

## 220-901 Dumps

### CompTIA A+ Certification Exam (901)

<https://www.certleader.com/220-901-dumps.html>



**NEW QUESTION 1**

A technician is installing Hyper-V and is getting an error that the software is not able to be installed. Which of the following processor characteristics should be checked?

- A. Cache size
- B. Virtualization support
- C. Number of cores
- D. Hyperthreading

**Answer: B**

**NEW QUESTION 2**

Which of the following memory types is primarily used in laptops?

- A. SDRAM
- B. DDR2
- C. ECC
- D. SODIMM

**Answer: D**

**NEW QUESTION 3**

Which of the following types of expansion slots is MOST frequently found in blade servers?

- A. PCIe
- B. PCI
- C. PCI-X
- D. miniPCI

**Answer: C**

**NEW QUESTION 4**

Which of the following protocols would be used for file sharing between MAC OS and Windows OS workstations on a LAN?

- A. IMAP
- B. SMB
- C. SSH
- D. RDP

**Answer: B**

**NEW QUESTION 5**

A customer wants to transfer data from the DVR to a DVD. Which of the following should be used on a workstation in order to extract the data for archiving?

- A. Optical drive
- B. Capture card
- C. Thunderbolt
- D. External storage

**Answer: B**

**NEW QUESTION 6**

An IT Director wants to increase security on the company website to prevent man-in-the-middle attacks. Which of the following Internet protocols should be implemented to meet the requirement?

- A. HTTPS
- B. IMAP
- C. TELNET
- D. SMTP

**Answer: A**

**NEW QUESTION 7**

A technician replaces a defective 250GB hard drive in a desktop with a 2TB hard drive. After installation, the computer detects the new 2TB drive as a 250GB drive. Which of the following should the technician do to fix this issue?

- A. Reinstall the drive
- B. Patch the OS
- C. Upgrade the driver
- D. Flash the BIOS

**Answer: D**

**NEW QUESTION 8**

Which of the following cable connection types is an example of a mini DIN?

- A. BNC
- B. PS/2
- C. RCA
- D. DB9

**Answer: B**

**NEW QUESTION 9**

A user wants to reduce the amount of paper consumed on a multi-function printer. Which of the following settings should be configured to achieve this outcome?

- A. Orientation
- B. Duplex
- C. Collate
- D. Economy ink

**Answer: B**

**NEW QUESTION 10**

A technician is building a new PC and notices that it has 8 DIMM sockets labeled 0 through 7. Four are white and four are blue. Which of the following should the technician do FIRST?

- A. Install the memory in the four white slots
- B. Install the memory in the four blue slots
- C. Consult the motherboard documentation
- D. Install the memory in slots 0 through 3
- E. Fill all slots with memory

**Answer: C**

**NEW QUESTION 10**

A small workgroup inherits a second-hand printer without networking capabilities. Which of the following is the BEST method of sharing this resource among the workgroup?

- A. Connect the printer to a Bluetooth adapter in order for the users to print
- B. Connect the printer by using the onboard Infrared port
- C. Connect the printer to a user's workstation and share the device
- D. Connect the printer to a parallel switch box

**Answer: C**

**NEW QUESTION 11**

Which of the following RAM types can continue working if there is corrupt data?

- A. Non-parity
- B. Dual channel
- C. Buffered
- D. ECC

**Answer: D**

**NEW QUESTION 13**

For which of the following types of printers should a technician obtain a maintenance kit containing a fuser, transfer roller, and pickup rollers?

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

**Answer: D**

**NEW QUESTION 16**

A small company needs to print several color copies of the same contract to go to various departments and customers. Which of the following printers will be the QUICKEST?

- A. 3D printing
- B. Thermal printing
- C. Impact printing
- D. Laser printing

**Answer: D**

**NEW QUESTION 17**

A user is searching for a piano keyboard to connect to a PC. The user would like the keyboard to communicate with the PC. Which of the following features should the user look for on a piano keyboard to BEST facilitate this?

- A. MIDI
- B. USB
- C. TCP
- D. HDMI

**Answer:** A

**NEW QUESTION 21**

Which of the following adapters converts an analog signal to a digital signal?

- A. S-Video to RCA
- B. HDMI to VGA
- C. VGA to DVI-D
- D. DVI-D to HDMI

**Answer:** C

**NEW QUESTION 23**

Under normal circumstances, which of the following wireless standards provides the slowest transfer speed at 2.4GHz?

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

**Answer:** B

**NEW QUESTION 27**

Which of the following MUST be the same when replacing a hard drive in a laptop?

- A. The interface type of the existing drive
- B. The speed of the new drive
- C. The total data capacity of the PC
- D. The cache size of the new drive

**Answer:** A

**NEW QUESTION 29**

Which of the following types of cables are MOST likely to be used to connect to an external hard drive? (Choose two.)

- A. Molex
- B. SPDIF
- C. eSATA
- D. HDMI
- E. USB 3.0
- F. CAT6e

**Answer:** CE

**NEW QUESTION 31**

Which of the following connectors are commonly used for fiber optic cables?

- A. RJ-11 and RJ-45
- B. ST and LC
- C. F-connectors
- D. BNC

**Answer:** B

**NEW QUESTION 33**

Which of the following ports is used for a secure browser connection for an online purchase?

- A. 23
- B. 80
- C. 110
- D. 443
- E. 3389

**Answer:** D

**NEW QUESTION 37**

Which of the following is a public IP address?

- A. 10.45.xxx.xxx
- B. 169.254.xxx.xxx
- C. 173.16.xxx.xxx
- D. 192.168.xxx.xxx

**Answer: C**

**NEW QUESTION 41**

Which of the following is an advantage of using DHCP for network addressing?

- A. Simplified configuration
- B. More addresses are available
- C. Faster connection speeds
- D. Lower latency times

**Answer: A**

**NEW QUESTION 42**

A machine receives an IP address starting with 169.254.x.x when which of the following occurs?

- A. When the machine is using IPv6
- B. When the next IP range begins with 169.253
- C. When the DHCP server does not respond
- D. When the operating system is Unix or Linux

**Answer: C**

**NEW QUESTION 44**

A network administrator has a requirement to implement a Wi-Fi hotspot for the public. Which of the following should be used for secure access?

- A. WEP and TKIP
- B. WPA2 and AES
- C. WPA and static IPs
- D. WPA2 and MAC filtering

**Answer: B**

**NEW QUESTION 45**

A user wants to implement a wireless router that will have the fastest data speeds and operate over the 5GHz frequency. Which of the following standards should the user select?

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

**Answer: B**

**NEW QUESTION 46**

The device that allows two different networks to communicate with one another is:

- A. a repeater.
- B. a hub.
- C. a router.
- D. an access point.

**Answer: C**

**NEW QUESTION 47**

When a technician is planning to replace a laptop hard drive, the technician will need to:

- A. select a drive that is the correct form factor.
- B. choose the correct drive cache size for the laptop.
- C. also upgrade the memory.
- D. verify voltage requirement

**Answer: A**

**NEW QUESTION 50**

Which of the following components is responsible for converting light into digital information?

- A. Microphone
- B. Digitizer
- C. Inverter
- D. Webcam

**Answer:** D

**NEW QUESTION 51**

A laptop logon screen can barely be seen, despite adjusting the display's brightness setting. Which of the following display components is defective?

- A. Backlight
- B. Digitizer
- C. Inverter
- D. Polarizer

**Answer:** A

**NEW QUESTION 53**

A user, Ann, is preparing to travel abroad and wants to ensure that her laptop will work properly. Which of the following components of the laptop should be verified FIRST to ensure power compatibility before traveling?

- A. Wall adapter
- B. Battery
- C. Power supply
- D. Digitizer

**Answer:** A

**NEW QUESTION 54**

A user has downloaded an image file and needs to install an application from the image. When trying to execute or open the file, an error is displayed. Which of the following should the user perform?

- A. Download a different file from the website
- B. Rename the extension of the file to a known extension
- C. Verify the MD5 hash of the downloaded file
- D. Mount the file as an emulated DVD

**Answer:** D

**NEW QUESTION 58**

A customer asks a technician for a device that has the capability to easily connect a laptop to an external monitor, keyboard, mouse, and charge the battery. Which of the following devices should the technician recommend to the customer?

- A. Lightning
- B. KVM switch
- C. USB 3.0
- D. Docking station

**Answer:** D

**NEW QUESTION 63**

A user is requesting a cable to charge and transfer data for an Apple mobile device. Which of the following connection types would satisfy the user's requirements?

- A. MicroUSB
- B. Molex
- C. MiniUSB
- D. Lightning

**Answer:** D

**NEW QUESTION 65**

Recently a company updated their network infrastructure. A user reports that a laptop is experiencing slower network speeds since the update. Which of the following would the technician replace, rather than purchase a new device?

- A. Wireless NIC
- B. CPU
- C. RAM
- D. Hard drive

**Answer:** A

**NEW QUESTION 69**

Legacy software needs to be installed on a netbook. Which of the following is MOST likely needed in order to install the software?

- A. Lightning port
- B. Bluetooth adapter
- C. USB optical drive
- D. NFC chip

**Answer:** C

**NEW QUESTION 71**

A laptop has a network port that is not working consistently and wireless is out of range. Which of the following would the technician do to quickly get the laptop back on the wired network?

- A. Use a USB to RJ-45 dongle
- B. Enable Bluetooth
- C. Enable NIC teaming
- D. Replace the motherboard

**Answer: A**

**NEW QUESTION 76**

A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?

- A. ESD strap
- B. PSU tester
- C. Cable tester
- D. Loopback plug

**Answer: B**

**NEW QUESTION 81**

A user reports that a workstation fails to complete boot up and repeats a series of two beeps over and over. The user states that the workstation had been displaying BSOD errors after running multiple applications. Which of the following is the MOST likely cause?

- A. Video adapter failure
- B. Memory failure
- C. Power supply failure
- D. CPU failure

**Answer: B**

**NEW QUESTION 85**

A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?

- A. Controller firmware
- B. Power requirements
- C. File system type
- D. System BIOS

**Answer: A**

**NEW QUESTION 90**

A user has reported that the company notebook is performing some random mouse actions requiring the user to make a lot of typing corrections. How can the technician solve the issue for the user?

- A. Adjust the mouse settings so the mouse moves slower
- B. Reverse the buttons on the mouse pad
- C. Adjust the mouse settings so the mouse moves faster
- D. Use the function keys to disable the mouse pad

**Answer: D**

**NEW QUESTION 94**

A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the system's BIOS. However, once in the preinstallation environment, the drive is not recognized in the imaging process and the process fails. Which of the following is MOST likely the cause of failure?

- A. The boot CD has failed and needs to be replaced.
- B. The hard drive needs to have its configuration manually defined in the BIOS.
- C. The PC's power supply is not providing enough power to the new hard drive.
- D. The hard drive has not been partitioned correctly

**Answer: D**

**NEW QUESTION 99**

Ann, a user, reports her docked mobile workstation will periodically lose her network share drive and lose video to the second monitor. Which of the following is MOST likely the cause of this anomaly?

- A. The workstation battery needs to be replaced.
- B. The NIC is functioning intermittently.
- C. Failed driver updates for the workstation's devices.
- D. The surge protector lost AC power

**Answer:** D

**NEW QUESTION 100**

A user, Ann, reports that her company laptop cannot pick up a wireless connection in certain areas of a building. However, users working on their laptops in the common areas have Internet connectivity. Which of the following is the MOST likely cause?

- A. Weak RF signals
- B. Out of date Ethernet driver
- C. Enabled MAC filtering
- D. Duplicate IP addresses

**Answer:** A

**NEW QUESTION 101**

The OSD of a monitor indicates the proper video source is selected, but no image is displayed. Which of the following issues are the MOST likely reasons? (Select TWO).

- A. The source cable is disconnected
- B. The monitor's brightness is set too low
- C. The backlighting of the monitor is faulty
- D. The monitor's contrast is set too high
- E. No device is sending source video

**Answer:** AE

**NEW QUESTION 102**

A user reports an inkjet printer is constantly feeding two sheets of paper for every page printed. Which of the following is the MOST likely reason?

- A. Poor paper quality
- B. Incorrect paper size
- C. Defective duplexer
- D. Worn feed rollers

**Answer:** D

**NEW QUESTION 106**

A technician is troubleshooting a desktop that is having intermittent issues with locking up and system errors. The technician suspects that the problem might be that not enough power is getting to the motherboard. Which of the following tools would a technician use to determine if the hypothesis is correct?

- A. POST card
- B. Loopback plug
- C. Multimeter
- D. Cable tester

**Answer:** C

**NEW QUESTION 111**

The loud clicking noise coming from a faulty hard drive is MOST likely created by:

- A. the coil reversing polarity in an endless loop.
- B. one or more bad spindle motor bearings.
- C. repeated motion of the read/write head armature parallel to the platter.
- D. the solid state read/write head scratching the platter surface

**Answer:** C

**NEW QUESTION 112**

A customer has left a computer monitor on over the weekend and now notices slight discoloration of the screen. This is an example of:

- A. a failing backlight.
- B. burn in.
- C. a bad inverter.
- D. dead pixels.
- E. EMI.

**Answer:** B

**NEW QUESTION 117**

A client, Ann, is having issues with a PC shutting down. There are no error messages displayed before the system powers off. Ann reports that this started after she installed and began using CAD software. The hard drive, video card, and RAM all meet the software requirements and have passed diagnostics. Which of the following is MOST likely the issue?

- A. The video card has 3D acceleration disabled.
- B. The hard drive is IDE instead of SATA.
- C. The hard drive needs to be repartitioned.

D. The PSU is underpowered for the syste

**Answer: D**

**NEW QUESTION 120**

A client has an issue with large files taking a long time to open or save. As time goes by, the issue worsens. The client has hundreds of GBs of files that are still in the process of backing up. The technician has verified that the hard drive is healthy and there are no signs of failure. Which of the following troubleshooting steps should the technician perform NEXT?

- A. Install the latest drivers from the hardware vendor.
- B. Perform a scan of the drive for file fragmentation.
- C. Run chkdsk on the workstation's hard drive.
- D. Reformat the drive and reinstall the O

**Answer: B**

**NEW QUESTION 122**

A user is reporting that a desktop monitor backlighting is very dim. Which of the following should be performed FIRST when troubleshooting the problem?

- A. Update drivers
- B. Reseat the video card
- C. Use OSD tools
- D. Replace the monitor

**Answer: C**

**NEW QUESTION 127**

A user states there are multiple small black dots on an LCD screen. Which of the following should be done to resolve the issue?

- A. Replace monitor.
- B. Replace video card.
- C. Replace video cable.
- D. Replace power suppl

**Answer: A**

**NEW QUESTION 131**

A user is trying to use an external hard drive with an incompatible file system. Which of the following tools will allow the user to change the file system on the hard drive?

- A. format
- B. defrag
- C. bootrec
- D. chkdsk

**Answer: A**

**NEW QUESTION 132**

After migrating a network-based print queue to a new server, users are reporting that documents are not printing correctly and print jobs will error out or print garbled text. Which of the following actions will BEST resolve this issue for the affected users?

- A. Install the correct drivers on the server.
- B. Delete and reconnect to the print queue on the client machine.
- C. Restart the print queues on the print server.
- D. Reinstall the printer drivers on the client desktop

**Answer: A**

**NEW QUESTION 135**

Which of the following RAID types uses a drive mirroring algorithm? (Select TWO).

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 6
- E. RAID 10

**Answer: BE**

**NEW QUESTION 137**

Which of the following displays has the HIGHEST Hz frequency?

- A. Plasma
- B. LED
- C. CRT

D. LCD

**Answer:** A

**NEW QUESTION 138**

A customer needs to run 3 virtual machines on their software design workstation. Which of the following CPUs would be MOST cost effective for this task?

- A. 3 Core
- B. 4 Core
- C. 8 Core
- D. 12 Core

**Answer:** B

**NEW QUESTION 141**

A technician needs to set up a VPN for a small office. To ensure the network traffic is routed to the correct machine, which of the following MUST the technician do on the router to accommodate this?

- A. Port forwarding
- B. Port redundancy
- C. Port triggering
- D. Port selection

**Answer:** A

**NEW QUESTION 146**

Which of the following interfaces are used to simultaneously transfer video and audio at high rates?

- A. HDMI
- B. DVI-D
- C. S-Video
- D. DVI-I

**Answer:** A

**NEW QUESTION 148**

Ann, a user, has recently installed a new Blu-Ray ROM in her desktop computer. The computer recognizes the device as a DVD-ROM. Which of the following actions would enable the system to recognize the device as a Blu-Ray device?

- A. The operating system must be upgraded to Windows Ultimate.
- B. Flash the system's motherboard CMOS.
- C. Upgrade to the latest Windows Media Player.
- D. Install the manufacture's drivers for the O

**Answer:** D

**NEW QUESTION 149**

Which of the following 802.11 standards has a MAXIMUM bandwidth throughput Mbps and uses 2.4GHz frequency?

- A. A
- B. B
- C. G
- D. N

**Answer:** C

**NEW QUESTION 152**

Which of the following cable types is used to transmit data from a satellite dish to the satellite modem?

- A. CAT5e
- B. CAT3
- C. Fiber
- D. RG-6

**Answer:** D

**NEW QUESTION 154**

Which of the following are factors when designing a home theater PC?

- A. Wireless NIC
- B. Audio frequency
- C. Video refresh rate
- D. Video output

**Answer:** D

**NEW QUESTION 158**

Which of the following devices is primarily intended to provide 24/7 diagnostic and biometric data regarding the user?

- A. Fitness monitor
- B. e-Reader
- C. Smartwatch
- D. Smartphone

**Answer: A**

**NEW QUESTION 159**

A smartphone user experiences difficulty removing the back cover of the device. Once finally removed, the battery appears to have swollen. The battery is still functional, but requires more frequent charging than it used to. Which of the following should the user do NEXT?

- A. Remove the battery and let it cool for 24 hours
- B. Fully discharge and then fully recharge the battery
- C. Short the battery terminals with a paper clip
- D. Replace the battery with a new one

**Answer: D**

**NEW QUESTION 161**

A technician, Anne, has repaired a CEO's laptop. Which of the following is the LAST step that should be taken after the repair is completed?

- A. Prepare a hot spare in preparation for the next repair
- B. Document all of the services provided
- C. Communicate the status of the repair with the CEO
- D. Offer other repair options if they are available

**Answer: C**

**NEW QUESTION 165**

Video editing workstations require the fastest hard drive access times with large storage capacity. Which of the following hard disk setups would be MOST ideal for the described computer?

- A. Two 500 GB SATA2 hard drives used in a JBOD array
- B. Two 500 GB SATA2 hard drives in a hardware RAID 0
- C. Two 500 GB SATA2 hard drives in a hardware RAID 1
- D. Two 500 GB SATA2 hard drives in a software RAID 0

**Answer: B**

**NEW QUESTION 167**

The technician is troubleshooting a connection issue between the switch and the wall jack. The user is plugged into the jack; however, there is no connection. The technician goes into the switch room to see if the cable is plugged into the switch, but none of the cables are labeled. Which of the following tools would the technician MOST likely use to find this cable?

- A. Wi-Fi analyzer
- B. Loopback plug
- C. Multimeter
- D. Tone generator

**Answer: D**

**NEW QUESTION 168**

Drag and drop the following speeds to the appropriate wireless standard. Tokens may be used more than once.

Wireless Standard	MAX Speed	
802.11a		11Mbps
		45Mbps
802.11b		54Mbps
		110Mbps
802.11g		180Mbps
		600Mbps
802.11n		1200Mbps

**Answer:**

**Explanation:**

Wireless Standard	MAX Speed	
		11Mbps
802.11a	54Mbps	45Mbps
		54Mbps
802.11b	11Mbps	110Mbps
		180Mbps
802.11g	54Mbps	600Mbps
		1200Mbps
802.11n	600Mbps	

**NEW QUESTION 171**

The technician is repairing a PC which appears to have a failing RAM module. After replacing the module, the extra memory still is not registering. Which of the following is MOST likely the issue?

- A. Jumper settings are incorrect
- B. The RAM module is defective
- C. The memory slot is defective
- D. CMOS needs to be flashed

**Answer: C**

**NEW QUESTION 175**

A user has lost connection to the Internet, but can still browse locally shared folders. Which of the following connections is MOST likely down?

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

**Answer: B**

**NEW QUESTION 179**

A SOHO is considering a purchase of several printers that will facilitate printing on both sides of the media. Which of the following optional add-ons will provide this functionality?

- A. Collate
- B. Duplex
- C. Fast draft
- D. Paper type

**Answer: B**

**NEW QUESTION 184**

A technician is asked to upgrade RAM in a laptop from 4GB to 8GB. Which of the following should the technician do FIRST?

- A. Download the newest motherboard drivers
- B. Enable TPM
- C. Review the vendor laptop documentation
- D. Flash the BIOS

**Answer: C**

**NEW QUESTION 186**

When installing multiple SCSI drives in a system, which of the following is correct?

- A. All drives must have the same SCSI ID.
- B. Drives will be automatically assigned an ID by the controller.
- C. Drives in the same RAID array must have the same SCSI ID.
- D. Each drive must have a different SCSI I

**Answer: D**

**NEW QUESTION 189**

Which of the following types of media connectors carries digital video as well as audio?

- A. DVI-D
- B. DVI-A
- C. HDMI
- D. VGA

**Answer: C**

**NEW QUESTION 192**

A common method of accessing computers remotely that uses port 23 is known as?

- A. LDAP
- B. RDP
- C. Telnet
- D. FTP

**Answer: C**

**Explanation:** <http://www.speedguide.net/port.php?port=23>

**NEW QUESTION 196**

Ann, a technician, is inspecting a PC with an Intel Core 2 Quad processor and finds that the Task Manager is reporting the system as having 8 cores. She is convinced this system only has four cores. Which of the following technologies is causing the discrepancy?

- A. Hyperthreading
- B. Intel SSE3
- C. L2 Cache
- D. S.M.A.R.T.

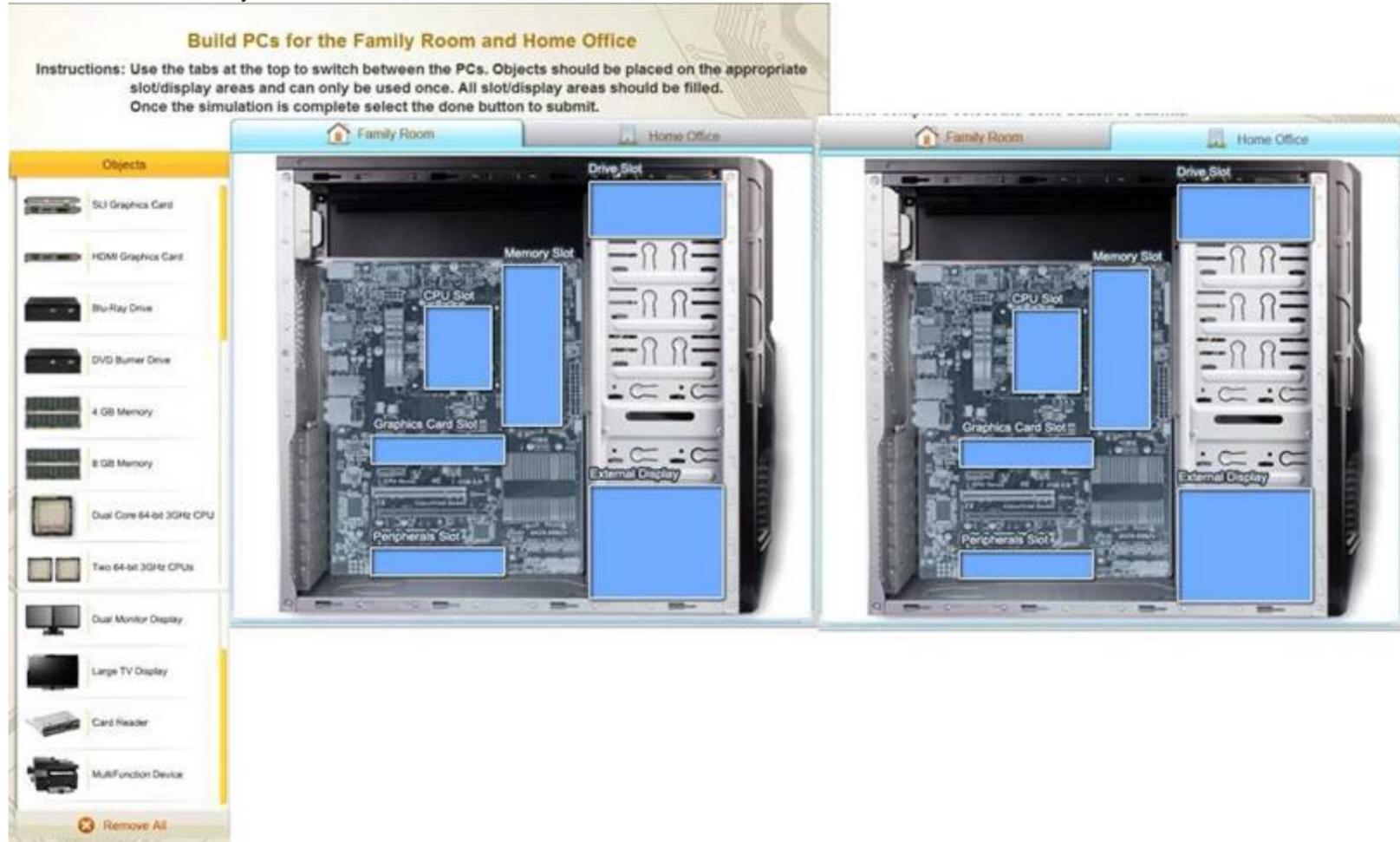
Answer: A

**NEW QUESTION 201**

A customer has requested two custom PCs, one for his family room and one for his home office. The family room PC will be used by all the family members and should be able to play high definition movies and show family pictures. The office PC is used for the customer's architectural design business and should be able to handle the intensive design work and multitasking the customer performs. The office PC must be configured with more power efficient computing than the family room PC.

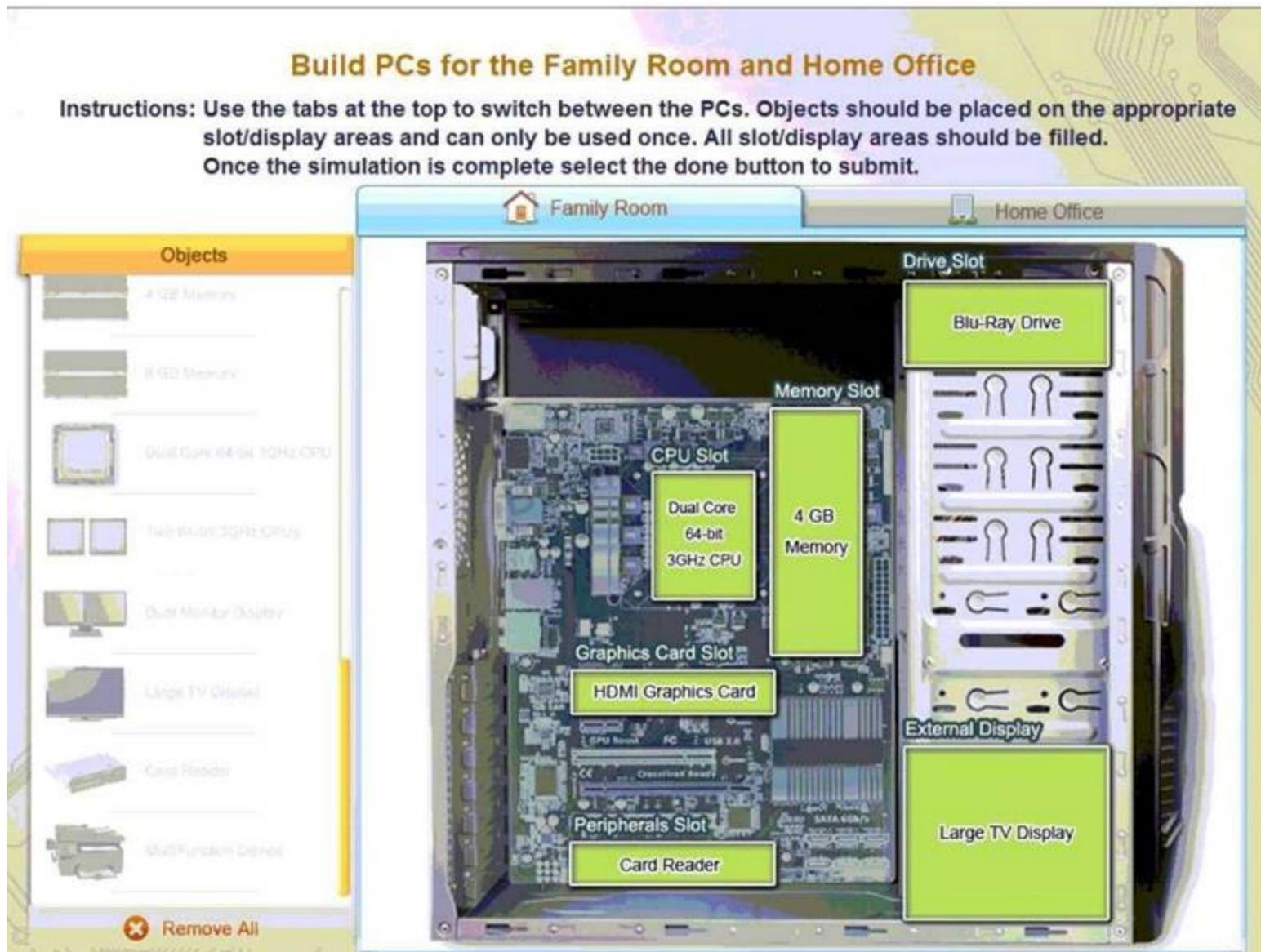
Instructions: Use the tabs at the top to switch between the PCs. Objects should be placed on the appropriate slot/display areas and can only be used once. All slot/display areas should be filled. Once the simulation is complete select the done button to submit.

Build PCs for the Family Room and Home Office

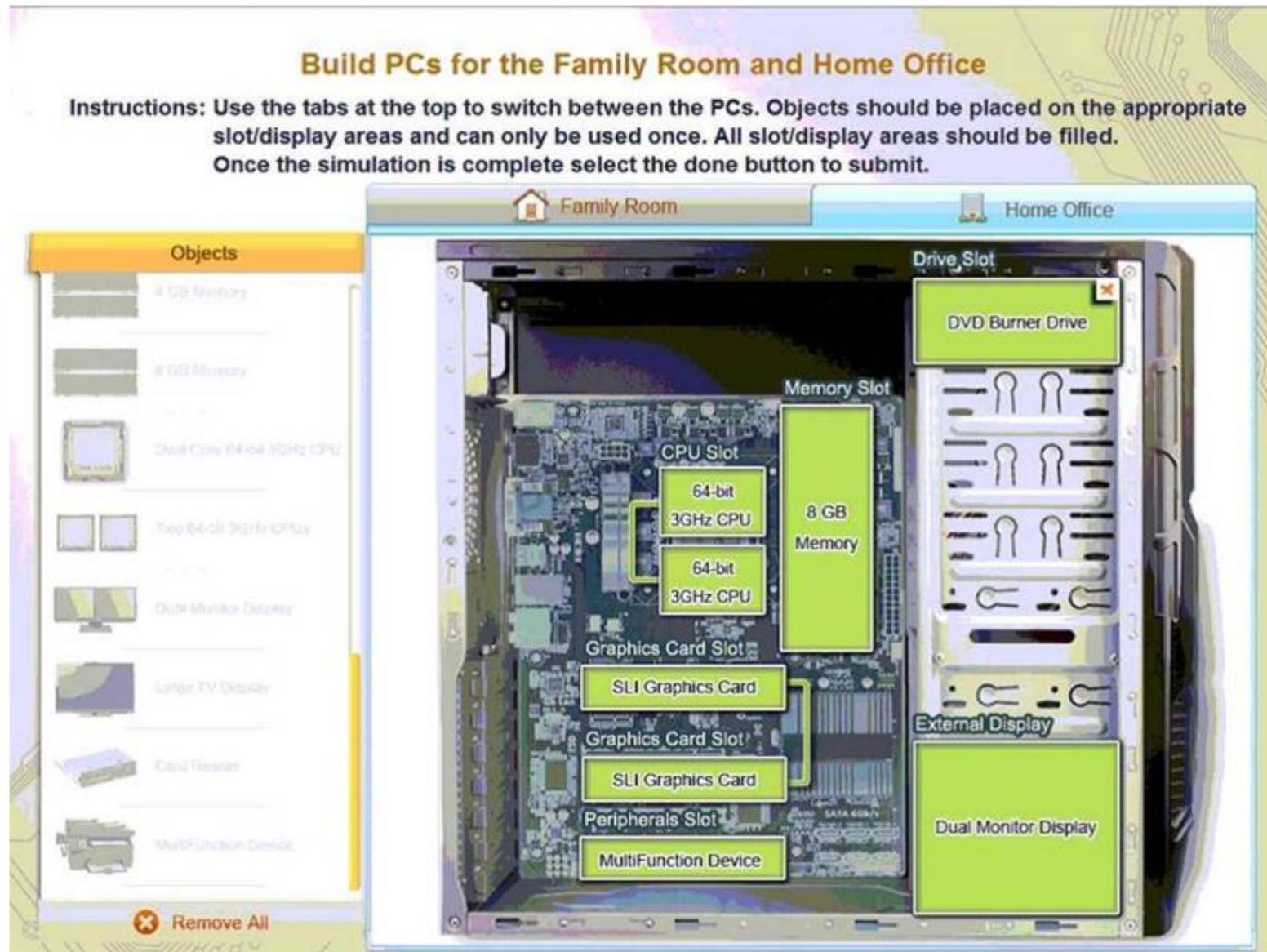


Answer:

Explanation:



Home Office



**NEW QUESTION 205**

A technician is installing a wireless router to be used as an access point. The company firewall will assign IP addresses to devices on the wireless network. Which of the following settings does the technician need to disable on the wireless router to accomplish this?

- A. NAT
- B. DMZ
- C. PAT
- D. DHCP

**Answer: D**

**NEW QUESTION 206**

A technician arrives in Germany and discovers that when their PC is plugged into the outlet, no power is received. Which of the following actions should the technician take to get the PC to operate?

- A. Change the BIOS settings to the local time
- B. Adjust the voltage selector switch
- C. Attach a 220-volt power strip from the current region to the PC
- D. Attach a 120-volt battery backup power supply to the PC

**Answer: B**

**NEW QUESTION 207**

A company is converting to LCD monitors and needs to properly dispose of all CRT monitors. Which of the following is an important consideration when disposing of CRT monitors?

- A. The materials within the cathode ray tube are harmful.
- B. They are heavier than LCD monitors and therefore require special disposal.
- C. The glass of the tube can easily break and cause serious injury.
- D. The rays of the cathode can cause blindness if someone is exposed.

**Answer: A**

**NEW QUESTION 211**

Which of the following connectors can be used simultaneously for video, audio, and storage devices?

- A. DVI
- B. DisplayPort
- C. HDMI

D. Thunderbolt

**Answer:** D

**NEW QUESTION 214**

Which of the following devices is used to convert initially audible signals into digital signals to provide communication between two endpoints?

- A. Bridge
- B. Fax machine
- C. Repeater
- D. Modem

**Answer:** D

**NEW QUESTION 216**

On an ATX motherboard, the 4-pin auxiliary power connector provides which of the following?

- A. Additional power to onboard devices
- B. Additional power to PCIx peripheral cards
- C. Additional power to the South Bridge
- D. Additional power to the CPU voltage regulator

**Answer:** D

**NEW QUESTION 220**

A customer wants to be able to archive a large 15 to 20 GB project to optical media using a single disk. Which of the following should a technician recommend?

- A. Blu-Ray writer
- B. DVD-RW drive
- C. Dual Layer DVD burner
- D. CD-ROM burner

**Answer:** A

**NEW QUESTION 224**

Drag and drop the following encryption standards to the appropriate wireless standard. Tokens may be used more than once and all placeholders must be filled.

Wireless Security	Encryption Type
Open	<input type="text"/>
WEP	<input type="text"/>
WPA	<input type="text"/>
WPA-CCMP	<input type="text"/>

None
RC4
3DES
AES
DES

**Answer:**

**Explanation:**

Wireless Security	Encryption Type	
Open	None	None
WEP	RC4	RC4
WPA	RC4	3DES
WPA-CCMP	AES	AES
		DES

**NEW QUESTION 227**

Which of the following external ports would a technician use to connect a keyboard? (Select TWO).

- A. eSATA
- B. IEEE 1394
- C. USB
- D. PS/2
- E. VGA

**Answer:** CD

**NEW QUESTION 230**

When installing a floppy drive data cable, it is important for a technician to ensure which of the following? (Select TWO).

- A. Availability of compatible power connectors
- B. Adequate hard drive capacity
- C. Correct CPU clock speeds
- D. Correct Master/Slave jumper settings
- E. Proper orientation of the data cable

**Answer:** AE

**NEW QUESTION 232**

A technician is installing a new TV tuner on a Windows 7 HTPC and no channels are showing up. Which of the following is the MOST likely cause?

- A. The TV cable is connected to the FM/AM input.
- B. The TV tuner card does not support HD channels.
- C. The TV tuner card is not properly seated.
- D. The cable signal is too weak

**Answer:** A

**NEW QUESTION 233**

A finance officer has submitted a request for a new wireless access point. The technician has set up the physical equipment and powered it on, but the router will not recognize it. Which of the following should the technician do to correct the problem?

- A. Install firmware updates
- B. Run Windows updates
- C. Perform RPM updates
- D. Use apt-get for updates

**Answer:** A

**NEW QUESTION 234**

A home user's PC has an over-clocked CPU with a relatively small heat sink, small fans on the 800W power supply, and a high-end video card. Which of the following is the recommended solution that will manage heat more effectively?

- A. Replace the CPU heat sync with a high RPM fan
- B. Purchase an energy efficient power supply
- C. Not over-clocking the CPU
- D. Liquid cooling system

**Answer:** D

**Explanation:** <http://computer.howstuffworks.com/liquid-cooled-pc.htm>

**NEW QUESTION 237**

Which of the following would allow for multiple computers to share a display and input devices?

- A. AGP video adapter
- B. KVM switch
- C. Portable TDR
- D. PCI video adapter

**Answer:** B

**NEW QUESTION 242**

Which of the following adapters causes the LEAST amount of signal loss?

- A. VGA to DVI
- B. HDMI to VGA
- C. DVI to HDMI
- D. S-video to RCA

**Answer:** C

**NEW QUESTION 244**

A technician finds an external hard drive with the markings "IEEE 1394" on it. Which of the following cable types would be needed to view the contents of this drive?

- A. Ethernet
- B. eSATA
- C. FireWire
- D. MicroUSB

**Answer:** C

**NEW QUESTION 247**

A printer technician is sent to work on a fuser in a laser printer that is not adhering toner properly to the paper. While onsite Joe, an end user, reports that he has been having frequent paper jams as well. Which of the following would be the BEST course of action to repair the printer?

- A. Install a manufacturer recommended maintenance kit
- B. Install the fuser, replace the toner cartridge, and replace the pickup and separation rollers
- C. Install the fuser and also replace the high voltage power supply
- D. Install the fuser as the paper jams were probably also caused by the defective fuser

**Answer:** A

**NEW QUESTION 248**

Which of the following wireless technologies is LEAST likely to be intercepted by a third party?

- A. NFC
- B. Bluetooth
- C. WiFi
- D. Cellular

**Answer:** A

**NEW QUESTION 249**

Users have started calling the helpdesk reporting they cannot access resources on the network or the Internet. A technician has verified all hardware connections are operational. Which of the following settings should the technician check NEXT on the router?

- A. SNMP
- B. NNTP
- C. DHCP
- D. WLAN

**Answer:** C

**NEW QUESTION 251**

Which of the following is the MAXIMUM number of unique IP addresses on an IPv4 Class A network?

- A. 254
- B. 65 Thousand
- C. 16.3 Million
- D. 340 Trillion

**Answer: C**

**NEW QUESTION 253**

A technician has a work order to install a USB 3.0 expansion card into a PC. The expansion card is a PCI Express 1.1 compliant card and the motherboard has one PCI Express 2.0 slot available. Which of following BEST represents the compatibility between the hardware?

- A. It will not install correctly, and the PCI slot is already being used by the video card.
- B. It will install correctly to the PCI Express slot onto the motherboard
- C. The card should function correctly, as the PCI Express 2.0 slot is backwards compliant.
- D. It will not install correctly into the PC, as the 1.1 and 2.0 slots are not compatible.
- E. It will install correctly, but the card will not operate as the PCI Express 1.1 and the PCI Express 2.0 standards are completely different.

**Answer: B**

**NEW QUESTION 257**

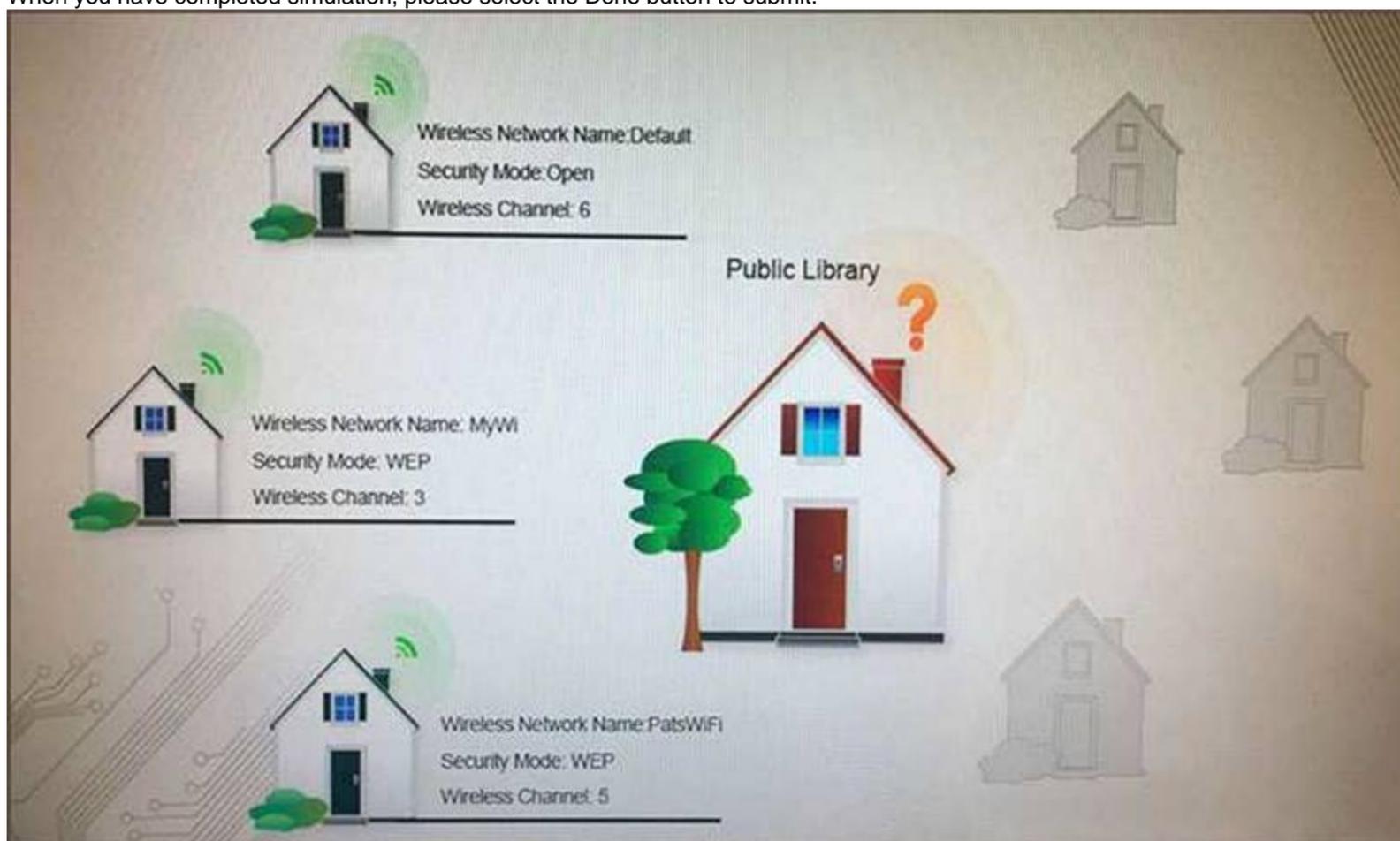
Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her configuration information. Additionally, Ann knows that her neighbors have wireless networks and wants to ensure that her network does not interfere with the other networks. Ann has provided you with the following information.

Wireless Name: Library

New Router Password: Secure\$1

Instructions: Select the Public Library in the diagram to configure the wireless network. Once the wireless network tabs are configured, select the save button.

When you have completed simulation, please select the Done button to submit.



**Wireless Configuration**

Wireless Setup | Network Filter | Administrator Tools

**WIRELESS NETWORK SETTINGS:**

Enable Wireless:

Wireless Network Name:  (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast:

802.11g Only Mode:

**WIRELESS SECURITY MODE:**

Security Mode:

**WEP:**

Default WEP Key:

WEP Key 1:

WEP Key 2:

WEP Key 3:

WEP Key 4:

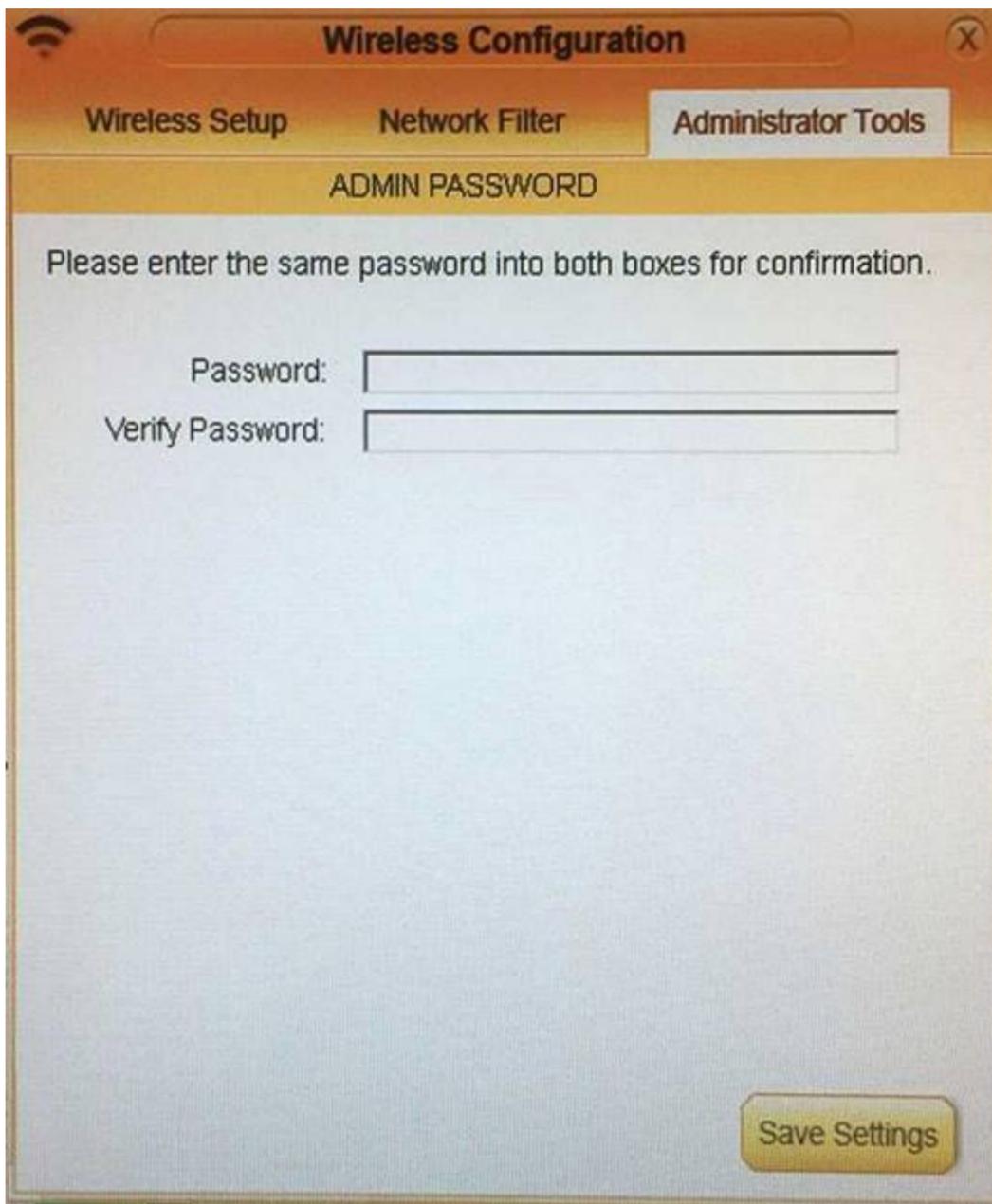
**Wireless Configuration**

Wireless Setup | Network Filter | Administrator Tools

Turn MAC Filtering ON

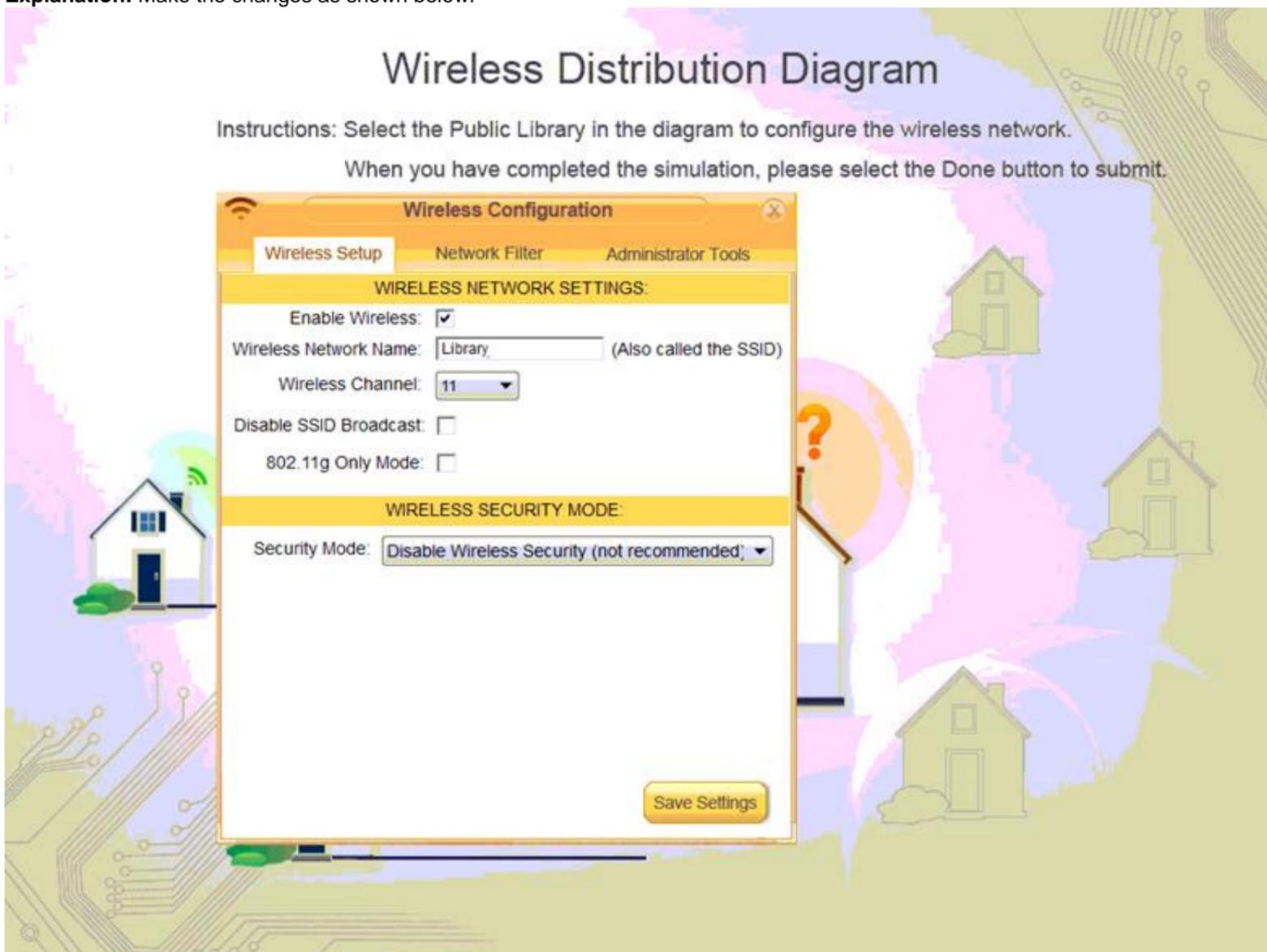
**MAC Address**

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

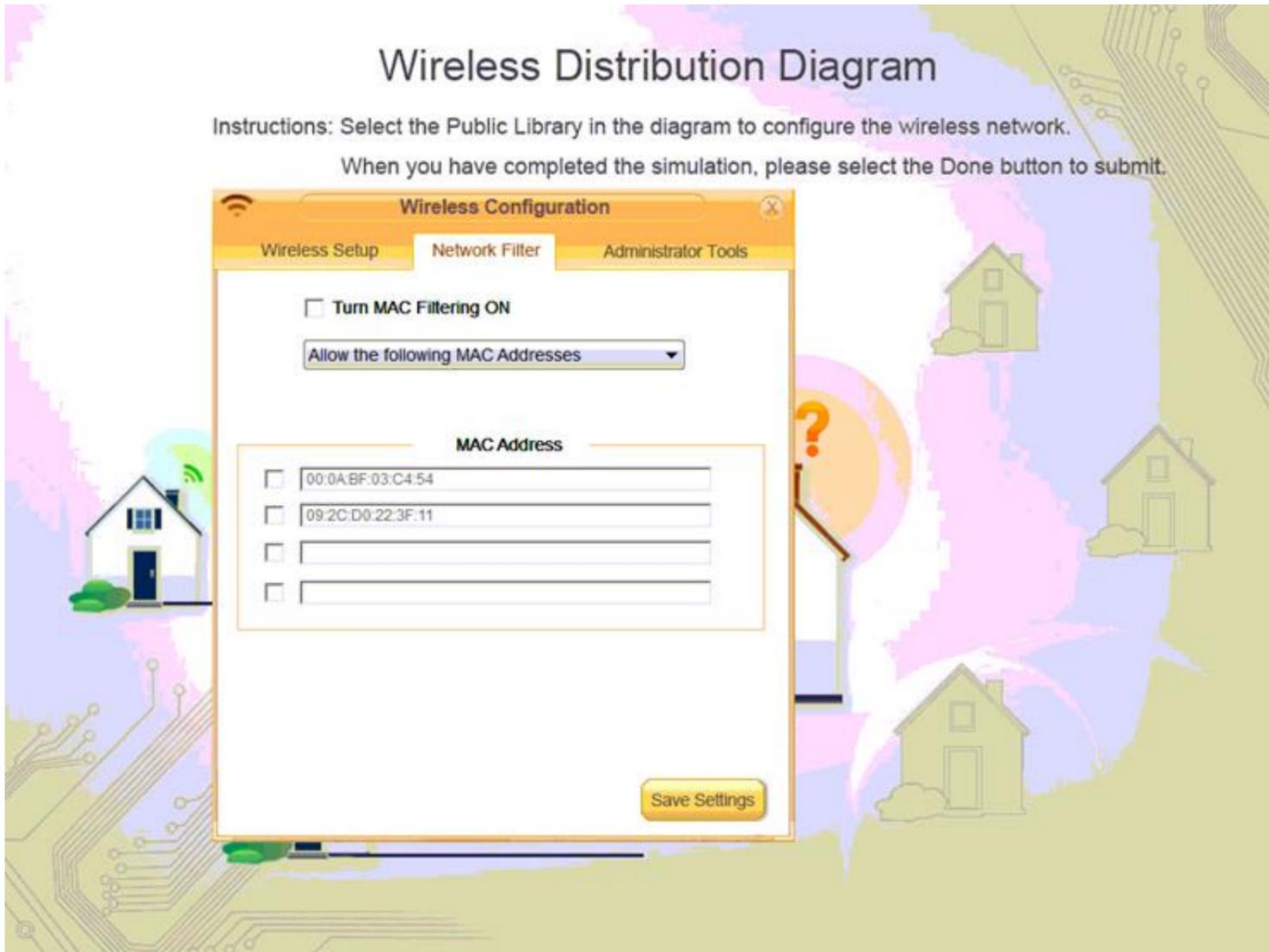


Answer:

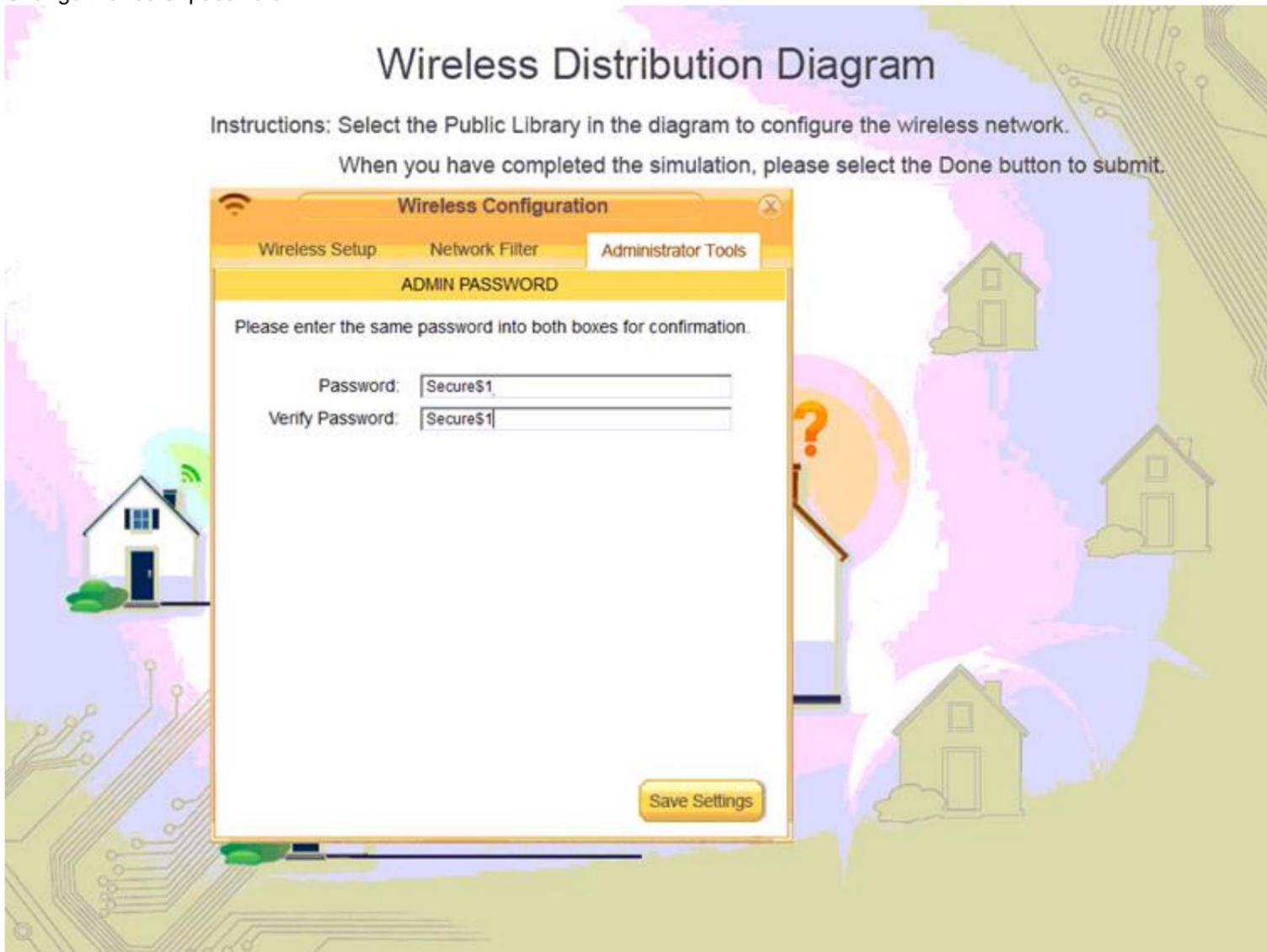
Explanation: Make the changes as shown below:



Turn off MAC filtering:



Change the router password:



**NEW QUESTION 261**

When referring to laser printing, which of the following describes the development process?

- A. The corona wire places a static charge on the drum.
- B. Toner is pulled to the charged areas of the drum.
- C. Toner is pulled from the drum to the paper.
- D. The toner is permanently affixed to the paper.

**Answer: B**

**NEW QUESTION 265**

A small office with five computers on a workgroup that are directly connected to a switch is an example of which of the following network topologies?

- A. Ring
- B. Bus
- C. Mesh
- D. Star

**Answer: D**

**NEW QUESTION 269**

Which of the following is an advantage of using static IP addresses for a business?

- A. High availability
- B. Simplifies IP management
- C. Lower security risk
- D. Scalability for upgrades

**Answer: A**

**NEW QUESTION 273**

A technician is planning on running multimode fiber and only needs the fiber runs to be 500 feet (152 meters) in distance. Which of the following connectors should the technician use?

- A. BNC
- B. LC
- C. ST
- D. F

**Answer: C**

**NEW QUESTION 277**

A technician has been tasked with designing a new printing solution for a small team. They want to be able to use a central printer from their shared workspace as well as the conference room next door. Which of the following connection methods would BEST suit their need?

- A. USB
- B. Infrared (IR)
- C. Bluetooth
- D. Wireless

**Answer: D**

**NEW QUESTION 280**

Multicast addresses fall in which of the following classful address ranges?

- A. Class A
- B. Class B
- C. Class C
- D. Class D
- E. Class E

**Answer: D**

**NEW QUESTION 282**

A user is noticing fine black particles on printouts and in the printer itself. Which of the following tools is recommended to fix this issue?

- A. Denatured alcohol
- B. Toner vacuum
- C. Compressed air
- D. Moist towel

**Answer: B**

**NEW QUESTION 284**

Which of the following adapter types uses a 7-pin cable to transmit video signals?

- A. RGB
- B. S-Video
- C. HDMI
- D. DVI

**Answer: B**

**NEW QUESTION 285**

A technician just installed an antivirus suite on a workstation. It is kept up-to-date and has recently scanned the system. A day later the user reports slower

response times than usual. Which of the following is the user MOST likely experiencing?

- A. Advertisements
- B. Resource consumption
- C. A trojan infection
- D. Unremoved viruses

**Answer: B**

**NEW QUESTION 289**

A new company is thinking of upgrading its media workstation in the conference room. The computer will be predominantly used for graphically intensive presentations, slideshows, and video gaming tournaments. Which of the following BEST satisfies the needs of the company?

- A. High-end video, high-end audio, multicore processor
- B. Minimum RAM required, network connectivity, high-end cooling
- C. Media streaming, file sharing, gigabit NIC, dual monitors, TV tuner
- D. Network connectivity, TV tuner, surround sound audio, dual monitors

**Answer: A**

**NEW QUESTION 291**

A technician is building a workstation that will only be used to connect remotely to a server. Which of the following types of PC configurations is BEST suited for this task?

- A. Thin client
- B. Home server PC
- C. CAD workstation
- D. AV workstation

**Answer: A**

**NEW QUESTION 293**

Which of the following would MOST likely be found on a docking station versus a port replicator?

- A. USB Hub
- B. VGA Port
- C. PS/2 Slot
- D. DVD-ROM

**Answer: D**

**Explanation:** Docking stations have DVD ROM whereas Port replicator has only ports.

**NEW QUESTION 296**

Which of the following laser printer components will flip the paper to allow for printing on both sides?

- A. Paper registration assembly
- B. Paper pickup assembly
- C. Duplex assembly
- D. Image transfer belt

**Answer: C**

**NEW QUESTION 297**

A user with a USB printer would like to print from more than one computer. Which of the following features should be used?

- A. File and printer sharing
- B. Internet connection sharing
- C. Enable printer duplexing
- D. USB hub

**Answer: A**

**NEW QUESTION 299**

Ann, a user, boots her laptop and notices the screen flashes then turns black. It was working during her presentation yesterday. Which of the following troubleshooting steps should be completed?

- A. Use a multimeter to test voltage.
- B. Replace the laptop with a new one.
- C. Replace the battery.
- D. Connect an external display device

**Answer: D**

**NEW QUESTION 303**

Which of the following wireless standards operates at 5GHz? (Select TWO).

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

**Answer:** AE

**NEW QUESTION 308**

A technician wants to install a secondary IDE drive which will be configured for additional user storage on the same IDE channel of the drive with the operating system. Which of the following jumper configurations should the technician use for the additional drive, if the drive with the operating system is set to MA?

- A. Place a jumper on both the MA and CS jumper block of the secondary drive.
- B. Place a jumper on the MA jumper block of the secondary drive.
- C. Place a jumper on both the SL and CS jumper block of the secondary drive.
- D. Place a jumper on the SL jumper block of the secondary drive.

**Answer:** D

**NEW QUESTION 312**

A technician has been asked to share a laser printer amongst the users in an HR workgroup.

The printer will need to be accessed from distances up to 200 feet through no more than one to two, hollow, dry board walls. Which of the following methods should be used?

- A. 802.11x
- B. PAN
- C. USB
- D. Infrared (IR)

**Answer:** A

**NEW QUESTION 313**

Jot, a customer, requests that the desktop system he is buying is able to be used at his vacation home in another country, as well as his regular home. The technician is aware that the country mentioned has different power requirements. Which of the following should the technician ensure the desktop contains?

- A. Dual voltage options
- B. UPS
- C. Inverter
- D. Micro-ATX connector

**Answer:** A

**NEW QUESTION 316**

A network administrator has a requirement to implement a WiFi hot-spot for the public. Which of the following should be used for secure access?

- A. WEP and TKIP
- B. WPA2 and AES
- C. WPA and static IPs
- D. WPA2 and MAC filtering

**Answer:** B

**NEW QUESTION 318**

Which of the following is the subnet mask for a Class A IP address?

- A. 127.0.0.1
- B. 255.0.0.0
- C. 255.255.255.0
- D. 255.255.255.254

**Answer:** B

**NEW QUESTION 322**

Which of the following is a standard Intel processor socket type?

- A. F
- B. 754
- C. 940
- D. LGA

**Answer:** D

**NEW QUESTION 323**

A SOHO environment utilizes network hardware address filtering to minimize unauthorized use of its network infrastructure. A technician has been asked to install a shared network printer in the environment. Which of the following **MUST** the technician know in order to add the printer to the environment?

- A. IP address of the printer
- B. MAC address of the printer
- C. Subnet mask of the network
- D. Firmware version of the printer

**Answer: B**

**NEW QUESTION 324**

ESD mats are useful for protecting against which of the following hazards?

- A. Chemical burns
- B. Electromagnetic interference
- C. RF interference
- D. Static buildup

**Answer: D**

**NEW QUESTION 329**

A technician has replaced the NIC in a computer running Windows XP Professional and has properly installed the device driver. The computer indicates the card has network connectivity, but the technician is unable to access the Internet. Which of the following should the technician do **NEXT** to finish the NIC installation?

- A. Change the computer and DNS server's IP addresses in the Action Center
- B. Use ipconfig to check the current settings and Network Connections to make changes
- C. Assign the NIC an APIPA address using ipconfig and the network setup wizard
- D. Reboot the computer and configure the necessary network settings in the BIOS

**Answer: B**

**NEW QUESTION 332**

Which of the following **MUST** be configured when trying to start a machine with a DVD?

- A. TPM
- B. Virtualization support
- C. BIOS security
- D. Boot order

**Answer: D**

**NEW QUESTION 337**

A gaming PC has been built from components. The system is getting power but there is no video on the display. Which of the following is the **MOST** likely cause of the issue?

- A. The display is defective and needs to be replaced.
- B. The SATA controller is disabled in the BIOS.
- C. The PCIe 6-pin power cable is not connected to the high-end video card.
- D. The CPU is not powerful enough to provide adequate speed to the system.

**Answer: C**

**NEW QUESTION 338**

A PC has been randomly rebooting several times a day. The technician checks the case for overheating and finds the fans appear to be operating normally. Which of the following should the technician check **NEXT**?

- A. The motherboard for any sign of swollen capacitors
- B. The disk drive to determine if it is defragmented and operating properly
- C. The embedded NIC to ensure it has the latest firmware and drivers
- D. The RAM to confirm it is the correct type for the motherboard being used

**Answer: A**

**NEW QUESTION 340**

A customer needs to run several virtual machines on their design workstation to work on cross platform software. Which of the following should be maximized to improve workstation performance? (Select **TWO**)

- A. Cooling fans
- B. RAM
- C. Number of CPU cores
- D. Storage space
- E. PCIe slots

**Answer: BC**



**Answer: C**

**NEW QUESTION 346**

Joe's company just moved into a new building, and the company's management is very concerned about proper equipment grounding. Which of the following risks are they attempting to mitigate by grounding equipment?

- A. Security breaches
- B. Electrical shock
- C. Chemical burns
- D. Equipment theft

**Answer: B**

**NEW QUESTION 351**

A technician is preparing to perform a processor upgrade on a critical company server. Which of the following precautions should be taken FIRST before performing such work on a system? (Select TWO).

- A. Discharge all capacitors inside the PSU
- B. Remove all jewelry
- C. Ensure the PSU is plugged into a grounded electrical socket
- D. Ensure humidity levels within the room are lowered
- E. Put on an anti-static wrist strap

**Answer: BE**

**NEW QUESTION 356**

A bank wants to maximize the security of employee computer data displayed on their screen. Which of the following would BEST accomplish these goals?

- A. Keyboard filters
- B. Privacy filters
- C. Screensavers
- D. Secure display drivers

**Answer: B**

**NEW QUESTION 358**

Which of the following is an advantage of UDP over TCP?

- A. It is connection based.
- B. It uses flow control.
- C. It transfers packets faster.
- D. It uses connection handshake

**Answer: C**

**NEW QUESTION 359**

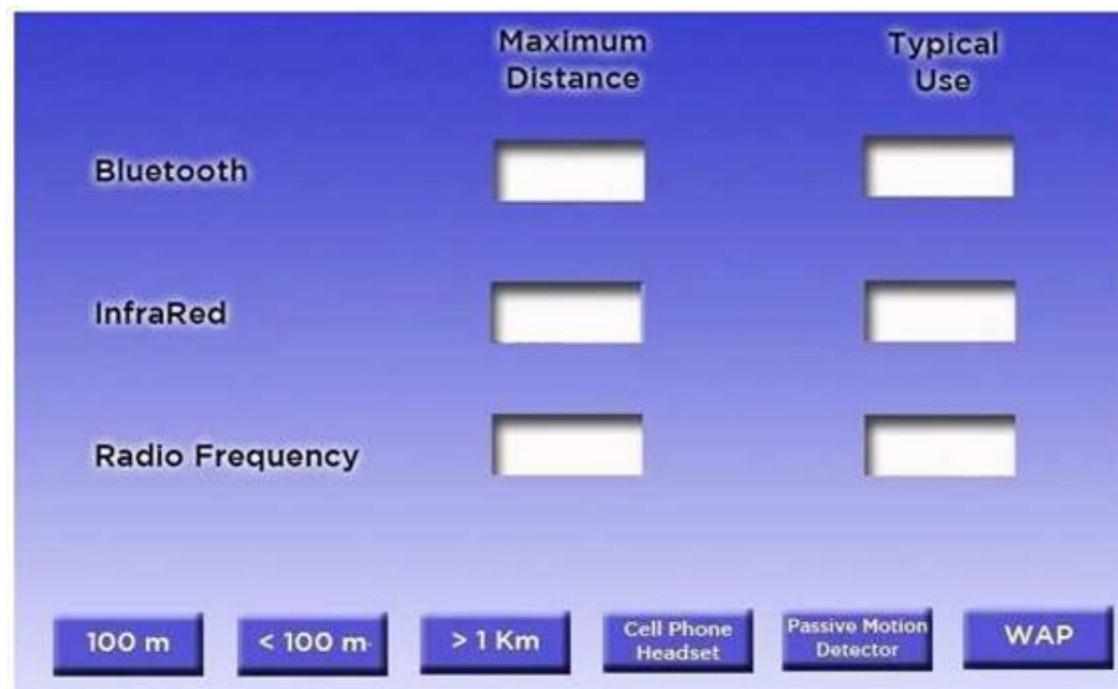
A technician has been tasked with setting up email on a user's phone. The user also wants the email to remain on the server. Which of the following ports would be BEST for setting up the phone?

- A. 80
- B. 110
- C. 143
- D. 443

**Answer: C**

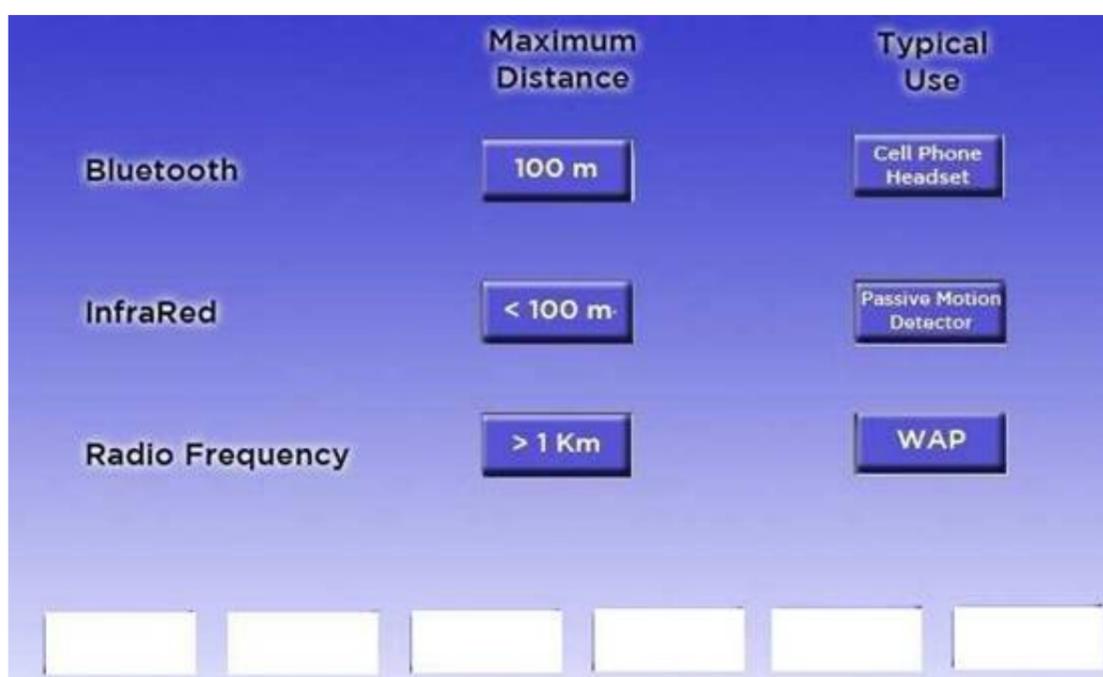
**NEW QUESTION 361**

Place the appropriate token next to each graphic.



**Answer:**

**Explanation:**



**NEW QUESTION 365**

Which of the following printer types requires calibration to ensure the nozzle is adjusted to print properly?

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

**Answer:** B

**Explanation:** <http://computer.howstuffworks.com/inkjet-printer.htm>

**NEW QUESTION 367**

Which of the following BEST explains how the data rate is doubled in DDR RAM?

- A. CPU clock speed is doubled
- B. Uses 64-bit instead -bit architecture
- C. Memory clock speed is doubled
- D. Data transfer on both clock edges

**Answer:** D

**NEW QUESTION 372**

Modern laptop screens are much brighter because of advances in which of the following technologies?

- A. LED
- B. Batteries
- C. Inverter
- D. Plasma

**Answer:** A

**NEW QUESTION 376**

Which of the following monitor technologies provide the widest viewing angle with rich colors and consistent backlighting? (Select TWO).

- A. Light Emitting Diode
- B. In-Plane Switching
- C. Plasma
- D. Twisted Nematic
- E. Cold Cathode Fluorescent Lamp

**Answer:** AB

**NEW QUESTION 381**

A technician needs to configure a computer system for MAXIMUM safety of stored data while staying cost effective. Which of the following RAID levels should be used?

- A. RAID 0
- B. RAID 1
- C. RAID 3
- D. RAID 5

**Answer:** B

**NEW QUESTION 382**

A technician is notified of an inkjet printer not printing properly. The user's computer has the printer software loaded and is not displaying any errors. A test print was performed, with one of the colors not printing properly. Which of the following would the technician typically perform FIRST to resolve the issue?

- A. Replace cartridges
- B. Run a cleaning page
- C. Clean heads
- D. Clean fuser assembly

**Answer:** C

**NEW QUESTION 384**

RAID 5 requires a minimum of how many hard drives?

- A. 1
- B. 2
- C. 3
- D. 4

**Answer:** C

**NEW QUESTION 387**

A user creates a file in presentation software to be shown on a widescreen display. The user would like to adjust the aspect ratio of the slides in the presentation software so they display without extra black areas on the top, bottom, left, or right of the slides. Which of the following aspect ratios would BEST meet this requirement?

- A. 4:3
- B. 5:4
- C. 16:9
- D. 256:135

**Answer:** C

**NEW QUESTION 390**

Which of the following is the MAXIMUM number Mb audio files that a user can store on a CD- RW?

- A. 50
- B. 70
- C. 100
- D. 120

**Answer:** B

**NEW QUESTION 391**

A group of users need to connect directly to a printer with continuous access. Which of the following connection types will achieve this?

- A. Serial
- B. Ethernet
- C. USB
- D. eSATA

**Answer: B**

**NEW QUESTION 394**

A technician is installing a network-enabled security system that features IP-based cameras. To access the system remotely, which of the following capabilities is MOST likely to require configuration?

- A. VPN passthrough
- B. QoS
- C. Static IPs
- D. Port forwarding

**Answer: D**

**NEW QUESTION 399**

A technician is tasked with setting up a workstation in a new location. The technician realizes there is no network connectivity and the workstation's NIC does not have a link light. Given the connection in the wall is correctly labeled, which of the following would be BEST for the technician to use NEXT?

- A. A multimeter
- B. A tone generator
- C. A cable tester
- D. A punchdown tool

**Answer: C**

**NEW QUESTION 402**

A technician works for a company that has virtual servers and virtual desktops. The company hires a user who only needs to access the virtual desktops. Which of the following is the MOST cost-effective workstation to purchase?

- A. Thin client
- B. Gaming PC
- C. CAD PC
- D. Thick client

**Answer: A**

**NEW QUESTION 403**

A customer states that when booting up the workstation, there is a message that says "no operating system detected"; then, it continues to boot into the operating system. The customer is preparing to modify files on a USB drive. Which of the following should a technician perform to resolve the problem?

- A. Reinstall the operating system to reinstall the hardware drivers.
- B. Modify the boot.ini within the operating system.
- C. Modify the boot sequence within the UEFI.
- D. Disable the TPM chip to turn off data encryptio

**Answer: C**

**NEW QUESTION 406**

Which of the following is the BEST approach a technician should take when informing a customer about their findings of any specific computer problem?

- A. Use non-technical terms.
- B. Use the appropriate acronyms.
- C. Use proper technical terms.
- D. Use email to ensure a written recor

**Answer: A**

**NEW QUESTION 407**

Which of the following technologies is the MOST secure form of wireless encryption?

- A. SSL
- B. WPA
- C. WEP
- D. TLS

**Answer: B**

**NEW QUESTION 408**

Which of the following connection types is capable of transmissions speeds up 100 Gbps?

- A. Fiber
- B. Coaxial
- C. Infrared
- D. DSL

**Answer: A**

**NEW QUESTION 409**

Two drives in a RAID 5 have failed. Which of the following will the technician need to implement?

- A. Replace the failed drives and restore the data from backup to the RAID.
- B. Replace one of the failed drives and run the RAID repair.
- C. Replace the failed drives and format the RAID using the quick option.
- D. Replace one of the failed drives and repair the RAID using system utilities.

**Answer: A**

**NEW QUESTION 412**

A customer wants to connect a laptop to a mobile device's Internet for use in situations where there is no Internet connectivity. Which of the following technologies would the technician recommend to the customer?

- A. IR
- B. NFC
- C. Hotspot
- D. Lightning

**Answer: C**

**NEW QUESTION 414**

A technician has just installed a new SOHO router. There are four people sharing the Internet connection, and whenever one specific user comes online and begins streaming media, browsing slows down for the other users. Which of the following settings can the technician adjust so the experience is universal for all users?

- A. DSL
- B. QoS
- C. VNC
- D. WAN

**Answer: B**

**NEW QUESTION 419**

A user reports the inability to access a company server using the FTP protocol. A technician finds other ports to the server seem to work normally. The technician has determined the problem is an incorrectly configured software firewall on the user's machine. Which of the following is MOST likely the cause?

- A. Incoming connections on port 445 are blocked.
- B. Outgoing connections on port 443 are blocked.
- C. Incoming connections on port 143 are blocked.
- D. Outgoing connections on port 80 are blocked.
- E. Outgoing connections on port 21 are blocked.

**Answer: E**

**NEW QUESTION 420**

A video projector shows the image from a laptop, but everything is colored blue. Which of the following is the MOST likely the cause?

- A. Dead pixels
- B. Video resolution
- C. Failing lamp
- D. VGA connection

**Answer: D**

**NEW QUESTION 421**

Which of the following BIOS level settings allow an administrator to view warnings on possible hardware level changes?

- A. Drive lock
- B. Intrusion detection
- C. BIOS password
- D. Trusted platform module

**Answer: B**

**NEW QUESTION 424**

A service call was opened for a thermal printer that has poor print quality. Which of the following should the technician do FIRST?

- A. Replace the print head with OEM replacement.
- B. Use a cotton swab and alcohol to clean the print head.
- C. Use the printer manufacturer's cleaning kit to clean the print head.
- D. Use an industry approved cleaning kit to clean the print rollers.
- E. Use the printer manufacturer's cleaning kit to clean the print roller.

**Answer: C**

**NEW QUESTION 427**

A technician is asked to install Microsoft office directly on a customer's computing device. The technician notifies the customer that office cannot be installed directly on that device. Which of the following device types does the customer have?

- A. Mac
- B. Thick client
- C. Thin client
- D. Phablet

**Answer: C**

**NEW QUESTION 430**

A customer needs a router that will be able to handle all incoming and outgoing networking traffic independent of the rest of the building. The customer would like the PCs to immediately connect to the Internet and network resources without any additional configuration. Which of the following should the technician do to meet the requirements?

- A. Configure the router for DHCP.
- B. Configure the router for NAT.
- C. Configure the router for port forwarding.
- D. Configure the router for Qo

**Answer: A**

**NEW QUESTION 435**

A technician needs to attach a network cable to a wall jack in the conference room. After running the cable through the conduit to the conference room, which of the following tools would BEST be used to connect the cable to the wall jack?

- A. Punchdown
- B. Loopback plug
- C. Multimeter
- D. Crimper

**Answer: A**

**NEW QUESTION 439**

Which of the following network devices filters traffic of many different protocols based on a predetermined set of rules established by a system administrator?

- A. Proxy
- B. Switch
- C. Firewall
- D. Router

**Answer: C**

**NEW QUESTION 441**

A technician is setting up a printer in a training room. The trainer needs to be able to print multiple copies of the training documentation for the classes. Which of the following should the technician configure on the printer to facilitate this?

- A. Scanning
- B. Collating
- C. Faxing
- D. Duplexing

**Answer: B**

**NEW QUESTION 445**

Which of the following should a technician do NEXT after reporting an incident?

- A. Delete the content
- B. Confiscate the PC
- C. Go back to work
- D. Document the incident

**Answer: D**

**NEW QUESTION 448**

A technician is tasked with selecting components to build a computer that will be used for computer-aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select TWO).

- A. Triple channel memory
- B. MIDI sound card
- C. Socket 1156 motherboard
- D. Onboard graphics
- E. Socket 1366 CPU

**Answer:**

AE

**NEW QUESTION 450**

A technician just finished replacing a laptop screen, and upon first boot notices that the screen provides a very faint but darkened image which cannot be adjusted. Which of the following was MOST likely left unplugged after replacement?

- A. CMOS Battery
- B. Mini-PCI Card
- C. Inverter
- D. DC Cord

**Answer: C**

**Explanation:** [http://www.ehow.com/how-does\\_5011808\\_inverter-work-laptop.html](http://www.ehow.com/how-does_5011808_inverter-work-laptop.html)

**NEW QUESTION 454**

Which of the following cable types should always be used through life safety areas?

- A. PVC
- B. Plenum
- C. STP
- D. Fiber

**Answer: B**

**Explanation:** Plenum cable is fire retardant. That's why it should be used through life safety areas. It doesn't produce hazardous smoke when burned.

**NEW QUESTION 456**

Which of the following cable types delivers a signal over a single pin connector?

- A. Ethernet
- B. Coaxial
- C. S-video
- D. DVI

**Answer: B**

**NEW QUESTION 457**

A technician is installing new hard drives into a server and needs to set IDs to numbers ranging from 0-15. Which of the following types of drives is the technician installing?

- A. SATA
- B. SCSI
- C. USB
- D. EIDE

**Answer: B**

**Explanation:** <http://en.wikipedia.org/wiki/SCSI>

**NEW QUESTION 458**

A customer is terminating an employee for suspected activity that is against company policy. They have called Ann to consult with them on how to best preserve any evidence the company may be required to provide in court. Which of the following would BEST preserve the integrity of the data and best serve the client?

- A. Create an image of the hard drive and store it on a NTFS drive.
- B. Remove and secure any HDD from the computer, documenting the process.
- C. Store the computer in the server room until it is required.
- D. Lock the user out of the computer and let another employee use it until needed.

**Answer: B**

**NEW QUESTION 461**

A user reports that a computer keeps shutting down. After troubleshooting, the technician determines the shutdowns occur whenever the.... is stressed, such as when the user is compelling a program in virtual Studio. Which of the following is MOST likely issue?

- A. The Visual Studio program is corrupted and needs to be reinstalled.
- B. The OS has not been updated recently and requires a reboot.
- C. The video card needs to be upgraded to run graphics intensive applications.
- D. The CPU is overheating because of excessive dust buildup in the heat sink and the fan

**Answer: D**

**NEW QUESTION 464**

A technician just finished installing a PCIe video workstation. Which of the following needs to be adjusted to disable the onboard video?

- A. BIOS
- B. Southbridge
- C. Northbridge
- D. CMOS

**Answer:** A

**NEW QUESTION 469**

Which of the following types of devices MOST likely uses electronic ink technology?

- A. Smartphon
- B. Phablet E-reader
- C. Tablet

**Answer:** A

**NEW QUESTION 471**

When upgrading RAM in a laptop, which of the following would a technician need to check FIRST in the manufacturer's specification?

- A. Compatibility between CPU and memory module
- B. Maximum capacity and speed for the motherboard
- C. Number of slots in use on the motherboard
- D. Maximum capacity of each RAM module

**Answer:** C

**NEW QUESTION 474**

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

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

**Answer:** A

**NEW QUESTION 479**

A technician is buying a laptop that will host three VMs running at the Same time with the current configuration. The technician believes there might be 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:** A

**NEW QUESTION 483**

A user of a high-end workstation requires a Blu-Ray re-writable drive to be installed The PC has available USB 2.0 ports, an Open expansion slot but no open drive bay. Which of the following would allow the Blu-Ray writer the FASTEST operational speed?

- A. Install an eSATABDXL drive
- B. Install a USB 30 card, and connect a BDXL drive
- C. Connect the BDXL to a USB 2 0 port
- D. Add an internal BDXL driv

**Answer:** B

**NEW QUESTION 487**

A customer brought a laptop with a cracked screen to a repair shop. The technician powered on the machine and verified the screen still worked. But the display was distorted and unusable. To adhere to best practices, Which of the following should the technician do? (Select THREE).

- A. Ask the user to watch the procedure to ensure no mistakes are made.
- B. Advise the customer to perform a full backup of the hard drive.
- C. Connect a more experienced colleague to perform the repair.
- D. Escalate to a manager before performing any repairs.
- E. Document and label the disassembly procedure, including all hardware parts.
- F. Use the appropriate hard tools to conduct the repairs and take ESD precautions.
- G. refer to the manufacture resources for disassembly of the lapto

**Answer:** BDG

**NEW QUESTION 491**

Which of the following would allow a network technician to access files on remote system? (Select Two).

- A. FTP
- B. TFTP
- C. VLSM
- D. SIP
- E. SMTP
- F. IMAP

**Answer:** CD

**NEW QUESTION 493**

A network technician downloaded firmware for the company firewall. Which of the following should the network technician verify to ensure the downloaded file correct and complete?

- A. File hash
- B. File data
- C. File type
- D. File size

**Answer:** A

**NEW QUESTION 497**

A user is unable to modify any data on SD card. The user decides to format the drive, But receives an error message and cannot proceed any further. Which of the following would cause this type of behavior on the SD card?

- A. Full disk encryption
- B. Incompatible SD adapter
- C. Locked card
- D. Corrupt file system

**Answer:** C

**NEW QUESTION 498**

A technician is servicing a laptop that cannot an IP address. When the laptop receives an IP address, It receives if and cycle through replacement. The technician has replacement the cable, plugged into a known good network jack, and successfully a different laptop. Which of the following tools should the technician use NEXT?

- A. Tone generator
- B. Multimeter
- C. Cable tester
- D. Loopback plug

**Answer:** C

**NEW QUESTION 499**

A network technician has recently installed new VoIP phones at all employees' desk a new SIP cloud VoIP solution. However, the technician is unable to make a call from the device after testing. Which of the following should the technician verify?

- A. TCP 443 is allowed.
- B. UDP 1720 is allowed.
- C. UDP 5060 is allowed.
- D. UDP 5061 is allowed.
- E. TCP 8080 is allowed.
- F. TCP 8181 is allowed.

**Answer:** EF

**NEW QUESTION 504**

A technician is tasked with connecting a digital to a computer that requires a 4GB connection speed. Which of the following types of connection cables is sufficient for this requirement?

- A. DVI-D
- B. Thunderbolt
- C. DVI
- D. HDMI

**Answer:** D

**NEW QUESTION 505**

A technician is upgrading the graphics card an SFF PC. Which of the following is MOST important considering the type of card to be installed?

- A. The card's driver compatibility
- B. The GDDR of the card
- C. The size of the card
- D. The cooling solution on the card

**Answer: C**

**NEW QUESTION 507**

A user reports that a laptop will not power on. A technician verifies that the battery and power adapter are functional, replaces the power button and its connector, and removes all external devices. Which of the following hardware components is MOST likely at fault?

- A. Optical drive
- B. Hard drive
- C. Memory socket
- D. SATA controller
- E. System board

**Answer: E**

**NEW QUESTION 511**

A user has a PC with RAID configuration and reports slow computer performance. A technician uses the manufacturer's diagnostic software, and the computer passes all tests. The technician then uses a defragmentation tool and hears clicking noises. Which of the following should the technician identify and replace?

- A. Hard drive
- B. System fan
- C. SSD
- D. RAID controller

**Answer: A**

**NEW QUESTION 513**

A user reports that a computer keeps shutting itself down. After troubleshooting, the technician determines the shutdowns occur whenever the computer is stressed, such as when the user is compiling a program in Visual Studio. Which of the following is MOST likely the issue?

- A. The Visual Studio program is corrupted and needs to be reinstalled.
- B. The OS has not been updated recently and requires a reboot.
- C. The video card and needs to be upgraded is run graphics-intensive applications.
- D. The CPU overheating because of excessive dust buildup in the heat sink and the fan.

**Answer: D**

**NEW QUESTION 514**

A technician has just installed a new power ATX power supply in a PC. The technician attached the power cable attempted to boot the machine. The machine prompts with a POST beep code referencing issues with the CPU. Which of the following connections should be checked?

- A. P12 connector
- B. HDD Molex connector
- C. Fan header connectors
- D. ATX power connector

**Answer: C**

**NEW QUESTION 516**

A consultant must recommend a portable device that does not require WiFi access for video conferencing. Which of the following would the consultant MOST likely recommend?

- A. Web camera
- B. Smartphone
- C. Smart watch
- D. Smart glasses

**Answer: B**

**NEW QUESTION 521**

Which of the following is a benefit of DHCP over static addressing?

- A. Every device will automatically be given a default gateway
- B. It eliminates the possibility of duplicate MAC addresses
- C. The device can be identified by a friendly name
- D. The technician can monitor every device on the network

**Answer: A**

**NEW QUESTION 522**

A user is trying to connect to the internet wirelessly but gets the following error message page displayed. Which of the following would be the FASTEST for the user to confirm?

- A. IP address configuration
- B. Wireless settings
- C. Connection to the correct SSID

D. Wireless network adapter settings

**Answer: C**

**NEW QUESTION 523**

A company is allowing its employees to use their personal computers, tables, and IoT devices while at work. However, there are rules and guidelines to which employees must adhere. Which of the following documents applies to these employees?

- A. NDA
- B. SOP
- C. BYOD
- D. SLA

**Answer: C**

**NEW QUESTION 526**

User has been terminated but is allowed to create a backup of personal files. The user has 5 2GB of data to save, the company has agreed to give the user a disk to store information. Which of the following should be issued to hold all of the information with the MAXIMUM amount of utilized Space?

- A. DVD-RW
- B. BD-R DL
- C. DVD-R DL
- D. BD-R

**Answer: A**

**NEW QUESTION 529**

Ann, a customer is in an area where internet connectivity is available. When trying to access a web page on her laptop, she receives a page cannot be found" message. Which of the following is the FIRST key Ann should check to troubleshooting the internet connection?

- A. Cellular function key
- B. GPS function toggle
- C. WLAN function toggle
- D. Bluetooth function key

**Answer: C**

**NEW QUESTION 530**

An organization is preparing to make the switch from POST to a VoIP- based system. Which of the following should the network administrator configure on the router to ensure calls ate not distorted or disconnected?

- A. QoS
- B. NAT
- C. DMZ
- D. UPnP

**Answer: B**

**NEW QUESTION 532**

An end user reports to the information systems technician that a laptop hangs at the Windows logo for a Windows 7 pro laptop that was recently dropped. It is suspected that physical damage was caused by the drop. Which of the following is the BEST tool the technician should use to check the hard drive?

- A. Windows Disk Management Utility
- B. Third-party hard drive diagnostic software
- C. The manufacture's hard drive diagnostic software
- D. The laptop's built-in hardware diagnostics
- E. Windows chkdsk utility

**Answer: B**

**NEW QUESTION 536**

A client a technician to upgrade the intel i5 process in a laptop. The client wants to impress performance without replacing components. Which of the following steps are MOST appropriate when completing the upgrade? (Select TWO.)

- A. Replace the thermal compound on the heat sink
- B. Use a socket AM2 CPU2 for the upgrade
- C. Upgrade the HAL on the OS
- D. Use a socket 1155 CPU for the upgrade
- E. Use a socket FMI CPU for the upgrade
- F. Download and install the drivers for the new CPU before the upgrade

**Answer: AF**

**NEW QUESTION 538**

Which of the lollowing does IPv6 use to autoconfigure nodes?

- A. APIPA
- B. Neighbor discovery
- C. COR
- D. Address resolution protocol

**Answer:** D

**NEW QUESTION 540**

A user calls help desk regarding is problem connection a laptop to the internet. When the laptop plugged into the ..... there was no connection. The technician determines the external is not working. Which of the following should technician perform FIRST to troubleshoot the issue?

- A. Ensure power connection are properly seated.
- B. Ask the user to run virus malware retry.
- C. Reseat the network connections and retry.
- D. Advise the user to purchase a new docking statio

**Answer:** D

**NEW QUESTION 541**

Which of the following are characteristic of jumbo frames? (Select TWO).

- A. Commonly used on SAN
- B. NTU size greater than 1500
- C. MTU size greater than 10000
- D. Commonly used on IaaS
- E. MTU size greater than 12000

**Answer:** BD

**NEW QUESTION 544**

A user reports that a PC monitor does not look correct. The user tried adjusting the settings, but the on-screen appearance worsened. The technician inspects the monitor and notices the left and right sides are concave. Which of the following adjustments would MOST likely fix the monitors issue?

- A. Centering
- B. Gamma
- C. Trapezoid
- D. Pin cushion

**Answer:** D

**NEW QUESTION 547**

A customer is looking for new wearable technology and wants to track heart rate with little effort. Which of the following devices should the technician Recommend?

- A. e-Reader
- B. Pedometer
- C. Bluetooth headset
- D. Fitness monitor

**Answer:** D

**NEW QUESTION 551**

The digitizer of a modern laptop computer is used to:

- A. encode analog audio into a digital format.
- B. enable hands-free control of common laptop functions.
- C. convert art created with an ink pen into a digital image.
- D. identify the screen location touched by a use

**Answer:** C

**NEW QUESTION 554**

A company uses a laptop for employee to clock in and out for work. Which of the following devices should be installed to ensure are employee cannot impersonate another?

- A. Biometric
- B. Smart card reader
- C. Webcam
- D. Barcode reader

**Answer:** A

**NEW QUESTION 559**

A technician is replacing a drive that recently failed in a RAID configuration. However, After installing the new drive, the OS cannot access the RAID array. Which of the following should the technician perform NEXT?

- A. Update the firmware of the RAID controller.
- B. Rebuilt the RAID array.
- C. Install another hard drive.
- D. Format all drives to the same file system

**Answer:** A

**NEW QUESTION 564**

A customer built gaming PC is dropping frames while play a graphic intensive video game, making it unplayable. Which of the following should be ....reviewed as potential bottlenecks?

- A. Amount of available RAM
- B. Number of available IP addresses
- C. Amount of free hard drive space
- D. Number of hard drives
- E. video card
- F. Monitor refresh rate
- G. Number of connected peripherals
- H. Central processing unit

**Answer:** ACEF

**NEW QUESTION 569**

A technician set up a new SOHO network recently. The installed router has four Ethernet ports, however, the cluster has seven devices that need wired connections. Which of the following should technician do to BEST meet the cluster's requirements?

- A. Install a six-port switch.
- B. Configure port forwarding on the router.
- C. Install WAPs near the devices.
- D. Configure the switchports as EtherChannel port

**Answer:** C

**NEW QUESTION 570**

A network technician has salvaged several Ethernet cables from datacenter. The technician attempts to use the cables to connect desktops to the network without success. Which of the following is MOST likely issue?

- A. The cables have a incorrect pin-out
- B. The cables are UTP instead of STP.
- C. The cables are Cat 6 instead of Cat 5
- D. the cables are not plenum rate

**Answer:** D

**NEW QUESTION 571**

Which of the following is the BEST method to use to secure data while wirelessly connected to the Internet?

- A. WPA2/AES
- B. WPA2/TKIP
- C. WEP
- D. WPA

**Answer:** A

**NEW QUESTION 573**

A user reports that documents tram a laser printer Have vertical hues covering the length of the page when-nothing is printed. The user replaces the toner cartridge, but the problem persists. Which of the following is MOST likely the causes?

- A. Outdated print driver
- B. Overheated fuser
- C. Detective toner cartridge
- D. Dirty corona wire

**Answer:** C

**NEW QUESTION 575**

Joe, a user, recently purchased a new multifunction printer and attempted to installed 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 printer is listed printer under devices and printers. Which of the following should the technician do next?

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

**Answer:** B

**NEW QUESTION 578**

A technician is installing a 2.4GHz wireless router for a doctor's office. The doctor's office is between a dentist's office and a restaurant. The dentist's office and the restaurant both have existing wireless routers that respectively broadcast on channels 1 and 6. Which of the following channels should the technician select for the doctor's office's wireless router during installation to MINIMIZE interference with the other business's routers?

- A. 1
- B. 3
- C. 6
- D. 11
- E. 40

**Answer: D**

**NEW QUESTION 581**

A user is looking for a storage solution that has distributed parity without sacrificing performance. Which of the following is the minimum number of hard drives the technician should recommend the user purchase to meet this need?

- A. 2
- B. 3
- C. 4
- D. 5

**Answer: B**

**NEW QUESTION 585**

A security officer wants to eliminate username and password sharing on the network. Which of the following technologies should be part of a potential solution?

- A. Intrusion Prevention Systems
- B. Encrypted File System
- C. Bitlocker
- D. Smart card readers

**Answer: D**

**NEW QUESTION 587**

Which of the following connection types does a computer need to use a legacy KVM?

- A. BNC
- B. DB15
- C. Coaxial
- D. PS/2

**Answer: C**

**NEW QUESTION 591**

A customer is looking to increase the performance of an older computer by purchasing additional memory. Which of the following should the customer consider after reviewing the computer's motherboard specs?

- A. A DDR3 module consumes more power than a DDR2 module.
- B. The speed of the RAM module should be faster than the motherboard.
- C. A 1333MHz RAM module will run faster when paired with a 1600MHz module.
- D. RAM modules are not backward compatible for installation into older slots.

**Answer: D**

**NEW QUESTION 592**

A user is working on a mobile workstation with a wireless mouse. The cursor moves while the user is typing, and the user would like to prevent this from occurring. Which of the following should be used to solve this problem?

- A. Built-in function keys
- B. touchpad drivers
- C. BIOS settings
- D. Accessibility settings

**Answer: D**

**NEW QUESTION 594**

A laptop user wants to connect three screens to a computer. The computer only has VGA and HDMI outputs. Which of the following would enable the user to accomplish this? (Select TWO.)

- A. USB-to-RJ-45 adapter
- B. DisplayPort-to-HDMI adapter
- C. Docking station
- D. NFC
- E. Bluetooth
- F. USB-to-DVI adapter

**Answer:** BF

**NEW QUESTION 596**

A remote employee has called the help desk asking how to print double-sided pages on a small office printer. Which of the following should the help desk technician have the employee configure in the printer settings?

- A. Collated printing
- B. Duplex printing
- C. Print spooling
- D. Page orientation

**Answer:** B

**NEW QUESTION 601**

A user's laptop will not power on because of a system board failure. The user has important documents stored on the laptop. Which of the following should the technician perform so the user can access the documents?

- A. Boot from a USB drive and copy all the files.
- B. Replace the desktop drive with the removed laptop drive.
- C. Run Me recovery on the laptop to restore the files.
- D. Place the hard drive in an external enclosure

**Answer:** D

**NEW QUESTION 606**

Which of the following provides two-factor authentication?

- A. Username+ password
- B. Smart card +PIN
- C. Fingerprint+ retina scan
- D. key fob + ID card

**Answer:** D

**NEW QUESTION 609**

A network administrator frequently needs to assist users with troubleshooting network hardware remotely, but the users are non-technical and unfamiliar network devices. Which of the following would BEST help the administrator and during hands-on troubleshooting?

- A. Logical diagrams
- B. MDF documentation
- C. Equipment labeling
- D. Standard operating procedures

**Answer:** C

**NEW QUESTION 614**

A user asks a technician to connect a laptop dock to a large external monitor. Which of the following connections would carry both audio and video with the HIGHEST quality?

- A. USB 2.0
- B. Displayport
- C. DVI-Digital
- D. DVI-Integrated

**Answer:** D

**Explanation:** <https://www.kensington.com/us/us/6838/universal-laptop-docking-station-monitor-connection-guide>

**NEW QUESTION 615**

A network technician is configuring user's access to a VPN concentrator and has advised to use a protocol that supports encryption over UDP. Which of the following protocols has the technician MOST likely configured for client use?

- A. TFTP
- B. DTLS
- C. DNS
- D. SNMP

**Answer:** A

**NEW QUESTION 616**

A junior technician is setting up a voice control device so the Chief Executive Officer (CEO) will be able to control various things in the office. Of which of the following types of IoT technologies is this an example?

- A. LAN

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

**Answer: B**

**NEW QUESTION 618**

A user's PC is displaying an OS NOT FOUND ERROR message when starting up. The technician boots the computer to a recovery disk and performs a CHKDSK. The CHKDSK reports several unfixable errors. Which of the following should the technician perform NFX1 to repair the computer?

- A. Replace the system drive.
- B. Reinstall the OS.
- C. Reformat the system drive.
- D. Repair the O

**Answer: D**

**NEW QUESTION 619**

A VoIP system will require 23 concurrent voice channels and signaling channel. Which of the following types of service would provide the BEST connectivity to the PSTN?

- A. ORI
- B. BRI
- C. E1/E3
- D. DSL

**Answer: B**

**NEW QUESTION 622**

Users are reporting degraded performance when utilizing certain application hosted by virtual machines. While trying to identify the problem, a technician notices all of the degraded virtual machines run on the server. Which of the following could be the cause of the performance issues?

- A. The host machine is using all its available memory.
- B. CPUs allocated to each virtual machine need to be increased.
- C. Memory allocated to each virtual machine needs to be increased.
- D. The host machine is low on hard drive space.
- E. The virtual machines are too on hard drive space.
- F. The host machine needs another NI

**Answer: C**

**NEW QUESTION 627**

Give the following characteristics:

\*Allows smartphones to make electronic payments

\*Allows smartphones to be used as personal identification

\*Has wireless technology interfacing with an electromagnetic radio field Which of the following connection types BEST matches these characteristics?

- A. Bluetooth
- B. IRDA
- C. WIFI
- D. NFC

**Answer: D**

**NEW QUESTION 632**

A user reports all printer from a laser printer so that the words same when touched. Which of the following should the technician perform to BEST resolve issue?

- A. Install a new toner cartridge
- B. Calibrate the printer heads.
- C. Reinstall specialized paper.
- D. Clean the heating element.
- E. Replace the fuse

**Answer: C**

**NEW QUESTION 634**

Which of the following print technologies requires special paper to print?

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

**Answer: C**

**NEW QUESTION 636**

A user needs a drive system that offers redundancy while providing the fastest read/write speeds possible. Which of the following RAID configurations should a technician configure in the user's workstation?

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

**Answer:**

**NEW QUESTION 637**

Which of the following encryption types is send with WPA2?

- A. TKIP
- B. SSH
- C. AES
- D. SSL

**Answer:** B

**NEW QUESTION 642**

Which of the following types of network configurations would a university with a network spread across a large city MOST likely use?

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

**Answer:** C

**NEW QUESTION 646**

A user is having issues with a smartphone that will not make call, however, the user can browse the internet with WiFi. Which of the following likely the cause of this issue?

- A. OPS turned on
- B. Cellular turned off
- C. Airplane mode on
- D. Bluetooth is off

**Answer:** D

**NEW QUESTION 647**

Which of the following integrated devices in a laptop allows the users to capture images and audio?

- A. Digitizer
- B. TV tuner
- C. Webcam
- D. Biometric scanner

**Answer:** A

**NEW QUESTION 650**

A technician is performing a maintenance task on a weekly basis and wants to ensure the task or properly documented and able to be performed by other technicians. Which of the following types of documentation should the technician complete?

- A. Standard operating
- B. Work order
- C. performance baseline
- D. Logical diagram
- E. Change management

**Answer:** A

**NEW QUESTION 654**

A user needs a device that meets all of the following criteria:

1. Longest possible battery life
  2. Best-in class viewing experience far printed text only
  3. Wireless download capability for new content
- Which of the following devices would BEST meet the user's require

- A. OLED laptop
- B. E-reader
- C. Tablet
- D. Smartphone

**Answer:** B

**NEW QUESTION 658**

A user has an older computer and needs to replace a CD-ROM drive with a Blu-ray player. Which of the following would MOST likely need to be used to provide power to the drive?

- A. HDMI to Displayport adapter
- B. Molex to ATX 12v adapter
- C. Molex to SATA adapter
- D. USB serial adapter

**Answer: C**

**NEW QUESTION 663**

A technician set up a four-port KVM recently. One of the computers does not respond when the technician types on the keyboard. Which of the following should the technician do FIRST?

- A. Change the kvm cable.
- B. Check the keyboard for damage.
- C. Replace the KVM.
- D. Check all cable connections.
- E. Replace the keyboard

**Answer: D**

**NEW QUESTION 665**

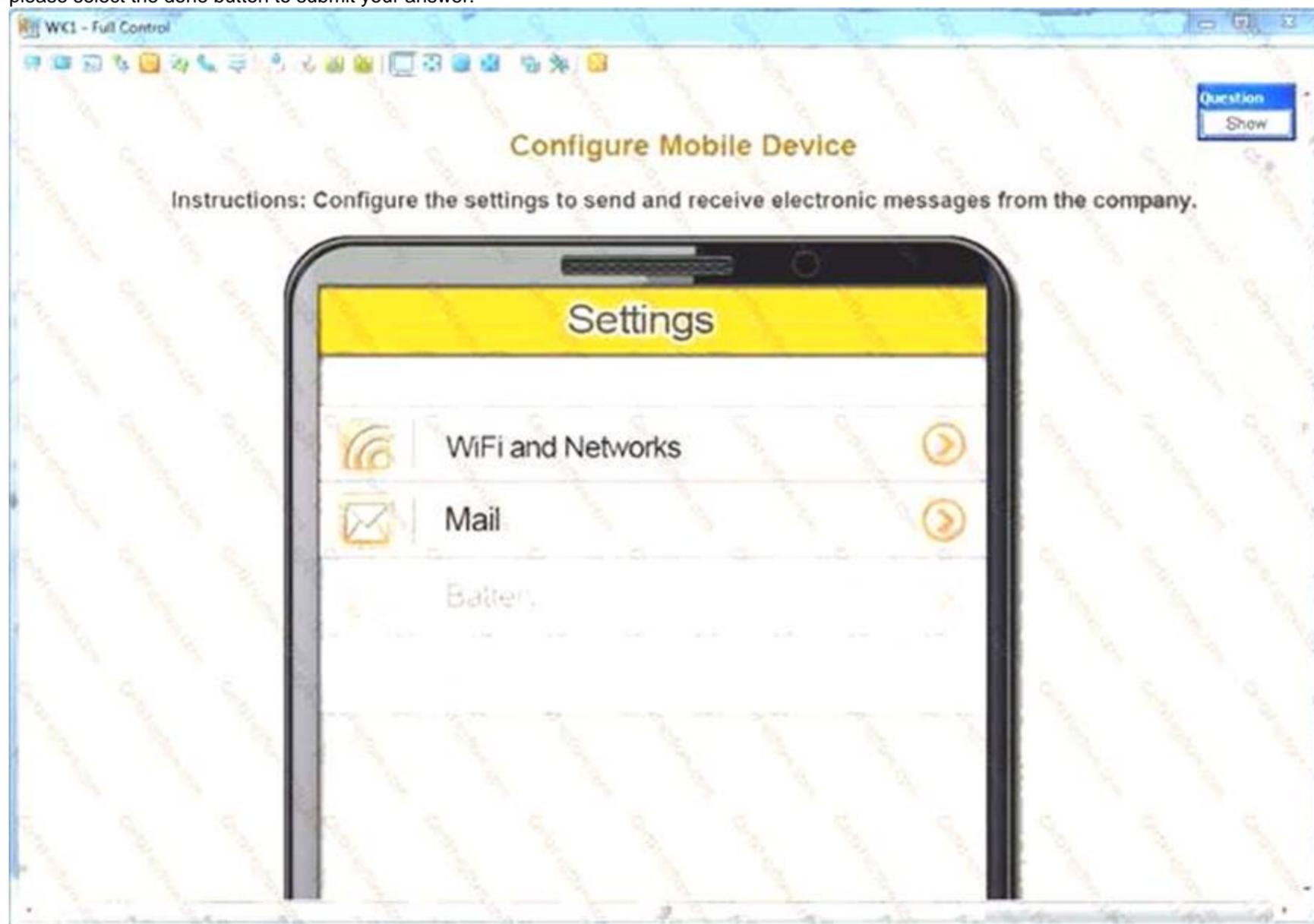
You need to configure your mobile device to send and receive electronic messages from your company. Your mobile device must be able to truly synchronize the message state with your desktop so that when a message is read on your desktop it is marked as read on your mobile device These are the proper parameters:

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

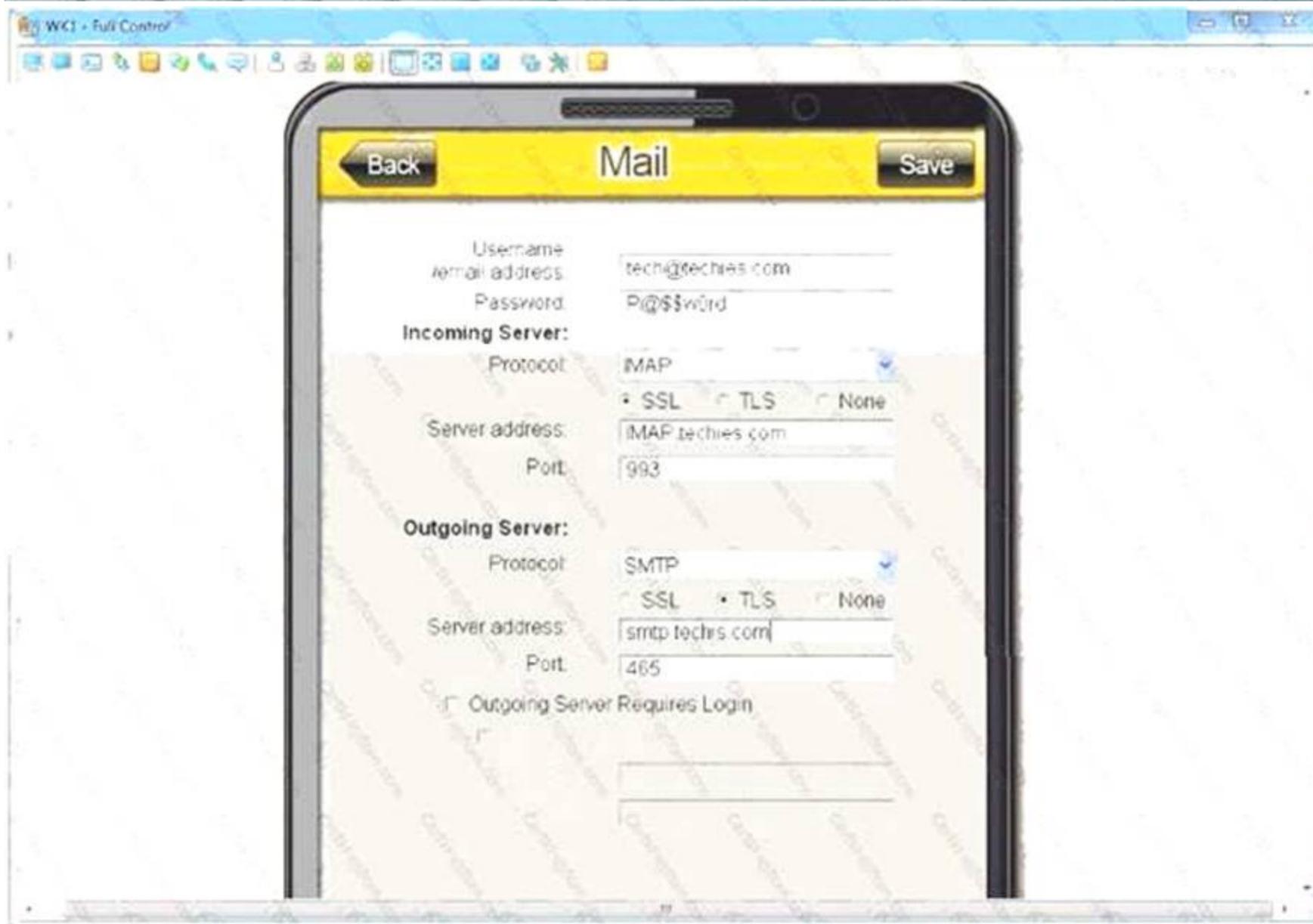
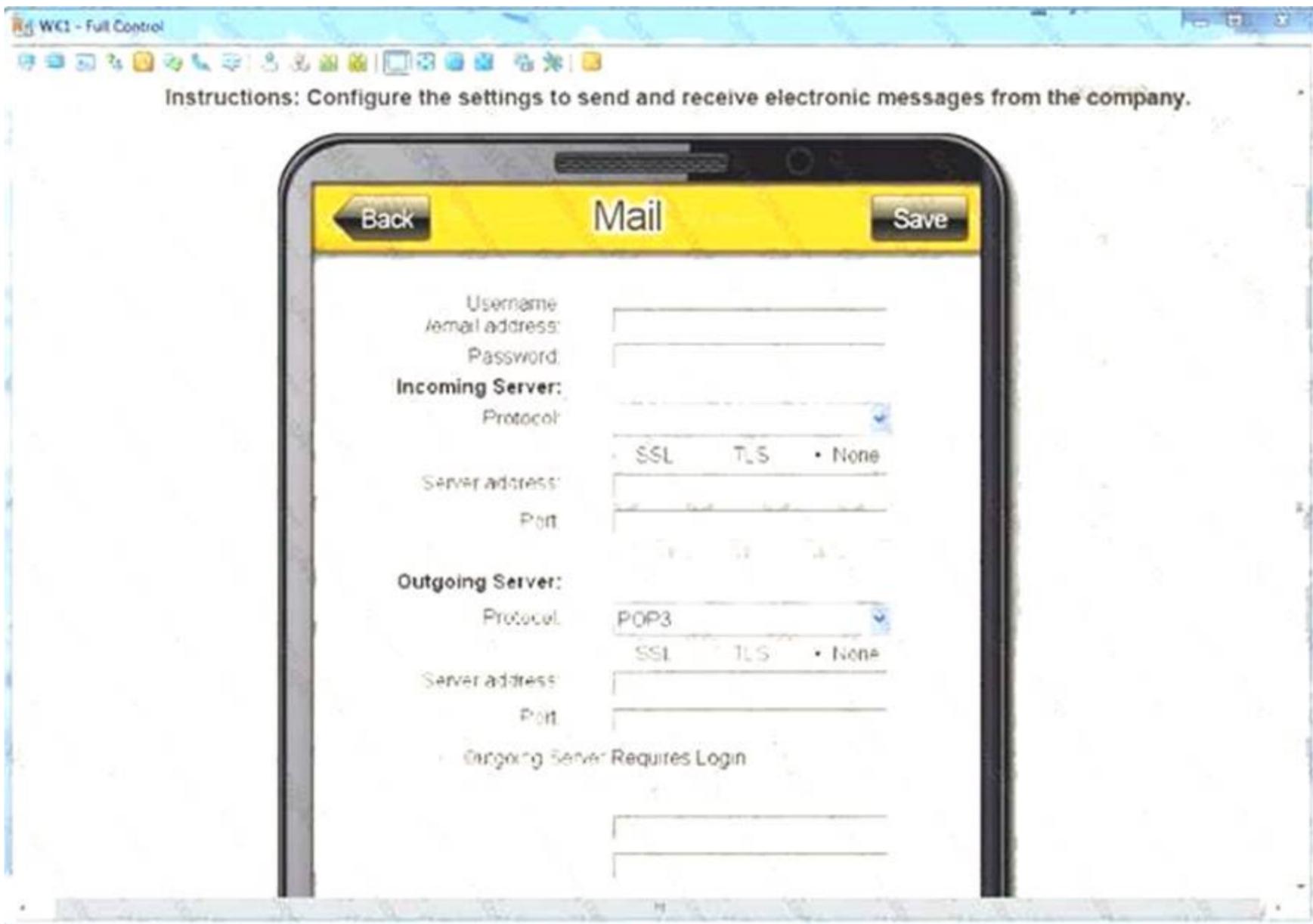
Security WPA2 Passphrase P@SSwOrd SSID is not broadcasted

Instructions You are not authorized to use the Company's WLAN The outgoing server does not require login credentials When you have completed the simulation, please select the done button to submit your answer.



**Answer:**

**Explanation:** Settings are configured exactly as solution below:



**NEW QUESTION 666**

A technician receives a call from a user about printing issues. When the technician arrives laser printer is sporadically printing clear images, and toner dust is visible on the pages the technician uses an appropriate toner vacuum to clean up the excess toner and decides it is time to perform maintenance on the printer. Which of the following items should replace to resolve the issues? (Select TWO.)

- A. Transfer roller
- B. Duplexing assembly
- C. Fuser assembly
- D. Pickup roller
- E. Heating element
- F. Imaging drum

**Answer:** AF

**NEW QUESTION 667**

An IT vendor gives a technician the following address on a support call. 192.158.15.232. Which of the following BEST describes the address... by the vendor?

- A. IPv4 address in subnet mask format
- B. IPv4 address in CIDR format
- C. IPv6 address in CIDR format
- D. IPv address in subnet mask format

**Answer:** A

**NEW QUESTION 668**

A user cannot print to any of the network printers. A technician confirms the user is connected to all printers, and other users on the network can print without issue. Which of the following should the technician perform to resolve the issue?

- A. upgrade the printer's firmware.
- B. Update the printer's firmware.
- C. Restart the printer spooler service.
- D. Check printer memory errors.
- E. Install a printer maintenance kit

**Answer:** B

**NEW QUESTION 670**

A technician has been asked to configure and install a system to host a public website. It will be placed on-site at the company. In which of the following locations in the network should the system be placed to ensure the public is unable to access the company's other systems?

- A. DMZ
- B. ISP
- C. Datacenter
- D. DNAT
- E. Server room

**Answer:** A

**NEW QUESTION 674**

Which of the following channels would commonly be used on an 802.11 wireless network?

- A. 6
- B. 17
- C. 802
- D. 8080

**Answer:** A

**NEW QUESTION 677**

Which of the following does a DHCP server provide to a domain-connected computer? (Select TWO).

- A. Print services
- B. Host services
- C. IP address
- D. DNS server address
- E. CDFS
- F. POST service

**Answer:** CD

**NEW QUESTION 680**

A technician reimaged several computers in a test lab with a test subnet .15.1. The PC name was properly assigned, but the technician did not configure DHCP for the computer to the customer. The customer's corporate network has an IP range of .1.1.1-10.1.5.255. The customer is unable to connect to any network resources or the Internet. Which of the following is MOST likely the error message being displayed?

- A. Duplicate hostname
- B. Intermittent connectivity
- C. Computer account disabled
- D. Internet protocol conflict

**Answer:** D

**NEW QUESTION 681**

A technician is setting up a PC to host server in a SOHO. The technician uses a second router for this PC but finds the web server is not accessible from the internet. The technician verifies the web server itself is properly configured. Which of the following could be enabled on the router allow all traffic to reach the web server?

- A. IPv6
- B. UPnP
- C. DMZ
- D. WPA2

**Answer: C**

**NEW QUESTION 685**

A PC power supply has been replaced old physically matches the old supply and the connectors are properly joined, but the PC does not power on. Which of the following is MOST likely the reason for this behavior?

- A. The main motherboard is plugged in backward.
- B. The wattage is less than the original supply.
- C. The power cable is the wrong type.
- D. The voltage selector is incorrectly set.

**Answer: D**

**NEW QUESTION 688**

A user is giving a presentation for the third time in a single day to a customer. Each time the VGA output used successfully. While preparing for another meeting, the laptop connected to a projector and the laptop displays an incompatible VGA mode error. Which of the following could be the cause?

- A. The laptop is forcing a resolution that is too high.
- B. The laptop is forcing a resolution that is too low.
- C. The projector does not support extended display mode.
- D. The graphic card in the laptop does not support VGA.

**Answer: A**

**NEW QUESTION 691**

A network technician receives a call from a branch office about a problem with its wireless connectivity. The user states the office is hosting a large meeting that includes some online training with local businesses. The guest users have all brought devices to connect to the guest network at the branch office. All users are connected to a single WAP and are reporting that connections are dropping and network speeds are unusable. Which of the following is the MOST likely cause of this issue?

- A. DHCP exhaustion
- B. Channel overlapping
- C. Interference
- D. Overcapacity

**Answer: C**

**NEW QUESTION 696**

A network technician at a small office upgrades the VLAN switch. After the upgrade, a user reports being unable to access network resources. When the technician checks the switchport, the LED light is not lit. Which of the following should the technician check FIRST?

- A. The device is being used with correct cable type.
- B. The switchport is functioning properly.
- C. The device is connected to the switch.
- D. The switch is connected to the router.

**Answer: D**

**NEW QUESTION 700**

Which of the following connector types would MOST likely be used to connect multiple monitors to a laptop? (Select TWO.)

- A. HDMI
- B. DVI-D
- C. DisplayPort
- D. Coaxial
- E. BNC
- F. Component

**Answer: AB**

**NEW QUESTION 701**

When working on a computer that supports triple-channel memory configurations, which of the following RAM modules would provide the BEST memory performance?

- A. 2 DIMMs
- B. 4 DIMMs
- C. 6 DIMMs

D. 8DIMMs

**Answer: C**

**NEW QUESTION 702**

Ann, an end user, has been notified she can use her mobile device but has to disable its cellular connection. Which of the following should Ann enable?

- A. Bluetooth
- B. Mobile hotspot
- C. Airplane mode
- D. Wireless

**Answer: B**

**NEW QUESTION 704**

Which of the following terminates a coaxial cable?

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

**Answer: C**

**NEW QUESTION 707**

A technician looks at an ARP table in an attempt to resolve a connectivity issue. After table of the switch is cleared, a different MAC in the output, Which of the following does this indicate?

- A. ARP flooding
- B. VLAN mismatch
- C. Duplicate IP address
- D. Faulty NIC

**Answer: A**

**NEW QUESTION 710**

A technician has configured a custom PC with an eight-core processor, 8GB of RAM, a 500GB SSD, and a 100Mbps NIC for a user who utilizes it for CAD design. The user has stated that every time the CAD program is launched, it slows down and is almost unusable. Which of the following should the technician do to impact system performance the MOST?

- A. Increase the CPUs to 16 cores.
- B. Increase the memory to 32GB.
- C. Increase the SSD size to 1 TB.
- D. Replace the NIC with a 1 Gbps NIC

**Answer: A**

**NEW QUESTION 711**

Which of the following is the appropriate connector type to connect an end user's PC to the LAN directly?

- A. RG-6
- B. RJ-11
- C. RJ-45
- D. RG-59

**Answer: B**

**NEW QUESTION 715**

A technician has been called in to troubleshoot a connectivity issue. The user reports an inability to connect to any resources. The technician runs the ipconfig command, and the results show that the media is disconnected. The technician checks the network cable, and it is secure on both ends. The technician tests and verifies the cable is working, and then goes to the wiring closet and verifies the switchport and patch cable both work. There are wires pulled out of the patch. Which of the following tools should the technician use to BEST resolve the problem?

- A. Punchdown tool
- B. Crimper
- C. Tone generator
- D. Wire strippers

**Answer: B**

**NEW QUESTION 718**

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

- A. The disk 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 use

**Answer:** A

**NEW QUESTION 722**

A technician is installing memory in an extremely critical production server. The technician ensure high availability Which of the following types of RAM is the technician installing?

- A. Error correcting
- B. Non-parity
- C. Dual channel
- D. Unbuffered

**Answer:** D

**NEW QUESTION 725**

A technician Mas been directed to install a new department punter. The department requirements specify that users should print multiple capm of reports on both sides of the paper so reports can be distributed quickly. Which of the following settings must the technician enable to meet the department needs? (Select TWO.)

- A. Duplex
- B. Collate
- C. Orientation
- D. Quality
- E. privacy
- F. Media type

**Answer:** AC

**NEW QUESTION 726**

Which of the following cable connection types would be used to provide digital signal input to a TV tuner add-in card?

- A. USB Type A connector
- B. F-connector
- C. FireWire connector
- D. VGA

**Answer:** D

**NEW QUESTION 731**

A customer is having a problem with a newly installed home network Three computers and a cable modem are connected into a SOHO router with d be cables Computer I is able to access the Internet; however, Computer 2 Computer 3 have no Internal access. A technician runs the ipconfig command on Computer 1:

```
Computer 1:  
IPv4 address 192.168.1.100  
Subnet Mask 255.255.255.0  
Gateway 193.134.4.1
```

The technician then runs the Ipconfig command on two other computers that are NOT able lo access the internet.

```
Computer 2:  
IPv4 address 192.168.1.101  
Subnet Mask 255.255.255.0  
Gateway 192.168.1.1
```

```
Computer 3:  
IPv4 address 192.168.1.102  
Subnet Mask 255.255.255.0  
Gateway 192.168.1.1
```

Which at the following it\* the MOST likely reason Computer 2 and Computer 3 cannot access the internet?

- A. The DHCP client service is disabled on Computer 2 arid Computer 3 the service should be enabled la receive the correct setting
- B. The subnet masks are misconfigured on Computer 2 and Computer 3. The subnet masks an both computers should be set to 255.255.252.0.
- C. The gateways ate misconfigured on Computer 2 and Computer 3 the gateways on both computers should be set to 193.134.4.1.
- D. Computer 2 and Computer 3 are not receiving a response from the router DHCP servic
- E. The technician should enable DHCP

**Answer:** C

**NEW QUESTION 733**

A sever 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:** A

**NEW QUESTION 738**

A technician has issued a new laptop to a user and needs to complete configuration. After initial installation and setup, the technician needs to provision any required peripherals. Which of the following would require provisioning?

- A. Cellular card
- B. WiFi card
- C. Smart card reader
- D. Bluetooth module

**Answer:** B

**NEW QUESTION 742**

A technician receives a computer that is failing to boot properly. Upon boot it displays an error that the boot configuration data is invalid, The technician puts the PC into a pre-installation mode. Which of the following actions should be performed NEXT?

- A. Perform a Windows repair.
- B. Restore the last known good configuration.
- C. Run the bootrec command.
- D. Install update drivers for the hard driv

**Answer:** D

**NEW QUESTION 745**

A technician upgraded the CPU, and now the system fails to stay on for more than 30 seconds. Which of the following components should be checked?

- A. Memory
- B. CMOS bat
- C. Thermal paste
- D. Power supply

**Answer:** C

**NEW QUESTION 750**

Which of the following devices utilizes VLANs to secure networks?

- A. Switch
- B. Router
- C. Firewall
- D. Modem

**Answer:** A

**NEW QUESTION 753**

A user needs access to a shared mailbox inside the mobile mail application through the company's cloud-based email service. Which of the following protocols is required to make this possible?

- A. IMAP
- B. S/MIME
- C. SMTP
- D. SNMP

**Answer:** C

**NEW QUESTION 758**

A network technician is attempting to troubleshoot a connectivity issue. The issue is only reported during the evening hours, and only single workstation loses connectivity. Which of the following is the MOST likely cause of the issue?

- A. The router has a time-based ACL for the network segment.
- B. A light source is creating EMI interface, affecting the UTP cabling.
- C. Nightly backups are consuming excessive bandwidth.
- D. The user has violated AUP, and Internet access has been restricte

**Answer:** A

**NEW QUESTION 759**

A remote system needs to be connected directly to a station 20cm(12 4mg. Which of the following calling types a BEST for the network connection?

- A. Shielded twisted par
- B. Single mode fiber

- C. Unshielded twistee pair
- D. Multimode fiber

**Answer:** B

**NEW QUESTION 763**

A new building needs to be joined to an existing network, but management has decided that running fiber is too expensive. Since the buildings are about 1000ft (305m) apart, the IT department has been asked to propose alternatives. Which of the following is the BEST device to add to each building to facilitate the extension of the network while meeting budgetary demands?

- A. Switch
- B. Router
- C. Media converter
- D. PTP wireless

**Answer:** D

**NEW QUESTION 766**

A user would like to set a public network for a DMZ server. Which of the following is a public IP subnet?

- A. 10.0.1.0/24
- B. 64.64.65.128/24
- C. 172.16.1.0/24
- D. 192.168.10.0/25

**Answer:** B

**NEW QUESTION 769**

A user's company cell phone consistently drops calls. The user's colleagues do not seem to have an issue with exact same phone. However, the user's phone was issued the reset of the colleagues' phones. Which of the following should a technician try FIRST to fix this issue?

- A. Update the baseband.
- B. Update the radio firmware.
- C. Update the OS.
- D. Reregister the IMEI

**Answer:** C

**NEW QUESTION 774**

A technician has connected a new multifunction printer to the company network. The technician has mapped the printer to a user workstation, but the user is unable to scan documents. Which of the following will address this problem?

- A. Restart the print spooler.
- B. Install the driver.
- C. Enable duplexing.
- D. Restart the printer.

**Answer:** BD

**NEW QUESTION 779**

The network security team has been authorized to increase the security of a wireless. Which of the following provides the BEST encryption for a corporate network?

- A. AES
- B. WPA
- C. WEP
- D. TEIP

**Answer:** B

**NEW QUESTION 782**

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