



# 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 was called in to look at a user's PC. The user reported the PC was very sluggish. The HDD light on the PC was constantly on without blinking. The PC itself was slow receiving input and took a very long time to load the OS. The technician also noticed updates had failed. Which of the following is MOST likely the cause of these issues?

- A. The hard disk drivers have been corrupted
- B. The HDD cables need reseating.
- C. A RAID disk failed.
- D. The HDD has no free space.

**Answer:** D

**Explanation:**

If a user's PC is very sluggish, the HDD light on the PC is constantly on without blinking, the PC itself is slow receiving input, and it takes a very long time to load the OS, the HDD has no free space is most likely the cause of these issues. When the hard disk drive (HDD) has no free space, the computer may become slow and unresponsive.

The technician should check the amount of free space on the HDD and delete any unnecessary files to free up space.

#### NEW QUESTION 4

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

If the touch-screen features on a Windows device have stopped working, a technician should check the Tablet/PC settings. The Tablet/PC settings contain options for configuring the touch-screen features on a Windows device. By checking the Tablet/PC settings, the technician can ensure that the touch-screen features are enabled and configured correctly.

If the touch-screen features on a Windows device have stopped working, a technician should check the Tablet/PC settings. The touch-screen settings may have been disabled or there may be a driver issue that needs to be resolved. References: CompTIA A+ Certification Exam Guide, pg. 536

#### NEW QUESTION 5

- (Topic 2)

A help desk technician has been tasked with installing an IP phone in a small office with an unmanaged switch. When connected to an RJ45 receptacle, the phone does not boot. Which of the following is the QUICKEST way to resolve this issue?

- A. Upgrade the Ethernet cable to the latest specification.

- B. Replace the phone.
- C. Install a PoE injector.
- D. Change ports on the switch.

**Answer:** C

**Explanation:**

<https://intellinetnetwork.eu/pages/what-is-a-poe-injector>

The quickest way to resolve the issue is to install a Power over Ethernet (PoE) injector to provide power to the IP phone. An unmanaged switch does not provide PoE, so an injector is needed to power the phone.

**NEW QUESTION 6**

- (Topic 2)

Which of the following types of devices MOST often uses a Thunderbolt cable?

- A. Linux PC
- B. Android mobile
- C. Apple laptop
- D. Chromebook

**Answer:** C

**Explanation:**

Thunderbolt cables are commonly used to connect Apple laptops to external displays or other devices. While Thunderbolt is available on some Windows and Chromebook devices, it is most commonly associated with Apple products. References:

<https://www.intel.com/content/www/us/en/products/docs/io/thunderbolt/thunderbolt-technology-general.html>

**NEW QUESTION 7**

- (Topic 2)

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

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

**Answer:** A

**NEW QUESTION 8**

- (Topic 2)

Which of the following is used to implement network security policies for an environment?

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

**Answer:** C

**Explanation:**

It is designed to protect an organization's network infrastructure and data from unauthorized access, while allowing legitimate traffic to pass through. Firewalls can be configured to enforce security policies that block certain types of traffic, limit access to specific network resources, and prevent attacks such as malware and phishing.

A firewall is a network security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules. It establishes a barrier between a trusted internal network and an untrusted external network, such as the Internet. Firewalls are used to implement network security policies for an environment by controlling access to the network and protecting it from unauthorized access.

A firewall is used to implement network security policies. It monitors incoming and outgoing traffic based on predetermined security rules and can block traffic that does not meet the defined criteria. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Chapter 6, page 243)

**NEW QUESTION 9**

- (Topic 2)

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

- A. The user did not plug in the processor's fan.

- B. The user did not apply thermal paste to the CPU.
- C. The user did not seat the GPU correctly.
- D. The user did not install the power supply.

**Answer:** A

**Explanation:**

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

**NEW QUESTION 10**

- (Topic 2)

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

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

**Answer:** D

**Explanation:**

The concept described in the question is related to virtualization and resource management in a virtual environment. The approach that allows all virtual machines (VMs) to have memory (RAM) allocated for use is known as resource pooling. Therefore, the correct answer is D: "Resource pooling." This approach allows resources to be allocated dynamically to VMs based on their current needs, and ensures that resources are used efficiently in the virtual environment.

Resource pooling is a technique used in virtualization to share resources among multiple virtual machines (VMs). With resource pooling, RAM can be allocated dynamically to VMs as needed, allowing all VMs in a virtual environment to have RAM allocated for use. References:

[https://en.wikipedia.org/wiki/Resource\\_pooling](https://en.wikipedia.org/wiki/Resource_pooling)

**NEW QUESTION 10**

- (Topic 2)

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

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

**Answer:** BC

**Explanation:**

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

Reference: CompTIA A+ Core 1 Exam Guide, page 267.

**NEW QUESTION 11**

- (Topic 1)

Which of the following network devices is used to separate broadcast domains?

- A. Switch
- B. Wireless access point
- C. Router
- D. Hub

**Answer:** C

**Explanation:**

A router (option C) is a network device that is used to separate broadcast domains. A broadcast domain is a logical division of a computer network in which all nodes can reach each other by broadcast at the data link layer. Routers operate at the network layer of the OSI model and use routing tables to determine the best path for forwarding packets between different networks.

By separating broadcast domains, routers can help to reduce network congestion and improve performance. When a router receives a broadcast packet on one of its interfaces, it does not forward the packet to any other interfaces. This means that only devices within the same broadcast domain as the sender will receive the broadcast packet.

**NEW QUESTION 12**

- (Topic 1)

A user submits a help desk ticket regarding a smartphone that will no longer accept its charging cable. The assigned technician notices the phone does not have a protective case, and the user constantly transport the phone in a pocket. The technician attempts to use a secondary charger, but the cable falls out of the phone. Which of the following is the MOST likely cause of the issue?

- A. The phone requires a firmware update to address charging issues.

- B. The charge port contains foreign objects, such as lint.
- C. The phone's battery has swelled, preventing the utilization of the charge port.
- D. The phone has experienced water damage, thus the battery is not charging.

**Answer:** B

**Explanation:**

The symptoms suggest that the charging cable falls out of the phone, indicating that the charge port may contain foreign objects such as lint, which can interfere with the connection between the charging cable and the phone.

**NEW QUESTION 14**

- (Topic 1)

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

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

**Answer:** B

**Explanation:**

Dot Matrix printers do not use heat, they use a pin striking an inked ribbon (for the first copy, the subsequent copies are handled by the carbon paper) The ribbon is low on ink or missing and must be replaced to get proper output in a dot matrix printer that uses carbon paper. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 361

**NEW QUESTION 16**

- (Topic 1)

Which of the following describes the main difference between T568A and T568B cabling standards?

- A. The T568B data transfer rate is higher than T568A.
- B. The green and the orange cables are interchanged.
- C. T568A is used in blue cables, and T568B is used in green cables.
- D. The standards use different cable connectors.

**Answer:** B

**Explanation:**

The main difference between T568A and T568B cabling standards is that the green and orange cables are interchanged<sup>12</sup>. T568A is designed for backward compatibility with older telephone wires, while T568B is designed for better signal isolation and noise protection for newer networking systems and products<sup>3</sup>. T568A is used in blue cables, and T568B is used in green cables<sup>1</sup>. The standards use the same cable connectors<sup>3</sup>.

**NEW QUESTION 19**

- (Topic 1)

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

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

**Answer:** D

**Explanation:**

[https://techlibrary.hpe.com/docs/iss/proliant-gen10-uefi/s\\_enabling\\_VT-d.html](https://techlibrary.hpe.com/docs/iss/proliant-gen10-uefi/s_enabling_VT-d.html)  
Enabling VT-d (Virtualization Technology for Directed I/O) in the server's BIOS settings is required for the hypervisor to run properly. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 11

**NEW QUESTION 20**

- (Topic 1)

A user acquired a new workstation and is attempting to open multiple large Excel files simultaneously. The user is not experiencing the expected performance when executing such large requests. Which of the following should a technician do FIRST?

- A. Increase the swap partition.
- B. Upgrade the CPU in the workstation.
- C. Upgrade the power supply in the workstation.
- D. Upgrade the RAM in the workstation.

**Answer:** D

**Explanation:**

Opening multiple large Excel files simultaneously requires a large amount of RAM. Upgrading the RAM in the workstation should improve performance. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 9



### NEW QUESTION 23

- (Topic 1)

An organization is looking to upgrade the processing ability for its computers. Most users report that whenever multiple applications are being utilized, the system's response time slows down drastically. When only one application is open, the response time is acceptable. Which of the following should be upgraded FIRST?

- A. SSD
- B. CPU
- C. HDD
- D. RAM

**Answer: D**

#### Explanation:

The component that should be upgraded first is the RAM. When multiple applications are being utilized, the system's response time slows down drastically. This is because the computer is running out of memory. Upgrading the RAM will allow the computer to store more data in memory, which will improve performance when multiple applications are being used.

### NEW QUESTION 24

- (Topic 1)

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

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

**Answer: D**

#### Explanation:

After the issue has been identified and the backup of the system has been made, the next step is to establish a theory of probable cause. This involves researching the issue to determine the root cause of the problem. This can involve researching internally (e.g. referring to the system logs) or externally (e.g. searching online). Once the probable cause has been identified, the technician can then move on to the next step of designing a plan of action to resolve the issue and implementing the solution.

### NEW QUESTION 29

SIMULATION - (Topic 1)

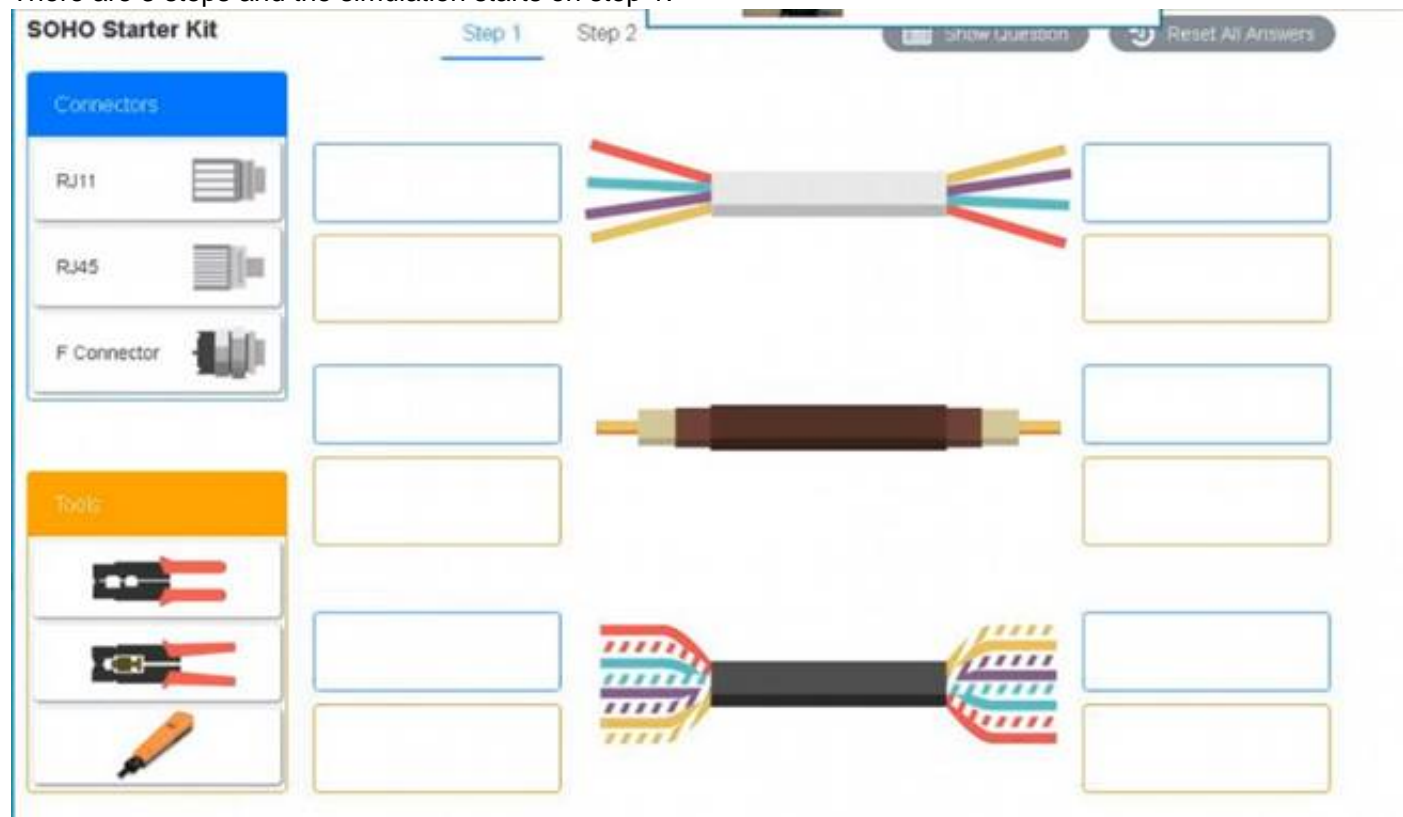
A small ISP has hired a new technician Joe, the new technician, is being trained to configure customers' home networks. The training instructor gives the technician a starter kit with cables, cable ends, and other network equipment and asks him to build a working network.

The computer should be connected to have internet connectivity and the phone should be connected to have a dial tone.

#### INSTRUCTIONS

Use the appropriate cables, cable ends, tools and equipment to configure the network and connect the components accordingly.

There are 3 steps and the simulation starts on step 1.

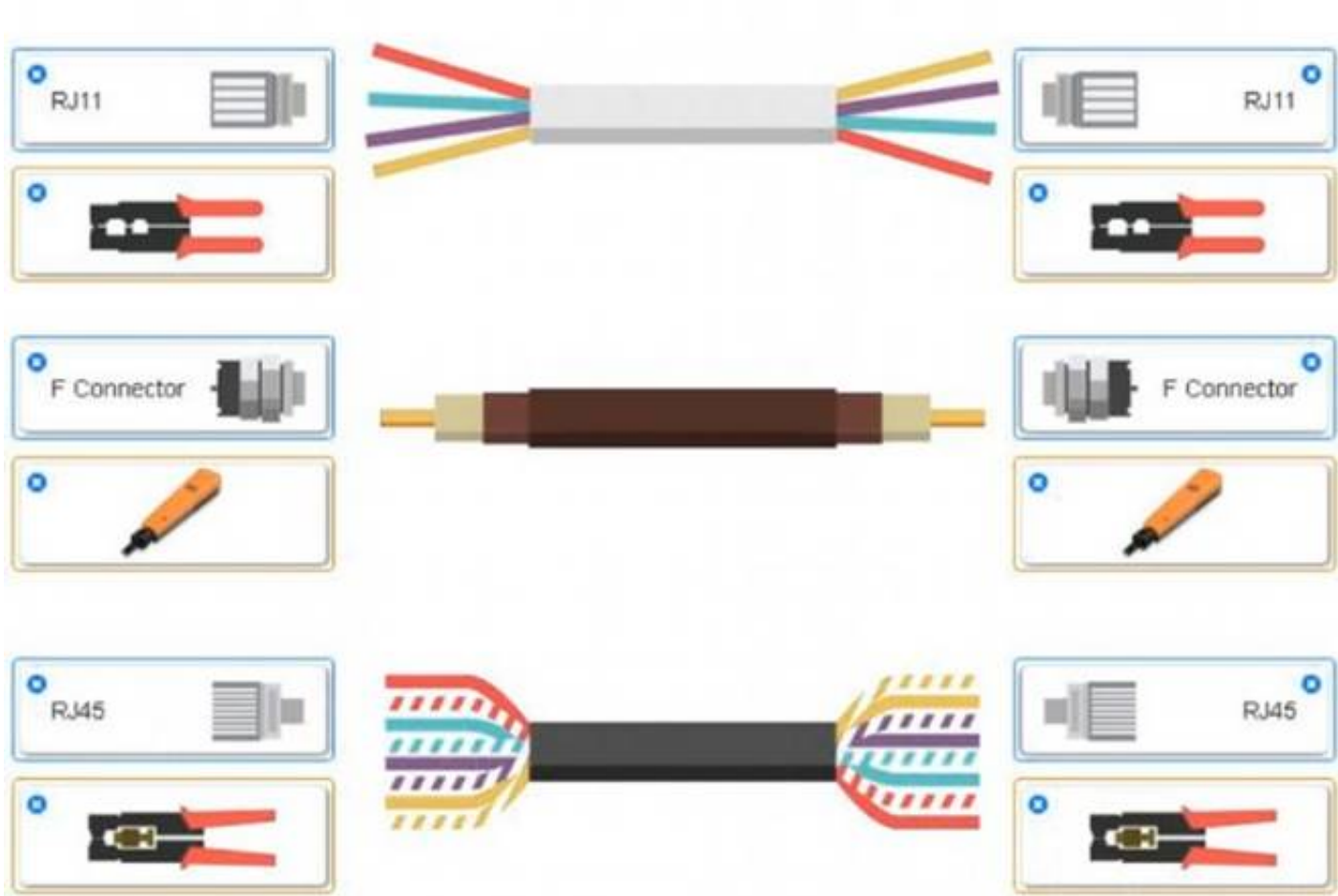




- A. Mastered
- B. Not Mastered

Answer: A

Explanation:  
Answer of both steps below.



A picture containing text, screenshot, indoor  
Description automatically generated



Diagram Description automatically generated with medium confidence

#### NEW QUESTION 34

- (Topic 1)

A user submitted a support ticket that states all of the printouts from a laser printer appear to have double images imposed on them. A review of past printer support tickets shows that maintenance kit has not been installed in more than a year. Which of the following printer consumables is MOST likely causing the issue?

- A. Separation pad
- B. Transfer roller
- C. Ink cartridge
- D. Fuser

**Answer: D**

**Explanation:**

<https://www.vingle.net/posts/4651722>

#### NEW QUESTION 35

SIMULATION - (Topic 1)

Laura, a customer, has instructed you to configure her home office wireless access point.

She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible.

Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks.

She requests that the default settings be changed to the following.

Wireless Name: HomeWiFi Shared Key: CompTIA Router Password: Secure\$1

Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network.

Laptop: IP Address 192.168.1.100 Hardware Address: 00:0A:BF:03:C4:54 Smartphone: IP Address 192.168.1.101 Hardware Address: 09:2C:D0:22:3F:11

**INSTRUCTIONS**

Configure Laura's wireless network using the network adapter window.

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



### Laura's Wireless Configuration

WIRELESS SETUP
NETWORK FILTER
ADMINISTRATOR TOOLS

#### Wireless Network Settings

Enable Wireless: ☒

Wireless Network Name:  (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

#### Wireless Security Mode


Security Mode:




#### WPA2

Passphrase:

Confirmed Passphrase:

### Laura's House



- 
Wireless Network Name: Default  
Security Mode: Open  
Wireless Channel: 11
- 
Wireless Network Name: MyWi  
Security Mode: WEP  
Wireless Channel: 6
- 
Wireless Network Name: PatsWiFi  
Security Mode: WEP  
Wireless Channel: 11

### Laura's Wireless Configuration

WIRELESS SETUP
NETWORK FILTER
ADMINISTRATOR TOOLS

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

### Laura's Wireless Configuration

WIRELESS SETUP
NETWORK FILTER
ADMINISTRATOR TOOLS

#### Wireless Network Settings

Enable Wireless: ☐

Wireless Network Name:  (Also called the SSID)

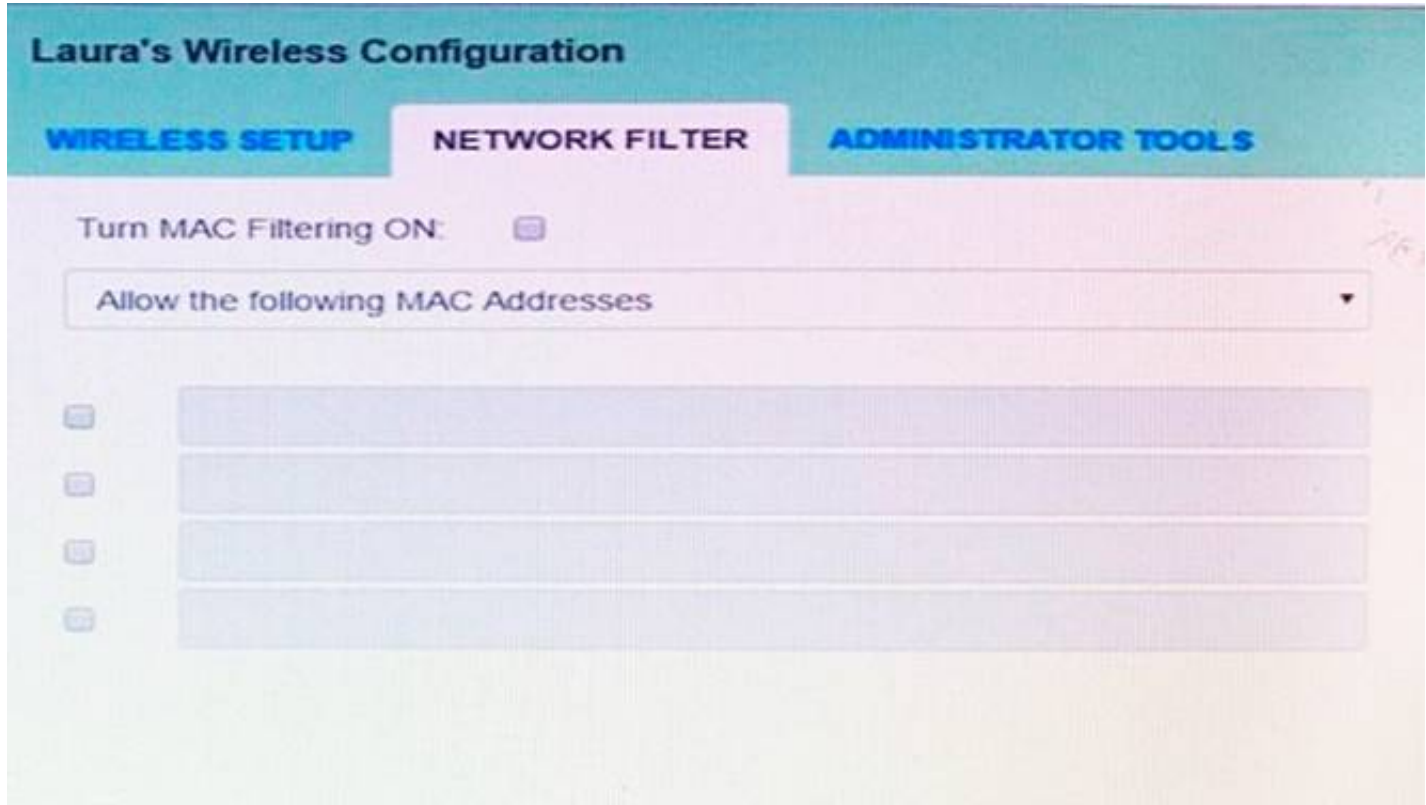
Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

#### Wireless Security Mode

Security Mode:



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:  
solution as





Wireless Configuration



Wireless Setup

Network Filter

Administrator Tools

☒ Turn MAC Filtering ON

Allow the following MAC Addresses

MAC Address

☒ 00:0A:BF:03:C4:54

☒ 09:2C:D0:22:3F:11

☐

☐

Save Settings





The image shows a screenshot of a web-based configuration interface titled "Wireless Configuration". It has three tabs: "Wireless Setup", "Network Filter", and "Administrator Tools", with the last one being active. Below the tabs is a yellow header bar labeled "ADMIN PASSWORD". The main content area contains the instruction "Please enter the same password into both boxes for confirmation." followed by two input fields. The first field is labeled "Password:" and contains the text "Secure\$1". The second field is labeled "Verify Password:" and also contains "Secure\$1". At the bottom right of the form is a yellow button labeled "Save Settings".

#### NEW QUESTION 38

- (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 42

- (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 44

- (Topic 1)

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

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

**Answer:** D

#### Explanation:

The MOST efficient next step the technician should complete is to install an updated printer driver on the print server<sup>12</sup>. The issue of information being garbled and looking like code could be related to a compatibility issue with the new firmware and the existing printer driver<sup>1</sup>. The printer driver is responsible for converting the print job data into a format that the printer can understand and print<sup>2</sup>.

#### NEW QUESTION 49

- (Topic 1)

A technician is setting up a device to use two-factor authentication. Which of the following meets this requirement?

- A. Thumbprint/retinal scan
- B. Password/password
- C. Password/thumbprint
- D. Password/PIN

**Answer:** C

#### Explanation:

Two-factor authentication (2FA) is a security process that requires users to provide two different authentication factors to verify their identity. This means that in addition to providing something they know (such as a password or PIN), they must also provide something they have (such as a smart card or token) or something they are (such as a fingerprint or retinal scan).

In this case, the correct answer would be C. Password/thumbprint. This option meets the requirement for two-factor authentication because it combines two different types of authentication factors: something the user knows (the password) and something the user is (the thumbprint). The other options do not meet the requirement for 2FA because they either use only one type of authentication factor (A and D) or use two instances of the same type of factor (B).

#### NEW QUESTION 54

- (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 59

- (Topic 1)

A technician is configuring a workstation to be used as a VM host. After installing the necessary software, the technician is unable to create any VMs. Which of the following actions should be performed?

- A. Disable the BIOS password.
- B. Enable TPM.
- C. Enable multithreading.
- D. Enable Fast Startup.

**Answer:** B

#### Explanation:

If you want to install Windows 11 on a virtual machine using Hyper-V, you will have to use a "Generation 2" VM and enable the "trusted platform module" (TPM) and Secure Boot options. Otherwise, the OS won't install.

Starting with Windows 11, Microsoft is changing the system requirement and making TPM 2.0 and Secure Boot a prerequisite to perform an in-place upgrade or clean install the new version on any device. This is in addition to the new 4GB of RAM and at least 64GB of storage.

quoted from here:

<https://pureinfotech.com/enable-tpm-secure-boot-hyperv-install-windows-11/> Furthermore, Multithreading is not a requirement for hyper-v hosting.

To create virtual machines on a workstation, the technician needs to enable Trusted Platform Module (TPM) in the system BIOS. TPM is a hardware-based security feature that helps protect the system from unauthorized access and tampering. It is required for many virtualization technologies, including Hyper-V, VirtualBox, and VMware. References: CompTIA A+ Certification Exam Objectives - 220-1102: 2.7 Explain the basics of virtualization.

#### NEW QUESTION 61

- (Topic 1)



A small office has a wireless network with several access points for roaming laptop use. Users occasionally report that the wireless connection drops or becomes very slow. Users have confirmed that this issue only happens when connected to the office wireless network. Which of the following would MOST likely be the cause?

- A. Hidden SSID
- B. Device interference
- C. Ethernet port flapping
- D. High ISP latency

**Answer: B**

**Explanation:**

Device interference is the most likely cause of the wireless connection dropping or becoming slow. Interference can come from other wireless devices, microwave ovens, or physical barriers like walls and metal objects. Hidden SSID, Ethernet port flapping, and high ISP latency are not likely to cause this issue. Wireless interference from other devices can cause a drop in wireless connection speed and stability. In a small office environment, there may be several wireless devices competing for the same bandwidth, causing the issues described. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 3.7 Given a scenario, troubleshoot wired and wireless networks with appropriate tools

**NEW QUESTION 62**

- (Topic 1)

Which of the following is a valid use for PaaS?

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

**Answer: B**

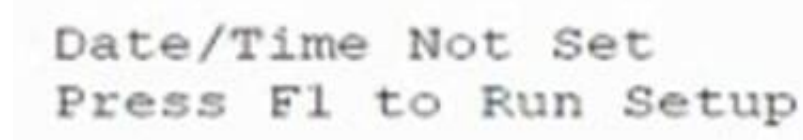
**Explanation:**

PaaS (Platform as a Service) is a cloud computing model in which a provider offers a platform that allows developers to create, run, and manage applications without the complexity of building and maintaining the infrastructure. An application development environment is a valid use for PaaS. References: CompTIA A+ Certification Exam Objectives 1001, 1.7

**NEW QUESTION 64**

- (Topic 1)

An end user reports that the time and date on a desktop resets after shutdown, and subsequently, the device reboots. The next day, the desktop does not load the OS and is stuck at a black screen with the following message:



Which of the following would be the BEST action to take next?

- A. Change the motherboard.
- B. Reseat the motherboard power connections.
- C. Replace the CMOS battery.
- D. Restore the BIOS to factory default settings.

**Answer: C**

**NEW QUESTION 66**

- (Topic 2)

Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

- A. Unplug one power cable.
- B. Verify the RAM temperature.
- C. Utilize a grounding strap.
- D. Replace the RAM while the server is running.

**Answer: C**

**Explanation:**

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This is because the grounding strap prevents electrostatic discharge (ESD) when handling the RAM, which can cause damage to the RAM and the server. Therefore, it is important to always use a grounding strap when handling RAM or other sensitive components.

**NEW QUESTION 67**

- (Topic 2)

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

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

**Answer: C**

**Explanation:**

Once the technician has determined that the power supply is likely to be defective, they should establish a plan of action to resolve the problem. This may include replacing the power supply or further testing to confirm that it is indeed defective. After establishing a plan of action, the technician should implement the solution and verify that it has resolved the issue.

**NEW QUESTION 69**

- (Topic 2)

A technician recently discovered the root cause of an application error that several users have been experiencing. The technician updated the configurations on the affected machines and verified full functionality was restored for all users, which of the following actions should the technician perform NEXT?

- A. Write a knowledge base article in the ticketing software to expedite future Incidents.
- B. Submit a bug report to the developer of the application, along with the steps taken to resolve the Issue.
- C. Work with the developer to proactively collect the application logs to identify future errors of this type.
- D. Send an email communication to the company about the issue and the steps taken to resolve it.

**Answer:** A

**Explanation:**

CompTIA 6-Step Troubleshooting Process:

- \* 1. Identify the problem.
- \* 2. Establish a theory of probable cause. (Question the obvious)
- \* 3. Test the theory to determine cause.
- \* 4. Establish a plan of action to resolve the problem and implement the solution.
- \* 5. Verify full system functionality and if applicable implement preventative measures.
- \* 6. Document findings, actions, and outcomes.

Writing a knowledge base article in the ticketing software would help document the root cause of the application error and the steps taken to resolve it, which can help other technicians resolve similar issues in the future. This is an example of knowledge management best practices. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 6

**NEW QUESTION 71**

- (Topic 2)

A technician wants to deploy a .msi package to a corporate network. The technician needs to verify the application deployment will not affect other legacy applications on the end users' computers. Which of the following would the technician consider the MOST appropriate for this situation?

- A. Virtual network
- B. Application virtualization
- C. Cross-platform virtualization
- D. Virtual sandbox
- E. Virtual desktop

**Answer:** B

**Explanation:**

The most appropriate solution for the technician to consider in this situation is Application virtualization. Application virtualization is a technology that allows applications to run in a virtual environment, which isolates them from the underlying operating system and other applications. This ensures that the application deployment will not affect other legacy applications on the end users' computers.

**NEW QUESTION 75**

- (Topic 2)

A thermal printer that is used to print order buckets in a factory has been experiencing issues following the failure of the air conditioner during the summer. Each ticket has blank spots or is missing text. Which of the following would MOST likely solve these issues?

- A. Restore function to the air conditioner.
- B. Clean the heating element.
- C. Replace the paper rolls.
- D. Install new toner.

**Answer:** A

**Explanation:**

It appears that option A, restoring function to the air conditioner, would most likely solve the thermal printer issue in the described scenario. The failure of the air conditioner during the summer could likely have caused high humidity or heat in the factory, which can affect the printing quality of thermal printers by causing blank spots or missing text. By restoring function to the air conditioner, the temperature and humidity in the factory can be controlled, which can help eliminate these printing issues. However, it is still possible that any of the other options listed could also potentially solve the issue, so it is best to assess the situation further and try different solutions if necessary.

**NEW QUESTION 78**

- (Topic 2)

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

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

**Answer:** D

**Explanation:**

A Storage Area Network (SAN) is a dedicated, high-speed network that connects servers to data storage devices. SANs are used in server rooms to provide high-speed storage access to virtual servers.

**NEW QUESTION 81**

- (Topic 2)

A user is trying to play a DVD on a projector. The user can hear the audio; however, the projector is showing an error message that states:

HDMI Blocked due to Copy Protection

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 86**

- (Topic 2)

Which of the following options provides correct information about 2.4GHz and 5GHz wireless frequencies? (Select TWO)

- A. 2.4GHz has less interference
- B. 5GHz transmits in lower speed.
- C. 2.4GHz penetrates solid objects more effectively
- D. 5GHz provides faster data connections.
- E. 2.4GHz has a higher data rate
- F. 5GHz has 23 channels.
- G. 2.4GHz has 11 channels
- H. 5GHz has no data interference.
- I. 2.4GHz has a higher coverage area
- J. 5GHz has higher bandwidth.
- K. 2.4GHz has a higher bandwidth
- L. 5GHz has lower transmit power.

**Answer:** BE

**Explanation:**

The correct answers are B. 2.4GHz penetrates solid objects more effectively. 5GHz provides faster data connections and E. 2.4GHz has a higher coverage area. 5GHz has higher bandwidth. The 2.4GHz frequency has a lower data rate compared to 5GHz, but it can penetrate solid objects more effectively and has a higher coverage area. The 5GHz frequency, on the other hand, provides faster data connections and has higher bandwidth, but it has fewer channels and lower transmit power.

**NEW QUESTION 89**

- (Topic 2)

A user reports limited or no connectivity on a laptop. A technician runs `ipconfig /all` with the following result:

```
IPv4 connectivity...limited or none
IPv4 address...169.254.254.1
subnet mask...255.255.0.0
default gateway...
```

Which of the following is the MOST likely cause of this issue?

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

**Answer:** A

**NEW QUESTION 93**

- (Topic 2)

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

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

**Answer:** C

**Explanation:**

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

The technician should ask the user additional clarifying questions regarding the issue. This will help to identify any other potential causes of the issue, such as software configuration or compatibility issues, before attempting any further troubleshooting steps.

**NEW QUESTION 97**

- (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 102**

- (Topic 2)

A technician is setting up a projector (or a videoconferencing system). When the user attempts to connect a laptop to the system, the system displays the following error message.

No source found

The user tries multiple cables and inputs on the projector. Which of the following should the user try NEXT?

- A. Check the bulb on the projector and replace it with a new one.
- B. Check the display settings on the computer and set them to extend/duplicate.
- C. Replace the projector with another known-good one and try again.
- D. Replace the video card on the machine that is plugged in to the projector, as it has gone bad.

**Answer:** B

**Explanation:**

If a user is unable to connect a laptop to a projector or videoconferencing system and sees the error message "No source found," the next step should be to check the display settings on the computer and set them to extend/duplicate. This will ensure that the laptop's display is being output to the external device. References: CompTIA A+ Certification Exam Guide, pg. 514

**NEW QUESTION 103**

- (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 authorized sources. This can prevent booting from an unauthorized 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).

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/DVD.

**NEW QUESTION 107**

- (Topic 2)

A technician installed a new router at a small office. After the installation, the technician notices that all devices have a 169.254.x.x IP address. Printers and file shares are still working, but PCs cannot access the Internet. Which of the following should the technician configure on the router to enable devices to connect to the Internet?



- A. APIPA
- B. DNS
- C. DHCP
- D. SMB

**Answer:** C

**Explanation:**

To enable devices to connect to the internet after installing a new router at a small office, the technician should configure DHCP (Dynamic Host Configuration Protocol) on the router. DHCP is a network protocol that automatically assigns IP addresses and other network configuration parameters to devices on a network. By configuring DHCP on the router, the technician can ensure that all devices on the network are assigned a valid IP address that allows them to connect to the internet.

If all devices have a 169.254.x.x IP address, this suggests that the router is not assigning IP addresses to the devices using DHCP (Dynamic Host Configuration Protocol). Configuring the DHCP settings on the router can enable the devices to receive IP addresses automatically and access the internet. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 14

**NEW QUESTION 108**

- (Topic 2)

A technician is troubleshooting an old desktop system that randomly shows a Windows BSOD or powers off unexpectedly. All system temperatures are within normal limits. Which of the following should the technician do NEXT?

- A. Visually inspect the motherboard capacitors.
- B. Verify all case fans are operational.
- C. Check that the BIOS version supports the installed CPU.
- D. Compare the software requirements with the installed RAM.

**Answer:** A

**Explanation:**

BSODs can be caused by poorly written device drivers or malfunctioning hardware, such as faulty memory, power supply issues, overheating of components, or hardware running beyond its specification limits. In the Windows 9x era, incompatible DLLs or bugs in the operating system kernel could also cause BSODs.

**NEW QUESTION 109**

- (Topic 2)

A technician set up a new access point and has noticed significant latency on the selected channel. Which of the following tools can assist with locating the BEST channel to use?

- A. Wi-Fi analyzer
- B. Netstat
- C. Net use
- D. Traceroute
- E. Network tap

**Answer:** A

**Explanation:**

A Wi-Fi analyzer is a tool that can be used to scan the local area for available wireless networks and can provide information such as signal strength, interference, and available channels. It can also be used to locate the best channel to use for a given access point, which can help to reduce latency and improve performance.

**NEW QUESTION 113**

- (Topic 2)

A technician receives a ticket that states a mobile payment device is having Issues with Its contactless payment feature. The device is not detecting payment options. Which of the following Is the MOST likely cause of the Issue?

- A. NFC
- B. Bluetooth
- C. Wi-Fi
- D. Lightning adapter

**Answer:** A

**Explanation:**

NFC (Near Field Communication) is the technology used for contactless payment features on mobile payment devices. If a mobile payment device is having issues with its contactless payment feature and is not detecting payment options, it is most likely due to an issue with the NFC functionality of the device. The contactless payment feature on a mobile payment device uses NFC (Near Field Communication) to detect payment options. If the device is not detecting payment options, the issue may be related to a problem with the NFC feature. References: <https://www.techopedia.com/definition/31790/near-field-communication-nfc>

**NEW QUESTION 115**

- (Topic 3)

A technician needs to configure a printer for network communications 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. IMEI
- G. IP address



H. Drivers

**Answer:** CDG

**Explanation:**

To configure a printer for network communications, the technician must configure its network settings, such as gateway, subnet mask, and IP address. The gateway is the IP address of the router or device that connects the printer to other networks or the internet. The subnet mask is a value that defines which part of the IP address identifies the network and which part identifies the host or device on that network. The IP address is a unique identifier that allows the printer to communicate with other devices.

**NEW QUESTION 116**

- (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 117**

- (Topic 3)

New memory modules were installed in several Windows desktops but some users are still reporting performance issues. Upon investigation, a systems administrator notices the desktop has not recognized the new memory modules. Which of the following should the systems administrator perform to help resolve this issue?

- A. Configure appropriate settings within the BIOS
- B. Replace the RAM
- C. Modify the boot.ini file.
- D. Install the required drivers through the Control Panel

**Answer:** A

**Explanation:**

To resolve the issue of new memory modules not being recognized, the systems administrator should configure appropriate settings within the BIOS. This can include enabling memory mapping or setting memory speed and timings. References: CompTIA A+ Certification Exam Objectives, 220-1101 Section 1.8  
Configure appropriate settings within the BIOS. If new memory modules were installed in several Windows desktops but some users are still reporting performance issues and the desktop has not recognized the new memory modules, the systems administrator should configure appropriate settings within the BIOS to help resolve this issue.

**NEW QUESTION 122**

- (Topic 3)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 124**

- (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 129

- (Topic 3)

A technician is troubleshooting a laptop that has a blank LCD panel. The technician shines a flashlight into the LCD and sees a faint image. Which of the following BEST describes the issue?

- A. Defective inverter
- B. Incomplete video driver
- C. Incorrect input source
- D. Burned-out bulb

**Answer:** A

#### Explanation:

an inverter is a device that converts DC power from the laptop's battery or AC adapter to AC power for the backlight of the LCD panel. If the inverter is defective, the backlight will not work and the LCD panel will appear blank or very dim. The user can still see a faint image if they shine a flashlight into the LCD because the LCD itself is still working.

#### NEW QUESTION 130

- (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 135

- (Topic 3)

Which of the following network devices operates as a bridge function?

- A. Hub
- B. Wireless access point
- C. Transceiver
- D. Media converter

**Answer:** D

#### Explanation:

A media converter is a network device that operates as a bridge function, which means it connects two different types of network media, such as copper and fiber optic cables, and converts signals between them. This allows network devices that use different media types to communicate with each other over long distances or in different environments, without requiring major changes or upgrades to the existing network infrastructure. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 73)

#### NEW QUESTION 139

- (Topic 3)

An insurance company wants to implement cloud computing and would like a cloud solution in which the infrastructure is shared with businesses in the same industry. Which of the following cloud models BEST addresses the company's need?

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

**Answer:** A

#### Explanation:

The cloud model that BEST addresses the company's need is the Community cloud model. A community cloud is a cloud infrastructure in which multiple organizations share resources and services based on common operational and regulatory requirements. The concept of a community cloud is akin to a community garden, where different individuals grow produce on a single piece of shared land.

#### NEW QUESTION 144

- (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 148**

- (Topic 3)

A video game developer is requesting a new desktop computer with eight sticks of memory. The developer wants the desktop computer to take advantage of all available memory bandwidth without sacrificing performance. Which of the following would be the BEST solution?

- A. Triple-channel with DDR5 ECC RAM
- B. Quad-channel with DDR4 RAM
- C. Quad-channel with DDR5 SODIMM
- D. Dual-channel with DDR4 RAM

**Answer: B**

**Explanation:**

Quad-channel memory architecture allows the CPU to access four memory modules simultaneously, increasing the memory bandwidth and performance. DDR4 RAM is a type of memory that has higher speed and lower power consumption than DDR3. SODIMM is a smaller form factor of memory that is typically used in laptops, not desktops. ECC RAM is a type of memory that can detect and correct errors, but it is more expensive and slower than non-ECC RAM. Triple-channel memory architecture is less common and less efficient than quad-channel. References: <https://www.comptia.org/certifications/a#examdetails>  
<https://www.comptia.org/blog/what-is-ddr4-ram> <https://www.comptia.org/blog/what-is-quad-channel-memory>

**NEW QUESTION 152**

- (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 157**

- (Topic 3)

A user is unable to connect a mobile phone while in a car. However, a second mobile Device is able To connect in The same car, WHICH of the Following settings should the user check on the first phone?

- A. Wi-Fi
- B. Hotspot
- C. Bluetooth
- D. Location

**Answer: C**

**Explanation:**

To connect a mobile phone to a car, you need to pair them using Bluetooth, which is a wireless technology that allows secure local networks between devices<sup>1</sup>. If one phone can connect to the car but another cannot, it means that the first phone has Bluetooth enabled and paired with the car, while the second phone does not. Therefore, the user should check the Bluetooth settings on the second phone and make sure it is turned on and discoverable<sup>21</sup>.

**NEW QUESTION 162**

- (Topic 3)

A user's track pad has stopped working. Which of the following should the user do to resolve the track pad's functionality?

- A. Reinstall the mouse drivers
- B. Use the Function key.
- C. Calibrate the digitizer
- D. Configure the mouse settings.

**Answer: B**

**Explanation:**

The correct answer is B. Use the Function key.

The explanation is that some laptops have a Function key (Fn) that can be used to toggle the track pad on or off. This can be useful if the user wants to use an external mouse instead of the track pad, or if the track pad is accidentally activated by palm movements. The user should look for a Fn key on their keyboard and a track pad icon on one of the other keys, such as F5 or F9, and press them together to enable or disable the track pad.

#### NEW QUESTION 165

- (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)

Using the output below:

```
IPv4 Address: 172.25.1.39
Subnet Mask: 255.255.255.0
Router: 172.25.1.252
Name Server: 172.25.1.4
```

Which of the following is the default gateway?

- A. 172.25.1.252
- B. 172.25.1.39
- C. 172.25.1.4
- D. 255.255.255.0

**Answer:** A

#### Explanation:

The default gateway is the IP address of the router or device that connects a network to another network or the internet. In the output below, the default gateway is 172.25.1.252, as shown in the line "Default Gateway . . . . . : 172.25.1.252". The other IP addresses are not default gateways, but either local IP addresses (172.25.1.39 and 172.25.1.4) or subnet masks (255.255.255.0).

#### NEW QUESTION 172

- (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 175

- (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 it<sup>12</sup>. 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 passwords<sup>12</sup>. Telnet also does not authenticate the user or the device, which means that anyone can impersonate either party and gain unauthorized access<sup>1</sup>.

**NEW QUESTION 180**

- (Topic 3)

A technician is working with a user to set up scanning. The user requires the scans to be viewable on the network for the entire department. Which of the following settings on the MFP should the technician edit to BEST address the user's request?

- A. Scan to email
- B. Server message block
- C. Secured prints
- D. Web services
- E. Printer share

**Answer:** B

**Explanation:**

Server message block (SMB) is the setting on the multifunction printer (MFP) that the technician should edit to best address the user's request of making the scans viewable on the network for the entire department. SMB is a network protocol that allows file sharing and printer access among different devices on a network. The technician can configure the MFP to scan to a shared folder on the network using SMB. Scan to email is a feature that allows the MFP to send scanned documents as email attachments, which may not be viewable by everyone in the department. Secured prints is a feature that allows the MFP to print documents only after entering a PIN or password, which does not address the user's request. Web services is a feature that allows the MFP to access online services such as cloud storage or email, which may not be viewable by everyone in the department either. Printer share is not a setting on the MFP, but a feature that allows a device to share its printer with other devices on a network

**NEW QUESTION 181**

- (Topic 3)

A technician is troubleshooting connectivity issues and needs to promiscuously route a copy of traffic to a separate machine for analysis. Which of the following physical tools would BEST accomplish this task?

- A. Toner probe
- B. Wi-Fi analyzer
- C. Network tap
- D. Loopback plug

**Answer:** C

**Explanation:**

A network tap is a physical device that allows promiscuous monitoring of network traffic by creating a copy of the data packets for analysis. A toner probe is used to trace and identify cables. A Wi-Fi analyzer is used to measure wireless signal strength and interference. A loopback plug is used to test network ports or cables by sending and receiving signals from the same device.

**NEW QUESTION 182**

- (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 186**

- (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 188

- (Topic 4)

A user dropped a laptop while it was turned on. The hard drive now makes a clicking sound, and the laptop will not start up. Which of the following most likely explains this situation?

- A. The hard drive bracket screws are loose.
- B. The hard drive jumpers need to be reseated.
- C. The hard drive is damaged.
- D. The SATA cable is loose.

**Answer:** C

#### Explanation:

A clicking hard drive is usually a sign of a mechanical failure, where the read/write heads are not functioning properly or the platters are scratched or broken. This can be caused by physical shock, such as dropping the laptop while it was turned on. A damaged hard drive may not be able to boot up the operating system or access the data stored on it. This is a serious problem that requires data recovery and hard drive replacement.

References

Identifying Hard Drive Sounds and Determining What They Mean Hard Drive Clicking? See How to Fix Click Hard Drive On Your Own Chapter 3: Hardware

#### NEW QUESTION 193

- (Topic 4)

Which of the following protocols is the most appropriate to use for inventory tracking in a small warehouse?

- A. Near-field communication
- B. Radio-frequency identification
- C. Bluetooth
- D. 802.11

**Answer:** B

#### Explanation:

Radio-frequency identification (RFID) is the most appropriate protocol to use for inventory tracking in a small warehouse. RFID 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 about the object, such as its name, serial number, location, or status. RFID tags can be passive, which means they do not have a battery and rely on the radio signal from the reader to power them, or active, which means they have a battery and can transmit their own signal. RFID readers are devices that can scan the RFID tags and read the information stored on them.

RFID is suitable for inventory tracking in a small warehouse because it can provide several benefits, such as:

? Faster and more accurate scanning: RFID tags can be scanned without direct line

of sight, unlike barcodes, and can be scanned in bulk, unlike QR codes. This means that RFID readers can scan multiple items at once, even if they are inside boxes or containers, and reduce the time and errors involved in manual scanning.

? Real-time visibility and control: RFID tags can be updated with the latest

information about the inventory, such as its location, quantity, or condition. This means that RFID readers can provide real-time data and feedback on the inventory status, such as its availability, movement, or expiration. This can help improve inventory management, optimize warehouse space, and prevent stockouts or overstocking.

? Enhanced security and quality: RFID tags can be encrypted and authenticated,

unlike barcodes or QR codes, which can be easily copied or tampered with. This means that RFID tags can prevent unauthorized access or theft of the inventory, and ensure its authenticity and quality. This can help protect the inventory from damage, loss, or fraud, and increase customer satisfaction and trust.

References:

? Inventory Tracking Simplified: Steps, Methods and Efficiency Tips1

? 17 Essential Inventory Management Techniques – Forbes Advisor2

? Inventory Tracking vs Inventory Traceability - Kardex3

#### NEW QUESTION 198

- (Topic 4)

A user tries to turn on a computer but gets the following error message: Bootable device not found. The computer had no issues yesterday Which of the following is the most likely reason for this error?

- A. The HDD is malfunctioning.
- B. The mouse and keyboard are not connected.
- C. A misconfigured boot device is in the BIOS.
- D. The network cable is unplugged

**Answer:** A

#### Explanation:

The most likely reason for this error is A. The HDD is malfunctioning.

A bootable device not found error usually indicates that the system cannot access or detect the hard disk that contains the operating system files. This could be due to a physical or logical damage to the hard disk, such as bad sectors, corrupted partitions, or faulty cables. According to the web search results, some possible causes and solutions for this error are:

? Hard drive connection issue: Check the cabling and power supply to the hard drive and make sure they are properly connected12.

? Corrupt hard drive partitions: Use a Windows installation media to scan and repair the corrupt system files using the System File Checker (SFC) tool1.

? Damaged hard drive: Replace the hard drive with a new one and reinstall the operating system2.

? Incorrect boot sequence in the BIOS: Enter the BIOS or UEFI settings menu and change the boot order to make sure that the system drive is in the first position13.

? Damaged MBR (Master Boot Record): Use a Windows installation media to repair the Windows bootloader using the Diskpart tool1.

#### NEW QUESTION 202

- (Topic 4)

A technician is replacing the motherboard of a workstation for a user who runs multiple large applications at the same time. Which of the following motherboard specifications would provide the most significant improvement in performance?

- A. Number of DIMM slots
- B. Number of HDMI ports
- C. Number of PCI slots
- D. Number of USB ports

**Answer:** A

#### Explanation:

The correct answer is A. Number of DIMM slots.

The number of DIMM slots on a motherboard determines how much RAM can be installed on the system. RAM is a crucial component for running multiple large applications at the same time, as it allows the CPU to access data faster and avoid swapping to the hard drive. Having more DIMM slots means that more RAM can be added, which can improve the performance and responsiveness of the system.

B. Number of HDMI ports. This is not a correct answer. The number of HDMI ports on a motherboard determines how many monitors can be connected to the system. HDMI ports are used for video and audio output, but they do not affect the performance of the system when running multiple large applications.

C. Number of PCI slots. This is not a correct answer. The number of PCI slots on a motherboard determines how many expansion cards can be installed on the system. PCI slots are used for adding devices such as sound cards, network cards, or graphics cards, but they do not affect the performance of the system when running multiple large applications.

D. Number of USB ports. This is not a correct answer. The number of USB ports on a motherboard determines how many peripherals can be connected to the system. USB ports are used for connecting devices such as keyboards, mice, printers, or external drives, but they do not affect the performance of the system when running multiple large applications.

Reference: Best motherboards 2022: the best motherboards for Intel and AMD -TechRadar1.

#### NEW QUESTION 206

- (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 207

- (Topic 4)

A laser printer, which is located in a large office, has a leaky toner cartridge. Some toner spilled into the printer when the cartridge was removed. Which of the following is the best way to clean up the toner?

- A. Magnetic duster
- B. ESD-safe vacuum
- C. Compressed air
- D. Damp cloth

**Answer:** B

#### Explanation:

The best way to clean up the toner that spilled into the printer is to use an ESD-safe vacuum. An ESD-safe vacuum is a special type of vacuum that has a filter that traps toner particles and prevents them from escaping into the air. An ESD-safe vacuum also has a grounding wire that prevents static electricity from building up and damaging the printer's components. Toner is electrically conductive and can cause short circuits or sparks if it contacts sensitive parts of the printer.

Therefore, using an ESD-safe vacuum is the safest and most effective method to remove the toner from the printer.

Other methods, such as a magnetic duster, compressed air, or a damp cloth, are not recommended for cleaning up toner spills. A magnetic duster is a device that uses a magnet to attract toner particles, but it can also damage the printer's components that rely on magnetism, such as the drum or the fuser. Compressed air can blow the toner around and create a cloud of dust that can be harmful to breathe or contaminate other parts of the printer. A damp cloth can smear the toner and make it harder to remove, as well as cause corrosion or rust on the printer's metal parts.

References:

? Cleaning up Toner Spills or Leaks Inside the Printer - Xerox Support1

? How to Clean Up Toner Spills - YouTube2

? How to Clean up a Laser Toner Spill - Cartouches Certifiées3

#### NEW QUESTION 211

- (Topic 4)

A technician is installing a network interface card in a desktop computer. Which of the following connectors should the technician use to connect the card to the computer's motherboard?

- A. PCIe
- B. AGP
- C. USB
- D. IDE

**Answer:** A

**Explanation:**

PCIe (Peripheral Component Interconnect Express) is a type of expansion slot that connects network interface cards (NICs) and other devices to the motherboard. PCIe slots have different sizes and speeds, such as x1, x4, x8, x16, and x32. PCIe slots are faster and more versatile than older types of expansion slots, such as AGP (Accelerated Graphics Port) and IDE (Integrated Drive Electronics).

References: The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook, page 2-13.

**NEW QUESTION 215**

- (Topic 4)

A technician is building a video production workstation that will consist of two high-end GPUs. The technician is reusing an existing ATX case. Which of the following should the technician select as the MOST appropriate power supply type?

- A. 400W external power supply
- B. 2x 600W redundant power supplies
- C. 1,200W modular power supply
- D. 1,500W uninterruptible power supply

**Answer:** C

**Explanation:**

A video production workstation that will consist of two high-end GPUs will require a lot of power and a modular power supply. A modular power supply allows the technician to connect only the cables that are needed for the components, which reduces clutter and improves airflow. A 1,200W power supply should be enough to power the two GPUs and other components, but the exact wattage depends on the specifications of the GPUs and other components. A 400W external power supply is not enough to power the workstation and may not be compatible with the ATX case. Two 600W redundant power supplies are unnecessary and may not fit in the ATX case. A 1,500W uninterruptible power supply (UPS) is a device that provides backup power in case of a power outage, but it is not a replacement for a power supply unit (PSU). References: <https://www.comptia.org/blog/what-is-a-power-supply-unit>

**NEW QUESTION 216**

- (Topic 4)

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

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

**Answer:** D

**Explanation:**

The screen needs to be recalibrated. The cursor drift is a common symptom of a misaligned touch screen, which can be caused by physical shocks, temperature changes, or software updates. The screen can be recalibrated using the tablet's settings or a utility program. The screen is not physically damaged, as there is no visible crack or break. The screen rotation is not related to the cursor drift, as it only affects the orientation of the display. The touch-pen battery is not relevant, as the cursor drift occurs even without using the pen.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 15.

**NEW QUESTION 221**

- (Topic 4)

An engineer is setting up two-factor authentication so users can access a company's human resources system. Which of the following should the engineer require users to do?

- A. Use a mobile authenticator application.
- B. Connect to the company's Wi-Fi.
- C. Connect through the VPN.
- D. Use a bastion server.

**Answer:** A

**Explanation:**

Two-factor authentication (2FA) is a method of verifying a user's identity by requiring two pieces of evidence: something the user knows (such as a password) and something the user has (such as a device). A mobile authenticator application is a software program that runs on a smartphone or tablet and generates a one-time code or token that the user can enter along with their password to access a system. This adds an extra layer of security to prevent unauthorized access.

References

- The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101), page 13-14
- CompTIA A+ Certification Exam Core 1 Objectives, page 9, objective 2.5
- What is Two-Factor Authentication?

**NEW QUESTION 223**

- (Topic 4)

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:**

The correct answer is D. Power supply wattage rating.

The power supply wattage rating is the most important factor to consider before building a gaming computer, as it determines how much power the system can draw from the wall and how much power the components can consume. A power supply with a low wattage rating may not be able to support the high-end graphics card, processor, and other devices, resulting in poor performance, instability, or damage<sup>12</sup>.

To find the optimal power supply wattage rating for a gaming computer, the technician should calculate the total power consumption of all the components and add some

headroom for future upgrades or overclocking. The technician can use online calculators such as Cooler Master Power Calculator or Seasonic Wattage Calculator to estimate the power requirements of the system<sup>3</sup>.

**NEW QUESTION 226**

- (Topic 4)

An administrator needs to configure RAID for a video-rendering workstation at minimal cost. The solution should have high read/write performance and maximum drive storage utilization. Redundancy is not a concern. Which of the following RAID configurations should the administrator use?

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

**Answer:** A

**Explanation:**

The administrator should use RAID 0 for a video-rendering workstation at minimal cost. RAID 0, also known as striping, is a RAID configuration that splits data evenly across two or more disks, without parity information, redundancy, or fault tolerance. RAID 0 has the following advantages and disadvantages:

? High read/write performance: RAID 0 can increase the data transfer rate by using multiple disks in parallel. This can improve the speed and efficiency of video rendering, which involves processing large amounts of data. RAID 0 can also reduce the latency and seek time of the disks, as the data is distributed across multiple spindles.

? Maximum drive storage utilization: RAID 0 can use the full capacity of the disks, without wasting any space for parity or mirroring. This can lower the cost and increase the storage space for the workstation. For example, if two 500 GB disks are used in RAID 0, the total capacity of the array will be 1000 GB.

? No redundancy or fault tolerance: RAID 0 does not provide any protection against data loss or disk failure. If one disk fails, the entire array will fail and the data will be unrecoverable. Therefore, RAID 0 should only be used for non-critical data that is backed up elsewhere, or for temporary files that can be recreated.

References:

? Standard RAID levels - Wikipedia<sup>1</sup>

? RAID Levels and Types Explained: Differences and Benefits of Each<sup>2</sup>

? RAID Level Comparison Table | RAID Data Recovery Services<sup>3</sup>

**NEW QUESTION 230**

- (Topic 4)

Which of the following services allows a remote user to access network resources?

- A. WLAN
- B. SAN
- C. DHCP
- D. VPN

**Answer:** D

**Explanation:**

The correct answer is D. VPN.

A VPN (Virtual Private Network) is a service that allows a remote user to access network resources securely over the internet. A VPN creates an encrypted tunnel between the user's device and the VPN server, which acts as a gateway to the network. The user can then access the network resources as if they were directly connected to the network, without exposing their traffic to eavesdropping, interception, or censorship.

A VPN can provide remote users with access to various services on a company network, such as file and print services, client/server applications, and remote network administration<sup>1</sup>. A VPN can also protect the user's privacy and identity online by masking their IP address and location.

References:

•Remote Access to a Network - NETWORK ENCYCLOPEDIA, section "Remote access typically gives remote users access to the following services on a company network".

**NEW QUESTION 231**

- (Topic 4)

A user returns to work after a two-week vacation and cannot connect to an internal server. The remote drives were working the last time the user accessed them. Which of the following steps should the technician take next?

- A. Conduct external research on the server software vendor's website.
- B. Reference the server vendor's documentation for guidance.
- C. Confirm a theory and determine the next steps to resolve the issue.
- D. Determine if any infrastructure changes have been made.

**Answer:** D

**Explanation:**

The first step in troubleshooting any network connectivity issue is to identify the scope and source of the problem. The technician should check if any infrastructure



changes have been made during the user's absence, such as updates, patches, configuration changes, or hardware replacements. These changes could affect the network settings, firewall rules, permissions, or compatibility of the user's device or the server. The technician should also verify if other users or devices can access the server or if the problem is isolated to the user's device. By determining if any infrastructure changes have been made, the technician can narrow down the possible causes and formulate a theory to test.

#### References

Chapter 5: Hardware and Network Troubleshooting How to fix HTTP 500 internal server error?

Remote desktop connection: An internal error has occurred

### NEW QUESTION 232

- (Topic 4)

A user's Windows PC is unable to connect to the network at a new branch office that the user is visiting. A technician discovers the PC is unable to ping the local gateway. Which of the following commands should the technician use next?

- A. ipconfig
- B. cd config
- C. ifconfig
- D. show config

**Answer:** A

#### Explanation:

ipconfig is a command-line tool that displays the current configuration of the network interfaces on a Windows PC. It can also be used to release and renew the IP address, flush the DNS cache, and display the routing table. If the PC is unable to ping the local gateway, the technician should use ipconfig to check the IP address, subnet mask, default gateway, and DNS servers of the PC. The technician can also use ipconfig /renew to request a new IP address from the DHCP server, or ipconfig /flushdns to clear the DNS cache.

#### References

- [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 78
- How to use the ipconfig command on Windows 10
- How to Ping the Windows Network Router

### NEW QUESTION 234

- (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 239

- (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 242

- (Topic 4)

A laptop is experiencing slow performance writing data. Which of the following is the best component for a technician to upgrade to fix the issue?



- A. RAM
- B. HDD
- C. TPM
- D. CPU

**Answer:** B

**Explanation:**

The best component for a technician to upgrade to fix the issue of slow performance writing data is B. HDD. HDD stands for hard disk drive, which is a type of storage device that uses physical disks to store data. HDDs have moving parts that can slow down the read and write operations, especially when the data is fragmented or the disk is full<sup>12</sup>.

A better alternative to HDDs is SSDs, which stands for solid state drives. SSDs use flash memory and do not have any moving parts. SSDs can read and write data faster and use less power, which can improve the performance and battery life of the laptop<sup>13</sup>. Upgrading to an SSD can provide a significant improvement in performance<sup>2</sup>.

The other components are not as relevant or effective as upgrading the HDD. RAM stands for random access memory, which is a type of memory that stores temporary data for the CPU to process. RAM can affect the overall speed of the laptop, but it does not directly affect the writing performance of the storage device<sup>1</sup>. TPM stands for trusted platform module, which is a security chip that encrypts and protects data on the laptop. TPM does not affect the performance of the laptop, but rather its security<sup>1</sup>. CPU stands for central processing unit, which is the main processor of the laptop that executes instructions and calculations. CPU can affect the performance of the laptop, but it is not as easy or cost-effective to upgrade as the HDD<sup>1</sup>.

**NEW QUESTION 247**

- (Topic 4)

Multiple users contact the help desk to report issues with the network fileshares. Files are accessible, but performance is very slow. Which of the following should a technician perform first?

- A. Defragment the files on the network share.
- B. Ask the users to perform a network speed test.
- C. Check the RAID drive status LEDs.
- D. Start the process of rebuilding the array.

**Answer:** C

**Explanation:**

The correct answer is C. Check the RAID drive status LEDs.

RAID stands for Redundant Array of Independent Disks, which is a technology that combines multiple physical disks into a logical unit that provides improved performance, reliability, or both<sup>1</sup>. RAID can be implemented using hardware or software, and there are different levels of RAID that use different methods of data distribution and redundancy<sup>1</sup>. One of the common issues with RAID is disk failure, which means that one or more of the disks in the array stop working properly. Disk failure can affect the performance and availability of the network fileshares, depending on the RAID level and the number of failed disks<sup>2</sup>. For example, RAID 0, which uses striping to split data across multiple disks, has no redundancy and will lose all data if any disk fails. RAID 1, which uses mirroring to duplicate data on two disks, can tolerate one disk failure and still function. RAID 5, which uses striping with parity to distribute data and error correction information across three or more disks, can also tolerate one disk failure and still function<sup>1</sup>.

One of the ways to detect disk failure is to check the RAID drive status LEDs, which are lights that indicate the health and activity of each disk in the array.

Different RAID controllers may have different LED patterns and colors, but generally, a green LED means that the disk is working normally, a red LED means that the disk has failed or is offline, an amber LED means that the disk is degraded or rebuilding, and a blinking LED means that the disk is active or busy<sup>34</sup>.

The first step that a technician should perform when troubleshooting network fileshare issues is to check the RAID drive status LEDs to see if any disk has failed or is degraded. This can help identify the cause of the problem and determine the appropriate solution. For example, if a disk has failed in a RAID 1 or RAID 5 array, the technician can replace the failed disk and rebuild the array to restore performance and redundancy. If a disk has failed in a RAID 0 array, the technician will need to restore the data from a backup<sup>2</sup>.

The other options are not the best steps to perform first. Defragmenting the files on the network share may improve performance by reducing fragmentation, but it will not solve the problem if there is a disk failure in the RAID array. Asking the users to perform a network speed test may help diagnose network issues, but it will not help identify disk issues in the RAID array. Starting the process of rebuilding the array may be necessary after replacing a failed disk, but it should not be done before checking the RAID drive status LEDs.

**NEW QUESTION 252**

- (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 254**

- (Topic 4)

A technician is preparing a redesigned conference room for a presentation. The presenter connects a laptop to the LCD projector, but a "No input source" error message is displayed on the LCD projector's screen. However, the presentation is working on the laptop's LCD screen when in mirroring mode on the docking station. Which of the following troubleshooting steps should the technician take first?

- A. Replace the LCD projector.
- B. Reboot the laptop.
- C. Update the display drivers.
- D. Check the physical cabling.

**Answer:** D

**Explanation:**

One of the possible causes of the error message "No input source" is that the LCD projector is not receiving any signal from the connected device, such as a

laptop1. This could be due to a loose or faulty cable or connector, or an incorrect input source selected on the projector2. Therefore, the first troubleshooting step that the technician should take is to check the physical cabling and make sure it is properly connected and secured12.

#### NEW QUESTION 256

- (Topic 4)

A technician needs to configure a firewall to enable network printing. Which of the following network ports should be opened? (Select two)

- A. 21 (FTP)
- B. 22 (Telnet)
- C. 25 (SMTP)
- D. 515 (LDP)
- E. 631 (IPP)
- F. LPT1

**Answer:** DE

#### Explanation:

To enable network printing, the firewall needs to open the ports that are used by the network printers and the print servers. Two common ports for network printing are 515 (LDP) and 631 (IPP). LDP stands for Line Printer Daemon Protocol, which is a TCP-based protocol for sending print jobs to a remote printer. IPP stands for Internet Printing Protocol, which is a HTTP-based protocol for managing and monitoring print jobs over the Internet. According to the CompTIA Core1 objectives, one of the network ports that is related to printing is 515. A research paper on network printing also mentions that LDP and IPP are widely used protocols for network printing.

#### NEW QUESTION 259

- (Topic 4)

A technician configured a new SOHO router for a small business. The ISP gave the technician an IP address on the router's WAN port. Which of the following addresses did the technician most likely configure on the router?

- A. 10.1.50.30
- B. 19.45.7.28
- C. 169.254.168.10
- D. 172.22.40.6

**Answer:** B

#### Explanation:

This is an example of a public IP address that can be assigned by an ISP to a router's WAN (Wide Area Network) port. A public IP address is a globally unique and routable address that allows a device to communicate with other devices on the internet. A private IP address, such as 10.1.50.30 or 172.22.40.6, is a non-routable address that is used within a local network and cannot be directly accessed from the internet. A link-local IP address, such as 169.254.168.10, is a self-assigned address that is used when a device cannot obtain a valid IP address from a DHCP server.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 27.

#### NEW QUESTION 264

- (Topic 4)

A technician needs to fix a computer that received a non-specific error after a scheduled computer restart. Which of the following is the best way to start troubleshooting?

- A. Update all of the firmware.
- B. Roll back all of the recent updates.
- C. Review the system event log.
- D. Search for the error on the internet.

**Answer:** C

#### Explanation:

The best way to start troubleshooting a non-specific error after a scheduled computer restart is to review the system event log. The system event log is a record of significant events that occur on the computer, such as errors, warnings, or information messages. The system event log can help identify the cause of the error and provide possible solutions.

The answer is C.

To learn more about troubleshooting methods and tools, you can refer to the CompTIA A+ Certification Exam Core 1 Objectives1 or the CompTIA A+ Core 1 (220-1101) Certification Study Guide2. These resources cover the topics that are tested on the CompTIA A+ Core 1 exam, which is one of the two exams required to earn the CompTIA A+ certification. The CompTIA A+ certification validates your skills and knowledge as an entry-level IT professional.

#### NEW QUESTION 266

- (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 Objectives<sup>1</sup>

? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook<sup>2</sup>

? How to Upgrade the RAM in Your Laptop | Tom's Hardware<sup>3</sup>

? How to Upgrade RAM on a Laptop | Crucial.com<sup>4</sup>

#### NEW QUESTION 271

- (Topic 4)

A technician needs to determine where a printer is connected on a patch panel. Which of the following is the best tool for the technician to use to locate the port?

- A. Toner probe
- B. Loopback plug
- C. Cable tester
- D. Wi-Fi analyzer

**Answer:** A

#### Explanation:

The correct answer is A. Toner probe.

A toner probe is an electronic test instrument that can help trace wires and locate the port where a printer is connected on a patch panel. A toner probe consists of two parts: a tone generator and a tone detector. The tone generator sends a signal through the cable, and the tone detector picks up the signal at the other end.

By using a toner probe, a technician can identify which port on the patch panel corresponds to the printer cable.

A loopback plug is a device that can test the functionality of a network port by sending and receiving signals from the same port. A loopback plug is not useful for locating ports on a patch panel.

A cable tester is a device that can verify the integrity and continuity of a cable by checking for open, short, or miswired connections. A cable tester can also measure the length and resistance of a cable. A cable tester is not useful for locating ports on a patch panel.

A Wi-Fi analyzer is a software or hardware tool that can monitor and analyze wireless networks by scanning for available channels, signal strength, security settings, and other parameters. A Wi-Fi analyzer is not useful for locating ports on a patch panel. Reference: compia A+ Core 1 - Hardware And Network Troubleshooting - ExamGuides.com

#### NEW QUESTION 274

- (Topic 4)

A technician is troubleshooting a wireless network issue. The users are all connected to the network, but the throughput is slow, and connections often drop. Which of the following should the technician check first?

- A. Encryption cipher
- B. Channel interference
- C. Number of connected devices
- D. Antenna type

**Answer:** B

#### Explanation:

The first thing that the technician should check when troubleshooting a wireless network issue with slow throughput and frequent connection drops is the channel interference. Channel interference is a common cause of poor Wi-Fi performance, as it occurs when multiple wireless networks or devices use the same or overlapping frequency bands, resulting in signal degradation, congestion, or collision. Channel interference can affect both 2.4 GHz and 5 GHz networks, but it is more likely to happen on the 2.4 GHz band, as it has fewer and narrower channels than the 5 GHz band.

To check for channel interference, the technician can use a Wi-Fi analyzer tool, such as the ones found in the web search results<sup>123</sup>, to scan the wireless environment and identify the best channel to use for the network. A Wi-Fi analyzer tool can display various information, such as the network name (SSID), signal strength (RSSI), channel number, frequency, bandwidth, and security type. The technician can look for the following indicators of channel interference:

? High network density: If there are many wireless networks or devices in the vicinity, they may compete for the same or adjacent channels, causing interference and congestion. The technician can look for the number of networks or devices on each channel and avoid the crowded ones.

? Channel overlap: If there are wireless networks or devices that use the same or partially overlapping channels, they may interfere with each other and degrade the signal quality. The technician can look for the channel width and frequency of each network and avoid the overlapping ones. For example, on the 2.4 GHz band, the technician should use only the non-overlapping channels 1, 6, and 11, and avoid the channels in between.

? Signal interference: If there are other sources of electromagnetic radiation or noise that operate on the same or similar frequency bands as the wireless network, they may interfere with the wireless signals and cause distortion or loss. The technician can look for the signal strength and quality of each network and avoid the ones that are weak or noisy. For example, some common sources of signal interference

are microwave ovens, cordless phones, Bluetooth devices, or baby monitors. To fix the channel interference issue, the technician can try the following solutions:

? Change the channel of the wireless network: The technician can use the Wi-Fi analyzer tool to find the least congested and most optimal channel for the network, and then change the channel settings on the router or the access point. The technician should also consider using the 5 GHz band instead of the 2.4 GHz band, as it offers more and wider channels and less interference.

? Relocate the router or the access point: The technician can move the router or the access point to a different location, away from potential sources of interference or obstacles that may block or weaken the wireless signals, such as walls, furniture, or metal objects. The technician should also place the router or the access point in a central and elevated position, to provide better coverage and signal quality for the network.

? Upgrade the router or the access point: The technician can replace the router or the access point with a newer and more advanced model, that supports the latest Wi-Fi standards, such as Wi-Fi 6 (802.11ax) or Wi-Fi 5 (802.11ac). These standards offer higher data rates, lower latency, and better performance in dense and noisy environments, compared to the older standards, such as Wi-Fi 4 (802.11n) or Wi-Fi 3 (802.11g).

References:

? How to Fix Wi-Fi Connection Drops - Lifewire<sup>4</sup>

? How to Fix When Wi-Fi Keeps Disconnecting on Windows <sup>115</sup>

? How to Fix Wi-Fi Connection Drops - Lifewire<sup>6</sup>

? How to Fix Wi-Fi Connection Drops - Lifewire<sup>7</sup>

? How to Fix Wi-Fi Connection Drops - Lifewire<sup>8</sup>

#### NEW QUESTION 278

- (Topic 4)

Which of the following network devices converts fiber network signals from light into electric signals that can be used by a Wi-Fi router?

- A. Hub
- B. PoE
- C. ONT
- D. NIC

**Answer:** C

#### Explanation:

An ONT, or Optical Network Terminal, is a device that converts fiber network signals from light into electric signals that can be used by a Wi-Fi router. An ONT is an interface between the fiber optic network that carries optical signals and the devices that use electrical signals, such as routers, telephones, or computers. An ONT is similar to a modem for fiber internet, as it allows the devices to communicate with the internet service provider (ISP) and access the internet.

References:

? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook, page 4- 111

? What Is an ONT? Optical Network Terminals Explained | Reviews.org2

? What Is An ONT & How is it Used in Fiber Networks? - STL Tech3

#### NEW QUESTION 283

- (Topic 4)

A technician has noticed that a monitored server is receiving a disk failure notice during startup. When the technician clicks to continue, the machine still seems to startup into Windows but at a much slower speed. The technician looks at the BIOS information and sees the machine utilizes a RAID 5 configuration. Which of the following does the technician MOST likely need to perform?

- A. Reinstall the HDD drivers.
- B. Rebuild The RAID.
- C. Replace the failed drivers.
- D. Restart the system.

**Answer:** B

#### Explanation:

The disk failure notice during startup indicates that one or more disks in the RAID array have failed. The machine still seems to startup into Windows but at a much slower speed because the RAID 5 configuration can tolerate one disk failure and still operate, but with reduced performance and reliability. The technician most likely needs to rebuild the RAID, which means replacing the failed disk(s) and restoring the data from the parity information. Reinstalling the HDD drivers will not fix the disk failure. Replacing the failed drivers is not a valid option, as drivers are software, not hardware. Restarting the system will not fix the disk failure either. References: <https://www.comptia.org/blog/what-is-raid-0-1-5-6-10>

#### NEW QUESTION 287

- (Topic 4)

A technician is troubleshooting a workgroup printer that has stopped printing after several days of heavy use. The technician runs the diagnostic tool in the printer's administrator menu. Which of the following issues is the technician most likely to encounter?

- A. Corrupt job in print spooler
- B. Insufficient space in the printer
- C. Network connectivity issues
- D. Improperly installed drivers

**Answer:** A

#### Explanation:

The most likely issue that the technician will encounter is A. Corrupt job in print spooler.

A corrupt job in the print spooler is a common problem that can cause a printer to stop printing or print slowly. The print spooler is a service that manages the print queue, which is a list of documents that are waiting to be printed. Sometimes, a document in the print queue can become corrupted or incompatible with the printer, and prevent other documents from being printed. This can happen due to various reasons, such as power outage, network interruption, driver mismatch, virus infection, etc12.

To troubleshoot and resolve this issue, the technician can use the diagnostic tool in the printer's administrator menu, which is a feature that allows the technician to access and configure various settings and options of the printer. The diagnostic tool can help the technician identify and delete the corrupt job in the print spooler, and restart the print service. The technician can also use the diagnostic tool to check the printer's status, error messages, firmware updates, network settings, and other information that can help with the troubleshooting process34.

The other options are less likely to be encountered by the technician, as they are not related to the printer's heavy use or the diagnostic tool. Insufficient space in the printer is an issue that can occur when the printer's memory or storage is full, and it can cause the printer to print slowly or incompletely. However, this issue can be easily resolved by clearing the printer's memory or storage, or adding more memory or storage to the printer12. Network connectivity issues are problems that can affect the communication between the printer and the network, and they can cause the printer to be offline or unreachable. However, these issues can be resolved by checking and fixing the physical or wireless connection, the network configuration, the firewall settings, and the printer's IP address12. Improperly installed drivers are issues that can affect the compatibility and functionality of the printer, and they can cause the printer to print incorrectly or not at all. However, these issues can be resolved by updating, reinstalling, or rolling back the printer's drivers, or by using the correct drivers for the printer's model and operating system12.

#### NEW QUESTION 291

- (Topic 4)

A restaurant calls the support line about its 3in (2.5cm) point-of-sale printer that is only printing fully black receipts. Which of the following should the technician check in order to resolve the issue? (Select two).

- A. Power supply
- B. Humidity
- C. Rollers
- D. Fuser



- E. Heating element
- F. Room temperature

**Answer:** CE

**Explanation:**

The correct answers are C. Rollers and E. Heating element.

A 3in (2.5cm) point-of-sale printer is a type of thermal printer that uses heat to print receipts on special thermal paper. The printer has a heating element that heats up the paper as it passes through the rollers, creating black marks on the paper where the heat is applied. The heating element and the rollers are two critical components of the thermal printer that can affect the quality of the printout.

If the printer is only printing fully black receipts, it means that the heating element is overheating or malfunctioning, causing the entire paper to turn black. The heating element may need to be replaced or repaired by a technician. Alternatively, the rollers may be dirty or damaged, causing the paper to stick to the heating element and get burned. The rollers may need to be cleaned or replaced by a technician.

The other options are not likely to cause the printer to print fully black receipts. The power supply may affect the printer's performance, but it would not cause the heating element to overheat or the rollers to malfunction. The humidity and room temperature may affect the quality of the thermal paper, but they would not cause the entire paper to turn black. The fuser is a component of a laser printer, not a thermal printer, and it has no effect on the point-of-sale printer.

References:

Basic Printer Troubleshooting – Individual Point of Sale

5 Common Issues With Any POS System and How To Fix Them Printer Troubleshooting | Square Support Center - US

Resolve receipt printer issues and cash drawer will not open - QuickBooks

**NEW QUESTION 293**

- (Topic 4)

A technician is troubleshooting a PC that makes grinding noises and eventually shuts down. The technician determines the PC is overheating. Which of the following is most likely failing?

- A. RAM
- B. Motherboard
- C. SSD
- D. CPU fan

**Answer:** D

**Explanation:**

The most likely component that is failing and causing the PC to overheat is D. CPU fan. The CPU fan is a vital part of the cooling system that prevents the CPU from overheating by blowing air over the heatsink and dissipating the heat. If the CPU fan is faulty, noisy, or clogged with dust, it can reduce the airflow and cause the CPU temperature to rise<sup>12</sup>. This can result in poor performance, instability, or shutdowns of the PC.

The other components are less likely to be the cause of overheating. RAM, motherboard, and SSD do not generate as much heat as the CPU and usually do not require fans to cool them down<sup>1</sup>. They may overheat if there is poor ventilation in the case or if they are defective, but they are not as common as a failing CPU fan.

Therefore, the correct answer is D. CPU fan. This is the most likely component that is failing and causing the PC to overheat.

**NEW QUESTION 297**

- (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 300**

- (Topic 4)

A technician is troubleshooting a laptop that shuts down intermittently. When the laptop is repositioned, the technician notices a noise coming from inside of it. The technician removes the bottom cover.

Which of the following should the technician do next?

- A. Turn on the laptop and move it again to replicate the issue.
- B. Reseat the memory modules and the SSD.
- C. Remove the internal battery and look for loose parts.
- D. Inspect the connections for a damaged cable.

**Answer:** A

**Explanation:**

The correct answer is A. Turn on the laptop and move it again to replicate the issue.

One of the basic troubleshooting techniques is to reproduce the problem and observe the symptoms. This can help to identify the cause and the solution of the issue. By turning on the laptop and moving it again, the technician can verify if the noise is related to the laptop's movement, and if it affects the laptop's performance or stability. The noise could indicate a loose or damaged component, such as a fan, a hard drive, or a cable, that needs to be fixed or replaced.

The other options are not the best next steps, because they do not confirm the source of the problem, and they may cause more damage or complications.

Reseating the memory modules and the SSD (option B) may be helpful if the laptop has booting or performance issues, but it is unlikely to solve the noise.



problem. Removing the internal battery and looking for loose parts (option C) may be risky if the technician does not follow proper safety precautions, such as disconnecting the power cord and wearing an anti-static wrist strap. Inspecting the connections for a damaged cable (option D) may be part of the troubleshooting process, but it should be done after replicating the issue and narrowing down the possible causes.

For more information about laptop troubleshooting steps, you can refer to the following web search results: Computer Basics: Basic Troubleshooting Techniques, Use a fix-it tool with Windows 10, 6 Ways to Troubleshoot a Computer.

#### NEW QUESTION 304

- (Topic 4)

A technician needs to test a new USB headset for videoconference calls. Audio playback is working as expected, but sound from the microphone is not being recorded. The Device Manager and Sound settings show the microphone is installed. Which of the following should the technician do next?

- A. Examine the application and device mute controls.
- B. Connect the headset to a different USB port.
- C. Check the device's driver release date.
- D. Increase the speaker volume setting.

**Answer:** A

#### Explanation:

The correct answer is A. Examine the application and device mute controls. One of the possible reasons for the USB headset microphone not working is that the microphone is muted in the application or device settings. The technician should check if the mute button on the headset or the microphone icon in the application is active. If so, the technician should disable them and try to record sound again.

Some applications may also have their own settings for the microphone input. The technician should make sure that the USB headset is selected as the input device and that the volume level is appropriate. The technician can also test the microphone in different applications to see if the problem is specific to one application or not.

The other options are less likely to solve the problem, because:

- Connecting the headset to a different USB port may not make any difference if the device is already installed and recognized by the system.
- Checking the device's driver release date may not be relevant if the microphone was working before and no updates were installed recently.
- Increasing the speaker volume setting may not affect the microphone input at all, and may only make the audio playback louder.

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

- USB Headset Mic Not Working? Here Are All Possible Fixes - TechNorms
- Fix microphone problems - Microsoft Support
- USB Headset Not Working? Try These Fixes - Tech News Today

#### NEW QUESTION 308

- (Topic 4)

A customer has a Wi-Fi-capable laptop to use when traveling for work. Which of the following will allow the laptop to stay connected when the user travels?

- A. Cellular card
- B. Wi-Fi extender
- C. Bluetooth
- D. GPS

**Answer:** A

#### Explanation:

A cellular card is a device that allows a laptop to connect to the internet using a cellular network, such as 4G or 5G. A cellular card can provide internet access when the user travels and does not have access to a Wi-Fi network. A cellular card may require a subscription plan from a cellular service provider. A Wi-Fi extender is a device that boosts the signal of an existing Wi-Fi network, but it does not provide internet access by itself. Bluetooth is a wireless technology that allows devices to communicate over short distances, but it does not provide internet access either. GPS is a satellite-based system that provides location and navigation information, but it does not provide internet access as well. References: <https://www.comptia.org/blog/what-is-a-cellular-card>

#### NEW QUESTION 312

- (Topic 4)

Which of the following devices is capable of dynamically distributing an IP address?

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

**Answer:** D

#### Explanation:

A router is a device that connects multiple networks and forwards packets between them based on their destination IP addresses. A router can also perform DHCP (Dynamic Host Configuration Protocol) function, which means it can dynamically distribute IP addresses to devices on its network. A router can also provide other features, such as firewall, NAT (Network Address Translation), VPN (Virtual Private Network), and QoS (Quality of Service).

#### NEW QUESTION 313

- (Topic 4)

An engineer is installing a 500W power supply in a server that requires continuous availability. Which of the following is the most suitable type of power supply for the application?

- A. Redundant
- B. Modular
- C. Switched-mode
- D. Semi-modular

**Answer:** A

**Explanation:**

A redundant power supply is a type of power supply that consists of two or more independent units that can provide power to the same device or system. A redundant power supply can increase the reliability and availability of the device or system, because if one unit fails, the other unit can take over and continue to provide power without interruption. A redundant power supply is often used in servers that require continuous availability, such as web servers, database servers, or file servers.

**NEW QUESTION 316**

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