

# CompTIA

## Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1



#### NEW QUESTION 1

- (Topic 2)

A startup company is outgrowing its current office space and is requiring employees to work remotely. The company must comply with government-enforced requirements to safeguard all aspects of data, so the IT department plans to maintain complete control over users' operating systems. Which of the following should the IT department implement?

- A. VDI
- B. IaaS
- C. VPN
- D. SaaS

**Answer:** A

#### Explanation:

The IT department should implement VDI. Virtual Desktop Infrastructure (VDI) is a technology that allows users to access a desktop operating system from a remote location. VDI provides complete control over users' operating systems, which is important for safeguarding data. VDI also provides a secure way to access data from remote locations, which is important for compliance with government-enforced requirements<sup>1</sup>.

#### NEW QUESTION 2

- (Topic 2)

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

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

**Answer:** D

#### Explanation:

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

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

#### NEW QUESTION 3

- (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 4

- (Topic 2)

A user calls the help desk for 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 speaker
- B. Ensure the speaker is less than 33ft (10m) from the Android phone
- C. On the phone's Bluetooth settings menu for Connected Devices, select Pair New Device
- 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 phone
- F. From the Android phone's Bluetooth settings menu for Connected Devices, select the Previously Connected Devices option
- G. Select a listed device that most closely matches the speaker
- H. Tap to accept the connection to the speaker when the prompt is displayed on the phone's screen.
- I. Enable NFC and Bluetooth on the Android phone
- J. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displayed
- K. Accept the connection to the speaker when the prompt is displayed on the phone's screen.
- L. Enable Wi-Fi on the speaker
- M. Enable Wi-Fi on the Android phone
- N. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displayed
- O. Accept the connection to the speaker when the prompt is displayed on the phone's screen.

**Answer:** A

#### NEW QUESTION 5

- (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 6

- (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 7

- (Topic 2)

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

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 8

- (Topic 2)

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

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

**Answer:** BC

#### Explanation:

NVMe (Non-Volatile Memory Express) drives are high-speed solid-state drives that utilize the PCIe (Peripheral Component Interconnect Express) interface to connect to the motherboard. Before purchasing an NVMe drive, the user should confirm that the PC has an available M.2 slot for the drive and that the PC has a PCIe interface for the M.2 slot. SATA (Serial ATA) is an older interface for hard drives and is not compatible with NVMe drives. SAS (Serial Attached SCSI) is a newer interface for hard drives and is typically used for enterprise-level storage systems. SCSI (Small Computer System Interface) is a parallel interface for hard drives that is primarily used in high-end workstations and servers. DRAM (Dynamic Random Access Memory) is a type of memory commonly used in computers, but it is not relevant to the storage of data on a hard drive.

Reference: CompTIA A+ Core 1 Exam Guide, page 267.

#### NEW QUESTION 9

- (Topic 1)

An online retailer would like to add capacity to support increased sales. Additional servers have been installed. Which of the following should be used to ensure

each new server is being properly utilized?

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

**Answer: C**

**Explanation:**

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

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

**NEW QUESTION 10**

- (Topic 1)

A user contacts the help desk in reference to a failing thumbprint scanner. The user states the scanner was functioning correctly yesterday. Which of the following troubleshooting steps should be performed FIRST after the ticket has been filed?

- A. Inquire about possible changes.
- B. File a damage report.
- C. Requisition a new scanner.
- D. Attempt to clean the scanner.

**Answer: A**

**Explanation:**

<http://www.221021.com/Hardware/input-output-devices/32310.html>

\* 1. Identify the problem.

Gather information from the user, identify user changes, and, if applicable, perform backups before making changes.

Inquire regarding environmental or infrastructure changes.

\* 2. Establish a theory of probable cause (question the obvious).

If necessary, conduct external or internal research based on symptoms.

\* 3. Test the theory to determine the cause.

Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, re-establish a new theory or escalate.

\* 4. Establish a plan of action to resolve the problem and implement the solution. Refer to the vendor's instructions for guidance.

\* 5. Verify full system functionality and, if applicable, implement preventive measures.

\* 6. Document the findings, actions, and outcomes.

**NEW QUESTION 10**

- (Topic 1)

Several users who share a multifunction printer in an office have reported unintended, thin, vertical lines that cover the entire height of every page printed from the printer. Which of the following steps should a technician complete in order to MOST likely resolve this issue?

- A. Replace the printer paper with a new ream.
- B. Clear the print spooler on each computer.
- C. Reinstall the printer driver on each computer
- D. Perform the drum-cleaning procedure.

**Answer: D**

**Explanation:**

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

**NEW QUESTION 15**

- (Topic 1)

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

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

**Answer: B**

**Explanation:**

SMTP (Simple Mail Transfer Protocol) uses port 25 to send email messages between servers<sup>12</sup>.

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

**NEW QUESTION 17**

- (Topic 1)

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

Paper Jam, Jam in fuser.

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

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

**Answer: B**

**Explanation:**

The MOST efficient next step the technician should complete is to check the printer paper path to locate any obstructions<sup>1</sup>. The error message “Paper Jam, Jam in fuser” indicates that there is a paper jam in the fuser<sup>2</sup>. The fuser is one of the parts of a laser printer most likely to fail without giving any explicit message<sup>2</sup>. The printer LCD screen indicates a paper jam in the fuser. The most efficient next step the technician should complete is to check the printer paper path to locate any obstructions. Applying a maintenance kit or replacing the fuser may not be necessary if the issue is caused by a paper jam.

**NEW QUESTION 21**

- (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 23**

- (Topic 1)

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

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

**Answer: AD**

**Explanation:**

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

**NEW QUESTION 24**

DRAG DROP - (Topic 1)

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



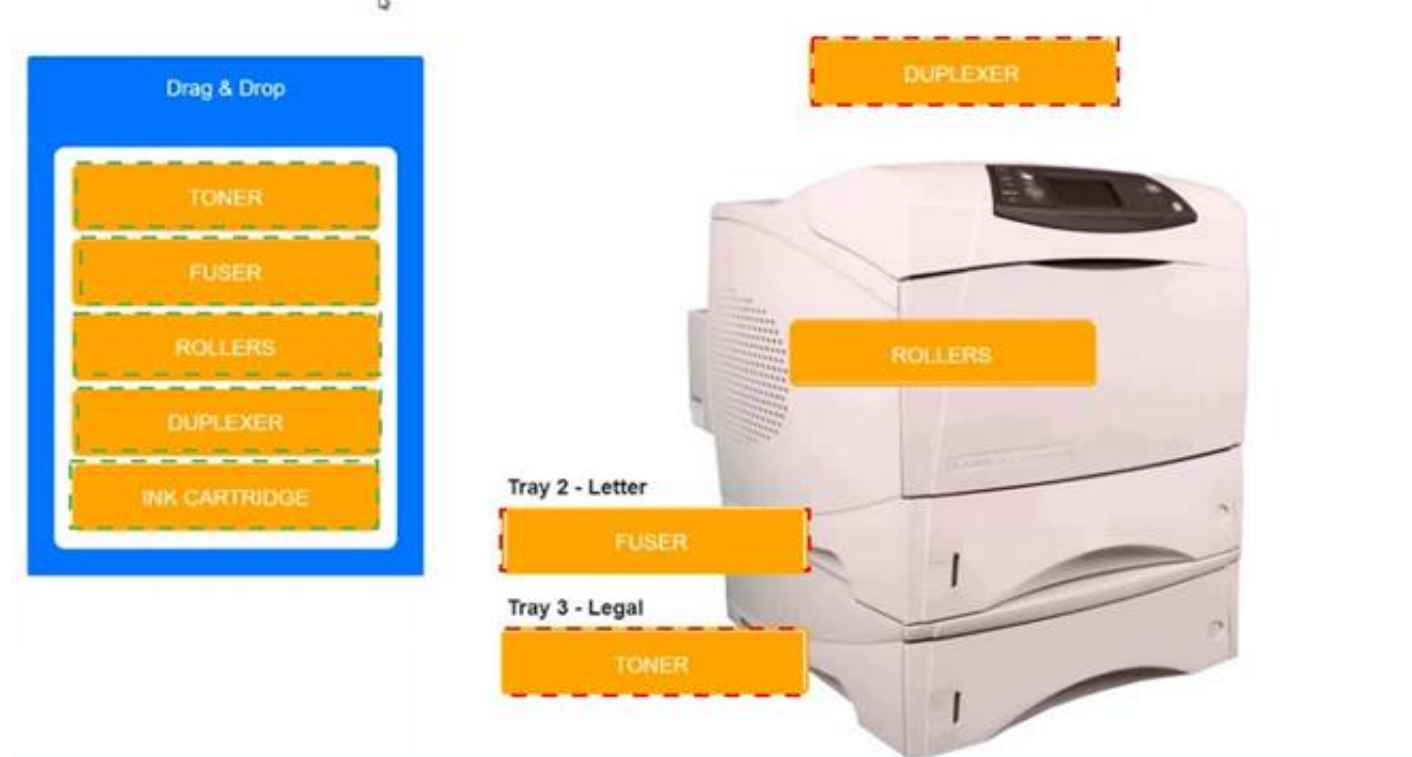
A. Mastered



B. Not Mastered

**Answer:** A

**Explanation:**



#### NEW QUESTION 29

- (Topic 1)

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

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

**Answer:** B

**Explanation:**

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

#### NEW QUESTION 30

- (Topic 1)

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

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

**Answer:** A

**Explanation:**

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

#### NEW QUESTION 32

- (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 35

- (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 38

SIMULATION - (Topic 1)

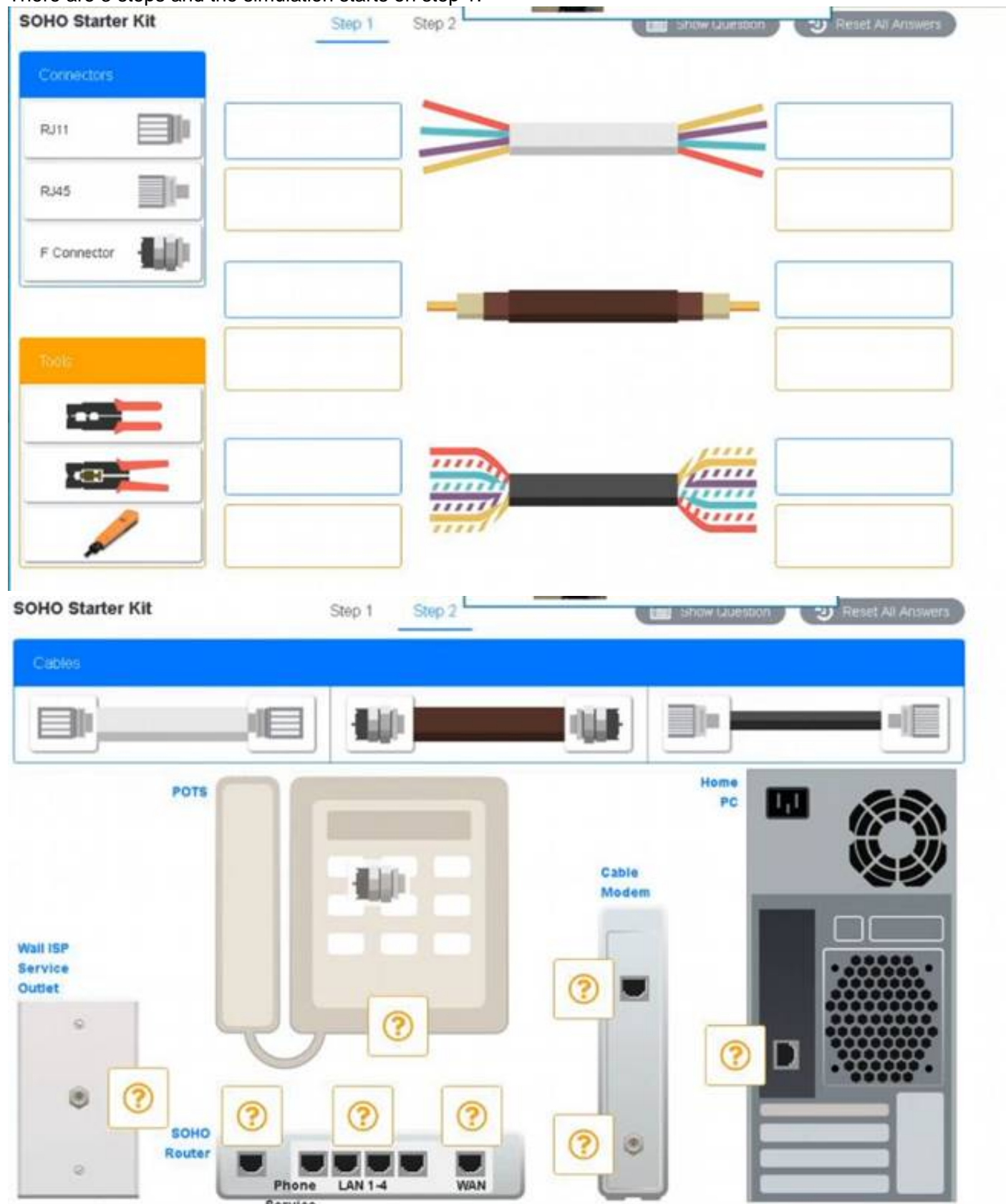
A small ISP has hired a new technician Joe, the new technician, is being trained to configure customers\* home networks The trailing instructor gives me technician a starter kit with cables, cable ends, and other network equipment and asks mm to build a working network.

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

#### INSTRUCTIONS

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

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

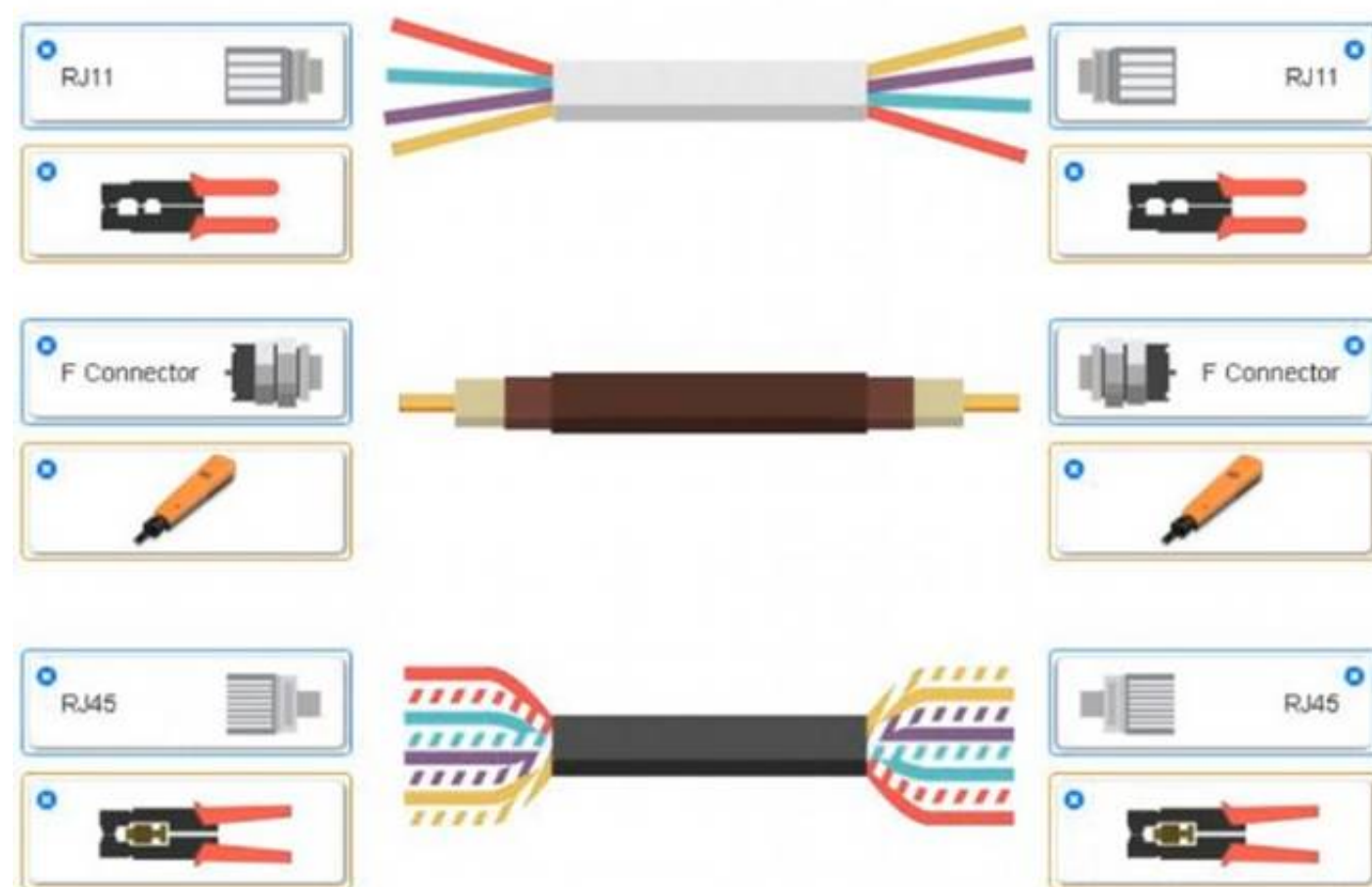


- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Answer of both steps below.



A picture containing text, screenshot, indoor  
Description automatically generated

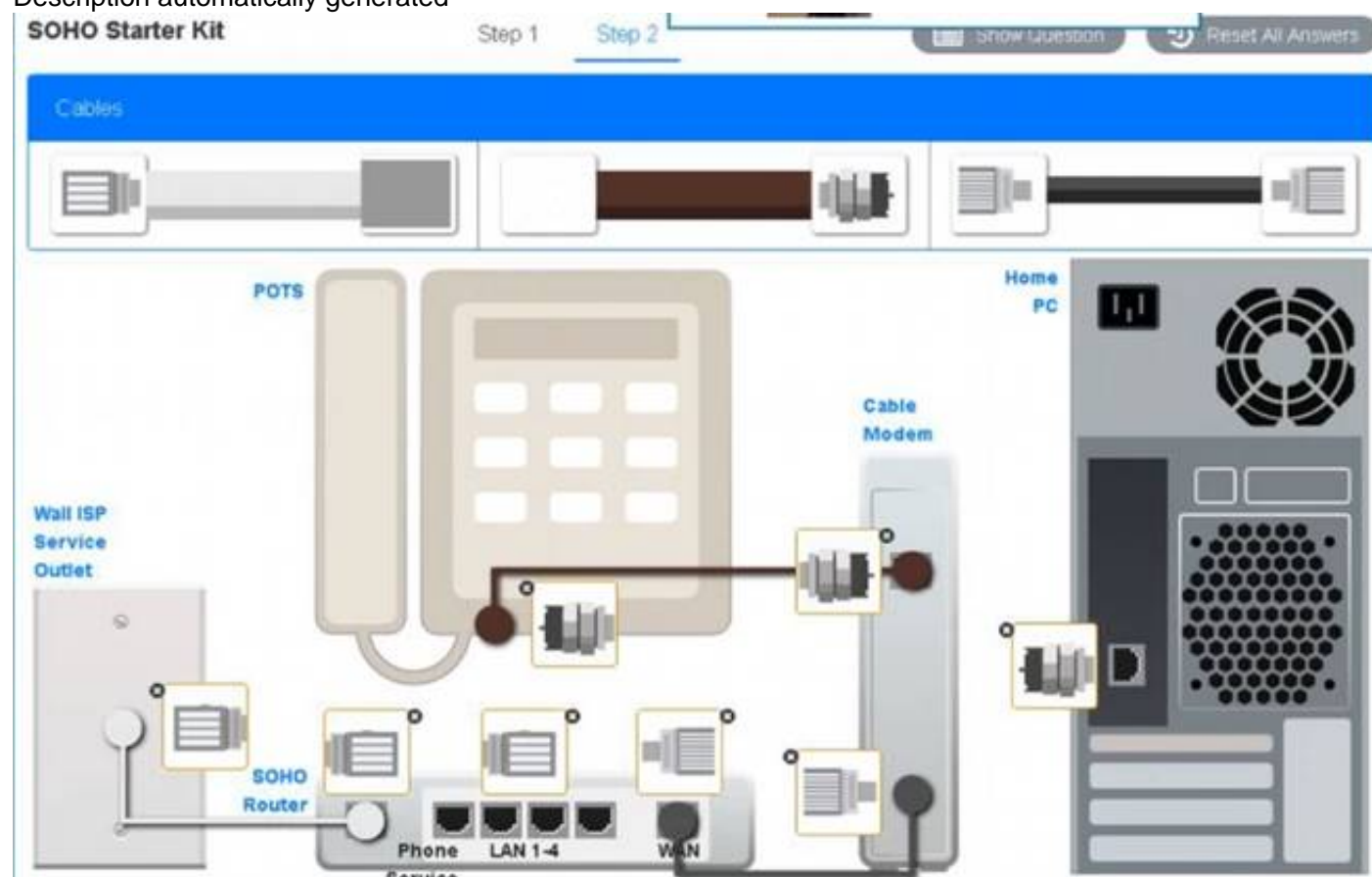


Diagram Description automatically generated with medium confidence

**NEW QUESTION 39**

- (Topic 1)

A developer is requesting permission to utilize client-side visualization. The developer would like to write code in a setting isolated from other infrastructure to avoid negative impacts of experimental code. Which of the following provides the BEST solution for the developer?

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 44**

SIMULATION - (Topic 1)

Laura, a customer, has instructed you to configure her home office wireless access point.



She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible. Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks. She requests that the default settings be changed to the following.  
 Wireless Name: HomeWiFi Shared Key: CompTIA Router Password: Secure\$1  
 Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network.  
 Laptop: IP Address 192.168.1.100 Hardware Address: 00:0A:BF:03:C4:54 Smartphone: IP Address 192.168.1.101 Hardware Address: 09:2C:D0:22:3F:11  
**INSTRUCTIONS**

Configure Laura's wireless network using the network adapter window.  
 If at any time you would like to bring back the initial state of the situation, please click the Reset All button.

### Laura's Wireless Configuration

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

#### Wireless Network Settings

Enable Wireless: ☒

Wireless Network Name:  (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐


#### Wireless Security Mode


Security Mode:

#### WPA2


Passphrase:

Confirmed Passphrase:


**Laura's House**




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



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



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

**Laura's Wireless Configuration**

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

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

### Laura's Wireless Configuration

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

#### Wireless Network Settings

Enable Wireless: ☐

Wireless Network Name:  (Also called the SSID)

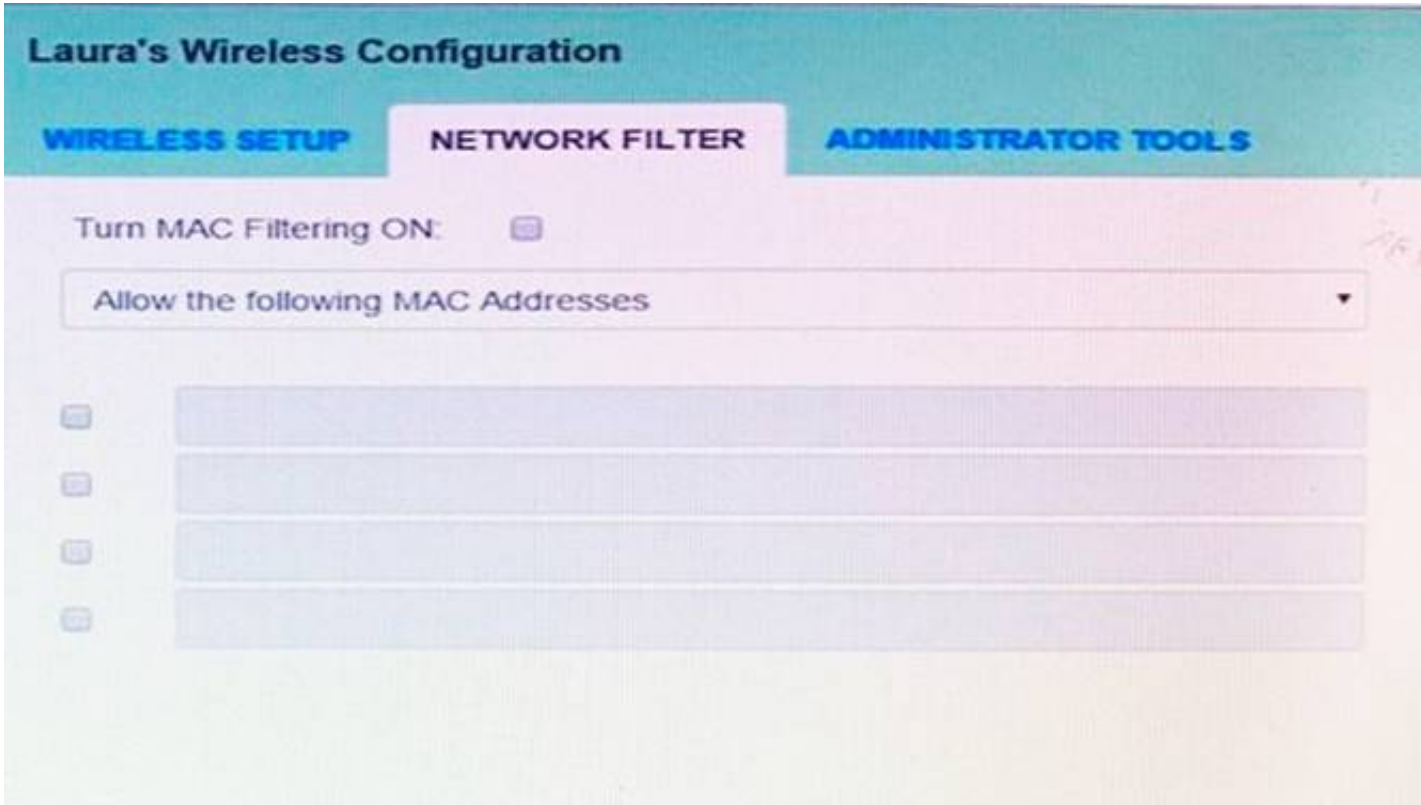
Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

#### Wireless Security Mode

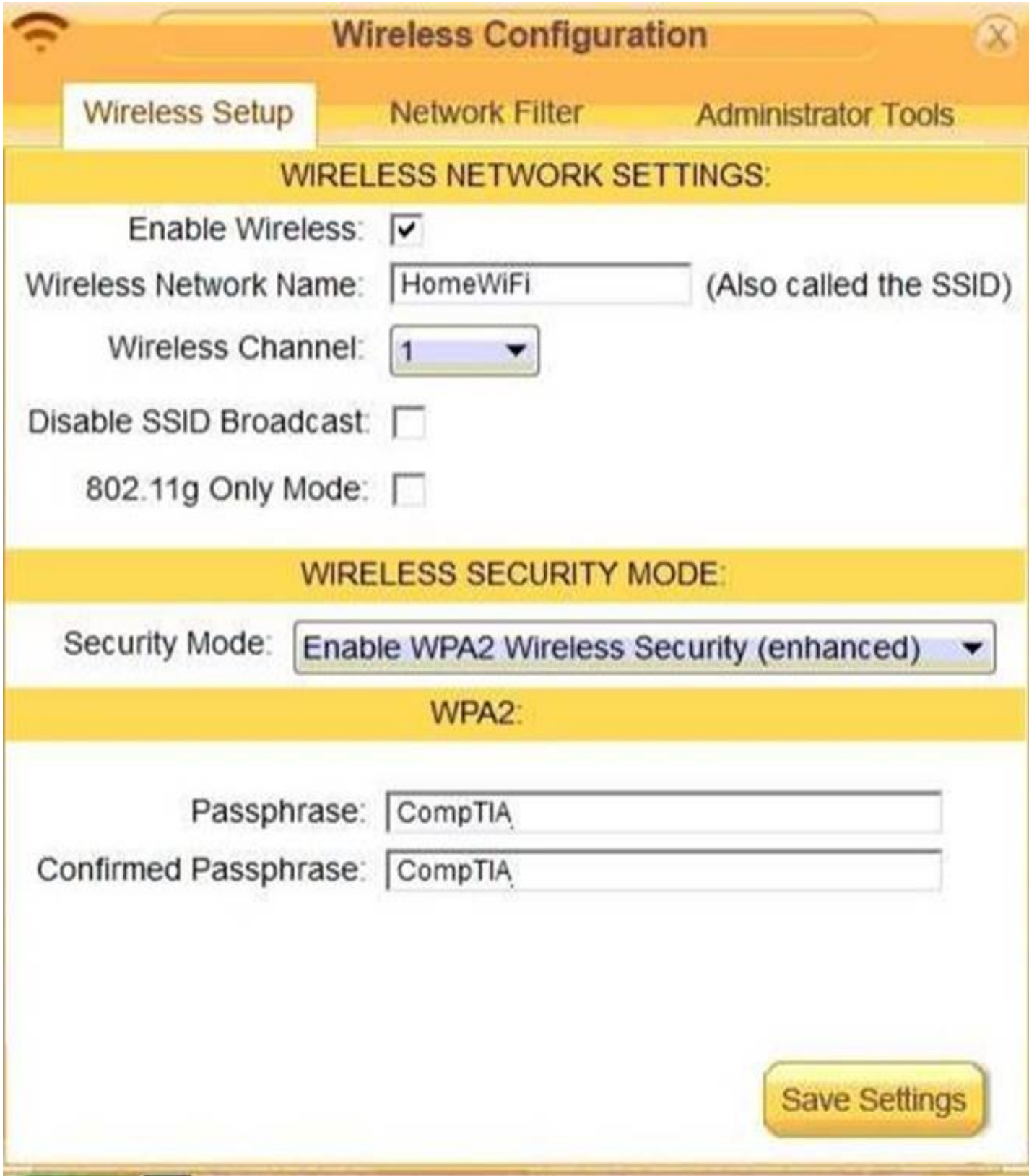
Security Mode:



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:  
solution as







Wireless Configuration



Wireless Setup

Network Filter

Administrator Tools

☒ Turn MAC Filtering ON

Allow the following MAC Addresses

MAC Address

☒ 00:0A:BF:03:C4:54

☒ 09:2C:D0:22:3F:11

☐

☐

Save Settings



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

#### NEW QUESTION 48

- (Topic 1)

A customer reports that a computer is never able to reach more than a 100Mbps transfer data rate, even when using a Gigabit LAN card. While troubleshooting, the technician notices the network cable needs to be replaced. Which of the following cable categories is limiting the transfer speed?

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

**Answer:** A

#### Explanation:

Cat 5 cable is limited to a maximum data transfer rate of 100Mbps, while Cat 5e, Cat 6, and Cat 6a cables support Gigabit Ethernet (1000Mbps) and higher speeds. Even though the LAN card is capable of Gigabit speeds, it cannot achieve that speed when using a Cat 5 cable. Upgrading to a Cat 5e or higher cable would allow the computer to achieve Gigabit speeds. References: CompTIA A+ Certification Exam: Core 1 - Page 196

#### NEW QUESTION 49

- (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 54**

- (Topic 1)

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

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

**Answer:** A

**Explanation:**

A smartphone that takes more than a day to fully charge may be due to a charger that is not powerful enough. The technician should verify that the charger is rated for the smartphone's battery capacity and that it is providing the correct voltage and amperage123.

**NEW QUESTION 58**

- (Topic 1)

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

A)

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

B)

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

C)

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

D)

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

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

**Answer:** A

**NEW QUESTION 61**

- (Topic 1)

A field technician has been dispatched to a site with an internet outage. Upon arriving, the technician discovers that the POTS lines are not working as well. Which of the following technologies is the site MOST likely using?

- A. Fiber
- B. Cable
- C. DSL
- D. Satellite

**Answer:** C

**Explanation:**

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

lines. References: CompTIA A+ Certification Exam: Core 1 - Page 231

**NEW QUESTION 62**

- (Topic 1)

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

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 67**

- (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 69**

- (Topic 1)

A technician needs to fix a Cat 5 cable issue. The cable, which is connected to a network jack, fails when it is moved around. Which of the following items must the technician use to fix the issue? (Select TWO).

- A. Scissors
- B. Network tap
- C. Magnetized screwdriver
- D. Tone generator
- E. RJ45 connector
- F. Crimper

**Answer:** EF

**Explanation:**

To fix a Cat 5 cable issue where the cable fails when it is moved around, the technician would need to use an RJ45 connector (option E) and a crimper (option F). The technician can use the crimper to attach a new RJ45 connector to the end of the cable, which should resolve the issue.

An RJ45 connector (option E) is a type of connector commonly used for Ethernet networking. It is an 8-position, 8-contact (8P8C) modular plug and jack that is used to terminate Cat 5 and other types of twisted pair cables. A crimper (option F) is a tool used to attach connectors to the ends of cables. In this case, the technician would use the crimper to attach a new RJ45 connector to the end of the Cat 5 cable.

When a cable fails when it is moved around, it often indicates that there is a problem with the connector at the end of the cable. By attaching a new RJ45 connector using a crimper, the technician can ensure that the cable has a secure and reliable connection.

**NEW QUESTION 72**

- (Topic 1)

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

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

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

```
Download: 85 mbps
Upload: 22 mbps
Ping: 28 ms
```

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 74**

- (Topic 1)

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 76**

- (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 80**

- (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 82**

- (Topic 1)

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

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

**Answer:** A

**Explanation:**

Based on the information provided in the scenario, the most likely cause of the issue is that the user's internet connection is down (option A). This would explain

why the user is unable to access any of the organization's servers or network items and why web pages are not functioning. However, since the user can still access local file folders and other local machines, it suggests that their local network is still functioning.

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

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

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

#### NEW QUESTION 87

- (Topic 1)

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

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 91

- (Topic 1)

Which of the following is a valid use for PaaS?

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

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 92

- (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 97

- (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 98**

- (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 99**

- (Topic 1)

A technician goes to a classroom to troubleshoot a projector that occasionally powers off.

The technician recreates the issue and notices the projector will not power back on until approximately 15 minutes have passed. After 15 minutes of being powered on. the projector shuts off again. Which of the following should the technician perform NEXT to resolve the issue?

- A. Clean the filter.
- B. Adjust the standby timeout.
- C. Check the power cable connection.
- D. Replace the bulb.

**Answer:** A

**Explanation:**

Based on the given information, it seems that the projector is experiencing issues with overheating or a faulty power supply. The fact that it shuts off and cannot be turned back on until it has cooled down for 15 minutes suggests that the projector is overheating or there is a problem with the power supply. Therefore, the next logical step would be to clean the filter to ensure proper ventilation and airflow, as a dirty filter can cause overheating.

**NEW QUESTION 102**

- (Topic 1)

A technician unboxed a new computer, plugged it in to a UPS. and connected the requested peripherals. The computer lights and fans turn on, but the technician hears three loud, consecutive beeps during boot. Which of the following actions will remediate the issue?

- A. Replacing the power supply
- B. Replacing the UPS
- C. Changing the CMOS battery
- D. Reseating the RAM

**Answer:** D

**Explanation:**

Three beeps indicate a "base memory read/write test error". Check out "beep codes" for more information.

[https://en.wikipedia.org/wiki/Power-on\\_self-test#POST\\_beep\\_codes\\_on\\_CompTIA\\_A.2B\\_certification\\_exam](https://en.wikipedia.org/wiki/Power-on_self-test#POST_beep_codes_on_CompTIA_A.2B_certification_exam)

Reseating the RAM is the best course of action to remediate the issue of three consecutive beeps during boot, as it may indicate a RAM failure or loose connection. By reseating the RAM, the technician can ensure that the connection is secure and the computer should boot normally. References: CompTIA A+ Certification Exam Objectives 1001, 1.9

**NEW QUESTION 104**

- (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 106**

- (Topic 2)

A technician is installing new power supplies for the application engineering team's workstations. The management team has not yet made a decision about installing dual graphics cards, but they want to proceed with the project anyway. Which of the following power supplies would provide the BEST solution?

- A. 1000W 24-pin modular power supply
- B. 220VAC 9000J surge protector
- C. 500W redundant power supply
- D. 2000VA uninterruptible power supply

**Answer:** A

**Explanation:**

A 1000W 24-pin modular power supply provides enough power to support a dual graphics card configuration, which requires a significant amount of power. A modular power supply allows the technician to connect only the cables that are necessary for the current configuration, reducing cable clutter and improving airflow inside the case. This makes it easier to install and maintain the power supply.

**NEW QUESTION 108**

- (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 109**

- (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 113**

- (Topic 2)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 115**

- (Topic 2)

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

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

**Answer:** A

**Explanation:**

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

functionality123.

**NEW QUESTION 119**

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 120**

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

802.11ax, also known as Wi-Fi 6, has the longest range and the highest wireless throughput of all the wireless technologies listed. References: CompTIA A+ Certification Exam Guide, 220-1001, Chapter 3

**NEW QUESTION 123**

- (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 126**

- (Topic 2)

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

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 127**

- (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 128**

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 129**

- (Topic 2)

Which of the following commonly uses NFC?

- A. Contactless payments
- B. IoT devices
- C. Inventory tracking
- D. Tethering

**Answer:** A

**Explanation:**

NFC (Near Field Communication) is a wireless communication technology that is commonly used for contactless payments, mobile payments, and other mobile transactions. It allows two devices to communicate with each other when they are placed in close proximity. Contactless payments commonly use NFC (Near Field Communication). NFC is a wireless communication technology that allows two devices to communicate with each other when they are in close proximity. Contactless payments use NFC to enable customers to make payments by simply tapping their contactless card or mobile device on a payment terminal.

**NEW QUESTION 133**

- (Topic 2)

Which of the following are default ports for HTTP and HTTPS traffic? (Select TWO).

- A. 23
- B. 25
- C. 80
- D. 143
- E. 389
- F. 443

**Answer:** CF

**NEW QUESTION 137**

- (Topic 2)

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

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

**Answer:** B



**Explanation:**

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

**NEW QUESTION 139**

- (Topic 2)

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

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

**Answer:** DF

**Explanation:**

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

**NEW QUESTION 140**

- (Topic 2)

A technician is tasked with upgrading a laptop's RAM. Which of the following steps should the technician take FIRST?

- A. Confirm that both the current and new memory are from the same brand.
- B. Run a diagnostic test on the current memory.
- C. Verify the memory requirements of the motherboard.
- D. Connect an electrostatic discharge strap.

**Answer:** C

**Explanation:**

If a technician is tasked with upgrading a laptop's RAM, the technician should verify the memory requirements of the motherboard first. The motherboard of the laptop will have specific requirements for the type and amount of RAM that can be installed. By verifying the memory requirements of the motherboard, the technician can ensure that the new RAM is compatible with the laptop.

Before upgrading a laptop's RAM, a technician should verify the memory requirements of the motherboard to ensure the new RAM is compatible. The type, speed, and maximum capacity of the RAM should be checked to ensure it meets the requirements of the motherboard. References: CompTIA A+ Certification Exam Guide, pg. 347-348

**NEW QUESTION 145**

- (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 146**

- (Topic 2)

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

Which of the following steps should the technician complete NEXT?

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 150**

- (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 155**

- (Topic 2)

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

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

**Answer:** A

**Explanation:**

The user should configure the print job to use the Duplex option, which will print on both sides of the paper and reduce the amount of paper used.

**NEW QUESTION 158**

- (Topic 2)

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

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 160**

- (Topic 2)

A user wants a second monitor installed on a laptop. The VGA/DVI or HDMI cables have already been connected. Which of the following should the technician do to configure the laptop to show both screens?

- A. Power cycle the laptop.
- B. Plug in the monitor to the USB port.
- C. Adjust the monitor display settings.
- D. Power cycle the monitor.

**Answer:** C

**Explanation:**

To configure the laptop to show both screens, the technician should adjust the monitor display settings. On Windows 10 or 11, the technician can select the Start menu, then open Settings, then select Display. The PC should automatically detect the monitors and show the desktop. If the monitors are not detected, the technician can select Multiple displays, then Detect. The technician can then use the dropdown list next to the image of the desktop to choose how the screen will project across the displays<sup>12345</sup>.

**NEW QUESTION 162**

- (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 resolution<sup>1</sup>. The issue of a projector that will not display any images could be related to

the output resolution<sup>1</sup>. If the output resolution is not compatible with the projector, the projector will not display any images<sup>1</sup>. Calibrating the image, replacing the bulb, or cleaning the fans may not be effective<sup>1</sup>.

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 166

- (Topic 2)

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

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

**Answer: B**

#### Explanation:

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

#### NEW QUESTION 170

- (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 173

- (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 176

- (Topic 3)

A technician needs to configure a printer for network communications 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. IMEI
- G. IP address
- H. Drivers

**Answer: CDG**

#### Explanation:

To configure a printer for network communications, the technician must configure its network settings, such as gateway, subnet mask, and IP address. The gateway is the IP address of the router or device that connects the printer to other networks or the internet. The subnet mask is a value that defines which part of the IP address identifies the network and which part identifies the host or device on that network. The IP address is a unique identifier that allows the printer to communicate with other devices.

#### NEW QUESTION 179

- (Topic 3)

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

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

**Answer: C**

#### Explanation:

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

#### NEW QUESTION 181

- (Topic 3)

A technician needs to increase the available RAM on a virtual workstation. Which of the following should the technician do?

- A. Increase the ECC memory timings in the BIOS.
- B. Upgrade to the latest DDR5 modules.
- C. Clear the temporary files on the workstation's boot drive.
- D. Use a hypervisor to adjust the resource allocation.

**Answer: D**

#### Explanation:

A hypervisor is a software layer that manages and allocates resources for virtual machines (VMs) on a physical host machine. A technician can use a hypervisor to adjust the resource allocation for a virtual workstation, such as increasing the amount of RAM assigned to it from the available pool of memory on the host machine. This can improve the performance and functionality of the virtual workstation without requiring any hardware changes or modifications. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 59)

#### NEW QUESTION 184

HOTSPOT - (Topic 3)

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

Playing the newest games at a high frame rate

Fast game load times

Enough storage to have several games installed at once

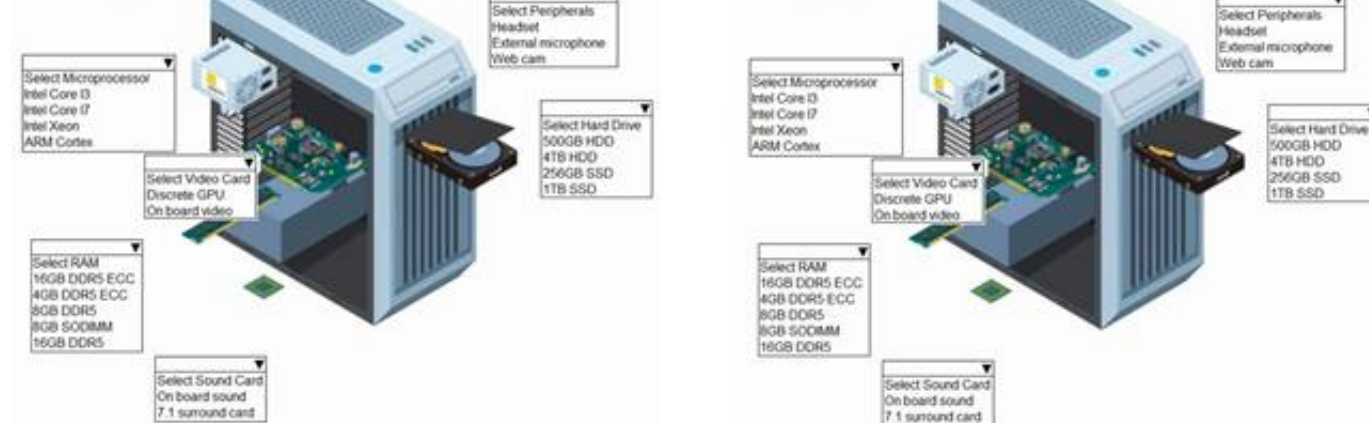
High-end audio

Running the current Windows OS

The second workstation will be a family workstation. The requirements include: Capability for word processing, videoconferencing, and basic web surfing

Minimal cost, as long as it meets the requirements

Running the current Windows OS

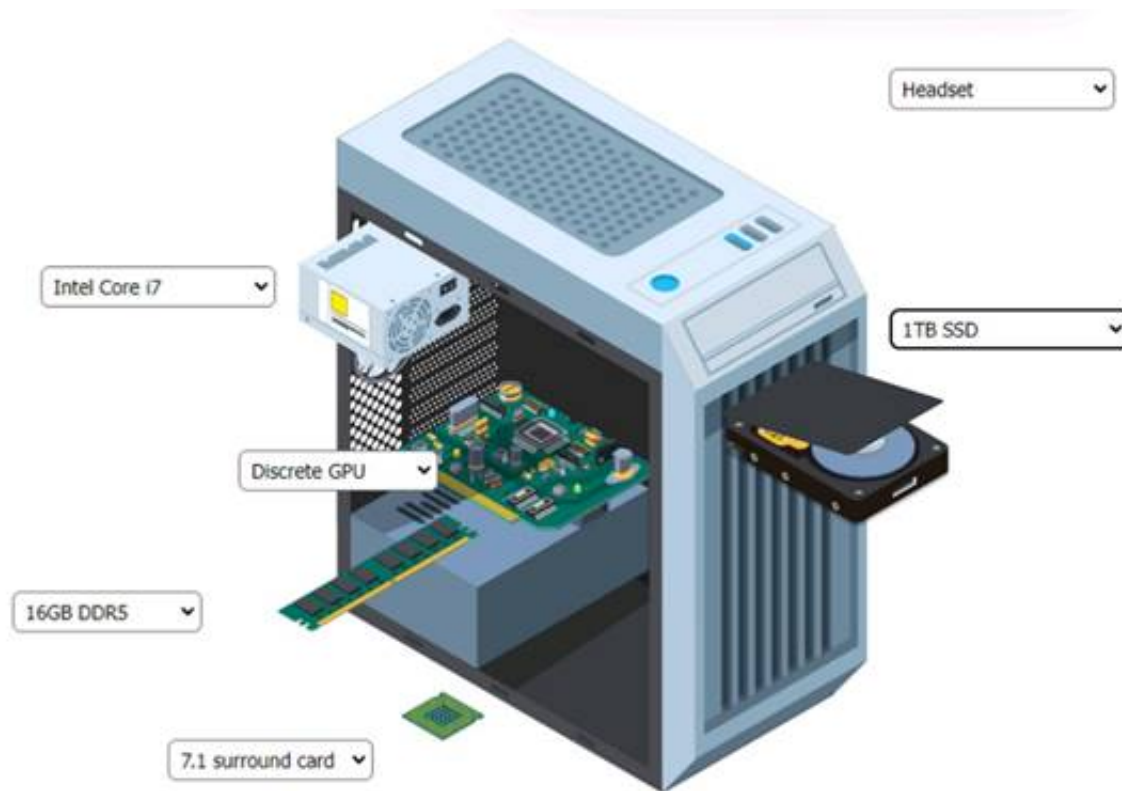


- A. Mastered
- B. Not Mastered

**Answer: A**

#### Explanation:





### NEW QUESTION 188

- (Topic 3)

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

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

**Answer: A**

#### Explanation:

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

### NEW QUESTION 190

- (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 195

- (Topic 3)

A technician is replacing all RJ45 cables in a customer environment. Which of the following are the BEST tools to execute the task? (Select TWO).

- A. Optical fiber tester
- B. Scissors
- C. Cable tester
- D. Crimper
- E. Coaxial cable
- F. Screwdriver

**Answer: CD**

#### Explanation:

A cable tester and a crimper are the best tools to execute the task of replacing all RJ45 cables in a customer environment. A cable tester can be used to check the continuity and quality of a cable, and a crimper can be used to attach RJ45 connectors to the ends of a cable. An optical fiber tester is a tool that can be used to test fiber optic cables, which are not RJ45 cables. Scissors are not a tool for replacing cables, but for cutting them. A coaxial cable is a type of cable that has a single copper conductor at its center, which is not an RJ45 cable either. A screwdriver is not a tool for replacing cables, but for fastening or loosening screws.

### NEW QUESTION 198

- (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 HDD/SSD
- B. 5,400rpm HDD
- C. 7,200rpm HDD
- D. NVMe SSD

**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 202**

- (Topic 3)

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 204**

- (Topic 3)

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

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 207**

- (Topic 3)

A desktop support technician is building a new desktop that features the fastest internal storage. Which of the following BEST suits this request?

- A. SATA SSD
- B. SATA HDD
- C. M2 PCIe NVMe SSD
- D. PCIe SATA HDD

**Answer:** C

**Explanation:**

M2 PCIe NVMe SSD. M.2 PCIe NVMe SSDs are the fastest internal storage devices available for desktops. They are faster than SATA SSDs and PCIe SATA HDDs.

**NEW QUESTION 212**

- (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 following 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 217**

- (Topic 3)

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

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

**Answer:** A

**Explanation:**

This is because HDMI (High-Definition Multimedia Interface) is a digital video cable that can also carry audio signals<sup>1</sup>. HDMI cables are commonly used to connect devices like Blu-ray players, game consoles, and streaming boxes to HDTVs and monitors. The other options are not capable of carrying audio signals. VGA (Video Graphics Array) is an analog video cable that only carries RGBHV signals<sup>2</sup>. S-Video (Super Video) is another analog video cable that carries separate luminance and chrominance signals<sup>1</sup>. DVI (Digital Visual Interface) is a digital video cable that can carry either analog or digital signals, but not audio<sup>1</sup>.

**NEW QUESTION 222**

- (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 <sup>1</sup>. The screen may not be receiving the signal from the device outputting the data if the input connections are not secure<sup>1</sup>. Swapping cables with a screen that works is not likely to be the correct option<sup>1</sup>

**NEW QUESTION 225**

- (Topic 3)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 227**

- (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 wiring 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 228**

- (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 232**

- (Topic 3)

Which of the following describes the BEST use case for a client-side hypervisor?

- A. By For a software developer who is required to test an application in many environments
- B. When the data center environment is out of resources for a new server
- C. As a cost-saving measure to allow multiple users on one computer
- D. To provide a backup to cloud-based solutions during internet failures

**Answer:** A

**Explanation:**

A client-side hypervisor is a virtual machine monitor (VMM) that resides in and virtualizes a user's computer, allowing it to run multiple operating systems (or virtual machines) on shared hardware<sup>12</sup>. A client-side hypervisor can be useful for a software developer who needs to test an application in many environments, such as different versions of Windows, Linux, or Mac OS. By using a client-side hypervisor, the developer can switch between different virtual machines without rebooting the computer or using multiple physical devices<sup>3</sup>.

**NEW QUESTION 235**

- (Topic 3)

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

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

**Answer:** D

**Explanation:**

A DHCP reservation is a feature that allows a DHCP server to assign a specific IP address to a specific device on a network, based on its MAC address. This ensures that the device always receives the same IP address, even if it is disconnected or rebooted. A DHCP reservation is most likely applied to a printer, as it can make it easier for users to find and connect to the printer on the network, without having to change the printer settings or deal with IP address conflicts. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 84)

**NEW QUESTION 239**

- (Topic 3)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 240**

- (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 241

- (Topic 3)

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

```
System RAID Controller FW v1.2
A disk member in an array has failed or is not responding
Port      Device ID  Description           Status
sata0     disk0      Generic 500 SATA III  OK
sata1     disk1      Generic 500 SATA III  Not Found
```

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

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

**Answer: C**

#### Explanation:

The error message "Reboot and Select Proper Boot Device" indicates that the computer cannot find the boot device that contains the operating system<sup>12</sup>. This can happen if the hard drive that stores the operating system is damaged or failed, and the BIOS cannot detect it or read from it<sup>23</sup>. A failed hard drive can also cause other symptoms such as clicking noises, corrupted files, or slow performance<sup>4</sup>.

#### NEW QUESTION 243

- (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 248

- (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 motherboard<sup>1</sup>

#### NEW QUESTION 252

- (Topic 3)

Every time a user sends a print job, the user must walk over to the printer and press OK before the job will print. The same issue is occurring for multiple users. Which of the following is the MOST likely cause of the issue?

- A. The wrong network printer queue is being used.
- B. The network printer is on the wrong VLAN.
- C. A The default paper type has been changed.
- D. The print server has outdated print drivers.

**Answer: C**

#### Explanation:

The message prompting to press "OK" indicates that the printer is waiting for a user input. This suggests that there is some issue with the printer settings, and the most probable cause is that the default paper type has been changed, and the printer needs the user to confirm the paper type before proceeding with the print job. This is a common issue that can occur when the default paper type is not set correctly or has been changed without the user's knowledge.

#### NEW QUESTION 257

- (Topic 3)

A bank wants to leverage cloud computing but would like a cloud solution in which infrastructure is isolated from other businesses. Which of the following cloud models would BEST address the bank's need?

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

**Answer: C**

#### Explanation:

A private cloud is a cloud computing model that provides services and resources to a specific organization or group over a private network. A private cloud can offer more security and control than other cloud models, as well as customized infrastructure that suits the organization's needs. A bank would most likely choose a private cloud model to leverage cloud computing while maintaining isolation from other businesses. A public cloud is a cloud computing model that provides services and resources to anyone over the internet. A hybrid cloud is a combination of public and private cloud services that share data and resources.

#### NEW QUESTION 260

- (Topic 3)

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

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

**Answer: B**

#### Explanation:

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

#### NEW QUESTION 264

- (Topic 3)

A user 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 267

- (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 devices<sup>1</sup>. 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 discoverable<sup>21</sup>.

#### NEW QUESTION 272

- (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 274**

- (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 279**

- (Topic 3)

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

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 282**

- (Topic 3)

Users report that all copies produced on a copier 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 285**

- (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 289**

- (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 294**

- (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 299**

- (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 302**

- (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 305**

- (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 307**

- (Topic 3)

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

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

**Answer:** A

**Explanation:**

A CPU fan is a component that cools down the CPU, which is the main processor of the computer. If the CPU fan is failing, it can cause the computer to slow down and the fans to alternate between silent and very loud12. This is because the CPU fan cannot maintain a consistent speed and airflow to keep the CPU at a safe temperature.

When the CPU gets too hot, it throttles its performance to avoid overheating, which results in a slower computer. The other fans in the computer also try to compensate for the lack of cooling from the CPU fan by spinning faster and louder2.

**NEW QUESTION 309**

- (Topic 3)

A technician is attempting to connect the wired LANs at two nearby buildings by installing a wireless point-to-point connection. Which of the following should the technician consider?

- A. NFC protocol data rate
- B. RFID frequency range
- C. Bluetooth version compatibility
- D. Allowable limits for transmit power

**Answer:** D

**Explanation:**

When installing a wireless point-to-point connection between two buildings, the technician should consider the allowable limits for transmit power, which vary depending on the country or region. Exceeding these limits could interfere with other wireless devices or violate regulations. NFC protocol data rate, RFID frequency range, and Bluetooth version compatibility are not relevant for a wireless point-to-point connection.

**NEW QUESTION 313**

- (Topic 3)

A technician verifies the slow boot time and slow OS performance of a tower server with a RAID 5 on a PCIe RAID card that does not support hot swapping. Which of the following steps should the technician take NEXT to verify RAID health?

- A. Verify S.M.A.R.
- B. operation on the RAID card.
- C. Replace the failed drive while users are connected
- D. Physically clean the HDDs and connectors.
- E. Shut down the server and check the RAID controller's status.

**Answer:** D

**Explanation:**

Since the RAID card does not support hot swapping, the technician needs to shut down the server and check the RAID controller's status to verify RAID health.

S.M.A.R.T. is a feature of hard drives, not RAID cards. Replacing the failed drive while users are connected could cause data loss or corruption. Physically cleaning the HDDs and connectors is unlikely to solve the slow boot time and performance issues.

**NEW QUESTION 317**

- (Topic 3)

Which of the following components houses the MX record?

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

**Answer:** A

**Explanation:**

The MX record is housed in the DNS (Domain Name System) which is responsible for translating domain names into IP addresses and vice versa. The MX record specifies the mail server responsible for accepting email messages on behalf of a domain name and is a resource record in the DNS123.

**NEW QUESTION 321**

- (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 324**

- (Topic 4)

A user tries to turn on a computer but gets the following error message: Bootable device not found. The computer had no issues yesterday Which of the following is the most likely reason for this error?

- A. The HDD is malfunctioning.
- B. The mouse and keyboard are not connected.
- C. A misconfigured boot device is in the BIOS.
- D. The network cable is unplugged

**Answer:** A

**Explanation:**

The most likely reason for this error is A. The HDD is malfunctioning.

A bootable device not found error usually indicates that the system cannot access or detect the hard disk that contains the operating system files. This could be due to a physical or logical damage to the hard disk, such as bad sectors, corrupted partitions, or faulty cables. According to the web search results, some possible causes and solutions for this error are:

? Hard drive connection issue: Check the cabling and power supply to the hard drive and make sure they are properly connected12.

? Corrupt hard drive partitions: Use a Windows installation media to scan and repair the corrupt system files using the System File Checker (SFC) tool1.

? Damaged hard drive: Replace the hard drive with a new one and reinstall the operating system2.

? Incorrect boot sequence in the BIOS: Enter the BIOS or UEFI settings menu and change the boot order to make sure that the system drive is in the first position13.

? Damaged MBR (Master Boot Record): Use a Windows installation media to repair the Windows bootloader using the Diskpart tool1.

**NEW QUESTION 327**

- (Topic 4)

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

Which of the following should the technician do first?

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

**Answer:** A

**Explanation:**

A burning smell on a desktop computer is a serious issue that indicates a hardware malfunction or failure. It can be caused by overheating, a faulty power supply, a malfunctioning motherboard, or a short circuit12. If left unchecked, it can damage the components, cause a fire, or harm the user.

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

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

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

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

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

### NEW QUESTION 330

- (Topic 4)

A user reports that a printer pulls multiple sheets of paper from the paper tray instead of a single sheet. Which of the following should a technician investigate to resolve this issue? (Select two).

- A. Toner cartridge
- B. Tractor feed
- C. Pickup roller
- D. Separation pad
- E. Duplexer
- F. Fuser

**Answer:** CD

#### Explanation:

The correct answers are C. Pickup roller and D. Separation pad.

A pickup roller is a rubber wheel that grabs the paper from the paper tray and feeds it into the printer. A separation pad is a small piece of cork or rubber that prevents more than one sheet of paper from being fed at a time. If the pickup roller or the separation pad is worn out, dirty, or damaged, it can cause the printer to pull multiple sheets of paper instead of a single sheet. This can lead to paper jams, misprints, or wasted paper.

To resolve this issue, a technician should investigate the condition of the pickup roller and the separation pad and replace them if necessary. The technician should also clean the paper tray and make sure the paper is loaded correctly and not stuck together.

A toner cartridge is a component that contains the toner powder used to create the printout on a laser printer. A tractor feed is a mechanism that uses sprockets to move continuous paper through a dot matrix printer. A duplexer is a device that allows a printer to print on both sides of the paper automatically. A fuser is a part of a laser printer that melts the toner onto the paper using heat and pressure. None of these components are related to the issue of pulling multiple sheets of paper from the paper tray.

Reference: Types of Printers—What You Need to Know for the CompTIA A+ Exams

### NEW QUESTION 334

- (Topic 4)

A technician is configuring a SOHO network. During testing, the technician receives the IP address 169.254.2.2, but the router is assigned the address scope of 192.168.1.254/24. Which of the following is most likely the cause?

- A. DHCP
- B. Ipv6
- C. DNS
- D. Ipv4

**Answer:** A

#### Explanation:

DHCP stands for Dynamic Host Configuration Protocol, which is a protocol that provides quick, automatic, and central management for the distribution of IP addresses within a network<sup>1</sup>. A DHCP server can assign IP addresses and other network information to devices that request them, such as computers, smartphones, and routers<sup>2</sup>.

The IP address 169.254.2.2 is an example of an APIPA (Automatic Private IP Addressing) address, which is a special type of IP address that devices use when they cannot obtain a valid IP address from a DHCP server<sup>3</sup>. APIPA addresses are in the range of 169.254.0.1 to 169.254.255.254, with a subnet mask of 255.255.0.0<sup>3</sup>. Devices that use APIPA addresses can only communicate with other devices on the same local network that also use APIPA addresses<sup>3</sup>.

The router in the question is assigned the address scope of 192.168.1.254/24, which means it has an IP address of 192.168.1.254 and a subnet mask of 255.255.255.0<sup>4</sup>. This address scope belongs to the private IP address range of 192.168.0.0 to 192.168.255.255, which is commonly used for local networks<sup>4</sup>.

Devices that use private IP addresses can communicate with other devices on the same local network or across different networks through NAT (Network Address Translation)<sup>4</sup>.

The most likely cause of the technician receiving the IP address 169.254.2.2 is that the DHCP server on the router is not working properly or is not configured correctly<sup>3</sup>. This could be due to various reasons, such as a misconfigured router, a faulty cable, a firewall blocking DHCP traffic, or an exhausted pool of IP addresses<sup>3</sup>. As a result, the technician's device cannot obtain a valid IP address from the DHCP server and resorts to using an APIPA address instead<sup>3</sup>.

To fix this issue, the technician should check the router settings and make sure that the DHCP server is enabled and has enough available IP addresses to assign to devices<sup>2</sup>. The technician should also check the physical cabling and make sure it is properly connected

and secured<sup>2</sup>. If the issue persists, the technician should try rebooting the router or resetting it to factory defaults<sup>2</sup>. Alternatively, the technician could manually assign a static IP address to the device that matches the router's address scope, such as 192.168.1.x/24<sup>2</sup>.

### NEW QUESTION 339

- (Topic 4)

A technician assembled a new PC. After a few minutes, the computer slows down and then shuts itself off. Which of the following is the most likely cause of the failure?

- A. Thermal paste was not used.
- B. The GPU needs additional power.
- C. The memory is insufficient.

D. The motherboard is incompatible.

**Answer:** A

**Explanation:**

The most likely cause of the failure is A. Thermal paste was not used.

Thermal paste, also known as thermal grease or thermal compound, is a substance that is applied between the CPU and the heat sink to improve the heat transfer and cooling of the CPU. Thermal paste fills the gaps and irregularities between the CPU and the heat sink, creating a better contact and reducing the thermal resistance .

According to some web search results , some signs and symptoms of not using thermal paste or using it incorrectly are:

- The CPU overheats and slows down or shuts down to prevent damage
- The CPU fan spins faster and louder to try to cool down the CPU
- The PC performance drops or becomes unstable
- The PC crashes or displays errors or blue screens

To fix this issue, the technician should apply thermal paste properly between the CPU and the heat sink, following these steps :

- Turn off the PC and unplug it from the power source
- Open the PC case and locate the CPU fan and heat sink
- Remove the CPU fan and heat sink from the motherboard
- Clean the surfaces of the CPU and heat sink with a lint-free cloth and alcohol
- Apply a small amount of thermal paste (about the size of a grain of rice) in the center of the CPU
- Reattach the heat sink and CPU fan to the motherboard, making sure they are aligned and secured
- Close the PC case and plug it back to the power source

The GPU needs additional power, the memory is insufficient, or the motherboard is

incompatible are not likely causes of the failure, since they would not cause the PC to overheat and shut down after a few minutes. The GPU needs additional power if it has a high power consumption that exceeds the capacity of the power supply or the PCIe slot. The memory is insufficient if it cannot handle the applications or tasks that are running on the PC. The motherboard is incompatible if it does not support the CPU, RAM, or other components that are installed on it. These issues may cause poor performance, errors, or crashes, but not overheating and shutting down.

**NEW QUESTION 343**

- (Topic 4)

An integrated webcam on a user's laptop broke, so a technician installed a temporary, external webcam. Since the external webcam installation, other users can only see part of the user's face during videoconferences. Which of the following BEST describes the reason for this issue?

- A. The webcam is not on a level surface.
- B. The webcam driver should be updated.
- C. The webcam is plugged into the wrong USB port.
- D. The webcam is not compatible with the OS.

**Answer:** A

**Explanation:**

The most likely reason for the issue is that the webcam is not on a level surface, which causes the camera angle to be distorted. The user should adjust the position of the webcam so that it is aligned with the laptop screen and captures the user's face fully. The other options are not relevant to this issue, as they would not affect the camera angle or visibility of the user's face. Verified References: How to Position Your Webcam Correctly.

**NEW QUESTION 348**

- (Topic 4)

A regularly used laser printer is printing vertical lines on each page\_ Which of the following should the technician do first?

- A. Lower the printing contrast.
- B. Change the paper type
- C. Install a new fuser.
- D. Replace the toner cartridge

**Answer:** D

**Explanation:**

The answer is D. Replace the toner cartridge.

Vertical lines on a laser printer output are usually caused by a faulty or empty toner cartridge, a dirty or damaged drum unit, or a clogged or obstructed laser glass.

According to the web search results, some possible steps to troubleshoot and resolve this issue are:

? Check the toner level and replace the toner cartridge if it is low or empty<sup>1</sup>.

? Remove the toner cartridge and inspect the drum unit for any signs of damage, such as scratches, cracks, or toner buildup. Clean the drum unit with a soft cloth or replace it if it is damaged<sup>23</sup>.

? Locate the laser glass, which is a narrow strip of glass under the scanner lid or inside the printer. Clean the laser glass with a lint-free cloth moistened with water and remove any dust, dirt, or debris that might block the laser beam<sup>24</sup>.

**NEW QUESTION 351**

- (Topic 4)

A laser printer, which is located in a large office, has a leaky toner cartridge. Some toner spilled into the printer when the cartridge was removed.

Which of the following is the best way to clean up the toner?

- A. Magnetic duster
- B. ESD-safe vacuum
- C. Compressed air
- D. Damp cloth

**Answer:** B

**Explanation:**

The best way to clean up the toner that spilled into the printer is to use an ESD-safe vacuum. An ESD-safe vacuum is a special type of vacuum that has a filter



that traps toner particles and prevents them from escaping into the air. An ESD-safe vacuum also has a grounding wire that prevents static electricity from building up and damaging the printer's components. Toner is electrically conductive and can cause short circuits or sparks if it contacts sensitive parts of the printer. Therefore, using an ESD-safe vacuum is the safest and most effective method to remove the toner from the printer. Other methods, such as a magnetic duster, compressed air, or a damp cloth, are not recommended for cleaning up toner spills. A magnetic duster is a device that uses a magnet to attract toner particles, but it can also damage the printer's components that rely on magnetism, such as the drum or the fuser. Compressed air can blow the toner around and create a cloud of dust that can be harmful to breathe or contaminate other parts of the printer. A damp cloth can smear the toner and make it harder to remove, as well as cause corrosion or rust on the printer's metal parts.

References:

? Cleaning up Toner Spills or Leaks Inside the Printer - Xerox Support<sup>1</sup>

? How to Clean Up Toner Spills - YouTube<sup>2</sup>

? How to Clean up a Laser Toner Spill - Cartouches Certifiées<sup>3</sup>

#### NEW QUESTION 353

- (Topic 4)

A technician is installing a network interface card in a desktop computer. Which of the following connectors should the technician use to connect the card to the computer's motherboard?

- A. PCIe
- B. AGP
- C. USB
- D. IDE

**Answer:** A

#### Explanation:

PCIe (Peripheral Component Interconnect Express) is a type of expansion slot that connects network interface cards (NICs) and other devices to the motherboard. PCIe slots have different sizes and speeds, such as x1, x4, x8, x16, and x32. PCIe slots are faster and more versatile than older types of expansion slots, such as AGP (Accelerated Graphics Port) and IDE (Integrated Drive Electronics).

References: The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook, page 2-13.

#### NEW QUESTION 355

- (Topic 4)

A user tripped on an Ethernet cable and disconnected it from the wall jack. A technician visually inspects the cable and notices that the plastic prong on the connector of the cable is completely missing.

Which of the following tools should the technician use to resolve this issue? (Select two).

- A. Cable stripper
- B. Network crimper
- C. Toner probe
- D. Punchdown tool
- E. Multimeter
- F. Loopback plug

**Answer:** AB

#### Explanation:

According to the CompTIA A+ Core 1 (220-1101) Certification Study Guide<sup>1</sup>, a network crimper and a cable stripper are the tools that a technician should use to resolve this issue. A network crimper is used to attach a new RJ-45 connector to the end of the cable, and a cable stripper is used to remove the outer insulation of the cable and expose the twisted pairs of wires. A toner probe, a punchdown tool, a multimeter, and a loopback plug are not needed for this task.

Here are some web resources that explain how to repair an Ethernet cable:

? Ethernet Cable Repair - iFixit: This guide provides step-by-step instructions and pictures on how to fix a broken Ethernet cable.

? How to Repair a Cut Cat5e Ethernet Cable - wikiHow: This article shows how to solder the wires of a cut Ethernet cable and use shrink tube to cover the joints.

? Amazon.com: Ethernet Cable Repair Kit: This page lists some products that can be used to repair an Ethernet cable, such as crimping tools, connectors, testers, and strippers.

#### NEW QUESTION 359

- (Topic 4)

A PC's boot drive is showing signs of imminent failure, and a technician needs to recover the data. Which of the following should the technician do first?

- A. Clone the drive to another one.
- B. Access the Device Manager.
- C. Download the drive manufacturer's diagnostic tool.
- D. Uninstall the drive in the Device Manager.
- E. Replace the drive with a new one.

**Answer:** A

#### Explanation:

The first step to recover data from a failing drive is to clone the drive to another one, which means creating an exact copy of the drive's contents, including the operating system, applications, files, and settings, to a new drive. Cloning the drive can preserve the data and prevent further damage or data loss from the failing drive. Cloning the drive can also allow the technician to boot from the new drive and access the data normally, without needing to reinstall the operating system or the applications<sup>12</sup>.

The other options are not as effective or relevant as cloning the drive. Accessing the Device Manager may not help with data recovery, as it is a tool that displays and manages the hardware devices and drivers on a PC. The Device Manager may show the status of the failing drive, but it cannot copy or restore the data from it<sup>3</sup>. Downloading the drive manufacturer's diagnostic tool may help with identifying and repairing some errors or issues with the drive, but it may not be able to recover the data if the drive is physically damaged or corrupted. The diagnostic tool may also overwrite or erase some data during the repair process, which can make the data recovery more difficult or impossible<sup>4</sup>. Uninstalling the drive in the Device Manager may not help with data recovery, as it removes the drive from the system and its driver from the operating system. Uninstalling the drive may make the drive inaccessible or unrecognized by the PC, which can prevent the data recovery<sup>5</sup>. Replacing the drive with a new one may not help with data recovery, as it does not transfer the data from the old drive to the new one. Replacing the drive may also require reinstalling the operating system and the applications, which can take time and effort. Replacing the drive may also discard the old drive,

which may still contain some recoverable data.

References:

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 3: Hardware, Section 3.3: Storage Devices, Page 140

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.5: Disk Management, Page 107

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 2: Operating Systems, Section 2.4: Device Manager, Page 84

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.6: Troubleshooting Storage Devices, Page 111

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 2: Operating Systems, Section 2.4: Device Manager, Page 85

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.6: Troubleshooting Storage Devices, Page 112

#### **NEW QUESTION 361**

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