Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

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NEW QUESTION 1
- (Topic 2)
Which of the following is a method that can be used to securely connect a remote user's laptop to a corporate server?

A. WAN
B. VPN
C. SSL
D. DHCP

Answer: B

Explanation:
A Virtual Private Network (VPN) is a secure method for connecting a remote user's laptop to a corporate server. VPNs use encryption to protect data transmitted over the internet.

NEW QUESTION 2
- (Topic 2)
An end user discovered that the touch-screen features on a Windows device have stopped working. Which of the following should a technician check?

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

Answer: B

Explanation:
If the touch-screen features on a Windows device have stopped working, a technician should check the Tablet/PC settings. The Tablet/PC settings contain options for configuring the touch-screen features on a Windows device. By checking the Tablet/PC settings, the technician can ensure that the touch-screen features are enabled and configured correctly.
If the touch-screen features on a Windows device have stopped working, a technician should check the Tablet/PC settings. The touch-screen settings may have been disabled or there may be a driver issue that needs to be resolved. References: CompTIA A+ Certification Exam Guide, pg. 536

NEW QUESTION 3
- (Topic 2)
A help desk technician has been tasked with installing an IP phone in a small office with an unmanaged switch. When connected to an RJ45 receptacle, the phone does not boot. Which of the following is the QUICKEST way to resolve this issue?

A. Upgrade the Ethernet cable to the latest specification.
B. Replace the phone.
C. Install a PoE injector.
D. Change ports on the switch.

Answer: C

Explanation:
https://intellinetnetwork.eu/pages/what-is-a-poe-injector
The quickest way to resolve the issue is to install a Power over Ethernet (PoE) injector to provide power to the IP phone. An unmanaged switch does not provide PoE, so an injector is needed to power the phone.

NEW QUESTION 4
- (Topic 2)
Which of the following types of devices MOST often uses a Thunderbolt cable?

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

Answer: C

Explanation:
Thunderbolt cables are commonly used to connect Apple laptops to external displays or other devices. While Thunderbolt is available on some Windows and Chromebook devices, it is most commonly associated with Apple products. References:
https://www.intel.com/content/www/us/en/products/docs/io/thunderbolt/thunderbolt- technology-general.html

NEW QUESTION 5
- (Topic 2)
A user calls the help desk lot assistance configuring an Android phone with a new NFC-enabled speaker that will be used for an upcoming conference call. The user was unable to direct the phone's audio to the NFC speaker. Which of the following sequences should the help desk technician walk the customer through to accomplish this task?

A. Enable NFC on the speake
B. Ensure the speaker is less than 33ft (10m) from the Android phon
C. On the phone's Bluetooth settings menu for Connected Devices, select Pair New Devic
D. Tap to accept the connection to the speaker when the prompt is displayed on the phone's screen.
E. Enable NFC and Bluetooth on the Android phon

F. From the Android phone's Bluetooth settings menu for Connected Devices, select the Previously Connected Devices optio
G. Select a listed device that most closely matches the speake
H. Tap lo accept the connection lo the speaker when the prompt is displayed on the phone's screen.
I. Enable NFC and Bluetooth on the Android phon
J. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displaye
K. Accept the connection to the speaker when the prompt is displayed on the phone's screen.
L. Enable Wi-Fi on the speake
M. Enable Wi-Fi on the Android phon
N. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displaye
O. Accept the connection to the speaker when the prompt is displayed on the phone's screen.

Answer: A

NEW QUESTION 6
- (Topic 2)
A technician is replacing the RAM on an entry-level server with hot-swappabte components. Which of the following should the technician do NEXT?

A. Replace the RAM while the server is at a cool temperature
B. Replace the RAM while the server is running
C. Power down the server completely and then replace the RAM
D. Verify that the OS supports hot swapping the RAM

Answer: D

Explanation:
Verify that the OS supports hot swapping the RAM. Before replacing the RAM on an entry-level server with hot-swappable components, the technician should verify that the operating system supports hot swapping of RAM.

NEW QUESTION 7
- (Topic 2)
A technician is investigating the output shown on a monitor. The output is clear, but it has a pink hue. The technician has replaced the video card and updated the graphics drivers. Which of the following would be the MOST likely cause?

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

Answer: A

Explanation:
The pink hue is most likely caused by physical cabling issues the output on a monitor is clear but has a pink hue, it could be due to an issue with the physical cabling connecting the monitor to the computer. The video signal may be degraded or distorted due to a damaged or loose cable. The technician should check and replace the cable if necessary to resolve the issue.

NEW QUESTION 8
- (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 9
- (Topic 2)
A technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient. Which of the following would MOST likely cause the insufficiency? (Select TWO).

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

Answer: DF

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

NEW QUESTION 10
- (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 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
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 12
- (Topic 1)
A technician is commissioning a workstation that is required to have mirrored storage, utilizing two 4TB drives that support one failure. Which of the following BEST meets these requirements?

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

Answer: B

Explanation:
RAID 1 is a mirrored configuration that utilizes two drives and provides redundancy by allowing one drive to fail without data loss. This configuration meets the requirement of mirrored storage with two 4TB drives that support one failure. References:
CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 8

NEW QUESTION 15
- (Topic 1)
While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is externally polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel. Which of the following is the MOST likely reason for this issue?

A. The channel is reserved for licensed band use.
B. The channel selection is defective, contact the manufacturer.
C. The channel must be unblocked by the vendor.
D. The device requires a firmware update to unlock the channel.

Answer: A

Explanation:
The 2. band is subdivided into up to 14 channels, spaced at 5 MHz intervals from 2412 MHz up to 2484 MHz. Wi-Fi requires bandwidth of approximately 20 MHz, not 5 MHz. Consequently, a site designer needs to choose the channels that do not overlap. On a WLAN where only the first 11 channels are available, channels 1, 6, and 11 can be selected as non-overlapping. Note: In the Americas, regulations permit the use of channels 1-11 only, while in Europe, channels 1-13 are permitted. In Japan, all 14 channels are permitted.

NEW QUESTION 16
- (Topic 1)
Which of the following would be BEST reason to use a virtual machine as a sandbox?

A. To test new software in a safe environment
B. To increase the efficient use of computing resources
C. To run multiple machines on the same hardware
D. To have dedicated hardware for a single system

Answer: A

Explanation:
The main reason to use a virtual machine as a sandbox is to test new software in a safe environment without risking the integrity of the host operating system. Using a virtual machine enables the testing of software and allows for the isolation of the software from the host system. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 409

NEW QUESTION 21
- (Topic 1)
A user reports issues with a smartphone after dropping it. The icons on the screen all look normal, but when the user touches the email icon, for example, nothing happens. Which of the following is MOST likely the cause?

A. Digitizer issues
B. Overheating
C. Broken screen
D. Malware

Answer: A

Explanation:
Dropping a smartphone can damage the digitizer, which is the component responsible for sensing touch input. This can cause issues with tapping and swiping on the screen, as well as other touchscreen-related issues. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 3.3 Given a scenario, troubleshoot mobile device issues

NEW QUESTION 25
- (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 used123.

NEW QUESTION 29
- (Topic 1)
An organization has some computers running macOS and some computers running Windows. The computers running macOS also need to run a piece of software that is only available on Windows. Which of the following BEST describes the solution for running Windows software on a computer running macOS?

A. Operating system spoofing
B. Remote software provisioning
C. Indirect software implementation
D. Cross-platform virtualization

Answer: D

Explanation:
Cross-platform virtualization would be the best solution for running Windows software on a computer running macOS. This involves running a virtual machine (VM) on the macOS computer, which emulates a Windows environment and allows the Windows software to be installed and run within the VM.
Cross-platform virtualization allows a computer running macOS to run Windows software. It involves creating a virtual machine on the macOS computer and installing a Windows operating system on it. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 1

NEW QUESTION 33
- (Topic 1)
An organization maintains various record types, including health and criminal justice records. Which of the following cloud environments is the organization MOST likely to use to limit the attack surface?

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

Answer:

D

Explanation:
Private cloud environments are designed for use by a single organization and offer the greatest control over security and access to data. They are typically used for sensitive or confidential data, such as health and criminal justice records. Public cloud environments are shared by multiple organizations and offer less control over security and access to data. Hybrid cloud environments combine public and private clouds, while community clouds are shared by multiple organizations with similar needs. References: CompTIA A+ Certification Exam: Core 1 - Page 234

NEW QUESTION 37
- (Topic 1)
A user, who is attempting to give a presentation via a projector in a conference room, reports the projector has video but no audio. Which of the following will MOST likely resolve the issue?

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

Answer: D

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

NEW QUESTION 41
- (Topic 1)
A user in a medical office contacts a technician regarding a printer that is used to print A4-
sized labels. After the labels are printed, they mistakenly contain white space in the middle of the page. Which of the following would MOST likely be the cause?

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

Answer: D

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

NEW QUESTION 43
- (Topic 1)
Which of the following would MOST likely be used to obtain electronic images of a large number of printed documents?

A. NFC device
B. ADF/flatbed scanner
C. Camera/webcam
D. QR scanner

Answer: B

Explanation:
ADF/flatbed scanner would most likely be used to obtain electronic images of a large number of printed documents. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 351

NEW QUESTION 47
- (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 49

- (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

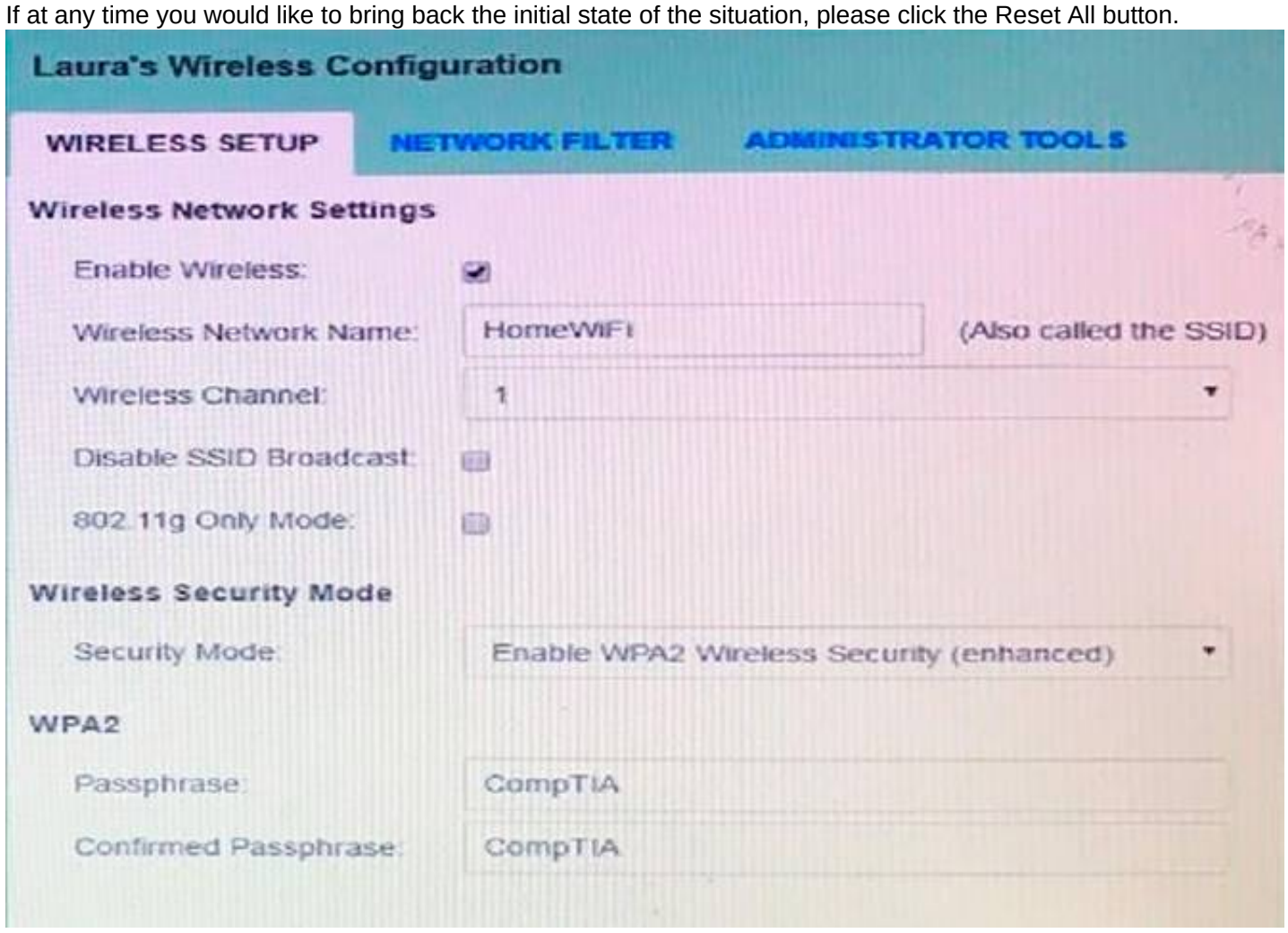
NEW QUESTION 51
- (Topic 1)
A user submitted a support ticket that states all of the printouts from a laser printer appear to have double images imposed on them. A review of past printer support tickets shows that maintenance kit has not been installed in more than a year. Which of the following printer consumables is MOST likely causing the issue?

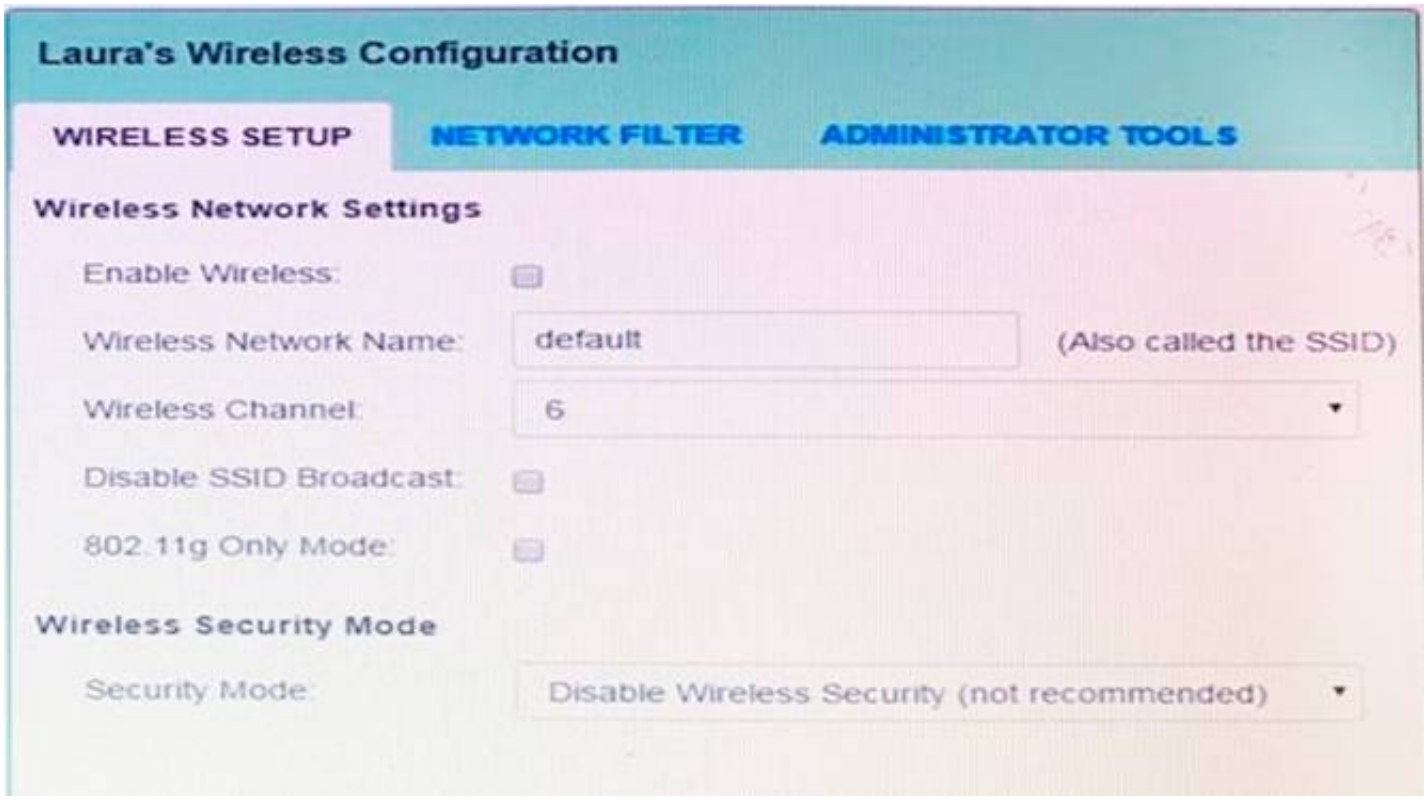
A. Separation pad
B. Transfer roller
C. Ink cartridge
D. Fuser

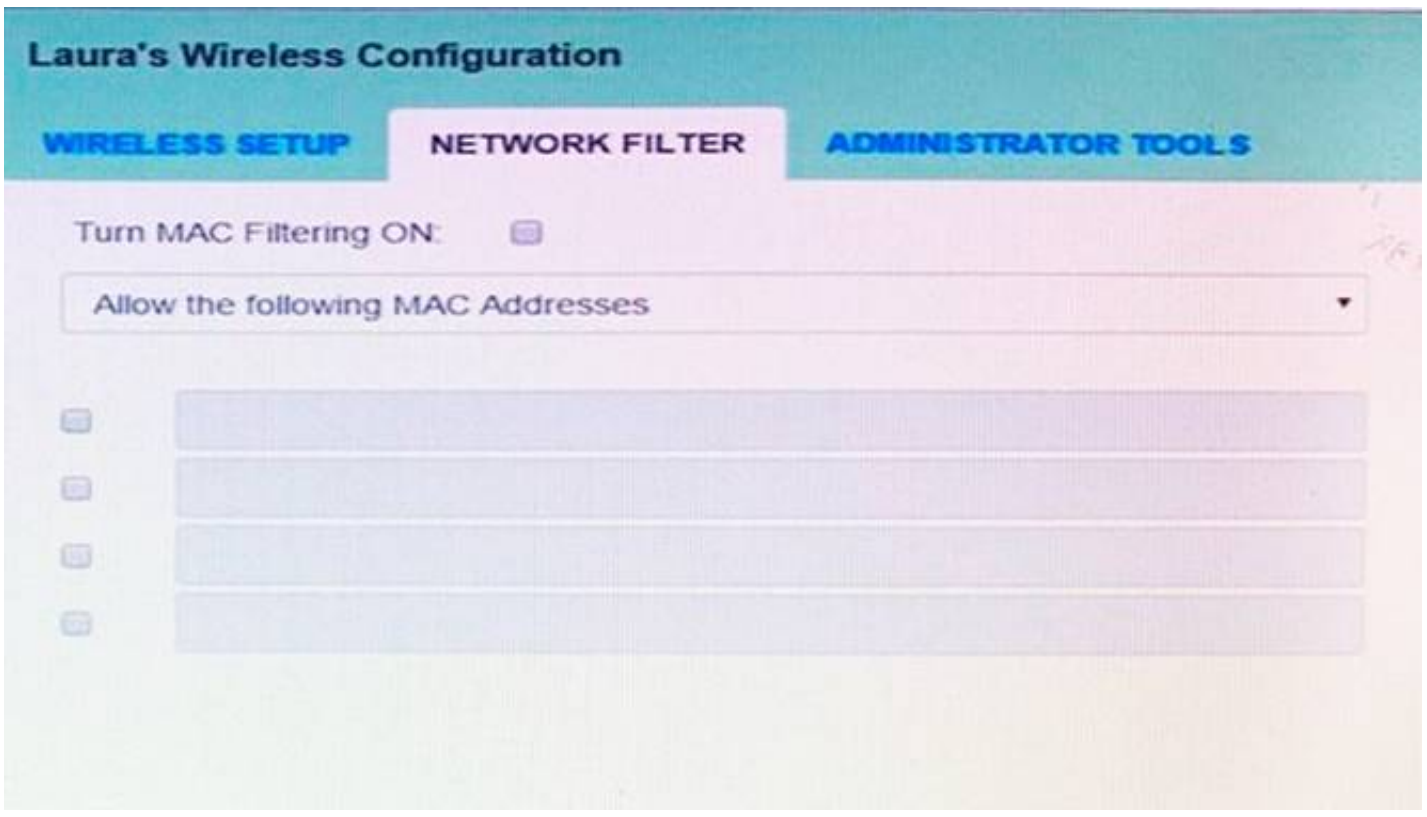
Answer: D

Explanation:
https://www.vingle.net/posts/4651722

NEW QUESTION 54
SIMULATION - (Topic 1)
Laura, a customer, has instructed you to configure her home office wireless access point.
She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible.
Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks.
She requests that the default settings be changed to the following.
Wireless Name: HomeWiFi Shared Key: CompTIA Router Password: Secure$1
Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network.
Laptop: IP Address 192.168.1.100 Hardware Address: 00:0A:BF:03:C4:54 Smartphone: IP Address 192.168.1.101 Hardware Address: 09:2C:D0:22:3F:11
INSTRUCTIONS
Configure Laura's wireless network using the network adapter window.
If at any time you would like to bring back the initial state of the situation, please click the Reset All button.



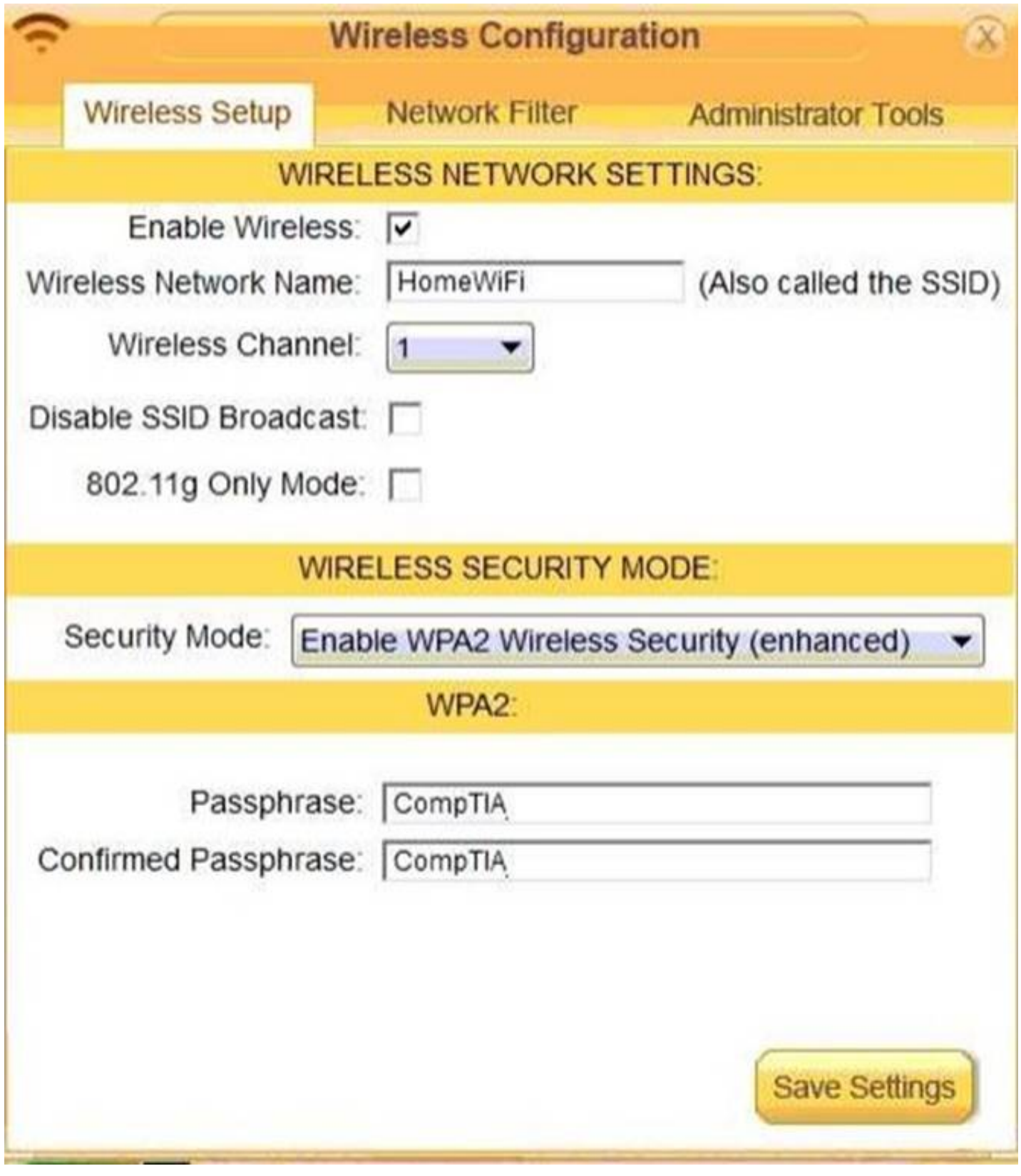


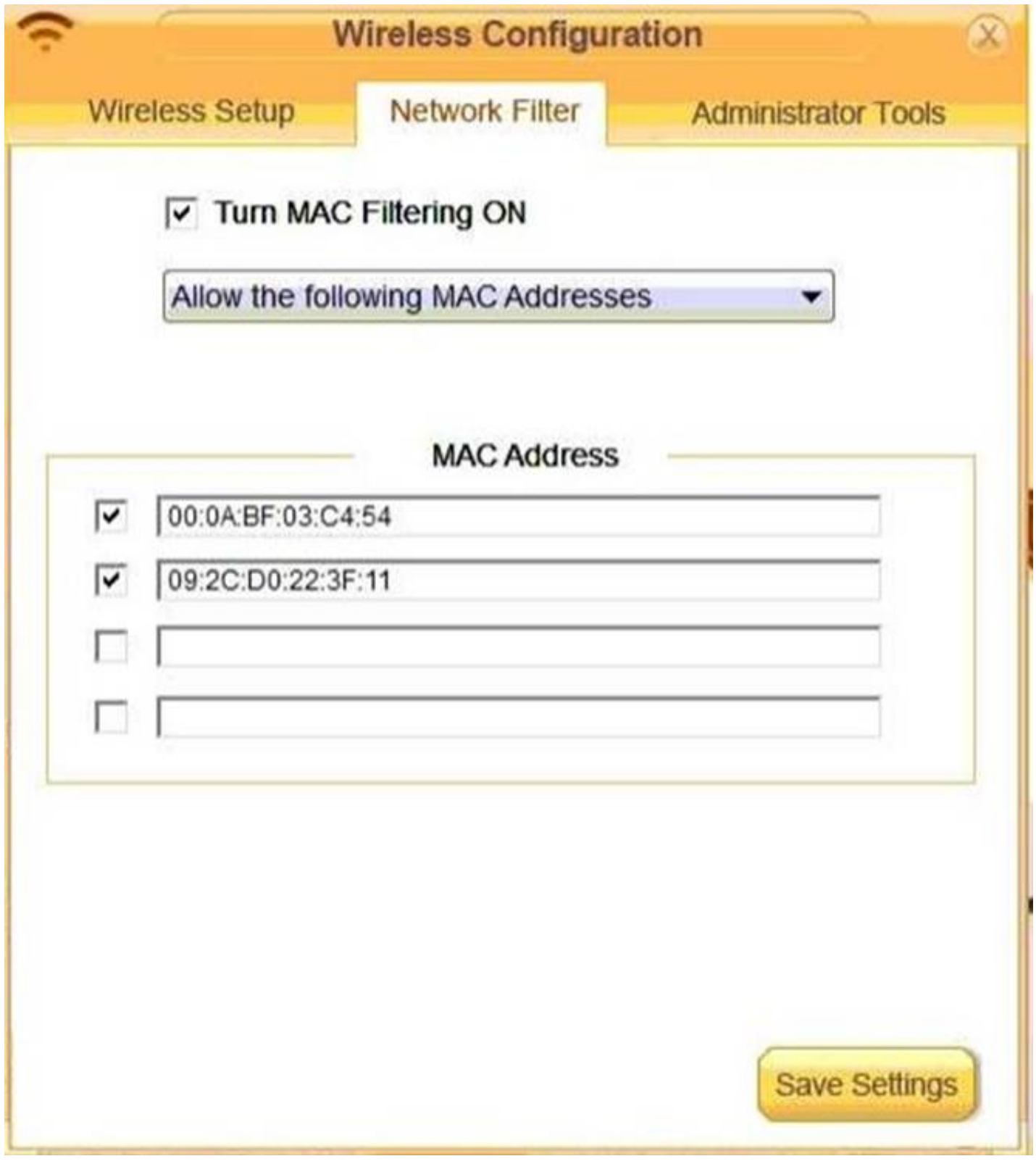


A. Mastered
B. Not Mastered

Answer: A

Explanation:
solution as


Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
WIRELESS NETWORK SETTINGS:
Enable Wireless:
Wireless Network Name:
HomeWiFi
(Also called the SSID)
Wireless Channel:
1
Disable SSID Broadcast:
802.11g Only Mode:
WIRELESS SECURITY MODE:
Security Mode:
Enable WPA2 Wireless Security (enhanced)
WPA2:
Passphrase:
CompTIA
Confirmed Passphrase:
CompTIA
Save Settings


Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
Turn MAC Filtering ON
Allow the following MAC Addresses
MAC Address
00:0A:BF:03:C4:54
09:2C:D0:22:3F:11
Save Settings

NEW QUESTION 58
- (Topic 1)
Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

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

Answer: B

Explanation:
Rapid elasticity would be used by an online retailer to quickly add more web servers during peak sales times. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 405

NEW QUESTION 61
- (Topic 1)
A technician powers on a PC and its monitor and sees the following error message: No input signal detected
The display lights on the computer are on. Which of the following is a possible solution?

A. Changing the BIOS settings
B. Changing the connector setting on the monitor
C. Checking the power plug on the monitor
D. Checking the power plug on the PC

Answer: B

Explanation:
Changing the connector setting on the monitor is a possible solution for a PC and its monitor that display the error message "No input signal detected". This error can be caused by an incorrect input selected on the monitor, so changing the connector setting to the correct input should resolve the issue. References: CompTIA A+ Certification Exam Objectives 1001, 1.10
Top of Form
Regenerate response Bottom of Form

NEW QUESTION 62
- (Topic 1)
A technician is upgrading a faulty motherboard that was ordered by an end user for an old, high-end desktop computer. However, the technician is unable to install the CPU into the socket. Upon closer inspection, the technician notices the pins on the CPU do not line up with the socket. Which of the following would be the best course of action for the technician to take NEXT?

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

Answer: C

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

NEW QUESTION 66
- (Topic 1)
A Microsoft Windows user is preparing to work in another country and needs to comply with corporate policy for data protection when copying files to portable media. Which of the following solutions would MOST likely satisfy this requirement?

A. A USB 3.1 flash drive with BitLocker to Go installed
B. An SD memory card with NTFS
C. An xD memory card with ext3
D. A portable hard drive with FAT32

Answer: A

Explanation:
Using a USB 3.1 flash drive with BitLocker to Go installed is the best option for complying with corporate policy for data protection when copying files to portable media. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 12

NEW QUESTION 67
- (Topic 1)
In which of the following places is a laptop's wireless antenna MOST likely located?

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

Answer: D

Explanation:
According to Dell Community, the Wi-Fi antenna is located in the top of the LCD display housing. It consists of two elements, fed by two cables, a white main designated on the Wi-Fi card by a white triangle, and a black auxiliary designated on the Wi-Fi card by a black triangle1.

NEW QUESTION 69
- (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 72
- (Topic 1)
A technician needs to improve a workstation's overall response time for frequently used applications and data without removing the current hard drive. Which of the following storage devices should the technician install to BEST accomplish the objective?

A. M.2
B. SAS

C. HDD
D. SCSI

Answer: A

Explanation:
Installing an M.2 SSD will improve a workstation's overall response time for frequently used applications and data without removing the current hard drive. M.2 drives are faster and more efficient than traditional hard drives, making them a good option for increasing overall performance. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 1.5 Given a scenario, configure storage devices and use appropriate media

NEW QUESTION 74
- (Topic 1)
A company wants to use client-side visualization for application testing. Which of the following configurations would BEST support this goal?
A)

B)

C)

D)

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

Answer: A

NEW QUESTION 77
- (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 78
- (Topic 1)
A technician installed new firmware on the company's laser printers and has since been receiving multiple calls that information is garbled and looks like code. Only printers with the new firmware are having this issue. Which of the following steps should the technician complete NEXT?

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

Answer: D

Explanation:
The MOST efficient next step the technician should complete is to install an updated printer driver on the print server12. The issue of information being garbled and looking like code could be related to a compatibility issue with the new firmware and the existing printer driver1. The printer driver is responsible for converting the print job data into a format that the printer can understand and print2.

NEW QUESTION 79
- (Topic 1)
A technician is setting up a device to use two-factor authentication. Which of the following meets this requirement?

A. Thumbprint/retinal scan
B. Password/password
C. Password/thumbprint
D. Password/PIN

Answer: C

Explanation:
Two-factor authentication (2FA) is a security process that requires users to provide two different authentication factors to verify their identity. This means that in addition to providing something they know (such as a password or PIN), they must also provide something they have (such as a smart card or token) or something they are (such as a fingerprint or retinal scan).
In this case, the correct answer would be C. Password/thumbprint. This option meets the requirement for two-factor authentication because it combines two different types of authentication factors: something the user knows (the password) and something the user is
(the thumbprint). The other options do not meet the requirement for 2FA because they either use only one type of authentication factor (A and D) or use two instances of the same type of factor (B).

NEW QUESTION 80
- (Topic 1)
While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is extremely polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel. Which of the following is the MOST likely reason for this issue?

A. The channel is reserved for licensed band use.
B. The channel selection is defective; contact the manufacturer.
C. The channel must be unlocked by the vendor.
D. The device requires a firmware update to unlock the channel.

Answer: A

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

NEW QUESTION 85
- (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.

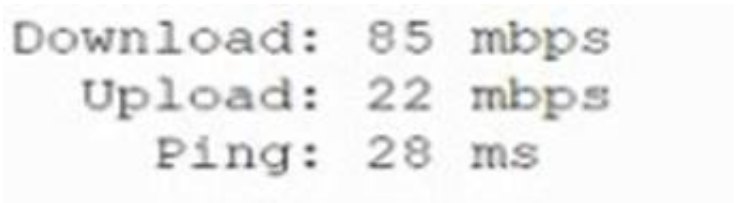
Answer: C

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 90
- (Topic 1)
A user on a SOHO network is unable to watch online videos, even at 240 pixels. The technician runs ipconfig from the user's computer and records the following:

```
Connection-specific DNS Suffix .: lan
Link-local IPv6 Address.....: fe80::1585:7fb2:b05f:7102%12
IPv4 Address.....: 192.168.1.131
Subnet Mask.....: 255.255.255.0
Default Gateway.....: 192.168.1.1
```

The technician then connects a test laptop to the router via the user's Cat 5 cable and records the following information:



Which of the following is MOST likely causing the user's issue?

A. Incorrect IP address
B. Faulty NIC
C. Misconfigured default gateway
D. Bad network cable

Answer: B

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

NEW QUESTION 95
- (Topic 1)
A technician is upgrading a legacy wireless router for a home user. After installing the new router and configuring the SSID to be the same, none of the devices will connect to the network. Which of the following should the technician check NEXT?

A. OHCP pool configuration
B. MAC filtering list
C. Wireless protocol settings
D. ONS servers

Answer: B

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

NEW QUESTION 100
- (Topic 1)
A network administrator was notified that laptop users are unable to access or ping any network resources on the corporate network. Which of the following should the network administrator check FIRST?

A. DHCP
B. AAA
C. DNS
D. ARP

Answer: C

Explanation:
Domain Name System (DNS) is an Internet service that translates domain names (e.g., its.umich.edu) into IP addresses. Dynamic Host Configuration Protocol (DHCP) is a protocol for automatically assigning IP addresses and other configurations to devices when they connect to a network.

NEW QUESTION 105
- (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 110
- (Topic 1)
A user reports that printed receipts have black smudges over the entire image. The text is still present but is very dark and sometimes illegible. Which of the following are the MOST likely cause and solution for the printer issue?

A. The ribbon is jammed and is rubbing on the pape
B. Clear the bad ribbon and feed it through properly.
C. The printhead is too ho

D. Adjust the temperature down and retry printing.
E. The printer is loaded with the wrong type of pape
F. Replace the receipt paper with carbon paper.
G. The blue ink cartridge was loaded with black in
H. Put in the correct ink and clean the printhead.

Answer: A

Explanation:
The black smudges over the entire image on a printed receipt are most likely caused by a jammed ribbon that is rubbing on the paper. The solution is to clear the bad ribbon and feed it through the printer properly. Ribbon jams can be caused by various issues, such as incorrect installation or a damaged ribbon. References: CompTIA A+ Certification Exam Objectives - 220-1001: 4.5 Given a scenario, troubleshoot common printer problems.

NEW QUESTION 111
- (Topic 1)
A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

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

Answer: B

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

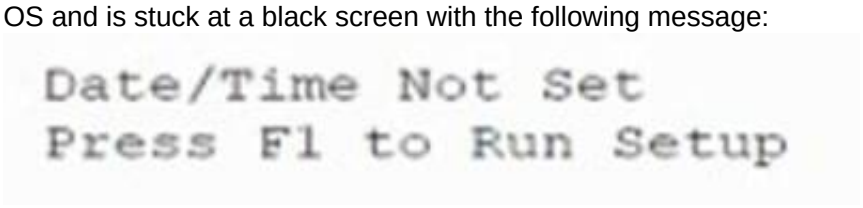
NEW QUESTION 114
- (Topic 1)
A user working in the field reported the GPS stopped working on a phone. The user's older, in-car GPS continued to function. Later, the user reported that the phone's GPS started working again. Which of the following MOST likely caused the phone's GPS to fail?

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

Answer: B

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

NEW QUESTION 117
- (Topic 1)
An end user reports that the time and date on a desktop resets after shutdown, and subsequently, the device reboots. The next day, the desktop does not load the OS and is stuck at a black screen with the following message:



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

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

Answer: C

NEW QUESTION 121
- (Topic 1)
While using a popular videoconferencing program, the user selects a webcam, but the software is unable to open the webcam. The webcam was working the previous day. Which of the following should be done to address this issue?

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

Answer: A

Explanation:
One possible solution to address the issue of a webcam not working with a videoconferencing program is to close other video software and retry (option A). It's

possible that another video software program is currently using the webcam and preventing the videoconferencing program from accessing it. By closing any other video software that may be running on the computer, the user can ensure that the webcam is available for use by the videoconferencing program.

NEW QUESTION 122
- (Topic 2)
Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

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

Answer: C

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

NEW QUESTION 127
- (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 128
- (Topic 2)
A user is unable to access the internet on a PC. A technician examines the PC and runs the following commands:

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

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

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

Answer: B

NEW QUESTION 130
- (Topic 2)
A technical lead wants to migrate all common business applications, including email and fileshares, to the cloud. Which of the following cloud concepts should be used?

A. MaaS
B. PaaS
C. SaaS
D. laaS

Answer: C

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

NEW QUESTION 132
- (Topic 2)
A home user has purchased a subscription for a service that blocks malicious sites by preventing them from resolving correctly. Which of the following settings MOST likely needs to be changed on the user's router to enable this functionally?

A. DNS server
B. Port forwarding
C. Perimeter network

D. Universal PnP
E. DHCP server

Answer: A

Explanation:
The Domain Name System (DNS) is responsible for translating domain names into IP addresses. By blocking malicious sites from resolving correctly, the DNS server is able to prevent the user from accessing those sites. Therefore, the DNS server setting on the user's router needs to be changed to enable this functionality123.

NEW QUESTION 137
- (Topic 2)
A startup is looking to immediately expand its data center but does not have the personnel or space to manage everything internally. The organization has multiple small offices and remote users with large computational and storage-solution requirements. Funding is not an issue for the company. Which of the following can BEST accomplish the company's goals?

A. SaaS
B. laaS
C. ISP
D. SON

Answer: B

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

NEW QUESTION 142
- (Topic 2)
A help desk technician thinks a desktop PC has failed due to a defective power supply. Which of the following steps should the technician take NEXT?

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

Answer: C

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

NEW QUESTION 144
- (Topic 2)
A user is installing a new display on a desktop computer that only has a single DVI port for video input and a single HDMI port tot video output Which of me following does the technician need to complete the setup?

A. DigitaMo-analog converter
B. A/v switcher
C. DisplayPort to HDMI adapter
D. DVI to HDMI cable

Answer: D

Explanation:
The technician will need to connect the DVI port on the computer to the new display's HDMI port. To do this, a DVI to HDMI cable will be needed. This type of cable will allow the computer's DVI video signal to be transmitted to the new display's HDMI port.
A digital-to-analog converter (DAC) is used to convert a digital signal to an analog signal. An A/V switcher is used to switch between multiple audio and video sources and display them on a single monitor or display. A DisplayPort to HDMI adapter is used to convert a DisplayPort signal to an HDMI signal, but it is not necessary in this scenario as the computer has a DVI port and not a DisplayPort.
Reference: CompTIA A+ Core 1 Exam Guide, page 199.

NEW QUESTION 149
- (Topic 2)
Which of the following 802.11 standards supports both 5GHz and 2.4GHz channel frequencies?

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

Answer: B

Explanation:

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

NEW QUESTION 151
- (Topic 2)
A technician needs to install a printer on the network. Which of the following must the technician configure? (Select THREE).

A. PCL
B. Dots per inch
C. Gateway
D. Subnet mask
E. MAC address
F. MB
G. IP address
H. Drivers

Answer: CDG

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

NEW QUESTION 152
- (Topic 2)
A network technician has been tasked with creating a patch cable. The RJ45 connectors will not slay attached to the cable. Which of the following tools Is needed to fix this Issue?

A. Cable tester
B. Crimper
C. Punchdown tool
D. Loopback plug

Answer: B

Explanation:
A crimper is a tool that is used to crimp (attach) an RJ45 connector onto the end of a patch cable. The crimper applies pressure to the connector to make a permanent connection between the connector and the cable, ensuring that the connector will stay attached to the cable.
A cable tester is used to test the connectivity of a network cable. A punchdown tool is used to terminate network cables in a patch panel or keystone jack. A loopback plug is a diagnostic tool that is used to test network interfaces by simulating network traffic. Reference: CompTIA A+ Core 1 Exam Guide, page 92.

NEW QUESTION 157
- (Topic 2)
A technician recently discovered me root cause of an application error that several users have been experiencing. The technician updated the configurations on the affected
machines and verified full functionality was restored for all users, which of the following actions should the technician perform NEXT?

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

Answer: A

Explanation:
CompTIA 6-Step Troubleshooting Process:
* 1. Identify the problem.
* 2. Establish a theory of probably cause. (Question the obvious)
* 3. Test the theory to determine cause.
* 4. Establish a plan of action to resolve the problem and implement the solution.
* 5. Verify full system functionality and if applicable implement preventative measures.
* 6. Document findings, actions, and outcomes.
Writing a knowledge base article in the ticketing software would help document the root cause of the application error and the steps taken to resolve it, which can help other technicians resolve similar issues in the future. This is an example of knowledge management best practices. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 6

NEW QUESTION 158
- (Topic 2)
A company needs to support a 10Gbps throughput. Which of the following is the MINIMUM cable category that could be used?

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

Answer: D

Explanation:
The minimum cable category that could be used to support a 10Gbps throughput is Cat 6a. Cat 6a cable is required with 10 Gigabit Ethernet for reliable performance with cable lengths up to 100 metres. However, lower-specification cables can often be successfully used, particularly with the shorter cable lengths required in a typical home123.

NEW QUESTION 160
- (Topic 2)
A technician is replacing a ribbon on a printer that produces faded text and Images when priming. Which of the following types of primers is the technician working on?

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

Answer: A

Explanation:
An impact printer is a type of printer that uses a ribbon to produce text and images on paper. If an impact printer is producing faded text and images when printing, it could be due to a worn-out ribbon that needs to be replaced. The technician would need to replace the ribbon on the impact printer to resolve the issue.
A ribbon is a consumable component used in impact printers that uses a cloth or plastic strip coated with ink to produce text and images on paper. Examples of impact printers include dot matrix printers and line printers. References: Study Guide Section 4.6 - Printer technologies

NEW QUESTION 165
- (Topic 2)
A technician wants to deploy a .msl package lo a corporate network. The technician needs
to verily the application deployment will not affect other legacy applications on the end users' computers. Which of the following would the technician consider the MOST appropriate for this situation?

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

Answer: B

Explanation:
The most appropriate solution for the technician to consider in this situation is Application virtualization. Application virtualization is a technology that allows applications to run in a virtual environment, which isolates them from the underlying operating system and other applications. This ensures that the application deployment will not affect other legacy applications on the end users’ computers1.

NEW QUESTION 167
- (Topic 2)
A thermal punier that is used 10 print order buckets m a factory has been experiencing Issues following the failure of the alt conditioner during the summer. Each ticket has blank spots or is missing text. Which of the following would MOST likely solve these Issues?

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

Answer: A

Explanation:
it appears that option A, restoring function to the air conditioner, would most likely solve the thermal printer issue in the described scenario. The failure of the air conditioner during the summer could likely have caused high humidity or heat in the factory, which can affect the printing quality of thermal printers by causing blank spots or missing text. By restoring function to the air conditioner, the temperature and humidity in the factory can be controlled, which can help eliminate these printing issues. However, it is still possible that any of the other options listed could also potentially solve the issue, so it is best to assess the situation further and try different solutions if necessary.

NEW QUESTION 170
- (Topic 2)
Which of the following network types would be used in a server room to connect virtual servers lo high-speed storage?

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

Answer: D

Explanation:
A Storage Area Network (SAN) is a dedicated, high-speed network that connects servers to data storage devices. SANs are used in server rooms to provide high-speed storage access to virtual servers.

NEW QUESTION 172
- (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 cony-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 173
- (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 175
- (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 177
- (Topic 2)
Which of the following options provides correct information about 2.4GHz and 5GHz wireless frequencies? (Select TWO)

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

Answer: BE

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

NEW QUESTION 182
- (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 185
- (Topic 2)
A company wants to give third-party developers access to the corporate network through desktop environments that the company can control. Which of the following can BEST achieve these requirements?

A. Sandbox
B. VDI
C. Private cloud
D. Saas

Answer: B

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

NEW QUESTION 187
- (Topic 2)
A technician is troubleshooting intermittent fuzzy video on a computer using a VGA to DisplayPort adapter to connect to a monitor. The monitor with a VGA connector was previously working tine for another user. The technician replaces the adapter; however, the issue persists. Which of the following should the technician do NEXT?

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

Answer: C

Explanation:
https://spryzensecurity.medium.com/what-is-troubleshooting-methodology- 40cec6b6494
The technician should ask the user additional clarifying questions regarding the issue. This will help to identify any other potential causes of the issue, such as software configuration or compatibility issues, before attempting any further troubleshooting steps.

NEW QUESTION 191
- (Topic 2)
Which of the following allows a switch to be divided into separate logical networks?

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

Answer: A

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

NEW QUESTION 192
- (Topic 2)
A technician is adding one more line at the demarcation point. Which of the following tools would be MOST useful to accomplish this task?

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

Answer: B

Explanation:
Punchdown tools are used to connect wires to keystone jacks, patch panels and other communication hardware. When adding a new line at the demarcation point, a technician would use a punchdown tool to punch the wire into the keystone jack or patch panel, completing the connection.

NEW QUESTION 196
- (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 199
- (Topic 2)
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:
This is because high-end graphics cards, processors, and multiple hard drives require a significant amount of power to operate. A power supply with insufficient wattage could cause stability issues or even damage the components.
The CompTIA A+ Core1 certification guide emphasizes the importance of selecting an appropriate power supply for a computer build. In addition to wattage, other factors to consider when selecting a power supply include efficiency, modularity, and the number and type of connectors required to power the components. However, of the options listed, the wattage rating is the most critical consideration.
Therefore, the technician should ensure that the power supply they select has a wattage rating that is sufficient to power all the components in the gaming computer. It is always a good practice to select a power supply with a wattage rating that exceeds the estimated power usage of t

NEW QUESTION 202
- (Topic 2)
A technician is selling up a projector (or a videoconferencing system. When the user all empts to connect a laptop to the system, the system displays the following error message.
No source found
The user tries multiple cables and inputs on the projector. Which of the following should the user try NEXT?

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

Answer: B

Explanation:
If a user is unable to connect a laptop to a projector or videoconferencing system and sees the error message "No source found," the next step should be to check the display settings on the computer and set them to extend/duplicate. This will ensure that the laptop's display is being output to the external device. References: CompTIA A+ Certification Exam Guide, pg. 514

NEW QUESTION 206
- (Topic 2)
An IT manager is requesting that the company buy new cables to be used with F-type connectors that are already in house. Which of the following cables should the company buy?

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

Answer: A

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

NEW QUESTION 211
- (Topic 2)
A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. Which of the following should the technician do to remove the old filament and load the new one?

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

Answer: D

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

NEW QUESTION 213
- (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 218
- (Topic 2)
A user creates a support ticket to report a conference room projector that does not work. The user says that even though the provided cables are being used, the projector screen shows the following error message:
No signal input
Which of the following describes the FIRST action that should be taken?

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

Answer: D

Explanation:
The most common reasons you may be seeing the "No Signal" message: The projector and the source device are not connected correctly.
The first action should be to check the video cable and replace it if necessary, as the error message suggests that the projector is not receiving a signal from the laptop. Verifying that the projector is turned on and checking the bulb would come after verifying the video cable.

NEW QUESTION 221
- (Topic 2)
Vertical streaks are appearing on the output of a laser printer. Which of the following items is the MOST likely cause?

A. Roller
B. Drum
C. Transfer belt
D. Ribbon

Answer: B

Explanation:
Vertical or horizontal lines—Marks that appear in the same place (referred to as repetitive defects) are often due to dirty feed rollers (note that there are rollers in the toner cartridge and fuser unit too) or a damaged or dirty photosensitive drum.
Vertical streaks on a laser printer output are usually caused by a damaged or worn-out drum, which is responsible for transferring toner to the paper. If the drum is damaged, toner may accumulate on certain parts of the drum, leading to streaks on the printed output. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 15

NEW QUESTION 226
- (Topic 2)
A new version of Windows was released and a piece of software vital to the engineering department will not run on the new version. Which of the following is the BEST option to enable this department to be able to continue using this software?

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

D. Purchase new workstations for the engineering department.

Answer: B

Explanation:
Upgrading all workstations and providing a virtual environment for the legacy software is the best option, as it allows the engineering department to continue using the vital software while also upgrading to the latest version of Windows. This also ensures that the rest of the organization can take advantage of the latest software and security features.

NEW QUESTION 228
- (Topic 2)
A technician is troubleshooting a projector that will not display any Images. The technician has verified the computer output and cable are providing a good video signal. Which of the following should the technician do NEXT?

A. Calibrate the image.
B. Replace the bulb.
C. Test the output resolution.
D. Clean the fans.

Answer: C

Explanation:
The MOST efficient next step the technician should do is to test the output resolution1. The issue of a projector that will not display any images could be related to the output resolution1. If the output resolution is not compatible with the projector, the projector will not display any images1. Calibrating the image, replacing the bulb, or cleaning the fans may not be effective1.
If a projector is not displaying any images despite verifying that the computer output and cable are providing a good video signal, the technician should test the output resolution. The output resolution of the computer may not be compatible with the projector, which can cause the projector to not display any images.

NEW QUESTION 231
- (Topic 2)
A systems administrator is attempting to resolve a ticket regarding an issue with an email server. The administrator is covering for a coworker who was previously working on the ticket. The coworker already gathered facts about the issue and spoke with users concerning their missing emails. The coworker also discovered the email server's retention policy was updated shortly before users first noticed the issue. Which of the following should the systems administrator do NEXT to resolve the email issue?

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

Answer: C

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

NEW QUESTION 234
- (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 236
- (Topic 2)
A department sends in a ticket to report a printer is not working. The responding technician sees paper stuck to the fuser, which is much hotter than normal. The (user was just installed a few weeks ago. as indicated by the service history. Which of the following should the technician do NEXT?

A. Disconnect the printer power for troubleshooting.
B. Install a printer roller kit.
C. Replace the overheating fuser.
D. Replace the paper with thicker paper stock.

Answer: A

Explanation:
The first step in troubleshooting a printer issue is to disconnect the printer power to avoid electric shock or further damage to the printer. The technician can then

inspect the fuser and determine if it needs to be replaced or repaired. Installing a printer roller kit or replacing the paper with thicker paper stock will not solve the problem of the overheating fuser. Replacing the fuser without disconnecting the power is dangerous and not recommended. References: https://www.comptia.org/certifications/a#examdetails https://www.comptia.org/blog/what-is-a-fuser

NEW QUESTION 237
- (Topic 2)
A technician receives a ticket that states a mobile payment device is having Issues with Its contactless payment feature. The device is not detecting payment options. Which of the following Is the MOST likely cause of the Issue?

A. NFC
B. Bluetooth
C. Wi-Fi
D. Lightning adapter

Answer: A

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

NEW QUESTION 242
- (Topic 2)
Which of the following cloud models maintains access, even when a local internet outage occurs?

A. Private
B. SaaS
C. Community
D. Public

Answer: A

Explanation:
In a private cloud model, the cloud infrastructure is maintained within a company's own data center and is used exclusively by that company. Private clouds offer the advantage of maintaining access even when a local internet outage occurs, since the cloud infrastructure is not dependent on a public network connection.
Software as a Service (SaaS) is a cloud model in which software applications are hosted by a third-party provider and made available to customers over the internet. SaaS is not designed to maintain access in the event of a local internet outage.
A community cloud is a shared infrastructure that is used by multiple organizations, typically from the same industry or with similar requirements. Community clouds are not designed to maintain access in the event of a local internet outage.
A public cloud is a cloud infrastructure that is maintained by a third-party provider and is made available to the public over the internet. Public clouds are not designed to maintain access in the event of a local internet outage.
Reference: CompTIA A+ Core 1 Exam Guide, page 258.

NEW QUESTION 247
- (Topic 2)
A new employee has been issued a company laptop. The employee requests an accessory with a single power source that has wired network connectivity and supports a keyboard, mouse, speakers, and dual monitors. Which of the following accessories should the systems administrator deploy to BEST meet the new user's needs?

A. Poe switch
B. USB-C hub with power delivery
C. Docking station with DisplayPort
D. KVM switch with audio

Answer: C

Explanation:
A docking station is a hardware accessory that allows laptops to connect to multiple peripherals and devices with a single connection. A docking station with DisplayPort would provide the necessary connectivity for the dual monitors, and it can also support the required peripherals such as the keyboard, mouse, and speakers. In addition, it will provide a wired network connectivity for faster and more reliable network access.

NEW QUESTION 252
- (Topic 3)
A customer called the help desk to request information about how to increase the volume on a laptop using only a keyboard. Which of the following keys would MOST likely allow this to be done?

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

Answer: B

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

NEW QUESTION 255
- (Topic 3)
Which of the following wireless technologies is used by mobile devices to process payments at kiosks?

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

Answer: C

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

NEW QUESTION 257
- (Topic 3)
A user reports that a computer will not turn on. The technician verifies the power cord and the outlet the computer are plugged into are both working properly. Which of the following is the hardware component that has MOST likely failed?

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

Answer: A

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

NEW QUESTION 258
- (Topic 3)
A technician who works in a high-security environment needs to set up a laptop with triple monitors for a new security employee. All USB ports are disabled due to security policies. Which of the following should the technician do to BEST meet the requirements?

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

Answer: D

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

NEW QUESTION 261
- (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 264
- (Topic 3)
An end user needs to upgrade the hard drive on a laptop and wants one that is fast and shock resistant. Which of the following is the BEST option for this end user?

A. Hybrid HHD/SSD
B. 5,400rpm HDD
C. 7,200rpm HDD
D. NVMe SDD

Answer:

D

Explanation:
A non-volatile memory express (NVMe) solid state drive (SSD) is the best option for an end user who wants to upgrade the hard drive on a laptop and wants one that is fast and shock resistant.NVMe SSDs use flash memory and PCIe interface to achieve high performance and low latency.SSDs are also more shock resistant than hard disk drives (HDDs) because they have no moving parts.Hybrid HDD/SSD combines both technologies but does not offer the same speed or capacity as pure SSDs.A 5,400rpm HDD or a 7,200rpm HDD are slower and less shock resistant than SSDs

NEW QUESTION 266
- (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 271
- (Topic 3)
A desktop support technician is building a new desktop that features the fastest internal storage. Which of the following BEST suits this request1?

A. SATASSD
B. SATA HDD
C. M2PCIeNVMeSSD
D. PCIe SATA HDD

Answer: C

Explanation:
M2PCIeNVMeSSD. M.2 PCIe NVMe SSDs are the fastest internal storage devices available for desktops. They are faster than SATA SSDs and PCIe SATA HDD1s2.

NEW QUESTION 275
- (Topic 3)
A user reports that all print jobs sent to a laser printer have random and incorrect characters throughout the pages. Which of the fallowing actions should the technician do to resolve this issue?

A. Replace the fuser.
B. Adjust the rollers.
C. Update the driver.
D. Shake the toner

Answer: C

Explanation:
One of the possible causes of random and incorrect characters appearing on print jobs sent to a laser printer is an outdated or corrupted driver. The driver is a software component that communicates between the operating system and the printer, and converts data into a format that the printer can understand. If the driver is outdated or corrupted, it may send incorrect or garbled data to the printer, resulting in poor print quality or errors. The technician should update the driver to the latest version from the manufacturer's website, or uninstall and reinstall it if necessary. Reference:
https://www.comptia.org/training/books/a-core-1-220-1101-study-guide (page 47)

NEW QUESTION 279
- (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 283
- (Topic 3)

A technician connects a new computer to the internet and then opens the wiring closet. Even though all of the wires are terminated, nothing in the wring closet is labeled. Which of the following tools should the technician use to complete the task?

A. Cable tester
B. Loopback plug
C. Toner probe
D. Punchdown tool

Answer: C

Explanation:
A toner probe is a tool that can be used to trace and identify cables in a wiring closet. The technician can use a toner probe to find the cable that connects the new computer to the internet. A cable tester is a tool that can be used to check the continuity and quality of a cable. A loopback plug is a tool that can be used to test network ports or cables by sending and receiving signals from the same device. A punchdown tool is a tool that can be used to terminate wires into a patch panel or jack.

NEW QUESTION 287
- (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 292
- (Topic 3)
A user's laptop is experiencing severe slowdowns when operating process-intensive tasks. Which of the following memory upgrades is compatible with a laptop?

A. DIMM
B. ECC RAM
C. Virtual RAM
D. SODIMM

Answer: D

Explanation:
SODIMM stands for Small Outline Dual In-line Memory Module and is a type of memory module that is compatible with laptops and other small devices. SODIMMs are smaller and thinner than DIMMs (Dual In-line Memory Modules), which are typically used for desktop PCs and servers. Upgrading or adding SODIMMs can increase the amount of RAM available for a laptop, which can improve its performance and speed when running process-intensive tasks.
Reference: https://partners.comptia.org/docs/default- source/resources/a-core-series-combined-content-guide (page 24)

NEW QUESTION 294
- (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 295
- (Topic 3)
Which of the following frequency bands do 802.11b and 802.11g operate in?

A. 1GHz
B. 2.4GHz
C. 5GHz
D. 6GHz

Answer: B

Explanation:

The frequency bands that 802.11b and 802.11g operate in are 2.4GHz bands, which allow for longer range but lower speed than higher frequency bands such as 5GHz or 6GHz bands used by newer standards such as 802.11a/n/ac/ax.

NEW QUESTION 296
- (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 298
- (Topic 3)
A customer brings a phone top a repair shop because it is experiencing extreme slowness and applications are crashing. A technician attempts to install a diagnostic application. but the installation fails. Which of the following should the technician do FIRST to troubleshoot the issue?

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

Answer: A

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

NEW QUESTION 303
- (Topic 3)
An IT technician is inspecting the internal components of a desktop computer to assess a suspected power issue with the motherboard. Which of the following connectors should the IT technician inspect further?

A. RJ45
B. Straight tip
C. DB9
D. Molex

Answer: D

Explanation:
The connector that the IT technician should inspect further is Molex. The Molex connector is used to provide power to the motherboard and other components in the computer. If there is a suspected power issue with the motherboard, the IT technician should inspect the Molex connector to ensure that it is properly connected and providing power to the motherboard1

NEW QUESTION 305
- (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 306
- (Topic 3)
Auser is unable to perform contactless payments with a phone. Which of the following functions is MOST likely causing the issue?

A. NFC
B. Hotspot
C. Bluetooth
D. USB

Answer: A

Explanation:
Near field communication (NFC) is a function that enables contactless payments with a phone by allowing it to communicate with compatible devices within close proximity. If NFC is not working properly, the user will not be able to perform contactless payments with the phone. Hotspot is a feature that allows a device to share its internet connection with other devices via Wi-Fi, Bluetooth, or USB. Bluetooth is a wireless technology that allows devices to connect and exchange data over short distances. USB is a standard interface that connects devices such as keyboards, mice, flash drives, etc

NEW QUESTION 309
- (Topic 3)
Which of the following components houses the MX record?

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

Answer: A

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

NEW QUESTION 313
- (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 316
- (Topic 3)
A user is unable to connect a mobile phone while in a car. However, a second mobile Device is able To connect in The same car, WHICH of the Following settings should the user check on the first phone?

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

Answer: C

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

NEW QUESTION 321
- (Topic 3)
A help desk technician receives a ticket stating a printer has jammed several times today. The technician removes the jammed paper and notices the paper supply is low and the paper in the tray is wrinkled. Which of the following MOST likely caused the paper jams?

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

Answer: D

Explanation:

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

NEW QUESTION 324
- (Topic 3)
A drive failed on a server that was leveraging a RAID disk configuration. The server administrator would like to rebuild the array so it can withstand a potential multidrive failure in the future. Which of the following RAID configurations will the administrator MOST likely select?

A. 1
B. 5
C. 10

Answer: D

Explanation:
RAID stands for Redundant Array of Independent Disks, which is a technology that combines multiple disks into a logical unit to improve performance, reliability, or both. There are different types of RAID levels that use different methods of data distribution and redundancy.
RAID 0 is a level that stripes data across multiple disks without any redundancy. It offers the highest performance but no fault tolerance. If any disk fails, the entire array is lost. RAID 1 is a level that mirrors data across two disks. It offers the lowest performance but the highest fault tolerance. It can survive the failure of one disk.
RAID 5 is a level that stripes data across multiple disks with parity information. It offers a balance between performance and fault tolerance. It can survive the failure of one disk, but not two or more disks.
RAID 10 is a level that combines RAID 1 and RAID 0. It creates a striped array of mirrored pairs. It offers high performance and high fault tolerance. It can survive the failure of one disk in each pair, or multiple disks in different pairs.
Therefore, if the server administrator wants to rebuild the array to withstand a potential multidrive failure in the future, RAID 10 is the most likely choice.

NEW QUESTION 328
- (Topic 3)
A virtual file server in the cloud is configured to automatically add compute resources during times of high load on the server. Which of the following describes this cloud feature?

A. File synchronization
B. High availability
C. Rapid elasticity
D. Shared resources

Answer: C

Explanation:
Rapid elasticity is a cloud feature that allows cloud services to scale up or down automatically according to demand or load on the server, without requiring manual intervention or configuration changes by users or administrators.This enables cloud services to provide optimal performance and efficiency at all times, as well as reducing costs by only using resources when needed. Reference: https://www.comptia.org/training/books/a-core-1-220-1101-study-guide (page 98)

NEW QUESTION 330
- (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 335
- (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 339

- (Topic 3)
Using the output below:

```
IPv4 Address: 172.25.1.39
Subnet Mask: 255.255.255.0
Router: 172.25.1.252
Name Server: 172.25.1.4
```

Which of the following is the default gateway?

A. 172.25.1.252
B. 172.25.1.39
C. 172.25.1.4
D. 255.255.255.0

Answer: A

Explanation:
The default gateway is the IP address of the router or device that connects a network to another network or the internet. In the output below, the default gateway is 172.25.1.252, as shown in the line “Default Gateway . . . . . : 172.25.1.252”. The other IP addresses are not default gateways, but either local IP addresses (172.25.1.39 and 172.25.1.4) or subnet masks (255.255.255.0).

NEW QUESTION 343
- (Topic 3)
A company uses legacy accounting software, and no replacement is available. Which of the following virtualization solutions will the company MOST likely select?

A. Network
B. Storage
C. Desktop
D. Sandbox

Answer: D

Explanation:
A sandbox is a virtualization solution that allows a legacy application to run in an isolated environment without affecting other applications or systems. A sandbox can emulate an older operating system or hardware configuration that is compatible with the legacy software. A hybrid cloud is a combination of public and private cloud services that share data and resources. Infrastructure as a service is a cloud computing model that provides servers, storage, networking, and software over the internet. Public cloud is a cloud computing model that provides services and resources to anyone over the
internet. Private cloud is a cloud computing model that provides services and resources to a specific organization or group over a private network.

NEW QUESTION 347
- (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 350
- (Topic 3)
Users report that all copies produced on a copter have a solid black line, but printing is unaffected. Which of the following is the MOST likely cause?

A. Failing imaging drum
B. A scratch on the scanning bed
C. Bad output tray
D. Damaged (user

Answer: B

Explanation:
A scratch on the scanning bed of a copier can cause a solid black line to appear on all copies, as the scanner cannot read the original document properly through the scratch. The scratch can also reflect light and create noise in the scanned image. The printing function is unaffected by the scratch, as it does not use the scanning bed. The technician should inspect and clean the scanning bed, and replace it if necessary. Reference: https://partners.comptia.org/docs/default-source/resources/a-core-1-content- guide (page 16)

NEW QUESTION 354
- (Topic 3)
A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is

the BEST action for the salesperson to take in order to view weather forecasts while traveling?

A. Enable the GPS service to ensure accurate location detection.
B. Update the PRL when getting to a new location.
C. Configure less location checks using cellular location services,
D. use the offices' Wi-Fi IP addresses as the geolocation mechanism.

Answer: C

Explanation:
The best action for the salesperson to take in order to view weather forecasts while traveling and minimize the battery drain on their mobile device is to configure fewer location checks using cellular location services. This can be done by adjusting the settings for the weather application to limit how often it checks for updates and uses location services. This will help to conserve the battery on the device and keep the application from consuming too much power.

NEW QUESTION 359
- (Topic 3)
A technician is working with a user to set up scanning. The user requires the scans to be
viewable on the network for the entire department. Which of the following settings on the MFP should the technician edit to BEST address the user's request?

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

Answer: B

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

NEW QUESTION 364
- (Topic 3)
A user is traveling to another country and will be unable to get personal cell phone service after the plane lands. Which of the following should the user update to resolve the issue?

A. CDMA
B. PRL
C. MDM
D. GPS

Answer: B

Explanation:
Updating the preferred roaming list (PRL) is what a user should do to resolve the issue of being unable to get personal cell phone service after traveling to another country. The PRL is a database that contains information about cell towers and frequencies that a phone can use in different areas. Updating the PRL can improve the phone's ability to connect to local networks and avoid roaming charges. CDMA is a type of cellular technology that uses code division multiple access to transmit data over radio frequencies. MDM is an acronym for mobile device management, which is a type of software solution that allows remote management and security of mobile devices. GPS is an acronym for global positioning system, which is a satellite-based navigation system that provides location and time information

NEW QUESTION 367
- (Topic 3)
A technician is upgrading a computer OS from Windows 7 to Windows 10. During the OS installation, the system is not able to find the hard drive. Which of the following can the technician do to MOST likely fix the issue?

A. Change the partition to MBR
B. Load the HDD drivers using a flash drive.
C. Upgrade the RAM modules.
D. Replace the hard drive.

Answer: B

Explanation:
Loading the hard disk drive (HDD) drivers using a flash drive is the most likely action that can fix the issue of a computer not being able to find the hard drive during an OS installation from Windows 7 to Windows 10. The HDD may have a different interface or controller than what Windows 10 supports by default, such as SATA or RAID, which would require loading additional drivers during the installation process. The technician can use a flash drive to load the drivers from another device or source. Changing the partition to MBR, upgrading the RAM modules, or replacing the hard drive are not likely to fix the issue, as they are not related to the HDD drivers

NEW QUESTION 368
- (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 373
- (Topic 3)
A user has noticed high CPU temperatures when gaming. The user would like to lower the CPU temperature, and cost is not an issue. Which of the following should the user do to BEST cool the CPU while keeping noise to a minimum?

A. Upgrade the thermal paste.
B. Use a copper heat sink.
C. Upgrade the CPU fan.
D. Install liquid cooling.

Answer: D

Explanation:
Liquid cooling is a method of cooling the CPU by circulating a liquid through a closed loop that absorbs heat from the CPU and transfers it to a radiator. Liquid cooling is more effective and quieter than air cooling, which uses a fan and a heat sink. However, liquid cooling is also more expensive and complex to install. Upgrading the thermal paste, using a copper heat sink, or upgrading the CPU fan are ways to improve air cooling, but they will not lower the CPU temperature as much as liquid cooling. References: https://www.comptia.org/certifications/a#examdetails https://www.comptia.org/blog/what-is- liquid-cooling

NEW QUESTION 375
- (Topic 3)
A technician is troubleshooting a classroom projector that shuts down after fifteen minutes of use. Which of the following should the technician do to resolve the issue?

A. Replace the video input cable.
B. Change the bulb.
C. Clean the air filter.
D. Swap the power cord.

Answer: C

Explanation:
Cleaning the air filter is the best action to resolve the issue of a projector that shuts down after fifteen minutes of use. A dirty air filter can cause overheating and trigger the projector’s thermal protection mechanism. Replacing the video input cable, changing the bulb, or swapping the power cord are unlikely to solve the overheating issue

NEW QUESTION 377
- (Topic 3)
A technician is troubleshooting connectivity issues and needs to promiscuously route a copy of traffic to a separate machine for analysis. Which of the following physical tools v/ould BEST accomplish this task?

A. Toner probe
B. Wi-Fi analyzer
C. Network tap
D. Loopbackplug

Answer: C

Explanation:
A network tap is a physical device that allows promiscuous monitoring of network traffic by creating a copy of the data packets for analysis. A toner probe is used to trace and identify cables. A Wi-Fi analyzer is used to measure wireless signal strength and interference. A loopback plug is used to test network ports or cables by sending and receiving signals from the same device.

NEW QUESTION 378
- (Topic 4)
A customer's phone no longer charges fully The phone only charges to 67% and then stops_ Which of the following should be replaced to resolve this issue?

A. The phone
B. The charger
C. The battery
D. The SD card

Answer: C

Explanation:
The correct answer is C. The battery.
The battery is the component that stores and provides electrical power to the phone. The battery can degrade over time and lose its capacity to hold a full charge. This can cause the phone to stop charging at a certain percentage and run out of power faster. To resolve this issue, the battery should be replaced with a new

one that is compatible with the phone model and manufacturer.
To replace the battery, the customer may need to follow different steps depending on the type of phone and battery. Some phones have removable batteries that can be easily accessed by opening the back cover of the phone and sliding out the old battery. Other phones have non-removable batteries that are sealed inside the phone and require special tools and skills to open the phone and disconnect the old battery. In this case, the customer may need to contact the phone manufacturer or a professional service center for assistance.
Reference: Troubleshooting Mobile Devices – CompTIA A+ 220-1101 – 5.5

NEW QUESTION 380
- (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 to 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 382
- (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 Tips1
? 17 Essential Inventory Management Techniques – Forbes Advisor2
? Inventory Tracking vs Inventory Traceability - Kardex3

NEW QUESTION 387
- (Topic 4)
A remote user is unable to access files at home but can open the files at the office. Which of the following should a technician check so the user can access the files both places?

A. Network drive remote access
B. Local user account
C. Remote fileshare permissions
D. Offline file settings

Answer: D

Explanation:
One possible reason why a remote user is unable to access files at home but can open the files at the office is that the offline file settings are not configured properly. Offline files are a feature of Windows that allows users to access files and folders that are stored on a network drive even when they are not connected to the network. Offline files are cached copies of the network files that are stored on the local computer and synchronized with the network files when the connection is restored.
To use offline files, the user needs to enable the feature on their computer and on the network drive that contains the files they want to access. The user also

needs to make sure that the files and folders they want to access are available offline, which means they are marked for offline synchronization. The user can check and change these settings by following these steps:
? Open Control Panel and select Network and Internet > Sync Center > Manage offline files.
? In the Offline Files window, click Enable offline files if the feature is disabled, and then click OK.
? Restart the computer to apply the changes.
? Open File Explorer and navigate to the network drive that contains the files and folders the user wants to access.
? Right-click the files and folders and select Always available offline. A green sync icon will appear next to the items that are available offline.
? To manually sync the offline files with the network files, open Sync Center and click Sync All.
By doing this, the user should be able to access the files and folders on the network drive even when they are at home or away from the office. However, the user should also be aware of some limitations and risks of using offline files, such as:
? Offline files may not reflect the latest changes made by other users on the
network, and may cause conflicts or errors when syncing.
? Offline files may take up a lot of disk space on the local computer, and may affect the performance or stability of the system.
? Offline files may be vulnerable to theft, loss, or damage if the local computer is not secured or backed up.
Therefore, the user should always backup their important files and folders, and use encryption or password protection to safeguard their offline files.
References:
? Make a network file or folder available offline - Windows Client1
? How to use offline files in Windows 10 - The Windows Club2
? Offline Files - Enable or Disable the Use Of - Windows 7 Help Forums3

NEW QUESTION 388
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