CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

NEW QUESTION 1
A technician needs to recommend an internet connection for a customer who travels around the world and wants to have connectivity while visiting remote camping locations. Some of the locations the customer visits have limited or unreliable cellular service. Which of the following connection types should the technician recommend?

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

Answer: A

NEW QUESTION 2
A help desk technician thinks a desktop PC has failed due to a defective power supply. Which of the following steps should the technician take NEXT?

A. Inquire about environmental or infrastructure changes.
B. Conduct external or internal research based on symptoms.
C. Establish a plan of action to resolve the problem and implement the solution.
D. Document the findings, actions, and outcomes.

Answer: B

Explanation:
https://spryzensecurity.medium.com/what-is-troubleshooting-methodology-40cec6b6494

NEW QUESTION 3
A technician powers on a PC and its monitor and sees the following error message: No input signal detected
The display lights on the computer are on. Which of the following is a possible solution?

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

Answer: B

NEW QUESTION 4
A network technician has been tasked with creating a patch cable. The RJ45 connectors will not slay attached to the cable. Which of the following tools Is needed to fix this Issue?

A. Cable tester
B. Crimper
C. Punchdown tool
D. Loopback plug

Answer: B

Explanation:
A crimper is a tool that is used to crimp (attach) an RJ45 connector onto the end of a patch cable. The crimper applies pressure to the connector to make a permanent connection between the connector and the cable, ensuring that the connector will stay attached to the cable.
A cable tester is used to test the connectivity of a network cable. A punchdown tool is used to terminate network cables in a patch panel or keystone jack. A loopback plug is a diagnostic tool that is used to test network interfaces by simulating network traffic.

NEW QUESTION 5
A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

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

Answer: B

NEW QUESTION 6
A technician is tasked with installing additional RAM in a desktop computer. Which of the following types of RAM is MOST likely to be used?

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

Answer: B

NEW QUESTION 7
A user takes a tablet to a technician because the cursor on it keeps drifting. The technician notices the screen does not appear to be damaged. Which of the following is the MOST likely cause of the cursor issue?

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

Answer: C

NEW QUESTION 8
An end user discovered that the touch-screen features on a Windows device have stopped working. Which of the following should a technician check?

A. Performance monitor
B. Tablet/PC settings
C. System configuration
D. Display settings

Answer: D

NEW QUESTION 9
A company has a dot matrix printer that uses carbon paper. The company reports that the first page is printing too light, although the following pages are still legible. Which of the following MOST likely needs to be fixed?

A. The print drum is worn and loose causing the printing to be light in places
B. The ribbon is low on ink or missing and must be replaced to get proper output
C. The heating element has failed, and a new one needs to be installed for proper transfer
D. The wrong type of filement is loaded, preventing it from sticking correctly
E. The fuser assembly is not calibrated properly, causing it to impact the paper too hard

Answer: B

Explanation:
Dot Matrix printers do not use heat, they use a pin striking an inked ribbon (for the first copy, the subsequent copies are handled by the carbon paper)

NEW QUESTION 10
Which of the following network types would be used in a server room to connect virtual servers lo high-speed storage?

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

Answer: D

NEW QUESTION 10
A technician is commissioning a workstation that is required to have mirrored storage, utilizing two 4TB drives that support one failure. Which of the following BEST meets these requirements?

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

Answer: B

NEW QUESTION 13
Which of the following connectors can be plugged into a Thunderbolt 3 port on a laptop?

A. miniUSB
B. microUS3
C. USB-A
D. USB-C

Answer: C

Explanation:
Thunderbolt 3 is a USB-C port, so any device with a USB-C connector can be plugged into it. MiniUSB, microUSB and USB-A are not compatible with Thunderbolt 3.

NEW QUESTION 16
A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while travelling?

A. Enable the GPS service to ensure accurate location detection.

B. Manually enter office locations in the weather application.
C. Configure less frequent location checks using cellular location services.
D. Use the offices' Wi-Fi IP addresses as the geolocation mechanism.

Answer: B

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

NEW QUESTION 19
A user, who is attempting to give a presentation via a projector in a conference room, reports the projector has video but no audio. Which of the following will MOST likely resolve the issue?

A. Changing the input on the projector to VGA
B. Changing the output on the PC to DVI
C. Modifying the projector's refresh rate
D. Utilizing an HDMI connection

Answer: D

NEW QUESTION 20
A technician installed a Cat 5 UTP cable approximately 275ft (84m) from a network switch in an office to a workstation located on a factory floor The technician sees both a flashing green LED and a flashing orange LED on the workstation's NIC. Which of the following should the technician do FIRST?

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

Answer: C

NEW QUESTION 21
A software developer used client-side virtualization on a server to configure a web application. Although the application is working locally on the software developer's PC, other users on the LAN are not able to access the application. Which of the following would allow other users to access the application?

A. Bridge networking
B. Application virtualization
C. Virtual desktop
D. Site-to-site VPN

Answer: A

Explanation:
Client-side virtualization is used to run an application or process on a separate virtual machine, isolated from the main operating system. To allow other users on the LAN to access the application, the software developer should configure a bridge networking connection between the virtual machine and the LAN. This will allow the virtual machine to communicate with other computers on the network. Application virtualization, virtual desktop, and site-to-site VPN are not necessary steps for allowing other users to access the application.

NEW QUESTION 23
A computer that contains critical data has not been backed up and will not boot past a S. M. A. R. T, error that indicates imminent hard disk failure. Which of the following actions should the technician take FIRST?

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

Answer: B

NEW QUESTION 24
A technician is receiving reports that the entire office sporadically loses network connectivity throughout the day. The technician determines the root cause to be EMI. Which of the following cable mediums would be the MOST cost effective without sacrificing system performance?

A. Coaxial
B. Shielded Cat 6
C. Plenum Cat 5e
D. Multimode fiber

Answer: B

NEW QUESTION 27
A user is researching hard drives to upgrade a PC and has decided to purchase a NVMe drive. Which of the following Should the user confirm are available on the PC before making the purchase? (Select TWO).

A. SATA

B. M.2
C. PCIe
D. SAS
E. SCSI
F. DRAM

Answer: BC

Explanation:
NVMe (Non-Volatile Memory Express) drives are high-speed solid-state drives that utilize the PCIe (Peripheral Component Interconnect Express) interface to connect to the motherboard. Before purchasing an NVMe drive, the user should confirm that the PC has an available M.2 slot for the drive and that the PC has a PCIe interface for the M.2 slot.
SATA (Serial ATA) is an older interface for hard drives and is not compatible with NVMe drives. SAS (Serial Attached SCSI) is a newer interface for hard drives and is typically used for enterprise-level storage systems.
SCSI (Small Computer System Interface) is a parallel interface for hard drives that is primarily used in high-end workstations and servers. DRAM (Dynamic Random Access Memory) is a type of memory commonly used in computers, but it is not relevant to the storage of data on a hard drive.

NEW QUESTION 31
Which of the following is a method that can be used to securely connect a remote user's laptop to a corporate server?

A. WAN
B. VPN
C. SSL
D. DHCP

Answer: B

NEW QUESTION 35
Which of the following network services allows a networked device to always be assigned the same IP address based on the device's MAC address?

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

Answer: A

NEW QUESTION 40
Which of the following cables replaced the Apple 30-pin connector and is also reversible?

A. USB-C
B. Lightning
C. miniUSB
D. DisplayPort

Answer: B

Explanation:
Lightning Connector: Apple introduced this brand-new connector back in 2012. It is over 80% smaller than the 30-pin connector and is reversible.
https://www.cablewholesale.com/support/technical_articles/whats_your_port.php#:~:text=Lightning%20Connec

NEW QUESTION 44
A technician identified an issue on a workstation, obtained details from the user, and made a backup of the system. Which of the following should the technician do NEXT?

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

Answer: D

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

NEW QUESTION 46
The help desk received a ticket regarding Issues with a laser printer. The printer has had repairs previously for scanning Issues. Currently, the printed text is not adhering properly to the paper. Which of the following should be replaced lo resolve this Issue?

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

Answer: D

NEW QUESTION 48
A systems administrator is attempting to resolve a ticket regarding an issue with an email server. The administrator is covering for a coworker who was previously working on the ticket. The coworker already gathered facts about the issue and spoke with users concerning their missing emails. The coworker also discovered the email server's retention policy was updated shortly before users first noticed the issue. Which of the following should the systems administrator do NEXT to resolve the email issue?

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

Answer: C

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

NEW QUESTION 51
A technician logs on to a PC and inserts an encrypted USB drive. When opening File Explorer, the technician cannot see the USB drive. Which of the following tools should the technician use to see all drives?

A. DiskPart
B. Diskmgml
C. Disk Cleanup
D. BitLocker

Answer: D

NEW QUESTION 56
Which of the following wireless technologies has the MOST range and wireless throughput?

A. 802.11ac
B. 802.11ax
C. 802. 11b/gin
D. 802.11g

Answer: B

NEW QUESTION 57
A user submitted a ticket to report an issue with a new printer that is no longer accepting new print jobs. The technician verifies the printer is on and notices the printer LCD screen has the following error message:
Paper Jam, Jam in fuser.
Which of the following is the MOST efficient next step the technician should complete?

A. Apply a maintenance kit to the printer
B. Check the printer paper path to locate any obstructions.
C. Turn the printer on and off to see if the error clears.
D. Replace the fuser.

Answer: B

NEW QUESTION 60
Which of the following allows all VMs in a virtual environment to have RAM allocated for use?

A. Measured service
B. Containerization
C. Synchronization
D. Resource pooling

Answer: D

Explanation:
A VMware resource pool is the aggregated physical compute hardware -- CPU and memory, as well as other components -- allocated to virtual machines (VMs) in a VMware virtual infrastructure.

NEW QUESTION 62
A technician needs to install a printer on the network. Which of the following must the technician configure? (Select THREE).

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

Answer: AEH

NEW QUESTION 65
An online retailer wants to save money and is considering migrating to the public cloud so peak is over. Which of the following BEST describes this aspect of cloud computing?

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

Answer: A

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

NEW QUESTION 68
An IT manager discovered that hundreds of pages of printed materials are being recycled each day because the materials are left on the printer tray instead of being picked up by users. Which of the following would BEST prevent this waste?

A. Send friendly reminders to not print unnecessarily.
B. Enable duplex printing to reduce paper utilization.
C. Bill each department for the excess material cost.
D. Require a code or badge before releasing a print job.

Answer: B

NEW QUESTION 73
A user is unable to access the internet on a PC. A technician examines the PC and runs the following commands:

```
ipconfig /all
ping 8.8.8.8
ping comptia.org
```

Which of the following steps in the troubleshooting process does this series of commands represent?

A. Establish a theory.
B. Verify full system functionality.
C. Establish a plan of action.
D. Identify the problem.

Answer: B

NEW QUESTION 74
Which of the following BEST describes the main function of a web server?

A. Storing files and controlling user access
B. Setting up personal mailboxes and calendars
C. Providing IP addresses and printing services
D. Hosting home pages and business portals

Answer: D

NEW QUESTION 77
Which of the following is a valid use for PaaS?

A. Off-site backups
B. An application development environment
C. A virtual server installation and configuration model
D. A web application for asset management

Answer: B

NEW QUESTION 79
A technician installs a new printer for a workstation and tries to print a test page, but the page does not print. The technician looks at the print queue and notices that the printer is called 'Generic Printer." Which of the following BEST describes what the technician should do to fix this issue?

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

Answer: B

NEW QUESTION 84
A user failed to gain access to a building's entrance after security measures at the entrance were upgraded last week. The company implemented the 13.56MHz frequency short band, and users can now utilize their mobile devices to authenticate. Which of the following has to be enabled for the mobile device to authenticate?

A. Bluetooth
B. Biometrics
C. NFC
D. PIN

Answer: C

NEW QUESTION 85
A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. Which of the following should the technician do to remove the old filament and load the new one?

A. Preheat the nozzle to melting temperature.
B. Cut a sharp angle on the end of the strand.
C. Push the filament along until resistance is felt.
D. Withdraw the filament and remove the spool.

Answer: D

Explanation:
A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. To remove the old filament and load the new one, the technician should preheat the nozzle to melting temperature. After the nozzle is heated, the technician should withdraw the filament and remove the spool. Then, cut a sharp angle on the end of the new strand, and push it along until resistance is felt.

NEW QUESTION 87
A technician is troubleshooting a point-of-sale primer that Is printing blank receipts. Which o(the following should the technician do to resolve the Issue?

A. Verify the correct type of paper is loaded.
B. Install the latest print driver.
C. Check to see if the default printer has been changed.
D. Ensure the printer is connected to power.

Answer: D

NEW QUESTION 90
A client wants to connect an external keyboard to an Android tablet. Which of the following connection types are appropriate for this task? (Select TWO).

A. DVI
B. Infrared
C. Lightning
D. USB-C
E. PS/2
F. Bluetooth

Answer: AD

NEW QUESTION 91
A technician is configuring a new CAD workstation that has four large hard drives. The workstation will be used to edit large, critical files, so the storage configuration should be both fast and redundant. Which of the following RAID levels BEST meets these requirements?

A. 1
B. 5
C. 10

Answer: D

Explanation:
https://techgenix.com/raid-10-vs-raid-5/

NEW QUESTION 95
A technical lead wants to migrate all common business applications, including email and fileshares, to the cloud. Which of the following cloud concepts should be used?

A. MaaS
B. PaaS
C. SaaS
D. IaaS

Answer: C

NEW QUESTION 100
A user is unable to plug a USB 3.0 device into a USB port. Upon inspection, a technician notices the USB 3.0 port appears to be slightly smaller than the other

connections. Which of the following Is the MOST likely cause?

A. A foreign object Is stuck Inside the port
B. The cable connection utilized the wrong orientation.
C. The USB cable is physically damaged.
D. The USB port belongs to a different form factor.

Answer: D

Explanation:
USB 3.0 ports are slightly smaller than other USB connections, so if the port appears to be the wrong size, it is likely that the port belongs to a different form factor. This can be caused by a number of factors, such as the device being too old to support USB 3.0, or the device not having a USB 3.0 port in the first place.

NEW QUESTION 105
A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while traveling?

A. Enable the GPS service to ensure accurate location detection.
B. Update the PRL when getting to a new location.
C. Configure less location checks using cellular location services,
D. use the offices' Wi-Fi IP addresses as the geolocation mechanism.

Answer: C

Explanation:
The best action for the salesperson to take in order to view weather forecasts while traveling and minimize the battery drain on their mobile device is to configure fewer location checks using cellular location services. This can be done by adjusting the settings for the weather application to limit how often it checks for updates and uses location services. This will help to conserve the battery on the device and keep the application from consuming too much power.

NEW QUESTION 109
A laptop's external webcam software is running, but it shows no image or video. Which of the following should a technician perform FIRST?

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

Answer: C

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

NEW QUESTION 112
A user on a SOHO network is unable to watch online videos, even at 240 pixels. The technician runs ipconfig from the user's computer and records the following:

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

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

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

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

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

Answer: B

NEW QUESTION 115
A technician is inspecting a projector that is displaying fuzzy images. Which of the following actions would provide the BEST solution?

A. Adjusting the lens
B. Changing the filter
C. Replacing the video cable
D. Reseating the lamp

Answer: A

NEW QUESTION 116
To control costs a company provides a limited number or users with company phones One of these users opens a support ticket because the phone no longer

allows internet Drowsing over a cellular connection The user acknowledges that the phone worked before the user's child streamed several movies using the device Which of the following describes why the phone cannot browse the Internet?

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

Answer: C

Explanation:
It is common for companies to place a data cap on the devices they provide to their employees, to control costs. If a user has exceeded the data cap, the phone may no longer allow internet browsing over a cellular connection. This is usually because the cellular data usage has exceeded the allotted amount for the particular plan the device is on, and the service provider has temporarily suspended the data connection.
It is unlikely that the child accidentally connected to a neighbor's WLAN because this would not affect the cellular data connection. Similarly, it is unlikely that the company's group policy has disabled the device, as this would likely affect all devices under the same policy. If the device's plan has been unpaid, the service provider would likely temporarily suspend all services, not just the cellular data connection.

NEW QUESTION 117
A technician installed new firmware on the company's laser printers and has since been receiving multiple calls that information is garbled and looks like code. Only printers with the new firmware are having this issue. Which of the following steps should the technician complete NEXT?

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

Answer: C

NEW QUESTION 122
Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

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

Answer: B

NEW QUESTION 123
A technician replaced a motherboard on a server, and now the 64-bit hypervisor is not loading correctly. Which of the following needs to be enabled for the hypervisor to run?

A. Hardware prefetcher
B. Hyperthreading
C. vPro
D. VT-d

Answer: D

Explanation:
https://techlibrary.hpe.com/docs/iss/proliant-gen10-uefi/s_enabling_VT-d.html

NEW QUESTION 127
A user creates a support ticket to report a conference room projector that does not work. The user says that even though the provided cables are being used, the projector screen shows the following error message:
No signal input
Which of the following describes the FIRST action that should be taken?

A. Verify that the projector is turned on.
B. Verify that the user is using an approved OS.
C. Replace the projector bulb.
D. Check the video cable and replace it if necessary.

Answer: D

Explanation:
The most common reasons you may be seeing the "No Signal" message: The projector and the source device are not connected correctly.

NEW QUESTION 132
A technician responds to a help desk ticket that indicates a user's workstation is not booting. The technician initially suspects a failed hard drive. The technician performs diagnostics and confirms the hard drive is fully operational.
Which of the following steps should the technician complete NEXT?

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

E. Restore the latest backup of the system.

Answer: D

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

NEW QUESTION 134
Which of the following 802.11 standards supports both 5GHz and 2.4GHz channel frequencies?

A. 802.11a
B. 802.11c
C. 802.11b
D. 802.11g

Answer: B

NEW QUESTION 139
The owner of a restaurant reports that wireless network connections are lost intermittently throughout the day. Which of the following steps should a technician take to troubleshoot the issue? (Select TWO).

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

Answer: AD

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

NEW QUESTION 142
A technician is troubleshooting intermittent fuzzy video on a computer using a VGA to DisplayPort adapter to connect to a monitor. The monitor with a VGA connector was previously working tine for another user. The technician replaces the adapter; however, the issue persists. Which of the following should the technician do NEXT?

A. Use another brand of VGA lo DisplayPort adapter.
B. Research the issue further and formulate a new hypothesis to test.
C. Ask the user additional clarifying questions regarding the issue.
D. Document the action taken and the outcome.

Answer: C

Explanation:
https://spryzensecurity.medium.com/what-is-troubleshooting-methodology-40cec6b6494

NEW QUESTION 146
A user contacts the help desk in reference to a failing thumbprint scanner. The user states the scanner was functioning correctly yesterday. Which of the following troubleshooting steps should be performed FIRST after the ticket has been filed?

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

Answer: A

Explanation:
http://www.221021.com/Hardware/input-output-devices/32310.html
* 1. Identify the problem.
Gather information from the user, identify user changes, and, if applicable, perform backups before making changes.
Inquire regarding environmental or infrastructure changes.
* 2. Establish a theory of probable cause (question the obvious).
If necessary, conduct external or internal research based on symptoms.
* 3. Test the theory to determine the cause.
Once the theory is confirmed, determine the next steps to resolve the problem. If the theory is not confirmed, re-establish a new theory or escalate.
* 4. Establish a plan of action to resolve the problem and implement the solution. Refer to the vendor's instructions for guidance.
* 5. Verify full system functionality and, if applicable, implement preventive measures.
* 6. Document the findings, actions, and outcomes.

NEW QUESTION 148
Which of the following technologies can allow multiple networks to traverse a switch?

A. VLAN
B. VRRP
C. VPN
D. DHCP

Answer: A

NEW QUESTION 153
Which of the following network devices would an administrator use to distribute traffic evenly throughout multiple nodes?

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

Answer: A

Explanation:
A load balancer is a network device that distributes network or application traffic across multiple servers to ensure that no single server bears too much of the load. Load balancing helps to improve application availability, increase scalability, and optimize resource utilization.
A bridge is used to connect two different networks, often to divide a larger network into smaller segments. A proxy server is used to forward client requests to other servers, and can also be used to cache frequently requested data. A switch is used to connect multiple devices within a network and to control the flow of network traffic. A firewall is used to secure a network by controlling incoming and outgoing traffic based on defined security rules.

NEW QUESTION 154
A user in a medical office contacts a technician regarding a printer that is used to print A4-sized labels. After the labels are printed, they mistakenly contain white space in the middle of the page. Which of the following would MOST likely be the cause?

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

Answer: A

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

NEW QUESTION 158
A user working in the field reported the GPS stopped working on a phone. The user's older, in-car GPS continued to function. Later, the user reported that the phone's GPS started working again. Which of the following MOST likely caused the phone's GPS to fail?

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

Answer: A

NEW QUESTION 163
A user sends a print job lo a network printer, and the print job uses double the amount of paper as expected. Which of the following should the user configure to get the expected result?

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

Answer: A

NEW QUESTION 165
A technician just finished assembling a new PC for a client. Upon POST, the device presents an unspecified beep code and turns off automatically after five seconds. The technician double-checks the bill of materials for the new build and confirms all items have been installed. Which of the following should the technician do NEXT?

A. Ensure thermal paste is being used on the CPU.
B. Check to make sure that any video cards have auxiliary power cabling connected.
C. Verify the header panel connector is properly connected.
D. Spot-check that the I/O shield for the motherboard is properly installed.

Answer: C

Explanation:
The technician should verify the header panel connector is properly connected. A beep code is a diagnostic
tool used by motherboards to indicate issues with hardware components. This beep code may be indicating an issue with the connection between the motherboard
and the case's header panel connector. This connector is responsible for providing power to the system and any connected peripherals. Therefore, the technician
should verify the connection is secure and properly connected before attempting any other troubleshooting steps.

NEW QUESTION 170
A technician is tasked with upgrading a laptop's RAM. Which of the following steps should the technician lake FIRST?

A. Confirm that both the current and new memory are from the same brand.
B. Run a diagnostic test on the current memory.
C. Verify the memory requirements of the motherboard.
D. Connect an electrostatic discharge strap.

Answer: D

NEW QUESTION 174
A technician is replacing the RAM on an entry-level server with hot-swappabte components. Which of the following should the technician do NEXT?

A. Replace the RAM while the server is at a cool temperature
B. Replace the RAM while the server is running
C. Power down the server completely and then replace the RAM
D. Verify that the OS supports hot swapping the RAM

Answer: C

NEW QUESTION 175
A user calls the help desk lot assistance configuring an Android phone with a new NFC-enabled speaker that will be used for an upcoming conference call. The
user was unable to direct the phone's audio to the NFC speaker. Which of the following sequences should the help desk technician walk the customer through to
accomplish this task?

A. Enable NFC on the speake
B. Ensure the speaker is less than 33ft (10m) from the Android phon
C. On the phone's Bluetooth settings menu for Connected Devices, select Pair New Devic
D. Tap to accept the connection to the speaker when the prompt is displayed on the phone's screen.
E. Enable NFC and Bluetooth on the Android phon
F. From the Android phone's Bluetooth settings menu for Connected Devices, select the Previously Connected Devices optio
G. Select a listed device that most closely matches the speake
H. Tap lo accept the connection lo the speaker when the prompt is displayed on the phone's screen.
I. Enable NFC and Bluetooth on the Android phon
J. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displaye
K. Accept the connection to the speaker when the prompt is displayed on the phone's screen.
L. Enable Wi-Fi on the speake
M. Enable Wi-Fi on the Android phon
N. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displaye
O. Accept the connection to the speaker when the prompt is displayed on the phone's screen.

Answer: A

NEW QUESTION 177
Which of the following is used to implement network security polices for an environment?

A. Managed switch
B. Repeater
C. Firewall
D. Gateway

Answer: A

NEW QUESTION 179
A technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient. Which of the following would MOST likely
cause the insufficiency? (Select TWO).

A. Replacing the HDD with an SSD
B. Upgrading the firmware
C. Adding an optical drive
D. Adding more RAM
E. Adding a CMOS battery
F. Upgrading the graphics card

Answer: CF

Explanation:
https://www.buildcomputers.net/power-consumption-of-pc-components.html

NEW QUESTION 182
A technician is troubleshooting a projector that will not display any Images. The technician has verified the computer output and cable are providing a good video

signal. Which of the following should the technician do NEXT?

A. Calibrate the image.
B. Replace the bulb.
C. Test the output resolution.
D. Clean the fans.

Answer: A

NEW QUESTION 186
Which of the following cloud models maintains access, even when a local internet outage occurs?

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

Answer: A

Explanation:
In a private cloud model, the cloud infrastructure is maintained within a company's own data center and is used exclusively by that company. Private clouds offer the advantage of maintaining access even when a local internet outage occurs, since the cloud infrastructure is not dependent on a public network connection.
Software as a Service (SaaS) is a cloud model in which software applications are hosted by a third-party provider and made available to customers over the internet. SaaS is not designed to maintain access in the event of a local internet outage.
A community cloud is a shared infrastructure that is used by multiple organizations, typically from the same industry or with similar requirements. Community clouds are not designed to maintain access in the event of a local internet outage.
A public cloud is a cloud infrastructure that is maintained by a third-party provider and is made available to the public over the internet. Public clouds are not designed to maintain access in the event of a local internet outage.

NEW QUESTION 191
A user is trying to play a DVD on a projector. The user can hear the audio; however, the projector is showing an error message that states:
HDMI Blocked due to Copy Protection
Which of the following is the MOST likely cause of the error?

A. The HDMI cannot carry the signal from the DVD to the projector.
B. The user needs to switch from HDMI to a cable standard such as DisplayPort.
C. The projector does not support the necessary HDCP protocol.
D. The user needs to enable cony-protected sources in the projector's settings.

Answer: C

Explanation:
The Official CompTIA® A+® Core 1 and Core 2 Student Guide (Exams 220-1001 and 220-1002) | 193 Protected content. If you encounter an error that indicates unauthorized content or an HDCP error: • DVI, HDMI, DisplayPort, and Thunderbolt all provide support for the Digital Rights Management (DRM) mechanism High-bandwidth Digital Content Protection (HDCP). HDCP allows a content source (such as a Blu-ray disc) to disable itself if the display adapter and monitor and/or speaker system do not support HDCP and fail to authenticate themselves with the playback source. There have been various iterations of HDCP (at time of writing the current version is 2.2) and backward-compatibility can be problematic as authentication may fail between devices that support different versions of the standard.

NEW QUESTION 196
A user's laptop is running out of disk space and requires a new hard drive. The user wants to replace the existing hard drive with the fastest possible I TB HDD. A technician assesses the user's hardware and determines the connections that are available. Which of the following drive types should the technician recommend as the BEST choice?

A. 1TB NVMe SSD
B. 1TB flash drive
C. 1TB SATA SSD
D. 1TB SAS

Answer: A

Explanation:
The best choice for the user's laptop is a 1TB NVMe SSD. NVMe (Non-Volatile Memory Express) is a
high-performance storage protocol designed specifically for solid-state drives (SSDs). It is significantly faster than SATA SSDs and SAS hard drives, making it ideal for users who need fast storage for their laptop. NVMe SSDs also have lower latency and higher bandwidth than traditional hard drives, making them well-suited for data-intensive tasks such as video editing, gaming, and running multiple applications simultaneously. Additionally, NVMe offers more reliable data reliability than traditional hard drives, and is less susceptible to performance degradation over time.

NEW QUESTION 197
A customer reports that a computer is never able to reach more than a 100Mbps transfer data rate, even when using a Gigabit LAN card. While troubleshooting, the technician notices the network cable needs to be replaced. Which of the following cable categories is limiting the transfer speed?

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

Answer: A

NEW QUESTION 199
In which of the following places is a laptop's wireless antenna MOST likely located?

A. Near the network interface card
B. Underneath the battery
C. Integrated into the motherboard
D. In the bezel of the lid

Answer: A

NEW QUESTION 204
A technician is upgrading a legacy wireless router for a home user. After installing the new router and configuring the SSID to be the same, none of the devices will connect to the network. Which of the following should the technician check NEXT?

A. OHCP pool configuration
B. MAC filtering list
C. Wireless protocol settings
D. ONS servers

Answer: B

NEW QUESTION 205
A technician is replacing a ribbon on a printer that produces faded text and Images when priming. Which of the following types of primers is the technician working on?

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

Answer: D

NEW QUESTION 210
Several users who share a multifunction printer in an office have reported unintended, thin, vertical lines that cover the entire height of every page printed from the printer. Which of the following steps should a technician complete in order to MOST likely resolve this issue?

A. Replace the printer paper with a new ream.
B. Clear the print spooler on each computer.
C. Reinstall the printer driver on each computer
D. Perform the drum-cleaning procedure.

Answer: D

NEW QUESTION 215
While using a popular videoconferencing program, the user selects a webcam, but the software is unable to open the webcam. The webcam was working the previous day. Which of the following should be done to address this issue?

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

Answer: A

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

NEW QUESTION 216
Which of the following is the MAXIMUM power PoE+ provides?

A. 15.4W
B. 30W
C. 60W
D. 95W

Answer: B

Explanation:
The earliest PoE switches from a few years ago generated 15 Watts per port (IEEE 802.3af). Today, most use the PoE+ standard (IEEE 802.3at), which generates up to 30 Watts per port. That's plenty for most devices that people want to connect

NEW QUESTION 220
A user has decided to build a new computer with parts purchased from a popular online vendor The user has referenced online resources to assemble the unit. However, when the user presses the power button, the new computer does not load the operating system's installer. Instead, the onboard speaker beeps and immediately reports an issue on the screen. Which of the following is the MOST likely issue with the new build?

A. The user did not plug in the processor's fan.
B. The user did not apply thermal paste to the CPU.
C. The user did not seat the GPU correctly.
D. The user did not install the power supply.

Answer: A

Explanation:
If a computer is not booting and the onboard speaker emits beeps, it can indicate a hardware issue. One of the most common causes of beep codes is overheating, which can occur if the processor's fan is not properly installed and running. The processor's fan is responsible for cooling the processor and preventing damage to the internal components.

NEW QUESTION 221
While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is extremely polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel. Which of the following is the MOST likely reason for this issue?

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

Answer: D

NEW QUESTION 224
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