

## Exam Questions 220-1001

CompTIA A+ Certification Exam: Core 1

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#### 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 systems administrator receives a notification from the RAID controller that the RAID 5 array is degraded. Upon logging into the server, the administrator sees that on local disk 0, physical disk 2 has failed. Which of the following is the BEST course of action to take to resolve the problem?

- A. Schedule system downtime and replace physical disk 2. Wait until the array is rebuilt and confirm in the RAID controller that the system is no longer degraded.
- B. Immediately replace physical disk 2. Wait until the arrays is rebuilt and confirm in the RAID controller that the system is no longer degraded.
- C. Delete logical disk 0 and manually configure a new RAID array only using the known-good working drive
- D. Wait until the array is rebuilt and confirm in the RAID controller that the system is no longer degraded.
- E. In the controller, convert the RAID 5 array to RAID 0 array to avoid system downtim
- F. Wait until the array is rebuilt and confirm in the RAID controller that the system is no longer degraded.

**Answer: A**

#### NEW QUESTION 3

A technician is setting up a laptop and projector for a presentation. When plugging in the projector, it mirrors the desktop screen from the laptop but everything appears distorted and compressed. Which of the following should the technician do to correct the appearance of the image on the projector?

- A. Update the laptop graphics driver
- B. Change the scaling options.
- C. Change the desktop resolution
- D. Replace the video cable.
- E. Utilize a USB VGA graphics adapter
- F. Adjust the keystone settings on the projector

**Answer: C**

#### NEW QUESTION 4

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 5

After setting up a DHCP server and a DNS server a technician would like to centralize all of the events generated by the two servers so they can be viewed in one dashboard. Which of the following is a data source used to populate the dashboard?

- A. Netstat
- B. Host file
- C. Perfmon
- D. Syslog

**Answer: B**

#### NEW QUESTION 6

A user sets up cable modem at home and connects the modem to the ISP at the cable company. Which of the following network types does this connection describe?

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

**Answer: A**

#### NEW QUESTION 7

Joe, a user, wants his desktop RAID configured to allow the fastest speed and the most storage capacity. His desktop has three hard drives. Which of the following RAID types should a technician configure to achieve this?

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

**Answer:** A

#### NEW QUESTION 8

An office has a network that has all computers connected to two switches. The switches are connected with a fiber cable. The computers and switches are all located in the same building. Which of the following network types does this describe?

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

**Answer:** C

#### NEW QUESTION 9

A laptop is connected to a conference room projector in extended display mode. The desktop icons appear normal on the laptop, but are disproportionate and illegible on the projector screen. Which of the following should the technician check?

- A. Video resolution
- B. HDMI connection
- C. Keystone
- D. Focus

**Answer:** A

#### NEW QUESTION 10

A technician is troubleshooting a laptop/projector combination that is displaying artifacts on the screen. When a different laptop is connected to the projector, the image appears to be correct but is very dim.

Which of the following steps should the technician take to address these issues? (Choose two.)

- A. Update the video drivers on the laptop.
- B. Increase the projector contrast.
- C. Replace the original laptop.
- D. Change the aspect ratio on the projector.
- E. Replace the bulb in the projector.
- F. Modify the laptop's display resolution.

**Answer:** BD

#### NEW QUESTION 10

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 12

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 17

Several computers are having network connectivity issues. Two of the computers are wired and are not having any issues. The technician verifies that none of the computers having issues have been assigned a static IP.

Which of the following should the technician check NEXT?

- A. Check the closest AP for the area.
- B. Check each wireless adapter switch
- C. Check the group's network switch.
- D. Check the DHCP server.

**Answer:** D

#### NEW QUESTION 22

A customer's laptop display has suddenly become very dim. The image of the display can only be seen with a bright, external light, as adjusting the brightness/contracts controls does not cause much change.

Which of the following components MOST likely needs to be replaced?

- A. LCD panel
- B. Inverter
- C. Video card
- D. Digitizer

**Answer: B**

#### NEW QUESTION 27

A user is having a problem with printing a specific document type.

The network printer OCP shows that the printer is online with no errors. Other users are not having the same issue. The user sends the document to another printer and the document prints.

Which of the following should a technician do FIRST in troubleshooting the problem?

- A. Stop and restart the PC print spooler service.
- B. Verify the user is sending the document to the correct printer queue.
- C. Have each user send the same document to the correct printer queue.
- D. Stop and restart the print server queues, and then have the user resend the document.

**Answer: B**

#### NEW QUESTION 29

A technician wants the number of virtual machines hosting a web application in the public cloud environment to scale based on real-time traffic on the website. Which of the following should the technician configure?

- A. Resource pooling
- B. Rapid elasticity
- C. Measured service
- D. High availability

**Answer: B**

#### NEW QUESTION 32

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 33

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 37

Which of the following connector types is MOST appropriate to use to connect a SOHO cable modem to the ISP?

- A. DB-9
- B. RJ-45
- C. RG-59
- D. RS-232

**Answer: C**

#### NEW QUESTION 40

A technician is determining the specifications for a desktop computer that will be used at trade shows all over the world. The computer will have the maximum amount of RAM. The CPU, GPU, and storage will be typical of a business workstation.

Which of the following system parameters is the MOST important for the technician to consider when choosing a power supply?

- A. input voltage
- B. Efficiency rating
- C. 12V rail amperage
- D. Number of SATA connectors

**Answer:** A

#### NEW QUESTION 44

A server administrator set up a VM to be used in a lab setting. A technician is setting up thin-client computers to access this VM. Which of the following tasks are required to complete the project? (Choose three.)

- A. Connect the device to a printer.
- B. Install the operating system.
- C. Install a USB keyboard and mouse.
- D. Connect the device to the network.
- E. Install the latest system updates.
- F. Install the latest device drivers.
- G. Connect the device to a monitor.
- H. Install the necessary applications.

**Answer:** DEH

#### NEW QUESTION 49

Which of the following BEST describes the purpose of an IPv4 subnet mask?

- A. It defines where network and host bits exist
- B. It is used to find the default gateway on a LAN
- C. It gives users the ability to send and receive data.
- D. It allows the ability, when needed, to bridge subnets.

**Answer:** A

#### NEW QUESTION 52

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 53

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 56

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 59

A technician is dispatched to troubleshoot a slow performance issue on a PC. Upon arrival, the technician immediately opens Task Manager and sees that CPU and RAM performance are within normal ranges. The technician then checks and verifies the speed and duplex settings and performance on the network card. The technician then temporarily disables the antivirus to see if performance is affected, and it is not. After re-enabling the antivirus, which of the following is the NEXT best stop for the technician to take?

- A. Check to see if insufficient hard drive space is causing the issue
- B. Update the operating system, drivers, and firmware on the PC
- C. Log into the PC with another user profile and test performance
- D. Shut down the PC, unplug the power for 30 seconds, and then boot the PC

**Answer:** A

#### NEW QUESTION 62

During an inspection, it was found that data racks were not properly grounded. To pass the inspection and address a growing concern to protect data cabling and equipment, a technician must make sure all racks are properly grounded.

Which of the following tools should the technician use to verify this has been completed?

- A. Multimeter
- B. Cable tester
- C. Tone generator
- D. Voltmeter

**Answer:** A

#### NEW QUESTION 63

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 67

A customer's workstation will not boot. A technician runs diagnostics on the system and discovers it is set up in a RAID 0 configuration, and a single SATA hard drive failed. The system was set up for Performance. Once repaired the customer request redundancy be built into the system and an increase in performance. Which of the following describes how the technician should set up the new RAID configuration?

- A. RAID 1 configuration that will utilize new SSD.
- B. RAID 2 configuration that will allow the loss of a hard drive without failure.
- C. RAID 6 configuration that will allow the loss of two hard drives without failure.
- D. RAID 10 configuration utilizing HDD

**Answer:** D

#### NEW QUESTION 70

A technician is building a CAD workstation for a user who will be saving files remotely.

Which of the following components are MOST important to include when configuring the system? (Choose two.)

- A. Gigabit NIC
- B. Graphics card
- C. Liquid cooling unit
- D. HDD size
- E. RAM

**Answer:** BE

#### NEW QUESTION 73

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 76

Joe a technician is dispatched to troubleshoot a server that will not boot. The server console states no boot device can be found. Joe reboots the server with the same result. He then attempts to repair the master boot record and boot sector with no results. Joe realizes the server is set up in a RAID 0 configuration and is certain there is a bad hard drive. Which of the following should Joe do to get the server to boot right away?

- A. Unplug the defective hard-drive cable and reboot the server
- B. Change the RAID controller configuration from RAID 0 to RAID 5.
- C. Break the mirror and set the good hard drive as the default boot drive
- D. Replace the faulty hard drive and restore from server data from backup

**Answer:** D

#### NEW QUESTION 80

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 81

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 84

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 recommended to BEST meet the customer's requirement?

- A. Purchase a number of low-cost devices, installing the required Oss and applications on each on
- 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 88

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

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

**Answer:** A

#### NEW QUESTION 93

A user reports that a laptop is not connecting to the corporate wireless network. A technician confirms a with a smartphone that the corporate wireless network is available and can be accessed. the technician observes that the Ethernet connection to the corporate network is working. The technician disconnects the Ethernet cable.

Which of the following should the technician do NEXT to troubleshoot this problem?

- A. Confirm that the laptop wireless card is turned on.
- B. Confirm that the laptop is in range for the access point.
- C. Confirm that the correct wireless network is selected.
- D. Confirm the user's network login ID and password.

**Answer:** A

#### NEW QUESTION 94

Which of the following server types caches previously visited web pages for faster access in the future?

- A. Proxy server
- B. Web hosting server
- C. DNS server
- D. Branch cache server

**Answer:** D

#### NEW QUESTION 99

A systems administrator is configuring a server to host several virtual machines. The administrator configures the server and is ready to begin provisioning the virtual machines.

Which of the following features should the administrator utilize to complete the task?

- A. Hypervisor
- B. Disk management
- C. Terminal services
- D. Device Manager
- E. Virtual LAN

Answer: A

#### NEW QUESTION 104

A corporation maintains an active social media presence by constantly uploading audio and video. The corporation also regularly hosts video conferences, but attendees are reporting buffering during their telecast.

Which of the following should the IT department do to improve the ability to attend video conferences without interruption?

- A. Enable QoS on network traffic, prioritizing telecast traffic over uploads.
- B. Upgrade video conference room equipment.
- C. Create a VLAN for all employees updating social media.
- D. Adjust the network intrusion device to allow video to flow without filtering.

Answer: A

#### NEW QUESTION 107

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 110

An end user wants to have a second monitor installed on a laptop. Which of the following would allow a technician to configure the laptop to show both screens once the cable is connected?

- A. Plug an external monitor into the USB port.
- B. Use the Fn and function key combination
- C. Adjust the monitor display settings.
- D. Enable DisplayPort.

Answer: C

#### NEW QUESTION 115

A user notices the system clock is changed every morning. The computer is shut down daily. A technician checks the time zone and finds it is correct, and then checks the BIOS settings and finds the time to be incorrect. Which of the following is MOST likely the problem?

- A. The CMOS pattering does not have a charge.
- B. Daylight savings time is not enabled.
- C. BIOS time is set to universal time coordinated.
- D. The NTP server has gone off line.

Answer: A

#### NEW QUESTION 118

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 119

A workstation was just moved to a new work location without a surge protector. It was working the day before, but now the PC will not power on, the fans will not spin, and there are no signs of activity. Which of the following should the technician do FIRST?

- A. Check the power cable connection
- B. Check the voltage of the PSU with a tester
- C. Test for distended capacitors
- D. Check the voltage switch

Answer: A

#### NEW QUESTION 121

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 126**

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 127**

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 130**

A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to the guest wireless network. However, when the user attempts to print to the printer, nothing happens. Which of the following will resolve the issue?

- A. Set up the user's computer to act as a print server.
- B. Configure the printer to use the Internet printing protocol.
- C. Ensure the user's computer is set to DHCP.
- D. Connect the printer to the company wireless network.

**Answer: D**

**NEW QUESTION 135**

A customer has two 8GB sticks of 2400-speed DDR4 installed in slots 1 and 2 of a computer and wants to add more RAM. The customer purchases two additional 4GB sticks of 3200-speed DDR4 and installs them in slots 3 and 4. While installing the RAM into the board, the user notices the board has "quad channel" etched near the RAM slots.

Which of the following can be said about the user's channel configuration after upgrading the RAM?

- A. The computer is utilizing one channel.
- B. The computer is utilizing two channels.
- C. The computer is utilizing three channels.
- D. The computer is utilizing four channels.

**Answer: D**

**NEW QUESTION 139**

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 140**

A technician is upgrading the RAM in a server-grade laptop for a company's Chief Executive Officer (CEO). The CEO cannot afford any downtime. Which of the following is the BEST type of memory module to purchase?

- A. LRSIMM
- B. DDR4
- C. Parity
- D. Dual channel

**Answer: B**

**NEW QUESTION 142**

A technician has been informed that multiple users are receiving duplicate IP address warnings on their workstations, and they are unable to browse the Internet.

Which of the following server types should the technician log in to in order to resolve the problem?

- A. DNS server
- B. DHCP server.
- C. Proxy server
- D. RADIUS server

**Answer: B**

#### NEW QUESTION 145

Virtual machines hosted in the cloud that are used by developers to code applications are an example of:

- A. FaaS
- B. BaaS
- C. PaaS
- D. SaaS
- E. IaaS

**Answer: C**

#### NEW QUESTION 147

A user notices a laser printer is picking up multiple sheets of paper from one of its paper trays. The problem started last week and has gotten worse. Which of the following is MOST likely the cause of this problem?

- A. Separation pad
- B. Feed roller
- C. Registration roller
- D. Duplex assembly

**Answer: A**

#### NEW QUESTION 152

Which of the following connector types can be plugged into a device both right-side up and upside down?

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

**Answer: B**

#### NEW QUESTION 157

A technician is troubleshooting a flickering screen on a laptop. After reseating the video cable and replacing the whole screen, the flickering issue remains the same. Which of the following steps should the technician take to try to isolate and fix the screen flickering issue prior to replacing the screen? (Select TWO).

- A. Update all device drivers on the computer
- B. Uninstall video-related programs, even the ones not running
- C. Update chipset and video drivers
- D. Configure the laptop to work on a high-performance state
- E. Flash the GPU RAM
- F. Check the behavior on an external monitor

**Answer: AD**

#### NEW QUESTION 158

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 163

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 168**

A server needs a RAM upgrade, and a technician has been tasked with retrieving the RAM from storage and then installing it. Which of the following is the BEST RAM type for the technician to retrieve?

- A. SoDIMM
- B. DDR4
- C. Single channel
- D. ECC

**Answer: B**

**NEW QUESTION 169**

A technician is talking to end users about the specifications for an upgraded application server. The users of the application report that there cannot be any unscheduled downtime or data loss. Additionally, they would like the performance of the application to improve over the previous server in any way possible. The previous server running RAID 5.

Which of the following RAID solutions should be implemented in this scenario?

- A. RAID 0
- B. RAID 2
- C. RAID 6
- D. RAID 10

**Answer: D**

**NEW QUESTION 171**

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

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

**Answer: B**

**NEW QUESTION 172**

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 177**

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 179**

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 182**

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 187**

Which of the following services provides the ability to resolve UNC to appropriate IP addresses?

- A. DNS
- B. DHCP
- C. Proxy
- D. Web server

**Answer:** A

**NEW QUESTION 192**

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 196**

A user calls the help desk stating a laptop is performing slowly and the hard drive activity lights are blinking continuously. A technician checks for enough hard drive space, disables antivirus and indexing services, and runs a full-system diagnostics check, which returns no failure. Which of the following should the technician do NEXT?

- A. Install a new hard drive
- B. Check for hard-drive firmware updates
- C. Replace the hard drive with a solid state drive
- D. Configure the laptop in high-performance mode
- E. Change the boot order in the system BIOS

**Answer:** B

**NEW QUESTION 197**

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 200**

A client brings in a smartphone with a cracked screen to be repaired. During the repair process, the technician places the screws in a small container to prevent losing them. The technician tests the replacement screen to ensure it works properly before dosing the device. Once the device is back together however it does not power on. The technician disassembles the device once again to test the screen and finds it has shorted out. Which of the following disassembly procedures should the technician have followed to prevent this from occurring?

- A. Label the locations of the screws
- B. Refer to manufacturer resources
- C. Document the orientation of the cables
- D. Use the appropriate hand tools

**Answer:** A

**NEW QUESTION 204**

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 206**

Which of the following is considered a connection-oriented protocol?

- A. UDP
- B. TCP
- C. SSH

D. HTTP

**Answer:** B

**NEW QUESTION 210**

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