. Which of the following needs to be enabled for the hypervisor to run?

- A. Hardware prefetcher
- B. Hyperthreading

- C. vPro
- D. VT-d

Answer: D

Explanation:

https://techlibrary.hpe.com/docs/iss/proliant-gen10-uefi/s_enabling_VT-d.html

Enabling VT-d (Virtualization Technology for Directed I/O) in the server's BIOS settings is required for the hypervisor to run properly. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 11

NEW QUESTION 33

- (Topic 1)

A system administrator has been tasked with allowing SMTP traffic through the system's host-based firewall. Which of the following ports should the administrator enable?

- A. 23
- B. 25
- C. 80
- D. 161

Answer: B

Explanation:

SMTP (Simple Mail Transfer Protocol) uses port 25 to send email messages between servers¹².

SMTP uses port 25 to send email messages between mail servers. Therefore, the system administrator should enable port 25 to allow SMTP traffic through the host-based firewall. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 282

NEW QUESTION 36

- (Topic 1)

A user submitted a ticket to report an issue with a new printer that is no longer accepting new print jobs. The technician verifies the printer is on and notices the printer LCD screen has the following error message:

Paper Jam, Jam in fuser.

Which of the following is the MOST efficient next step the technician should complete?

- A. Apply a maintenance kit to the printer
- B. Check the printer paper path to locate any obstructions.
- C. Turn the printer on and off to see if the error clears.
- D. Replace the fuser.

Answer: B

Explanation:

The MOST efficient next step the technician should complete is to check the printer paper path to locate any obstructions¹. The error message "Paper Jam, Jam in fuser" indicates that there is a paper jam in the fuser². The fuser is one of the parts of a laser printer most likely to fail without giving any explicit message².

The printer LCD screen indicates a paper jam in the fuser. The most efficient next step the technician should complete is to check the printer paper path to locate any obstructions. Applying a maintenance kit or replacing the fuser may not be necessary if the issue is caused by a paper jam.

NEW QUESTION 38

- (Topic 1)

A technician is commissioning a workstation that is required to have mirrored storage, utilizing two 4TB drives that support one failure. Which of the following BEST meets these requirements?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Answer: B

Explanation:

RAID 1 is a mirrored configuration that utilizes two drives and provides redundancy by allowing one drive to fail without data loss. This configuration meets the requirement of mirrored storage with two 4TB drives that support one failure. References:

CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 8

NEW QUESTION 42

- (Topic 1)

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

Explanation:

In this situation, the MOST cost-effective cable medium that would not sacrifice system performance would be B. Shielded Cat 6. Electromagnetic interference (EMI) can disrupt network connectivity by interfering with the signals transmitted over network cables. Shielded Cat 6 cables are designed to provide protection against EMI by incorporating a layer of shielding material around the cable's conductors. This shielding helps to prevent EMI from interfering with the signals transmitted over the cable.

NEW QUESTION 46

- (Topic 1)

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 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

Explanation:

Electromagnetic interference (EMI) is unwanted noise or interference in an electrical path or circuit caused by an outside source. Hence shielded Cat 6 is better. If a technician determines that the root cause of sporadic network connectivity issues is EMI, the most cost-effective cable medium that can be used without sacrificing system performance is shielded Cat 6 cable. Shielded cables protect against electromagnetic interference (EMI) and radio frequency interference (RFI). References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Page 548)

NEW QUESTION 47

- (Topic 1)

A user connects a smartphone to a laptop. Which of the following types of networks has the user created?

- A. PAN
- B. MAN
- C. WLAN
- D. LAN

Answer: A

Explanation:

When a user connects a smartphone to a laptop, they create a Personal Area Network (PAN). A PAN is a type of network used for communication between devices in close proximity to each other, typically within a range of a few meters or less. This type of network is commonly used for wireless communication between personal devices, such as connecting a smartphone to a laptop for file sharing or internet access. References: CompTIA A+ Certification Exam Objectives - 220-1001: 1.1 Explain common connectors and their uses.

NEW QUESTION 51

- (Topic 1)

A laptop PC user is reporting issues with the hard drive. A filesystem check shows that all files are accessible and the filesystem is clean. After the check, the PC still issues a hard drive error message. Which of the following is the MOST likely cause of the error?

- A. S.M.A.R.T failure
- B. IOPS failure
- C. DIMM failure
- D. RAID failure

Answer: A

Explanation:

If the filesystem check shows that all files are accessible and the filesystem is clean, but a hard drive error message persists, it's possible that the hard drive is experiencing S.M.A.R.T. (Self-Monitoring, Analysis, and Reporting Technology) failure. This is a warning system built into hard drives to alert users of potential issues before they become critical. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 3.3 Given a scenario, troubleshoot mobile device issues

NEW QUESTION 53

- (Topic 1)

A user, who is attempting to give a presentation via a projector in a conference room, reports the projector has video but no audio. Which of the following will MOST likely resolve the issue?

- A. Changing the input on the projector to VGA
- B. Changing the output on the PC to DVI
- C. Modifying the projector's refresh rate
- D. Utilizing an HDMI connection

Answer: D

Explanation:

The issue of video but no audio on a projector in a conference room can be resolved by utilizing an HDMI connection between the PC and the projector. HDMI supports both video and audio signals and is commonly used to connect a PC to a projector for presentations. Changing the input on the projector to VGA, changing the output on the PC to DVI, or modifying the projector's refresh rate will not resolve the issue. References: CompTIA A+ Certification Exam: Core 1 - Objective 2.5

NEW QUESTION 58

- (Topic 1)

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: D

Explanation:

The most likely cause of the issue is that the page orientation is incorrect. The printer may be set to print labels in a different orientation than the orientation of the label sheet1.

NEW QUESTION 62

- (Topic 1)

A user requested upgrades to a company-issued laptop to increase its performance while working with a large database stored on drive C. Which of the following tasks should a systems administrator complete to BEST meet this goal? (Select TWO).

- A. Configure RAID 1.
- B. Install a hybrid drive.
- C. Upgrade to 1GB NIC.
- D. Increase the RAM.
- E. Migrate to a SSD.
- F. Upgrade the power supply.

Answer: DE

Explanation:

To increase the performance of a laptop working with a large database stored on drive C, a systems administrator should increase the RAM and migrate to an SSD. Increasing the RAM will help the laptop to better handle the large database, while migrating to an SSD will improve the speed at which the laptop can access the database. Configuring RAID 1, installing a hybrid drive, upgrading to a 1GB NIC, and upgrading the power supply will not directly improve the laptop's performance when working with a large database. References: CompTIA A+ Certification Exam: Core 1 - Objective 3.1

NEW QUESTION 67

- (Topic 1)

Which of the following utilizes TCP ports 20/21 and transfers data in cleartext?

- A. SNMP
- B. SSH
- C. FTP
- D. Telnet

Answer: C

Explanation:

FTP (File Transfer Protocol) uses TCP ports 20/21 and transfers data in cleartext, which means the data is not encrypted and can be read by anyone who intercepts it. This makes FTP insecure for transferring sensitive information. SSH (Secure Shell), on the other hand, uses port 22 and encrypts data, making it more secure. SNMP (Simple Network Management Protocol) uses ports 161/162 and is used to monitor network devices. Telnet uses port 23 and transfers data in cleartext, making it insecure. References: CompTIA A+ Certification Exam: Core 1 - Page 199

NEW QUESTION 68

- (Topic 1)

A technician is setting up a new desktop computer and will be installing the hard drive directly on the motherboard without using cables to connect it. Which of the following will the technician be installing?

- A. Thunderbolt
- B. eSATA
- C. M.2
- D. SCSI

Answer: C

Explanation:

M.2 is a form factor for solid-state drives (SSDs) that enables direct attachment to the motherboard without the need for cables. Thunderbolt is a high-speed interface that supports data transfer, video output, and charging. eSATA is an external interface for connecting SATA devices. SCSI is an older interface standard for connecting hard drives, printers, and other peripherals.

Installing a hard drive directly on the motherboard without using cables is usually done with an M.2 slot. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 5

NEW QUESTION 70

SIMULATION - (Topic 1)

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.

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

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:

WPA2

Passphrase:

Confirmed Passphrase:

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)

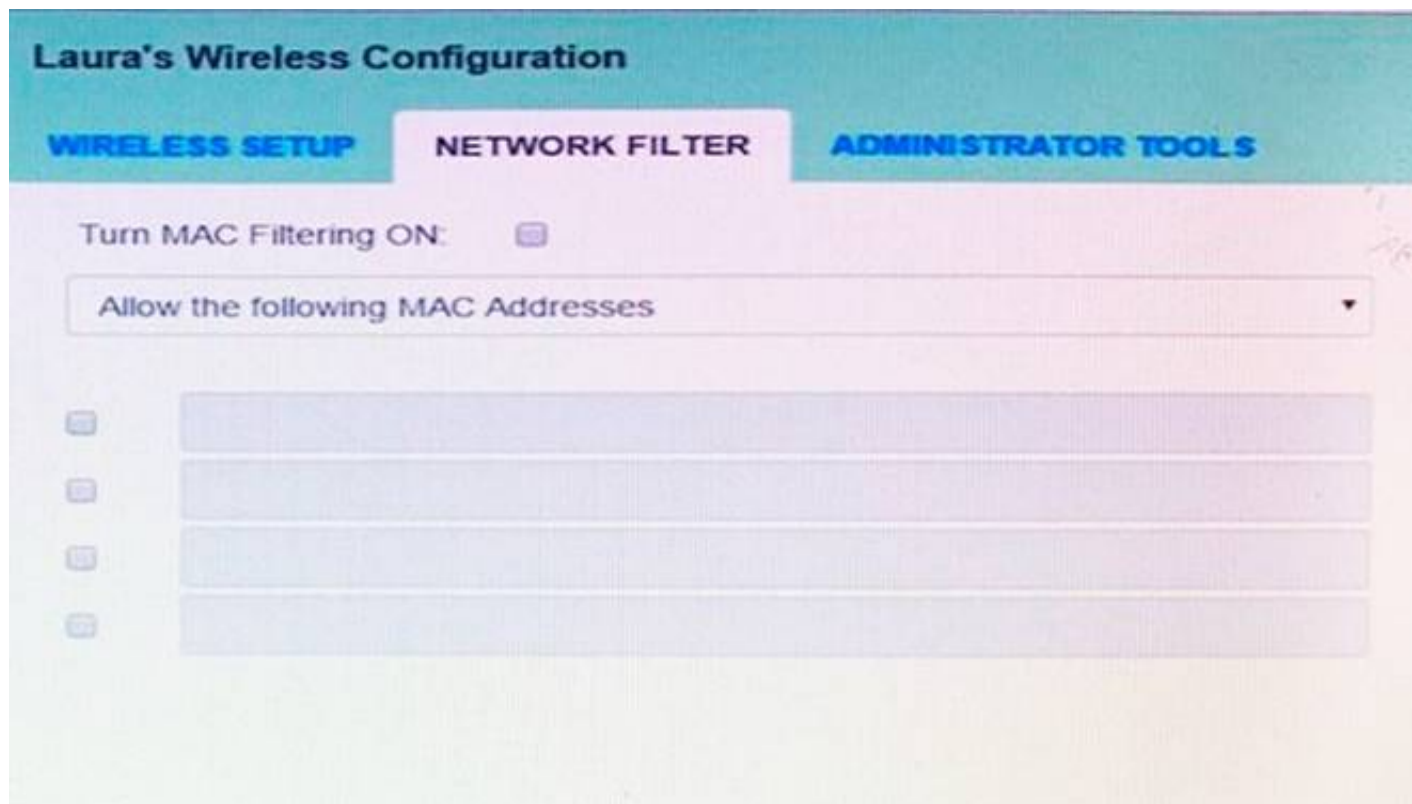
Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

Wireless Security Mode

Security Mode:



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
solution as





Wireless Configuration



Wireless Setup

Network Filter

Administrator Tools

☒ Turn MAC Filtering ON

Allow the following MAC Addresses

MAC Address

☒ 00:0A:BF:03:C4:54

☒ 09:2C:D0:22:3F:11

☐

☐

Save Settings



The image shows a screenshot of a 'Wireless Configuration' window, specifically the 'Administrator Tools' tab. The window has a yellow header with a wireless signal icon and a close button. Below the header are three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The main content area is titled 'ADMIN PASSWORD' and contains the instruction: 'Please enter the same password into both boxes for confirmation.' There are two input fields: 'Password:' and 'Verify Password:'. Both fields contain the text 'Secure\$1'. At the bottom right of the window is a yellow button labeled 'Save Settings'.

NEW QUESTION 73

- (Topic 1)

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 74

- (Topic 1)

A user's mobile phone gets really hot to the touch and does not retain a charge. The user also reports that the phone is very slow, especially while charging. Which of the following is MOST likely causing these symptoms?

- A. Broken charging port
- B. Digitizer failure
- C. CPU overheating
- D. Defective battery

Answer: D

Explanation:

A defective battery is the most likely cause of a mobile phone that gets really hot to the touch, does not retain a charge, and is slow while charging. A defective battery can cause the phone to overheat and may also cause performance issues. References: CompTIA A+ Certification Exam Objectives 1001, 2.14

NEW QUESTION 79

- (Topic 1)

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

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

Answer: A

Explanation:

The technology that allows multiple networks to traverse a switch is VLAN (Virtual Local Area Network) which is a logical grouping of devices on the same network regardless of their physical location¹².

Virtual Local Area Network (VLAN) technology can allow multiple networks to traverse a switch. A VLAN is a logical network created within a physical network that can separate traffic and allow multiple networks to coexist on the same physical network infrastructure. VRRP (Virtual Router Redundancy Protocol), VPN (Virtual Private Network), and DHCP (Dynamic Host Configuration Protocol) do not allow multiple networks to traverse a switch. References: CompTIA A+ Certification Exam: Core 1 - Objective 3.2

NEW QUESTION 81

- (Topic 1)

A remote user reports connectivity issues with the local internet provider. Even after a technician reboots the modem supplied by the ISP, the issue persists. Which of the following would BEST establish the connection in minimal time?

- A. Radio frequency ISP
- B. Neighbor's Wi-Fi
- C. Mobile hotspot
- D. Fiber optic

Answer: C

Explanation:

Using a mobile hotspot is the best way to establish an internet connection in minimal time for a remote user who is experiencing connectivity issues with the local internet provider. A mobile hotspot can be set up quickly and provides a reliable connection using cellular data. References: CompTIA A+ Certification Exam Objectives 1001, 3.4

NEW QUESTION 86

- (Topic 1)

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:

In this situation, the best course of action for the technician to take NEXT would be C. Verify the socket type and manufacturer. If the pins on the CPU do not line up with the socket on the motherboard, it is likely that there is a compatibility issue between the two components. The technician should verify that the socket type and manufacturer of the motherboard match those of the CPU to ensure that they are compatible.

NEW QUESTION 90

- (Topic 1)

An online retailer wants to save money and is considering migrating to the public cloud so peak is over. Which of the following BEST describes this aspect of cloud computing?

- A. Rapid elasticity
- B. Metered utilization
- C. Shared resources
- D. High availability

Answer: A

Explanation:

Rapid elasticity is only suitable for a domain whose resource requirements suddenly up and down for a specific time interval. Referring to the question the online retailer wants to migrate to public cloud services during peak season, then wants it to be removed "automatically" when the peak is over.

NEW QUESTION 93

- (Topic 1)

A company wants to use client-side visualization for application testing. Which of the following configurations would BEST support this goal?

A)

CPU 2.5GHz - 4 cores
16GB DDR4 RAM
1TB SSD

B)

CPU 3.2GHz - 1 core
16GB DDR4 RAM
4TB SSD

C)

CPU 2.5GHz - 2 cores
16GB DDR4 RAM
4x 1TB HDD RAID 5

D)

CPU 3.2GHz - 4 cores
8GB DDR4 RAM
500GB HDD

- A. Option A
- B. Option B
- C. Option C
- D. Option D

Answer: A

NEW QUESTION 96

- (Topic 1)

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

Explanation:

DSL (Digital Subscriber Line) uses POTS (Plain Old Telephone Service) lines to provide high-speed internet access. If the POTS lines are not working, it could cause an internet outage for DSL customers. Fiber and cable internet typically use different types of infrastructure, while satellite internet is not reliant on POTS lines. References: CompTIA A+ Certification Exam: Core 1 - Page 231

NEW QUESTION 98

- (Topic 1)

Which of the following would an administrator use to migrate virtual machines from on premises to the cloud?

- A. IaaS
- B. SaaS
- C. DBaaS
- D. DRaaS

Answer: A

Explanation:

An administrator would use Infrastructure as a Service (IaaS) to migrate virtual machines from on-premises to the cloud. IaaS is a cloud computing service that provides virtualized computing resources, such as servers, storage, and networking, that can be used to deploy and run applications in the cloud. By using IaaS, an administrator can create a virtual machine in the cloud and migrate the existing virtual machine from on- premises to the cloud. References: CompTIA A+ Certification Exam: Core 1 - Objective 3.3

NEW QUESTION 100

- (Topic 1)

While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is extremely polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel. Which of the following is the MOST likely reason for this issue?

- A. The channel is reserved for licensed band use.

- B. The channel selection is defective; contact the manufacturer.
- C. The channel must be unlocked by the vendor.
- D. The device requires a firmware update to unlock the channel.

Answer: A

Explanation:

The most likely reason that the technician is unable to select the channel with almost no RF pollution is that it is reserved for licensed band use. Some channels are reserved for specific purposes and require a license to use. These licensed bands are typically used for critical infrastructure, public safety, or military operations, and unlicensed devices are not allowed to use them. References: CompTIA A+ Certification Exam Objectives - 220-1001: 3.3 Compare and contrast common networking hardware devices.

NEW QUESTION 103

- (Topic 1)

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

Explanation:

Based on the information recorded by the technician, the network connection appears to be functioning normally. The user's computer is properly configured with an IPv4 address, subnet mask, and default gateway, which should allow the user to access the internet and online videos. The high download and upload speeds and low ping time recorded from the test laptop also indicate that the network is working well. However, the user's inability to watch online videos suggests that there might be an issue with the network card (NIC) on the user's computer. The NIC might be faulty or malfunctioning, which is preventing the computer from receiving and processing the video data. The technician should try replacing the NIC to resolve the issue.

NEW QUESTION 108

- (Topic 1)

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

Explanation:

The technician should check the MAC filtering list next as the new router may have a different MAC address than the old router. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 332

NEW QUESTION 112

- (Topic 1)

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

Explanation:

The connection type that the technician should recommend is Satellite. Satellite internet is a good option for people who travel around the world and want to have connectivity while visiting remote camping locations. It works by using terminals which can give you internet access in remote locations as long as they have a line of sight to the satellite in orbit above.

Since the customer travels to remote camping locations with limited or unreliable cellular service, the best recommendation is satellite internet connection. Satellite internet uses a dish to connect to satellites orbiting the earth, which can provide coverage anywhere in the world as long as there is a clear line of sight to the

satellite. This is especially useful in remote areas where traditional terrestrial connections are not available. References: CompTIA A+ Certification Exam Objectives - 220-1001: 1.6 Given a scenario, evaluate connection type and bandwidth.

NEW QUESTION 116

- (Topic 1)

Which of the following standards supports MIMO technology?

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

Answer: D

Explanation:

The 802.11n wireless networking standard supports Multiple Input Multiple Output (MIMO) technology. MIMO technology uses multiple antennas on both the transmitting and receiving devices to improve wireless performance by increasing the amount of data that can be transmitted simultaneously. 802.11a, 802.11b, and 802.11g do not support MIMO technology. References: CompTIA A+ Certification Exam: Core 1 - Objective 3.3

NEW QUESTION 117

- (Topic 1)

A remote user called the help desk to report a notification indicating there is limited or no connectivity. The user can access local file folders and other local machines but none of the organization's servers or network items. Web pages do not appear to function either. Which of the following is the MOST likely cause of the issue?

- A. The user's internet connection is down.
- B. The user's domain account is locked out.
- C. The user's switch has stopped working.
- D. The user's IP address needs to be renewed.

Answer: A

Explanation:

Based on the information provided in the scenario, the most likely cause of the issue is that the user's internet connection is down (option A). This would explain why the user is unable to access any of the organization's servers or network items and why web pages are not functioning. However, since the user can still access local file folders and other local machines, it suggests that their local network is still functioning.

The user can access local file folders and other local machines but none of the organization's servers or network items, indicating that the issue is with the user's internet connection, not with the user's domain account, switch, or IP address.

When a user receives a notification indicating that there is limited or no connectivity, it means that their device is unable to establish a connection to the network. In this scenario, the user can access local file folders and other local machines but is unable to access any of the organization's servers or network items and web pages are not functioning. This suggests that the issue is with the user's internet connection.

An internet connection allows a device to communicate with other devices and servers outside of its local network. If the internet connection is down or not functioning properly, the device will be unable to access any resources outside of its local network. This would explain why the user in this scenario can still access local resources but is unable to access any of the organization's servers or network items.

NEW QUESTION 119

- (Topic 1)

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: D

Explanation:

RAID 10 array is often used for server virtualization as it provides both redundancy and performance benefits. It uses a combination of mirroring and striping to provide both fault tolerance and improved I/O performance. An optical disk drive or eMMC storage device would not provide enough storage or performance for a VM host server, while a 15,000rpm drive may provide good performance but would not provide redundancy for fault tolerance. Therefore, a RAID 10 array is the best option for cost-effective storage that will be used for all VMs that run from the server.

NEW QUESTION 124

- (Topic 1)

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

Explanation:

PaaS (Platform as a Service) is a cloud computing model in which a provider offers a platform that allows developers to create, run, and manage applications without the complexity of building and maintaining the infrastructure. An application development environment is a valid use for PaaS. References: CompTIA A+ Certification Exam Objectives 1001, 1.7

NEW QUESTION 125

- (Topic 1)

Which of the following describes the operational difference between hubs and switches when transmitting data to a specific computer inside the network?

- A. Switches only send data to the specific computer, while hubs send data to all computers inside the network.
- B. Switches compress data while hubs send uncompressed data
- C. Switches receive data and route it to all computers inside the network while hubs receive data and do not route
- D. Switches scramble data, while hubs send data in the original form.

Answer: A

Explanation:

Switches only send data to the specific computer, while hubs send data to all computers inside the network. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 323

NEW QUESTION 126

- (Topic 1)

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

Explanation:

eSATA is the best choice for adding external storage as it offers a fast transfer rate and is specifically designed for external storage devices. SCSI is an older interface that is rarely used today, PCIe is typically used to add expansion cards to a computer, and NVMe is a newer interface for high-speed solid-state storage, but it is typically used for internal storage devices.

NEW QUESTION 128

- (Topic 1)

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 earner
- C. The eel phone received a firmware update
- D. The cell phone had overheated

Answer: B

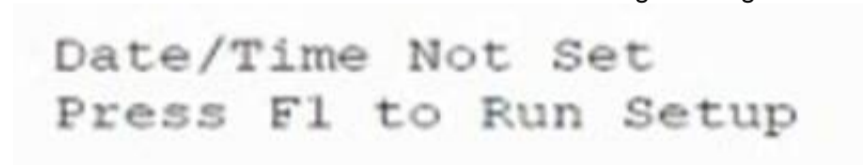
Explanation:

The phone's GPS may fail due to a loss of service from the carrier, which provides the phone with GPS location data. The fact that the in-car GPS continued to function suggests that the issue was related to the phone, not the GPS satellites. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 372

NEW QUESTION 131

- (Topic 1)

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:



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 132

- (Topic 1)

While using a popular videoconferencing program, the user selects a webcam, but the software is unable to open the webcam. The webcam was working the previous day. Which of the following should be done to address this issue?

- A. Close other video software and retry.
- B. Adjust the conference software to a compatible resolution.
- C. Switch the video from the webcam to "conference" mode.
- D. Reseat or replace the webcam.

Answer: A

Explanation:

One possible solution to address the issue of a webcam not working with a videoconferencing program is to close other video software and retry (option A). It's possible that another video software program is currently using the webcam and preventing the videoconferencing program from accessing it. By closing any other video software that may be running on the computer, the user can ensure that the webcam is available for use by the videoconferencing program.

NEW QUESTION 136

- (Topic 1)

A user takes a tablet to a technician because the cursor on it keeps drifting. The technician notices the screen does not appear to be damaged. Which of the following is the MOST likely cause of the cursor issue?

- A. The screen is physically damaged.
- B. The screen rotation is incorrect.
- C. The touch-pen battery is depleted.
- D. The screen needs to be recalibrated.

Answer: D

Explanation:

The most likely cause of the cursor issue is that the screen needs to be recalibrated. This can happen when the tablet is used for a long time or when the tablet is dropped or bumped. Recalibrating the screen will help the tablet recognize the touch input more accurately.

NEW QUESTION 139

- (Topic 1)

Which of the following components enables the input on a mobile device's touch screen?

- A. OLED
- B. Digitizer
- C. Inverter
- D. CMOS sensor

Answer: B

Explanation:

The digitizer is the component that enables input on a mobile device's touch screen. It is a transparent layer that sits over the screen and detects the location of touch inputs. OLED (Organic Light Emitting Diode) is a type of display technology. Inverter is a component used in older LCD displays to provide power to the backlight. CMOS (Complementary Metal-Oxide-Semiconductor) sensor is a type of image sensor used in digital cameras and smartphones to capture images. References: CompTIA A+ Certification Exam: Core 1 - Page 177

NEW QUESTION 143

- (Topic 2)

Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

- A. Unplug one power cable.
- B. Verify the RAM temperature.
- C. Utilize a grounding strap.
- D. Replace the RAM while the server is running.

Answer: C

Explanation:

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This is because the grounding strap prevents electrostatic discharge (ESD) when handling the RAM, which can cause damage to the RAM and the server. Therefore, it is important to always use a grounding strap when handling RAM or other sensitive components.

NEW QUESTION 147

- (Topic 2)

A user attempted to install an application on a desktop, and the installation attempt failed. A technician compares these installation files to those on another user's machine and finds the files are different. Which of the following should the technician do NEXT?

- A. Attempt to reinstall the application.
- B. Verify the system functionality.
- C. Test the functionality of the antivirus.
- D. Complete the final report.
- E. Determine the source of the installation file.

Answer: A

NEW QUESTION 151

- (Topic 2)

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 152

- (Topic 2)

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: D

Explanation:

If a technician is implementing a SOHO wireless solution with three access points and wants to avoid high latency, the technician should configure all devices with different channels. By configuring all devices with different channels, the technician can ensure that the wireless signals from each access point do not interfere with each other, which can cause high latency.

NEW QUESTION 155

- (Topic 2)

Which of the following network devices would an administrator use to distribute traffic evenly throughout multiple nodes?

- A. Load balancer
- B. Bridge
- C. Proxy server
- D. Switch
- E. Firewall

Answer: A

Explanation:

A load balancer is a network device that distributes network or application traffic across multiple servers to ensure that no single server bears too much of the load. Load balancing helps to improve application availability, increase scalability, and optimize resource utilization.

A bridge is used to connect two different networks, often to divide a larger network into smaller segments. A proxy server is used to forward client requests to other servers, and can also be used to cache frequently requested data. A switch is used to connect multiple devices within a network and to control the flow of network traffic. A firewall is used to secure a network by controlling incoming and outgoing traffic based on defined security rules.

Reference: CompTIA A+ Core 1 Exam Guide, page 244.

NEW QUESTION 157

- (Topic 2)

A technical lead wants to migrate all common business applications, including email and fileshares, to the cloud. Which of the following cloud concepts should be used?

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

Answer: C

Explanation:

The cloud concept that should be used for migrating all common business applications, including email and fileshares, to the cloud is Software as a Service (SaaS).

NEW QUESTION 159

- (Topic 2)

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

Explanation:

The Domain Name System (DNS) is responsible for translating domain names into IP addresses. By blocking malicious sites from resolving correctly, the DNS server is able to prevent the user from accessing those sites. Therefore, the DNS server setting on the user's router needs to be changed to enable this functionality.

NEW QUESTION 163

- (Topic 2)

A startup is looking to immediately expand its data center but does not have the personnel or space to manage everything internally. The organization has multiple small offices and remote users with large computational and storage-solution requirements. Funding is not an issue for the company. Which of the following can BEST accomplish the company's goals?

- A. SaaS
- B. IaaS
- C. ISP
- D. SON

Answer: B

Explanation:

IaaS is a cloud computing model where a third-party provider hosts infrastructure components such as servers, storage, and networking on behalf of customers. This allows the startup to immediately expand its data center without the need for additional personnel or space to manage everything internally. Additionally, IaaS allows remote users to easily access the required computational and storage resources from multiple small offices. Infrastructure as a Service (IaaS) can provide the startup with the necessary computational and storage solutions without the need for internal management. IaaS allows organizations to rent computing resources from a third-party provider instead of owning and maintaining them in-house.

NEW QUESTION 167

- (Topic 2)

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 169

- (Topic 2)

A help desk technician thinks a desktop PC has failed due to a defective power supply. Which of the following steps should the technician take NEXT?

- A. Inquire about environmental or infrastructure changes.
- B. Conduct external or internal research based on symptoms.
- C. Establish a plan of action to resolve the problem and implement the solution.
- D. Document the findings, actions, and outcomes.

Answer: C

Explanation:

Once the technician has determined that the power supply is likely to be defective, they should establish a plan of action to resolve the problem. This may include replacing the power supply or further testing to confirm that it is indeed defective. After establishing a plan of action, the technician should implement the solution and verify that it has resolved the issue.

NEW QUESTION 170

- (Topic 2)

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

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

Answer: B

Explanation:

802.11ac is the 802.11 standard that supports both 5GHz and 2.4GHz channel frequencies. 802.11ac is the latest wireless networking standard that operates in both the 5GHz and 2.4GHz frequency bands. It provides higher wireless network speeds and better reliability compared to previous standards, such as 802.11a, 802.11b, and 802.11g. The 802.11a standard operates exclusively in the 5GHz band, while the 802.11b and 802.11g standards operate exclusively in the 2.4GHz band.

NEW QUESTION 175

- (Topic 2)

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: CDG

Explanation:

When installing a printer on a network, the technician needs to configure the network settings, which include the IP address, subnet mask, and gateway. These settings are used to ensure that the printer can communicate with other devices on the network. When installing a printer on a network, the technician must configure the network settings of the printer to ensure that it can communicate with other devices on the network. This includes configuring the gateway, subnet mask and IP address of the printer. The gateway is the device that connects the local network to other networks or the Internet. The subnet mask is used to determine which part of an IP address represents the network and which part represents individual hosts on that network. The IP address is a unique identifier for each device on a network.

NEW QUESTION 176

- (Topic 2)

A technician recently discovered the root cause of an application error that several users have been experiencing. The technician updated the configurations on the affected machines and verified full functionality was restored for all users, which of the following actions should the technician perform NEXT?

- A. Write a knowledge base article in the ticketing software to expedite future incidents.
- B. Submit a bug report to the developer of the application, along with the steps taken to resolve the issue.
- C. Work with the developer to proactively collect the application logs to identify future errors of this type.
- D. Send an email communication to the company about the issue and the steps taken to resolve it.

Answer: A

Explanation:

CompTIA 6-Step Troubleshooting Process:

- * 1. Identify the problem.
- * 2. Establish a theory of probable cause. (Question the obvious)
- * 3. Test the theory to determine cause.
- * 4. Establish a plan of action to resolve the problem and implement the solution.
- * 5. Verify full system functionality and if applicable implement preventative measures.
- * 6. Document findings, actions, and outcomes.

Writing a knowledge base article in the ticketing software would help document the root cause of the application error and the steps taken to resolve it, which can help other technicians resolve similar issues in the future. This is an example of knowledge management best practices. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 6

NEW QUESTION 180

- (Topic 2)

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: D

Explanation:

The minimum cable category that could be used to support a 10Gbps throughput is Cat 6a. Cat 6a cable is required with 10 Gigabit Ethernet for reliable performance with cable lengths up to 100 metres. However, lower-specification cables can often be successfully used, particularly with the shorter cable lengths required in a typical home.

NEW QUESTION 182

- (Topic 2)

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: B

Explanation:

The most appropriate solution for the technician to consider in this situation is Application virtualization. Application virtualization is a technology that allows applications to run in a virtual environment, which isolates them from the underlying operating system and other applications. This ensures that the application deployment will not affect other legacy applications on the end users' computers.

NEW QUESTION 187

- (Topic 2)

Which of the following cables replaced the Apple 30-pin connector and is also reversible?

- A. USB-C
- B. Lightning
- C. miniUSB
- D. DisplayPort

Answer: B

Explanation:

Lightning Connector: Apple introduced this brand-new connector back in 2012. It is over 80% smaller than the 30-pin connector and is reversible.
https://www.cablewholesale.com/support/technical_articles/whats_your_port.php#:~:text=Lightning%20Connector%3A%20Apple%20introduced%20this, pin%20connector%20and%20is%20reversible.

NEW QUESTION 189

- (Topic 2)

A user is trying to play a DVD on a projector. The user can hear the audio; however, the projector is showing an error message that states:
HDMI Blocked due to Copy Protection
Which of the following is the MOST likely cause of the error?

- A. The HDMI cannot carry the signal from the DVD to the projector.
- B. The user needs to switch from HDMI to a cable standard such as DisplayPort.
- C. The projector does not support the necessary HDCP protocol.
- D. The user needs to enable copy-protected sources in the projector's settings.

Answer: C

Explanation:

The Official CompTIA® A+® Core 1 and Core 2 Student Guide (Exams 220-1001 and 220-1002) | 193 Protected content. If you encounter an error that indicates unauthorized content or an HDCP error: • DVI, HDMI, DisplayPort, and Thunderbolt all provide support for the Digital Rights Management (DRM) mechanism High-bandwidth Digital Content Protection (HDCP). HDCP allows a content source (such as a Blu-ray disc) to disable itself if the display adapter and monitor and/or speaker system do not support HDCP and fail to authenticate themselves with the playback source. There have been various iterations of HDCP (at time of writing the current version is 2.2) and backward- compatibility can be problematic as authentication may fail between devices that support different versions of the standard.

NEW QUESTION 194

- (Topic 2)

A client wants to connect an external keyboard to an Android tablet. Which of the following connection types are appropriate for this task? (Select TWO).

- A. DVI
- B. Infrared
- C. Lightning
- D. USB-C
- E. PS/2
- F. Bluetooth

Answer: DF

Explanation:

The appropriate connection types for connecting an external keyboard to an Android tablet are USB-C and Bluetooth.

NEW QUESTION 198

- (Topic 2)

A user reports a cell phone is getting hot. Which of the following are MOST likely to be possible causes? (Select THREE).

- A. Using the device as a Wi-Fi hotspot
- B. A cracked screen
- C. A failing battery
- D. Less than 15% free storage space on the phone
- E. Privileged control
- F. Recurring prompts to install OS updates
- G. Granting too many application camera permissions
- H. Too many open applications

Answer: ACH

Explanation:

Using the device as a Wi-Fi hotspot, a failing battery, and too many open applications are the most likely causes of the cell phone getting hot. These actions require the phone to use more power and processing, causing it to heat up.

NEW QUESTION 199

- (Topic 2)

Which of the following network services allows a networked device to always be assigned the same IP address based on the device's MAC address?

- A. DHCP
- B. LDAP
- C. UTM
- D. DNS

Answer: A

Explanation:

Dynamic Host Configuration Protocol (DHCP) allows a networked device to always be assigned the same IP address based on the device's MAC address. DHCP can also assign other network configuration settings to devices automatically.

NEW QUESTION 204

- (Topic 2)

Which of the following options provides correct information about 2.4GHz and 5GHz wireless frequencies? (Select TWO)

- A. 2.4GHz has less interferenc
- B. 5GHz transmits inlower speed.
- C. 2.4GHz penetrates solid objects more effective
- D. 5GHz provides faster data connections.
- E. 2.4GHz has a higher data rat
- F. 5GHz has 23 channels.
- G. 2.4GHz has ll channel
- H. 5GHz has no data interference.
- I. 2.4GHz has a higher coverage are
- J. 5GHz has higher bandwidth.
- K. 2.4GHz has a higher bandwidt
- L. 5GHz has lower transmit power.

Answer: BE

Explanation:

The correct answers are B. 2.4GHz penetrates solid objects more effectively. 5GHz provides faster data connections and E. 2.4GHz has a higher coverage area. 5GHz has higher bandwidth. The 2.4GHz frequency has a lower data rate compared to 5GHz, but it can penetrate solid objects more effectively and has a higher coverage area. The 5GHz frequency, on the other hand, provides faster data connections and has higher bandwidth, but it has fewer channels and lower transmit power.

NEW QUESTION 207

- (Topic 2)

A technician is inspecting a projector that is displaying fuzzy images. Which of the following actions would provide the BEST solution?

- A. Adjusting the lens
- B. Changing the filter
- C. Replacing the video cable
- D. Reseating the lamp

Answer: A

Explanation:

Adjusting the lens is the best solution to improve image quality in a projector. The lens can become misaligned over time or during transportation, causing the image to appear fuzzy.

NEW QUESTION 208

- (Topic 2)

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

Explanation:

The primary security concern with virtual machine escape is compromising the hypervisor, which can allow attackers to gain access to other virtual machines or the host system. Virtual machine escape refers to an attack that allows a guest virtual machine to break out of its isolated environment and access other parts of the system.

NEW QUESTION 211

- (Topic 2)

A user reports limited or no connectivity on a laptop. A technician runs ipconf ig /all with the following result:

```
IPv4 connectivity...limited or none
IPv4 address...169.254.254.1
subnet mask...255.255.0.0
default gateway...
```

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

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

Answer: A

NEW QUESTION 212

- (Topic 2)

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 214

- (Topic 2)

A technician is troubleshooting intermittent fuzzy video on a computer using a VGA to DisplayPort adapter to connect to a monitor. The monitor with a VGA connector was previously working fine for another user. The technician replaces the adapter; however, the issue persists. Which of the following should the technician do NEXT?

- A. Use another brand of VGA to DisplayPort adapter.
- B. Research the issue further and formulate a new hypothesis to test.
- C. Ask the user additional clarifying questions regarding the issue.
- D. Document the action taken and the outcome.

Answer: C

Explanation:

<https://spryzensecurity.medium.com/what-is-troubleshooting-methodology-40cec6b6494>

The technician should ask the user additional clarifying questions regarding the issue. This will help to identify any other potential causes of the issue, such as software configuration or compatibility issues, before attempting any further troubleshooting steps.

NEW QUESTION 216

- (Topic 2)

A user is unable to plug a USB 3.0 device into a USB port. Upon inspection, a technician notices the USB 3.0 port appears to be slightly smaller than the other connections. Which of the following is the MOST likely cause?

- A. A foreign object is stuck inside the port
- B. The cable connection utilized the wrong orientation.
- C. The USB cable is physically damaged.
- D. The USB port belongs to a different form factor.

Answer: D

Explanation:

USB 3.0 ports are slightly smaller than other USB connections, so if the port appears to be the wrong size, it is likely that the port belongs to a different form factor. This can be caused by a number of factors, such as the device being too old to support USB 3.0, or the device not having a USB 3.0 port in the first place.

NEW QUESTION 219

- (Topic 2)

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 used.

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 223

- (Topic 2)

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

Explanation:

The company should buy Coaxial cables to be used with F-type connectors.

NEW QUESTION 227

- (Topic 2)

A technician is working on a critical warehouse machine that will not turn on. The technician has determined the power supply for the machine failed. The warehouse manager is looking for a solution that will prevent downtime in the future. Which of the following devices should the technician install to meet this requirement?

- A. Grounded power supply
- B. Modular power supply
- C. 220V power supply
- D. Redundant power supply

Answer: D

Explanation:

A redundant power supply is a device that provides two or more power supplies connected in parallel so that when one fails, the other one will take over to ensure continuous power. This is ideal for critical warehouse machines that require a reliable power source and are at risk of downtime in the event of a power failure. Installing a redundant power supply will help to reduce the chances of an unexpected power outage and keep the machine running.

NEW QUESTION 231

- (Topic 2)

A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. Which of the following should the technician do to remove the old filament and load the new one?

- A. Preheat the nozzle to melting temperature.
- B. Cut a sharp angle on the end of the strand.
- C. Push the filament along until resistance is felt.
- D. Withdraw the filament and remove the spool.

Answer: D

Explanation:

A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. To remove the old filament and load the new one, the technician should preheat the nozzle to melting temperature. After the nozzle is heated, the technician should withdraw the filament and remove the spool. Then, cut a sharp angle on the end of the new strand, and push it along until resistance is felt.

NEW QUESTION 236

- (Topic 2)

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: C

Explanation:

To enable devices to connect to the internet after installing a new router at a small office, the technician should configure DHCP (Dynamic Host Configuration Protocol) on the router. DHCP is a network protocol that automatically assigns IP addresses and other network configuration parameters to devices on a network. By configuring DHCP on the router, the technician can ensure that all devices on the network are assigned a valid IP address that allows them to connect to the internet.

If all devices have a 169.254.x.x IP address, this suggests that the router is not assigning IP addresses to the devices using DHCP (Dynamic Host Configuration Protocol). Configuring the DHCP settings on the router can enable the devices to receive IP addresses automatically and access the internet. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 14

NEW QUESTION 238

- (Topic 2)

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

Explanation:

The most secure way to implement fingerprint readers would be to restrict device access to only the user to whom the laptop is assigned. This ensures that only authorized personnel have access to the device, reducing the risk of unauthorized access and data breaches.

NEW QUESTION 239

- (Topic 2)

A user creates a support ticket to report a conference room projector that does not work. The user says that even though the provided cables are being used, the projector screen shows the following error message:

No signal input

Which of the following describes the FIRST action that should be taken?

- A. Verify that the projector is turned on.
- B. Verify that the user is using an approved OS.
- C. Replace the projector bulb.
- D. Check the video cable and replace it if necessary.

Answer: D

Explanation:

The most common reasons you may be seeing the "No Signal" message: The projector and the source device are not connected correctly.

The first action should be to check the video cable and replace it if necessary, as the error message suggests that the projector is not receiving a signal from the laptop. Verifying that the projector is turned on and checking the bulb would come after verifying the video cable.

NEW QUESTION 244

- (Topic 2)

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 247

- (Topic 2)

A systems administrator is attempting to resolve a ticket regarding an issue with an email server. The administrator is covering for a coworker who was previously working on the ticket. The coworker already gathered facts about the issue and spoke with users concerning their missing emails. The coworker also discovered the email server's retention policy was updated shortly before users first noticed the issue. Which of the following should the systems administrator do NEXT to resolve the email issue?

- A. Escalate the ticket to a higher level to resolve the email server issue.
- B. Test a theory to determine the cause of the email server issue.
- C. Establish a theory of probable cause for the email server issue.
- D. Create a plan of action to resolve the email server issue.

Answer: C

Explanation:

Before attempting to resolve the issue, it is important to first determine the cause or probable cause of the issue, so that a plan of action can be developed. In this case, the fact that the retention policy was updated shortly before users first noticed the issue suggests that this could be the cause of the issue. The systems administrator should investigate this further to determine if this is indeed the cause of the email server issue.

NEW QUESTION 248

- (Topic 2)

A technician installs a new printer for a workstation and tries to print a test page, but the page does not print. The technician looks at the print queue and notices that the printer is called 'Generic Printer.'" Which of the following BEST describes what the technician should do to fix this issue?

- A. Connect the printer with a USB cable rather than over the network.
- B. Install the appropriate printer drivers for the OS.
- C. Install the correct toner in the printer.
- D. Set the printer trays to allow duplex printing

Answer: B

Explanation:

The technician should install the appropriate printer drivers for the OS to enable the computer to communicate with the printer. The generic printer name suggests that the drivers are missing or not installed correctly.

NEW QUESTION 249

- (Topic 2)

A technician receives a ticket that states a mobile payment device is having Issues with Its contactless payment feature. The device is not detecting payment options. Which of the following Is the MOST likely cause of the Issue?

- A. NFC
- B. Bluetooth
- C. Wi-Fi

D. Lightning adapter

Answer: A

Explanation:

NFC (Near Field Communication) is the technology used for contactless payment features on mobile payment devices. If a mobile payment device is having issues with its contactless payment feature and is not detecting payment options, it is most likely due to an issue with the NFC functionality of the device. The contactless payment feature on a mobile payment device uses NFC (Near Field Communication) to detect payment options. If the device is not detecting payment options, the issue may be related to a problem with the NFC feature. References: <https://www.techopedia.com/definition/31790/near-field-communication-nfc>

NEW QUESTION 251

- (Topic 3)

A customer called the help desk to request information about how to increase the volume on a laptop using only a keyboard. Which of the following keys would MOST likely allow this to be done?

- A. Alt
- B. Fn
- C. Tab
- D. Ctrl

Answer: B

Explanation:

To increase the volume on a laptop using only a keyboard, a user can press and hold down the Fn key while pressing one of the function keys (usually F1-F12) that has an icon representing volume up.

NEW QUESTION 253

- (Topic 3)

A help desk technician plugged in a user's new computer to a network port. After a few minutes the computer showed an APIPA address. Which of the following is the MOST likely reason this happened?

- A. The WLAN is disabling the NIC card.
- B. The network cable is not attached.
- C. The PC is unable to contact a DHCP server.
- D. The DHCP server is using addresses in the range of 169.254.254.1.

Answer: C

Explanation:

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

NEW QUESTION 254

- (Topic 3)

Which of the following wireless technologies is used by mobile devices to process payments at kiosks?

- A. Wi-Fi 6
- B. Bluetooth
- C. NFC
- D. RFID

Answer: C

Explanation:

NFC stands for near-field communication, which is a wireless technology that allows two devices to exchange data when they are in close proximity (usually within a few centimeters). NFC is commonly used by mobile devices to process payments at kiosks, such as Apple Pay or Google Pay. Wi-Fi 6 is a wireless standard that provides faster speed and lower latency than previous versions of Wi-Fi. Bluetooth is a wireless technology that allows devices to communicate over short distances (usually within 10 meters). RFID stands for radio-frequency identification, which is a wireless technology that uses radio waves to identify and track objects that have RFID tags attached to them.

NEW QUESTION 256

- (Topic 3)

A user reports that a computer will not turn on. The technician verifies the power cord and the outlet the computer are plugged into are both working properly. Which of the following is the hardware component that has MOST likely failed?

- A. PSU
- B. CPU
- C. RAM
- D. GPU

Answer: A

Explanation:

The power supply unit (PSU) is the component that converts AC power from the outlet to DC power for the computer. If the PSU fails, the computer will not turn on. The CPU, RAM, and GPU are not directly related to the power supply and would not prevent

the computer from turning on.

NEW QUESTION 261

HOTSPOT - (Topic 3)

A customer has contacted you about building two new desktops. The first desktop will be a gaming workstation. The customer requirements include:

Playing the newest games at a high frame rate Fast game load times

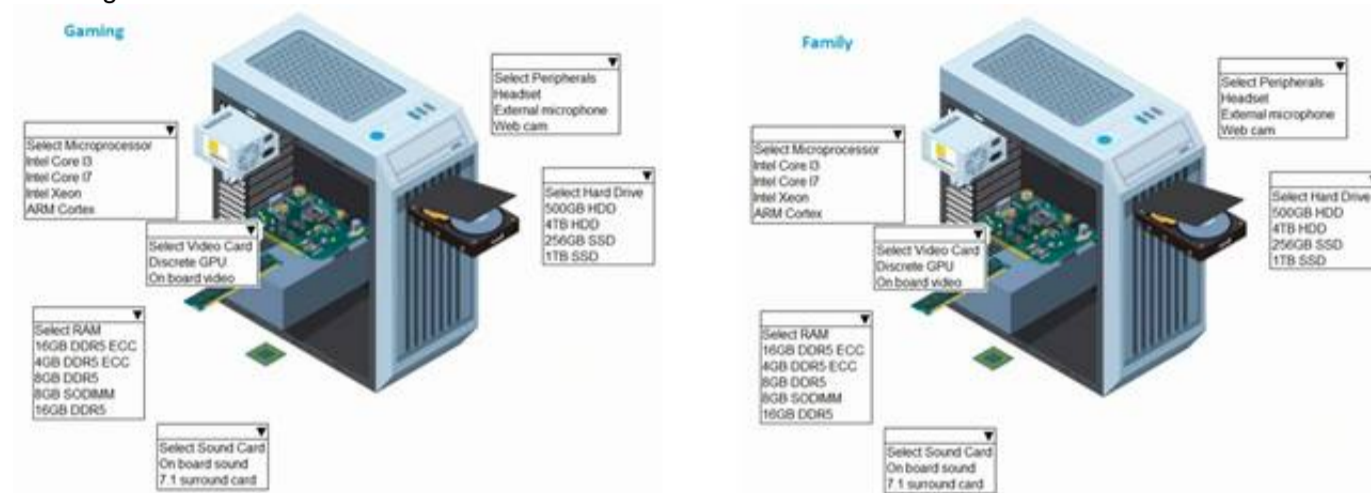
Enough storage to have several games installed at once High-end audio

No concern about cost

Running the current Windows OS

The second workstation will be a family workstation. The requirements include: Capability for word processing, videoconferencing, and basic web surfing Minimal cost, as long as it meets the requirements

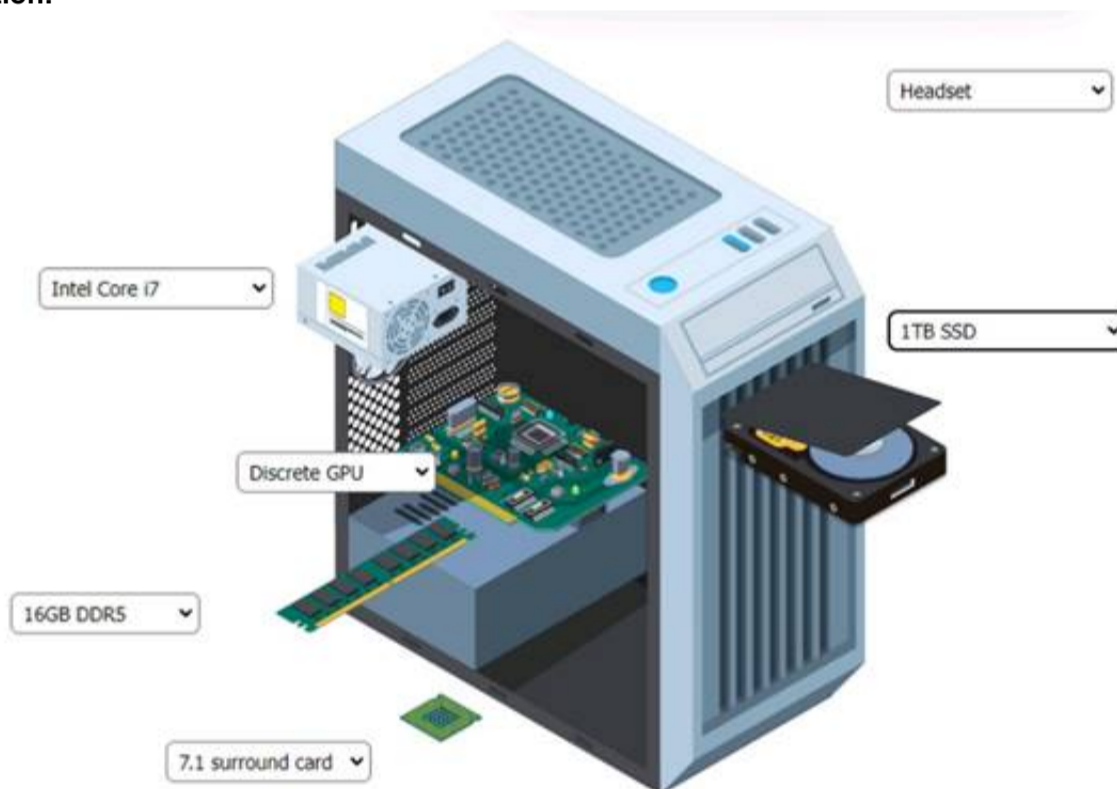
Running the current Windows OS



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 264

- (Topic 3)

Which of the following network options would work BEST to ensure a client-side virtual machine cannot access the rest of the network?

- A. NAT mode
- B. Bridge mode
- C. Direct mode
- D. Host-only mode

Answer: D

Explanation:

Host-only mode is a network option that isolates a client-side virtual machine from the rest of the network. It allows the virtual machine to communicate only with the host machine and other virtual machines on the same host. NAT mode allows the virtual machine to share the host's IP address and access the network through it. Bridge mode allows the virtual machine to have its own IP address and connect directly to the network. Direct mode is not a valid network option for virtual machines.

NEW QUESTION 266

- (Topic 3)

A technician who works in a high-security environment needs to set up a laptop with triple monitors for a new security employee. All USB ports are disabled due to security policies. Which of the following should the technician do to BEST meet the requirements?

- A. Install a splitter cable
- B. Install a discrete graphics card.
- C. use an HDMI switch.
- D. Implement a docking station.

Answer: D

Explanation:

This is because a docking station can connect multiple monitors to a laptop without using USB ports, which are disabled in this scenario. A splitter cable would only allow two monitors to be connected, not three. A discrete graphics card would require opening the laptop and installing hardware, which may not be feasible or allowed in a high- security environment. An HDMI switch would only allow one monitor to be active at a time, not all three simultaneously.

NEW QUESTION 271

- (Topic 3)

New memory modules were installed in several Windows desktops but some users are still reporting performance issues. Upon investigation, a systems administrator notices the desktop has not recognized the new memory modules. Which of the following should the systems administrator perform to help resolve this issue?

- A. Configure appropriate settings within the BIOS
- B. Replace the RAM
- C. Modify the boot
- D. ini file.
- E. Install the required drivers through the Control Panel

Answer: A

Explanation:

To resolve the issue of new memory modules not being recognized, the systems administrator should configure appropriate settings within the BIOS. This can include enabling memory mapping or setting memory speed and timings. References: CompTIA A+ Certification Exam Objectives, 220-1001 Section 1.8
Configure appropriate settings within the BIOS. If new memory modules were installed in several Windows desktops but some users are still reporting performance issues and the desktop has not recognized the new memory modules, the systems administrator should configure appropriate settings within the BIOS to help resolve this issue.

NEW QUESTION 273

- (Topic 3)

Following a scheduled power outage, users report they cannot access the local intranet. A technician is able to ping the IP address of the server that is hosting the website. Which of the following services is MOST likely offline?

- A. Web
- B. DNS
- C. File
- D. DHCP

Answer: B

Explanation:

DNS stands for Domain Name System and is a service that translates domain names (such as www.example.com) into IP addresses (such as 192.168.1.100) that computers can use to communicate over a network. If the DNS server is offline, users may not be able to access websites or other network resources by using their domain names, even if they are online and reachable by their IP addresses. The technician should check if the DNS server is running and configured correctly, or use an alternative DNS server if possible. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 81)

NEW QUESTION 277

- (Topic 3)

A user's Windows computer started running slowly after the installation of a CAD program. The computer has intermittent timeouts and often has to be rebooted to restore functionality. The computer seems to work correctly if the application is not running. Which of the following should the technician do NEXT to help troubleshoot the issue? (Select TWO).

- A. Replace the video card.
- B. Research the requirements of the application.
- C. Install a new case fan.
- D. Run chkdsk on the HDD.
- E. Check the Event Viewer logs.
- F. Reinstall the application.

Answer: BE

Explanation:

The technician should research the requirements of the CAD program to see if the computer meets them or needs any upgrades or updates to run it properly. The technician should also check the Event Viewer logs to see if there are any errors or warnings related to the application or system performance that could indicate the cause of the problem or suggest a solution. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (pages 43, 47)

NEW QUESTION 282

- (Topic 3)

A technician is preparing laptops for deployment to a medical department. The laptops require SSD-level encryption to be enabled, but BitLocker refuses to turn it

on. An error message states that a BIOS-level setting has not been turned on. Which of the following should the technician check FIRST when troubleshooting this issue?

- A. Recorder the priority in Widows Boot Manager.
- B. Check to make sure Secure Boot is turned on.
- C. Ensure that the Trusted Platform Module enabled.
- D. Verify that the latest updates are installed.

Answer: C

Explanation:

The Trusted Platform Module (TPM) is a hardware component that provides cryptographic functions and secure storage for encryption keys, passwords, and certificates. BitLocker requires a TPM to be enabled and activated in the BIOS or UEFI settings of the laptop in order to use SSD-level encryption. The technician should check that the TPM is enabled and activated before trying to turn on BitLocker. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 34)

NEW QUESTION 283

- (Topic 3)

A user reports that a computer has a virus on it. Which of the following is the FIRST step the technician should take?

- A. Determine a plan of action to resolve the problem.
- B. Run antivirus software to remove the virus from the computer.
- C. Ask the user about the symptoms the computer is experiencing.
- D. Make a backup of the user's data on an external drive.

Answer: C

Explanation:

Asking the user about the symptoms the computer is experiencing is the first step the technician should take when a user reports that a computer has a virus on it. This step helps the technician to gather information and identify the problem before determining a plan of action to resolve it. Running antivirus software, making a backup of the user's data, or determining a plan of action are not the first steps, but possible actions that can be taken after identifying the problem.

NEW QUESTION 285

- (Topic 3)

A technician is on site troubleshooting a customer's laptop. The technician needs to download a software update but the company's proxy is blocking updates. Which of the following would be the MOST appropriate action for the technician to take to get the update?

- A. Connect to a hotspot
- B. Request a traffic exemption.
- C. Change the DNS address to 1.1.1.1
- D. Update the Group Policy settings

Answer: B

Explanation:

If a technician is on site troubleshooting a customer's laptop and needs to download a software update but the company's proxy is blocking updates, the most appropriate action for the technician to take would be to request a traffic exemption from the company's IT department.

NEW QUESTION 290

- (Topic 3)

A printer technician receives a support request for a laser printer that sometimes cuts off the bottom of the print job. During troubleshooting the technician notices that affected jobs are set for 8.5in x 14in (216mm x 356mm) paper and only print from a particular paper tray. Which of the following actions should the technician perform NEXT?

- A. Verify that the printing trays are correctly set.
- B. Swap printer trays until the print jobs complete as expected.
- C. Replace the tray rollers to ensure proper alignment.
- D. Reset the default to use 8.5in x 11in (216mm x 279mm) paper

Answer: A

Explanation:

Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 16)

NEW QUESTION 295

- (Topic 3)

Which of the following video cables can carry an audio signal?

- A. HDMI
- B. S-Video
- C. VGA
- D. DVI

Answer: A

Explanation:

This is because HDMI (High-Definition Multimedia Interface) is a digital video cable that can also carry audio signals¹. HDMI cables are commonly used to connect devices like Blu-ray players, game consoles, and streaming boxes to HDTVs and monitors. The other options are not capable of carrying audio signals.

VGA (Video Graphics Array) is an analog video cable that only carries RGBHV signals¹². S-Video (Super Video) is another analog video cable that carries separate luminance and chrominance signals¹. DVI (Digital Visual Interface) is a digital video cable that can carry either analog or digital signals, but not audio¹.

NEW QUESTION 300

- (Topic 3)

A field technician for an airport receives a support ticket that states customers are having issues viewing a screen that displays information about departing flights. While checking the case history, the technician sees that all flight information screens were recently moved when the terminal gates were remodeled. Which of the following actions should the technician perform after verifying the screen has power?

- A. Ensure the input connections to the screen are secure.
- B. Swap cables with a screen that works.
- C. Check to see if the device outputting the data is turned on.
- D. Determine if the screen is compatible with the output device.

Answer: A

Explanation:

The technician should ensure the input connections to the screen are secure ¹. The screen may not be receiving the signal from the device outputting the data if the input connections are not secure¹. Swapping cables with a screen that works is not likely to be the correct option¹

NEW QUESTION 305

- (Topic 3)

A technician is installing a USB Wi-Fi card. Which of the following would be the MOST appropriate way for the technician to receive the latest official drivers for the device?

- A. Download the drivers from the vendor's website.
- B. Allow the OS to install the drivers automatically.
- C. Utilize a third-part
- D. non-OEM driver.
- E. Run the autoinstall CD.

Answer: A

Explanation:

The most appropriate way for the technician to receive the latest official drivers for a USB Wi-Fi card is to download them from the vendor's website. This ensures that the drivers are compatible, updated, and secure. Allowing the OS to install the drivers automatically may not provide the latest or best drivers for the device. Utilizing a third-party, non-OEM driver could cause compatibility or security issues. Running the autoinstall CD could install outdated or unnecessary software along with the drivers

NEW QUESTION 309

- (Topic 3)

A service technician replaced the gateway, and a user is now unable to access the SOHO wireless network. Which of the following steps should the technician take to resolve the issue?

- A. Assess the network cables for damage.
- B. Disable Bluetooth connections.
- C. Update the firmware.
- D. Check if the password and SSID are correct

Answer: D

Explanation:

Checking if the password and SSID are correct is the best step that the technician should take to resolve the issue of a user being unable to access the SOHO wireless network after replacing the gateway. The new gateway may have a different password and SSID than the old one, which would prevent the user from connecting to the wireless network. The technician should verify that the user has entered the correct password and SSID for the new gateway. Assessing the network cables for damage, disabling Bluetooth connections, or updating the firmware are not likely to solve the issue, as they are not related to the wireless network authentication

NEW QUESTION 310

- (Topic 3)

The GPS on a user's phone has been unreliable. Which of the following will MOST likely resolve the issue?

- A. Enabling high-accuracy mode
- B. Replacing the battery
- C. Disabling Wi-Fi connections
- D. Utilizing a third-party map application

Answer: A

Explanation:

Enabling high-accuracy mode is the most likely action to resolve the issue of unreliable GPS on a user's phone. High-accuracy mode uses multiple sources of location data, such as Wi-Fi, cellular networks, and Bluetooth, to improve the accuracy and reliability of GPS. Replacing the battery, disabling Wi-Fi connections, or utilizing a third-party map application are unlikely to fix the GPS issue, as they are not directly related to the GPS function

NEW QUESTION 315

- (Topic 3)

An IT manager is evaluating ticket resolution times. While reviewing the data, the manager notices repetitive issues are taking longer than expected to resolve. Which of the following changes should the manager implement to resolve repetitive issues more quickly?

- A. Require the technicians to spend more time testing theories to determine the root causes of issues.
- B. Require the technicians to verify full system functionality when resolving issues.
- C. Require the technicians to gather more information when speaking with users about issues.
- D. Require the technicians to document the findings, action, and outcomes of issues.

Answer: D

Explanation:

By documenting the findings, action, and outcomes of issues, the technicians can create a knowledge base that can be used to resolve similar issues in the future more quickly and efficiently. The documentation can also help identify patterns or trends that can lead to preventive measures or root cause analysis. Documenting the issues can also improve communication and collaboration among technicians and users, as well as provide evidence of service quality and performance.

Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 4)

NEW QUESTION 317

- (Topic 3)

Which of the following does a DHCP reservation MOST likely apply to?

- A. Smart TV
- B. Mobile device
- C. Workstation
- D. Printer

Answer: D

Explanation:

A DHCP reservation is a feature that allows a DHCP server to assign a specific IP address to a specific device on a network, based on its MAC address. This ensures that the device always receives the same IP address, even if it is disconnected or rebooted. A DHCP reservation is most likely applied to a printer, as it can make it easier for users to find and connect to the printer on the network, without having to change the printer settings or deal with IP address conflicts.

Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 84)

NEW QUESTION 321

- (Topic 3)

A new HD webcam's image only updates one or two times per second. The specifications indicate the webcam is capable of updating 30 frames per second.

Which of the following is MOST

likely causing the issue?

- A. The USB 2.0 port has insufficient bandwidth.
- B. The Thunderbolt connector is not compatible.
- C. The VGA cable does not support a digital signal.
- D. The connection should — instead of STP.

Answer: A

Explanation:

The USB 2.0 port has insufficient bandwidth to support a high-definition webcam that can update 30 frames per second. USB 2.0 has a maximum theoretical bandwidth of 480 Mbps, which may not be enough for HD video streaming. The user should try using a USB 3.0 port or a Thunderbolt connector, which have higher bandwidths and can support HD webcams. The Thunderbolt connector is compatible with USB devices, so it is not the cause of the issue. The VGA cable and the STP cable are not related to the webcam, as they are used for video output and network connection respectively.

NEW QUESTION 323

- (Topic 3)

Which of the following network devices operates as a bridge function?

- A. Hub
- B. Wireless access point
- C. Transceiver
- D. Media converter

Answer: D

Explanation:

A media converter is a network device that operates as a bridge function, which means it connects two different types of network media, such as copper and fiber optic cables, and converts signals between them. This allows network devices that use different media types to communicate with each other over long distances or in different environments, without requiring major changes or upgrades to the existing network infrastructure. Reference:

<https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 73)

NEW QUESTION 327

- (Topic 3)

A desktop support technician receives an escalated ticket regarding a computer that displays the following message upon booting up: The amount of system memory has changed. Which of the following components is failing?

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

Answer: C

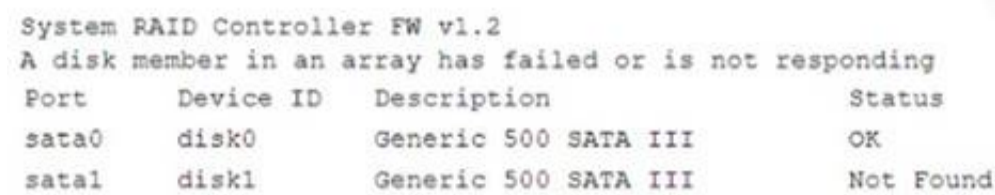
Explanation:

The message “The amount of system memory has changed” indicates that there is a problem with the random access memory (RAM) modules in the computer. The RAM may be loose, faulty, or incompatible with the motherboard or other components. The GPU, HDD, and CPU are not directly related to system memory and would not cause this message to appear.

NEW QUESTION 331

- (Topic 3)

A user receives the following error when trying to reboot a computer:



```
System RAID Controller FW v1.2
A disk member in an array has failed or is not responding

Port      Device ID  Description           Status
sata0     disk0      Generic 500 SATA III  OK
sata1     disk1      Generic 500 SATA III  Not Found
```

Which of the following is the MOST likely cause of this error message?

- A. Corrupted bootloader
- B. Faulty RAID controller
- C. Failed hard drive
- D. Incorrect storage device driver

Answer: C

Explanation:

The error message "Reboot and Select Proper Boot Device" indicates that the computer cannot find the boot device that contains the operating system¹². This can happen if the hard drive that stores the operating system is damaged or failed, and the BIOS cannot detect it or read from it²³. A failed hard drive can also cause other symptoms such as clicking noises, corrupted files, or slow performance⁴.

NEW QUESTION 333

- (Topic 3)

A customer brings a phone to a repair shop because it is experiencing extreme slowness and applications are crashing. A technician attempts to install a diagnostic application, but the installation fails. Which of the following should the technician do FIRST to troubleshoot the issue?

- A. Check the storage space.
- B. Inspect the screen for damage.
- C. Install the latest updates.
- D. Recalibrate the digitizer.

Answer: A

Explanation:

One of the possible causes of extreme slowness and application crashes on a phone is low or insufficient storage space. This can affect the performance and functionality of the phone, as well as prevent new applications from being installed or updated. The technician should check the storage space on the phone and see if there is enough free space available for the diagnostic application and other operations. The technician should also advise the customer to delete or move any unnecessary or unused files, apps, or data from the phone to free up some space. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 10)

NEW QUESTION 337

- (Topic 3)

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: A

Explanation:

The cloud model that BEST addresses the company's need is the Community cloud model. A community cloud is a cloud infrastructure in which multiple organizations share resources and services based on common operational and regulatory requirements. The concept of a community cloud is akin to a community garden, where different individuals grow produce on a single piece of shared land¹.

NEW QUESTION 342

- (Topic 3)

To which of the following should a technician connect individual pairs of a Cat 6 cable in order to provide a connection to a switch?

- A. Access point
- B. Patch panel
- C. Hub
- D. Firewall
- E. Wall jack

Answer: B

Explanation:

A patch panel is a mounted hardware unit containing ports used to manage cable connections. The individual pairs of a Cat 6 cable are terminated on the patch

panel, which then provides a central location for cable management and organization. The patch panel is then connected to the switch using a patch cable.

NEW QUESTION 344

- (Topic 3)

A company would like to take advantage of the cost savings of cloud computing by only paying for the resources used. Which of the following will BEST address this need?

- A. Shared resources
- B. Rapid elasticity
- C. Metered utilization
- D. High availability

Answer: C

Explanation:

Metered utilization is a cloud feature that allows cloud providers to charge customers based on their actual consumption of resources, such as CPU time, storage space, bandwidth, or transactions. This enables customers to pay only for the resources they use, rather than a fixed or flat rate, which can reduce costs and increase efficiency. Metered utilization can also provide more transparency and accountability for both cloud providers and customers, as they can track and monitor their resource usage and billing. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 97)

NEW QUESTION 346

- (Topic 3)

A user reports a repetitive clicking noise is coming from a personal laptop. A technician notes the laptop's inputs are severely delayed. Which of the following should the technician replace to resolve the issue?

- A. The memory
- B. The storage device
- C. The integrated keyboard
- D. The battery

Answer: B

Explanation:

A repetitive clicking noise coming from a laptop is usually a sign of a failing hard disk drive (HDD), which is a type of storage device that uses spinning platters and moving heads to read and write data. A failing HDD can also cause severe delays in input and output operations, as well as data loss or corruption. The technician should replace the HDD with a new one or upgrade it to a solid state drive (SSD), which is another type of storage device that uses flash memory and has no moving parts. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 24)

NEW QUESTION 351

- (Topic 3)

A technician needs to install RAM into a rackmount server that will be used as a VM host. Which of the following would be BEST to install?

- A. SODIMM
- B. VRAM
- C. DDR4
- D. ECC

Answer: D

Explanation:

When installing RAM into a server that will be used as a VM host, it is recommended to install ECC (Error-Correcting Code) RAM to help prevent errors that can cause virtual machines to crash. References: <https://www.servermonkey.com/blog/ecc-vs-non-ecc-ram-what-are-the-differences.html>

When installing RAM into a rackmount server that will be used as a VM host, it would be best to install ECC (Error Correcting Code) RAM which can detect and correct common types of data corruption.

NEW QUESTION 352

- (Topic 3)

Which of the following components houses the MX record?

- A. DNSO
- B. VLAN
- C. DHCP
- D. SMTP

Answer: A

Explanation:

The domain name system (DNS) is the component that houses the MX record. The MX record is a type of DNS record that specifies which mail server is responsible for receiving email messages for a domain name. VLAN is an acronym for virtual local area network, which is a logical subdivision of a network that allows devices to communicate as if they were on the same physical segment. DHCP is an acronym for dynamic host configuration protocol, which is a network protocol that assigns IP addresses and other configuration parameters to devices on a network automatically. SMTP is an acronym for simple mail transfer protocol, which is a network protocol that allows sending and receiving email messages over TCP/IP networks

NEW QUESTION 357

- (Topic 3)

A technician is troubleshooting an issue involving lines appearing down copied pages, but printed pages sent directly to the copier render as intended. Which of the following is the MOST likely cause of this issue?

- A. Empty imager drum
- B. Overheated system fuser
- C. Scratched scanner glass
- D. Third-party toner

Answer: C

Explanation:

If lines appear down copied pages but printed pages sent directly to copier render as intended, it could be due to scratched scanner glass which can cause lines or streaks on copied pages.

If there are lines appearing on copied pages, but not on printed pages sent directly to the copier, the issue is most likely caused by a scratch on the scanner glass.

References: <https://www.pacificoffice.com/how-to-fix-lines-on-copier/>

NEW QUESTION 361

- (Topic 3)

A user uploads a file to a storage location that is accessible via a web browser and a client application. The user's coworkers can access the file as well. The service that the file is stored with is provided by a third party for a monthly fee. The third party's service is available to any business or consumer who would like to use the service. Which of the following BEST describes the type of service that is in use?

- A. Hybrid cloud
- B. Infrastructure as a service
- C. Public cloud
- D. Private cloud

Answer: C

Explanation:

A public cloud is a cloud computing model that provides services and resources to anyone over the internet. The service that the user uploads a file to is an example of a public cloud service, as it is accessible via a web browser and a client application, allows multiple users to access the file, and is provided by a third party for a monthly fee. A hybrid cloud is a combination of public and private cloud services that share data and resources. Infrastructure as a service is a cloud computing model that provides servers, storage, networking, and software over the internet. Private cloud is a cloud computing model that provides services and resources to a specific organization or group over a private network

NEW QUESTION 363

- (Topic 3)

A user who is facilitating a videoconference reports that the participants can be heard. However, when the user attempts to speak, none of the participants can hear the user. Which of the following is the FIRST step the technician should take?

- A. Restart the Videoconference.
- B. Replace the laptop.
- C. Check the audio inputs.
- D. Try another microphone.

Answer: C

Explanation:

The technician should check that the audio inputs are configured correctly for the videoconference software and that they are not muted or disabled. The technician should also make sure that the microphone is plugged in properly and that it is not faulty or damaged. If possible, the technician should test the microphone on another device or use another microphone on the same device to isolate the problem. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 11)

NEW QUESTION 367

- (Topic 3)

A user is unable to connect a mobile phone while in a car. However, a second mobile Device is able To connect in The same car, WHICH of the Following settings should the user check on the first phone?

- A. Wi-Fi
- B. Hotspot
- C. Bluetooth
- D. Location

Answer: C

Explanation:

To connect a mobile phone to a car, you need to pair them using Bluetooth, which is a wireless technology that allows secure local networks between devices¹. If one phone can connect to the car but another cannot, it means that the first phone has Bluetooth enabled and paired with the car, while the second phone does not. Therefore, the user should check the Bluetooth settings on the second phone and make sure it is turned on and discoverable²¹.

NEW QUESTION 369

- (Topic 3)

A help desk technician receives a ticket stating a printer has jammed several times today. The technician removes the jammed paper and notices the paper supply is low and the paper in the tray is wrinkled. Which of the following MOST likely caused the paper jams?

- A. High latency
- B. Page orientation
- C. Driver mismatch
- D. Multipage misfeed

Answer: D

Explanation:

A multipage misfeed is when more than one sheet of paper feeds into the printer at once, causing paper jams or misprints. A multipage misfeed can be caused by low paper supply or wrinkled paper in the tray, as reported by the user in this case. High latency is not related to paper jams, but to network delays or slow performance. Page orientation refers to whether the page is printed in portrait or landscape mode, which does not affect paper jams either. Driver mismatch could cause printing errors or compatibility issues, but not paper jams.

NEW QUESTION 373

- (Topic 3)

A user reports a tablet restarts on its own every five to ten minutes. In addition, the tablet has intermittent issues with charging. The technician gives the user a new power adapter and charging cable, and the technician also tries resetting the OS. but the issue persists. Which of the following is the MOST likely cause of the issue?

- A. Water damage
- B. Incorrect OS version
- C. Faulty battery
- D. Damaged charging port

Answer: C

Explanation:

A faulty battery could cause a tablet to restart on its own and have intermittent issues with charging. Water damage could also cause these symptoms, but it is not the most likely cause unless there is evidence of liquid exposure. Incorrect OS version could cause compatibility or performance issues, but not charging problems. Damaged charging port could prevent the tablet from charging, but not cause it to restart randomly.

NEW QUESTION 375

- (Topic 3)

Which of the following virtualization technologies allows Linux and Windows operating system to run concurrently?

- A. Test environment
- B. Sandbox
- C. Legacy OS
- D. Cross-platform

Answer: D

Explanation:

Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 59)

NEW QUESTION 376

- (Topic 3)

An administrator chose a shared-tenant model for a cloud deployment. Which of the following is the MOST likely reason the administrator chose this model?

- A. Cost savings
- B. Highly available
- C. Dedicated hardware
- D. Increased security

Answer: A

Explanation:

The shared-tenant model for a cloud deployment, also known as a multi-tenant model, allows multiple customers to use the same resources and infrastructure of the cloud service provider, with each customer's data and applications isolated from one another. This model is often chosen for cost savings, as resources are shared and users only pay for what they use. Therefore, the MOST likely reason that an administrator chose this model is A. Cost savings.

NEW QUESTION 379

- (Topic 3)

A tier one technician has spent the past thirty minutes troubleshooting an Issue With an end user's network connection After a solution was implemented, the end user rebooted the system, tested the Issue, and confirmed the Issue was resolved. Which of the following should the technician do NEXT?

- A. Document the findings, actions, and solution in the company knowledge base
- B. Advise the user to try the solution before contacting the help desk if the Issue happens again
- C. Establish a theory of probable cause
- D. Escalate the Issue to the tier two support team for resolution.

Answer: A

Explanation:

According to the Official CompTIA A+ Core 1 Study Guide (220-1101) 1, the correct answer is A. Document the findings, actions, and solution in the company knowledge base.

The explanation is that after resolving an issue, a technician should always document what was done and how it was fixed. This helps to create a record of the problem and its solution for future reference and also to share knowledge with other technicians. <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide>

By documenting the findings, actions, and solution in the company knowledge base, it will help to ensure that if the Issue happens again, the technician or a different technician will be able to quickly and easily find the solution and resolve the Issue. Additionally, it is important to document the solution so that the same Issue does not need to be troubleshoot multiple times in the future.

NEW QUESTION 383

- (Topic 3)

A software developer used client-side virtualization on a server to configure a web application. Although the application is working locally on the software developer's PC, other users on the LAN are not able to access the application. Which of the following would allow other users to access the application?

- A. Bridge networking
- B. Application virtualization
- C. Virtual desktop
- D. Site-to-site VPN

Answer: A

Explanation:

Client-side virtualization is used to run an application or process on a separate virtual machine, isolated from the main operating system. To allow other users on the LAN to access the application, the software developer should configure a bridge networking connection between the virtual machine and the LAN. This will allow the virtual machine to communicate with other computers on the network. Application virtualization, virtual desktop, and site-to-site VPN are not necessary steps for allowing other users to access the application.

NEW QUESTION 387

- (Topic 3)

A technician is working with a user to set up scanning. The user requires the scans to be viewable on the network for the entire department. Which of the following settings on the MFP should the technician edit to BEST address the user's request?

- A. Scan to email
- B. Server message block
- C. Secured prints
- D. Web services
- E. Printer share

Answer: B

Explanation:

Server message block (SMB) is the setting on the multifunction printer (MFP) that the technician should edit to best address the user's request of making the scans viewable on the network for the entire department. SMB is a network protocol that allows file sharing and printer access among different devices on a network. The technician can configure the MFP to scan to a shared folder on the network using SMB. Scan to email is a feature that allows the MFP to send scanned documents as email attachments, which may not be viewable by everyone in the department. Secured prints is a feature that allows the MFP to print documents only after entering a PIN or password, which does not address the user's request. Web services is a feature that allows the MFP to access online services such as cloud storage or email, which may not be viewable by everyone in the department either. Printer share is not a setting on the MFP, but a feature that allows a device to share its printer with other devices on a network

NEW QUESTION 388

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