

## Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

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### NEW QUESTION 1

- (Topic 2)

A user on the marketing team uses various multimedia applications that consume a lot of memory. The user needs to install more RAM to run these applications effectively. When the user opens the computer case, the user sees four slots in two sets of colors. Which of the following memory types is MOST likely required?

- A. Dual-channel
- B. Triple-channel
- C. Single-channel
- D. Quad-channel
- E. Error correction code RAM

**Answer:** A

#### Explanation:

The two sets of colors on the motherboard indicate that it supports dual-channel memory, which doubles the bandwidth available to the memory controller. Dual-channel memory requires two identical memory modules to be installed in pairs in the correct slots to work effectively. In this case, the user can install two identical RAM modules to enable dual-channel memory, which will provide better performance when using multimedia applications that consume a lot of memory.

### NEW QUESTION 2

- (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 3

- (Topic 2)

A technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter. The new computer does not have a 9-pin serial port. Which of the following ports can an adapter be installed on in order to connect to the point-of-sale system?

- A. HDMI
- B. Bluetooth
- C. USB
- D. Lightning

**Answer:** C

#### Explanation:

A USB to 9-pin serial adapter can be used to connect the new computer to the point-of-sale system using a USB port. USB is a common and versatile port type found on most computers.

If a technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter and the new computer does not have a 9-pin serial port, an adapter can be installed on the USB port in order to connect to the point-of-sale system. A USB-to-serial adapter can be used to connect a serial device to a USB port on a computer.

### NEW QUESTION 4

- (Topic 2)

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

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

**Answer:** D

#### Explanation:

The concept described in the question is related to virtualization and resource management in a virtual environment. The approach that allows all virtual machines (VMs) to have memory (RAM) allocated for use is known as resource pooling. Therefore, the correct answer is D: "Resource pooling." This approach allows resources to be allocated dynamically to VMs based on their current needs, and ensures that resources are used efficiently in the virtual environment.

Resource pooling is a technique used in virtualization to share resources among multiple virtual machines (VMs). With resource pooling, RAM can be allocated dynamically to VMs as needed, allowing all VMs in a virtual environment to have RAM allocated for use. References:

[https://en.wikipedia.org/wiki/Resource\\_pooling](https://en.wikipedia.org/wiki/Resource_pooling)

#### NEW QUESTION 5

- (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 6

- (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 7

- (Topic 1)

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

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

**Answer: B**

#### Explanation:

If users are experiencing decreased bandwidth and connectivity issues in a Wi-Fi mesh network, the technician should use a Wi-Fi analyzer to determine whether the channel in use is overcrowded and to identify which channel the mesh network should use for best performance. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 308

#### NEW QUESTION 8

- (Topic 1)

A user submits a help desk ticket regarding a smartphone that will no longer accept its charging cable. The assigned technician notices the phone does not have a protective case, and the user constantly transports the phone in a pocket. The technician attempts to use a secondary charger, but the cable falls out of the phone. Which of the following is the MOST likely cause of the issue?

- A. The phone requires a firmware update to address charging issues.
- B. The charge port contains foreign objects, such as lint.
- C. The phone's battery has swelled, preventing the utilization of the charge port.
- D. The phone has experienced water damage, thus the battery is not charging.

**Answer: B**

#### Explanation:

The symptoms suggest that the charging cable falls out of the phone, indicating that the charge port may contain foreign objects such as lint, which can interfere with the connection between the charging cable and the phone.

#### NEW QUESTION 9

- (Topic 1)

A technician is monitoring all outbound traffic in a SOHO. Which of the following is the MOST cost-effective solution to monitor the traffic?

- A. Spectrum analyzer
- B. Network tap
- C. Lookback plug
- D. Toner probe

**Answer:**

B

**Explanation:**

A network tap is used to intercept the signals passing over a cable and send them to a packet or protocol analyzer. Taps are either powered or unpowered:

**NEW QUESTION 10**

- (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](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 10**

- (Topic 1)

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

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

**Answer:** AD

**Explanation:**

When a user hears one beep on rebooting a machine, and then an error message is displayed, it could indicate that there is a problem with the RAM module or the boot order. The beep sound indicates that the POST process was successful, and the error message indicates that the boot process was unsuccessful. The boot order determines the sequence in which the computer looks for bootable devices. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Page 693)

**NEW QUESTION 15**

- (Topic 1)

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

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

**Answer:** D

**Explanation:**

The component that should be upgraded first is the RAM. When multiple applications are being utilized, the system's response time slows down drastically. This is because the computer is running out of memory. Upgrading the RAM will allow the computer to store more data in memory, which will improve performance when multiple applications are being used.

**NEW QUESTION 16**

- (Topic 1)

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

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

**Answer:** D

**Explanation:**

After the issue has been identified and the backup of the system has been made, the next step is to establish a theory of probable cause. This involves researching the issue to determine the root cause of the problem. This can involve researching internally (e.g. referring to the system logs) or externally (e.g. searching online). Once the probable cause has been identified, the technician can then move on to the next step of designing a plan of action to resolve the issue and implementing the solution.

**NEW QUESTION 18**

- (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 - 220-1101: 1.1 Explain common connectors and their uses.

**NEW QUESTION 23**

- (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 sheet.

**NEW QUESTION 28**

- (Topic 1)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 30**

- (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 34**

- (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 39**

**SIMULATION - (Topic 1)**

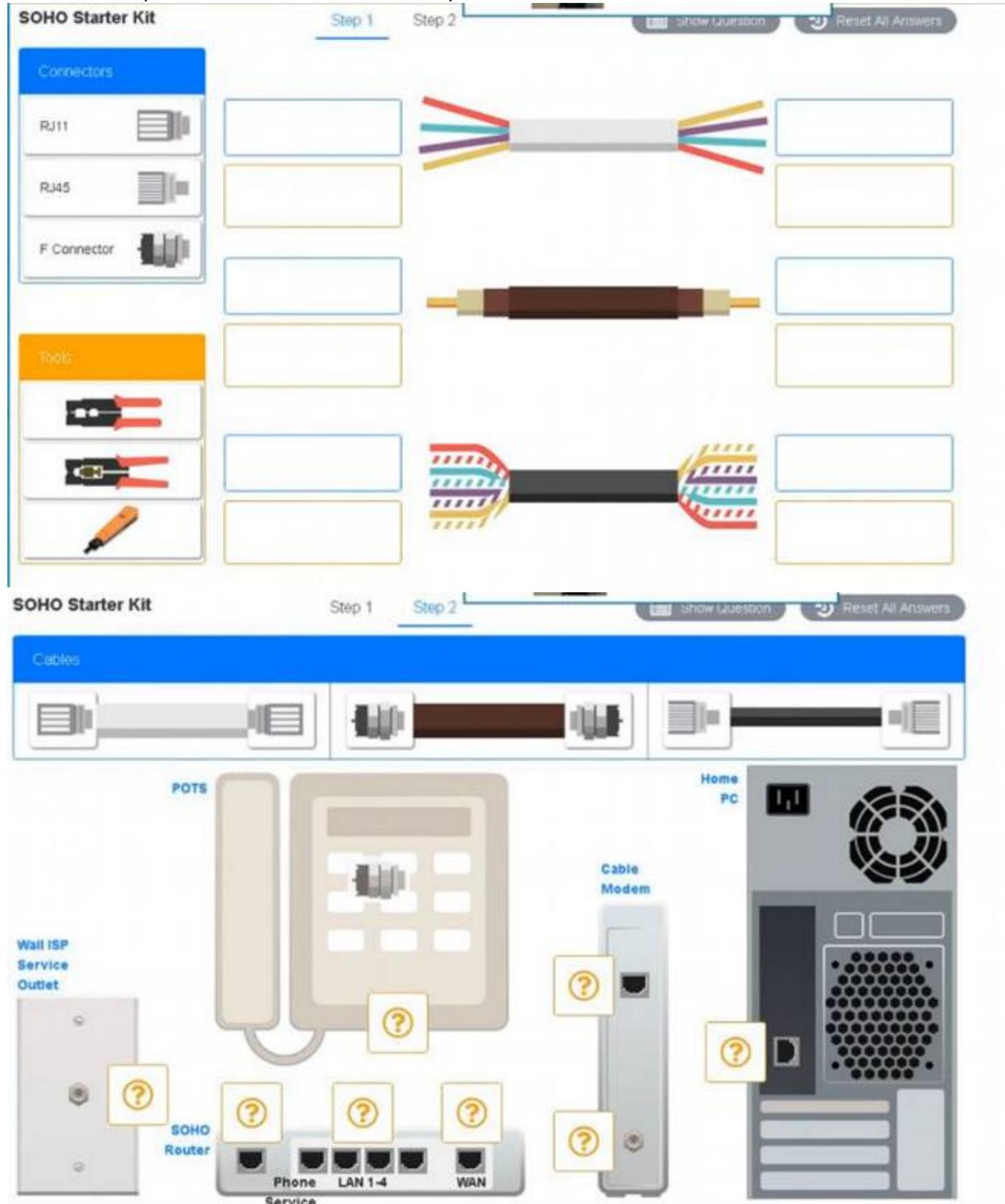
A small ISP has hired a new technician Joe, the new technician, is being trained to configure customers\* home networks The trailing instructor gives me technician a starter kit with cables, cable ends, and other network equipment and asks mm to build a working network.

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

**INSTRUCTIONS**

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

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

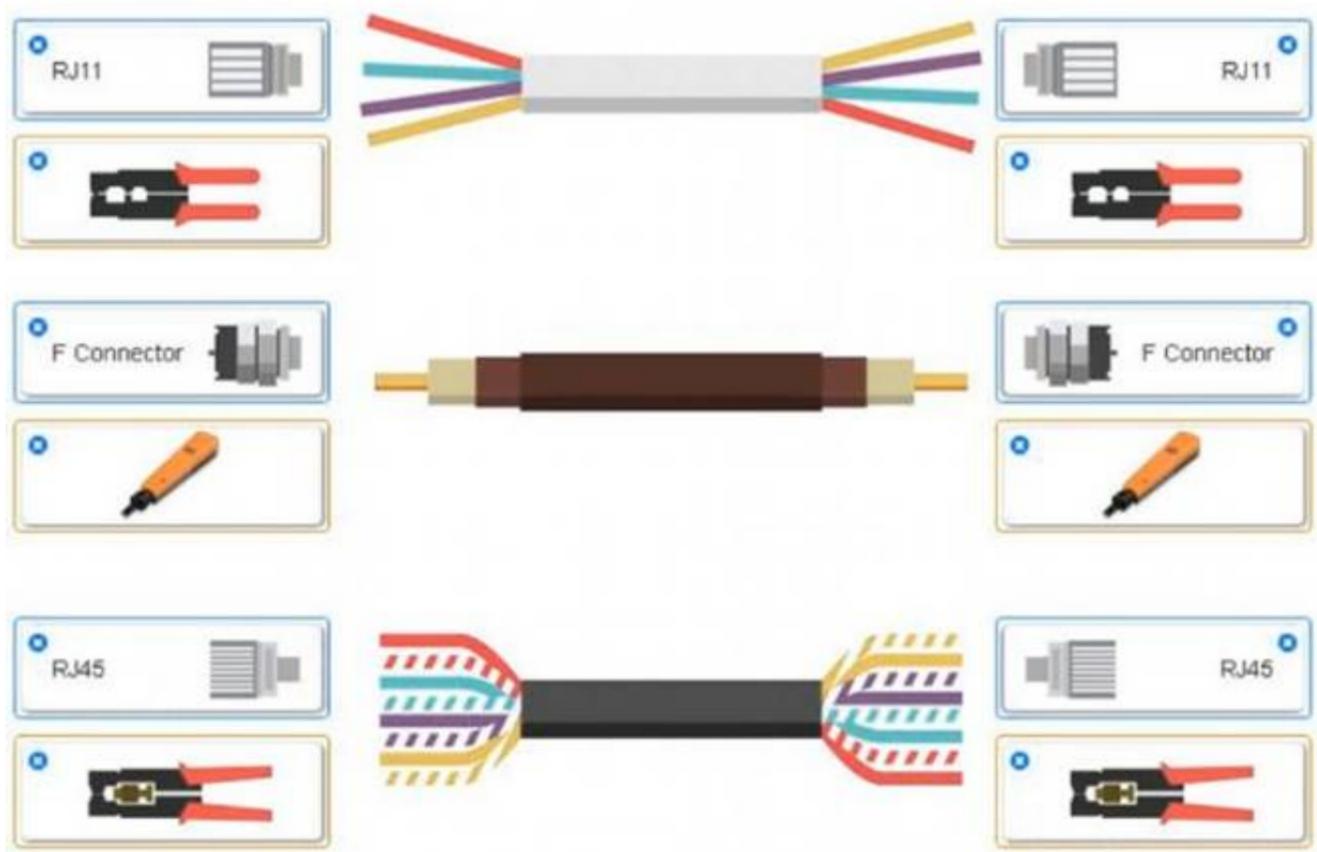


- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**

Answer of both steps below.



A picture containing text, screenshot, indoor  
 Description automatically generated

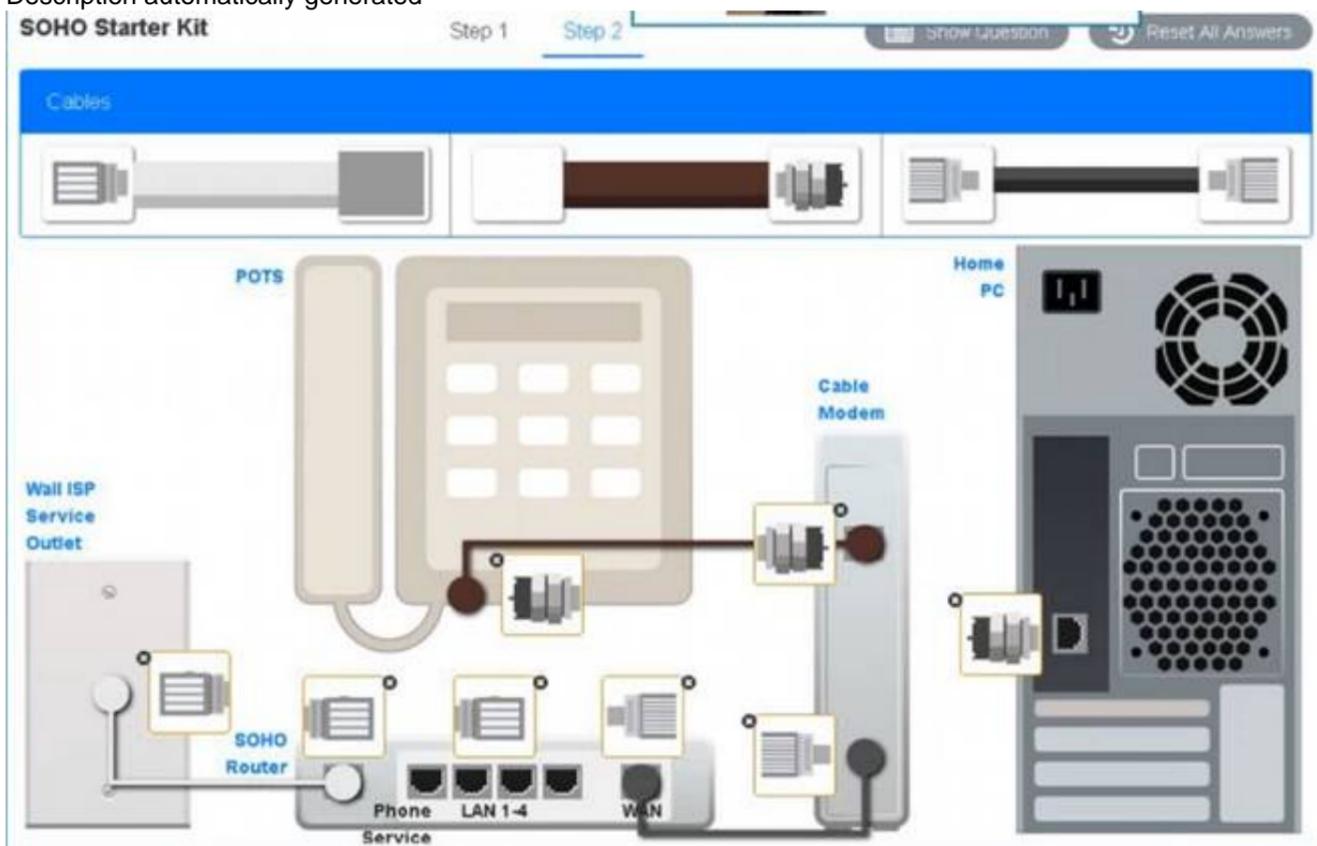


Diagram Description automatically generated with medium confidence

**NEW QUESTION 40**

- (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 41**

- (Topic 1)

A developer is requesting permission to utilize client-side visualization. The developer would like to write code in a setting isolated from other infrastructure to avoid

negative impacts of experimental code. Which of the following provides the BEST solution for the developer?

- A. Cross-platform functionality
- B. Software compatibility
- C. Test case development
- D. Sandbox environment

**Answer:** D

**Explanation:**

A sandbox environment is an isolated testing environment where code can be written and tested without impacting other infrastructure. This provides a safe and controlled environment for experimentation and development. References: CompTIA A+ Certification Exam Core 2 Exam Objectives - 5.5 Compare and contrast common workstation security best practices

**NEW QUESTION 43**

- (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 46**

- (Topic 1)

A technician receives several error alerts on a server after an unexpected reboot. A message states that one or more disks are in a degraded state. When the technician advances to the next error message, it indicates the OS is missing. Which of the following are the MOST likely causes of these errors? (Choose two.)

- A. Missing drives in the OS
- B. RAID failure
- C. Bootable device not found
- D. Data loss
- E. Controller failure
- F. CMOS corruption
- G. TPM malfunction

**Answer:** BC

**Explanation:**

The message stating that one or more disks are in a degraded state is a clear indication of a RAID failure. RAID stands for Redundant Array of Independent Disks, and it is a technology used to provide fault tolerance and improve performance by combining multiple hard drives into a single logical unit. The message indicating that the OS is missing is most likely caused by a bootable device not found. This means that the server is unable to boot from the designated boot device, which could be the hard drive, a CD/DVD drive, or a USB flash drive. This could be caused by a faulty boot device, a loose cable, or a misconfiguration in the BIOS or UEFI settings.

**NEW QUESTION 48**

- (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 49**

- (Topic 1)

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

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

**Answer:** A

**Explanation:**

The technician should restart the modem and run an online internet connection and speed diagnostic tool1. High latency is a common issue with satellite internet connections, and it can cause slow internet speeds2. Restarting the modem can help to resolve the issue1. The technician should also run an online internet connection and speed diagnostic tool to check the connection and speed1. Guiding the customer on how to upgrade the internet plan with the provider in order to improve latency is not likely to be the correct option2.

High latency while pinging can indicate a problem with the modem or the connection between the modem and the satellite. Restarting the modem can often resolve connectivity issues. Running an online internet connection and speed diagnostic tool can help identify any other issues with the connection. Upgrading the internet plan may not resolve latency issues and may not be necessary if the download test is performing perfectly with very good download speeds. High latency is not normal for satellite internet connections, so replacing the modem based on this one test result is premature. References: CompTIA A+ Certification Exam: Core 1 - Page 102

**NEW QUESTION 54**

- (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 55**

- (Topic 1)

A laptop's external webcam software is running, but it shows no image or video. Which of the following should a technician perform FIRST?

- A. Research new webcam firmware.
- B. Restart the computer and run system diagnostics.
- C. Reseat the webcam.
- D. Reinstall the webcam software and drivers.

**Answer:** C

**Explanation:**

<https://www.lifewire.com/fix-it-when-webcam-is-not-working-4588517>

If a laptop's external webcam software is running, but it shows no image or video, the first step the technician should perform is to reseat the webcam. Reseating the webcam involves disconnecting it from the motherboard and then reconnecting it. If this doesn't work, the technician should then check the webcam drivers or software. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Page 502)

**NEW QUESTION 57**

- (Topic 1)

Client-side virtualization guest machines have security requirements similar to physical machines, but they also need to ensure separation from other guest machines. Which of the following BEST describes this client-side guest security requirement?

- A. Isolation
- B. Authentication
- C. Hardening
- D. Authorization

**Answer:** A

**Explanation:**

Client-side virtualization guest machines require isolation from other guest machines to maintain their security. Isolation ensures that each virtual machine is separated from others and runs its own operating system and applications, making it less vulnerable to attacks from other guest machines. References: CompTIA A+ Certification Exam Objectives 220-1002 - Virtualization and cloud computing - 4.1

**NEW QUESTION 60**

- (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 63

- (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 64

- (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 65

- (Topic 2)

A technician is diagnosing a workstation that shuts down unexpectedly during a burn-in test. Which of the following is the MOST likely cause for this symptom?

- A. Faulty CMOS battery
- B. OS update issue
- C. Overheating
- D. Faulty RAM

**Answer: C**

#### Explanation:

If a workstation shuts down unexpectedly during a burn-in test, overheating is the most likely cause. This is because a burn-in test is designed to stress the components of the workstation, which can generate a lot of heat. Therefore, overheating is the correct answer. References: CompTIA A+ Certification Exam Guide, Ninth Edition, page 120

### NEW QUESTION 66

- (Topic 2)

Which of the following wireless technologies has the MOST range and wireless throughput?

- A. 802.11ac
- B. 802.11ax
- C. 802.11b/g/n
- D. 802.11g

**Answer: B**

#### Explanation:

802.11ax, also known as Wi-Fi 6, has the longest range and the highest wireless throughput of all the wireless technologies listed. References: CompTIA A+ Certification Exam Guide, 220-1101, Chapter 3

### NEW QUESTION 69

- (Topic 2)

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

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

**Answer: D**

#### Explanation:

If a laser printer is producing output with duplicate images (also known as ghost images), it could be due to an issue with the toner drums and rollers. The first

step to eliminate the ghost images would be to clean the toner drums and rollers to remove any excess toner that may be causing the issue. Ghost images are a common issue in laser printers where an image or text from a previous page appears faintly on subsequent pages. The cause of this issue is usually due to toner residue on the drum or rollers, which can be removed by cleaning the toner drums and rollers. References: Study Guide Section 4.6 - Printer technologies

#### NEW QUESTION 70

- (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 ensures that no static electricity is transferred to any of the server components, which could cause permanent damage. The other options are not the correct methods for replacing RAM. Unplugging one power cable is not recommended, as it could cause the server to go offline and disrupt any services that are running. Verifying the RAM temperature is not necessary and does not provide any additional safety measures, and replacing the RAM while the server is running is not recommended, as it could cause system instability.

#### NEW QUESTION 75

- (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 80

- (Topic 2)

The Chief Executive Officer wants to ensure company data is stored in a manner that provides the company with complete control over how the data is managed. Which of the following is the BEST cloud deployment model for this request?

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

**Answer: D**

#### Explanation:

A private cloud deployment model provides the company with complete control over how the data is managed. This is because a private cloud is managed solely by the organization and resides on-premises or in a data center. Therefore, a private cloud deployment model is the best option for this scenario.

#### NEW QUESTION 81

- (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 86

- (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 91**

- (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 95**

- (Topic 2)

A technician responds to a help desk ticket that indicates a user's workstation is not booting. The technician initially suspects a failed hard drive. The technician performs diagnostics and confirms the hard drive is fully operational. Which of the following steps should the technician complete NEXT?

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 100**

- (Topic 2)

A university student was able to boot from a live Linux CD on a computer in a shared space on campus. Which of the following will BEST prevent this type of action from occurring in the future?

- A. Require TPM security features.
- B. Set a boot password.
- C. Disable all media options.
- D. Enable secure boot.

**Answer:** D

**Explanation:**

Enabling secure boot will verify the digital signature of the bootloader and operating system, ensuring that the system only boots from trusted and authorized sources. This can prevent booting from an unauthorized live CD or other external media. The best way to prevent booting from a live Linux CD on a computer in a shared space on campus is to enable secure boot. Secure boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs.

Secure Boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs. Secure Boot is an important security feature designed to prevent malicious software from loading when your PC starts up (boots).

Booting from a live Linux CD is a process that allows you to run a Linux operating system from a CD or DVD without installing it on your hard drive. This can be useful for testing or troubleshooting purposes. To boot from a live Linux CD, you need to insert the CD or DVD into your computer's CD/DVD drive and restart your computer. Most systems are set up to automatically boot from the CD/DVD drive, but if your system is not set up this way, you may need to change a system setting to boot from a Linux CD/DVD.

**NEW QUESTION 102**

- (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 103**

- (Topic 2)

A technician is setting up a laptop with an encrypted hard drive. The laptop will securely store a PIN that the user will input at log-on. Which of the following must be installed to set up this configuration?

- A. TPM
- B. HSM
- C. UEFI
- D. ARM

**Answer:** A

**Explanation:**

TPM stands for Trusted Platform Module, and it is a special chip installed on a computer's motherboard that stores encryption keys, passwords, and digital certificates. It can also securely store a user's PIN, allowing them to access the laptop without having to enter the PIN every time they log on. TPM is a secure way to store and protect sensitive data, making it ideal for use in laptops that need to securely store a PIN.

**NEW QUESTION 104**

- (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 105**

- (Topic 2)

A technician set up a new access point and has noticed significant latency on the selected channel. Which of the following tools can assist with locating the BEST channel to use?

- A. Wi-Fi analyzer
- B. Netstat
- C. Net use
- D. Traceroute
- E. Network tap

**Answer:** A

**Explanation:**

A Wi-Fi analyzer is a tool that can be used to scan the local area for available wireless networks and can provide information such as signal strength, interference, and available channels. It can also be used to locate the best channel to use for a given access point, which can help to reduce latency and improve performance.

**NEW QUESTION 108**

- (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](http://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 111

- (Topic 3)

Which of the following connectors can be plugged into a Thunderbolt 3 port on a laptop?

- A. miniUSB
- B. microUS3
- C. USB-A
- D. USB-C

**Answer:** C

#### Explanation:

Thunderbolt 3 is a USB-C port, so any device with a USB-C connector can be plugged into it. MiniUSB, microUSB and USB-A are not compatible with Thunderbolt 3.

#### NEW QUESTION 114

- (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 116

- (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 120

- (Topic 3)

A technician receives an alert indicating all VMs are down. After some troubleshooting, the technician discovers the network is out of space. To resolve the issue, the technician decides to add more space. Which of the following network types will the technician be working with?

- A. SCSI
- B. NAC
- C. SAN
- D. WISP

**Answer:** C

#### Explanation:

A storage area network (SAN) is the type of network that the technician will be working with when adding more space to resolve the issue of all VMs being down due to the network being out of space. A SAN is a network that provides access to consolidated and block-level data storage, which can be used for virtualization and backup purposes. SCSI is a type of interface that connects devices such as hard drives and optical drives to a computer. NAC is a type of security solution that controls access to a network based on policies and device compliance. WISP is a type of internet service provider that delivers wireless broadband access over long distances.

#### NEW QUESTION 122

- (Topic 3)

A technician is troubleshooting a laptop that has a blank LCD panel. The technician shines a flashlight into the LCD and sees a faint image. Which of the following BEST describes the issue?

- A. Defective inverter
- B. Incomplete video driver
- C. Incorrect input source
- D. Burned-out bulb

**Answer:**

A

**Explanation:**

an inverter is a device that converts DC power from the laptop's battery or AC adapter to AC power for the backlight of the LCD panel. If the inverter is defective, the backlight will not work and the LCD panel will appear blank or very dim. The user can still see a faint image if they shine a flashlight into the LCD because the LCD itself is still working.

**NEW QUESTION 127**

- (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 131**

- (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 132**

- (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 137**

- (Topic 3)

A business purchased a new multifunction printer that will be used to photocopy documents with hundreds of pages. A technician is configuring the printer. Which of the following features should the technician ensure is set up?

- A. SMB
- B. PCL
- C. ADF
- D. SSH

**Answer: C**

**Explanation:**

Automatic document feeder (ADF) is a feature that allows a multifunction printer to photocopy documents with hundreds of pages automatically without requiring manual intervention. ADF scans multiple pages from a stack of documents and feeds them into the printer one by one. SMB is a network protocol that allows file sharing and printer access among different devices on a network. PCL is a printer language that controls how data is formatted for printing. SSH is a network protocol that allows secure remote access to another device over an encrypted connection.

**NEW QUESTION 141**

- (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 land<sup>1</sup>.

**NEW QUESTION 143**

- (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 148**

- (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 152**

- (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 156**

- (Topic 3)

A technician is working to connect an RS-232 serial signature pad to a customer's ultralightweight laptop. Which of the following should the technician use to install the device?

- A. Port replicator
- B. Wi-Fi Direct
- C. Hotspot
- D. USB-C cable

**Answer:** D

**Explanation:**

A USB-C cable is the best option for installing an RS-232 serial signature pad to an ultralightweight laptop. USB-C is a universal connector that supports various protocols and devices, including serial devices. A port replicator is a device that expands the connectivity options of a laptop by providing additional ports. Wi-Fi Direct is a wireless technology that allows devices to connect directly without a router or access point. Hotspot is a feature that allows a device to share its internet connection with other devices via Wi-Fi, Bluetooth, or USB.

**NEW QUESTION 160**

- (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 161**

- (Topic 3)

Which of the following cables should be used to terminate ST connectors on each end?

- A. Optical fiber
- B. Coaxial
- C. Shielded twisted pair
- D. HDMI

**Answer:** A

**Explanation:**

Optical fiber is the type of cable that should be used to terminate ST connectors on each end. ST connectors are commonly used for fiber optic cables, which transmit data using light pulses. Coaxial, shielded twisted pair, and HDMI are not types of cables that use ST connectors, but different types of connectors and transmission methods.

**NEW QUESTION 162**

- (Topic 3)

While on a VoIP call, one user is unable to understand the other because the audio is breaking up. Which of the following BEST describes what is occurring on the call?

- A. High latency
- B. External interference
- C. No connectivity
- D. Port flapping

**Answer:** A

**Explanation:**

High latency is what best describes what is occurring on a VoIP call when one user is unable to understand the other because the audio is breaking up. Latency is the delay between sending and receiving data over a network, and high latency can cause poor quality or interruptions in VoIP calls. External interference, no connectivity, or port flapping are not likely to cause audio breaking up, but rather complete loss of signal or connection.

**NEW QUESTION 165**

- (Topic 3)

The motherboard on a user's company laptop was recently replaced. Now the user is unable to log in using the fingerprint reader. The fingerprint reader is working but it does not recognize the user's fingerprint. Which of the following should a technician perform FIRST to fix the issue?

- A. Restore the system to a previous recovery point
- B. Reinstall the fingerprint software
- C. Access the BIOS and clear the TPM
- D. Update the drivers and the fingerprint software
- E. Flash the newest BIOS firmware that is available

**Answer:** B

**Explanation:**

If a user is unable to log in using the fingerprint reader on a company laptop after the motherboard was replaced, it could be due to an issue with the fingerprint software. The first step to fix the issue would be for the technician to reinstall the fingerprint software.

**NEW QUESTION 167**

- (Topic 3)

Which of the following BEST describes a lab environment in which virtual machines can be created, rebooted, and shut down without affecting the production network?

- A. SCADA
- B. Sandbox
- C. Honeypot
- D. Hybrid cloud

Answer: B

**Explanation:**

A sandbox is a lab environment in which virtual machines can be created, rebooted, and shut down without affecting the production network. This allows for testing and experimentation without the risk of damaging the production environment123..

**NEW QUESTION 170**

HOTSPOT - (Topic 3)

A customer built a computer for gaming, sourcing individual components and then assembling the system. The OS starts up, but within a few minutes the machine locks up.

The customer brought the computer to a technician to diagnose the issue.

The diagram shows a computer case with the following components labeled: Liquid Cooling, Power Supply, Motherboard, Memory, Video Card, CPU, Storage, and BIOS System info. Below the diagram are two dropdown menus:

**Cause**

- Select a cause
- Overheating
- Component incompatibility
- Insufficient power
- Overclocking

**Resolution**

- Select a resolution
- Replace PSU with higher wattage model
- Update motherboard firmware
- Install larger radiator
- Lower CPU clock speed
- Increase CPU multiplier
- Run CHKDSK on NVMe drive
- Replace thermal paste
- Decrease CPU voltage
- Raise memory frequency
- Switch motherboard for micro-ATX form factor
- Decrease memory module frequency
- Replace GPU with lower performance model

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

correct answer is "Overclocking" and "Reduce CPU Clock speed" CPU is at 4.5 Ghz when normal is 3.2 Ghz. Overclocking too much can cause freezes, and this is a gaming computer so the user probably took it too far. <http://blog.logicalincrements.com/2018/12/4- troubleshooting-tips-overclocking-pc/>

**NEW QUESTION 175**

- (Topic 3)

A user's desktop computer slows down after a few minutes of use, and the fans alternate between silent and very loud. Which of the following is MOST likely failing, therefore causing these symptoms?

- A. CPU fan
- B. Memory
- C. Power supply
- D. Hard drive

Answer: A

**Explanation:**

A CPU fan is a component that cools down the CPU, which is the main processor of the computer. If the CPU fan is failing, it can cause the computer to slow

down and the fans to alternate between silent and very loud<sup>12</sup>. This is because the CPU fan cannot maintain a consistent speed and airflow to keep the CPU at a safe temperature.

When the CPU gets too hot, it throttles its performance to avoid overheating, which results in a slower computer. The other fans in the computer also try to compensate for the lack of cooling from the CPU fan by spinning faster and louder<sup>2</sup>.

#### NEW QUESTION 178

- (Topic 4)

Which of the following best describes metered utilization for cloud computing?

- A. Cloud resources are billed to clients based on usage.
- B. Cloud resources are shared with other companies conducting similar business.
- C. Cloud resources are available at a fixed amount for a fixed price.
- D. Cloud resources are located in the on-site data center.

**Answer:** A

#### Explanation:

Metered utilization for cloud computing is a pricing model where cloud service providers charge clients based on the amount of resources they consume, such as network bandwidth, storage space, CPU cycles, or memory. This allows clients to pay only for what they use, rather than a fixed amount or a subscription fee. Metered utilization can also enable clients to scale their cloud resources up or down according to their needs and demand.

References: The following web search results provide more information about metered utilization for cloud computing:

? Understanding Metered Billing For Cloud Infrastructure - Togai: This article explains the concept of metered billing, its advantages, and how it works for cloud infrastructure services.

? Usage Metering and Throttling in Cloud Computing: This article discusses the importance of metering and throttling in cloud computing, and how they are implemented in WSO2 Stratos, a cloud platform as a service (PaaS) solution.

? Cloud Volumes Service Metered Billing: Control Your Cloud ... - NetApp: This article describes how NetApp's Cloud Volumes Service offers metered billing for cloud storage, and how it can help clients reduce their cloud costs and optimize their performance.

#### NEW QUESTION 179

- (Topic 4)

A user with an older laptop is unable to connect to the office network after new access points were installed. The user confirms that from home the laptop can connect wirelessly to the network. Which of the following should the user do to quickly resolve the issue?

- A. Connect a new USB adapter.
- B. Install a new SSD
- C. Connect a new biometric device.
- D. Install a new Bluetooth card.

**Answer:** A

#### Explanation:

A USB adapter is a device that can plug into a USB port on a laptop and provide wireless connectivity to a network. A USB adapter can support different wireless standards, such as 802.11a, 802.11b, 802.11g, 802.11n, or 802.11ac. A USB adapter can also support different wireless frequencies, such as 2.4 GHz or 5 GHz. In this case, the user with an older laptop may not be able to connect to the office network after new access points were installed because the laptop's built-in wireless card does not support the same wireless standard or frequency as the new access points. For example, if the new access points use 802.11ac and 5 GHz, and the laptop's wireless card only supports 802.11g and 2.4 GHz, the laptop will not be able to communicate with the access points.

To quickly resolve this issue, the user should connect a new USB adapter that supports the same wireless standard and frequency as the new access points. This way, the user can bypass the laptop's wireless card and use the USB adapter to connect to the office network wirelessly.

Reference: CompTIA A+ Core 1: Cable Types & Connectors

#### NEW QUESTION 182

- (Topic 4)

A customer's Windows tablet PC was dropped and is no longer responding to touch input on the left half of the screen. The screen protector has several scratches, but the glass is not broken. Which of the following should a technician do to diagnose the issue?

- A. Test the digitizer
- B. Update the device drivers.
- C. Replace the damaged screen protector
- D. Perform a factory reset.

**Answer:** A

#### Explanation:

The digitizer is the component that converts the touch input into electrical signals that are processed by the tablet. If the digitizer is damaged or malfunctioning, it may not register the touch input correctly or at all. The technician can test the digitizer using a diagnostic tool or by replacing it with a known good one. Updating the device drivers, replacing the damaged screen protector, or performing a factory reset are unlikely to fix the issue, as they do not address the hardware problem.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 16.

#### NEW QUESTION 187

- (Topic 4)

Which of the following protocols is the most appropriate to use for inventory tracking in a small warehouse?

- A. Near-field communication
- B. Radio-frequency identification
- C. Bluetooth
- D. 802.11

**Answer:** B

**Explanation:**

Radio-frequency identification (RFID) is the most appropriate protocol to use for inventory tracking in a small warehouse. RFID is a technology that uses radio waves to identify and track objects that have RFID tags attached to them. RFID tags are small devices that store information about the object, such as its name, serial number, location, or status. RFID tags can be passive, which means they do not have a battery and rely on the radio signal from the reader to power them, or active, which means they have a battery and can transmit their own signal. RFID readers are devices that can scan the RFID tags and read the information stored on them.

RFID is suitable for inventory tracking in a small warehouse because it can provide several benefits, such as:

? Faster and more accurate scanning: RFID tags can be scanned without direct line

of sight, unlike barcodes, and can be scanned in bulk, unlike QR codes. This means that RFID readers can scan multiple items at once, even if they are inside boxes or containers, and reduce the time and errors involved in manual scanning.

? Real-time visibility and control: RFID tags can be updated with the latest

information about the inventory, such as its location, quantity, or condition. This means that RFID readers can provide real-time data and feedback on the inventory status, such as its availability, movement, or expiration. This can help improve inventory management, optimize warehouse space, and prevent stockouts or overstocking.

? Enhanced security and quality: RFID tags can be encrypted and authenticated,

unlike barcodes or QR codes, which can be easily copied or tampered with. This means that RFID tags can prevent unauthorized access or theft of the inventory, and ensure its authenticity and quality. This can help protect the inventory from damage, loss, or fraud, and increase customer satisfaction and trust.

References:

? Inventory Tracking Simplified: Steps, Methods and Efficiency Tips<sup>1</sup>

? 17 Essential Inventory Management Techniques – Forbes Advisor<sup>2</sup>

? Inventory Tracking vs Inventory Traceability - Kardex<sup>3</sup>

**NEW QUESTION 191**

- (Topic 4)

A technician is troubleshooting a burning smell on a desktop computer. The technician determines that the odor is coming from inside the device.

Which of the following should the technician do first?

- A. Unplug the computer.
- B. Locate a fire extinguisher.
- C. Call the fire department.
- D. Remove the desktop cover.

**Answer: A**

**Explanation:**

A burning smell on a desktop computer is a serious issue that indicates a hardware malfunction or failure. It can be caused by overheating, a faulty power supply, a malfunctioning motherboard, or a short circuit<sup>12</sup>. If left unchecked, it can damage the components, cause a fire, or harm the user.

The first thing the technician should do when troubleshooting a burning smell on a desktop computer is to unplug the computer from the power source. This will stop the flow of electricity and prevent further damage or fire. The technician should also wear protective gloves and eye wear to avoid contact with any hot or hazardous parts.

The other options are less likely to be the first step in troubleshooting, because:

- Locating a fire extinguisher is a good precaution, but it should not be done before unplugging the computer. The fire extinguisher should only be used if there is visible smoke or flames coming from the computer, and only after unplugging it and ensuring that it is safe to do so.
- Calling the fire department is an extreme measure that should only be done if there is an actual fire that cannot be controlled by the fire extinguisher. It should not be done before unplugging the computer and trying to identify and fix the problem.
- Removing the desktop cover is a necessary step to inspect the internal components and find the source of the burning smell. However, it should not be done before unplugging the computer, as it can expose the technician to live wires and electric shocks.

For more information and tips on how to troubleshoot a burning smell on a desktop computer, you can visit these links:

- How to find the source of a burning smell in my computer?
- Burning Smell From PC? 10 Reasons Why It Could Happen

**NEW QUESTION 195**

- (Topic 4)

A customer is reporting that some of the keys at the bottom edge on a laptop are hard to press and the track pad buttons require significant force to click. The technician inspects the laptop and does not notice any cracks or other damage to the chassis or screen. Which of the following is the most likely cause of the issue?

- A. The customer dropped the laptop.
- B. The digitizer has failed.
- C. The battery is swollen.
- D. An open bottle of rubbing alcohol fell onto the keyboard.

**Answer: C**

**Explanation:**

A swollen battery is the most likely cause of the issue that the customer is reporting. A swollen battery is a battery that has expanded in size due to a chemical reaction, gas buildup, or overheating. A swollen battery can cause pressure on the laptop's chassis, keyboard, track pad, and other components, making them hard to press or click. A swollen battery can also pose a fire hazard and damage the laptop's performance and lifespan. The other options are not as likely or relevant to the issue. Dropping the laptop may cause cracks or other visible damage to the chassis or screen, but the technician did not notice any. The digitizer is the part of the laptop that converts touch input into digital signals, and it has nothing to do with the keyboard or the track pad buttons. An open bottle of rubbing alcohol falling onto the keyboard may cause liquid damage, corrosion, or short circuits, but it would not affect the track pad buttons or the bottom edge of the keyboard.

To troubleshoot and resolve the issue, the technician should remove the battery from the laptop and inspect it for signs of swelling, such as bulging, deformation, or leakage. The technician should also check the laptop's chassis, keyboard, and track pad for any signs of damage or warping caused by the battery. The technician should then replace the swollen battery with a new one that is compatible with the laptop's model and specifications. The technician should also dispose of the swollen battery properly and safely, following the local regulations and guidelines.

References:

- ? CompTIA A+ Certification Exam Core 1 Objectives<sup>1</sup>
- ? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook<sup>2</sup>
- ? How to Fix a Swollen Laptop Battery - Lifewire<sup>3</sup>
- ? How to Tell If Your Laptop Battery Is Swollen - Techwalla<sup>4</sup>

#### NEW QUESTION 199

- (Topic 4)

A company is designing a data center environment where a critical requirement is highly available computing. Which of the following types of memory should an administrator choose to install in the servers?

- A. DDR5
- B. ECC
- C. DDR4
- D. Dual-channel

**Answer: B**

#### Explanation:

ECC (Error Correcting Code) memory is a type of memory that can detect and correct errors that may occur during data transmission or storage. ECC memory is essential for high-availability computing, as it prevents data corruption and system crashes. References: ECC Memory

#### NEW QUESTION 203

- (Topic 4)

A technician is replacing a failed drive in a RAID 5 array. Which of the following is the first step the technician should take before hot swapping the drive out of the array?

- A. Document the replacement date.
- B. Shut down the array.
- C. Safely dispose of the failed drive.
- D. Perform a full backup.

**Answer: D**

#### Explanation:

The answer is D. Perform a full backup.

Before replacing a failed drive in a RAID 5 array, the technician should perform a full backup of the data on the array to ensure that no data is lost during the hot swapping process. Hot swapping is the process of replacing a drive without shutting down the system or the array, which allows for faster recovery and minimal downtime. However, hot swapping also involves some risks, such as accidentally removing the wrong drive, damaging the new drive, or encountering another drive failure during the rebuild process. Therefore, performing a full backup is a precautionary measure that can prevent data loss in case of any unexpected errors or complications.

The other options are not the first steps that the technician should take before hot swapping the drive. Documenting the replacement date is a good practice, but it is not as important as backing up the data. Shutting down the array is not necessary for hot swapping, and it may cause more disruption to the system or the users. Safely disposing of the failed drive is a step that should be done after replacing it, not before.

References:

? Hot-swapping the hard drives when the RAID crashes | QNAP, section "Install a new drive to rebuild RAID 5 by hot swapping": "Important: Do not install a new drive when the system is not in degraded mode, otherwise you may encounter unexpected system failures."

? Hot Swapping hard drives on Raid 5 with data on them - Spiceworks Community, reply by Magnus369: "Part of that slowness would be the raid level you are using. Highly doubt you can change it without losing data either, but your writes are going to be atrociously slow due to having to figure out parity across 11 drives for each write you do. While you may have a ton of space, it's unstable and subject to self destruction."

? hard drive - How do I Change a damaged Disk in a Raid 5 array - Server Fault, answer by Chris S: "If you have another disk failure during rebuild you will lose all your data."

#### NEW QUESTION 204

- (Topic 4)

Several users report that a projector routinely turns off in the middle of meetings and does not turn back on immediately. Users have to wait several minutes before the projector will turn back on. When the projector is on, the picture is clear and bright. Which of the following is the most likely reason the projector is turning off?

- A. The video cable connecting the video source to the projector is failing.
- B. The bulb in the projector is failing.
- C. The projector is overheating and needs to be cleaned.
- D. The outlet that the projector is plugged into is faulty.

**Answer: C**

#### Explanation:

The projector is overheating and needs to be cleaned. A common cause of projector shutdown is overheating, which can be triggered by dust accumulation, blocked vents, or faulty fans. The projector has a thermal protection circuit that turns it off when the temperature reaches a certain level, and it will not turn back on until it cools down. To prevent this issue, the projector needs to be cleaned regularly and placed in a well-ventilated area. The video cable, the bulb, and the outlet are not likely to cause the projector to turn off intermittently.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 18.

#### NEW QUESTION 208

- (Topic 4)

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 screen needs to be recalibrated. The cursor drift is a common symptom of a misaligned touch screen, which can be caused by physical shocks, temperature changes, or software updates. The screen can be recalibrated using the tablet's settings or a utility program. The screen is not physically damaged, as there is no visible crack or break. The screen rotation is not related to the cursor drift, as it only affects the orientation of the display. The touch-pen battery is not relevant, as the cursor drift occurs even without using the pen.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 15.

#### NEW QUESTION 209

- (Topic 4)

A systems administrator is working to ensure access to corporate laptops is limited to authorized users. The administrator has already implemented a password policy. Which of the following would be the best option to help the administrator secure the corporate resources?

- A. Trusted Platform Module
- B. Biometric scanner
- C. Laptop lock
- D. Encryption

**Answer: B**

#### Explanation:

The best option to help the administrator secure the corporate resources is B. Biometric scanner.

A biometric scanner is a device that can authenticate a user's identity based on their physical or behavioral characteristics, such as fingerprint, iris, face, voice, or signature. A biometric scanner can provide a high level of security and convenience for accessing corporate laptops, as it can prevent unauthorized users from accessing the devices and eliminate the need to remember passwords.

The other options are not the best options for this scenario. A Trusted Platform Module (TPM) is a chip that can store encryption keys and other sensitive data on a laptop. A TPM can enhance the security of data and devices, but it does not limit access to authorized users by itself. A TPM can work with a password or a biometric scanner to provide multifactor authentication. A laptop lock is a device that can physically secure a laptop to a desk or other object using a cable and a lock. A laptop lock can deter theft or tampering, but it does not prevent unauthorized users from accessing the laptop if they have the password or the key.

Encryption is a process that can protect data on a laptop by transforming it into an unreadable format using a key. Encryption can prevent unauthorized users from accessing or modifying the data, but it does not prevent them from accessing the laptop itself.

#### NEW QUESTION 213

- (Topic 4)

A technician is preparing to set up a gaming computer with the following components:

- Discrete, high-end graphics card
- Video capture card
- High-end processor
- Multiple hard drives
- USB 3.0 hub
- Sound card

Which of the following options is the most important for the technician to consider before building the gaming computer?

- A. Redundant power supply
- B. Modular power supply
- C. 20-pin v
- D. 24-pin power adapter
- E. Power supply wattage rating

**Answer: D**

#### Explanation:

The correct answer is D. Power supply wattage rating.

The power supply wattage rating is the most important factor to consider before building a gaming computer, as it determines how much power the system can draw from the wall and how much power the components can consume. A power supply with a low wattage rating may not be able to support the high-end graphics card, processor, and other devices, resulting in poor performance, instability, or damage<sup>12</sup>.

To find the optimal power supply wattage rating for a gaming computer, the technician should calculate the total power consumption of all the components and add some

headroom for future upgrades or overclocking. The technician can use online calculators such as Cooler Master Power Calculator or Seasonic Wattage Calculator to estimate the power requirements of the system<sup>3</sup>.

#### NEW QUESTION 218

- (Topic 4)

An administrator is using an RJ45 connector to terminate a network cable. Which of the following cables is the administrator terminating?

- A. Optical
- B. Serial
- C. Cat 6
- D. USB

**Answer: C**

#### Explanation:

The correct answer is C. Cat 6.

An RJ45 connector is a standard type of physical connector for network cables. RJ45 connectors are used almost exclusively with Ethernet cables and networking<sup>1</sup>. Ethernet cables are twisted pair cables that carry data signals between devices on a network, such as computers, routers, switches, and servers<sup>2</sup>.

There are different categories of Ethernet cables, such as Cat 5, Cat 5e, Cat 6, and Cat 7, that have different specifications and performance levels. Cat 6 is one of the most common types of Ethernet cables, which supports data transfer speeds up to 10 Gbps and bandwidth up to 250 MHz<sup>3</sup>. Cat 6 cables have four pairs of copper wires, each with a plastic insulation and a foil or braided shield. The wires are twisted together to reduce crosstalk and interference<sup>4</sup>.

To terminate a Cat 6 cable, an administrator needs to use an RJ45 connector that matches the wiring scheme of the cable. There are two common wiring schemes for Ethernet cables: T568A and T568B. The administrator needs to strip the cable jacket, untwist the wires, arrange them in the correct order according to the chosen scheme, trim the excess wire, and insert them into the RJ45 connector. Then, the administrator needs to use a crimping tool to secure the wires and the

connector4.

Optical cables are not terminated with RJ45 connectors, but with different types of connectors that can transmit light signals, such as SC, ST, LC, or MTRJ connectors. Optical cables are used for fiber-optic networks that can carry data over long distances at high speeds.

Serial cables are not terminated with RJ45 connectors, but with different types of connectors that can transmit serial data signals, such as DB9, DB25, or DE9 connectors. Serial cables are used for connecting devices that use serial communication protocols, such as modems, printers, scanners, or keyboards.

USB cables are not terminated with RJ45 connectors, but with different types of connectors that can transmit universal serial bus data signals, such as USB-A, USB-B, USB-C, or Micro-USB connectors. USB cables are used for connecting devices that use USB communication protocols, such as flash drives, cameras, mice, or chargers.

#### NEW QUESTION 219

- (Topic 4)

A company wants to add virtual servers to handle unusually high web traffic usage. Which of the following is the most efficient way?

- A. Community cloud
- B. File synchronization
- C. Rapid elasticity
- D. Cloud VDI

**Answer:** C

#### Explanation:

Rapid elasticity is the ability of a cloud service to scale up or down the resources (such as virtual servers, storage, bandwidth, etc.) according to the demand of the users. This is an efficient way to handle unusually high web traffic usage, as it allows the company to provision more virtual servers when needed and release them when not needed, without wasting resources or paying for unused capacity. Rapid elasticity also improves the performance and availability of the web service, as it can adjust to the fluctuations in traffic and avoid overloading or downtime.

References

Rapid Elasticity in Cloud Computing: On-Demand Scaling for Business Chapter 4: Virtualization and Cloud Computing

#### NEW QUESTION 222

- (Topic 4)

A user has been unable to configure a smart device to play audio on a new Bluetooth speaker. A technician confirms that Bluetooth is enabled on both devices. Which of the following should the technician do to ensure the pairing is successful?

- A. Enable and configure MFA on the smart device.
- B. Synchronize all data to the cloud.
- C. Enable location services on the smart device to find the speaker.
- D. Enter the appropriate PIN code on the smart device.

**Answer:** D

#### Explanation:

To pair a Bluetooth speaker with a smart device, the user needs to enter the PIN code that is provided by the speaker manufacturer or displayed on the speaker itself. This is a security measure to prevent unauthorized pairing and access. Enabling and configuring MFA, synchronizing data to the cloud, or enabling location services are not required for Bluetooth pairing.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 14.

#### NEW QUESTION 225

- (Topic 4)

An administrator needs to configure RAID for a video-rendering workstation at minimal cost. The solution should have high read/write performance and maximum drive storage utilization. Redundancy is not a concern. Which of the following RAID configurations should the administrator use?

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

**Answer:** A

#### Explanation:

The administrator should use RAID 0 for a video-rendering workstation at minimal cost. RAID 0, also known as striping, is a RAID configuration that splits data evenly across two or more disks, without parity information, redundancy, or fault tolerance. RAID 0 has the following advantages and disadvantages:

? High read/write performance: RAID 0 can increase the data transfer rate by using multiple disks in parallel. This can improve the speed and efficiency of video rendering, which involves processing large amounts of data. RAID 0 can also reduce the latency and seek time of the disks, as the data is distributed across multiple spindles.

? Maximum drive storage utilization: RAID 0 can use the full capacity of the disks, without wasting any space for parity or mirroring. This can lower the cost and increase the storage space for the workstation. For example, if two 500 GB disks are used in RAID 0, the total capacity of the array will be 1000 GB.

? No redundancy or fault tolerance: RAID 0 does not provide any protection against data loss or disk failure. If one disk fails, the entire array will fail and the data will be unrecoverable. Therefore, RAID 0 should only be used for non-critical data that is backed up elsewhere, or for temporary files that can be recreated.

References:

? Standard RAID levels - Wikipedia<sup>1</sup>

? RAID Levels and Types Explained: Differences and Benefits of Each<sup>2</sup>

? RAID Level Comparison Table | RAID Data Recovery Services<sup>3</sup>

#### NEW QUESTION 229

- (Topic 4)

A company's cloud server has recently become unresponsive due to overwhelming e-commerce traffic. Which of the following cloud technologies could be dynamically assigned to mitigate this issue?

- A. High availability
- B. Shared resources

- C. Metered utilization
- D. Rapid elasticity

**Answer:** D

#### NEW QUESTION 234

- (Topic 4)

Which of the following solutions can help users who have the current Windows operating systems run legacy applications that are not supported under the latest applications?

- A. AppLocker
- B. Type 1 hypervisors
- C. Sandbox
- D. Application virtualization

**Answer:** D

#### NEW QUESTION 239

- (Topic 4)

A laptop is experiencing slow performance writing data. Which of the following is the best component for a technician to upgrade to fix the issue?

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

**Answer:** B

#### Explanation:

The best component for a technician to upgrade to fix the issue of slow performance writing data is B. HDD. HDD stands for hard disk drive, which is a type of storage device that uses physical disks to store data. HDDs have moving parts that can slow down the read and write operations, especially when the data is fragmented or the disk is full<sup>12</sup>.

A better alternative to HDDs is SSDs, which stands for solid state drives. SSDs use flash memory and do not have any moving parts. SSDs can read and write data faster and use less power, which can improve the performance and battery life of the laptop<sup>13</sup>. Upgrading to an SSD can provide a significant improvement in performance<sup>2</sup>.

The other components are not as relevant or effective as upgrading the HDD. RAM stands for random access memory, which is a type of memory that stores temporary data for the CPU to process. RAM can affect the overall speed of the laptop, but it does not directly affect the writing performance of the storage device<sup>1</sup>. TPM stands for trusted platform module, which is a security chip that encrypts and protects data on the laptop. TPM does not affect the performance of the laptop, but rather its security<sup>1</sup>. CPU stands for central processing unit, which is the main processor of the laptop that executes instructions and calculations. CPU can affect the performance of the laptop, but it is not as easy or cost-effective to upgrade as the HDD<sup>1</sup>.

#### NEW QUESTION 244

- (Topic 4)

Which of the following is the best example of when to use virtualization?

- A. To manage shared folders by user accounts
- B. To deploy software updates to user machines
- C. To enhance security by centralizing all user desktops
- D. To prevent users from circumventing password policies

**Answer:** C

#### Explanation:

One of the benefits of virtualization is that it allows you to create and manage multiple virtual machines (VMs) on a single physical computer. This can be used to enhance security by centralizing all user desktops on a server, rather than storing them on individual user machines. This way, the user desktops can be isolated from each other and from the host machine, preventing malware infections, data breaches, and unauthorized access. Additionally, the user desktops can be easily backed up, restored, updated, and monitored by the administrator, reducing the risk of data loss and downtime.

This type of virtualization is called desktop virtualization, and it separates the desktop environment from the physical hardware the user interacts with<sup>1</sup>. The user can access their virtual desktop from any device, such as a laptop, tablet, or smartphone, using a remote display protocol. The user experience is similar to using a local desktop, but with improved security and manageability.

References:

- What Is Virtualization, and Why Should You Use it?, section "Desktop Virtualization".

#### NEW QUESTION 248

- (Topic 4)

A user is experiencing an issue when trying to use a wireless headset with a mobile phone. The device was previously paired with the phone but is unable to connect when switched on. Which of the following should the user enable on the phone to remediate the issue?

- A. Bluetooth
- B. Near-field communication
- C. Tether
- D. Wi-Fi

**Answer:** A

#### Explanation:

The correct answer is A. Bluetooth.

Bluetooth is a wireless technology that allows devices to communicate with each other over short distances. It is commonly used for connecting wireless headsets, speakers, keyboards, mice, and other peripherals to mobile phones, laptops, and other devices.

To use a Bluetooth device with a mobile phone, the user needs to enable Bluetooth on both devices and pair them together. Pairing is a process of exchanging security codes and creating a trusted connection between the devices. Once paired, the devices can automatically connect when they are in range and turned on. If the user is experiencing an issue when trying to use a wireless headset with a mobile phone, the first thing to check is whether Bluetooth is enabled on both devices. If Bluetooth is turned off, the devices will not be able to connect or communicate with each other.

To enable Bluetooth on a mobile phone, the user can follow these steps:

- Check in quick settings: Select the Network, Sound, or Battery icons ( ) on the right side of the taskbar, look for the Bluetooth quick setting, then select Bluetooth to turn it on. You'll see "Not connected" if your Windows 11 device isn't connected to any Bluetooth accessories.
- Check in Settings: Select Start > Settings > Bluetooth & devices . Make sure Bluetooth is turned on.

These steps are based on Windows 11 operating system<sup>1</sup>. The exact steps may vary depending on the type and model of the mobile phone and its operating system.

If Bluetooth is enabled on both devices but they still cannot connect, the user can try some other troubleshooting steps, such as:

- Turn off your Bluetooth device, wait a few seconds, then turn it back on.
- Make sure your Bluetooth device is in range of your mobile phone.
- Remove the Bluetooth device from your mobile phone's list of paired devices, then add it again.
- Update the Bluetooth driver on your mobile phone or the firmware on your Bluetooth device.
- Restart your mobile phone or reset your Bluetooth device.

For more details and tips on how to fix Bluetooth problems in Windows 11<sup>2</sup> or other operating systems<sup>1</sup>, you can visit the links provided.

#### NEW QUESTION 251

- (Topic 4)

The output from print jobs a user submitted to a laser printer is missing the color yellow. The user has already attempted a cleaning cycle. Which of the following parts most likely needs to be replaced?

- A. Fuser
- B. Ink cartridge
- C. Imaging drum
- D. Toner tank
- E. Resin

**Answer: C**

#### Explanation:

An imaging drum is a component of a laser printer that transfers the toner to the paper. It is sensitive to light and can wear out over time, resulting in poor print quality or missing colors. If the cleaning cycle does not resolve the issue, the imaging drum may need to be replaced<sup>1</sup>.

A fuser is a component of a laser printer that heats and melts the toner onto the paper. It does not affect the color output of the printer, but it can cause paper jams, smudges, or wrinkles if it is defective<sup>2</sup>.

An ink cartridge is a component of an inkjet printer, not a laser printer. A laser printer uses toner, which is a dry powder, instead of ink, which is a liquid. An ink cartridge would not be compatible with a laser printer<sup>3</sup>.

A toner tank is a container that holds the toner for a laser printer. It can be either integrated with the imaging drum or separate from it. If the toner tank is empty or low, the printer will display a warning message and the print quality will deteriorate. However, if only one color is missing, the problem is more likely with the imaging drum than the toner tank<sup>4</sup>.

Resin is a material that is used in some types of 3D printers, not laser printers. Resin printers use a liquid resin that is cured by a light source to create solid objects. Resin has nothing to do with laser printing<sup>5</sup>.

#### NEW QUESTION 252

- (Topic 4)

Multiple users contact the help desk to report issues with the network fileshares. Files are accessible, but performance is very slow. Which of the following should a technician perform first?

- A. Defragment the files on the network share.
- B. Ask the users to perform a network speed test.
- C. Check the RAID drive status LEDs.
- D. Start the process of rebuilding the array.

**Answer: C**

#### Explanation:

The correct answer is C. Check the RAID drive status LEDs.

RAID stands for Redundant Array of Independent Disks, which is a technology that combines multiple physical disks into a logical unit that provides improved performance, reliability, or both<sup>1</sup>. RAID can be implemented using hardware or software, and there are different levels of RAID that use different methods of data distribution and redundancy<sup>1</sup>. One of the common issues with RAID is disk failure, which means that one or more of the disks in the array stop working properly. Disk failure can affect the performance and availability of the network fileshares, depending on the RAID level and the number of failed disks<sup>2</sup>. For example, RAID 0, which uses striping to split data across multiple disks, has no redundancy and will lose all data if any disk fails. RAID 1, which uses mirroring to duplicate data on two disks, can tolerate one disk failure and still function. RAID 5, which uses striping with parity to distribute data and error correction information across three or more disks, can also tolerate one disk failure and still function<sup>1</sup>.

One of the ways to detect disk failure is to check the RAID drive status LEDs, which are lights that indicate the health and activity of each disk in the array.

Different RAID controllers may have different LED patterns and colors, but generally, a green LED means that the disk is working normally, a red LED means that the disk has failed or is offline, an amber LED means that the disk is degraded or rebuilding, and a blinking LED means that the disk is active or busy<sup>3,4</sup>.

The first step that a technician should perform when troubleshooting network fileshare issues is to check the RAID drive status LEDs to see if any disk has failed or is degraded. This can help identify the cause of the problem and determine the appropriate solution. For example, if a disk has failed in a RAID 1 or RAID 5 array, the technician can replace the failed disk and rebuild the array to restore performance and redundancy. If a disk has failed in a RAID 0 array, the technician will need to restore the data from a backup<sup>2</sup>.

The other options are not the best steps to perform first. Defragmenting the files on the network share may improve performance by reducing fragmentation, but it will not solve the problem if there is a disk failure in the RAID array. Asking the users to perform a network speed test may help diagnose network issues, but it will not help identify disk issues in the RAID array. Starting the process of rebuilding the array may be necessary after replacing a failed disk, but it should not be done before checking the RAID drive status LEDs.

#### NEW QUESTION 257

- (Topic 4)

A technician configured a new SOHO router for a small business. The ISP gave the technician an IP address on the router's WAN port. Which of the following

addresses did the technician most likely configure on the router?

- A. 10.1.50.30
- B. 19.45.7.28
- C. 169.254.168.10
- D. 172.22.40.6

**Answer:** B

**Explanation:**

This is an example of a public IP address that can be assigned by an ISP to a router's WAN (Wide Area Network) port. A public IP address is a globally unique and routable address that allows a device to communicate with other devices on the internet. A private IP address, such as 10.1.50.30 or 172.22.40.6, is a non-routable address that is used within a local network and cannot be directly accessed from the internet. A link-local IP address, such as 169.254.168.10, is a self-assigned address that is used when a device cannot obtain a valid IP address from a DHCP server.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 27.

**NEW QUESTION 259**

- (Topic 4)

A technician plans to upgrade a laptop's RAM from 4GB to 16GB. Which of the following should the technician do?

- A. Purchase the same architecture of RAM.
- B. Configure the laptop's BIOS settings for the RAM upgrade.
- C. Purchase RAM with the same CAS latency.
- D. Purchase the same brand of RAM.

**Answer:** A

**Explanation:**

The most important factor to consider when upgrading a laptop's RAM is the architecture of the RAM, which determines the type, speed, and capacity of the memory modules. The architecture of the RAM must match the architecture of the laptop's motherboard and processor, otherwise the RAM will not be compatible or function properly. The architecture of the RAM includes the DDR generation (such as DDR3 or DDR4), the form factor (such as SO-DIMM), the pin count (such as 204 or 260), the voltage (such as 1.35V or 1.5V), and the frequency (such as 1600MHz or 2400MHz).

The other options are not as crucial or relevant for the RAM upgrade. The brand of the RAM does not matter as long as the RAM meets the specifications of the laptop and is of good quality. The CAS latency of the RAM is a measure of the delay between the memory controller requesting data and the RAM delivering it, and it affects the performance of the RAM. However, the CAS latency is not a fixed value and can vary depending on the frequency and voltage of the RAM.

Therefore, purchasing RAM with the same CAS latency is not necessary or sufficient for compatibility. The laptop's BIOS settings are usually configured to automatically detect and adjust to the RAM upgrade, and do not need to be manually changed by the technician.

References:

- ? CompTIA A+ Certification Exam Core 1 Objectives1
- ? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook2
- ? How to Upgrade the RAM in Your Laptop | Tom's Hardware3
- ? How to Upgrade RAM on a Laptop | Crucial.com4

**NEW QUESTION 263**

- (Topic 4)

A network technician needs to provide better wireless connectivity throughout a SOHO location. Which of the following should the technician deploy to best improve connectivity?

- A. Access point
- B. Managed switch
- C. POE hub
- D. Wi-Fi router

**Answer:** A

**Explanation:**

The correct answer is A. Access point.

An access point is a device that extends the wireless coverage of a network by creating a hotspot that allows wireless devices to connect to the network1. An access point can be connected to a router or a switch via an Ethernet cable or a wireless bridge1. By deploying one or more access points throughout a SOHO location, the technician can provide better wireless connectivity and eliminate dead zones or weak signals2.

A managed switch is a device that allows multiple devices to communicate on a network by forwarding data packets based on their destination addresses3. A managed switch can also provide advanced features such as VLANs, QoS, security, and remote management3. However, a managed switch does not improve wireless connectivity, as it only works with wired devices.

A POE hub is a device that provides power and data over a single Ethernet cable to devices that support Power over Ethernet (PoE) technology, such as IP cameras, VoIP phones, and wireless access points4. A POE hub can simplify the installation and placement of these devices by eliminating the need for separate power adapters or outlets4. However, a POE hub does not improve wireless connectivity by itself, as it still requires an access point or a router to create a wireless network.

A Wi-Fi router is a device that combines the functions of a router and an access point, providing both wired and wireless connectivity to a network and the internet. A Wi-Fi router can be used to create a SOHO network, but it may not be sufficient to cover the entire location with a strong and reliable wireless signal. To improve wireless connectivity, the technician may need to add additional access points or use a mesh Wi-Fi system that consists of multiple routers that work together to create a seamless wireless network. Therefore, an access point is the best option among the choices to improve wireless connectivity throughout a SOHO location.

**NEW QUESTION 265**

- (Topic 4)

A user added a heater underneath a desk, now an external monitor not working. A technician wanted the monitor gets power. Which of the following should the technician do next?

- A. Have the user unplug me heater
- B. Replace the monitor.

- C. Open the display settings on me computer
- D. Ensure a VGA cable is connected property

**Answer:** D

**Explanation:**

The technician should ensure that a VGA cable is connected properly between the monitor and the computer. A VGA cable is a type of video cable that carries analog signals. If the cable is loose, damaged, or not plugged in correctly, it can cause the monitor to not display any image or show distorted colors. According to the CompTIA Core1 objectives, one of the common display issues is no image on screen. A troubleshooting guide for monitors also recommends checking the VGA cable connection as a possible solution for no signal or blank screen problems.

**NEW QUESTION 266**

- (Topic 4)

A customer has a Wi-Fi-capable laptop to use when traveling for work Which of the following will allow the laptop to stay connected when the user travels?

- A. Cellular card
- B. Wi-Fi extender
- C. Bluetooth
- D. GPS

**Answer:** A

**Explanation:**

A cellular card is a device that allows a laptop to connect to the internet using a cellular network, such as 4G or 5G. A cellular card can provide internet access when the user travels and does not have access to a Wi-Fi network. A cellular card may require a subscription plan from a cellular service provider. A Wi-Fi extender is a device that boosts the signal of an existing Wi-Fi network, but it does not provide internet access by itself. Bluetooth is a wireless technology that allows devices to communicate over short distances, but it does not provide internet access either. GPS is a satellite-based system that provides location and navigation information, but it does not provide internet access as well. References: <https://www.comptia.org/blog/what-is-a-cellular-card>

**NEW QUESTION 270**

- (Topic 4)

A customer wants to archive a large number of photos and does not plan to retrieve them often. The customer wants a storage option that is the least expensive per gigabyte. Which of the following should the technician suggest?

- A. NVMe SSD
- B. SCSI RAID
- C. 15,000rpm SAS
- D. 5,400rpm HOD

**Answer:** D

**Explanation:**

The correct answer is D. 5,400rpm HDD.

A 5,400rpm HDD (Hard Disk Drive) is a type of storage device that uses spinning magnetic disks to store data. A 5,400rpm HDD is the least expensive per gigabyte among the options given, as it has a lower rotational speed and performance than other types of HDDs or SSDs (Solid State Drives). A 5,400rpm HDD is suitable for archiving a large number of photos that are not accessed frequently, as it can offer high capacity and reliability at a low cost.

the average cost per gigabyte of a 5,400rpm HDD is around \$0.02 to \$0.0312, while the average cost per gigabyte of the other options are:

? NVMe SSD: \$0.10 to \$0.1534

? SCSI RAID: \$0.20 to \$0.305

? 15,000rpm SAS: \$0.30 to \$0.40

Therefore, a 5,400rpm HDD is the cheapest option among the four. Reference: CompTIA A+ Core 1: RAM & Storage Solutions Flashcards

**NEW QUESTION 272**

- (Topic 4)

A technician is troubleshooting a network issue and needs to check the status of a local network device in the least disruptive manner possible\_ Which of the following tools should the technician use to accomplish this task?

- A. Network tap
- B. Cable tester
- C. Multimeter
- D. Tone generator

**Answer:** A

**Explanation:**

A network tap is a device that can be used to monitor and analyze the traffic and data that pass through a network. A network tap can be inserted between two network devices, such as a switch and a router, and capture the packets that flow in both directions. A network tap can then send a copy of the packets to another device, such as a laptop or a server, for inspection and troubleshooting. A network tap can help diagnose and resolve network issues, such as performance, security, or configuration problems.

A network tap is the least disruptive tool for checking the status of a local network device, because it does not interfere with the normal operation of the network. A network tap does not alter or block the packets that it captures, and it does not introduce any latency or noise to the network. A network tap can also operate in stealth mode, which means that it is invisible to the network devices and cannot be detected by hackers or attackers.

**NEW QUESTION 274**

- (Topic 4)

An engineer is installing a 500W power supply in a server that requires continuous availability. Which of the following is the most suitable type of power supply for the application?

- A. Redundant

- B. Modular
- C. Switched-mode
- D. Semi-modular

**Answer:** A

**Explanation:**

A redundant power supply is a type of power supply that consists of two or more independent units that can provide power to the same device or system. A redundant power supply can increase the reliability and availability of the device or system, because if one unit fails, the other unit can take over and continue to provide power without interruption. A redundant power supply is often used in servers that require continuous availability, such as web servers, database servers, or file servers.

**NEW QUESTION 275**

- (Topic 4)

A user frequently edits large files and saves them locally on a laptop\_ The user has recently begun experiencing performance issues and needs a cost-effective hardware upgrade.

Which of the following is the best way to meet the user's requirements?

- A. Upgrade the memory
- B. Upgrade to a larger GPU.
- C. Upgrade to an SSD.
- D. Upgrade to a faster CPU.

**Answer:** C

**Explanation:**

Upgrading to an SSD (Solid State Drive) is the best way to meet the user's requirements because it will improve the performance and storage capacity of the laptop. SSDs are faster than HDDs (Hard Disk Drives) because they have no moving parts and can access data more quickly. SSDs also have lower power consumption, lower heat generation, and higher reliability than HDDs. Therefore, upgrading to an SSD will make the laptop more responsive, boot faster, and handle large files better.

According to some web sources, SSDs are the best hard drives for video editing because they can streamline the workflow and store masses of footage in one easy-to-access place<sup>1</sup>. SSDs are also one of the most common PC upgrades that can make a dramatic difference, especially for aging systems<sup>2</sup>. Additionally, Adobe recommends using SSDs for Premiere Pro and After Effects because they can handle large media files and cache data more efficiently<sup>3</sup>.

References:

- The best hard drives for video editing in 2023, section "Best SSD overall".
- The Five Best PC Upgrades to Improve Performance, section "Add a Solid-State Drive".
- Hardware recommendations for Premiere Pro and After Effects, section "Storage".

**NEW QUESTION 278**

- (Topic 4)

When a page that was printed on a laser printer is touched. the image on the paper smears. Which of the following is most likely the cause of this issue?

- A. Duplexing assembly
- B. Fuser
- C. Toner
- D. Transfer belt

**Answer:** B

**Explanation:**

The fuser is the part of a laser printer that uses heat and pressure to fuse the toner to the paper. If the fuser is defective or not hot enough, the toner may not adhere properly and smear when touched. The duplexing assembly, toner, and transfer belt are not related to this issue.

Reference: Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 11.

**NEW QUESTION 280**

- (Topic 4)

A laser printer is making humming and grinding noises, and the printouts have ghost images on the pages. Which of the following should be replaced?

- A. Cartridge
- B. Paper
- C. Fuser
- D. Rollers

**Answer:** C

**Explanation:**

The most likely answer is C. Fuser.

A fuser is a component in a laser printer that uses heat and pressure to fuse the toner powder onto the paper. If the fuser is damaged or worn out, it can cause humming and grinding noises, as well as ghost images on the printouts. Ghost images are faint copies of previous images that appear on the same page. They are caused by the fuser not heating the toner properly, or by the toner sticking to the fuser roller and transferring to the next page<sup>1</sup>.

To fix this problem, you should replace the fuser unit with a new one. You can check your printer manual for instructions on how to remove and install the fuser unit. You can also use a diagnostic ruler to measure the distance between the ghost images and determine if the fuser is the source of the problem<sup>2</sup>. If the ghost images are far apart (between 4cm and 5cm), then the fuser is likely to be faulty.

References:

- 1: Solved: "Ghost Images" When Printing - HP Support Community
- 2: How to Fix Ghosting When Using a Laser Printer and Toner Cartridges – Inksaver

**NEW QUESTION 283**

- (Topic 4)

Which of the following is the primary function of a DNS service?

- A. To dynamically assign network addresses to hosts
- B. To translate domain names to IP addresses
- C. To authenticate users to remote servers
- D. To serve files over the network

**Answer: B**

#### NEW QUESTION 284

- (Topic 4)

Which of the following wireless networking protocols will support both 2.4GHz and 5GHz devices?

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

**Answer: B**

#### Explanation:

802.11 ax is a wireless networking protocol that supports both 2.4GHz and 5GHz devices, as well as backward compatibility with previous 802.11 standards. 802.11 ax offers higher data rates, lower latency, increased capacity, and improved power efficiency than previous protocols. It is also known as Wi-Fi 6 or High Efficiency Wireless (HEW). Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 82)

#### NEW QUESTION 286

- (Topic 4)

A technician received a help desk ticket from a user who is unable to browse the internet\_ Which of the following troubleshooting steps should the technician perform first?

- A. Establish a plan of action.
- B. Document the findings.
- C. Test the theory.
- D. Identify the problem

**Answer: D**

#### Explanation:

The correct answer is D. Identify the problem.

The first troubleshooting step that the technician should perform is to identify the problem. This means that the technician should gather information from the user and the system, and analyze the symptoms and the error messages to determine the nature and the scope of the issue. Identifying the problem can help to define the expected outcome, establish a theory of probable cause, and plan a course of action.

The other options are not the first troubleshooting steps, but they are part of the troubleshooting process that should be performed after identifying the problem.

Establishing a plan of action (option A) means that the technician should devise a strategy to resolve the issue, based on the theory of probable cause and the available resources. Testing the theory (option C) means that the technician should verify if the theory of probable cause is correct, by performing tests or experiments on the system or its components. Documenting the findings (option B) means that the technician should record and report the results of each troubleshooting step, as well as the final solution and outcome.

For more information about troubleshooting steps and best practices, you can refer to the following web search results: [Troubleshooting Steps for Beginners], [Troubleshooting Methodology], [How to Troubleshoot Like an Expert].

#### NEW QUESTION 290

- (Topic 4)

Which of the following display types is available for laptops?

- A. OLED
- B. CRT
- C. DLP
- D. Plasma

**Answer: A**

#### Explanation:

The correct answer is A. OLED.

OLED stands for Organic Light-emitting Diode, and it is one of the three display types available for laptops, along with TN (Twisted Nematic) and IPS (In-Plane Switching) panels<sup>1</sup>. OLED displays use organic compounds that emit light when an electric current is applied, unlike LCD displays that use a backlight to illuminate the pixels. OLED displays

have several advantages over LCD displays, such as higher contrast, wider viewing angles, faster response times, and lower power consumption<sup>2</sup>. However, OLED displays are also more expensive, less common, and more prone to burn-in than LCD displays<sup>2</sup>. CRT (Cathode Ray Tube), DLP (Digital Light Processing), and Plasma are not display types for laptops. CRT is an old technology that uses a vacuum tube to project an image on a phosphor screen. CRT monitors are bulky, heavy, and consume a lot of power<sup>3</sup>. DLP is a technology that uses a digital micromirror device and a light source to project an image on a screen or a wall. DLP is mainly used for projectors, not laptops<sup>4</sup>. Plasma is a technology that uses gas-filled cells that emit light when an electric current is applied. Plasma displays are mainly used for large-screen TVs, not laptops.

References:

1: Laptop Display 101: Display Types (TN, IPS, or OLED)

2: OLED vs LCD: which screen tech should you choose for your next laptop? | TechRadar 3: What is a CRT Monitor? - Definition from Techopedia

4: What is DLP (Digital Light Processing)? - Definition from WhatIs.com What is plasma display? - Definition from WhatIs.com

#### NEW QUESTION 292

- (Topic 4)

Which of the following translates a hostname to IP addresses?

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

**Answer: C**

**Explanation:**

DNS stands for Domain Name System, which is a network service that translates hostnames to IP addresses. Hostnames are human-readable names that identify devices or services on the Internet, such as [www.google.com](http://www.google.com) or [mail.yahoo.com](http://mail.yahoo.com). IP addresses are numerical identifiers that specify the location of devices or services on the Internet, such as 172.217.14.206 or 98.137.11.163. DNS allows users to access websites or services by using hostnames instead of IP addresses, which are easier to remember and type. DNS also allows hostnames to change their IP addresses without affecting the users, which can improve performance and security.

References: The following web search results provide more information about DNS and how it translates hostnames to IP addresses:

What is DNS? | How DNS Works | Cloudflare: This article explains the concept of DNS, its components, its functions, and its benefits.

Hostname vs. IP - address - Stack Overflow: This answer compares the differences between hostnames and IP addresses, and how DNS resolves them.

How DNS Works: Domain Name System(DNS): This article illustrates how DNS works with diagrams and examples.

**NEW QUESTION 293**

- (Topic 4)

An engineer discovers the reason a user is unable to access the internet on a company laptop is because the RJ45 port failed. Which of the following should the engineer do to immediately restore network connectivity?

- A. Update the Ethernet driver.
- B. Connect to the WAP.
- C. Replace the NIC.
- D. Resolder the network connector.

**Answer: B**

**NEW QUESTION 296**

- (Topic 4)

A user reports being unable to access the network. A help desk technician notices an APIPA on the user's workstation. Which of the following services should the technician investigate first?

- A. RADIUS
- B. DHCP
- C. AAA
- D. DNS

**Answer: B**

**Explanation:**

DHCP (Dynamic Host Configuration Protocol) is a network service that automatically assigns IP addresses and other configuration parameters to devices that request them. DHCP simplifies the management of IP addresses and avoids conflicts and errors<sup>67</sup>. An APIPA (Automatic Private IP Addressing) is a feature of Windows that assigns a default IP address in the range of 169.254.x.x to a device when it cannot obtain a valid IP address from a DHCP server. An APIPA indicates that there is a problem with the DHCP service or the network connectivity between the device and the DHCP server<sup>89</sup>. Therefore, the technician should investigate the DHCP service first to check if it is running, configured correctly, and has enough available IP addresses to assign. The other services are not directly related to the IP address assignment. RADIUS (Remote Authentication Dial-In User Service) is a protocol that provides centralized authentication, authorization, and accounting for network access<sup>10</sup>. AAA (Authentication, Authorization, and Accounting) is a framework that controls the access and usage of network resources<sup>11</sup>. DNS (Domain Name System) is a service that resolves domain names into IP addresses<sup>12</sup>.

References

6: What is DHCP (Dynamic Host Configuration Protocol)? - Definition from WhatIs.com 7: How DHCP works - Windows Server | Microsoft Docs

8: What is APIPA (Automatic Private IP Addressing)? - Definition from WhatIs.com 9: How to Fix an IP Address Conflict

10: What is RADIUS (Remote Authentication Dial-In User Service)? - Definition from WhatIs.com

11: What is AAA (authentication, authorization, and accounting)? - Definition from WhatIs.com

12: What is DNS (Domain Name System)? - Definition from WhatIs.com

**NEW QUESTION 300**

- (Topic 4)

When a user's workstation is turned on, a message displays indicating that the date and time are incorrect. Other computers on the network do not display this message. Which of the following is the most likely cause of this issue?

- A. The time server is misconfigured.
- B. The BIOS is not updated.
- C. The CMOS battery is discharged.
- D. The CPU is slow.

**Answer: C**

**Explanation:**

The CMOS (complementary metal-oxide-semiconductor) is a small chip on the motherboard that stores the BIOS settings, including the date and time. The CMOS battery is a coin cell battery that provides power to the CMOS chip when the computer is turned off, so that the BIOS settings are not lost. If the CMOS battery is discharged, the CMOS chip will lose its data, and the date and time will be reset to the default values. This will cause a message to display indicating that the date and time are incorrect when the computer is turned on. The other computers on the network do not display this message because they have functional CMOS batteries. The most likely cause of this issue is the CMOS battery is discharged, and it needs to be replaced with a new one<sup>12</sup>.

### NEW QUESTION 305

- (Topic 4)

Which of the following should the label on a network jack faceplate refer to?

- A. MAC address
- B. Patch panel port
- C. Switch port in use
- D. VLAN identification

**Answer: B**

#### Explanation:

A network jack faceplate is a device that covers and protects the network jack or outlet on a wall or a floor. A network jack or outlet is a physical interface that allows a network cable, such as an Ethernet cable, to be plugged into a network device, such as a computer or a printer. A network jack faceplate usually has one or more ports that correspond to different types of network cables, such as RJ-45, RJ-11, or coaxial.

A label on a network jack faceplate should refer to the patch panel port that the network jack or outlet is connected to. A patch panel is a device that connects multiple network cables in an organized and convenient way. A patch panel has a number of ports that correspond to different cables, such as Ethernet, coaxial, or fiber-optic cables. A patch panel can help simplify the wiring and management of a network, as well as provide flexibility and scalability for adding or changing network devices.

By labeling the network jack faceplate with the patch panel port, the network technician can easily identify and trace the cable that is connected to the network jack or outlet. This can help to troubleshoot and resolve network issues, such as connectivity, performance, or configuration problems. It can also help to avoid confusion or errors when installing or modifying network cables.

### NEW QUESTION 308

- (Topic 4)

Which of the following allows several websites from different companies to be housed on the same virtual server?

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

**Answer: C**

#### Explanation:

Shared resources is the concept that allows several websites from different companies to be housed on the same virtual server. A virtual server is a software-based server that runs on a physical server and can host multiple virtual machines (VMs). Each VM can run a different operating system and application, such as a website, and have its own allocated resources, such as CPU, memory, disk space, and network bandwidth. However, the VMs share the underlying hardware resources of the physical server, which reduces the cost and complexity of maintaining separate servers for each website. This also enables rapid scalability, as new VMs can be created or deleted as needed.

One of the methods to host multiple websites on the same virtual server is to use virtual hosts. Virtual hosts are a feature of web servers, such as Apache, that allow the web server to serve different websites based on the domain name or IP address requested by the client. For example, a web server can host two websites, a.example.com and b.example.com, on the same virtual server and the same port (such as 80 or 443), by using virtual hosts to map each domain name to a different document root directory. The web server will then deliver the content of the corresponding website to the client based on the domain name in the HTTP request header.

References:

- ? [How to Host Multiple Websites With One Apache Server](#)1
- ? [How to run multiple sites on one apache instance](#)2
- ? [Multiple different website hosting on same port 443 and same server or ...](#)3
- ? [When several name-based virtual hosts on the same web server share the ...](#)4
- ? [How to Host Multiple Sites on One Server - Server Mania](#)5

### NEW QUESTION 312

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