

CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1



NEW QUESTION 1

- (Topic 2)

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

Explanation:

A Virtual Private Network (VPN) is a secure method for connecting a remote user's laptop to a corporate server. VPNs use encryption to protect data transmitted over the internet.

NEW QUESTION 2

- (Topic 2)

A user on the marketing team uses various multimedia applications that consume a lot of memory. The user needs to install more RAM to run these applications effectively. When the user opens the computer case, the user sees four slots in two sets of colors. Which of the following memory types is MOST likely required?

- A. Dual-channel
- B. Triple-channel
- C. Single-channel
- D. Quad-channel
- E. Error correction code RAM

Answer: A

Explanation:

The two sets of colors on the motherboard indicate that it supports dual-channel memory, which doubles the bandwidth available to the memory controller. Dual-channel memory requires two identical memory modules to be installed in pairs in the correct slots to work effectively. In this case, the user can install two identical RAM modules to enable dual-channel memory, which will provide better performance when using multimedia applications that consume a lot of memory.

NEW QUESTION 3

- (Topic 2)

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

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

Answer: A

Explanation:

Every computer has a CMOS battery and when you remove that battery, your computer will work almost the same as before. The only difference is you won't be able to save any settings in the BIOS, which includes the date and time. If your PC is not booting after removing CMOS, you need to make sure that you have your CPU and RAM connected because it's not possible for your system to boot without those.. Your motherboard and computer will be able to boot just fine even without a CMOS battery present. The only issue is all your BIOS settings will be reset and the time and date will be inaccurate. You will also be unable to save BIOS settings.

NEW QUESTION 4

- (Topic 2)

A hardware technician is configuring a laptop, and the network administrator requires the network settings to be static. The technician successfully pings the servers by IP address but cannot ping the UNC path. Which of the following is the cause of this issue?

- A. Domain Name System
- B. Gateway
- C. Subnet
- D. IP address

Answer: A

Explanation:

The cause of the issue is likely due to a DNS resolution issue. While the technician can ping the servers by IP address, they cannot ping the UNC path, indicating an issue with the name resolution. This can be resolved by configuring the correct DNS server settings.

NEW QUESTION 5

- (Topic 1)

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

Explanation:

DDR3 is the most commonly used RAM type in modern desktop computers. It is faster and more energy efficient than its predecessors, and offers larger capacity modules. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 5

NEW QUESTION 6

- (Topic 1)

A user reports that a PC occasionally fails to boot. The user reboots the PC. but the performance is degrading. The technician hears a strange, repetitive, ticking noise coming from the PC. Which of the following should the technician do FIRST?

- A. Try to extract data.
- B. Reseat the RAM modules.
- C. Inspect the fan.
- D. Check the CD tray.

Answer: A

Explanation:

This is a safe and sensible option if you value your data more than anything else. You don't want to risk losing your data by trying other methods that may worsen the situation. You can use a software tool or a service provider to recover your data before attempting any repairs.

NEW QUESTION 7

- (Topic 1)

An online retailer would like to add capacity to support increased sales. Additional servers have been installed. Which of the following should be used to ensure each new server is being properly utilized?

- A. Virtualization
- B. Clustering
- C. Load balancer
- D. Round-robin DNS

Answer: C

Explanation:

<https://www.resonatenetworks.com/2020/04/29/clustering-vs-load-balancing- whats-the-difference/>

A load balancer distributes network traffic evenly across multiple servers, ensuring each server is being properly utilized. This helps to prevent overloading of any individual server, which can cause downtime or slow response times for users. In this scenario, adding a load balancer would be the best way to ensure the new servers are being properly utilized. References: CompTIA A+ Certification Exam: Core 1 - Page 181

NEW QUESTION 8

- (Topic 1)

A Wi-Fi mesh network has been optimized to eliminate poor coverage areas, yet users still experience decreased bandwidth and connectivity issues. Which of the following actions should the technician take NEXT?

- A. Relocate any large, dense, solid, and metal objects, such as mirrors and file cabinets, in the mesh network coverage area to the perimeter so that wireless reflections, absorptions, and occlusions are minimized.
- B. Use a Wi-Fi analyzer to determine whether the channel in use is overcrowded and to identify which channel the mesh network should use for best performance.
- C. Use the signal strength indicator on a mobile device to roam the coverage area and generate a heat map to isolate zones with weak signals.
- D. Turn off broadcasting of the SSID on the mesh network so that other networks cannot see it.

Answer: B

Explanation:

If users are experiencing decreased bandwidth and connectivity issues in a Wi-Fi mesh network, the technician should use a Wi-Fi analyzer to determine whether the channel in use is overcrowded and to identify which channel the mesh network should use for best performance. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 308

NEW QUESTION 9

- (Topic 1)

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

Explanation:

Thin, vertical lines on every printed page are usually caused by a dirty drum or toner cartridge. Performing the drum-cleaning procedure will likely resolve the issue. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 18

NEW QUESTION 10

- (Topic 1)

An engineer is experiencing unexpected reboots on a graphics workstation when rendering complex 3-D models. The workstation is configured with a 115V power supply that is rated at 200W and connected to a UPS. The central processing unit contains 16 hyperthreaded cores, and a discrete graphics solution utilizing an 8-pin power connector is installed in a PCI Express x16 slot. Which of the following indicates where the technician should begin troubleshooting?

- A. The UPS, as 115V is insufficient for the configuration and should be increased to 220V
- B. The power supply, as 200W is insufficient when the GPU is heavily tasked
- C. The graphics card, as it is the component that triggers the unexpected reboots
- D. The motherboard, as only standard PCI slots should be used for high-end graphics cards, not PCI Express slots

Answer: B

Explanation:

The unexpected reboots on a graphics workstation when rendering complex 3-D models may be caused by insufficient power supply. The workstation is configured with a 115V power supply that is rated at 200W, which may not be enough when the GPU is heavily tasked. The technician should begin troubleshooting by checking the power supply.

NEW QUESTION 10

- (Topic 1)

A technician is monitoring all outbound traffic in a SOHO. Which of the following is the MOST cost-effective solution to monitor the traffic?

- A. Spectrum analyzer
- B. Network tap
- C. Lookback plug
- D. Toner probe

Answer: B

Explanation:

A network tap is used to intercept the signals passing over a cable and send them to a packet or protocol analyzer. Taps are either powered or unpowered:

NEW QUESTION 13

- (Topic 1)

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. Diskmgmt
- C. Disk Cleanup
- D. BitLocker

Answer: B

Explanation:

The tool that the technician should use to see all drives is Diskmgmt. Diskmgmt is a Windows utility that allows you to manage disk drives and partitions on your computer. It can be used to view all drives, including USB drives, that are connected to the computer.

NEW QUESTION 17

- (Topic 1)

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 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

Explanation:

Electromagnetic interference (EMI) is unwanted noise or interference in an electrical path or circuit caused by an outside source. Hence shielded Cat 6 is better. If a technician determines that the root cause of sporadic network connectivity issues is EMI, the most cost-effective cable medium that can be used without sacrificing system performance is shielded Cat 6 cable. Shielded cables protect against electromagnetic interference (EMI) and radio frequency interference (RFI).
References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Page 548)

NEW QUESTION 22

- (Topic 1)

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: D

Explanation:

The most likely cause of the issue is that the page orientation is incorrect. The printer may be set to print labels in a different orientation than the orientation of the label sheet1.

NEW QUESTION 25

- (Topic 1)

Recently, an organization received a number of spam emails that passed through the spam gateway. The emails contained generally the same information, but the sending domains were different. Which of the following solutions would BEST help mitigate the issue?

- A. Updating the keyword filtering
- B. Editing the sender policy framework
- C. Contacting the gateway vendor
- D. Verifying DMARC is enabled

Answer: D

Explanation:

DMARC (Domain-based Message Authentication, Reporting and Conformance) is an email authentication protocol. It is designed to give email domain owners the ability to protect their domain from unauthorized use, commonly known as email spoofing.

NEW QUESTION 27

- (Topic 1)

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

Explanation:

Rapid elasticity would be used by an online retailer to quickly add more web servers during peak sales times. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 405

NEW QUESTION 28

- (Topic 1)

Upon booting a workstation, a technician hears a distinct clicking sound after power is applied to the motherboard. Which of the following would MOST likely be the cause?

- A. RAID
- B. SSD
- C. S.M.A.R.T
- D. HDD

Answer: D

Explanation:

The clicking sound is the sound of a damaged disk in the HDD
A clicking sound from a hard disk drive typically indicates a mechanical failure, such as the read/write head hitting a physical obstruction or a problem with the disk motor. This can cause the drive to fail to initialize or not be recognized by the system during booting.

NEW QUESTION 33

- (Topic 1)

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

Explanation:

Changing the connector setting on the monitor is a possible solution for a PC and its monitor that display the error message "No input signal detected". This error can be caused by an incorrect input selected on the monitor, so changing the connector setting to the correct input should resolve the issue. References: CompTIA A+ Certification Exam Objectives 1001, 1.10
Top of Form
Regenerate response Bottom of Form

NEW QUESTION 36

- (Topic 1)

A technician is upgrading a faulty motherboard that was ordered by an end user for an old, high-end desktop computer. However, the technician is unable to install the CPU into the socket. Upon closer inspection, the technician notices the pins on the CPU do not line up with the socket. Which of the following would be the best course of action for the technician to take NEXT?

- A. Try to set as many pins as possible.
- B. Install an adaptor to create a universal socket.

- C. Verify the socket type and manufacturer.
- D. Find a compatible motherboard for the CPU.

Answer: C

Explanation:

In this situation, the best course of action for the technician to take NEXT would be C. Verify the socket type and manufacturer. If the pins on the CPU do not line up with the socket on the motherboard, it is likely that there is a compatibility issue between the two components. The technician should verify that the socket type and manufacturer of the motherboard match those of the CPU to ensure that they are compatible.

NEW QUESTION 39

- (Topic 1)

A Microsoft Windows user is preparing to work in another country and needs to comply with corporate policy for data protection when copying files to portable media. Which of the following solutions would MOST likely satisfy this requirement?

- A. A USB 3.1 flash drive with BitLocker to Go installed
- B. An SD memory card with NTFS
- C. An xD memory card with ext3
- D. A portable hard drive with FAT32

Answer: A

Explanation:

Using a USB 3.1 flash drive with BitLocker to Go installed is the best option for complying with corporate policy for data protection when copying files to portable media. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 12

NEW QUESTION 41

- (Topic 1)

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: D

Explanation:

According to Dell Community, the Wi-Fi antenna is located in the top of the LCD display housing. It consists of two elements, fed by two cables, a white main designated on the Wi-Fi card by a white triangle, and a black auxiliary designated on the Wi-Fi card by a black triangle¹.

NEW QUESTION 43

- (Topic 1)

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

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

Answer: A

Explanation:

Installing an M.2 SSD will improve a workstation's overall response time for frequently used applications and data without removing the current hard drive. M.2 drives are faster and more efficient than traditional hard drives, making them a good option for increasing overall performance. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 1.5 Given a scenario, configure storage devices and use appropriate media

NEW QUESTION 48

- (Topic 1)

A company wants to use client-side visualization for application testing. Which of the following configurations would BEST support this goal?

A)

CPU 2.5GHz - 4 cores
16GB DDR4 RAM
1TB SSD

B)

CPU 3.2GHz - 1 core
16GB DDR4 RAM
4TB SSD

C)

CPU 2.5GHz - 2 cores
16GB DDR4 RAM
4x 1TB HDD RAID 5

D)

CPU 3.2GHz - 4 cores
8GB DDR4 RAM
500GB HDD

- A. Option A
- B. Option B
- C. Option C
- D. Option D

Answer: A

NEW QUESTION 51

- (Topic 1)

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: A

Explanation:

The most likely reason that the technician is unable to select the channel with almost no RF pollution is that it is reserved for licensed band use. Some channels are reserved for specific purposes and require a license to use. These licensed bands are typically used for critical infrastructure, public safety, or military operations, and unlicensed devices are not allowed to use them. References: CompTIA A+ Certification Exam Objectives - 220-1001: 3.3 Compare and contrast common networking hardware devices.

NEW QUESTION 53

- (Topic 1)

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>

If a laptop's external webcam software is running, but it shows no image or video, the first step the technician should perform is to reseat the webcam. Reseating the webcam involves disconnecting it from the motherboard and then reconnecting it. If this doesn't work, the technician should then check the webcam drivers or software. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Page 502)

NEW QUESTION 55

- (Topic 1)

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. DHCP pool configuration
- B. MAC filtering list
- C. Wireless protocol settings
- D. DNS servers

Answer: B

Explanation:

The technician should check the MAC filtering list next as the new router may have a different MAC address than the old router. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 332

NEW QUESTION 57

- (Topic 1)

A network administrator was notified that laptop users are unable to access or ping any network resources on the corporate network. Which of the following should the network administrator check FIRST?

- A. DHCP
- B. AAA
- C. DNS
- D. ARP

Answer: C

Explanation:

Domain Name System (DNS) is an Internet service that translates domain names (e.g., its.umich.edu) into IP addresses. Dynamic Host Configuration Protocol (DHCP) is a protocol for automatically assigning IP addresses and other configurations to devices when they connect to a network.

NEW QUESTION 59

- (Topic 1)

A remote user called the help desk to report a notification indicating there is limited or no connectivity. The user can access local file folders and other local machines but none of the organization's servers or network items. Web pages do not appear to function either. Which of the following is the MOST likely cause of the issue?

- A. The user's internet connection is down.
- B. The user's domain account is locked out.
- C. The user's switch has stopped working.
- D. The user's IP address needs to be renewed.

Answer: A

Explanation:

Based on the information provided in the scenario, the most likely cause of the issue is that the user's internet connection is down (option A). This would explain why the user is unable to access any of the organization's servers or network items and why web pages are not functioning. However, since the user can still access local file folders and other local machines, it suggests that their local network is still functioning.

The user can access local file folders and other local machines but none of the organization's servers or network items, indicating that the issue is with the user's internet connection, not with the user's domain account, switch, or IP address.

When a user receives a notification indicating that there is limited or no connectivity, it means that their device is unable to establish a connection to the network. In this scenario, the user can access local file folders and other local machines but is unable to access any of the organization's servers or network items and web pages are not functioning. This suggests that the issue is with the user's internet connection.

An internet connection allows a device to communicate with other devices and servers outside of its local network. If the internet connection is down or not functioning properly, the device will be unable to access any resources outside of its local network. This would explain why the user in this scenario can still access local resources but is unable to access any of the organization's servers or network items.

NEW QUESTION 62

- (Topic 2)

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

Explanation:

The cloud concept that should be used for migrating all common business applications, including email and fileshares, to the cloud is Software as a Service (SaaS).

NEW QUESTION 64

- (Topic 2)

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: CDG

Explanation:

When installing a printer on a network, the technician needs to configure the network settings, which include the IP address, subnet mask, and gateway. These settings are used to ensure that the printer can communicate with other devices on the network. When installing a printer on a network, the technician must configure the network settings of the printer to ensure that it can communicate with other devices on the network. This includes configuring the gateway, subnet mask and IP address of the printer.

The gateway is the device that connects the local network to other networks or the Internet. The subnet mask is used to determine which part of an IP address represents the network and which part represents individual hosts on that network. The IP address is a unique identifier for each device on a network.

NEW QUESTION 65

- (Topic 2)

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

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

Answer: C

Explanation:

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

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

Reference: CompTIA A+ Core 1 Exam Guide, page 329.

NEW QUESTION 66

- (Topic 2)

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=Li](https://www.cablewholesale.com/support/technical_articles/whats_your_port.php#:~:text=Lightning%20Connector%3A%20Apple%20introduced%20this,pin%20connector%20and%20is%20reversible.)

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NEW QUESTION 68

- (Topic 2)

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: DF

Explanation:

The appropriate connection types for connecting an external keyboard to an Android tablet are USB-C and Bluetooth.

NEW QUESTION 71

- (Topic 2)

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

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

Answer: B

Explanation:

The primary security concern with virtual machine escape is compromising the hypervisor, which can allow attackers to gain access to other virtual machines or the host system. Virtual machine escape refers to an attack that allows a guest virtual machine to break out of its isolated environment and access other parts of the system.

NEW QUESTION 75

- (Topic 2)

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

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

Answer: A

Explanation:

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

NEW QUESTION 78

- (Topic 2)

A technician is preparing to set up a gaming computer with the following components:

? Discrete, high-end graphics card

? Video capture card

? High-end processor

? Multiple hard drives

? USB 3.0 hub

? Sound card

Which of the following options is the MOST important for the technician to consider before building the gaming computer?

A. Redundant power supply

B. Modular power supply

C. 20-pin v

D. 24-pin power adapter

E. Power supply wattage rating

Answer: D

Explanation:

This is because high-end graphics cards, processors, and multiple hard drives require a significant amount of power to operate. A power supply with insufficient wattage could cause stability issues or even damage the components.

The CompTIA A+ Core1 certification guide emphasizes the importance of selecting an appropriate power supply for a computer build. In addition to wattage, other factors to consider when selecting a power supply include efficiency, modularity, and the number and type of connectors required to power the components.

However, of the options listed, the wattage rating is the most critical consideration.

Therefore, the technician should ensure that the power supply they select has a wattage rating that is sufficient to power all the components in the gaming computer. It is always a good practice to select a power supply with a wattage rating that exceeds the estimated power usage of t

NEW QUESTION 83

- (Topic 2)

A technician has set up a new conference room with a TV and a video soundbar. The technician wants to test the system with a conference call. During the test, the TV speaker produces sound, but the soundbar does not. Which of the following is the MOST likely cause of the issue?

A. The volume on the TV needs to be turned up.

B. The conference call needs to be unmuted for audio.

C. An incorrect HDMI cable is being used.

D. The TV's HDMI-ARC port is not being used.

Answer: D

Explanation:

HDMI-ARC (Audio Return Channel) is an HDMI connection that allows audio to be sent from the TV to an external sound system, such as a soundbar. If the TV's HDMI- ARC port is not being used, then the soundbar will not receive any audio from the TV and thus will not produce any sound. To resolve the issue, the technician should ensure that the TV's HDMI-ARC port is being used to connect the TV to the soundbar.

NEW QUESTION 88

- (Topic 2)

A university student was able to boot from a live Linux CD on a computer in a shared space on campus. Which of the following will BEST prevent this type of action from occurring in the future?

A. Require TPM security features.

B. Set a boot password.

C. Disable all media options.

D. Enable secure boot.

Answer: D

Explanation:

Enabling secure boot will verify the digital signature of the bootloader and operating system, ensuring that the system only boots from trusted and authorised sources. This can prevent booting from an unauthorised live CD or other external media. The best way to prevent booting from a live Linux CD on a computer in a shared space on campus is to enable secure boot. Secure boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs.

Secure Boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs. Secure Boot is an important security feature designed to prevent malicious software from loading when your PC starts up (boots)1.

Booting from a live Linux CD is a process that allows you to run a Linux operating system from a CD or DVD without installing it on your hard drive. This can be useful for testing or troubleshooting purposes. To boot from a live Linux CD, you need to insert the CD or DVD into your computer's CD/DVD drive and restart your computer. Most systems are set up to automatically boot from the CD/DVD drive, but if your system is not set up this way, you may need to change a system setting to boot from a Linux CD/DVD23.

NEW QUESTION 93

- (Topic 2)

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

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

Answer: B

Explanation:

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

Vertical streaks on a laser printer output are usually caused by a damaged or worn-out drum, which is responsible for transferring toner to the paper. If the drum is damaged, toner may accumulate on certain parts of the drum, leading to streaks on the printed output. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 15

NEW QUESTION 96

- (Topic 2)

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: C

Explanation:

The MOST efficient next step the technician should do is to test the output resolution¹. The issue of a projector that will not display any images could be related to the output resolution¹. If the output resolution is not compatible with the projector, the projector will not display any images¹. Calibrating the image, replacing the bulb, or cleaning the fans may not be effective¹.

If a projector is not displaying any images despite verifying that the computer output and cable are providing a good video signal, the technician should test the output resolution. The output resolution of the computer may not be compatible with the projector, which can cause the projector to not display any images.

NEW QUESTION 97

- (Topic 2)

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

Explanation:

The technician should install the appropriate printer drivers for the OS to enable the computer to communicate with the printer. The generic printer name suggests that the drivers are missing or not installed correctly.

NEW QUESTION 102

- (Topic 3)

A technician responds to a user who has reported that a laptop is too hot. The technician notices the laptop is not able to sit level on the workspace. What of the following BEST describes the issue with the laptop?

- A. The docking station is improperly installed.
- B. The hard drive is disconnected.
- C. The CPU fan is too powerful.
- D. The battery is damaged.

Answer: D

Explanation:

A damaged battery can cause a laptop to overheat and swell, making it unable to sit level on the workspace. A swollen battery can also pose a fire hazard and damage other components of the laptop, such as the motherboard or keyboard. The technician should replace the battery as soon as possible and dispose of it properly according to local regulations. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 25)

NEW QUESTION 103

- (Topic 3)

A technician needs to increase the available RAM on a virtual workstation. Which of the following should the technician do?

- A. Increase the ECC memory timings in the BIOS.
- B. Upgrade to the latest DDR5 modules.
- C. Clear the temporary files on the workstation's boot drive.
- D. Use a hypervisor to adjust the resource allocation.

Answer: D

Explanation:

A hypervisor is a software layer that manages and allocates resources for virtual machines (VMs) on a physical host machine. A technician can use a hypervisor to adjust the resource allocation for a virtual workstation, such as increasing the amount of RAM assigned to it from the available pool of memory on the host machine. This can improve the performance and functionality of the virtual workstation without requiring any hardware changes or modifications. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 59)

NEW QUESTION 104

- (Topic 3)

A technician recently received a written warning for causing a system-wide outage. The outage was a result of an unscheduled patch being manually pushed during production hours. Which of the following could have MOST likely prevented the technician from receiving the warning?

- A. Following corporate procedures
- B. Testing before deployment
- C. Documenting the findings
- D. Establishing a plan of action

Answer: A

Explanation:

Following corporate procedures would have been the most likely factor that could have prevented the technician from receiving the written warning. Following established procedures, such as change management, helps ensure that changes made to the production environment are thoroughly tested, approved, and implemented in a controlled and safe manner, reducing the risk of system-wide outages and other unintended consequences.

NEW QUESTION 108

- (Topic 3)

A user's Windows computer started running slowly after the installation of a CAD program. The computer has intermittent timeouts and often has to be rebooted to restore functionality. The computer seems to work correctly if the application is not running. Which of the following should the technician do NEXT to help troubleshoot the issue? (Select TWO).

- A. Replace the video card.
- B. Research the requirements of the application.
- C. Install a new case fan.
- D. Run chkdsk on the HDD.
- E. Check the Event Viewer logs.
- F. Reinstall the application.

Answer: BE

Explanation:

The technician should research the requirements of the CAD program to see if the computer meets them or needs any upgrades or updates to run it properly. The technician should also check the Event Viewer logs to see if there are any errors or warnings related to the application or system performance that could indicate the cause of the problem or suggest a solution. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (pages 43, 47)

NEW QUESTION 109

- (Topic 3)

A technician is preparing laptops for deployment to a medical department. The laptops require SSD-level encryption to be enabled, but BitLocker refuses to turn it on. An error message states that a BIOS-level setting has not been turned on. Which of the following should the technician check FIRST when troubleshooting this issue?

- A. Recorder the priority in Windows Boot Manager.
- B. Check to make sure Secure Boot is turned on.
- C. Ensure that the Trusted Platform Module enabled.
- D. Verify that the latest updates are installed.

Answer: C

Explanation:

The Trusted Platform Module (TPM) is a hardware component that provides cryptographic functions and secure storage for encryption keys, passwords, and certificates. BitLocker requires a TPM to be enabled and activated in the BIOS or UEFI settings of the laptop in order to use SSD-level encryption. The technician should check that the TPM is enabled and activated before trying to turn on BitLocker. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 34)

NEW QUESTION 112

- (Topic 3)

Which of the following video cables can carry an audio signal?

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

Answer: A

Explanation:

This is because HDMI (High-Definition Multimedia Interface) is a digital video cable that can also carry audio signals¹. HDMI cables are commonly used to connect devices like Blu-ray players, game consoles, and streaming boxes to HDTVs and monitors. The other options are not capable of carrying audio signals. VGA (Video Graphics Array) is an analog video cable that only carries RGBHV signals¹². S-Video (Super Video) is another analog video cable that carries separate luminance and chrominance signals¹. DVI (Digital Visual Interface) is a digital video cable that can carry either analog or digital signals, but not audio¹.

NEW QUESTION 116

- (Topic 3)

A technician receives an alert indicating all VMs are down. After some troubleshooting, the technician discovers the network is out of space. To resolve the issue, the technician decides to add more space. Which of the following network types will the technician be working with?

- A. SCSI
- B. NAC
- C. SAN
- D. WISP

Answer: C

Explanation:

A storage area network (SAN) is the type of network that the technician will be working with when adding more space to resolve the issue of all VMs being down due to the network being out of space. A SAN is a network that provides access to consolidated and block-level data storage, which can be used for virtualization and backup purposes. SCSI is a type of interface that connects devices such as hard drives and optical drives to a computer. NAC is a type of security solution that controls access to a network based on policies and device compliance. WISP is a type of internet service provider that delivers wireless broadband access over long distances.

NEW QUESTION 121

- (Topic 3)

The GPS on a user's phone has been unreliable. Which of the following will MOST likely resolve the issue?

- A. Enabling high-accuracy mode
- B. Replacing the battery
- C. Disabling Wi-Fi connections
- D. Utilizing a third-party map application

Answer: A

Explanation:

Enabling high-accuracy mode is the most likely action to resolve the issue of unreliable GPS on a user's phone. High-accuracy mode uses multiple sources of location data, such as Wi-Fi, cellular networks, and Bluetooth, to improve the accuracy and reliability of GPS. Replacing the battery, disabling Wi-Fi connections, or utilizing a third-party map application are unlikely to fix the GPS issue, as they are not directly related to the GPS function.

NEW QUESTION 124

- (Topic 3)

An IT manager is evaluating ticket resolution times. While reviewing the data, the manager notices repetitive issues are taking longer than expected to resolve. Which of the following changes should the manager implement to resolve repetitive issues more quickly?

- A. Require the technicians to spend more time testing theories to determine the root causes of issues.
- B. Require the technicians to verify full system functionality when resolving issues.
- C. Require the technicians to gather more information when speaking with users about issues.
- D. Require the technicians to document the findings, action, and outcomes of issues.

Answer: D

Explanation:

By documenting the findings, action, and outcomes of issues, the technicians can create a knowledge base that can be used to resolve similar issues in the future more quickly and efficiently. The documentation can also help identify patterns or trends that can lead to preventive measures or root cause analysis. Documenting the issues can also improve communication and collaboration among technicians and users, as well as provide evidence of service quality and performance.

Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 4)

NEW QUESTION 125

- (Topic 3)

Which of the following does a DHCP reservation MOST likely apply to?

- A. Smart TV
- B. Mobile device
- C. Workstation
- D. Printer

Answer: D

Explanation:

A DHCP reservation is a feature that allows a DHCP server to assign a specific IP address to a specific device on a network, based on its MAC address. This ensures that the device always receives the same IP address, even if it is disconnected or rebooted. A DHCP reservation is most likely applied to a printer, as it can make it easier for users to find and connect to the printer on the network, without having to change the printer settings or deal with IP address conflicts.

Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 84)

NEW QUESTION 129

- (Topic 3)

A user receives the following error when trying to reboot a computer:


```
System RAID Controller FW v1.2
A disk member in an array has failed or is not responding

Port      Device ID  Description              Status
sata0     disk0      Generic 500 SATA III     OK
sata1     disk1      Generic 500 SATA III     Not Found
```

Which of the following is the MOST likely cause of this error message?

- A. Corrupted bootloader
- B. Faulty RAID controller
- C. Failed hard drive
- D. Incorrect storage device driver

Answer: C

Explanation:

The error message "Reboot and Select Proper Boot Device" indicates that the computer cannot find the boot device that contains the operating system¹². This can happen if the hard drive that stores the operating system is damaged or failed, and the BIOS cannot detect it or read from it²³. A failed hard drive can also cause other symptoms such as clicking noises, corrupted files, or slow performance⁴.

NEW QUESTION 133

- (Topic 3)

A business purchased a new multifunction printer that will be used to photocopy documents with hundreds of pages. A technician is configuring the printer. Which of the following features should the technician ensure is set up?

- A. SMB
- B. PCL
- C. ADF
- D. SSH

Answer: C

Explanation:

Automatic document feeder (ADF) is a feature that allows a multifunction printer to photocopy documents with hundreds of pages automatically without requiring manual intervention. ADF scans multiple pages from a stack of documents and feeds them into the printer one by one. SMB is a network protocol that allows file sharing and printer access among different devices on a network. PCL is a printer language that controls how data is formatted for printing. SSH is a network protocol that allows secure remote access to another device over an encrypted connection.

NEW QUESTION 136

- (Topic 3)

A customer brings a phone to a repair shop because it is experiencing extreme slowness and applications are crashing. A technician attempts to install a diagnostic application, but the installation fails. Which of the following should the technician do FIRST to troubleshoot the issue?

- A. Check the storage space.
- B. Inspect the screen for damage.
- C. Install the latest updates.
- D. Recalibrate the digitizer.

Answer: A

Explanation:

One of the possible causes of extreme slowness and application crashes on a phone is low or insufficient storage space. This can affect the performance and functionality of the phone, as well as prevent new applications from being installed or updated. The technician should check the storage space on the phone and see if there is enough free space available for the diagnostic application and other operations. The technician should also advise the customer to delete or move any unnecessary or unused files, apps, or data from the phone to free up some space. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 10)

NEW QUESTION 140

- (Topic 3)

A bank wants to leverage cloud computing but would like a cloud solution in which infrastructure is isolated from other businesses. Which of the following cloud models would BEST address the bank's need?

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

Answer: C

Explanation:

A private cloud is a cloud computing model that provides services and resources to a specific organization or group over a private network. A private cloud can offer more security and control than other cloud models, as well as customized infrastructure that suits the organization's needs. A bank would most likely choose a private cloud model to leverage cloud computing while maintaining isolation from other businesses. A public cloud is a cloud computing model that provides services and resources to anyone over the internet. A hybrid cloud is a combination of public and private cloud services that share data and resources.

NEW QUESTION 145

- (Topic 3)

A company would like to take advantage of the cost savings of cloud computing by only paying for the resources used. Which of the following will BEST address this need?

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

Answer: C

Explanation:

Metered utilization is a cloud feature that allows cloud providers to charge customers based on their actual consumption of resources, such as CPU time, storage space, bandwidth, or transactions. This enables customers to pay only for the resources they use, rather than a fixed or flat rate, which can reduce costs and increase efficiency. Metered utilization can also provide more transparency and accountability for both cloud providers and customers, as they can track and monitor their resource usage and billing. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 97)

NEW QUESTION 146

- (Topic 3)

A user reports a repetitive clicking noise is coming from a personal laptop. A technician notes the laptop's inputs are severely delayed. Which of the following should the technician replace to resolve the issue?

- A. The memory
- B. The storage device
- C. The integrated keyboard
- D. The battery

Answer: B

Explanation:

A repetitive clicking noise coming from a laptop is usually a sign of a failing hard disk drive (HDD), which is a type of storage device that uses spinning platters and moving heads to read and write data. A failing HDD can also cause severe delays in input and output operations, as well as data loss or corruption. The technician should replace the HDD with a new one or upgrade it to a solid state drive (SSD), which is another type of storage device that uses flash memory and has no moving parts. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 24)

NEW QUESTION 150

- (Topic 3)

A technician is troubleshooting an issue involving lines appearing down copied pages, but printed pages sent directly to the copier render as intended. Which of the following is the MOST likely cause of this issue?

- A. Empty imager drum
- B. Overheated system fuser
- C. Scratched scanner glass
- D. Third-party toner

Answer: C

Explanation:

If lines appear down copied pages but printed pages sent directly to copier render as intended, it could be due to scratched scanner glass which can cause lines or streaks on copied pages. If there are lines appearing on copied pages, but not on printed pages sent directly to the copier, the issue is most likely caused by a scratch on the scanner glass. References: <https://www.pacificoffice.com/how-to-fix-lines-on-copier/>

NEW QUESTION 155

- (Topic 3)

A user who is facilitating a videoconference reports that the participants can be heard. However, when the user attempts to speak, none of the participants can hear the user. Which of the following is the FIRST step the technician should take?

- A. Restart the Videoconference.
- B. Replace the laptop.
- C. Check the audio inputs.
- D. Try another microphone.

Answer: C

Explanation:

The technician should check that the audio inputs are configured correctly for the videoconference software and that they are not muted or disabled. The technician should also make sure that the microphone is plugged in properly and that it is not faulty or damaged. If possible, the technician should test the microphone on another device or use another microphone on the same device to isolate the problem. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 11)

NEW QUESTION 156

- (Topic 3)

A help desk technician receives a ticket stating a printer has jammed several times today. The technician removes the jammed paper and notices the paper supply is low and the paper in the tray is wrinkled. Which of the following MOST likely caused the paper jams?

- A. High latency
- B. Page orientation
- C. Driver mismatch
- D. Multipage misfeed

Answer: D

Explanation:

A multipage misfeed is when more than one sheet of paper feeds into the printer at once, causing paper jams or misprints. A multipage misfeed can be caused by low paper supply or wrinkled paper in the tray, as reported by the user in this case. High latency is not related to paper jams, but to network delays or slow performance. Page orientation refers to whether the page is printed in portrait or landscape mode, which does not affect paper jams either. Driver mismatch could cause printing errors or compatibility issues, but not paper jams.

NEW QUESTION 161

- (Topic 3)

A user reports a tablet restarts on its own every five to ten minutes. In addition, the tablet has intermittent issues with charging. The technician gives the user a new power adapter and charging cable, and the technician also tries resetting the OS. but the issue persists. Which of the following is the MOST likely cause of the issue?

- A. Water damage
- B. Incorrect OS version
- C. Faulty battery
- D. Damaged charging port

Answer: C

Explanation:

A faulty battery could cause a tablet to restart on its own and have intermittent issues with charging. Water damage could also cause these symptoms, but it is not the most likely cause unless there is evidence of liquid exposure. Incorrect OS version could cause compatibility or performance issues, but not charging problems. Damaged charging port could prevent the tablet from charging, but not cause it to restart randomly.

NEW QUESTION 164

- (Topic 3)

A drive failed on a server that was leveraging a RAID disk configuration. The server administrator would like to rebuild the array so it can withstand a potential multidrive failure in the future. Which of the following RAID configurations will the administrator MOST likely select?

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

Answer: D

Explanation:

RAID stands for Redundant Array of Independent Disks, which is a technology that combines multiple disks into a logical unit to improve performance, reliability, or both. There are different types of RAID levels that use different methods of data distribution and redundancy.

RAID 0 is a level that stripes data across multiple disks without any redundancy. It offers the highest performance but no fault tolerance. If any disk fails, the entire array is lost. RAID 1 is a level that mirrors data across two disks. It offers the lowest performance but the highest fault tolerance. It can survive the failure of one disk.

RAID 5 is a level that stripes data across multiple disks with parity information. It offers a balance between performance and fault tolerance. It can survive the failure of one disk, but not two or more disks.

RAID 10 is a level that combines RAID 1 and RAID 0. It creates a striped array of mirrored pairs. It offers high performance and high fault tolerance. It can survive the failure of one disk in each pair, or multiple disks in different pairs.

Therefore, if the server administrator wants to rebuild the array to withstand a potential multidrive failure in the future, RAID 10 is the most likely choice.

NEW QUESTION 167

- (Topic 3)

A laptop does not have any audio output from the built-in speakers. The Windows Device Manager shows a down arrow for the audio device. Which of the following will correct this audio issue?

- A. Replacing the speakers
- B. Increasing the volume
- C. Enabling the audio device
- D. Updating the driver

Answer: C

Explanation:

Enabling the audio device is the correct action to correct an audio issue where a laptop does not have any audio output from the built-in speakers and Windows Device Manager shows a down arrow for the audio device. A down arrow indicates that the audio device is disabled and needs to be enabled by right-clicking on it and selecting Enable device. Replacing the speakers, increasing the volume, or updating the driver are unlikely to solve the issue if the audio device is disabled.

NEW QUESTION 170

- (Topic 3)

Which of the following cables should be used to terminate ST connectors on each end?

- A. Optical fiber
- B. Coaxial
- C. Shielded twisted pair
- D. HDMI

Answer: A

Explanation:

Optical fiber is the type of cable that should be used to terminate ST connectors on each end. ST connectors are commonly used for fiber optic cables, which transmit data using light pulses. Coaxial, shielded twisted pair, and HDMI are not types of cables that use ST connectors, but different types of connectors and transmission methods.

NEW QUESTION 172

- (Topic 3)

A user's touch-screen tablet is having an issue with the screen orientation. Which of the following is MOST likely causing this issue?

- A. The screen rotation is locked
- B. The screen protector on the tablet is damaged
- C. The touch-screen digitizer is malfunctioning
- D. The inverter is misconfigured

Answer: A

Explanation:

The screen rotation is locked. If a user's touch-screen tablet is having an issue with screen orientation, it could be due to screen rotation being locked in device settings.

If the screen rotation is locked, the touch-screen tablet will not rotate the screen when the device is turned. This can usually be unlocked in the settings or by pressing a specific key combination. References: <https://www.howtogeek.com/254132/how-to-enable-screen-rotation-on-windows-10/>

NEW QUESTION 173

- (Topic 3)

A company uses legacy accounting software, and no replacement is available. Which of the following virtualization solutions will the company MOST likely select?

- A. Network
- B. Storage
- C. Desktop
- D. Sandbox

Answer: D

Explanation:

A sandbox is a virtualization solution that allows a legacy application to run in an isolated environment without affecting other applications or systems. A sandbox can emulate an older operating system or hardware configuration that is compatible with the legacy software. A hybrid cloud is a combination of public and private cloud services that share data and resources. Infrastructure as a service is a cloud computing model that provides servers, storage, networking, and software over the internet. Public cloud is a cloud computing model that provides services and resources to anyone over the internet. Private cloud is a cloud computing model that provides services and resources to a specific organization or group over a private network.

NEW QUESTION 176

- (Topic 3)

Which of the following is an unsecure remote access protocol?

- A. SSH
- B. HTTPS
- C. SFTP
- D. Telnet

Answer: D

Explanation:

Telnet is an unsecure remote access protocol that allows a user to connect to a remote device and execute commands on it¹². Telnet does not encrypt the data that is transmitted between the user and the device, which means that anyone who intercepts the network traffic can read the information, including usernames and passwords¹². Telnet also does not authenticate the user or the device, which means that anyone can impersonate either party and gain unauthorized access¹.

NEW QUESTION 177

- (Topic 3)

A tier one technician has spent the past thirty minutes troubleshooting an Issue With an end user's network connection After a solution was implemented, the end user rebooted the system, tested the Issue, and confirmed the Issue was resolved. Which of the following should the technician do NEXT?

- A. Document the findings, actions, and solution in the company knowledge base
- B. Advise the user to try the solution before contacting the help desk if the Issue happens again
- C. Establish a theory of probable cause
- D. Escalate the Issue to the tier two support team for resolution.

Answer: A

Explanation:

According to the Official CompTIA A+ Core 1 Study Guide (220-1101) 1, the correct answer is A. Document the findings, actions, and solution in the company knowledge base.

The explanation is that after resolving an issue, a technician should always document what was done and how it was fixed. This helps to create a record of the problem and its solution for future reference and also to share knowledge with other technicians. <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide>

By documenting the findings, actions, and solution in the company knowledge base, it will help to ensure that if the Issue happens again, the technician or a different technician will be able to quickly and easily find the solution and resolve the Issue. Additionally, it is important to document the solution so that the same Issue does not need to be troubleshoot multiple times in the future.

NEW QUESTION 178

- (Topic 3)

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 181

- (Topic 3)

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 1 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 183

- (Topic 3)

A user reports that a printer is leaving streaks on printed pages. The paper type and the toner have been replaced. Which of the following should the technician check NEXT to resolve the issue?

- A. System board
- B. Paper tray
- C. Memory
- D. Fuser

Answer: D

Explanation:

This is because the fuser is the part of the printer that heats and melts the toner onto the paper. If the fuser is defective or dirty, it can cause streaks or smudges on printed pages. The system board and the memory are not related to the quality of the print output. The paper tray may cause paper jams or misfeeds, but not streaks on the paper.

NEW QUESTION 187

- (Topic 3)

Which of the following components houses the MX record?

- A. DNS
- B. VLAN
- C. DHCP
- D. SMTP

Answer: A

Explanation:

The MX record is housed in the DNS (Domain Name System) which is responsible for translating domain names into IP addresses and vice versa. The MX record specifies the mail server responsible for accepting email messages on behalf of a domain name and is a resource record in the DNS123.

NEW QUESTION 191

- (Topic 4)

A customer's phone no longer charges fully The phone only charges to 67% and then stops_ Which of the following should be replaced to resolve this issue?

- A. The phone
- B. The charger
- C. The battery
- D. The SD card

Answer:

C

Explanation:

The correct answer is C. The battery.

The battery is the component that stores and provides electrical power to the phone. The battery can degrade over time and lose its capacity to hold a full charge. This can cause the phone to stop charging at a certain percentage and run out of power faster. To resolve this issue, the battery should be replaced with a new one that is compatible with the phone model and manufacturer.

To replace the battery, the customer may need to follow different steps depending on the type of phone and battery. Some phones have removable batteries that can be easily accessed by opening the back cover of the phone and sliding out the old battery. Other phones have non-removable batteries that are sealed inside the phone and require special tools and skills to open the phone and disconnect the old battery. In this case, the customer may need to contact the phone manufacturer or a professional service center for assistance.

Reference: Troubleshooting Mobile Devices – CompTIA A+ 220-1101 – 5.5

NEW QUESTION 195

- (Topic 4)

A company wants to save money by leveraging the cloud while still being able to customize the infrastructure. Which of the following cloud models would best address the company's needs?

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

Answer: C

Explanation:

A hybrid cloud model would best address the company's needs of saving money by leveraging the cloud while still being able to customize the infrastructure. A hybrid cloud model is a combination of public and private cloud services, connected by a secure network. A public cloud service is a cloud service that is offered by a third-party provider over the Internet, and is shared by multiple customers. A private cloud service is a cloud service that is dedicated to a single customer, and is hosted either on-premises or by a third-party provider. A hybrid cloud model allows the company to use the public cloud for cost-effective and scalable services, such as storage, backup, or analytics, and use the private cloud for more sensitive or customized services, such as security, compliance, or performance. A hybrid cloud model also enables the company to move workloads between the public and private cloud as needed, depending on the demand, availability, or cost. A hybrid cloud model can provide the company with the best of both worlds: the flexibility and efficiency of the cloud, and the control and customization of the infrastructure.

References:

? What is Hybrid Cloud? | IBM1

? Hybrid Cloud Computing | Microsoft Azure2

? Cloud Deployment Models: Explaining and Comparing the 5 Main Models ...3

NEW QUESTION 199

- (Topic 4)

A classroom projector, which is turned on, displays a flashing LED code but does not have any video output. Which of the following should a technician do to resolve the issue?

- A. Replace the bulb.
- B. Adjust the input resolution_
- C. Clean the air filter.
- D. Change the input source.

Answer: C

Explanation:

The answer is C. Clean the air filter.

A flashing LED code on a projector usually indicates a problem with the projector's hardware, such as the lamp, the fan, the temperature sensor, or the air filter.

According to the web search results, some possible causes and solutions for this problem are:

? Projector is too hot: Make sure that the vents and air filter are not clogged with dust or obstructed by nearby objects. Clean or replace the air filter. Make sure the environmental temperature is not too hot12.

? Projector has overheated and turned off: Leave it turned off to cool down for five minutes. Make sure that the vents and air filter are not clogged with dust or obstructed by nearby objects. Clean or replace the air filter. If operating the projector at high altitude, turn on High Altitude Mode12.

? Low air flow through the projector or air filter: Make sure that the vents and air filter are not clogged with dust or obstructed by nearby objects. Clean or replace the air filter12.

References:

? Projector Light Status

? Projector Light Status

NEW QUESTION 202

- (Topic 4)

A user reports that a printer pulls multiple sheets of paper from the paper tray instead of a single sheet. Which of the following should a technician investigate to resolve this issue? (Select two).

- A. Toner cartridge
- B. Tractor feed
- C. Pickup roller
- D. Separation pad
- E. Duplexer
- F. Fuser

Answer: CD

Explanation:

The correct answers are C. Pickup roller and D. Separation pad.

A pickup roller is a rubber wheel that grabs the paper from the paper tray and feeds it into the printer. A separation pad is a small piece of cork or rubber that prevents more than one sheet of paper from being fed at a time. If the pickup roller or the separation pad is worn out, dirty, or damaged, it can cause the printer to pull multiple sheets of paper instead of a single sheet. This can lead to paper jams, misprints, or wasted paper.

To resolve this issue, a technician should investigate the condition of the pickup roller and the separation pad and replace them if necessary. The technician should also clean the paper tray and make sure the paper is loaded correctly and not stuck together.

A toner cartridge is a component that contains the toner powder used to create the printout on a laser printer. A tractor feed is a mechanism that uses sprockets to move continuous paper through a dot matrix printer. A duplexer is a device that allows a printer to print on both sides of the paper automatically. A fuser is a part of a laser printer that melts the toner onto the paper using heat and pressure. None of these components are related to the issue of pulling multiple sheets of paper from the paper tray.

Reference: Types of Printers—What You Need to Know for the CompTIA A+ Exams

NEW QUESTION 205

- (Topic 4)

An integrated webcam on a user's laptop broke, so a technician installed a temporary, external webcam. Since the external webcam installation, other users can only see part of the user's face during videoconferences. Which of the following BEST describes the reason for this issue?

- A. The webcam is not on a level surface.
- B. The webcam driver should be updated.
- C. The webcam is plugged into the wrong USB port.
- D. The webcam is not compatible with the OS.

Answer: A

Explanation:

The most likely reason for the issue is that the webcam is not on a level surface, which causes the camera angle to be distorted. The user should adjust the position of the webcam so that it is aligned with the laptop screen and captures the user's face fully. The other options are not relevant to this issue, as they would not affect the camera angle or visibility of the user's face. Verified References: How to Position Your Webcam Correctly.

NEW QUESTION 208

- (Topic 4)

A regularly used laser printer is printing vertical lines on each page_ Which of the following should the technician do first?

- A. Lower the printing contrast.
- B. Change the paper type
- C. Install a new fuser.
- D. Replace the toner cartridge

Answer: D

Explanation:

The answer is D. Replace the toner cartridge.

Vertical lines on a laser printer output are usually caused by a faulty or empty toner cartridge, a dirty or damaged drum unit, or a clogged or obstructed laser glass. According to the web search results, some possible steps to troubleshoot and resolve this issue are:

? Check the toner level and replace the toner cartridge if it is low or empty¹.

? Remove the toner cartridge and inspect the drum unit for any signs of damage, such as scratches, cracks, or toner buildup. Clean the drum unit with a soft cloth or replace it if it is damaged²³.

? Locate the laser glass, which is a narrow strip of glass under the scanner lid or inside the printer. Clean the laser glass with a lint-free cloth moistened with water and remove any dust, dirt, or debris that might block the laser beam²⁴.

NEW QUESTION 211

- (Topic 4)

Which of the following is the best reason to set up a virtual sandbox?

- A. To run a test application that communicates with the test environment
- B. To analyze the effects of malware in a safe manner
- C. To host an application that multiple remote users can access
- D. To test an application in Windows and Linux concurrently

Answer: B

Explanation:

A virtual sandbox is an isolated environment that mimics the characteristics of a real system, but does not affect or interact with it¹. A virtual sandbox can be used to run potentially unsafe or malicious code and observe its behavior without risking harm to the host machine or network². This is useful for cybersecurity researchers who want to test and analyze malware samples, such as viruses, worms, ransomware, etc., and understand how they work and how to prevent or mitigate them³.

NEW QUESTION 214

- (Topic 4)

A user needs to connect a laptop to the internet while traveling on a train. Which of the following features should be enabled on the user's phone?

- A. Bluetooth
- B. Near-field communication
- C. Hotspot
- D. Roaming

Answer: C

Explanation:

A hotspot is a feature that allows a phone to share its cellular data connection with other devices via Wi-Fi, Bluetooth, or USB. This can be useful when traveling on a train, where Wi-Fi networks may not be available or reliable. A hotspot can provide internet access to a laptop or other devices that need to connect to the web.

Bluetooth is a wireless technology that allows devices to communicate over short distances, usually within 10 meters. It can be used to pair devices such as headphones, speakers, keyboards, mice, etc. However, it cannot be used to share internet access from a phone to a laptop.

Near-field communication (NFC) is a wireless technology that allows devices to exchange data by touching or bringing them close together, usually within 4 cm. It can be used for applications such as contactless payments, smart cards, digital tickets, etc. However, it cannot be used to share internet access from a phone to a laptop.

Roaming is a feature that allows a phone to use another carrier's network when the home network is not available. This can be useful when traveling abroad, where the home network may not have coverage or agreements with local operators. However, roaming can incur additional charges and may not provide the same speed or quality of service as the home network. Roaming does not affect the ability of the phone to share internet access with other devices via hotspot.

NEW QUESTION 215

- (Topic 4)

A technician replaces a laptop hard drive with an M.2 SSD. When the technician reboots the laptop, the laptop does not detect the SSD. Which of the following should the technician configure for the system?

- A. HSM
- B. Boot options
- C. UEFI settings
- D. TPM

Answer: C

Explanation:

UEFI stands for Unified Extensible Firmware Interface, and it is a type of firmware that controls the boot process of a computer. UEFI settings allow the technician to configure various aspects of the boot process, such as the boot order, the boot mode, and the security options. If the technician replaces a laptop hard drive with an M.2 SSD, they may need to adjust the UEFI settings to enable the system to detect and boot from the new drive.

NEW QUESTION 218

- (Topic 4)

A technician is replacing a failed drive in a RAID 5 array. Which of the following is the first step the technician should take before hot swapping the drive out of the array?

- A. Document the replacement date.
- B. Shut down the array.
- C. Safely dispose of the failed drive.
- D. Perform a full backup.

Answer: D

Explanation:

The answer is D. Perform a full backup.

Before replacing a failed drive in a RAID 5 array, the technician should perform a full backup of the data on the array to ensure that no data is lost during the hot swapping process. Hot swapping is the process of replacing a drive without shutting down the system or the array, which allows for faster recovery and minimal downtime. However, hot swapping also involves some risks, such as accidentally removing the wrong drive, damaging the new drive, or encountering another drive failure during the rebuild process. Therefore, performing a full backup is a precautionary measure that can prevent data loss in case of any unexpected errors or complications.

The other options are not the first steps that the technician should take before hot swapping the drive. Documenting the replacement date is a good practice, but it is not as important as backing up the data. Shutting down the array is not necessary for hot swapping, and it may cause more disruption to the system or the users. Safely disposing of the failed drive is a step that should be done after replacing it, not before.

References:

? Hot-swapping the hard drives when the RAID crashes | QNAP, section "Install a new drive to rebuild RAID 5 by hot swapping": "Important: Do not install a new drive when the system is not in degraded mode, otherwise you may encounter unexpected system failures."

? Hot Swapping hard drives on Raid 5 with data on them - Spiceworks Community, reply by Magnus369: "Part of that slowness would be the raid level you are using. Highly doubt you can change it without losing data either, but your writes are going to be atrociously slow due to having to figure out parity across 11 drives for each write you do. While you may have a ton of space, it's unstable and subject to self destruction."

? hard drive - How do I Change a damaged Disk in a Raid 5 array - Server Fault, answer by Chris S: "If you have another disk failure during rebuild you will lose all your data."

NEW QUESTION 220

- (Topic 4)

Several users report that a projector routinely turns off in the middle of meetings and does not turn back on immediately. Users have to wait several minutes before the projector will turn back on. When the projector is on, the picture is clear and bright. Which of the following is the most likely reason the projector is turning off?

- A. The video cable connecting the video source to the projector is failing.
- B. The bulb in the projector is failing.
- C. The projector is overheating and needs to be cleaned.
- D. The outlet that the projector is plugged into is faulty.

Answer: C

Explanation:

The projector is overheating and needs to be cleaned. A common cause of projector shutdown is overheating, which can be triggered by dust accumulation, blocked vents, or faulty fans. The projector has a thermal protection circuit that turns it off when the temperature reaches a certain level, and it will not turn back on until it cools down. To prevent this issue, the projector needs to be cleaned regularly and placed in a well-ventilated area. The video cable, the bulb, and the outlet are not likely to cause the projector to turn off intermittently.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 18.

NEW QUESTION 222

- (Topic 4)

Which of the following external monitor connections provides the highest possible resolution for a PC?

- A. Thunderbolt
- B. DVI
- C. VGA
- D. HDMI
- E. DisplayPort

Answer: E

Explanation:

DisplayPort is a type of external monitor connection that provides the highest possible resolution for a PC. DisplayPort supports up to 8K resolution at 60 Hz, or 4K resolution at 120 Hz, with a maximum bandwidth of 32.4 Gbps. DisplayPort also supports audio, multiple monitors, and adaptive sync. DisplayPort is compatible with other types of connections, such as HDMI and DVI, with adapters.

References: The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook, page 3-9.

NEW QUESTION 227

- (Topic 4)

An administrator is replacing 15,000rpm hard drives in a server. Which of the following is the interface type the drives most likely use?

- A. IDE
- B. SAS
- C. eSATA
- D. SATA

Answer: B

Explanation:

SAS (Serial Attached SCSI) is an interface type that supports high-speed data transfer and high-performance hard drives, such as 15,000rpm drives. SAS drives are commonly used in servers that require fast access and reliability. IDE (Integrated Drive Electronics), eSATA (external SATA), and SATA (Serial ATA) are not suitable for 15,000rpm drives, as they have lower speed and performance.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 22.

NEW QUESTION 231

- (Topic 4)

A systems administrator is working to ensure access to corporate laptops is limited to authorized users. The administrator has already implemented a password policy. Which of the following would be the best option to help the administrator secure the corporate resources?

- A. Trusted Platform Module
- B. Biometric scanner
- C. Laptop lock
- D. Encryption

Answer: B

Explanation:

The best option to help the administrator secure the corporate resources is B. Biometric scanner.

A biometric scanner is a device that can authenticate a user's identity based on their physical or behavioral characteristics, such as fingerprint, iris, face, voice, or signature. A biometric scanner can provide a high level of security and convenience for accessing corporate laptops, as it can prevent unauthorized users from accessing the devices and eliminate the need to remember passwords .

The other options are not the best options for this scenario. A Trusted Platform Module (TPM) is a chip that can store encryption keys and other sensitive data on a laptop. A TPM can enhance the security of data and devices, but it does not limit access to authorized users by itself. A TPM can work with a password or a biometric scanner to provide multifactor authentication . A laptop lock is a device that can physically secure a laptop to a desk or other object using a cable and a lock. A laptop lock can deter theft or tampering, but it does not prevent unauthorized users from accessing the laptop if they have the password or the key.

Encryption is a process that can protect data on a laptop by transforming it into an unreadable format using a key. Encryption can prevent unauthorized users from accessing or modifying the data, but it does not prevent them from accessing the laptop itself.

NEW QUESTION 234

- (Topic 4)

Which of the following wireless technologies would a company most likely implement for inventory management?

- A. NFC
- B. 5G
- C. Bluetooth
- D. RFID

Answer: D

Explanation:

RFD stands for Radio Frequency Identification, which is a technology that uses radio waves to identify and track objects that have RFID tags attached to them. RFID tags are small devices that store information and can be read by RFID readers without direct contact or line of sight. RFID can be used for inventory management, as it can provide real-time visibility and accuracy of the location, quantity, and status of the items in a warehouse, store, or supply chain .

NEW QUESTION 235

- (Topic 4)

Which of the following best describes the primary function of a spam gateway?

- A. Serves as a repository for email routing logs
- B. Blocks unrequested ICMP packets from external networks
- C. Categorizes incoming network messages
- D. Mitigates DDoS attacks

Answer: C

Explanation:

A spam gateway is a software solution that filters email messages based on various criteria, such as sender, recipient, subject, content, attachments, and URLs. A spam gateway categorizes incoming network messages as spam or non-spam, and either blocks, quarantines, or delivers them accordingly. A spam gateway can help protect email servers and users from malicious or unwanted emails, such as phishing, malware, or advertising.

* A. Serves as a repository for email routing logs. This is not the primary function of a spam gateway. Email routing logs are records of the path and status of email messages as they travel through the network. Email routing logs can help troubleshoot email delivery issues, but they do not filter or categorize email messages.

* B. Blocks unrequested ICMP packets from external networks. This is not the primary function of a spam gateway. ICMP (Internet Control Message Protocol) packets are used to communicate network information, such as errors, requests, or replies. Blocking unrequested ICMP packets from external networks can help prevent network scanning or denial-of-service attacks, but it does not filter or categorize email messages.

* D. Mitigates DDoS attacks. This is not the primary function of a spam gateway. DDoS

(Distributed Denial-of-Service) attacks are attempts to overwhelm a network or server with a large amount of traffic from multiple sources. Mitigating DDoS attacks can help maintain network availability and performance, but it does not filter or categorize email messages. Reference: Gateway Spam Filter - SpamTitan Email Security¹.

NEW QUESTION 236

- (Topic 4)

Which of the following are benefits of application virtualization? (Select two).

- A. The network works more quickly.
- B. Applications are easier to learn.
- C. RAM works more efficiently.
- D. The overall IT cost goes down.
- E. OS performance is superior.
- F. Upgrading applications is easier.

Answer: DF

Explanation:

The correct answers are D. The overall IT cost goes down and F. Upgrading applications is easier.

Application virtualization is a technology that allows users to run applications without installing them on their devices. The applications are stored and executed on a remote server, and the users can access them through a network connection. Application virtualization has several benefits, such as¹²:

- The overall IT cost goes down: Application virtualization reduces the need for hardware, software, and maintenance costs, as the applications are centralized and managed on the server side. This also saves energy and space, as fewer physical machines are required to run the applications. Additionally, application virtualization can reduce licensing costs, as the applications can be delivered on-demand and based on usage.

- Upgrading applications is easier: Application virtualization simplifies the process of updating and patching applications, as the changes can be made on the server side and pushed to the users instantly. This eliminates the need for manual installation and configuration on each device, and ensures that all users have the latest version of the applications.

Other benefits of application virtualization include¹²³:

- Allows the running of legacy apps: Application virtualization can enable users to run

applications that are developed for older or incompatible operating systems, such as Windows 7 or XP. This can extend the lifespan of legacy applications and avoid compatibility issues.

- Enables cross-platform operations: Application virtualization can allow users to run applications that are designed for different platforms, such as Windows apps on iOS, Android, macOS, or Chrome OS. This can increase the accessibility and mobility of the applications and enhance the user experience.

- Improves security and compliance: Application virtualization can isolate the applications from the underlying operating system and hardware, preventing malware or unauthorized access from affecting them. This can also protect the data and settings of the applications from being tampered with or lost. Furthermore, application virtualization can help enforce compliance policies and regulations, as the applications can be controlled and monitored by the server.

References:

1: 5 Benefits of Virtualization - IBM Blog

2: Benefits of Application Virtualization - AppsAnywhere 3: What is Application Virtualization? | VMware Glossary

NEW QUESTION 240

- (Topic 4)

After a corporate office upgraded its Ethernet wiring, a number of users are unable to access the internet. A technician establishes a theory for troubleshooting the issue and tests it, but the theory is incorrect. Which of the following should the technician do next?

- A. Document the findings.
- B. Gather additional details.
- C. Escalate the problem.
- D. Identify user changes.

Answer: B

Explanation:

The correct answer is B. Gather additional details.

According to the CompTIA troubleshooting process for the A+ certification exams¹, the technician should gather additional details after testing a theory that is incorrect. This step helps to identify the problem more accurately and establish a new theory of probable cause. The other options are not appropriate for this stage of the troubleshooting process. Documenting the findings, escalating the problem, and identifying user changes are steps that should be done later in the process, after determining the cause and implementing a solution¹.

NEW QUESTION 243

- (Topic 4)

A team is having Issues With paper jams on a printer that the team shares With other teams. The team that IS having Issues prints legal-sized documents, and the other teams print letter-sized documents. Which of the following is most likely the issue?

- A. Worn rollers
- B. Page orientation
- C. Tray settings
- D. Multipage misfeed

Answer: C

Explanation:

The most likely issue is C. Tray settings.

Tray settings are the configuration options that tell the printer what type and size of paper is loaded in each tray. If the tray settings do not match the actual paper loaded, it can cause paper jams, misalignment, or incorrect printing. For example, if the printer expects letter- sized paper (8.5 x 11 inches) but the tray contains legal-sized paper (8.5 x 14 inches), the printer may try to pull more paper than it needs, resulting in a jam.

To fix this issue, the team should check and adjust the tray settings according to the paper they are using. They should also make sure that the paper is loaded correctly and not overfilled or mixed with different sizes or types of paper. Some printers have a manual feed option that allows users to select the paper size and type before printing, which can prevent paper jams from occurring.

References:

- Fix Paper Jam Errors | HP® Support, section “Paper jams”.
- Common Causes of Paper Jams and How to Fix Them - 1ink.com, section “Make Sure You’re Loading the Paper Correctly”.
- How to Fix a Paper Jam in a Printer - Computer Hope, section “Paper tray is overloaded or not loaded correctly”.

NEW QUESTION 245

- (Topic 4)

A user's mobile device can back up classified files to an external hard drive at work but cannot save pictures to an external drive at home. Which of the following is most likely the issue?

- A. The pictures do not have a classification flag set.
- B. The drive permissions are insufficient.
- C. Peripherals are managed via MDM.
- D. Drivers are incorrectly installed.

Answer: C

Explanation:

The most likely issue that prevents the user's mobile device from saving pictures to an external drive at home is that the peripherals are managed via MDM (mobile device management). MDM is a software solution that allows an organization to remotely control, secure, and enforce policies on mobile devices, such as smartphones, tablets, or laptops. MDM can also restrict the access and functionality of the peripherals, such as external drives, cameras, microphones, or printers, that are connected to the mobile devices.

One of the possible reasons why the user's mobile device can back up classified files to an external hard drive at work but not save pictures to an external drive at home is that the MDM policy allows only authorized peripherals to be used with the mobile device. For example, the MDM policy may require the external drive to have a certain encryption level, a specific serial number, or a valid certificate to be recognized by the mobile device. The external drive at work may meet these criteria, while the external drive at home may not. Therefore, the mobile device can back up the classified files to the external drive at work, but it cannot save the pictures to the external drive at home.

To resolve this issue, the user may need to contact the IT administrator or the MDM provider and request permission to use the external drive at home.

Alternatively, the user may need to use a different method to transfer the pictures from the mobile device to the external drive, such as using a cloud service, a wireless network, or a USB cable. References:

- ? What is Mobile Device Management (MDM)?¹
- ? How to Manage Mobile Devices With MDM²
- ? How to Connect an External Hard Drive to Your Phone³

NEW QUESTION 248

- (Topic 4)

A user's laptop keyboard is not working properly. A technician notices that when the keys for special characters are pressed, other characters appear instead. Which of the following should the technician do first to diagnose the issue?

- A. Check the keyboard layout.
- B. Replace the keyboard.
- C. Update the keyboard drivers.
- D. Change the keyboard language.

Answer: A

Explanation:

The first thing that the technician should do to diagnose the issue is A. Check the keyboard layout.

The keyboard layout is the arrangement of the keys and symbols on the keyboard, which can vary depending on the language, region, or standard. If the keyboard layout is not set correctly, it can cause the keys to produce different characters than expected. For example, if the keyboard layout is set to French, pressing the key for @ will produce à instead.

To check and change the keyboard layout, the technician can follow these steps:

- On Windows 10, click on the Start menu and select Settings.
- Click on Time & Language and then on Language.
- Under Preferred languages, click on the current language and then on Options.
- Under Keyboards, check if the keyboard layout matches the physical keyboard. If not, click on Add a keyboard and select the correct layout. Alternatively, click on Remove to delete any unwanted layouts.
- To switch between keyboard layouts, use the shortcut Windows key + Space bar. Checking the keyboard layout can help identify and fix the issue quickly and easily, without requiring any hardware or software changes. Therefore, it is the best first step to diagnose the issue.

References:

How to change your keyboard layout on Windows 10 PC | Windows Central How to type French accents on a PC - FrenchCrazy

NEW QUESTION 253

- (Topic 4)

A technician is configuring the BIOS of a new workstation. The machine will be used for data analytics, and the technician would like to maximize the performance

of the CPU. Which of the following BIOS settings should the technician verify?

- A. Virtualization technology
- B. GPU settings
- C. BIOS update
- D. Hyperthreading

Answer: D

Explanation:

Hyperthreading is a feature of some CPUs that allows them to execute two threads (sequences of instructions) simultaneously on each core. Hyperthreading can improve the performance of CPU-intensive tasks, such as data analytics, by increasing the utilization of CPU resources and reducing idle time. The technician should verify that hyperthreading is enabled in the BIOS settings of the workstation.

NEW QUESTION 257

- (Topic 4)

A company's cloud server has recently become unresponsive due to overwhelming e-commerce traffic. Which of the following cloud technologies could be dynamically assigned to mitigate this issue?

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

Answer: D

NEW QUESTION 262

- (Topic 4)

Which of the following solutions can help users who have the current Windows operating systems run legacy applications that are not supported under the latest applications?

- A. AppLocker
- B. Type 1 hypervisors
- C. Sandbox
- D. Application virtualization

Answer: D

NEW QUESTION 266

- (Topic 4)

A user reports that a display is slow to turn on, and the colors are distorted and discolored. Once the display turns on, it appears to have lines going through the image and intermittently goes blank. Which of the following is the most likely cause of the issue?

- A. Incorrect data source
- B. Incorrect resolution settings
- C. Physical cabling issues
- D. Incorrect refresh rate
- E. Display burn-in

Answer: C

Explanation:

The most likely cause of the issue is C. Physical cabling issues.

Physical cabling issues can affect the quality and stability of the display signal. If the cable is loose, damaged, or bent, it may cause intermittent connection, interference, or signal loss. This can result in slow, distorted, discolored, or blank display.

To troubleshoot physical cabling issues, the user should check the following steps:

- Make sure the cable is firmly connected to both the display and the video adapter.
- Inspect the cable for any signs of damage, such as cuts, frays, kinks, or exposed wires.
- Check the cable connectors for any bent or broken pins.
- Try a different cable or a different port on the display or the video adapter.
- If possible, test the display with another device or test another display with the same device.

The other options are less likely to cause the issue, because:

- Incorrect data source may result in no display or an error message, but not slow or distorted display.
- Incorrect resolution settings may cause stretched, blurry, or cropped display, but not discolored or blank display.
- Incorrect refresh rate may cause flickering or tearing display, but not slow or distorted display.
- Display burn-in may cause permanent image retention or ghosting on the display, but not intermittent or blank display.

For more information and tips on how to fix common display problems, you can visit these links:

- How to Troubleshoot Display or Video Issues on a Dell Monitor
- Display Troubleshooting - iFixit
- How to Fix the Most Common Problems With LCD Monitors

NEW QUESTION 268

- (Topic 4)

Which of the following devices would a punchdown tool most likely be utilized on?

- A. Cable modem
- B. Managed switch
- C. POE injector
- D. Patch panel

Answer: D

Explanation:

A patch panel is a device that connects multiple network cables in an organized and convenient way. A patch panel has a number of ports that correspond to different cables, such as Ethernet, coaxial, or fiber-optic cables. A patch panel can help simplify the wiring and management of a network, as well as provide flexibility and scalability for adding or changing network devices.

A punchdown tool is a tool that can be used to terminate network cables into a patch panel. A punchdown tool has a blade that cuts and pushes the wires into the slots or contacts of the patch panel. A punchdown tool can help create a secure and reliable connection between the network cables and the patch panel.

NEW QUESTION 269

- (Topic 4)

The output from print jobs a user submitted to a laser printer is missing the color yellow. The user has already attempted a cleaning cycle. Which of the following parts most likely needs to be replaced?

- A. Fuser
- B. Ink cartridge
- C. Imaging drum
- D. Toner tank
- E. Resin

Answer: C

Explanation:

An imaging drum is a component of a laser printer that transfers the toner to the paper. It is sensitive to light and can wear out over time, resulting in poor print quality or missing colors. If the cleaning cycle does not resolve the issue, the imaging drum may need to be replaced¹.

A fuser is a component of a laser printer that heats and melts the toner onto the paper. It does not affect the color output of the printer, but it can cause paper jams, smudges, or wrinkles if it is defective².

An ink cartridge is a component of an inkjet printer, not a laser printer. A laser printer uses toner, which is a dry powder, instead of ink, which is a liquid. An ink cartridge would not be compatible with a laser printer³.

A toner tank is a container that holds the toner for a laser printer. It can be either integrated with the imaging drum or separate from it. If the toner tank is empty or low, the printer will display a warning message and the print quality will deteriorate. However, if only one color is missing, the problem is more likely with the imaging drum than the toner tank⁴.

Resin is a material that is used in some types of 3D printers, not laser printers. Resin printers use a liquid resin that is cured by a light source to create solid objects. Resin has nothing to do with laser printing⁵.

NEW QUESTION 273

- (Topic 4)

A technician is installing a storage solution for a computer that requires data redundancy with the fewest drives possible. Which of the following would best meet this requirement?

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

Answer: B

NEW QUESTION 277

- (Topic 4)

A technician plans to upgrade a laptop's RAM from 4GB to 16GB. Which of the following should the technician do?

- A. Purchase the same architecture of RAM.
- B. Configure the laptop's BIOS settings for the RAM upgrade.
- C. Purchase RAM with the same CAS latency.
- D. Purchase the same brand of RAM.

Answer: A

Explanation:

The most important factor to consider when upgrading a laptop's RAM is the architecture of the RAM, which determines the type, speed, and capacity of the memory modules. The architecture of the RAM must match the architecture of the laptop's motherboard and processor, otherwise the RAM will not be compatible or function properly. The architecture of the RAM includes the DDR generation (such as DDR3 or DDR4), the form factor (such as SO-DIMM), the pin count (such as 204 or 260), the voltage (such as 1.35V or 1.5V), and the frequency (such as 1600MHz or 2400MHz).

The other options are not as crucial or relevant for the RAM upgrade. The brand of the RAM does not matter as long as the RAM meets the specifications of the laptop and is of good quality. The CAS latency of the RAM is a measure of the delay between the memory controller requesting data and the RAM delivering it, and it affects the performance of the RAM. However, the CAS latency is not a fixed value and can vary depending on the frequency and voltage of the RAM. Therefore, purchasing RAM with the same CAS latency is not necessary or sufficient for compatibility. The laptop's BIOS settings are usually configured to automatically detect and adjust to the RAM upgrade, and do not need to be manually changed by the technician.

References:

? CompTIA A+ Certification Exam Core 1 Objectives¹

? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook²

? How to Upgrade the RAM in Your Laptop | Tom's Hardware³

? How to Upgrade RAM on a Laptop | Crucial.com⁴

NEW QUESTION 280

- (Topic 4)

Which of the following ports allows for secure communications?

- A. 20

- B. 22
- C. 23
- D. 25

Answer: B

Explanation:

The correct answer is B. 22.

Port 22 is the default port for SSH (Secure Shell), a protocol that allows secure and encrypted remote login and command execution over a network. SSH uses public key cryptography to authenticate the client and the server, and to encrypt the data exchanged between them. SSH can be accessed through different ports, depending on the configuration of the server and the client. The default port for SSH is 22, but it can be changed to any other port for security reasons¹.

Port 20 is the default port for FTP (File Transfer Protocol) data transfer, a protocol that allows file transfer between a client and a server over a network. FTP uses two ports: one for data transfer (port 20) and one for control commands (port 21). FTP does not provide encryption or authentication, and it is vulnerable to various attacks, such as packet sniffing, spoofing, or brute force. To secure FTP connections, protocols such as FTPS (FTP over SSL) or SFTP (SSH File Transfer Protocol) can be used².

Port 23 is the default port for Telnet, a protocol that allows remote login and command execution over a network. Telnet does not provide encryption or authentication, and it sends data in plain text, which can be easily intercepted or modified by attackers. Telnet is considered obsolete and insecure, and it should be replaced by SSH or other secure protocols³.

Port 25 is the default port for SMTP (Simple Mail Transfer Protocol), a protocol that allows sending and receiving email messages over a network. SMTP does not provide encryption or authentication, and it can be exploited by spammers or hackers to send malicious or unwanted emails. To secure SMTP connections, protocols such as SMTPS (SMTP over SSL) or STARTTLS (Transport Layer Security) can be used.

Therefore, port 22 is the only port that allows for secure communications by default, as it uses SSH protocol. For more information about ports and their security, you can refer to the following web search results: How to secure your TCP/IP ports, What is an SSL port? A technical guide for HTTPS, HTTPS Port: What It Is, How to Use It, and More (2023).

NEW QUESTION 284

- (Topic 4)

Which of the following is an advantage that OLED displays have over LCD displays?

- A. The color does not degrade over time.
- B. The power consumption is lower.
- C. The power contrast results in finer grayscale levels.
- D. A backlight is utilized.

Answer: B

Explanation:

OLED (Organic Light Emitting Diode) displays have lower power consumption than LCD (Liquid Crystal Display) displays because they do not require a backlight to produce light. Each pixel in an OLED display can emit its own light, which also allows for higher contrast and finer grayscale levels. However, OLED displays are more prone to color degradation over time than LCD displays, which use filters to create colors. Verified References: OLED vs LCD: How to choose the right display for your phone.

NEW QUESTION 289

- (Topic 4)

A network technician needs to provide better wireless connectivity throughout a SOHO location. Which of the following should the technician deploy to best improve connectivity?

- A. Access point
- B. Managed switch
- C. POE hub
- D. Wi-Fi router

Answer: A

Explanation:

The correct answer is A. Access point.

An access point is a device that extends the wireless coverage of a network by creating a hotspot that allows wireless devices to connect to the network¹. An access point can be connected to a router or a switch via an Ethernet cable or a wireless bridge¹. By deploying one or more access points throughout a SOHO location, the technician can provide better wireless connectivity and eliminate dead zones or weak signals².

A managed switch is a device that allows multiple devices to communicate on a network by forwarding data packets based on their destination addresses³. A managed switch can also provide advanced features such as VLANs, QoS, security, and remote management³. However, a managed switch does not improve wireless connectivity, as it only works with wired devices.

A POE hub is a device that provides power and data over a single Ethernet cable to devices that support Power over Ethernet (PoE) technology, such as IP cameras, VoIP phones, and wireless access points⁴. A POE hub can simplify the installation and placement of these devices by eliminating the need for separate power adapters or outlets⁴. However, a POE hub does not improve wireless connectivity by itself, as it still requires an access point or a router to create a wireless network.

A Wi-Fi router is a device that combines the functions of a router and an access point, providing both wired and wireless connectivity to a network and the internet. A Wi-Fi router can be used to create a SOHO network, but it may not be sufficient to cover the entire location with a strong and reliable wireless signal. To improve wireless connectivity, the technician may need to add additional access points or use a mesh Wi-Fi system that consists of multiple routers that work together to create a seamless wireless network. Therefore, an access point is the best option among the choices to improve wireless connectivity throughout a SOHO location.

NEW QUESTION 294

- (Topic 4)

A technician has verified full system functionality and implemented preventive measures. Which of the following represents the NEXT step the technician should take according to the best practice methodology?

- A. Establish a theory of probable cause.
- B. Document the findings, actions, and outcomes.
- C. Perform a format and system restore.

D. Refer to the vendor's instructions for guidance.

Answer: B

Explanation:

The best practice methodology for troubleshooting is to follow these steps:

? Identify the problem.

? Establish a theory of probable cause.

? Test the theory to determine cause.

? Establish a plan of action to resolve the problem and implement the solution.

? Verify full system functionality and implement preventive measures.

? Document the findings, actions, and outcomes. Since the technician has already verified full system functionality and implemented preventive measures, the next step is to document the findings, actions, and outcomes. Verified

References: CompTIA A+ Certification Exam Objectives, page 8.

NEW QUESTION 297

- (Topic 4)

A user added a heater underneath a desk, row an external monitor not working. A technician wanted the monitor gets power. Which of the following should the technician do next?

A. Have the user unplug me heater

B. Replace the monitor.

C. Open the display settings on me computer

D. Ensure a VGA cable is connected property

Answer: D

Explanation:

The technician should ensure that a VGA cable is connected properly between the monitor and the computer. A VGA cable is a type of video cable that carries analog signals. If the cable is loose, damaged, or not plugged in correctly, it can cause the monitor to not display any image or show distorted colors. According to the CompTIA Core1 objectives, one of the common display issues is no image on screen. A troubleshooting guide for monitors also recommends checking the VGA cable connection as a possible solution for no signal or blank screen problems.

NEW QUESTION 298

- (Topic 4)

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:

According to the CompTIA troubleshooting methodology, the next step after establishing a theory of probable cause is to test the theory to determine the cause. However, before testing the theory, the technician may need to conduct some research based on the symptoms and the possible cause. This may involve consulting online resources, manuals, documentation, or colleagues to find out more information about the power supply and how to test it. Research can help the technician confirm or eliminate the theory and avoid unnecessary actions or damage.

Answer A is incorrect because inquiring about environmental or infrastructure changes is part of identifying the problem, which is the first step of the troubleshooting methodology. The technician should have already done this before establishing a theory of probable cause.

Answer C is incorrect because establishing a plan of action to resolve the problem and implement the solution is the fourth step of the troubleshooting methodology. The technician should not jump to this step without testing the theory and verifying the cause. Answer D is incorrect because documenting the findings, actions, and outcomes is the last step of the troubleshooting methodology. The technician should not do this until the problem is resolved and verified.

Reference: Troubleshooting Methodology | IT Support and Help Desk | CompTIA

NEW QUESTION 303

- (Topic 4)

A technician is unable to connect to a network device via SSH_ Which of the following cables should the technician use as an alternative connection method with a laptop?

A. Serial

B. HDMI

C. Parallel

D. Lightning

Answer: A

Explanation:

The correct answer is A. Serial.

A serial cable is a type of cable that can be used to connect a laptop to a network device via a serial port. A serial port is a physical interface that allows data transmission between devices using serial communication, which is a method of sending data one bit at a time over a single wire. Serial ports are often used for console access to network devices, such as routers, switches, firewalls, or servers, when other methods of connection, such as SSH (Secure Shell), are not available or not working.

SSH is a protocol that allows secure and encrypted remote login and command execution over a network. SSH uses public key cryptography to authenticate the client and the server, and to encrypt the data exchanged between them. SSH can be accessed through different ports, depending on the configuration of the server and the client. The default port for SSH is 22, but it can be changed to any other port for security reasons.

HDMI (High-Definition Multimedia Interface) is a type of cable that can be used to transmit audio and video signals between devices, such as laptops, monitors, TVs, or projectors. HDMI cables support high-definition video and audio formats, and can also carry Ethernet and power signals. HDMI cables are not suitable for

connecting to network devices via SSH, as they are designed for multimedia purposes.

Parallel cables are a type of cable that can be used to connect devices that use parallel communication, which is a method of sending data multiple bits at a time over multiple wires. Parallel cables are often used for connecting printers or scanners to computers, but they are not commonly used for network devices or SSH connections.

Lightning cables are a type of cable that can be used to connect Apple devices, such as iPhones, iPads, or iPods, to computers or chargers. Lightning cables support data transfer and power delivery, and can also be used with adapters to connect to other types of ports, such as USB or HDMI. Lightning cables are not compatible with network devices or SSH connections, as they are specific to Apple products.

Therefore, the only cable that can be used as an alternative connection method with a laptop when SSH is not working is a serial cable. Serial cables can provide console access to network devices and allow configuration and troubleshooting commands to be executed. For more information about SSH and its alternatives, you can refer to the following web search results: Alternatives to SSH, How To Configure Custom Connection Options for your SSH Client, Understanding the SSH Encryption and Connection Process, How to Use Public Key Authentication with SSH.

NEW QUESTION 308

- (Topic 4)

Which of the following explains how using a cloud infrastructure can provide rapid elasticity?

- A. Shared resources can reduce overhead.
- B. Customers can limit the use of a resource
- C. High availability of services can be provided
- D. Systems can be provisioned according to demand.

Answer: D

Explanation:

Systems can be provisioned according to demand. This is the essence of rapid elasticity, which is one of the essential characteristics of cloud computing. Rapid elasticity means that cloud services can be scaled up or down quickly and automatically, depending on the changing needs of the customers. This provides flexibility, efficiency, and cost-effectiveness for both the customers and the providers. According to the CompTIA Core1 objectives, one of the benefits of cloud computing is rapid elasticity. A research paper on cloud elasticity also defines it as the ability to dynamically adjust the amount of resources allocated to a service in response to its workload variation.

NEW QUESTION 311

- (Topic 4)

A technician is installing a WAP in the company break room. The new access point should have a rating of higher than 50Mbps and minimal range to avoid interference with other access points. Which of the following 802.11 standards should the technician select?

- A. Ac
- B. B
- C. G
- D. n

Answer: A

Explanation:

Ac stands for 802.11ac, which is a wireless networking standard that operates in the 5 GHz frequency band and offers a maximum data rate of 1.3 Gbps. 802.11ac is also backward compatible with 802.11a, 802.11b, 802.11g, and 802.11n standards. If a technician wants to install a WAP (wireless access point) in the company break room that has a rating of higher than 50 Mbps and minimal range to avoid interference with other access points, they should select the 802.11ac standard.

NEW QUESTION 314

- (Topic 4)

Which of the following best describes the type of cloud a healthcare company should use for a patient record portal?

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

Answer: D

Explanation:

A patient record portal is a web-based application that allows patients to access their health information, such as medical history, test results, prescriptions, and appointments. A patient record portal needs to be secure, reliable, and compliant with the health data regulations of the country or region where it operates¹.

The type of cloud that best describes the type of cloud a healthcare company should use

for a patient record portal is D. Private. A private cloud is a cloud computing model that is dedicated to a single organization and provides exclusive access and control over its resources and data². A private cloud can offer the following benefits for a patient record portal:

? Enhanced security and privacy: A private cloud can protect the sensitive health

data from unauthorized access or breaches by using encryption, firewalls, authentication, and other security measures. A private cloud can also comply with the health data regulations, such as HIPAA in the US or GDPR in the EU, by ensuring that the data is stored and processed within the jurisdiction of the organization³.

? Improved performance and reliability: A private cloud can optimize the speed and

availability of the patient record portal by using dedicated servers, network

bandwidth, and storage capacity. A private cloud can also ensure that the patient record portal can handle high demand and traffic without compromising its quality or functionality³.

? Greater customization and flexibility: A private cloud can tailor the patient record

portal to the specific needs and preferences of the organization and its patients by using customized applications, interfaces, and features. A private cloud can also scale up or down the resources and services of the patient record portal as needed without affecting its performance or cost³.

NEW QUESTION 317

- (Topic 4)

In a SOHO environment, a user wants to make sensitive, scanned documents available to other users on the domain. The logs need to indicate who accessed the

documents and at what time they were accessed. Which of the following settings should a technician set up on the MFP device?

- A. Scan to email
- B. ADF tray
- C. PCL
- D. SMB share

Answer: D

Explanation:

The correct answer is D. SMB share.

SMB stands for Server Message Block, which is a network protocol that allows file and printer sharing among different devices on a local area network (LAN). An SMB share is a folder or drive that is shared using the SMB protocol and can be accessed by authorized users on the network. An MFP device is a multifunction printer that can perform multiple tasks, such as printing, scanning, copying, and faxing.

In a SOHO (small office/home office) environment, a user who wants to make sensitive, scanned documents available to other users on the domain can set up an SMB share on the MFP device. This way, the user can scan the documents to the SMB share and grant access permissions to the other users who need to view or edit them. The SMB share can also enable logging, which can record who accessed the documents and at what time they were accessed .

The other options are not the best settings for this scenario. Scan to email is a feature that allows the user to scan a document and send it as an email attachment to a recipient. This option may not be secure or convenient for sharing sensitive documents with multiple users on the domain. ADF tray stands for automatic document feeder tray, which is a component of an MFP device that can feed multiple pages of a document into the scanner or copier without manual intervention. This option is not related to sharing or logging scanned documents. PCL stands for Printer Command Language, which is a page description language that controls the layout and printing of documents. This option is not related to sharing or logging scanned documents either.

NEW QUESTION 318

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