

CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1



NEW QUESTION 1

Upon booting a workstation, a technician hears a distinct clicking sound after power is applied to the motherboard. Which of the following would MOST likely be the cause?

- A. RAID
- B. SSD
- C. S.M.A.R.T
- D. HDD

Answer: D

Explanation:

The clicking sound is the sound of a damaged disk in the HDD

NEW QUESTION 2

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

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

Answer: C

Explanation:

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

NEW QUESTION 3

A desktop support technician is tasked with upgrading a laptop so that it has the fastest data access possible. Which of the following BEST satisfies this requirement?

- A. mSATASSD
- B. M.2NVMeSSD
- C. 2.5SATASSD
- D. 2.5SASHHD

Answer: B

NEW QUESTION 4

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

NEW QUESTION 5

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

NEW QUESTION 6

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/>

NEW QUESTION 7

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

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

Answer: C

NEW QUESTION 8

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

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

Answer: D

NEW QUESTION 9

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:

CompTIA study guide says Apple Devices use thunderbolt and lightning cables the most, but it is being implemented in Windows and Linux products.

NEW QUESTION 10

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

NEW QUESTION 10

Which of the following network types would be used in a server room to connect virtual servers to high-speed storage?

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

Answer: D

NEW QUESTION 14

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

- A. M.2
- B. SAS
- C. HDD
- D. SCSI

Answer: A

NEW QUESTION 17

A technician is adding one more line at the demarcation point. Which of the following tools would be MOST useful to accomplish this task?

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

Answer: B

Explanation:

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

NEW QUESTION 21

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: B

NEW QUESTION 24

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

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

Answer: D

NEW QUESTION 29

A technician installed a Cat 5 UTP cable approximately 275ft (84m) from a network switch in an office to a workstation located on a factory floor. The technician sees both a flashing green LED and a flashing orange LED on the workstation's NIC. Which of the following should the technician do FIRST?

- A. Check for loose connections, pinched bends, and physical damage.
- B. Install a powered hub as close as possible to the halfway point in the Cat 5 UTP cable run.
- C. Replace the entire run of Cat 5 UTP cable with Cat 5 STP cable.
- D. Upgrade the entire cable run to multimode fiber.

Answer: C

NEW QUESTION 31

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

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

Answer: A

NEW QUESTION 33

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: D

NEW QUESTION 36

A user brings an older laptop to the help desk and reports issues with the keyboard. Upon inspection, the technician does not see any external damage but notices that many keystrokes do not register in a word processor. The laptop works fine when the technician tests it with an external keyboard. Which of the following actions would MOST likely resolve the issue?

- A. Disable the sticky keys feature.
- B. Clean the keyboard.
- C. Reset the BIOS settings to default.
- D. Charge the laptop.

Answer: C

NEW QUESTION 37

A company wants to give third-party developers access to the corporate network through desktop environments that the company can control. Which of the

following can BEST achieve these requirements?

- A. Sandbox
- B. VDI
- C. Private cloud
- D. SaaS

Answer: B

Explanation:

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

NEW QUESTION 41

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

NEW QUESTION 46

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.

NEW QUESTION 47

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

NEW QUESTION 48

Which of the following is a method that can be used to securely connect a remote user's laptop to a corporate server?

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

Answer: B

NEW QUESTION 49

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%20Connec

NEW QUESTION 52

Which of the following network devices is used to separate broadcast domains?

- A. Switch
- B. Wireless access point
- C. Router
- D. Hub

Answer: A

NEW QUESTION 53

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

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

Answer: C

NEW QUESTION 55

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: A

NEW QUESTION 56

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

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

Answer: A

NEW QUESTION 61

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: C

NEW QUESTION 63

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

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

Answer: A

Explanation:

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

NEW QUESTION 65

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

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

Answer: C

Explanation:

<https://intellinetnetwork.eu/pages/what-is-a-poe-injector>

NEW QUESTION 69

The help desk received a ticket regarding Issues with a laser printer. The printer has had repairs previously for scanning Issues. Currently, the printed text is not adhering properly to the paper. Which of the following should be replaced to resolve this Issue?

- A. Fuser
- B. Waste container
- C. Roller
- D. Toner

Answer: D

NEW QUESTION 74

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

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

Answer: C

Explanation:

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

NEW QUESTION 79

A technician logs on to a PC and inserts an encrypted USB drive. When opening File Explorer, the technician cannot see the USB drive. Which of the following tools should the technician use to see all drives?

- A. DiskPart
- B. Diskmgmt
- C. Disk Cleanup
- D. BitLocker

Answer: D

NEW QUESTION 80

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

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

Answer: C

NEW QUESTION 84

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

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

Answer: C

NEW QUESTION 88

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

NEW QUESTION 91

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

NEW QUESTION 93

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: AEH

NEW QUESTION 97

An IT manager discovered that hundreds of pages of printed materials are being recycled each day because the materials are left on the printer tray instead of being picked up by users. Which of the following would BEST prevent this waste?

- A. Send friendly reminders to not print unnecessarily.
- B. Enable duplex printing to reduce paper utilization.
- C. Bill each department for the excess material cost.
- D. Require a code or badge before releasing a print job.

Answer: B

NEW QUESTION 101

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 104

Which of the following BEST describes the main function of a web server?

- A. Storing files and controlling user access
- B. Setting up personal mailboxes and calendars
- C. Providing IP addresses and printing services
- D. Hosting home pages and business portals

Answer: D

NEW QUESTION 108

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

NEW QUESTION 112

A technician is adding one more line at the demarcation point. Which of the following tools would be MOST useful to accomplish this task?

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

Answer: B

Explanation:

Punchdown tools are used to make connections between wires in a 66/110 block at the demarcation point. The tool is used to insert the wire into the appropriate holes in the block, and it can be used to add additional lines to the demarcation point. The other options are not the correct tools for adding lines to the demarcation point. A toner is used to identify cable pairs, a network tap is used to monitor network traffic, and a crimper is used to terminate cables.

NEW QUESTION 114

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

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

Answer: C

NEW QUESTION 117

A user failed to gain access to a building's entrance after security measures at the entrance were upgraded last week. The company implemented the 13.56MHz frequency short band, and users can now utilize their mobile devices to authenticate. Which of the following has to be enabled for the mobile device to authenticate?

- A. Bluetooth
- B. Biometrics
- C. NFC
- D. PIN

Answer: C

NEW QUESTION 118

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

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

Answer: D

Explanation:

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

NEW QUESTION 122

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:

<https://techgenix.com/raid-10-vs-raid-5/>

NEW QUESTION 126

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 130

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

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

Answer: C

Explanation:

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

NEW QUESTION 131

Which of the following would MOST likely be used to connect one or more devices to the internet in a SOHO?

- A. Hub
- B. Ethernet gateway
- C. Wireless access point
- D. Router

Answer: C

NEW QUESTION 134

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

```
Date/Time Not Set
Press F1 to Run Setup
```

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

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

Answer: C

NEW QUESTION 135

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

NEW QUESTION 140

A technician is setting up a device to use two-factor authentication. Which of the following meets this requirement?

- A. Thumbprint/retinal scan

- B. Password/password
- C. Password/thumbprint
- D. Password/PIN

Answer: C

NEW QUESTION 143

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

NEW QUESTION 145

A company just bought a printer capable of automatically printing on both sides of the paper. After installation, however, the technician can only print on both sides of the paper manually. Which of the following should the technician do to fix the issue?

- A. Install the most recent firmware upgrade available for the printer.
- B. Contact the vendor for a hardware replacement.
- C. Reinstall the printer software and drivers, and then restart the printer.
- D. Read the installation manual and configure duplex settings.

Answer: D

NEW QUESTION 148

Which of the following allows a switch to be divided into separate logical networks?

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

Answer: A

Explanation:

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

NEW QUESTION 152

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

- A. 2.4GHz has less interference
- B. 5GHz transmits in lower speed.
- C. 2.4GHz penetrates solid objects more effectively
- D. 5GHz provides faster data connections.
- E. 2.4GHz has a higher data rate
- F. 5GHz has 23 channels.
- G. 2.4GHz has 11 channels
- H. 5GHz has no data interference.
- I. 2.4GHz has a higher coverage area
- J. 5GHz has higher bandwidth.
- K. 2.4GHz has a higher bandwidth
- L. 5GHz has lower transmit power.

Answer: BE

Explanation:

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

NEW QUESTION 153

A hardware technician is configuring a laptop, and the network administrator requires the network settings to be static. The technician successfully pings the servers by IP address but cannot ping the UNC path. Which of the following is the cause of this issue?

- A. Domain Name System
- B. Gateway
- C. Subnet
- D. IP address

Answer: A

NEW QUESTION 154

Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

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

Answer: B

NEW QUESTION 156

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

NEW QUESTION 160

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: BD

Explanation:

CompTIA covers it in page 97 of the comptia A+ complete study guide.

NEW QUESTION 165

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

- A. Hardware prefetcher
- B. Hyperthreading
- C. vPro
- D. VT-d

Answer: D

Explanation:

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

NEW QUESTION 169

A technician has set up a new conference room with a TV and a video soundbar. The technician wants to test the system with a conference call. During the test, the TV speaker produces sound, but the soundbar does not.

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

- A. The volume on the TV needs to be turned up.
- B. The conference call needs to be unmuted for audio.
- C. An incorrect HDMI cable is being used.
- D. The TV's HDMI-ARC port is not being use

Answer: D

Explanation:

HDMI-ARC (Audio Return Channel) is an HDMI connection that allows audio to be sent from the TV to an external sound system, such as a soundbar. If the TV's HDMI-ARC port is not being used, then the soundbar will not receive any audio from the TV and thus will not produce any sound. To resolve the issue, the technician should ensure that the TV's HDMI-ARC port is being used to connect the TV to the soundbar.

NEW QUESTION 173

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

NEW QUESTION 178

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 181

The IT department issued a corporate smartphone to a user, but the user returned the device stating it had connectivity issues. The user claimed the device functioned on WI-FI but all connectivity to cloud services was lost as soon as the device was taken off site. Which of the following issues was MOST likely affecting the device?

- A. MDM was never properly set up on the device.
- B. S/MIME certificates were corrupted and needed to be reloaded.
- C. Bluetooth on the device was disabled by mistake.
- D. The device never had a proper SIM card installed.

Answer: D

Explanation:

A SIM card is needed for the device to use cellular network services, so without it, the device will be unable to connect to the cloud services when taken off site. MDM (Mobile Device Management) can be used to manage settings and access on a device, but it is not necessary for the device to be able to use cloud services. S/MIME (Secure/Multipurpose Internet Mail Extensions) certificates are used to encrypt and digitally sign emails, and are not related to device connectivity. Bluetooth can be used to connect devices together, but it is not necessary for the device to be able to use cloud services.

NEW QUESTION 186

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

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

Answer: A

NEW QUESTION 189

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

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

Answer: C

Explanation:

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

NEW QUESTION 192

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: C

NEW QUESTION 197

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

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

Answer: A

NEW QUESTION 200

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

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

Answer: A

Explanation:

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

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

NEW QUESTION 205

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

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

Answer: A

Explanation:

The most common symptoms that indicate fuser deterioration are: The print leaves parallel spots across a sheet. The printer begins to loosen toner and does not stick to the sheet. Stains on printed sheets. Annoying noise from gear wear. The fusers are the core in the printing process of a laser printer. The Fuser is the piece that fixes the toner on the paper.

NEW QUESTION 209

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

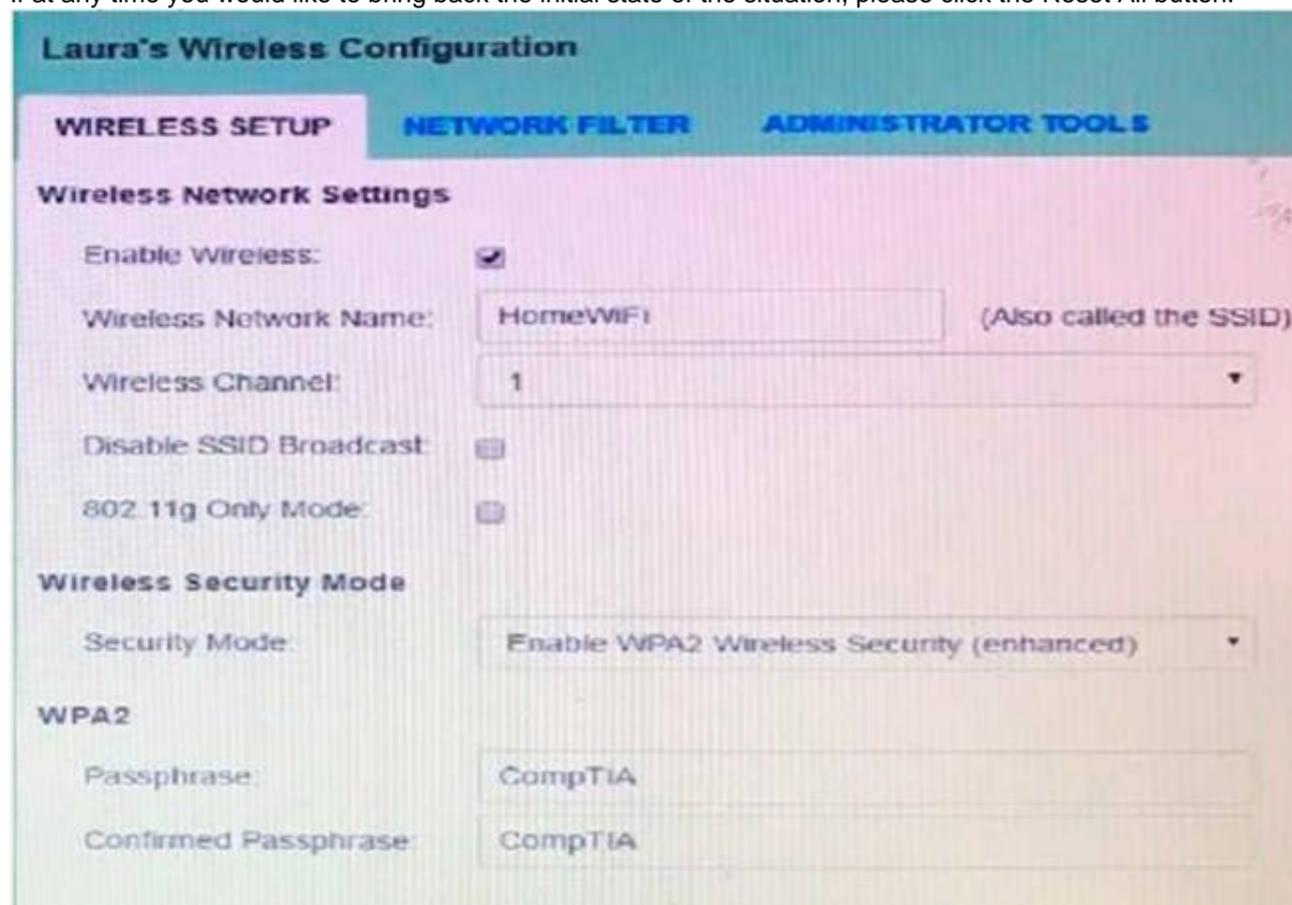
Shared Key: CompTIA Router Password: Secure\$1

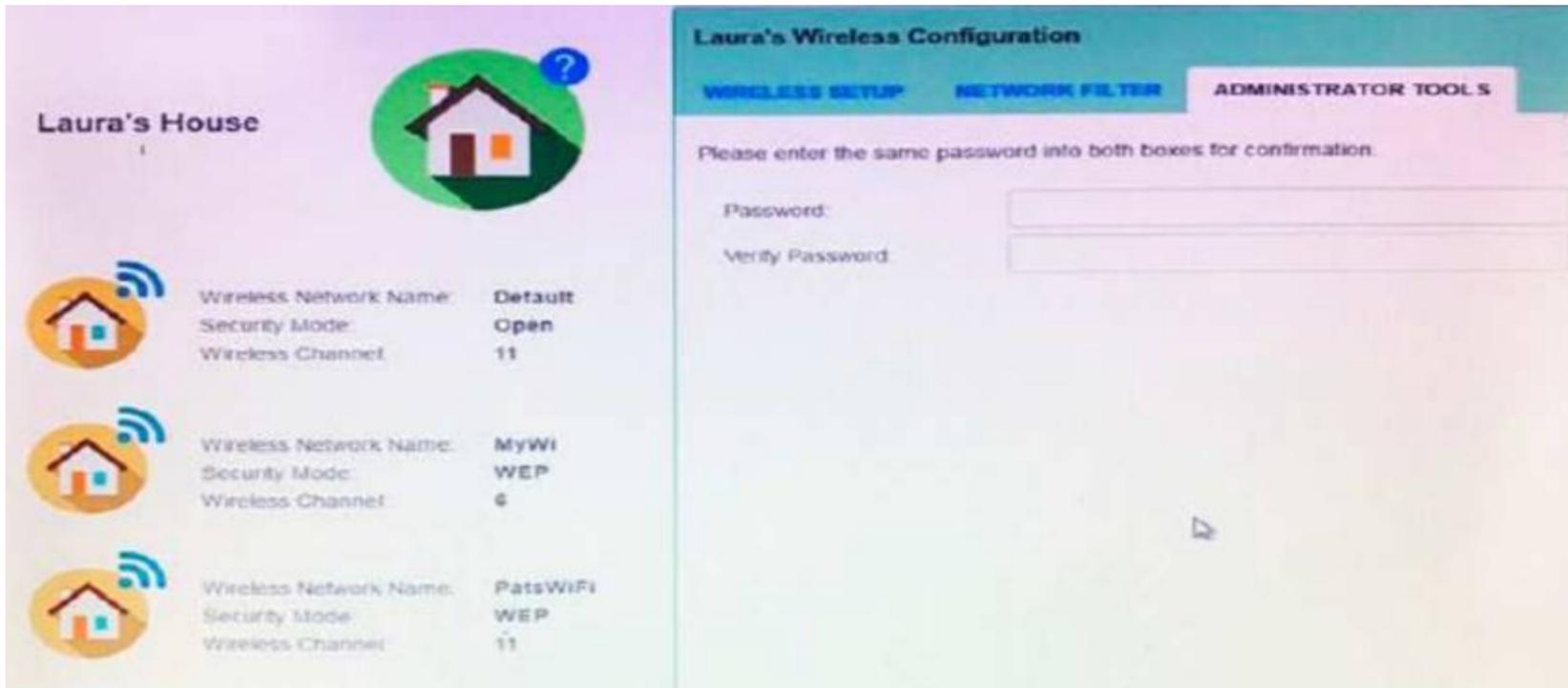
Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network. Laptop: IP Address 192.168.1.100

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 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

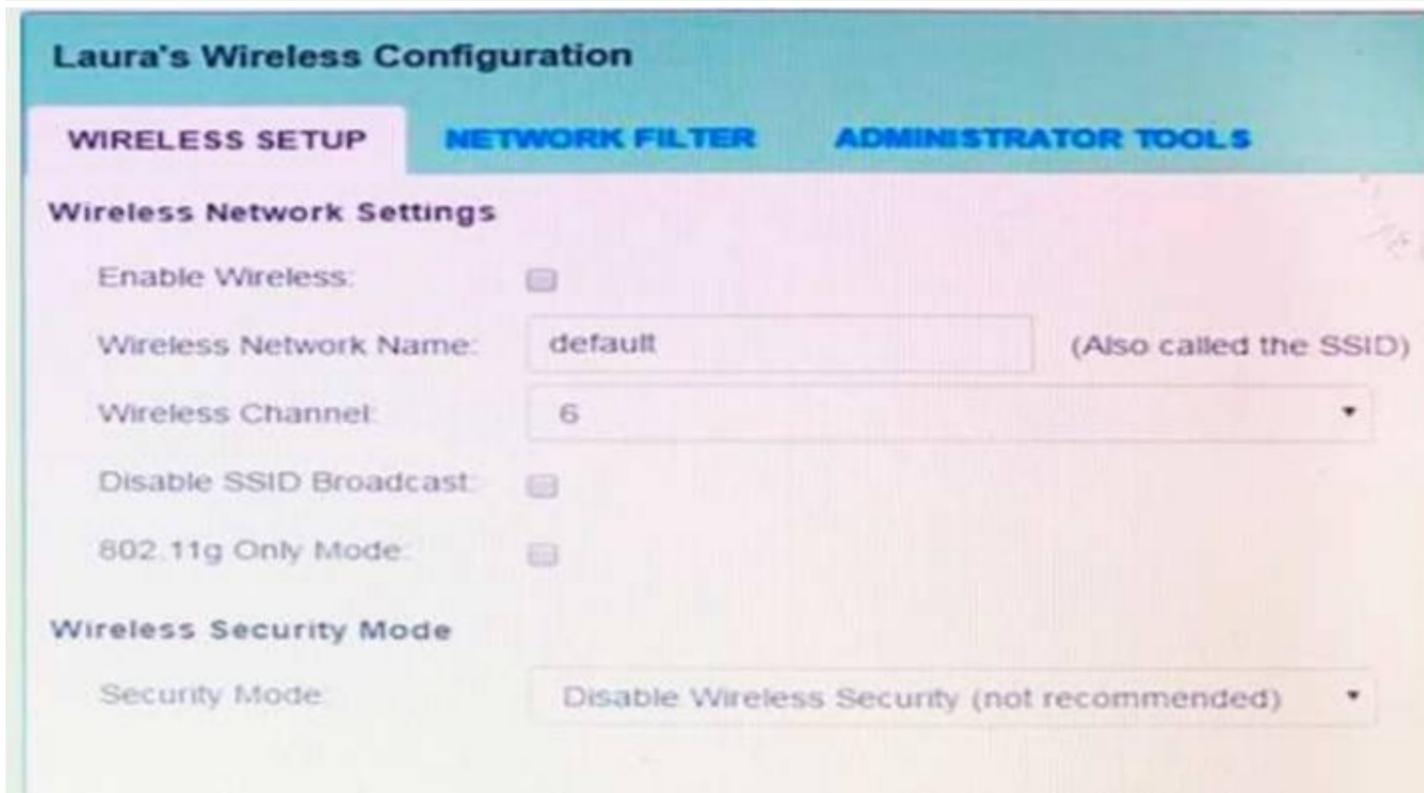
Laura's Wireless Configuration

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)

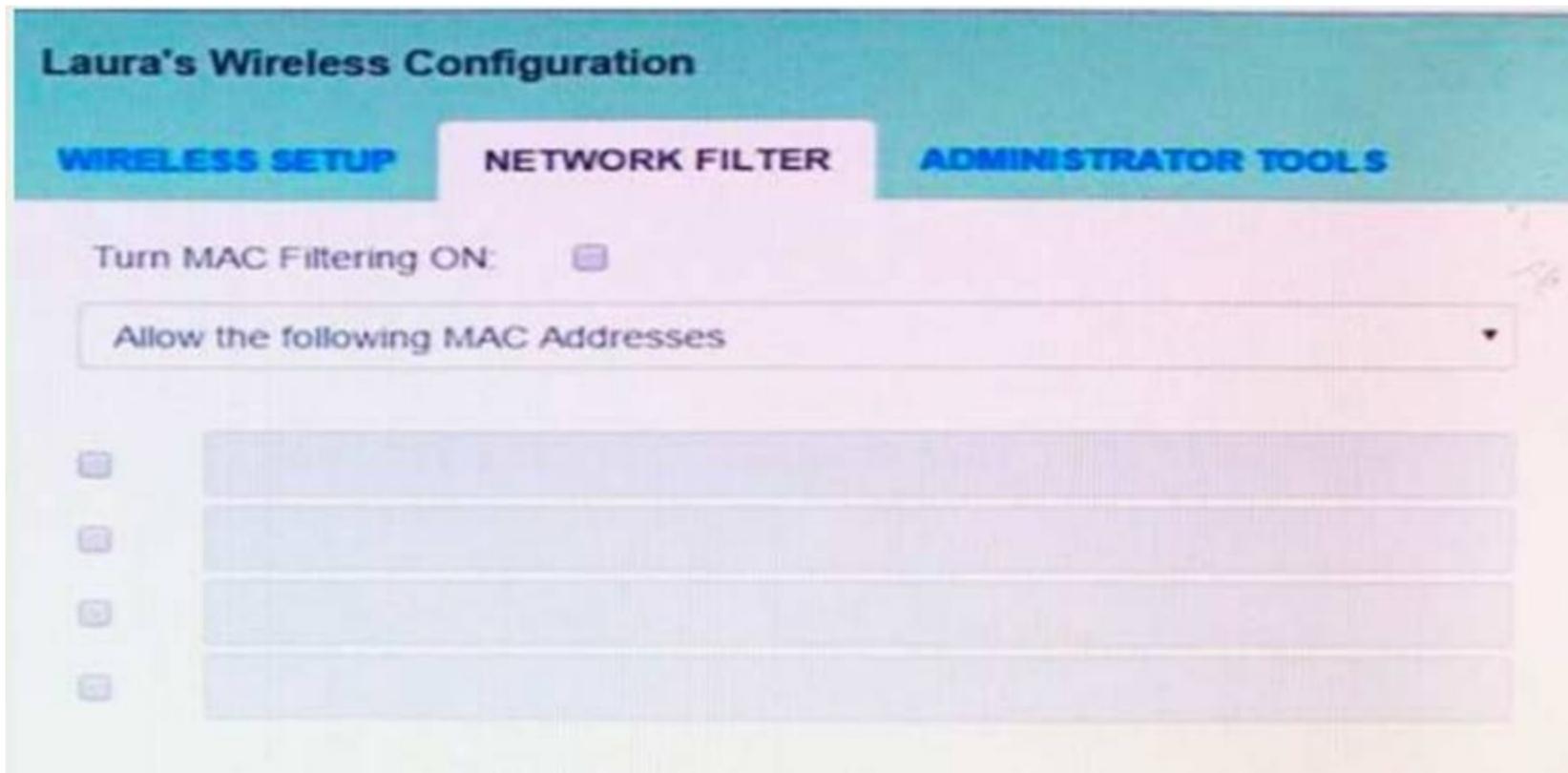
Wireless Channel:

Disable SSID Broadcast:

802.11g Only Mode:

Wireless Security Mode

Security Mode:



Laura's Wireless Configuration

WIRELESS SETUP NETWORK FILTER ADMINISTRATOR TOOLS

Turn MAC Filtering ON:

Allow the following MAC Addresses

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
solution as

Wireless Configuration

Wireless Setup | Network Filter | Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless:

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast:

802.11g Only Mode:

WIRELESS SECURITY MODE:

Security Mode:

WPA2:

Passphrase:

Confirmed Passphrase:

Wireless Configuration

Wireless Setup | Network Filter | Administrator Tools

Turn MAC Filtering ON

MAC Address

<input checked="" type="checkbox"/>	<input type="text" value="00:0A:BF:03:C4:54"/>
<input checked="" type="checkbox"/>	<input type="text" value="09:2C:D0:22:3F:11"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>



NEW QUESTION 212

A colleague has a laptop that has been working as expected for several years wall outlet. The MOST likely component that needs to be replaced is the:

- A. power adapter.
- B. battery.
- C. system fan.
- D. hard drive.

Answer: B

NEW QUESTION 215

A technician just finished assembling a new PC for a client. Upon POST, the device presents an unspecified beep code and turns off automatically after five seconds. The technician double-checks the bill of materials for the new build and confirms all items have been installed. Which of the following should the technician do NEXT?

- A. Ensure thermal paste is being used on the CPU.
- B. Check to make sure that any video cards have auxiliary power cabling connected.
- C. Verify the header panel connector is properly connected.
- D. Spot-check that the I/O shield for the motherboard is properly installed.

Answer: C

Explanation:

The technician should verify the header panel connector is properly connected. A beep code is a diagnostic tool used by motherboards to indicate issues with hardware components. This beep code may be indicating an issue with the connection between the motherboard and the case's header panel connector. This connector is responsible for providing power to the system and any connected peripherals. Therefore, the technician should verify the connection is secure and properly connected before attempting any other troubleshooting steps.

NEW QUESTION 217

A user entered a help desk ticket stating the latest calendar updates have not appeared on the user's corporate mobile device for several days, even though updates do appear on the user's laptop. Which of the following actions will MOST likely enable calendar alerts?

- A. Checking that the ringer volume on the device is high enough to be audible
- B. Ensuring the corporate password is saved correctly in the calendar application
- C. Installing a third-party calendar application and synchronizing it with the corporate calendar
- D. Remotely wiping the mobile device and reinstalling all applications

Answer: B

NEW QUESTION 220

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: D

NEW QUESTION 225

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 229

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

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

Answer: A

NEW QUESTION 230

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: A

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 231

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.

NEW QUESTION 236

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

NEW QUESTION 240

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

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

Answer: A

NEW QUESTION 244

A user's laptop is running out of disk space and requires a new hard drive. The user wants to replace the existing hard drive with the fastest possible 1 TB HDD. A technician assesses the user's hardware and determines the connections that are available. Which of the following drive types should the technician recommend as the BEST choice?

- A. 1TB NVMe SSD
- B. 1TB flash drive
- C. 1TB SATA SSD
- D. 1TB SAS

Answer: A

Explanation:

The best choice for the user's laptop is a 1TB NVMe SSD. NVMe (Non-Volatile Memory Express) is a high-performance storage protocol designed specifically for solid-state drives (SSDs). It is significantly faster than SATA SSDs and SAS hard drives, making it ideal for users who need fast storage for their laptop. NVMe SSDs also have lower latency and higher bandwidth than traditional hard drives, making them well-suited for data-intensive tasks such as video editing, gaming, and running multiple applications simultaneously. Additionally, NVMe offers more reliable data reliability than traditional hard drives, and is less susceptible to performance degradation over time.

NEW QUESTION 245

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

NEW QUESTION 248

In which of the following places is a laptop's wireless antenna MOST likely located?

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

Answer: A

NEW QUESTION 250

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

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

Answer: A

NEW QUESTION 252

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

NEW QUESTION 257

A technician is replacing a ribbon on a printer that produces faded text and images when priming. Which of the following types of primers is the technician working on?

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

Answer: D

NEW QUESTION 258

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

NEW QUESTION 261

Which of the following is the MAXIMUM power PoE+ provides?

- A. 15.4W
- B. 30W
- C. 60W
- D. 95W

Answer: B

Explanation:

The earliest PoE switches from a few years ago generated 15 Watts per port (IEEE 802.3af). Today, most use the PoE+ standard (IEEE 802.3at), which generates up to 30 Watts per port. That's plenty for most devices that people want to connect

NEW QUESTION 262

A small office has a wireless network with several access points for roaming laptop use. Users occasionally report that the wireless connection drops or becomes very slow. Users have confirmed that this issue only happens when connected to the office wireless network. Which of the following would MOST likely be the cause?

- A. Hidden SSID
- B. Device interference
- C. Ethernet port flapping
- D. High ISP latency

Answer: B

NEW QUESTION 265

A user has decided to build a new computer with parts purchased from a popular online vendor. The user has referenced online resources to assemble the unit. However, when the user presses the power button, the new computer does not load the operating system's installer. Instead, the onboard speaker beeps and immediately reports an issue on the screen. Which of the following is the MOST likely issue with the new build?

- A. The user did not plug in the processor's fan.
- B. The user did not apply thermal paste to the CPU.
- C. The user did not seat the GPU correctly.
- D. The user did not install the power supply.

Answer: A

Explanation:

If a computer is not booting and the onboard speaker emits beeps, it can indicate a hardware issue. One of the most common causes of beep codes is overheating, which can occur if the processor's fan is not properly installed and running. The processor's fan is responsible for cooling the processor and preventing damage to the internal components.

NEW QUESTION 270

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: D

NEW QUESTION 275

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