



CompTIA

Exam Questions 220-1001

CompTIA A+ Certification Exam: Core 1

NEW QUESTION 1

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

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

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

Answer: D

NEW QUESTION 2

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

Which of the following should me the technician do FIRST?

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

Answer: D

NEW QUESTION 3

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

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

Answer: A

NEW QUESTION 4

The graphics has an issue with printing certain files. The printer does not print the complete image on larger files. A technician verifies the network speed of the printer is set to 1GB and that regular text files print without issue. Which of the following is the MOST likely cause of this problem?

- A. The printer needs more RAM
- B. The print server is timing out
- C. The users are not printing in post-script mode
- D. The printer network connection is set to half duplex

Answer: A

NEW QUESTION 5

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

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

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

Answer: A

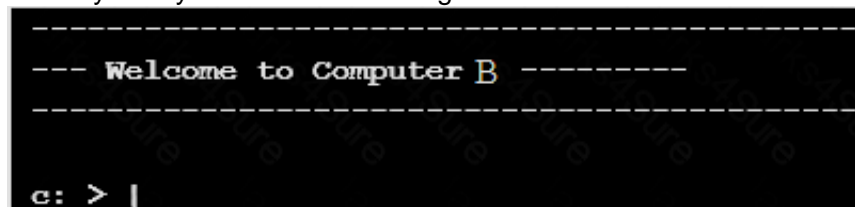
NEW QUESTION 6

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

INSTRUCTIONS

Using the available tools, resolve the connectivity issues. After troubleshooting the issue, verify a successful connection.

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



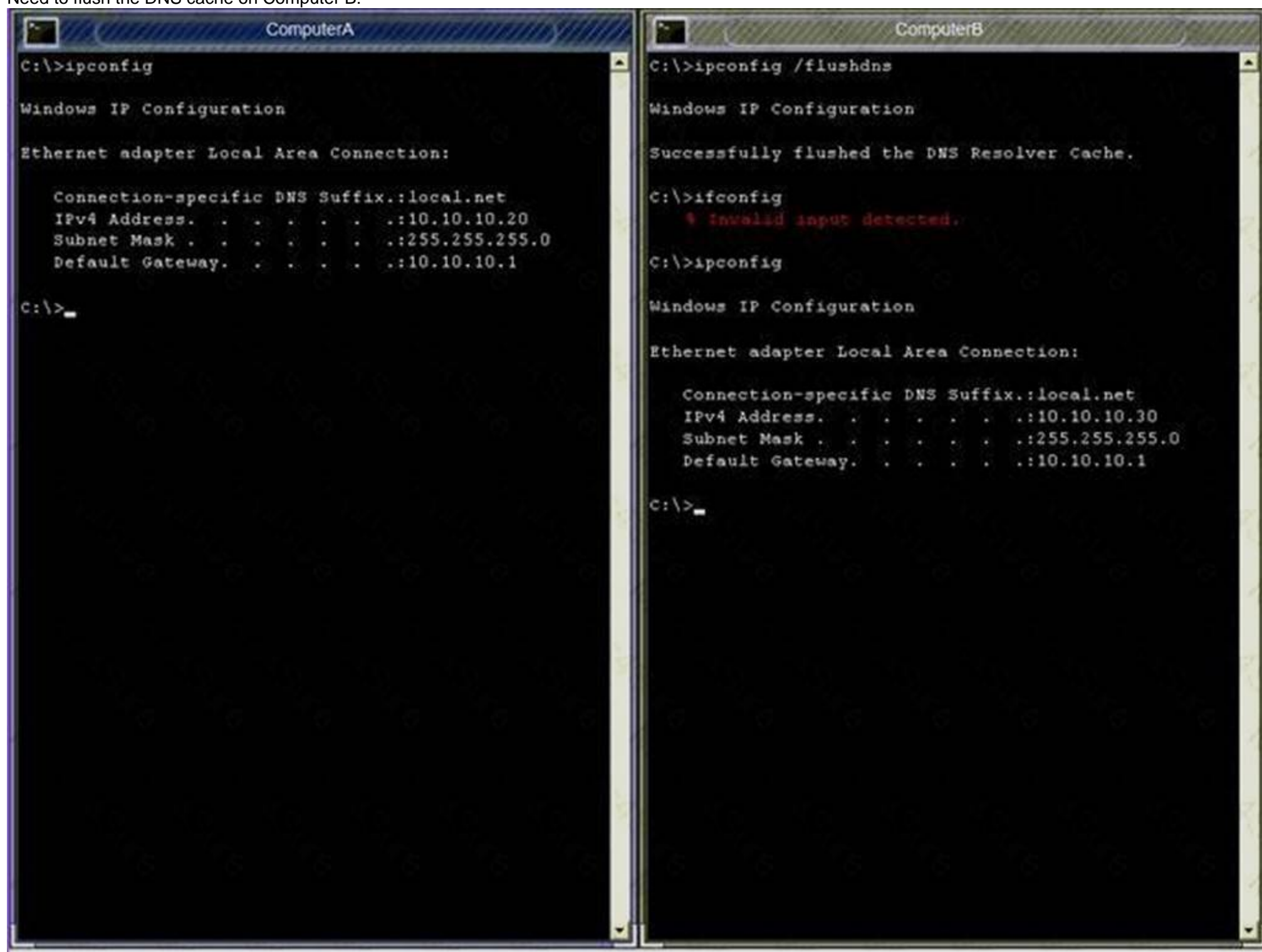
A. Mastered

B. Not Mastered

Answer: A

Explanation:

Need to flush the DNS cache on Computer B:



```
ComputerA
C:\>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix.:local.net
    IPv4 Address. . . . . :10.10.10.20
    Subnet Mask . . . . . :255.255.255.0
    Default Gateway. . . . . :10.10.10.1

C:\>

ComputerB
C:\>ipconfig /flushdns

Windows IP Configuration

Successfully flushed the DNS Resolver Cache.

C:\>ifconfig
% Invalid input detected.

C:\>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix.:local.net
    IPv4 Address. . . . . :10.10.10.30
    Subnet Mask . . . . . :255.255.255.0
    Default Gateway. . . . . :10.10.10.1

C:\>
```

Type in ipconfig/flushdns

NEW QUESTION 7

A user is unable to access websites and has reported connectivity issues with pop-ups on the screen. A technician removes malware, and then is able to ping the router and access the websites.

Which of the following NEXT steps should the technician perform in troubleshooting this issue? (Choose two.)

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

Answer: AF

NEW QUESTION 8

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

Which of the following BEST meets these needs?

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

Answer: A

NEW QUESTION 9

A user reports being unable to print to a network-based all-in-one printer. The issue consistently appears after power outages Which of the following should a

technician perform to resolve the issue?

- A. Run Windows Update on the user's machine.
- B. Disable the firewall on the user's machine.
- C. Set a static IP address on the printer
- D. Reinstall the printer with vendor-provided drivers

Answer: C

NEW QUESTION 10

A technician wants to set up a virtual machine in a public cloud environment. Which of the following cloud models should the technician use?

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

Answer: A

NEW QUESTION 10

An administrator has configured a server to host virtualizes instances. The requirements of each VM must be able to scale automatically depending on peak and off-peak usage. Which of the following terms BEST describes this type of cloud concept?

- A. Over provisioning
- B. Measured pooling
- C. Resources pooling
- D. Rapid elasticity

Answer: A

NEW QUESTION 12

Which of the following has a P4 connector to provide a 12V output?

- A. Molex connector
- B. 24-pin adapter
- C. SCSI cable
- D. eSATA cable

Answer: A

NEW QUESTION 15

Which of the following connector types is used to terminate household telephone cabling?

- A. RG-6
- B. RJ-11
- C. RJ-45
- D. RG-59

Answer: B

NEW QUESTION 20

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

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

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

Answer: D

NEW QUESTION 24

A user is experiencing issues synchronizing a smartphone. The user is able to connect to individual services, but each requires a different password. Which of the following needs to be configured to allow the user to access web services securely with a unique password?

- A. SIM
- B. SMB
- C. SSL
- D. SSO

Answer: D

NEW QUESTION 29

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

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

Answer: B

NEW QUESTION 30

You need to configure your mobile device to send and receive electronic messages from your company. You must use the company's WLAN as all e-mail services are on default non-secure ports.

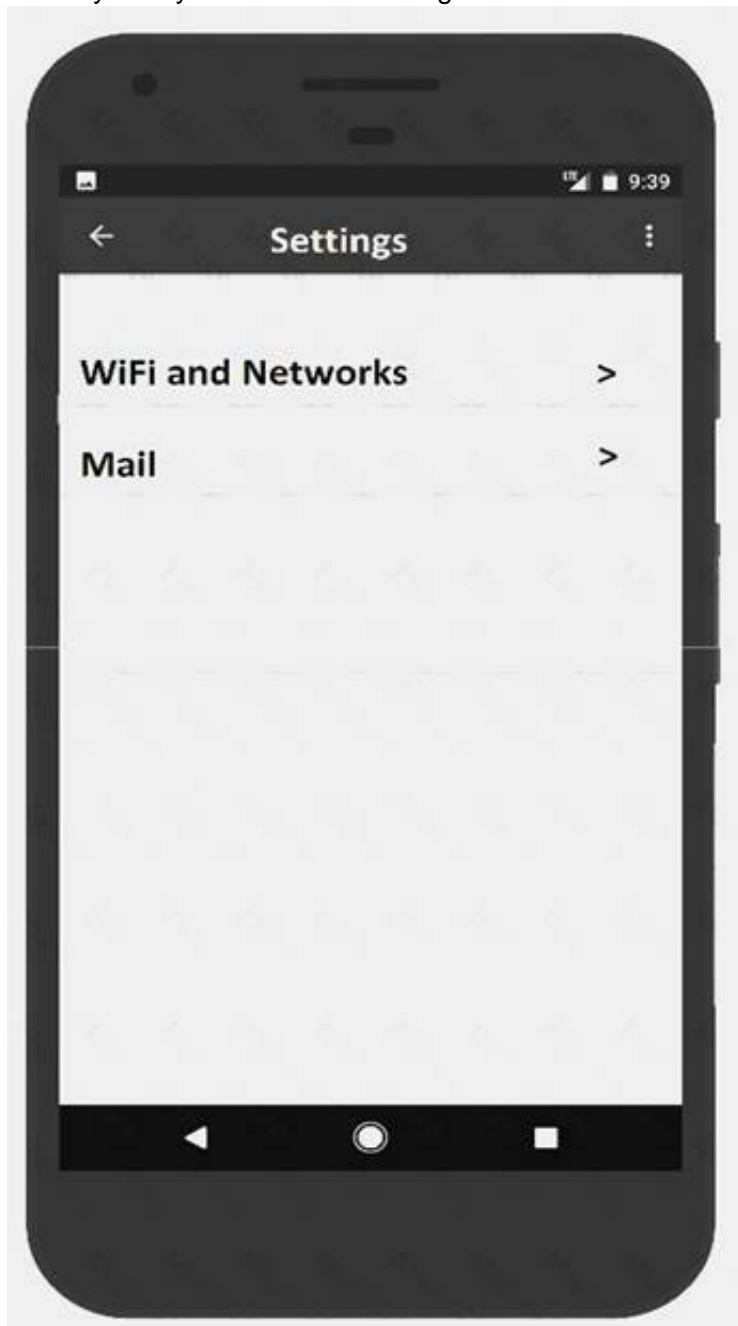
The company's WLAN is broadcasting across the company for easier access. Both incoming and outgoing servers require login credentials.

Use the following parameters:

- Email address tech@techies.com
- Password P@SSwOrd
- Pop techies.com Port 110 Security: None
- IMAP techies.com Port 993 Security SSL
- smtp.techies.com Port 465 Security: TLS
- Company SSID Techies
- Security WPA2
- Passphrase P@SSwOrd
- SSID is not broadcasted INSTRUCTIONS:

Update the mobile device's parameters to fit the criteria.

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

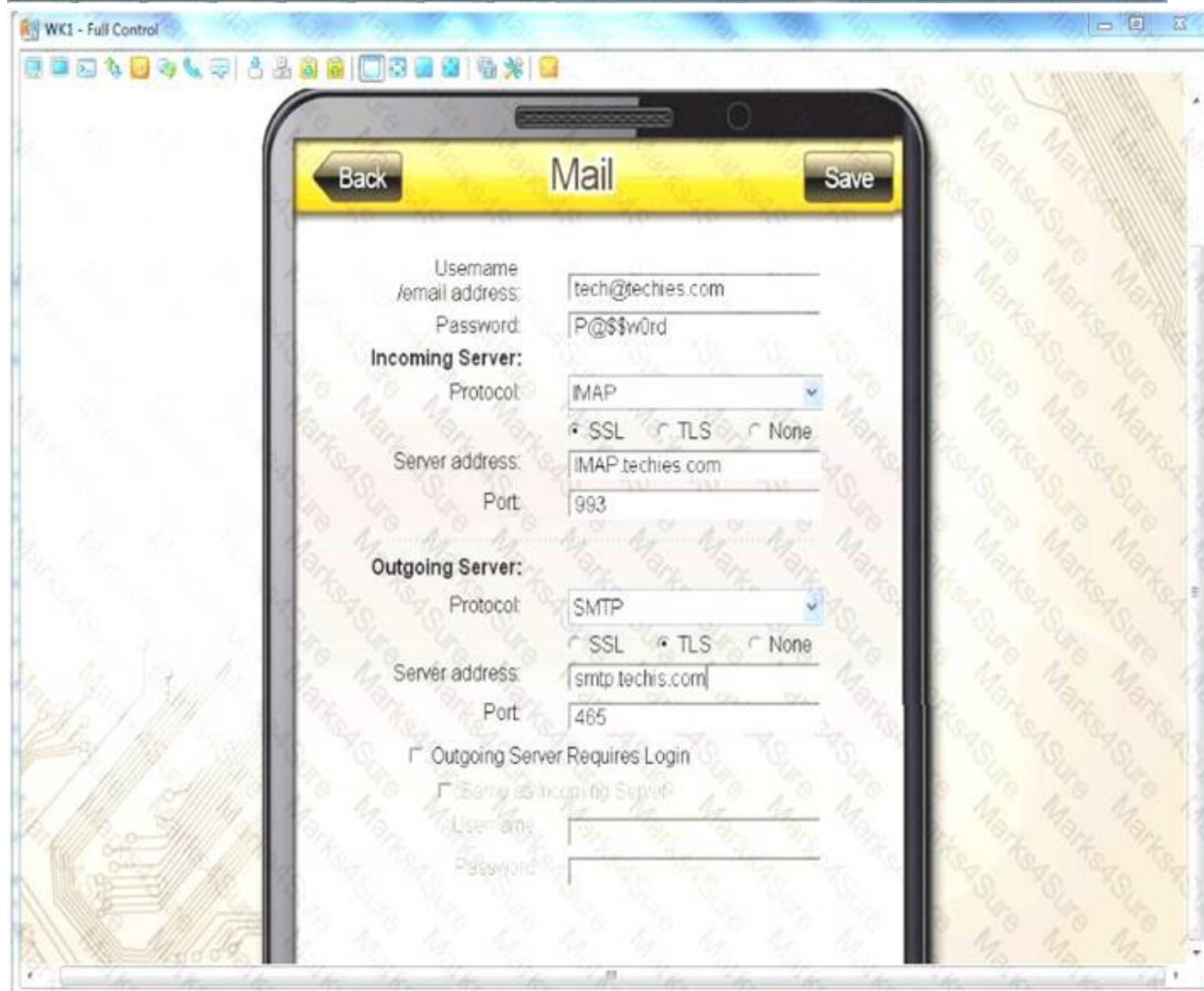
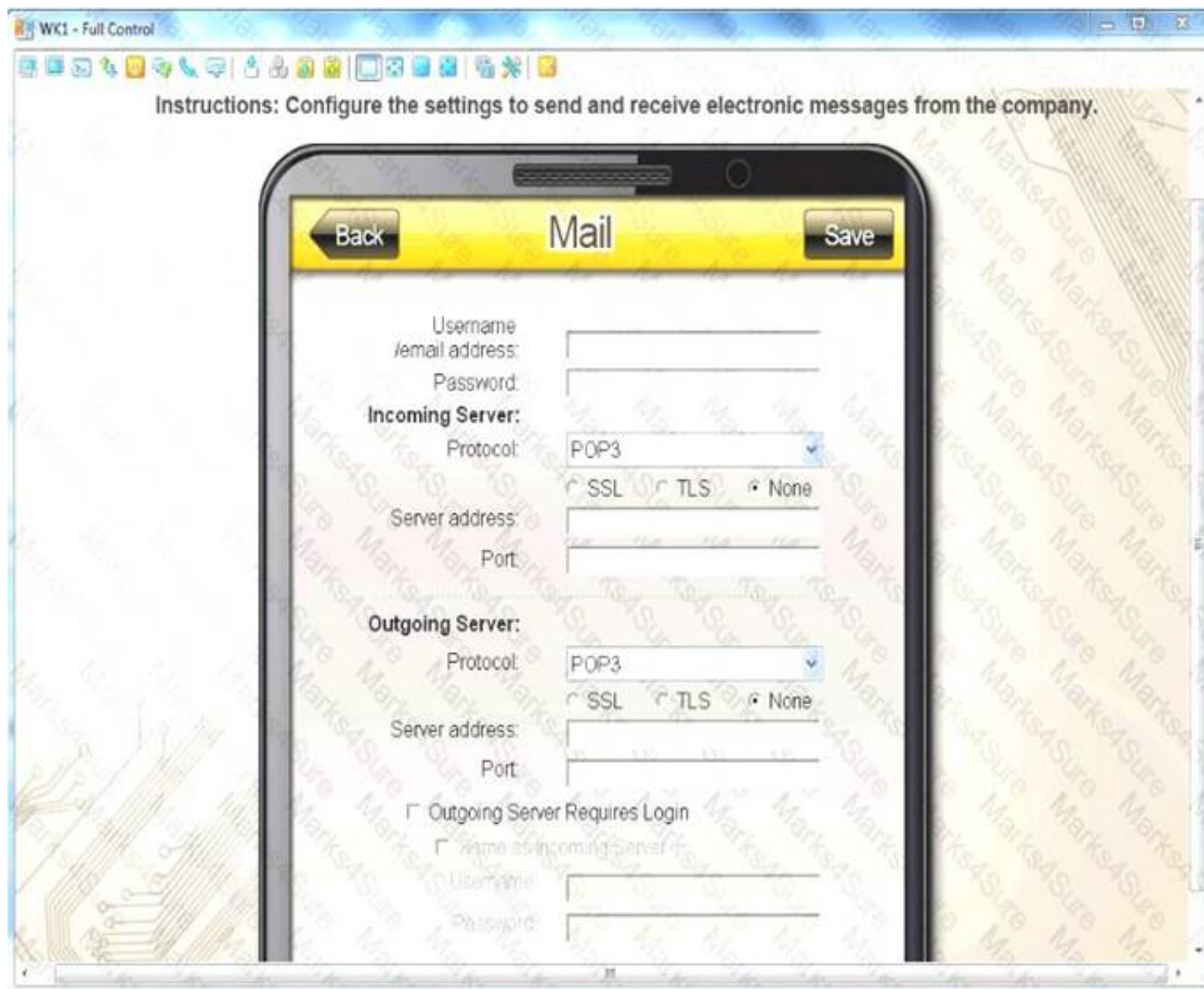


- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

See explanation below



NEW QUESTION 32

Which of the following is an APIPA address?

- A. 162.200.1.1
- B. 167.100.1.1
- C. 168.254.0.1
- D. 169.254.1.1

Answer: D

NEW QUESTION 36

A technician receives a cellular from a manager. The technician is instructed to download a service manual directly from the Internet to a laptop. However, there is no WiFi signal or wired Ethernet. Which of the following would be the MOST appropriate connections for the technician to use?

- A. Hotspot
- B. NFC
- C. Bluetooth
- D. VPN

Answer: A

NEW QUESTION 41

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

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

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

Answer: B

NEW QUESTION 45

A technician is upgrading a user's smartphone and wants to move all of the applications and contact information quickly to the new device.

Which of the following connection types would work BEST to do this?

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

Answer: A

NEW QUESTION 48

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

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

Answer: C

NEW QUESTION 51

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

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

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

Answer: ACD

NEW QUESTION 52

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

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

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

Answer: C

NEW QUESTION 54

Which of the following connects a PC to its default gateway?

- A. NIC
- B. Switch
- C. Router
- D. Cable modem

Answer: B

NEW QUESTION 57

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

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

Answer: C

NEW QUESTION 58

Which of the following networking protocols would be BEST track packages through a sorting facility?

- A. RFID
- B. NFC
- C. Bluetooth
- D. Zigbee

Answer: D

NEW QUESTION 62

Which of the following resource types would be BEST suited to saving photographs from a mobile device with limited onboard storage?

- A. Cloud file services
- B. Virtual desktop
- C. Off-site email
- D. Resource pooling

Answer: A

NEW QUESTION 66

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

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

Answer: A

NEW QUESTION 71

A SOHO user wants a multifunction device to be set up for the office printer. Additionally, scanning and fax capability must be set up for office employees only. Guest WiFi access will open.

Which of the following configuration changes will BEST meet the user's request? (Choose two.)

- A. Enable user authentication.
- B. Disable remote printing.
- C. Configure the print server.
- D. Enable cloud settings.
- E. Disable the wireless network.
- F. Connect to a wired network.

Answer: AC

NEW QUESTION 73

Which of the following is the main purpose of the +5VSB output of a power supply?

- A. It allows peripherals to draw power when the machine is off
- B. It provides power to the audio and sound boards of the machine
- C. It acts as the main voltage supply to the motherboard and processor
- D. It powers all expansion cards and external device hubs

Answer: A

NEW QUESTION 77

A technician manually configured the wireless connection on the Chief Information Officer's (CIO's) new laptop so it can communicate with the network at the office. The CIO now is having trouble connecting to a guest WiFi hotspot. While the device has a gateway address and says it is connected, the CIO cannot access company email. Which of the following would BEST resolve the issue?

- A. Move the CIO's laptop closer to the access point to obtain a better RF signal
- B. Restart the wireless connection to obtain a self-assigned APIPA address
- C. Assign a different IP address to the device in conflict with the CIO's laptop
- D. Set the network connection to use DHCP instead of a static address

E. Change the network's SSID to a mobile hotspot to access company email

Answer: D

NEW QUESTION 79

The IT department recently upgrade client computer for the graphics department. A user reports the new computer has not worked since up. It , makes unusual sound when pressing the power button.

A technician verifies the power cable works and the computer is connected properly to both data and power. The monitor powers on but display the message NO source. Which of the following BEST explains the cause of this problem?

- A. There is insufficient power to the computer
- B. There is back screen on system boot.
- C. The computer is overheating.
- D. The error beep codes on POST.

Answer: C

NEW QUESTION 80

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

Which of the following configurations would correct this behavior?

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

Answer: B

NEW QUESTION 85

Company management wants to be able to give users the ability to work remotely during periods of bad weather. Which of the following should be enabled to allow the workforce to do this?

- A. NAT
- B. VLAN
- C. VPN
- D. HIPS

Answer: C

NEW QUESTION 90

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

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

Answer: A

NEW QUESTION 94

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

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

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

Answer: C

NEW QUESTION 99

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

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

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

Answer: D

NEW QUESTION 103

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

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

Answer: D

NEW QUESTION 108

A user accidentally spills liquid on a laptop. The user wants the device to be fixed and would like to know how much it will cost. Which of the following steps should the technician take NEXT to verify if the device is repairable before committing to a price? (Choose two.)

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

Answer: AB

NEW QUESTION 111

A technician has been asked to fix a problem with a projector. The projector lamp turns off for brief periods during a demonstration. After the technician replaced the lamp, the problem continued with an added message that appears just before the lamp turns off. Which of the following MOST likely need to be performed? (Choose two.)

- A. Reset the lamp life counter
- B. Replace the cooling fan
- C. Adjust the brightness
- D. Update the laptop video driver
- E. Install a higher lumen lamp
- F. Change the video resolution

Answer: AB

NEW QUESTION 114

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

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

Answer: B

NEW QUESTION 116

An engineer is working at a remote site that does not have Internet access. Which of the following features should the engineer use to connect a laptop to the Internet if hotspot functionality is unavailable?

- A. Tethering
- B. Near field communication
- C. Wireless LAN
- D. Virtual private network

Answer: A

NEW QUESTION 120

Following a recent malware infection, a user is unable to access network shares from the local server. A technician verifies the device is able to connect to the Internet and the hosted email provider off-site. The technician also confirms the local server is online. Additionally, a malware scan reports the user's computer is clean. Which of the following is the best NEXT step to troubleshoot the issue?

- A. Verify the DNS servers are configured properly on the device.
- B. Assign a static IP address on the wired network connection.
- C. Run a speed test on the network to check for slow transfer speeds.
- D. Confirm the network connection is not using a link-local address.
- E. Replace the Ethernet cable as it is causing limited connectivity.

Answer: C

NEW QUESTION 123

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

- A. Purchase a number of low-cost devices, installing the required OSs and applications on each one.

- B. Use separate machines for each testing environment.
- C. Purchase a high-end system meeting the hardware requirements for all of the individual Oss and application
- D. Configure a VM for each testing environment.
- E. Purchase one computer and create images for each computer configuration and O
- F. Re-image the machine for each testing environment.
- G. Purchase a number of computers, installing a VM on each on
- H. Configure each VM with an OS for the testing environment.

Answer: B

NEW QUESTION 128

Which of the following devices performs forwarding decisions based on MAC addresses?

- A. Switch
- B. Router
- C. Hub
- D. Repeater

Answer: A

NEW QUESTION 131

Joe, a user, recently purchased a new multifunction printer and attempted to install it himself. He informed a technician that the printer is on his list of printers, but he is unable to print. The technician sees that the printer is listed as a generic printer under Devices and Printers. Which of the following should the technician do NEXT?

- A. Reboot the computer into safe mode and try to print a test page
- B. Download the correct drivers from the manufacturer's website and install them
- C. Unplug the USB cable from the printer and try another USB slot on the PC
- D. Set the printer as the default within the device properties

Answer: B

NEW QUESTION 132

A user is connected to a docking station with an optical drive and is trying to back up personal files to removable media, but is encountering write errors. Which of the following is MOST likely cause of the errors?

- A. The disk has already been finalized
- B. The files are encrypted
- C. There is a corrupt file on the hard drive
- D. The files are not compatible with the type of disk used

Answer: A

NEW QUESTION 137

An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chat activity while keeping in contact with the home office. Which of the following would be the BEST recommendation?

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

Answer: A

NEW QUESTION 141

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

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

Answer: A

NEW QUESTION 145

A user wants to build a computer with a high-end CPU, plenty of RAM, and a high-end graphics card for online gaming. The user wants to verify that the graphics card is compatible with the motherboard. Which of the following connection types would the user MOST likely utilize to connect the video card to the motherboard?

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

Answer: A

NEW QUESTION 150

A technician is replacing the LCD panel in a laptop. Which of the following components is MOST likely to be damaged accidentally during the repair?

- A. Bezel
- B. Hinge
- C. Motherboard
- D. Digitizer

Answer: D

NEW QUESTION 152

Joe, a user, sets up an IMAP connection on his smartphone to connect to webmail. Joe is able to view email, but he receives an error message when trying to send a message. When viewing the mail client's configuration, Joe sees a valid SMTP server and port. Which of the following should Joe check NEXT to resolve the issue?

- A. Configure the email account as a POP3 connection
- B. Ensure the SSL/TLS option is being used
- C. Check that the account password is still valid
- D. Make sure the smartphone is not in airplane mode

Answer: A

NEW QUESTION 156

After upgrading a smartphone's OS, Joe, a user, reports the smartphone no longer connects to his automobile automatically when near it, Joe, restarts the smartphone, but the problem persists. Which of the following should a technician do NEXT to restore the previous functionality?

- A. Connect the smartphone to the automobile via USB
- B. Reenable the smartphone's Bluetooth radio
- C. Perform a rollback of the smartphone's OS
- D. Pair the smartphone with the automobile

Answer: B

NEW QUESTION 158

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

Which of the following is MOST likely causing the problem?

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

Answer: A

NEW QUESTION 162

Which of the following Internet connection types often terminates at a switching center and then requires the use of a different media for the last mile to the customer?

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

Answer: B

NEW QUESTION 167

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

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

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

Answer: AB

NEW QUESTION 168

A company is using a high-speed impact printer to create invoices on multi-layer forms. The printing on the top copy looks OK, but the lower copies are almost unreadable. Which of the following parts is MOST likely causing the problem?

- A. Print head
- B. Ribbon
- C. Pickup rollers
- D. Tractor feed

Answer: A

NEW QUESTION 170

A technician is setting up RAID 5 on a server that needs to be highly available. Which of the following is the BEST option to use for the array?

- A. Hot spare drives
- B. Large capacity drives
- C. Hot swappable drives
- D. Solid state drives

Answer: D

NEW QUESTION 172

A user states the department laser printer continues to display a paper jam error message despite the jam being cleared. Which of the following should a technician do to troubleshoot this problem?

- A. Check the paper path for blocked sensors
- B. Replace the duplex assembly
- C. Run the printer's internal diagnostics
- D. Verify the pickup rollers are in working order

Answer: A

NEW QUESTION 175

A network administrator would like to increase network bandwidth to iGbps between two office buildings that are 0.5mi (805m) apart. Which of the following would be the BEST solution?

- A. Fiber
- B. Coaxial
- C. Plenum
- D. Cat 6

Answer: A

NEW QUESTION 180

A technician is setting up a WiFi-enabled thermostat for a customer, but the customer is concerned about IoT devices getting hacked. Which of the following BEST address the customer's concerns? (Choose two.)

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

Answer: AC

NEW QUESTION 183

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

Which of the following should the technician do NEXT?

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

Answer: A

NEW QUESTION 186

A technician is buying a PC that will host three VMs running at the same time with the current configuration. The technician believes there might be a need to run several additional VMs in the near future. Which of the following resources would be the MOST important to upgrade to allow for the additional VMs?

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

Answer: B

NEW QUESTION 188

Users report they have to select the output tray at the printer, even though the correct tray is selected in the print dialog. Which of the following should a technician perform FIRST to attempt to solve the problem?

- A. Check the user's account for the correct printing privileges.
- B. Reinstall the driver on the print server.
- C. Update the firmware on the commercial office printer.
- D. Run Windows Update on the affected computers.

Answer: B

NEW QUESTION 189

A technician is troubleshooting network connectivity issues after a new wireless router was installed in an office. Users who connect to the new router are unable to access LAN resources. Which of the following is the MOST likely cause of the issue?

- A. There are conflicting DHCP servers on the network
- B. There are conflicting ARP records
- C. There are conflicting gateways on the network
- D. There are conflicting IP protocols

Answer: A

NEW QUESTION 191

The corporate office has mandated that all documents must be electronically signed and encrypted with a certificate in order to be stored on the network. The IT department has been asked to ensure the proper file format is used to accomplish this task. Which of the following would satisfy the requirement?

- A. Print to PDF
- B. Print to file
- C. Print to image
- D. Print to XPS

Answer: A

NEW QUESTION 196

An employee's mobile device no longer charges, and the employee believes the battery is bad. A technician tests the mobile device and finds it will charge on a wireless charging pad but not when it is connected to a charging cable. Other devices charge without issue when the cable is used. Which of the following should the technician perform FIRST to resolve the issue?

- A. Clean out the charging port on the device
- B. Replace the mobile device's battery
- C. Issue a new charging cable to the employee
- D. Send the device for service and give the employee a loaner

Answer: A

NEW QUESTION 201

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

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

Answer: A

NEW QUESTION 204

An administrator connects to the company's cloud account and builds a server that is hosted in the cloud. The server will be used as a confidential database server for one of the company's core applications. The administrator is responsible for patching and updating the server OS. Which of the following cloud models is this an example of?

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

Answer: A

NEW QUESTION 207

Which of the following cloud computing concepts facilitates automated server deployment?

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

Answer: B

NEW QUESTION 212

Which of the following is designed to function BEST in harsh lighting conditions?

- A. Large tablet
- B. E-reader
- C. Smart watch
- D. Virtual reality headset

Answer: D

NEW QUESTION 214

A technician is replacing a broken screen on a new company laptop but does not have repair information from the vendor. Which of the following is the BEST way to proceed?

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

Answer: A

NEW QUESTION 217

A company is concerned about security of sensitive data on a laptop a user frequently takes off-site Which of the following enables hardware encryption to secure user data?

- A. BIOS password
- B. Hibernation mode
- C. Trusted Platform Module
- D. Screen-saver lock

Answer: C

NEW QUESTION 221

A user reports being unable to browse the Internet. A technician believes the cause of the issue is related to DNS. Which of the following should the technician perform NEXT?

- A. Test the theory by attempting to browse to a website's known IP address.
- B. Implement preventive measures by manually assigning a DNS server to the PC.
- C. Identify the problem by running the command `ipconfig /flushdns`.
- D. Document the findings in the organization's local knowledge base.

Answer: A

NEW QUESTION 223

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

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

Answer: AC

NEW QUESTION 228

An end user has signed up to use a web-based calendar application. Which of the following solutions has the user purchased?

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

Answer: B

NEW QUESTION 230

A technician is setting up a new SOHO router for a home user. The user has a media server to be accessible from the Internet while the user is traveling. Which of the following should the technician configure to allow access to the server from the Internet?

- A. Port forwarding
- B. NAT
- C. MAC filtering
- D. QoS

Answer: A

NEW QUESTION 233

An end user reports a Windows based PC just had a BSOD. The PC rebooted, and the user is now logged back in and working without any issues. Which of the

following should a technician check FIRST to begin troubleshooting?

- A. Hard drive S.M.A.R.
- B. data
- C. Event Viewer
- D. Device Manager
- E. BIOS settings
- F. Performance Monitor

Answer: B

NEW QUESTION 236

A technician is configuring a new web server and must have over 10TB of fault-tolerant storage, while minimizing the number of failure points. The applications on the server also require the highest performance available. Which of the following configurations would the technician MOST likely select?

- A. RAID 0 with 1500rpm 15TB drives
- B. RAID 1 with 1000rpm 8TB drives
- C. RAID 5 with 7200rpm 5TB drives
- D. RAID 10 with 5400rpm 6TB drives

Answer: D

NEW QUESTION 240

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

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

Answer: DE

NEW QUESTION 243

A network administrator must install a device that will proactively stop outside attacks from reaching the LAN. Which of the following devices would BEST meet the organization's needs?

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

Answer: A

NEW QUESTION 245

A user reports that printing on heavy cardstock paper results in the image smearing if touched. When printing on plain paper, the problem does not occur. Which of the following would be the NEXT troubleshooting step to perform?

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

Answer: A

NEW QUESTION 248

A technician needs to give users the ability to transfer files between mobile devices. The technician teaches the staff how to use a file transfer method in which the devices need to be in close proximity with line-of-sight access to each other. Which of the following technologies is the technician teaching to the staff?

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

Answer: A

NEW QUESTION 253

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