

## Exam Questions 220-1001

CompTIA A+ Certification Exam: Core 1

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#### NEW QUESTION 1

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

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

**Answer: D**

#### NEW QUESTION 2

Which of the following terminates a coaxial cable?

- A. DB9
- B. RJ45
- C. RG-59
- D. RS-232

**Answer: C**

#### NEW QUESTION 3

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

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

**Answer: C**

#### NEW QUESTION 4

The feature that allows users to store files in cloud-based when necessary, but can be removed when space is freed up, is known as:

- A. on-demand
- B. resource pool
- C. synchronization application
- D. shared resources

**Answer: A**

#### NEW QUESTION 5

Which of the following devices can be used to connect multiple devices within a network by broadcasting to every network port?

- A. Unmanaged switch
- B. Hub
- C. Firewall
- D. Cable modem

**Answer: B**

#### NEW QUESTION 6

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

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

**Answer: C**

#### NEW QUESTION 7

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

##### INSTRUCTIONS

Using the available tools, resolve the connectivity issues. After troubleshooting the issue, verify a successful connection. If at any time you would like to bring back the initial state of the simulation? please click the Reset All button.

```
-----
--- Welcome to Computer B -----
-----

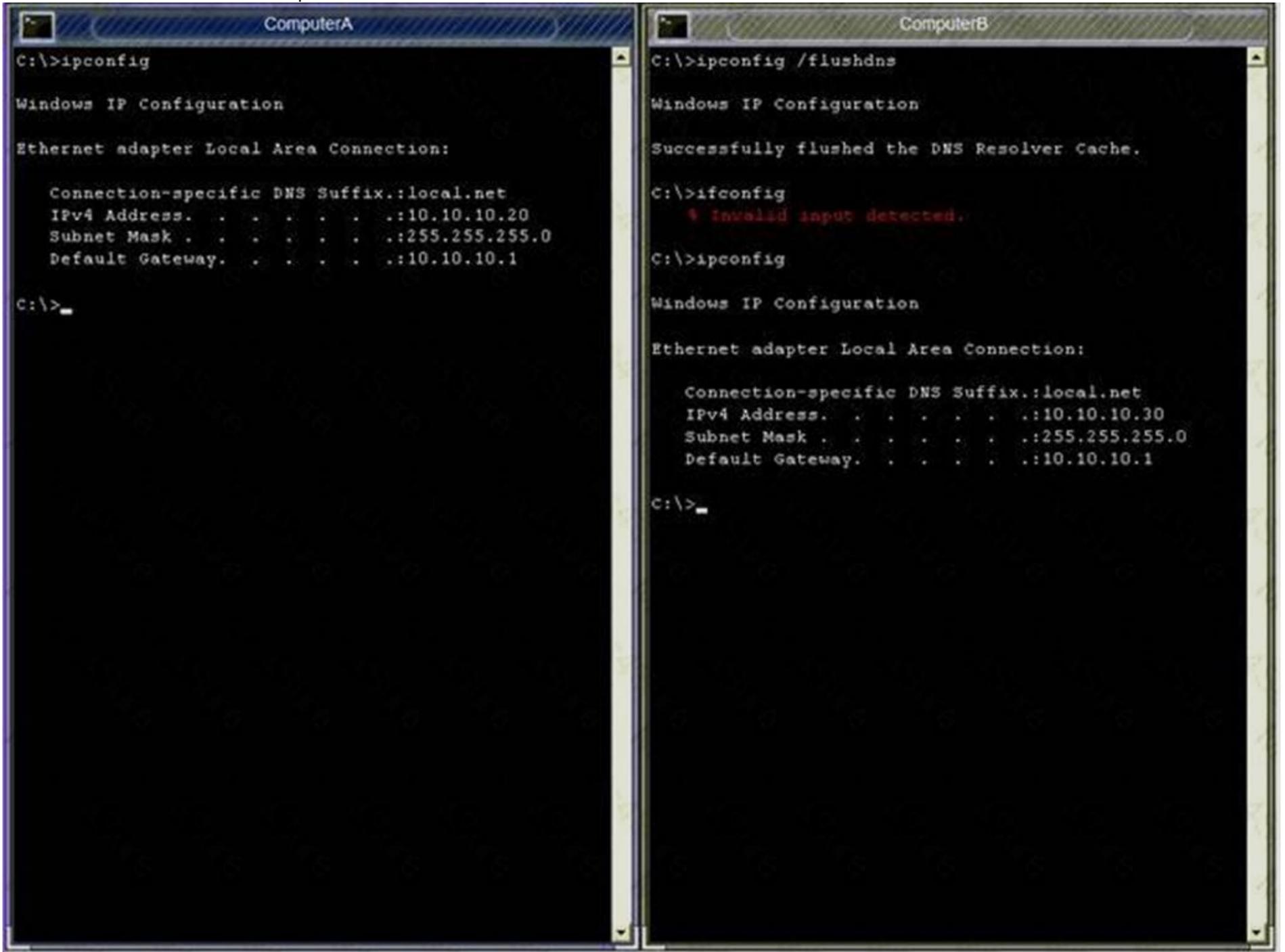
c: > |
```

- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

Need to flush the DNS cache on Computer B:



Type in ipconfig/flushdns

**NEW QUESTION 8**

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 9**

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

Which of the following BEST meets these needs?

- A. 3TB HDD

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

**Answer:** A

#### NEW QUESTION 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

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

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

**Answer:** A

#### NEW QUESTION 11

Some users are unable to access the Internet from their workstations. A technician runs the ipconfig command on one of the workstations and sees the following:

```
IPv4 address 192.168.1.27
Subnet mask 255.255.255.0
Default gateway 192.168.1.1
```

The technician pings 8.8.8.8 and gets no response. Next, the technician pings 192.168.1.1 and gets no response. The technician is able to successfully ping an adjacent workstation but cannot ping the print server on the floor below. Which of the following is the MOST likely cause of the Internet connectivity issue in the office?

- A. There is a problem with a router in the office
- B. There is a problem with a DNS server in the office
- C. The users are not getting correct IP addresses from the DHCP server
- D. The wireless access point in the area is down

**Answer:** A

#### NEW QUESTION 14

Which of the following peripheral types is MOST likely to be used to input actions into a PC?

- A. Webcam
- B. Mouse
- C. Monitor
- D. Optical drive

**Answer:** B

#### NEW QUESTION 19

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 20

A customer accidentally drops a laptop while it is charging. The next day, the customer notices the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on even though it is connected to the power adapter.

Which of the following components is the MOST likely cause of this behavior?

- A. Power adapter
- B. Battery
- C. DC jack
- D. Hard drive

Answer: C

#### NEW QUESTION 23

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

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

Answer: D

#### NEW QUESTION 24

Which of the following adapters may suffer signal degradation or data loss due to conversion?

- A. DVI to HDMI
- B. HDMI to DisplayPort
- C. USB to Ethernet
- D. DVI-D to VGA

Answer: D

#### NEW QUESTION 29

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

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

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

Answer: B

#### NEW QUESTION 32

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 37

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

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

Answer: B

#### NEW QUESTION 42

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

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

Use the following parameters:

- Email address tech@techies.com
- Password P@SSwOrd
- Pop techies.com Port 110 Security: None
- IMAP techies.com Port 993 Security: SSL
- smtp.techies.com Port 465 Security: TLS
- Company SSID Techies
- Security WPA2
- Passphrase P@SSwOrd

• SSID is not broadcasted INSTRUCTIONS:

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

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

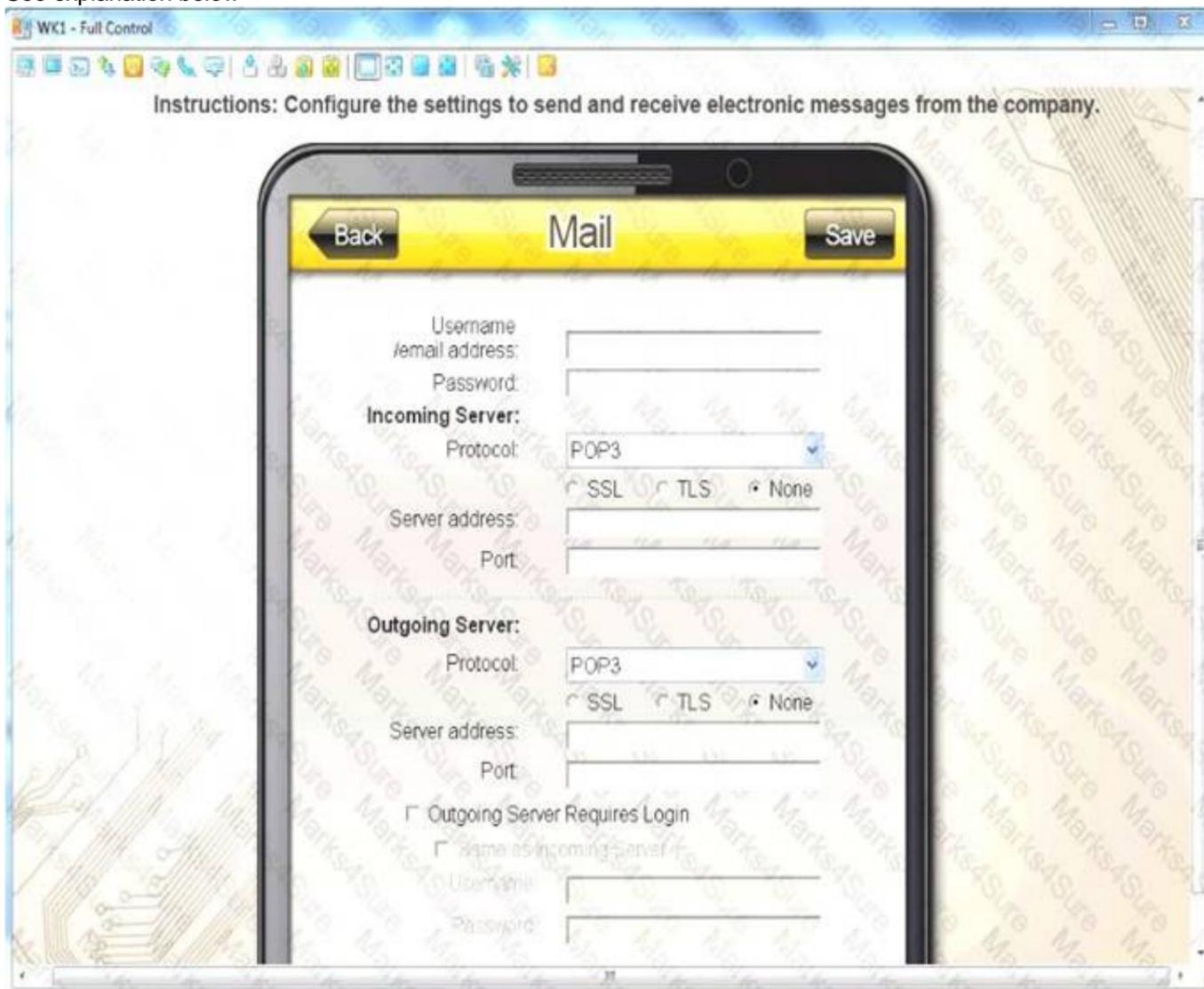


- A. Mastered
- B. Not Mastered

Answer: A

**Explanation:**

See explanation below





**NEW QUESTION 45**

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 48**

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 51**

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 56**

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 60

The ability for new computers to be automatically connected to the network is provided by the:

- A. DHCP server
- B. DNS server
- C. proxy server
- D. TACACS server

**Answer:** A

#### NEW QUESTION 65

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 70

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

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

**Answer:** C

#### NEW QUESTION 75

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 77

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

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

**Answer:** DEH

#### NEW QUESTION 79

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 81

Which of the following would provide power to an access point?

- A. POE injector
- B. Switch
- C. Repeater
- D. Modern

**Answer:** A

#### NEW QUESTION 83

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

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

**Answer:** B

#### NEW QUESTION 84

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 86

A technician is setting up a printer for a small office that does not have an RJ-45 jack. The users' computers are all in the same workgroup and are connected physically to the same network switch. The technician needs to make sure all users can print to the new printer through the switch. Which of the following should the technician configure?

- A. Shared printer
- B. Print server
- C. Bluetooth printing
- D. Cloud printing

**Answer:** A

#### NEW QUESTION 88

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 92

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

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

**Answer:** A

#### NEW QUESTION 94

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 98

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

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

**Answer:** A

#### NEW QUESTION 100

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

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

**Answer:** D

#### NEW QUESTION 103

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 107

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 108

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

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

**Answer:** D

#### NEW QUESTION 111

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 112**

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 113**

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

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

Answer: D

**NEW QUESTION 117**

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 121**

A shipping department is having problems with its thermal label printer. Two columns on the left are not appearing on all labels. Which of the following should a technician do FIRST?

- A. Verify the ribbon is correctly aligned to the label
- B. Run a label calibration
- C. Remove stuck labels from the print path
- D. Replace the print head

**Answer:** A

#### NEW QUESTION 123

Which of the following is used to connect a headset to a laptop?

- A. eSATA
- B. BNC
- C. RG-6
- D. USB

**Answer:** D

#### NEW QUESTION 127

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

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

**Answer:** A

#### NEW QUESTION 129

A user printed several documents to a shared network copier and noticed that they have very faint color density. A technician investigates the issue and verifies that the printer had a maintenance kit installed recently. Which of the following next steps will MOST likely resolve the issue? (Select two.)

- A. Replace the toner cartridges
- B. Replace the fuser module
- C. Clean the paper tray rollers
- D. Adjust the printer settings
- E. Replace the developer
- F. Empty the waste toner bottles

**Answer:** AC

#### NEW QUESTION 130

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

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

**Answer:** B

#### NEW QUESTION 134

Which of the following devices can utilize VLANs to secure networks?

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

**Answer:** A

#### NEW QUESTION 135

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

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

**Answer:** A

#### NEW QUESTION 139

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

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

**Answer: B**

#### NEW QUESTION 142

A user receives the following error message when powering on a computer:  
Hard drive cannot be found.

A technician restarts the computer, and it boots the OS normally. Several days later, the user reports another problem, but rebooting the computer does not resolve the issue. The technician replaces the motherboard, keeping the same CPU, battery, RAM, and hard drive. The user cannot authenticate at the login screen. Which of the following would BEST explain the causes of the problem? (Select TWO)

- A. POST error code beeps indicate RAM failure.
- B. The system time is not set correctly in the BIOS
- C. The voltage on the coin cell is drained completely
- D. UEFI firmware has the Secure Boot setting enabled
- E. Capacitors on the motherboard are distended
- F. Incorrect settings are booting the wrong device
- G. A BSOD error indicates the system is crashing

**Answer: CE**

#### NEW QUESTION 146

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

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

**Answer: A**

#### NEW QUESTION 147

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 149

A network administrator is attempting to access the firewall while inside the datacenter. Which of the following peripherals must be connected to do so?

- A. KVM
- B. Touchpad
- C. Mouse
- D. Keyboard

**Answer: A**

#### NEW QUESTION 153

An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chat activity while keeping in contact with the home office.

Which of the following would be the BEST recommendation?

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

**Answer: A**

#### NEW QUESTION 158

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

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

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

**Answer:** A

#### NEW QUESTION 161

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

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

**Answer:** A

#### NEW QUESTION 165

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

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

**Answer:** A

#### NEW QUESTION 169

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 172

A client has three locations within city limits that need to be networked. Vendor network requirements for all three locations are a minimum of 1GB. Which of the following are the types of networks that will MOST likely be used for internal office and office-to-office networking? (Choose two.)

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

**Answer:** AB

#### NEW QUESTION 173

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 174

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

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

**Answer:** D

#### NEW QUESTION 175

A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to

the guest wireless network. However, when the user attempts to print to the printer, nothing happens. Which of the following will resolve the issue?

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

**Answer: D**

#### NEW QUESTION 180

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 184

Company management wants to give users the ability to work from home during periods of bad weather. Which of the following would enable the workforce to do this?

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

**Answer: C**

#### NEW QUESTION 189

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

Which of the following should the technician do NEXT?

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

**Answer: A**

#### NEW QUESTION 191

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 194

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 196

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 197**

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 200**

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 201**

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 205**

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

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

**Answer:** A

**NEW QUESTION 206**

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 208**

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

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

**Answer:** B

**NEW QUESTION 210**

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 212

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 216

A technician is troubleshooting a WiFi issues with a laptop user in a corporate office. The user can connect to web pages without trouble; however, the user cannot connect to the email server or print a locally stored document to the network printer. The technician cannot ping the mail server or the network printer. No other users are experiencing this issue. Which of the following is MOST likely causing the issue?

- A. The laptop has an APIPA address
- B. The laptop is configured to the wrong default gateway
- C. The laptop is connected to the guest WiFi
- D. The laptop is configured with a static IP

Answer: C

#### NEW QUESTION 219

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

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

Answer: A

#### NEW QUESTION 223

Ann, an accountant, reports that after turning on her new laptop, she received a message stating her IP address is already in use on the system. She tried going back to her old desktop, which she now only uses for email, but received the same message. The technician checks the account and sees a comment that Ann requires a special network setup to connect to the banking software. Which of the following should the technician do to resolve the issue?

- A. Remove the static IP configuration from the desktop.
- B. Set the laptop configuration to DHCP to prevent conflicts.
- C. Replace the network card in the laptop, as it may be defective.
- D. Bridge the LAN connection between the laptop and the desktop.

Answer: B

#### NEW QUESTION 225

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 230

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 233

An end user reports a Windows based PC just had a BSOD. The PC rebooted, and the user is now logged back in and working without any issues. Which of the following should a technician check FIRST to begin troubleshooting?

- A. Hard drive S.M.A.R.
- B. data

- C. Event Viewer
- D. Device Manager
- E. BIOS settings
- F. Performance Monitor

**Answer: B**

#### NEW QUESTION 236

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

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

**Answer: B**

#### NEW QUESTION 241

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 245

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

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

**Answer: A**

#### NEW QUESTION 248

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 251

A customer reports being unable to access email on desktop workstation, however, other office application are working. A technician determines the computer has an IP address of 169.254.1.10. The technician learns from the customer that the computer recently was moved across the room. Which of the following troubleshooting steps should technician take NEXT?

- A. Check the default gateway
- B. Verify physical Ethernet connections
- C. Test web browser functional
- D. Restrict the computer
- E. Resolve the IP address conflict

**Answer: E**

#### NEW QUESTION 252

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

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

**Answer: B**

**NEW QUESTION 253**

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