

## 220-1101 Dumps

### CompTIA A+ Certification Exam: Core 1

<https://www.certleader.com/220-1101-dumps.html>



**NEW QUESTION 1**

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

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

**Answer:** AE

**NEW QUESTION 2**

A technician needs to recommend an internet connection for a customer who travels around the world and wants to have connectivity while visiting remote camping locations. Some of the locations the customer visits have limited or unreliable cellular service. Which of the following connection types should the technician recommend?

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

**Answer:** A

**NEW QUESTION 3**

A technician is troubleshooting an old desktop system that randomly shows a Windows BSOD or powers off unexpectedly. All system temperatures are within normal limits. Which of the following should the technician do NEXT?

- A. Visually inspect the motherboard capacitors.
- B. Verify all case fans are operational.
- C. Check that the BIOS version supports the installed CPU.
- D. Compare the software requirements with the installed RAM.

**Answer:** A

**Explanation:**

BSODs can be caused by poorly written device drivers or malfunctioning hardware, such as faulty memory, power supply issues, overheating of components, or hardware running beyond its specification limits. In the Windows 9x era, incompatible DLLs or bugs in the operating system kernel could also cause BSODs.

**NEW QUESTION 4**

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 5**

A technician powers on a PC and its monitor and sees the following error message: No input signal detected  
The display lights on the computer are on. Which of the following is a possible solution?

- A. Changing the BIOS settings
- B. Changing the connector setting on the monitor
- C. Checking the power plug on the monitor
- D. Checking the power plug on the PC

**Answer:** B

**NEW QUESTION 6**

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

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

**Answer:** B

#### NEW QUESTION 7

A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

- A. SCSI
- B. eSATA
- C. PCIe
- D. NVMe

**Answer:** B

#### NEW QUESTION 8

A technician is tasked with installing additional RAM in a desktop computer. Which of the following types of RAM is MOST likely to be used?

- A. SODIMM
- B. DDR3
- C. ECC
- D. VRAM

**Answer:** B

#### NEW QUESTION 9

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

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

**Answer:** C

#### NEW QUESTION 10

Vertical streaks are appearing on the output of a laser printer. Which of the following items is the MOST likely cause?

- A. Roller
- B. Drum
- C. Transfer belt
- D. Ribbon

**Answer:** B

#### Explanation:

Vertical or horizontal lines—Marks that appear in the same place (referred to as repetitive defects) are often due to dirty feed rollers (note that there are rollers in the toner cartridge and fuser unit too) or a damaged or dirty photosensitive drum.

#### NEW QUESTION 10

A thermal punier that is used 10 print order buckets m a factory has been experiencing Issues following the failure of the alt conditioner during the summer. Each ticket has blank spots or is missing text. Which of the following would MOST likely solve these Issues?

- A. Restore function to the air conditioner.
- B. Clean the heating element.
- C. Replace the paper rolls.
- D. Install new toner.

**Answer:** D

#### NEW QUESTION 15

Which of the following types of devices MOST often uses a Thunderbolt cable?

- A. Linux PC
- B. Android mobile
- C. Apple laptop
- D. Chromebook

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 20

An IT manager is requesting that the company buy new cables to be used with F-type connectors that are already in house. Which of the following cables should the company buy?

- A. Coaxial out
- B. Plenum
- C. Cat 5e
- D. Fiber

**Answer:** A

#### NEW QUESTION 22

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

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

**Answer:** D

#### NEW QUESTION 26

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

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

**Answer:** A

#### NEW QUESTION 31

A technician is commissioning a workstation that is required to have mirrored storage, utilizing two 4TB drives that support one failure. Which of the following BEST meets these requirements?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

**Answer:** B

#### NEW QUESTION 35

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

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

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 36

An administrator is configuring a corporate-owned smartphone for a new manager. The company requires the ability to wipe the phone's data remotely in the event of loss or theft and the capability to approve applications installed on the phone. Which of the following tools would BEST meet this need?

- A. Tethering to a corporate-owned laptop
- B. WPA2-Enterprise wireless
- C. Corporate enterprise email
- D. Mobile device management

**Answer:** D

#### NEW QUESTION 41

A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while travelling?

- A. Enable the GPS service to ensure accurate location detection.
- B. Manually enter office locations in the weather application.
- C. Configure less frequent location checks using cellular location services.
- D. Use the offices' Wi-Fi IP addresses as the geolocation mechanism.

**Answer:** B

#### Explanation:

<https://nerdschalk.com/how-to-fix-weather-app-battery-drain-on-ios-16/>

**NEW QUESTION 44**

A technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter. The new computer does not have a 9-pin serial port. Which of the following ports can an adapter be installed on in order to connect to the point-of-sale system?

- A. HDMI
- B. Bluetooth
- C. USB
- D. Lightning

**Answer:** A

**NEW QUESTION 47**

Which of the following is the PRIMARY security concern with virtual machine escape?

- A. Cross-site scripting
- B. Compromising the hypervisor
- C. Overutilization of resources
- D. Rogue virtual machines installed on the hypervisor

**Answer:** B

**NEW QUESTION 49**

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

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

**Answer:** C

**NEW QUESTION 52**

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

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

**Answer:** C

**NEW QUESTION 57**

Which of the following describes metered utilization of cloud resources?

- A. Resources provisioned instantly
- B. Payments made only for resources that are used
- C. Resources pooled to increase computing power
- D. Implementation of rapid elasticity

**Answer:** B

**NEW QUESTION 61**

A computer that contains critical data has not been backed up and will not boot past a S. M. A. R. T, error that indicates imminent hard disk failure. Which of the following actions should the technician take FIRST?

- A. Run diagnostics on the faulty hard drive using a boot disk
- B. immediately replace the hard drive generating the SMART error
- C. Turn off
- D. T, monitoring in the computer's BIOS settings
- E. Attempt to boot the operating system in safe mode

**Answer:** B

**NEW QUESTION 64**

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

- A. SATA
- B. M.2
- C. PCIe
- D. SAS

- E. SCSI
- F. DRAM

**Answer:** BC

**Explanation:**

NVMe (Non-Volatile Memory Express) drives are high-speed solid-state drives that utilize the PCIe (Peripheral Component Interconnect Express) interface to connect to the motherboard. Before purchasing an NVMe drive, the user should confirm that the PC has an available M.2 slot for the drive and that the PC has a PCIe interface for the M.2 slot.

SATA (Serial ATA) is an older interface for hard drives and is not compatible with NVMe drives. SAS (Serial Attached SCSI) is a newer interface for hard drives and is typically used for enterprise-level storage systems.

SCSI (Small Computer System Interface) is a parallel interface for hard drives that is primarily used in high-end workstations and servers. DRAM (Dynamic Random Access Memory) is a type of memory commonly used in computers, but it is not relevant to the storage of data on a hard drive.

**NEW QUESTION 69**

A technician installed a new router at a small office. After the Installation, the technician notices that all devices have a 169.254.x.x IP address. Printers and fileshares are still working, but PCs cannot access the Internet. Which of the following should the technician configure on the router to enable devices to connect to the internet?

- A. APIPA
- B. DNS
- C. DHCP
- D. SMB

**Answer:** B

**NEW QUESTION 71**

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

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

**Answer:** D

**NEW QUESTION 76**

An organization maintains various record types, including health and criminal justice records. Which of the following cloud environments is the organization MOST likely to use to limit the attack surface?

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

**Answer:** D

**NEW QUESTION 78**

Which of the following network services allows a networked device to always be assigned the same IP address based on the device's MAC address?

- A. DHCP
- B. LDAP
- C. UTM
- D. DNS

**Answer:** A

**NEW QUESTION 79**

A new version of Windows was released and a piece of software vital to the engineering department will not run on the new version. Which of the following is the BEST option to enable this department to be able to continue using this software?

- A. Do not upgrade any workstations within the organization.
- B. Upgrade all workstations and provide a virtual environment for the legacy software.
- C. Upgrade all workstations except those used by the engineering department.
- D. Purchase new workstations for the engineering department.

**Answer:** B

**NEW QUESTION 83**

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

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



**Answer:** A

**NEW QUESTION 87**

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

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

**Answer:** C

**NEW QUESTION 89**

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

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

**Answer:** A

**NEW QUESTION 91**

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

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

**Answer:** C

**NEW QUESTION 96**

A technician identified an issue on a workstation, obtained details from the user, and made a backup of the system. Which of the following should the technician do NEXT?

- A. Determine the next steps to resolve the issue and document it.
- B. Design a plan of action to resolve the issue and implement the solution.
- C. Document the findings, actions, and outcomes.
- D. Establish a theory of probable cause, researching internally or externally as needed.

**Answer:** D

**Explanation:**

"Identify the problem. • Question user and identify user changes to computer. • Perform backups before making changes. • Inquire regarding environmental or infrastructure changes. • Review system and application logs. \* 2. Establish a theory of probable cause (question the obvious and if necessary, conduct internal or external research based on symptoms)

**NEW QUESTION 101**

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 104**

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

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

**Answer:** D

**NEW QUESTION 108**

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 111**

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

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

**Answer:** C

**NEW QUESTION 115**

A technician is troubleshooting a computer that is not completing POST and gets stuck at the manufacturer logo screen. All internal, removable parts have been disconnected and only the minimum parts necessary to POST were reconnected. However, the symptoms remain the same. Which of the following should the technician try NEXT?

- A. Test the RAM in different slots, one at a time.
- B. Remove and test the power supply.
- C. Replace the motherboard.
- D. Change the CMOS battery.

**Answer:** A

**Explanation:**

CMOS is for date and time and should not stop a host from booting. If working on a host with ECC memory you would test the ram in a different slot or a different Stick all together. If that did not work, I would swap in the other CPU to check if that is the issue. The ECC part isn't important other than thats what I'm used to working on at AWS and that is the only way you would be able to swap the CPUs easily.

**NEW QUESTION 117**

An organization is looking to upgrade the processing ability for its computers. Most users report that whenever multiple applications are being utilized, the system's response time slows down drastically. When only one application is open, the response time is acceptable. Which of the following should be upgraded FIRST?

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

**Answer:** D

**Explanation:**

'Upgrading to a faster CPU will improve your PC's single-application performance, making games run more smoothly, for example. Adding more RAM to your PC increases its multitasking capacity, but won't necessarily improve its single-application performance'

**NEW QUESTION 119**

A technician needs to install a printer on the network. Which of the following must the technician configure? (Select THREE).

- A. PCL
- B. Dots per inch
- C. Gateway
- D. Subnet mask
- E. MAC address
- F. MB
- G. IP address
- H. Drivers

**Answer:** AEH

**NEW QUESTION 123**



An online retailer wants to save money and is considering migrating to the public cloud so peak is over. Which of the following BEST describes this aspect of cloud computing?

- A. Rapid elasticity
- B. Metered utilization
- C. Shared resources
- D. High availability

**Answer:** A

**Explanation:**

Rapid elasticity is only suitable for a domain whose resource requirements suddenly up and down for a specific time interval. Referring to the question the online retailer wants to migrate to public cloud services during peak season, then wants it to be removed "automatically" when the peak is over.

**NEW QUESTION 126**

Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

- A. Unplug one power cable.
- B. Verify the RAM temperature.
- C. Utilize a grounding strap.
- D. Replace the RAM while the server is running.

**Answer:** C

**Explanation:**

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This ensures that no static electricity is transferred to any of the server components, which could cause permanent damage. The other options are not the correct methods for replacing RAM. Unplugging one power cable is not recommended, as it could cause the server to go offline and disrupt any services that are running. Verifying the RAM temperature is not necessary and does not provide any additional safety measures, and replacing the RAM while the server is running is not recommended, as it could cause system instability.

**NEW QUESTION 127**

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



- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

A picture containing text, electronics, printer Description automatically generated

**NEW QUESTION 128**

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

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

**Answer:** B

**Explanation:**

Punchdown tools are used to make connections between wires in a 66/110 block at the demarcation point. The tool is used to insert the wire into the appropriate

holes in the block, and it can be used to add additional lines to the demarcation point. The other options are not the correct tools for adding lines to the demarcation point. A toner is used to identify cable pairs, a network tap is used to monitor network traffic, and a crimper is used to terminate cables.

**NEW QUESTION 130**

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

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

**Answer: B**

**NEW QUESTION 133**

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

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

**Answer: C**

**Explanation:**

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

**NEW QUESTION 137**

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

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

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

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

**Answer: C**

**NEW QUESTION 141**

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

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

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

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

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

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

**Answer: B**

**NEW QUESTION 145**

To control costs a company provides a limited number of users with company phones. One of these users opens a support ticket because the phone no longer allows internet browsing over a cellular connection. The user acknowledges that the phone worked before the user's child streamed several movies using the device. Which of the following describes why the phone cannot browse the Internet?

- A. The child accidentally connected to a neighbor's WLAN
- B. The company's group policy disabled the device
- C. The device has a data cap and has reached that limit
- D. The device's plan has been unpaid

**Answer: C**

**Explanation:**

It is common for companies to place a data cap on the devices they provide to their employees, to control costs. If a user has exceeded the data cap, the phone may no longer allow internet browsing over a cellular connection. This is usually because the cellular data usage has exceeded the allotted amount for the particular plan the device is on, and the service provider has temporarily suspended the data connection.

It is unlikely that the child accidentally connected to a neighbor's WLAN because this would not affect the cellular data connection. Similarly, it is unlikely that the company's group policy has disabled the device, as this would likely affect all devices under the same policy. If the device's plan has been unpaid, the service provider would likely temporarily suspend all services, not just the cellular data connection.

**NEW QUESTION 150**

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

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

**Answer:** D

**NEW QUESTION 152**

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

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 157**

Which of the following should the data center hardware technician implement to ensure maximum uptime for customers' virtual machines?

- A. Line conditioner
- B. AC voltage regulator
- C. Uninterruptible power supply
- D. Cloud storage backup

**Answer:** C

**NEW QUESTION 158**

A technician installed new firmware on the company's laser printers and has since been receiving multiple calls that information is garbled and looks like code. Only printers with the new firmware are having this issue. Which of the following steps should the technician complete NEXT?

- A. Change the language settings on the printers
- B. Reboot all the machines having the issues
- C. Reboot all the printers.
- D. Install an updated printer driver on the print server

**Answer:** C

**NEW QUESTION 160**

A new employee has been issued a company laptop. The employee requests an accessory with a single power source that has wired network connectivity and supports a keyboard, mouse, speakers, and dual monitors. Which of the following accessories should the systems administrator deploy to BEST meet the new user's needs?

- A. PoE switch
- B. USB-C hub with power delivery
- C. Docking station with DisplayPort
- D. KVM switch with audio

**Answer:** C

**NEW QUESTION 162**

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

- A. 2.4GHz has less interference
- B. 5GHz transmits at lower speed.
- C. 2.4GHz penetrates solid objects more effectively
- D. 5GHz provides faster data connections.
- E. 2.4GHz has a higher data rate
- F. 5GHz has 23 channels.
- G. 2.4GHz has 11 channels

- H. 5GHz has no data interference.
- I. 2.4GHz has a higher coverage area
- J. 5GHz has higher bandwidth.
- K. 2.4GHz has a higher bandwidth
- L. 5GHz has lower transmit power.

**Answer:** BE

**Explanation:**

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

**NEW QUESTION 167**

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

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

**Answer:** B

**NEW QUESTION 170**

A customer reports that access to the network fileshare has become much slower than usual, but local applications do not seem to have trouble. The technician checks the download bandwidth and finds no issues. Which of the following should the technician check NEXT?

- A. Level of network utilization
- B. Customer use of two-factor authentication
- C. Amount of local drive space
- D. RAID array drive health

**Answer:** A

**NEW QUESTION 175**

A user requested upgrades to a company-issued laptop to increase its performance while working with a large database stored on drive C. Which of the following tasks should a systems administrator complete to BEST meet this goal? (Select TWO).

- A. Configure RAID 1.
- B. Install a hybrid drive.
- C. Upgrade to 1GB NIC.
- D. Increase the RAM.
- E. Migrate to a SSD.
- F. Upgrade the power supply.

**Answer:** BD

**Explanation:**

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

**NEW QUESTION 179**

A technician responds to a help desk ticket that indicates a user's workstation is not booting. The technician initially suspects a failed hard drive. The technician performs diagnostics and confirms the hard drive is fully operational. Which of the following steps should the technician complete NEXT?

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

**Answer:** D

**Explanation:**

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

**NEW QUESTION 183**

A user connects a smartphone to a laptop. Which of the following types of networks has the user created?

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

**Answer:**

A

**NEW QUESTION 186**

The owner of a restaurant reports that wireless network connections are lost intermittently throughout the day. Which of the following steps should a technician take to troubleshoot the issue? (Select TWO).

- A. Identify the location of devices that utilize 2.4GHz.
- B. Check to see if the phones are IJTP or STP lines.
- C. Test to see if the copper electrical Wires are causing interference.
- D. Map all of the wireless signals in the restaurant.
- E. Verify T568B is being used in the wiring closet patch panel.
- F. Schedule timed router reboots throughout the day.

**Answer:** AD

**Explanation:**

The correct answers are A. Identify the location of devices that utilize 2.4GHz and D. Map all of the wireless signals in the restaurant. In order to troubleshoot the issue, the technician should first identify the location of devices that utilize the 2.4GHz frequency, as this can cause interference with the wireless signal. Additionally, the technician should map all of the wireless signals in the restaurant in order to identify any potential sources of interference. Checking to see if the phones are IJTP or STP lines, testing to see if the copper electrical wires are causing interference, verifying T568B is being used in the wiring closet patch panel, and scheduling timed router reboots throughout the day are not necessary steps for troubleshooting this issue.

**NEW QUESTION 189**

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

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

**Answer:** A

**Explanation:**

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

\* 1. Identify the problem.

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

Inquire regarding environmental or infrastructure changes.

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

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

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

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

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

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

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

**NEW QUESTION 194**

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

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

**Answer:** C

**NEW QUESTION 199**

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

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

**Answer:** A

**Explanation:**

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

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

**NEW QUESTION 203**

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



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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 206**

A company needs to support a 10Gbps throughput. Which of the following is the MINIMUM cable category that could be used?

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

**Answer:** C

**NEW QUESTION 211**

Client-side virtualization guest machines have security requirements similar to physical machines, but they also need to ensure separation from other guest machines. Which of the following BEST describes this client-side guest security requirement?

- A. Isolation
- B. Authentication
- C. Hardening
- D. Authorization

**Answer:** A

**NEW QUESTION 216**

A user working in the field reported the GPS stopped working on a phone. The user's older, in-car GPS continued to function. Later, the user reported that the phone's GPS started working again. Which of the following MOST likely caused the phone's GPS to fail?

- A. The cell phone was in conservation mode
- B. The cell phone had lost service to the earner
- C. The eel phone received a firmware update
- D. The cell phone had overheated

**Answer:** A

**NEW QUESTION 217**

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

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

**Answer:** A

**NEW QUESTION 220**

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

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

**Answer:** B

**NEW QUESTION 222**

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

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

**Answer:** B



**NEW QUESTION 223**

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

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

**Answer:** B

**NEW QUESTION 225**

Which of the following would be BEST reason to use a virtual machine as a sandbox?

- A. To test new software in a safe environment
- B. To increase the efficient use of computing resources
- C. To run multiple machines on the same hardware
- D. To have dedicated hardware for a single system

**Answer:** A

**NEW QUESTION 226**

Which of the following cloud models maintains access, even when a local internet outage occurs?

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

**Answer:** A

**Explanation:**

In a private cloud model, the cloud infrastructure is maintained within a company's own data center and is used exclusively by that company. Private clouds offer the advantage of maintaining access even when a local internet outage occurs, since the cloud infrastructure is not dependent on a public network connection. Software as a Service (SaaS) is a cloud model in which software applications are hosted by a third-party provider and made available to customers over the internet. SaaS is not designed to maintain access in the event of a local internet outage.

A community cloud is a shared infrastructure that is used by multiple organizations, typically from the same industry or with similar requirements. Community clouds are not designed to maintain access in the event of a local internet outage.

A public cloud is a cloud infrastructure that is maintained by a third-party provider and is made available to the public over the internet. Public clouds are not designed to maintain access in the event of a local internet outage.

**NEW QUESTION 227**

A user reports limited or no connectivity on a laptop. A technician runs `ipconfig /all` with the following result:

```
IPv4 connectivity...limited or none
IPv4 address...169.254.254.1
subnet mask...255.255.0.0
default gateway...
```

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

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

**Answer:** A

**NEW QUESTION 229**

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

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

**Answer:** A

**NEW QUESTION 234**

A user acquired a new workstation and is attempting to open multiple large Excel files simultaneously. The user is not experiencing the expected performance when executing such large requests. Which of the following should a technician do FIRST?

- A. Increase the swap partition.
- B. Upgrade the CPU in the workstation.
- C. Upgrade the power supply in the workstation.

D. Upgrade the RAM in the workstation.

**Answer:** D

#### NEW QUESTION 236

A laptop has been returned for a screen repair. The owner insists the screen is broken, but occasionally a faded image is able to be seen in very bright settings on the desktop. Which of the following steps should the repair technician take FIRST?

- A. Replace the graphics card.
- B. Replace the screen, as the customer insists.
- C. Recommend the usage of an external display instead.
- D. Ensure the backlight is functioning as expected.

**Answer:** D

#### NEW QUESTION 239

While using a popular videoconferencing program, the user selects a webcam, but the software is unable to open the webcam. The webcam was working the previous day. Which of the following should be done to address this issue?

- A. Close other video software and retry.
- B. Adjust the conference software to a compatible resolution.
- C. Switch the video from the webcam to "conference" mode.
- D. Reseat or replace the webcam.

**Answer:** A

#### Explanation:

Web cameras can input to one software at a time. Closing other video software is the first step in troubleshooting the issue as it doesn't require customer or on-site support. After restarting the computer and adjusting the drivers, it would be time to ask the customer to reseat the webcam or replace the device.

#### NEW QUESTION 243

A user's mobile phone gets really hot to the touch and does not retain a charge. The user also reports that the phone is very slow, especially while charging. Which of the following is MOST likely causing these symptoms?

- A. Broken charging port
- B. Digitizer failure
- C. CPU overheating
- D. Defective battery

**Answer:** D

#### NEW QUESTION 245

Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

- A. Unplug one power cable.
- B. Verify the RAM temperature.
- C. Utilize a grounding strap.
- D. Replace the RAM while the server is running.

**Answer:** C

#### Explanation:

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This is because the grounding strap prevents electrostatic discharge (ESD) when handling the RAM, which can cause damage to the RAM and the server. Therefore, it is important to always use a grounding strap when handling RAM or other sensitive components.

#### NEW QUESTION 246

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

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

**Answer:** B

#### NEW QUESTION 248

Which of the following standards supports MIMO technology?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

**Answer:** D

**NEW QUESTION 251**

While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is extremely polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel. Which of the following is the MOST likely reason for this issue?

- A. The channel is reserved for licensed band use.
- B. The channel selection is defective; contact the manufacturer.
- C. The channel must be unlocked by the vendor.
- D. The device requires a firmware update to unlock the channel.

**Answer:** D

**NEW QUESTION 252**

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