

CompTIA

Exam Questions 220-1001

CompTIA A+ Certification Exam: Core 1



NEW QUESTION 1

A technician upgraded the memory on a server from two 8GB sticks to eight 32GB. The server memory is now at full capacity per the user guide. When the technician powers on the system, only 128 GB of memory is recognized by the OS and the BIOS. The technician decides to upgrade to the latest version of the firmware on the system, which does not help. Next, the technician installs the memory in sets of 64GB at a time. Each individual set of 64GB is fully recognized by the server.

Which of the following will not allow the server to recognize all of the memory installed at the same time?

- A. The power supply is not supplying enough power for the memory.
- B. The memory has too many ECC errors and is shutting down
- C. The server is overheating when all of the memory is installed.
- D. The server needs DDR4 memory, and DDR3 is installed.

Answer: D

NEW QUESTION 2

A client needs to upgrade the hard drive on a laptop and would like one that is fast and has drop protection. Which of the following is the BEST option for the client?

- A. 5400rpm HDD
- B. 7200rpm HDD
- C. NVMe SSD
- D. Hybrid HDD/SSD

Answer: C

NEW QUESTION 3

Which of the following terminates a coaxial cable?

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

Answer: C

NEW QUESTION 4

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

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

Answer: C

NEW QUESTION 5

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

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

Answer: A

NEW QUESTION 6

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

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

Answer: A

NEW QUESTION 7

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

- A. The user is still logged into another device.

- B. The user has set a static IP address.
- C. The user has moved to a different office.
- D. The user has wireless and wired connections.

Answer: B

NEW QUESTION 8

The graphics has an issue with printing certain files. The printer does not print the complete image on larger files. A technician verifies the network speed of the printer is set to 1GB and that regular text files print without issue. Which of the following is the MOST likely cause of this problem?

- A. The printer needs more RAM
- B. The print server is timing out
- C. The users are not printing in post-script mode
- D. The printer network connection is set to half duplex

Answer: A

NEW QUESTION 9

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

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

Answer: A

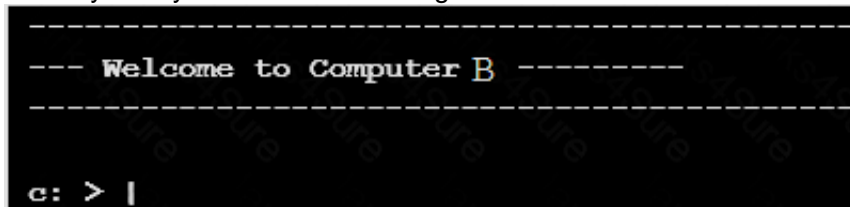
NEW QUESTION 10

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

INSTRUCTIONS

Using the available tools, resolve the connectivity issues. After troubleshooting the issue, verify a successful connection.

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

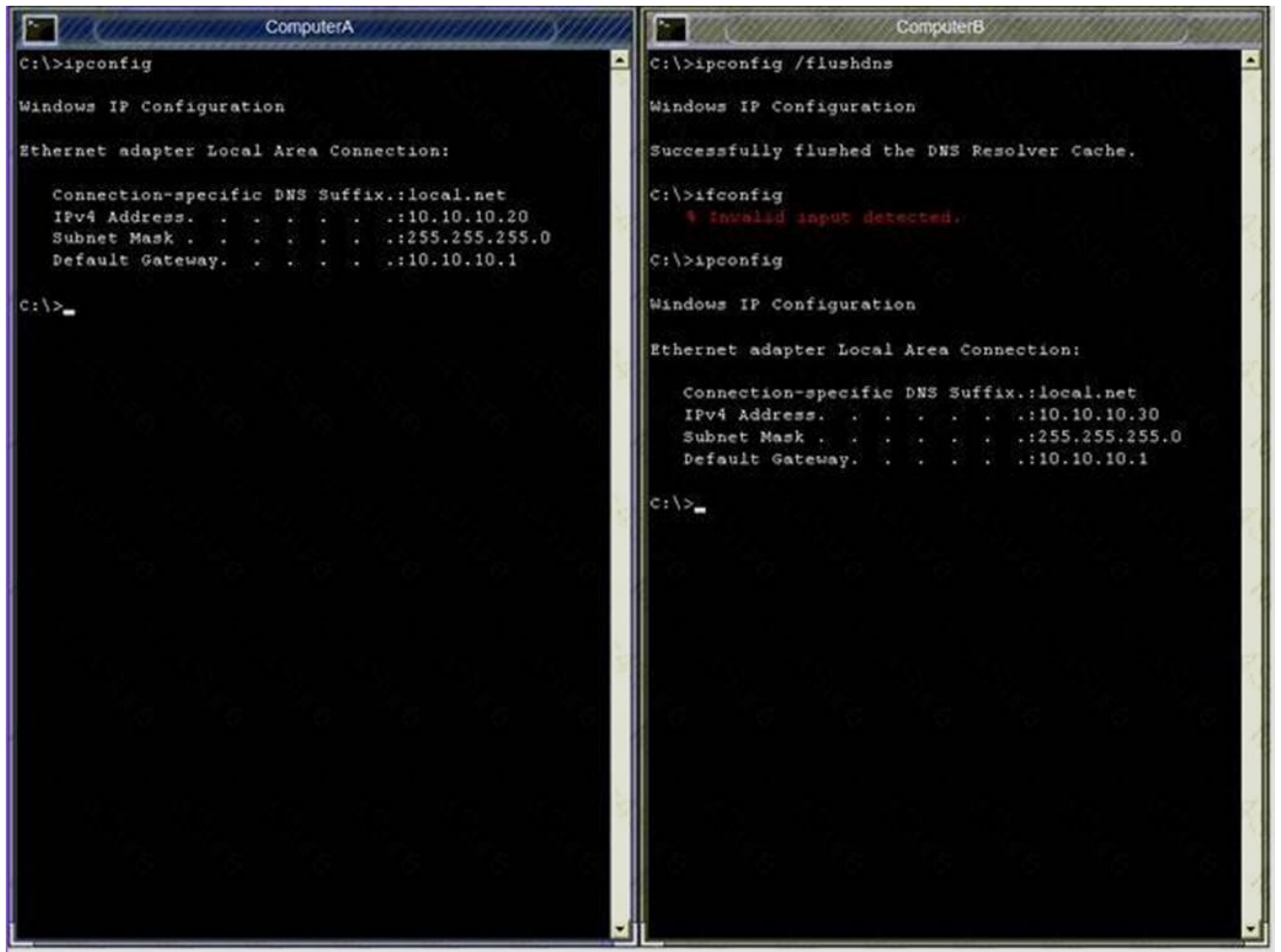


- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Need to flush the DNS cache on Computer B:



Type in ipconfig/flushdns

NEW QUESTION 10

A technician is troubleshooting a laptop/projector combination that is displaying artifacts on the screen. When a different laptop is connected to the projector, the image appears to be correct but is very dim.

Which of the following steps should the technician take to address these issues? (Choose two.)

- A. Update the video drivers on the laptop.
- B. Increase the projector contrast.
- C. Replace the original laptop.
- D. Change the aspect ratio on the projector.
- E. Replace the bulb in the projector.
- F. Modify the laptop's display resolution.

Answer: BD

NEW QUESTION 15

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

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

Answer: CF

NEW QUESTION 18

A technician wants to set up a virtual machine in a public cloud environment. Which of the following cloud models should the technician use?

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

Answer: A

NEW QUESTION 20

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

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

Answer: A

NEW QUESTION 24

A user's laptop is shutting down unexpectedly. The technician discovers the shutdowns only happen when the laptop is moved from one room to another. The technician reseated the hard drive, memory, battery, and LCD cable, but the laptop continues to shut down. Which of the following is the MOST probable cause of the issue?

- A. Residual energy on the motherboard
- B. System overheating
- C. Distended capacitors
- D. Loose battery connection
- E. CMOS battery failure

Answer: D

NEW QUESTION 27

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

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

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

Answer: C

NEW QUESTION 32

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

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

Answer: D

NEW QUESTION 35

Several computers are having network connectivity issues. Two of the computers are wired and are not having any issues. The technician verifies that none of the computers having issues have been assigned a static IP.

Which of the following should the technician check NEXT?

- A. Check the closest AP for the area.
- B. Check each wireless adapter switch
- C. Check the group's network switch.
- D. Check the DHCP server.

Answer: D

NEW QUESTION 39

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

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

Answer: D

NEW QUESTION 43

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

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

Answer: B

NEW QUESTION 46

A user is having a problem with printing a specific document type.

The network printer OCP shows that the printer is online with no errors. Other users are not having the same issue. The user sends the document to another printer and the document prints.

Which of the following should a technician do FIRST in troubleshooting the problem?

- A. Stop and restart the PC print spooler service.
- B. Verify the user is sending the document to the correct printer queue.
- C. Have each user send the same document to the correct printer queue.
- D. Stop and restart the print server queues, and then have the user resend the document.

Answer: B

NEW QUESTION 47

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

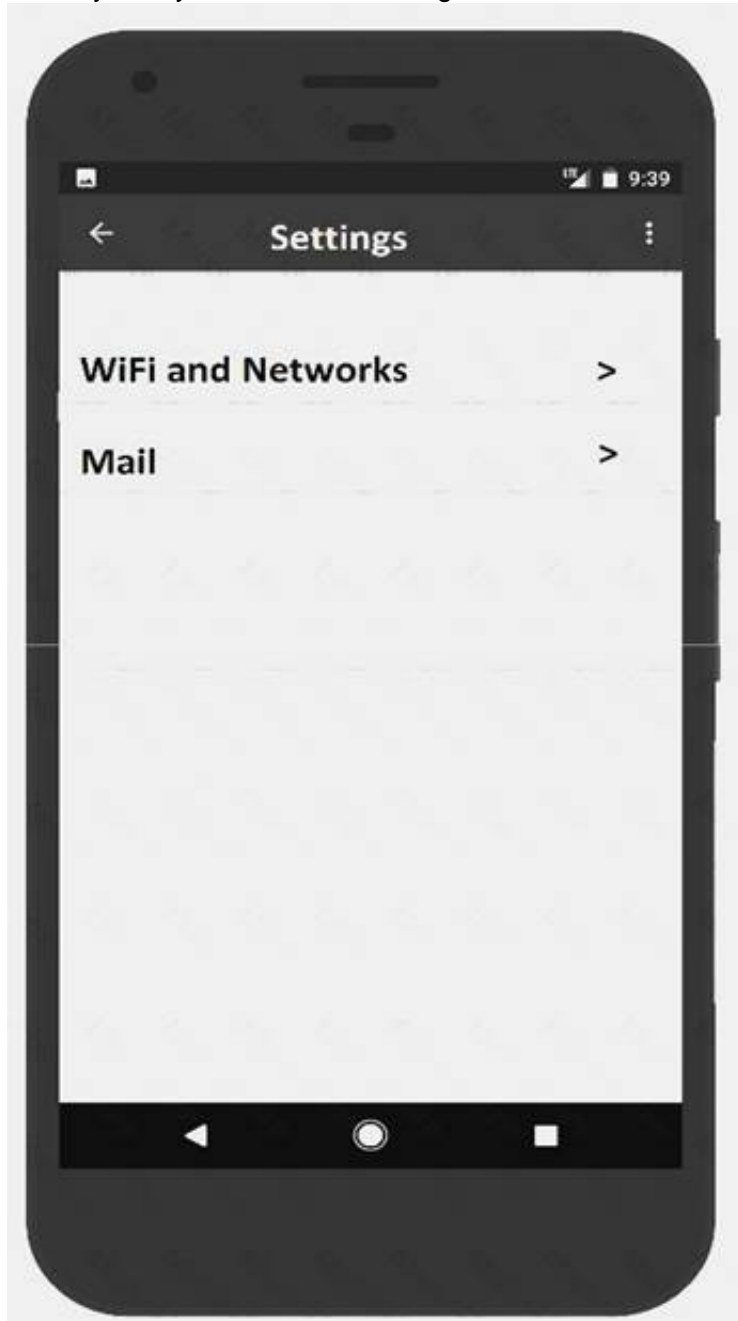
The company's WLAN is broadcasting across the company for easier access. Both incoming and outgoing servers require login credentials.

Use the following parameters:

- Email address tech@techies.com
 - Password P@SSwOrd
 - Pop techies.com Port 110 Security: None
 - IMAP techies.com Port 993 Security SSL
 - smtp.techies.com Port 465 Security: TLS
 - Company SSID Techies
 - Security WPA2
 - Passphrase P@SSwOrd
 - SSID is not broadcasted
- INSTRUCTIONS:**

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

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

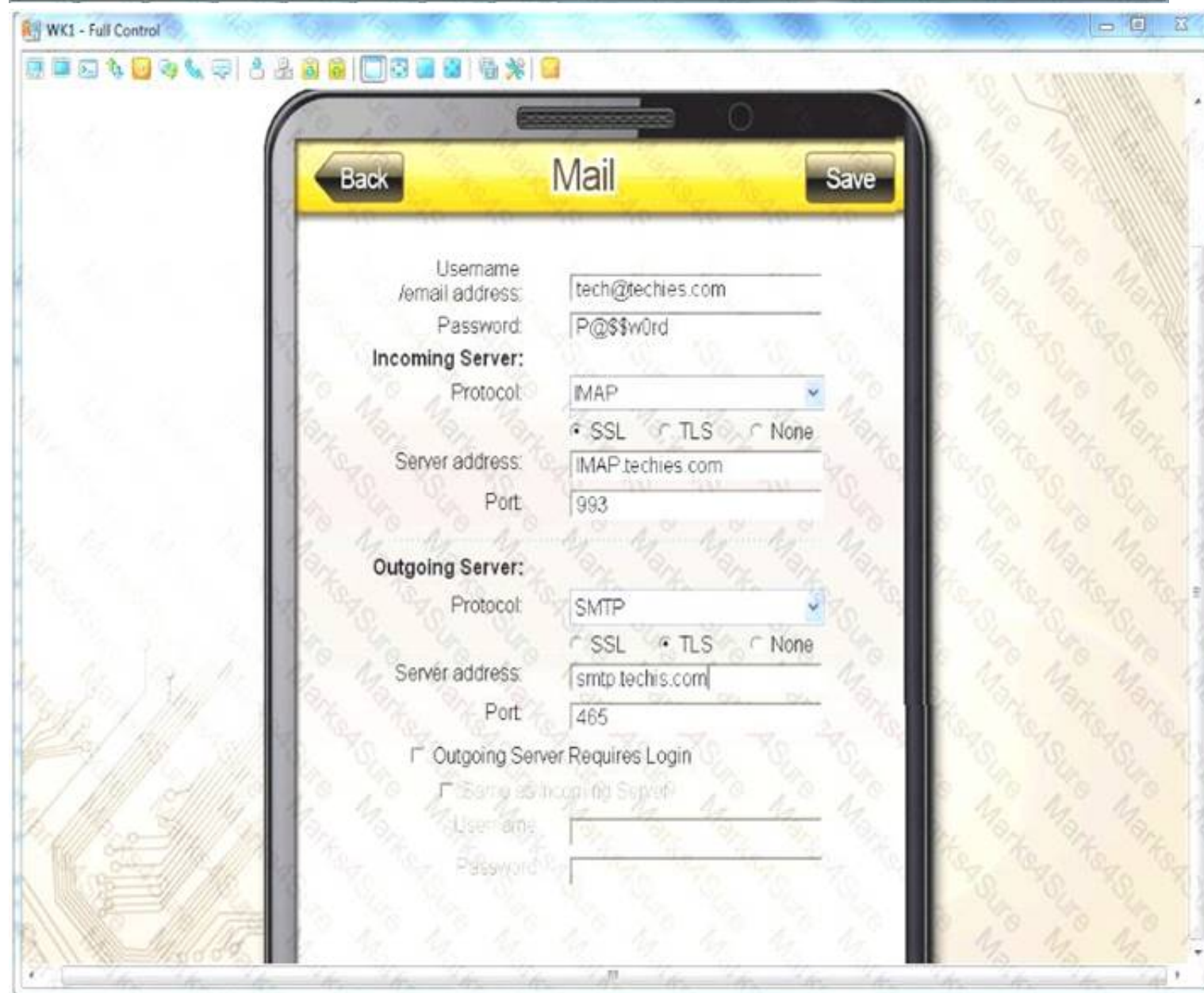
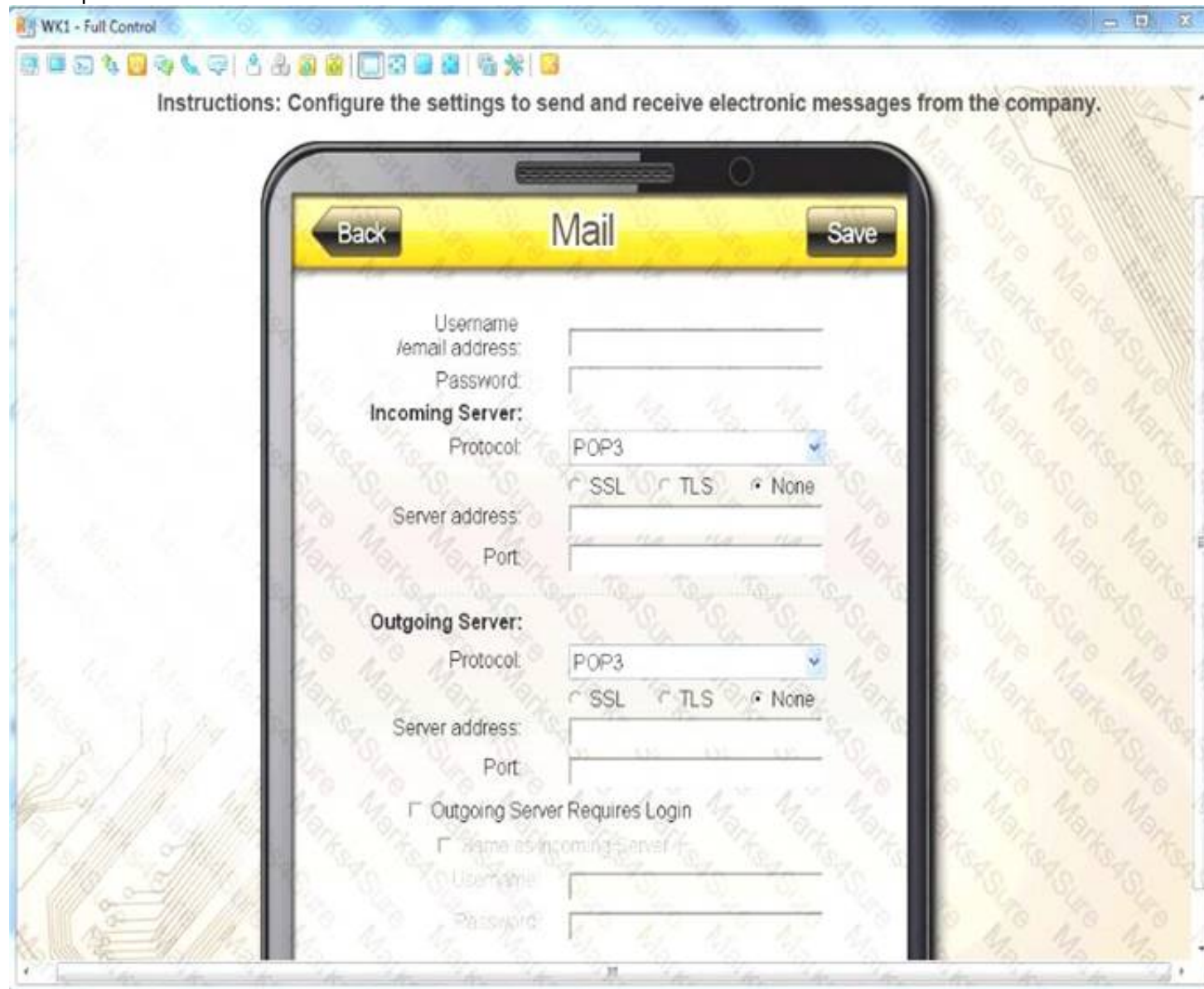


- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

See explanation below



NEW QUESTION 50

Which of the following is an APIPA address?

- A. 162.200.1.1
- B. 167.100.1.1
- C. 168.254.0.1
- D. 169.254.1.1

Answer: D

NEW QUESTION 53

A technician receives a cellular from a manager. The technician is instructed to download a service manual directly from the Internet to a laptop. However, there is no WiFi signal or wired Ethernet. Which of the following would be the MOST appropriate connections for the technician to use?

- A. Hotspot
- B. NFC
- C. Bluetooth
- D. VPN

Answer: A

NEW QUESTION 54

A technician is troubleshooting a Windows CAD workstation that is running slow. The computer uses RAID 10 and has dual GPU cards. The user states that the same application runs faster on an identical workstation.

Which of the following should the technician perform FIRST to troubleshoot the problem?

- A. Replace the write cache battery.
- B. Check the event log any cache issues.
- C. Clear the RAID configuration file and restart the PC.
- D. Replace the RAID controller write cache module.

Answer: B

NEW QUESTION 59

A technician is determining the specifications for a desktop computer that will be used at trade shows all over the world. The computer will have the maximum amount of RAM. The CPU, GPU, and storage will be typical of a business workstation.

Which of the following system parameters is the MOST important for the technician to consider when choosing a power supply?

- A. input voltage
- B. Efficiency rating
- C. 12V rail amperage
- D. Number of SATA connectors

Answer: A

NEW QUESTION 64

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

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

Answer: ACF

NEW QUESTION 68

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

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

Answer: C

NEW QUESTION 71

A user reports being unable to browse the internet. A technician believes the cause of the issue is related to DNS. Which of the following should the technician perform NEXT?

- A. Test the theory attempting to browse to a website known IP address.
- B. Implement preventive measures by manually assigning a DNS server to the PC.
- C. Identify the problem by running the command ipconfig / flushdns.
- D. Document the finding in the organization local knowledge base.

Answer: C

NEW QUESTION 74

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

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

Answer: C

NEW QUESTION 76

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

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

Answer: D

NEW QUESTION 78

The IT department recently upgraded client computer for the graphics department. A user reports the new computer has not worked since up. It makes unusual sound when pressing the power button.

A technician verifies the power cable works and the computer is connected properly to both data and power. The monitor powers on but displays the message NO source. Which of the following BEST explains the cause of this problem?

- A. There is insufficient power to the computer
- B. There is back screen on system boot.
- C. The computer is overheating.
- D. The error beep codes on POST.

Answer: C

NEW QUESTION 83

A technician is building a CAD workstation for a user who will be saving files remotely.

Which of the following components are MOST important to include when configuring the system? (Choose two.)

- A. Gigabit NIC
- B. Graphics card
- C. Liquid cooling unit
- D. HDD size
- E. RAM

Answer: BE

NEW QUESTION 87

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

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

Answer: A

NEW QUESTION 89

Which of the following charging and data ports has a non-directional connector?

- A. Micro-USB
- B. Mini-USB
- C. USB-A
- D. USB-C

Answer: D

NEW QUESTION 92

A user accidentally spills liquid on a laptop. The user wants the device to be fixed and would like to know how much it will cost. Which of the following steps should the technician take NEXT to verify if the device is repairable before committing to a price? (Choose two.)

- A. Remove the case and organize the parts.
- B. Document the screw locations.
- C. Search the Internet for repair tutorials.
- D. Consult colleagues for advice.

E. Place the device in rice for a few days.

Answer: AB

NEW QUESTION 95

A user is no longer able to browse the Internet after returning from vacation. The user is able to log in and navigate to the local intranet, but not to any outside sites. A technician pings a well-known website by name but gets no reply. The technician then pings its IP address and gets a reply. Which of the following commands will MOST likely resolve the issue?

- A. ipconfig /all
- B. ipconfig /flushdns
- C. ipconfig /release
- D. ipconfig /setclassid

Answer: B

NEW QUESTION 99

Following a recent malware infection, a user is unable to access network shares from the local server. A technician verifies the device is able to connect to the Internet and the hosted email provider off-site. The technician also confirms the local server is online. Additionally, a malware scan reports the user's computer is clean. Which of the following is the best NEXT step to troubleshoot the issue?

- A. Verify the DNS servers are configured properly on the device.
- B. Assign a static IP address on the wired network connection.
- C. Run a speed test on the network to check for slow transfer speeds.
- D. Confirm the network connection is not using a link-local address.
- E. Replace the Ethernet cable as it is causing limited connectivity.

Answer: C

NEW QUESTION 104

A business owner wants to provide security to laptop users with the ability to charge their devices, access corporate LAN resources, and allow for a variety of their removable hardware. Which of the following devices would BEST meet the owner's needs?

- A. Docking station
- B. Port replicator
- C. Thunderbolt
- D. USB hub

Answer: A

NEW QUESTION 109

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

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

Answer: C

NEW QUESTION 110

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

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

Answer: B

NEW QUESTION 112

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

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

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

Answer: CE

NEW QUESTION 114

Which of the following server types caches previously visited web pages for faster access in the future?

- A. Proxy server
- B. Web hosting server
- C. DNS server
- D. Branch cache server

Answer: D

NEW QUESTION 115

The touch-screen feature on a Windows device has stopped working. Which of the following should the technician check FIRST?

- A. Device Manager
- B. Performance Monitor
- C. System configuration
- D. Digitizer settings

Answer: D

NEW QUESTION 117

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

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

Answer: A

NEW QUESTION 119

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

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

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

Answer: A

NEW QUESTION 124

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

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

Answer: A

NEW QUESTION 126

An ISP has notified a SOHO user of a usage increase on the user's network. The user is concerned the WiFi network is being utilized by unauthorized users.

Which of the following would minimize the unauthorized use of the WiFi network?

- A. Implement MAC filtering
- B. Enable NAT
- C. Create a network DMZ
- D. Upgrade the encryption standards

Answer: A

NEW QUESTION 128

Joe, a user, sets up an IMAP connection on his smartphone to connect to webmail. Joe is able to view email, but he receives an error message when trying to send a message. When viewing the mail client's configuration, Joe sees a valid SMTP server and port. Which of the following should Joe check NEXT to resolve the issue?

- A. Configure the email account as a POP3 connection
- B. Ensure the SSL/TLS option is being used
- C. Check that the account password is still valid
- D. Make sure the smartphone is not in airplane mode

Answer: A

NEW QUESTION 133

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

INSTRUCTIONS

Using the available tools, resolve the connectivity issues. After troubleshooting the issue, verify a successful connection.

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

```
-----
--- Welcome to Computer A -----
-----

c: > |
```

```
Reply from 10.10.10.10.30: bytes=32 time=13ms FTL=52
Reply from 10.10.10.10.30: bytes=32 time=13ms FTL=52

Ping statistics for 10.10.10.10:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 13ms, Maximum = 13ms, Average = 13ms

c:\> ?
    % Invalid input detected, query help for valid commands.
c:\> help

    ipconfig
    nslookup
    ping
    tracert

    help

c:\> nslookup
    % Invalid input detected, query help for valid commands.
c:\> nslookup
    % Invalid input detected, query help for valid commands.
c:\> help

    ipconfig
    nslookup
    ping
    tracert
    help

c:\>
```

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

c:\>
```

```
-----  
  
c:\> ipconfig
```

```
Windows IP Configuration
```

```
Ethernet adapter Ethernet:
```

```
Connection-specific DNS Suffix . . . . . : local.net  
IPv4 Address . . . . . : 10.10.10.30  
Subnet Mask . . . . . : 255.255.255.0  
Default Gateway . . . . . : 10.10.10.1
```

```
c:\> ping 10.10.10.20
```

```
Pinging 10.10.10.20 with 32 bytes of data:  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52
```

```
Ping statistics for 10.10.10.20:  
Packets: Sent = 4, Received = 4, Loat = 0 (0% loss),  
Approximate round trip times in milli-seconds:  
Minimum = 13ms, Maximum = 13ms, Average = 13ms
```

```
c:\> nslookup
```

```
* Invalid input detected, query help for valid commands.
```

```
c:\>
```

```
computerB
```

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

We need to flush the DNS to have the new IP address assigned to the same computer name. Use the ipconfig/flushdns command.

NEW QUESTION 136

About one week ago, access to files on a network server became significantly slower. Today, network files are completely unavailable. A technician is able to make a remote connection to the server. Which of the following should the technician check NEXT?

- A. RAID 5 array
- B. NIC configuration
- C. Available storage space
- D. RAM utilization

Answer: A

NEW QUESTION 140

Which of the following IEEE 802.11 standards includes the use of MIMO technology?

- A. 802.11a
- B. 80211b

- C. 802. 11gt
- D. 802. 11n

Answer: D

NEW QUESTION 141

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

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

Answer: AB

NEW QUESTION 145

A workstation was just moved to a new work location without a surge protector. It was working the day before, but now the PC will not power on, the fans will not spin, and there are no signs of activity. Which of the following should the technician do FIRST?

- A. Check the power cable connection
- B. Check the voltage of the PSU with a tester
- C. Test for distended capacitors
- D. Check the voltage switch

Answer: A

NEW QUESTION 149

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

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

Answer: A

NEW QUESTION 154

A network administrator would like to increase network bandwidth to iGbps between two office buildings that are 0.5mi (805m) apart. Which of the following would be the BEST solution?

- A. Fiber
- B. Coaxial
- C. Plenum
- D. Cat 6

Answer: A

NEW QUESTION 155

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

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

Answer: C

NEW QUESTION 159

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

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

Answer: C

NEW QUESTION 161

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

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

Answer: D

NEW QUESTION 166

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

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

Answer: A

NEW QUESTION 170

Users report they have to select the output tray at the printer, even though the correct tray is selected in the print dialog. Which of the following should a technician perform FIRST to attempt to solve the problem?

- A. Check the user's account for the correct printing privileges.
- B. Reinstall the driver on the print server.
- C. Update the firmware on the commercial office printer.
- D. Run Windows Update on the affected computers.

Answer: B

NEW QUESTION 173

A technician is upgrading the RAM in a server-grade laptop for a company's Chief Executive Officer (CEO). The CEO cannot afford any downtime. Which of the following is the BEST type of memory module to purchase?

- A. LRSIMM
- B. DDR4
- C. Parity
- D. Dual channel

Answer: B

NEW QUESTION 176

Virtual machines hosted in the cloud that are used by developers to code applications are an example of:

- A. FaaS
- B. BaaS
- C. PaaS
- D. SaaS
- E. IaaS

Answer: C

NEW QUESTION 178

A user notices a laser printer is picking up multiple sheets of paper from one of its paper trays. The problem started last week and has gotten worse. Which of the following is MOST likely the cause of this problem?

- A. Separation pad
- B. Feed roller
- C. Registration roller
- D. Duplex assembly

Answer: A

NEW QUESTION 181

Which of the following connector types can be plugged into a device both right-side up and upside down?

- A. USB
- B. USB-C
- C. Mini-USB
- D. Micro-USB

Answer: B

NEW QUESTION 182

The corporate office has mandated that all documents must be electronically signed and encrypted with a certificate in order to be stored on the network. The IT department has been asked to ensure the proper file format is used to accomplish this task. Which of the following would satisfy the requirement?

- A. Print to PDF
- B. Print to file
- C. Print to image
- D. Print to XPS

Answer: A

NEW QUESTION 187

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

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

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

Answer: A

NEW QUESTION 190

An employee's mobile device no longer charges, and the employee believes the battery is bad. A technician tests the mobile device and finds it will charge on a wireless charging pad but not when it is connected to a charging cable. Other devices charge without issue when the cable is used. Which of the following should the technician perform FIRST to resolve the issue?

- A. Clean out the charging port on the device
- B. Replace the mobile device's battery
- C. Issue a new charging cable to the employee
- D. Send the device for service and give the employee a loaner

Answer: A

NEW QUESTION 192

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

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

Answer: A

NEW QUESTION 193

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

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

Answer: A

NEW QUESTION 195

A server needs a RAM upgrade, and a technician has been tasked with retrieving the RAM from storage and then installing it. Which of the following is the BEST RAM type for the technician to retrieve?

- A. SoDIMM
- B. DDR4
- C. Single channel
- D. ECC

Answer: B

NEW QUESTION 199

A user reports being unable to browse the Internet. A technician believes the cause of the issue is related to DNS. Which of the following should the technician perform NEXT?

- A. Test the theory by attempting to browse to a website's known IP address.
- B. Implement preventive measures by manually assigning a DNS server to the PC.
- C. Identify the problem by running the command `ipconfig /flushdns`.
- D. Document the findings in the organization's local knowledge base.

Answer: A

NEW QUESTION 203

Which of the following peripherals would a company use to take inventory quickly and update price tags for products? (Choose two.)

- A. Barcode scanner
- B. Label printer
- C. Magnetic reader
- D. KVM switch
- E. NFC device
- F. Flatted scanner

Answer: AC

NEW QUESTION 205

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

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

Answer: B

NEW QUESTION 210

A small business owner with a limited budget wants to host a company website and ERP applications in the cloud. Which of the following would be the BEST cloud model to accomplish this task?

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

Answer: C

NEW QUESTION 214

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

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

Answer: A

NEW QUESTION 218

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

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

Answer: B

NEW QUESTION 223

Which of the following features will save the battery life of a laptop significantly if they are disabled? (Choose two.)

- A. Touchpad
- B. Volume
- C. Screen orientation
- D. Cellular
- E. Bluetooth
- F. Fingerprint reader

Answer: DE

NEW QUESTION 225

A network administrator has discovered an amber indicator light on one of the redundant PSUs of a production server that went offline. Which of the following is the FIRST step in troubleshooting this issue?

- A. Check the connectivity of the power cable.
- B. Check the battery backup system
- C. Check the power settings of the server.
- D. Check the fans of the server

Answer: B

NEW QUESTION 227

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

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

Answer: A

NEW QUESTION 229

A technician needs to give users the ability to transfer files between mobile devices. The technician teaches the staff how to use a file transfer method in which the devices need to be in close proximity with line-of-sight access to each other. Which of the following technologies is the technician teaching to the staff?

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

Answer: A

NEW QUESTION 232

A network administrator is troubleshooting a notebook that is not loading the local Windows 10 operating system. All the computers inside the company are installed using UEFI mode selected. The message on the screen shows a failed attempt to connect to a PXE server. When requested, the end user reported trying to improve the computer's speed by changing some BIOS configurations randomly. Which of the following should the network administrator check FIRST inside BIOS?

- A. C-states should be configured to 2
- B. Secure Boot should be enabled
- C. Wake-on-LAN should be unchecked
- D. The PXE server address should be set

Answer: D

NEW QUESTION 236

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

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

Answer: B

NEW QUESTION 238

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