



# 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 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 3

Several company users are frequently forgetting passwords for their mobile devices and applications. Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

- A. Implement single sign-on.
- B. Enable multifactor authentication.
- C. Configure biometric authentication.
- D. Remove complex password requirements.

**Answer: A**

#### NEW QUESTION 4

A user logs on a PC and receives a message stating there is a duplicate IP address on the network. After a system restart, the user notices the same error. Which of the following is the MOST probable cause of the error?

- A. The user is still logged into another device.
- B. The user has set a static IP address.
- C. The user has moved to a different office.
- D. The user has wireless and wired connections.

**Answer: B**

#### NEW QUESTION 5

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 6

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 7

Which of the following requires less current to provide the same amount of power to devices inside a PC?

- A. 5.5V

- B. 12V
- C. 120V
- D. 220V

**Answer: D**

#### NEW QUESTION 8

A user received the following error message while trying to access a shared drive: Network Path was Not Found. Which of the following should be performed to resolve the issue? (Select TWO).

- A. Set the NIC to full duplex.
- B. Disable the local firewall.
- C. Reset the TCP/IP stack.
- D. Disable the Ethernet adapter.
- E. Use static IP addressing instead of DHCP.
- F. Flush the DNS cache.

**Answer: CF**

#### NEW QUESTION 9

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 10

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

Which of the following cable types should be used to connect a cable modem to a SOHO router?

- A. Thunderbolt
- B. Coaxial
- C. USB
- D. Ethernet

**Answer: D**

#### NEW QUESTION 14

A user reports a laserjet printer is not printing properly. A technician prints a test page and notices the toner is smeared on the page. The technician confirms the toner cartridge is installed correctly and the paper in the tray is the right size. Which of the following printer components is the MOST likely cause of the problem?

- A. Fuser
- B. Roller
- C. Memory
- D. Toner

**Answer: A**

#### NEW QUESTION 16

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 17

Which of the following resources is the MOST critical when using cloud file-storage synchronization applications?

- A. Disk speed
- B. I/O bandwidth
- C. RAM utilization
- D. CPU utilization

**Answer: B**

#### 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/contrast 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 23

A customer recently moved a high-end graphics card from a known-working computer to a different computer. The computer works without issue when viewing email and web pages or when using certain applications. However, when a game with high-end graphics requirements is opened, the program will run for a few minutes before the computer shuts down. Which of the following is MOST likely causing the problem?

- A. Power supply wattage
- B. Video RAM
- C. CPU frequency
- D. Monitor resolution

**Answer: A**

#### NEW QUESTION 28

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

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

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.

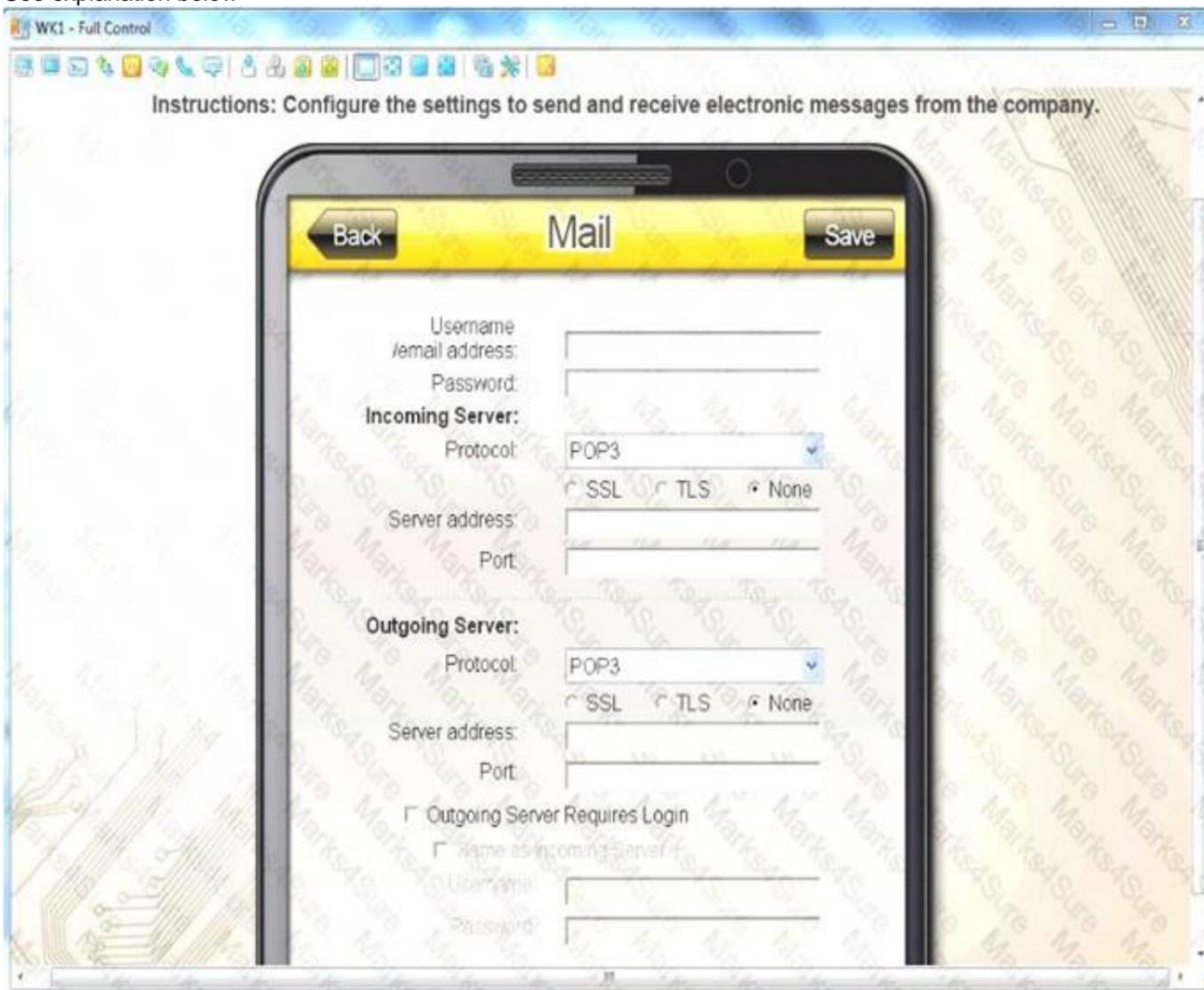


- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

See explanation below





**NEW QUESTION 31**

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 40**

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 43**

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 47

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 51

A customer contacts the help desk stating a laptop does not remain charged for more than 30 minutes and will not charge more than 15%. Which of the following components are the MOST likely causes the issue? (Select three.)

- A. LCD power inverter
- B. AC adapter
- C. Battery
- D. Processor
- E. VGA card
- F. Motherboard
- G. Backlit keyboard
- H. Wireless antenna

**Answer:** ACF

#### NEW QUESTION 55

Which of the following devices would enable a VLAN user to communicate with a user in another VLAN?

- A. Router
- B. Access point
- C. Repeater
- D. Bridge

**Answer:** A

#### NEW QUESTION 59

A systems administrator wants to take advantage of the benefits of the major cloud providers while retaining some data and services in the local datacenter. Which of the following types of cloud model should the administrator consider?

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

**Answer:** C

#### NEW QUESTION 62

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 63

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 attempting to browse to a website 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 finding in the organization local knowledge base.

**Answer:** C

#### NEW QUESTION 68

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 71

A technician is configuring a high-performance workstation. The technician needs to choose storage for the boot drive with the highest performance possible.  
Which of the following drive types BEST meets this requirement?

- A. MicroSD
- B. 15K rpm
- C. NVMe
- D. USB flash

**Answer: C**

#### NEW QUESTION 72

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 77

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 78

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 81

Which of the following ports are used for secure sessions? (Select two.)

- A. 22
- B. 23
- C. 25
- D. 80
- E. 110
- F. 443

**Answer: AF**

#### NEW QUESTION 83

A technician is setting up a Windows mobile device for a user who had trouble reading text on a previous device, especially at night.  
Which of the following adjustments would be MOST appropriate?

- A. Use the magnifier.
- B. Increase the resolution.
- C. Use haptic feedback.
- D. Utilize text-to-speech.

**Answer: A**

#### NEW QUESTION 86

An end user is unable to connect to the network, and a technician has visually verified the lights on the back of the PC are active and there is no physical damage to the Ethernet jack. Which of the following tools should the technician use to continue troubleshooting the connection?

- A. Punchdown tool
- B. Tone generator and probe
- C. Cable tester
- D. Crimper

**Answer: C**

#### NEW QUESTION 87

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 89

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 91

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 96

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 97

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 98

Drag each mobile technology to the description of its use. Some answers will not be used.

Description	Wireless technology
Devices use haptic confirmation for sharing data wirelessly.	NFC
Devices are paired using a code for sharing data wirelessly.	Hotspot
Devices are placed in close proximity within line of sight for sharing data wirelessly.	IR
Devices are connected via a wire for sharing data or connectivity.	Tethering
	Bluetooth
	Cellular
	Lightning

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1 – IR
- 2 – Bluetooth
- 3 – NFC
- 4 – Tethering

**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 100**

Ann, a user, reports that after setting up a new WAP in her kitchen she is experiencing intermittent connectivity issues. Which of the following should a technician check FIRST?

- A. Channels
- B. Frequency
- C. Antenna power level
- D. SSID

**Answer:** A

**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 104**

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 107

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 109

An administrator is configuring a virtualization workstation that will host several mission-critical VMs for the human resources department. The workstation will be required to support multiple users at once, and large amounts of data will be accessed daily. Which of the following components will BEST meet these requirements? (Select THREE).

- A. Quad-core CPU
- B. Solid-state drives
- C. Additional RAM
- D. Redundant PSUs
- E. RAID 0 array
- F. High-end GPU
- G. RAID 6 array

**Answer:** ACG

#### NEW QUESTION 111

A technician is troubleshooting what appears to be a RAM issue on a PC. Which of the following symptoms would indicate if this is a RAM issue?

- A. POST code beeps
- B. Distended capacitors
- C. Continuous reboots
- D. Wrong BIOS time

**Answer:** C

#### NEW QUESTION 113

A projector's image begins to flicker during a presentation. The laptop display does not produce this issue. When a technician changes the resolution on the laptop, the issue persists. Which of the following is the NEXT step the technician should take?

- A. Check the connectivity of the VGA cable.
- B. Check the connectivity of the power cable.
- C. Change the aspect ratio on the laptop.
- D. Change the settings of the projector.

**Answer:** A

#### NEW QUESTION 118

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

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

**Answer:** A

#### NEW QUESTION 123

A technician is hired to install network cable in a crawl space running the length of a hallway. To do so without a fire code violation, which of the following types of cable should the technician run?

- A. Plenum
- B. Fiber
- C. Shielded
- D. Coaxial

**Answer:** A

#### NEW QUESTION 124

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 125

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 127

The cloud model that represents a company maintaining some data in on-premise storage and some data in cloud-based storage is known as:

- A. hybrid
- B. private
- C. public
- D. community

**Answer: A**

#### NEW QUESTION 130

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 132

A company offers several out-of-the-box computer configurations to its clients. A client requests several new computers for its newest location, which will be used by guests to check in upon arrival and fill out contact information. Which of the following configurations would BEST fit this customer's needs?

- A. Touch-screen kiosk
- B. Thick client
- C. CAD workstation
- D. Virtualized host computer

**Answer: A**

#### NEW QUESTION 137

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 142

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 147

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 149

A technician is setting up a VM for use in testing software deployments. The VM is offline, but the hypervisor is not. Which of the following settings should the technician change to resolve this issue?

- A. Virtual security
- B. Virtual storage
- C. Virtual CPU
- D. Virtual switch
- E. Virtual RAM

**Answer: C**

#### NEW QUESTION 150

A technician would like to install an internal storage drive for a computer. Which of the following cable connectors would MOST likely be used to transfer data? (Select TWO).

- A. USB-C
- B. IDE
- C. SATA
- D. USB-A
- E. Motex
- F. Lightning

**Answer: BC**

#### NEW QUESTION 154

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 155

Multiple users report that the network printer, which is connected through the print server, is not printing. Which of the following should a technician do FIRST to remedy this situation?

- A. Replace the USB cable.
- B. Reinstall the drivers on users' PCs.
- C. have users restart their PCs.
- D. Clear the print queue.

**Answer: D**

#### NEW QUESTION 159

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 160

A technician needs to call a user's cellular provider to troubleshoot a network speed issue with the user's mobile device. Which of the following technologies is the technician troubleshooting?

- A. Long-term evolution
- B. Near-field communication
- C. Radio frequency ID
- D. Z-wave

**Answer: A**

#### NEW QUESTION 163

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 164

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 167

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 168

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 172

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 174

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 179

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 180

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 181

Joe, a user, has purchased a new mobile device that uses a different OS than his previous one. Joe wants to copy his contacts and appointments from his corporate account without entering them manually.

Which of the following would be the BEST way for a technician to assist Joe?

- A. Log into the same email provider on the new device, and restore the contacts and dates.
- B. Create a Bluetooth connection between Joe's devices, and copy his contacts and calendar.
- C. Back up the old mobile device to a PC, and import the contacts and schedule from the PC.
- D. Use NFC to transfer all compatible data from one device to the other.

**Answer: A**

#### NEW QUESTION 183

Joe, a user, reports that his new smart wearable device is not synchronizing to his mobile device. Both devices are powered on, but the mobile device fails to read the data from the wearable. Which of the following will MOST likely fix this issue?

- A. Pair the devices
- B. Set the SSID
- C. Update the smart wearable device firmware
- D. Enable NFC

**Answer: A**

#### NEW QUESTION 185

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 186

A user's smartphone has been slow recently. A technician sees the phone was purchased two months ago, and it is top of the line. About a month ago, a new OS update was installed. To address the issue, the technician runs a hardware diagnostic on the device, and it reports no problems. Which of the following is MOST likely the cause of the performance issue on the device?

- A. Too many applications are running updates
- B. The device is currently running in airplane mode
- C. The internal memory is failing on the device
- D. The OS update is too resource intensive for the device

**Answer: A**

#### NEW QUESTION 189

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 193

A technician needs to routinely run scripting commands in Linux but does not want to walk over the server room every time to perform the task. The technician also travels between buildings and has a Windows 10 laptop with 4GB of memory and a fully partitioned 500GB hard drive. Which of the following steps should the technician take to resolve this issue? (Choose two.)

- A. Increase the memory to 8GB.
- B. Install a Linux guest VM.
- C. Add another 500GB hard drive.
- D. Create a Linux LiveBoot CD.
- E. Repartition the hard drive.
- F. Install Linux on a new ext3 partition.

**Answer:** EF

#### NEW QUESTION 198

A customer asks a technician to help set up a specialized computing system for video editing. Which of the following should the technician install on the workstation to BEST meet the customer's specifications? (Choose two.)

- A. SSD
- B. Dual monitors
- C. Gigabit NIC
- D. Hypervisor
- E. Docking station
- F. NAS

**Answer:** AB

#### NEW QUESTION 200

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 203

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 208

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 213

A customer is using a cloud storage program that maintains a copy of local file on the cloud storage servers. The WF network is not very fast, and the customer users bandwidth intensive video streaming all day. Which of the following parameters should be adjust to keep the cloud storage program from using too much bandwidth?

- A. Synchronization settings
- B. Wireless settings
- C. Video streaming settings
- D. QoS settings

**Answer:** D

#### NEW QUESTION 218

Which of the following wireless standards is only capable of 5GHz frequencies?

- A. 802.11a

- B. 802.11ac
- C. 802.11b
- D. 802.11g

**Answer:** A

#### **NEW QUESTION 222**

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 225**

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 226**

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 227**

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 232**

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## About ExamBible

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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 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 3

Several company users are frequently forgetting passwords for their mobile devices and applications. Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

- A. Implement single sign-on.
- B. Enable multifactor authentication.
- C. Configure biometric authentication.
- D. Remove complex password requirements.

**Answer: A**

#### NEW QUESTION 4

A user logs on a PC and receives a message stating there is a duplicate IP address on the network. After a system restart, the user notices the same error. Which of the following is the MOST probable cause of the error?

- A. The user is still logged into another device.
- B. The user has set a static IP address.
- C. The user has moved to a different office.
- D. The user has wireless and wired connections.

**Answer: B**

#### NEW QUESTION 5

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 6

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 7

Which of the following requires less current to provide the same amount of power to devices inside a PC?

- A. 5.5V

- B. 12V
- C. 120V
- D. 220V

**Answer: D**

#### NEW QUESTION 8

A user received the following error message while trying to access a shared drive: Network Path was Not Found. Which of the following should be performed to resolve the issue? (Select TWO).

- A. Set the NIC to full duplex.
- B. Disable the local firewall.
- C. Reset the TCP/IP stack.
- D. Disable the Ethernet adapter.
- E. Use static IP addressing instead of DHCP.
- F. Flush the DNS cache.

**Answer: CF**

#### NEW QUESTION 9

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 10

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

Which of the following cable types should be used to connect a cable modem to a SOHO router?

- A. Thunderbolt
- B. Coaxial
- C. USB
- D. Ethernet

**Answer: D**

#### NEW QUESTION 14

A user reports a laserjet printer is not printing properly. A technician prints a test page and notices the toner is smeared on the page. The technician confirms the toner cartridge is installed correctly and the paper in the tray is the right size. Which of the following printer components is the MOST likely cause of the problem?

- A. Fuser
- B. Roller
- C. Memory
- D. Toner

**Answer: A**

#### NEW QUESTION 16

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 17

Which of the following resources is the MOST critical when using cloud file-storage synchronization applications?

- A. Disk speed
- B. I/O bandwidth
- C. RAM utilization
- D. CPU utilization

**Answer: B**

#### 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/contrast 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 23

A customer recently moved a high-end graphics card from a known-working computer to a different computer. The computer works without issue when viewing email and web pages or when using certain applications. However, when a game with high-end graphics requirements is opened, the program will run for a few minutes before the computer shuts down. Which of the following is MOST likely causing the problem?

- A. Power supply wattage
- B. Video RAM
- C. CPU frequency
- D. Monitor resolution

**Answer: A**

#### NEW QUESTION 28

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

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

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.

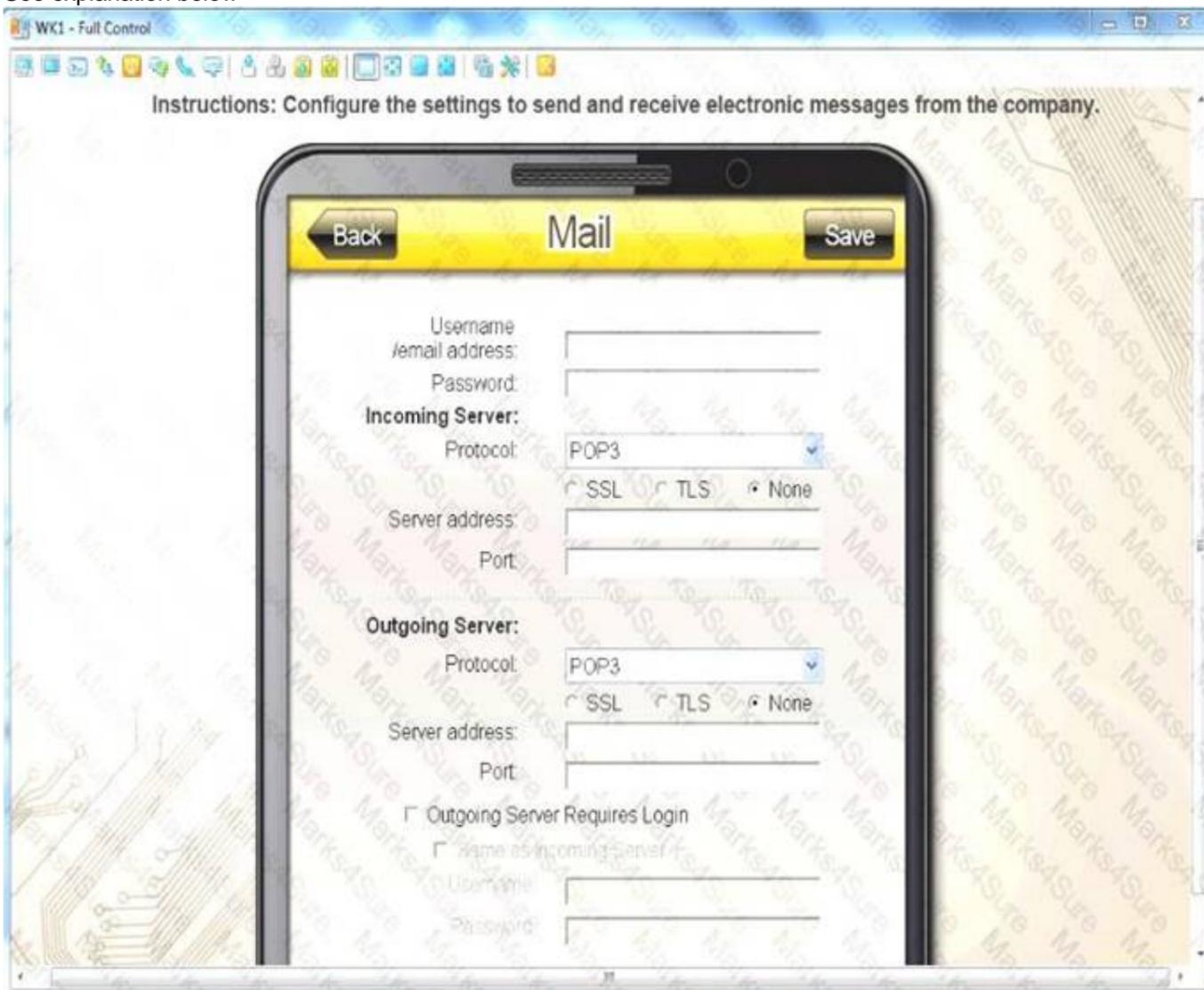


- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

See explanation below





**NEW QUESTION 31**

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 40**

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 43**

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 47

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 51

A customer contacts the help desk stating a laptop does not remain charged for more than 30 minutes and will not charge more than 15%. Which of the following components are the MOST likely causes the issue? (Select three.)

- A. LCD power inverter
- B. AC adapter
- C. Battery
- D. Processor
- E. VGA card
- F. Motherboard
- G. Backlit keyboard
- H. Wireless antenna

**Answer:** ACF

#### NEW QUESTION 55

Which of the following devices would enable a VLAN user to communicate with a user in another VLAN?

- A. Router
- B. Access point
- C. Repeater
- D. Bridge

**Answer:** A

#### NEW QUESTION 59

A systems administrator wants to take advantage of the benefits of the major cloud providers while retaining some data and services in the local datacenter. Which of the following types of cloud model should the administrator consider?

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

**Answer:** C

#### NEW QUESTION 62

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 63

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 attempting to browse to a website 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 finding in the organization local knowledge base.

**Answer:** C

#### NEW QUESTION 68

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 71

A technician is configuring a high-performance workstation. The technician needs to choose storage for the boot drive with the highest performance possible.  
Which of the following drive types BEST meets this requirement?

- A. MicroSD
- B. 15K rpm
- C. NVMe
- D. USB flash

**Answer: C**

#### NEW QUESTION 72

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 77

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 78

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 81

Which of the following ports are used for secure sessions? (Select two.)

- A. 22
- B. 23
- C. 25
- D. 80
- E. 110
- F. 443

**Answer: AF**

#### NEW QUESTION 83

A technician is setting up a Windows mobile device for a user who had trouble reading text on a previous device, especially at night.  
Which of the following adjustments would be MOST appropriate?

- A. Use the magnifier.
- B. Increase the resolution.
- C. Use haptic feedback.
- D. Utilize text-to-speech.

**Answer: A**

#### NEW QUESTION 86

An end user is unable to connect to the network, and a technician has visually verified the lights on the back of the PC are active and there is no physical damage to the Ethernet jack. Which of the following tools should the technician use to continue troubleshooting the connection?

- A. Punchdown tool
- B. Tone generator and probe
- C. Cable tester
- D. Crimper

**Answer: C**

#### NEW QUESTION 87

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 89

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 91

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 96

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 97

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 98

Drag each mobile technology to the description of its use. Some answers will not be used.

Description	Wireless technology
Devices use haptic confirmation for sharing data wirelessly.	NFC
Devices are paired using a code for sharing data wirelessly.	Hotspot
Devices are placed in close proximity within line of sight for sharing data wirelessly.	IR
Devices are connected via a wire for sharing data or connectivity.	Tethering
	Bluetooth
	Cellular
	Lightning

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

- 1 – IR
- 2 – Bluetooth
- 3 – NFC
- 4 – Tethering

**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 100**

Ann, a user, reports that after setting up a new WAP in her kitchen she is experiencing intermittent connectivity issues. Which of the following should a technician check FIRST?

- A. Channels
- B. Frequency
- C. Antenna power level
- D. SSID

**Answer:** A

**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 104**

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 107

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 109

An administrator is configuring a virtualization workstation that will host several mission-critical VMs for the human resources department. The workstation will be required to support multiple users at once, and large amounts of data will be accessed daily. Which of the following components will BEST meet these requirements? (Select THREE).

- A. Quad-core CPU
- B. Solid-state drives
- C. Additional RAM
- D. Redundant PSUs
- E. RAID 0 array
- F. High-end GPU
- G. RAID 6 array

**Answer:** ACG

#### NEW QUESTION 111

A technician is troubleshooting what appears to be a RAM issue on a PC. Which of the following symptoms would indicate if this is a RAM issue?

- A. POST code beeps
- B. Distended capacitors
- C. Continuous reboots
- D. Wrong BIOS time

**Answer:** C

#### NEW QUESTION 113

A projector's image begins to flicker during a presentation. The laptop display does not produce this issue. When a technician changes the resolution on the laptop, the issue persists. Which of the following is the NEXT step the technician should take?

- A. Check the connectivity of the VGA cable.
- B. Check the connectivity of the power cable.
- C. Change the aspect ratio on the laptop.
- D. Change the settings of the projector.

**Answer:** A

#### NEW QUESTION 118

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

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

**Answer:** A

#### NEW QUESTION 123

A technician is hired to install network cable in a crawl space running the length of a hallway. To do so without a fire code violation, which of the following types of cable should the technician run?

- A. Plenum
- B. Fiber
- C. Shielded
- D. Coaxial

**Answer:** A

#### NEW QUESTION 124

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 125

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 127

The cloud model that represents a company maintaining some data in on-premise storage and some data in cloud-based storage is known as:

- A. hybrid
- B. private
- C. public
- D. community

**Answer: A**

#### NEW QUESTION 130

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 132

A company offers several out-of-the-box computer configurations to its clients. A client requests several new computers for its newest location, which will be used by guests to check in upon arrival and fill out contact information. Which of the following configurations would BEST fit this customer's needs?

- A. Touch-screen kiosk
- B. Thick client
- C. CAD workstation
- D. Virtualized host computer

**Answer: A**

#### NEW QUESTION 137

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 142

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 147

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 149

A technician is setting up a VM for use in testing software deployments. The VM is offline, but the hypervisor is not. Which of the following settings should the technician change to resolve this issue?

- A. Virtual security
- B. Virtual storage
- C. Virtual CPU
- D. Virtual switch
- E. Virtual RAM

**Answer: C**

#### NEW QUESTION 150

A technician would like to install an internal storage drive for a computer. Which of the following cable connectors would MOST likely be used to transfer data? (Select TWO).

- A. USB-C
- B. IDE
- C. SATA
- D. USB-A
- E. Motex
- F. Lightning

**Answer: BC**

#### NEW QUESTION 154

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 155

Multiple users report that the network printer, which is connected through the print server, is not printing. Which of the following should a technician do FIRST to remedy this situation?

- A. Replace the USB cable.
- B. Reinstall the drivers on users' PCs.
- C. have users restart their PCs.
- D. Clear the print queue.

**Answer: D**

#### NEW QUESTION 159

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 160

A technician needs to call a user's cellular provider to troubleshoot a network speed issue with the user's mobile device. Which of the following technologies is the technician troubleshooting?

- A. Long-term evolution
- B. Near-field communication
- C. Radio frequency ID
- D. Z-wave

**Answer:** A

#### **NEW QUESTION 163**

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 164**

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 167**

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 168**

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 172**

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 174**

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 179

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 180

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 181

Joe, a user, has purchased a new mobile device that uses a different OS than his previous one. Joe wants to copy his contacts and appointments from his corporate account without entering them manually.

Which of the following would be the BEST way for a technician to assist Joe?

- A. Log into the same email provider on the new device, and restore the contacts and dates.
- B. Create a Bluetooth connection between Joe's devices, and copy his contacts and calendar.
- C. Back up the old mobile device to a PC, and import the contacts and schedule from the PC.
- D. Use NFC to transfer all compatible data from one device to the other.

**Answer: A**

#### NEW QUESTION 183

Joe, a user, reports that his new smart wearable device is not synchronizing to his mobile device. Both devices are powered on, but the mobile device fails to read the data from the wearable. Which of the following will MOST likely fix this issue?

- A. Pair the devices
- B. Set the SSID
- C. Update the smart wearable device firmware
- D. Enable NFC

**Answer: A**

#### NEW QUESTION 185

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 186

A user's smartphone has been slow recently. A technician sees the phone was purchased two months ago, and it is top of the line. About a month ago, a new OS update was installed. To address the issue, the technician runs a hardware diagnostic on the device, and it reports no problems. Which of the following is MOST likely the cause of the performance issue on the device?

- A. Too many applications are running updates
- B. The device is currently running in airplane mode
- C. The internal memory is failing on the device
- D. The OS update is too resource intensive for the device

**Answer: A**

#### NEW QUESTION 189

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 193

A technician needs to routinely run scripting commands in Linux but does not want to walk over the server room every time to perform the task. The technician also travels between buildings and has a Windows 10 laptop with 4GB of memory and a fully partitioned 500GB hard drive. Which of the following steps should the technician take to resolve this issue? (Choose two.)

- A. Increase the memory to 8GB.
- B. Install a Linux guest VM.
- C. Add another 500GB hard drive.
- D. Create a Linux LiveBoot CD.
- E. Repartition the hard drive.
- F. Install Linux on a new ext3 partition.

**Answer:** EF

#### NEW QUESTION 198

A customer asks a technician to help set up a specialized computing system for video editing. Which of the following should the technician install on the workstation to BEST meet the customer's specifications? (Choose two.)

- A. SSD
- B. Dual monitors
- C. Gigabit NIC
- D. Hypervisor
- E. Docking station
- F. NAS

**Answer:** AB

#### NEW QUESTION 200

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 203

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 208

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 213

A customer is using a cloud storage program that maintains a copy of local file on the cloud storage servers. The WF network is not very fast, and the customer users bandwidth intensive video streaming all day. Which of the following parameters should be adjust to keep the cloud storage program from using too much bandwidth?

- A. Synchronization settings
- B. Wireless settings
- C. Video streaming settings
- D. QoS settings

**Answer:** D

#### NEW QUESTION 218

Which of the following wireless standards is only capable of 5GHz frequencies?

- A. 802.11a

- B. 802.11ac
- C. 802.11b
- D. 802.11g

**Answer:** A

#### **NEW QUESTION 222**

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 225**

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 226**

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 227**

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 232**

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