CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

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NEW QUESTION 1
- (Topic 2)
A startup company is outgrowing its current office space and is requiring employees to work remotely. The company must comply with government-enforced requirements to safeguard all aspects of data, so the IT department plans to maintain complete control over users' operating systems. Which of the following should the IT department implement?

A. VDI
B. IaaS
C. VPN
D. SaaS

Answer: A

Explanation:
The IT department should implement VDI. Virtual Desktop Infrastructure (VDI) is a technology that allows users to access a desktop operating system from a remote location. VDI provides complete control over users' operating systems, which is important for safeguarding data. VDI also provides a secure way to access data from remote locations, which is important for compliance with government-enforced requirements1.

NEW QUESTION 2
- (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 3
- (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 4
- (Topic 2)
A technician is troubleshooting a point-of-sale primer that Is printing blank receipts. Which o(the following should the technician do to resolve the Issue?

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

Answer: A

Explanation:
Verifying the correct type of paper is loaded is the best solution for resolving the issue of blank receipts being printed by a point-of-sale printer. Some receipt printers require a specific type of paper, and using the wrong type can result in blank receipts. References: https://www.techwalla.com/articles/what-are-the-causes-of-blank-receipts- from-a-printer
Top of Form
Verify the correct type of paper is loaded. If a point-of-sale printer is printing blank receipts, one possible cause could be that the wrong type of paper is loaded in the printer. Thermal printers require thermal paper to print properly. If regular paper is loaded instead of thermal paper, the printer will not be able to produce an image on the paper and will print blank receipts.

NEW QUESTION 5
- (Topic 2)

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

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

Answer: D

Explanation:
Verify that the OS supports hot swapping the RAM. Before replacing the RAM on an entry-level server with hot-swappable components, the technician should verify that the operating system supports hot swapping of RAM.

NEW QUESTION 6
- (Topic 2)
Which of the following is used to implement network security polices 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 7
- (Topic 2)
A technician is adding one more line at the demarcation point. Which of the following tools would be MOST useful to accomplish this task?

A. Toner
B. Punchdown
C. Network tap
D. Crimper

Answer: B

Explanation:
Punchdown tools are used to make connections between wires in a 66/110 block at the demarcation point. The tool is used to insert the wire into the appropriate holes in the block, and it can be used to add additional lines to the demarcation point. The other options are not the correct tools for adding lines to the demarcation point. A toner is used to identify cable pairs, a network tap is used to monitor network traffic, and a crimper is used to terminate cables.

NEW QUESTION 8
- (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 9
- (Topic 2)
A technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter. The new computer does not have a 9-pin serial port. Which of the following ports can an adapter be installed on in order to connect to the point-of-sale system?

A. HDMI
B. Bluetooth
C. USB
D. Lightning

Answer: C

Explanation:
A USB to 9-pin serial adapter can be used to connect the new computer to the point-of-sale system using a USB port. USB is a common and versatile port type found on most computers.
If a technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter and the new computer does not have a 9-pin serial port, an adapter can be installed on the USB port in order to connect to the point-of-sale system. A USB-to-serial adapter can be used to connect a serial device to a USB port on a computer.

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

NEW QUESTION 10
- (Topic 2)
A desktop support technician is tasked with upgrading a laptop so that it has the fastest data access possible. Which of the following BEST satisfies this requirement?

A. mSATASSD
B. M.2NVMeSSD
C. 2.5SATASSD
D. 2.5SASHHD

Answer: B

Explanation:
M.2 NVMe SSD provides the fastest data access possible for a laptop. It is a high-performance solid-state drive that connects directly to the motherboard through an M.2 slot.

NEW QUESTION 14
- (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 15
- (Topic 1)
An administrator is configuring a corporate-owned smartphone for a new manager. The company requires the ability to wipe the phone's data remotely in the event of loss or theft and the capability to approve applications installed on the phone. Which of the following tools would BEST meet this need?

A. Tethering to a corporate-owned laptop
B. WPA2-Enterpise wireless
C. Corporate enterprise email
D. Mobile device management

Answer: D

Explanation:
Mobile Device Management (MDM) is a software solution that allows companies to manage and secure mobile devices used in the corporate environment. MDM

provides features such as remote data wipe, application management, and device security policies to ensure data protection and compliance with company policies. References: CompTIA A+ Certification Exam Objectives 220-1001 - Mobile device hardware and operating systems - 2.8

NEW QUESTION 20
- (Topic 1)
A Wi-Fi mesh network has been optimized to eliminate poor coverage areas, yet users still experience decreased bandwidth and connectivity issues. Which of the following actions should the technician take NEXT?

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

Answer: B

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

NEW QUESTION 21
- (Topic 1)
A colleague has a laptop that has been working as expected for several years wall outlet. The MOST likely component that needs to be replaced is the:

A. power adapter.
B. battery.
C. system fan.
D. hard drive.

Answer: B

Explanation:
 Based on the information provided in the question, the MOST likely component that needs to be replaced is A. power adapter. If a laptop has been working as expected for several years but suddenly stops working when it is plugged into a wall outlet, it is possible that the power adapter has failed and is no longer able to provide power to the laptop. In this case, replacing the power adapter would likely resolve the issue.
The other components listed in the options (battery, system fan, and hard drive) could also potentially fail and cause issues with a laptop's performance. However, based on the specific scenario described in the question (the laptop suddenly stops working when plugged into a wall outlet), it seems most likely that the issue is related to the power adapter.
If the laptop has been working as expected for several years and suddenly stops working, the power adapter is the most likely component that needs to be replaced. Over time, the power adapter can become worn or damaged, resulting in a loss of power to the laptop. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 3

NEW QUESTION 24
- (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 charring.

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 26
- (Topic 1)
A technician installed a Cat 5 UTP cable approximately 275ft (84m) from a network switch in an office to a workstation located on a factory floor The technician sees both a flashing green LED and a flashing orange LED on the workstation's NIC. Which of the following should the technician do FIRST?

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

Answer: A

Explanation:
 The flashing green and orange LEDs on the NIC indicate connection issues. The technician should first check for loose connections, pinched bends, and physical damage, which are the most common causes of connection problems. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 14

NEW QUESTION 28
- (Topic 1)

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

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

Answer: B

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

NEW QUESTION 32
- (Topic 1)
A technician logs on to a PC and inserts an encrypted USB drive. When opening File Explorer, the technician cannot see the USB drive. Which of the following tools should the technician use to see all drives?

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

Answer: B

Explanation:
The tool that the technician should use to see all drives is Diskmgmt. Diskmgmt is a Windows utility that allows you to manage disk drives and partitions on your computer. It can be used to view all drives, including USB drives, that are connected to the computer12.

NEW QUESTION 37
- (Topic 1)
A user submitted a ticket to report an issue with a new printer that is no longer accepting new print jobs. The technician verifies the printer is on and notices the printer LCD screen has the following error message:
Paper Jam, Jam in fuser.
Which of the following is the MOST efficient next step the technician should complete?

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

Answer: B

Explanation:
The MOST efficient next step the technician should complete is to check the printer paper path to locate any obstructions1. The error message "Paper Jam, Jam in fuser" indicates that there is a paper jam in the fuser2. The fuser is one of the parts of a laser printer most likely to fail without giving any explicit message2. The printer LCD screen indicates a paper jam in the fuser. The most efficient next step the technician should complete is to check the printer paper path to locate any obstructions. Applying a maintenance kit or replacing the fuser may not be necessary if the issue is caused by a paper jam.

NEW QUESTION 39
- (Topic 1)
A user acquired a new workstation and is attempting to open multiple targe 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 41
- (Topic 1)
A technician is commissioning a workstation that is required to have mirrored storage, utilizing two 4TB drives that support one failure. Which of the following BEST meets these requirements?

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

Answer: B

Explanation:

RAID 1 is a mirrored configuration that utilizes two drives and provides redundancy by allowing one drive to fail without data loss. This configuration meets the requirement of mirrored storage with two 4TB drives that support one failure. References:
CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 8

NEW QUESTION 43
- (Topic 1)
Which of the following would be BEST reason to use a virtual machine as a sandbox?

A. To test new software in a safe environment
B. To increase the efficient use of computing resources
C. To run multiple machines on the same hardware
D. To have dedicated hardware for a single system

Answer: A

Explanation:
The main reason to use a virtual machine as a sandbox is to test new software in a safe environment without risking the integrity of the host operating system. Using a virtual machine enables the testing of software and allows for the isolation of the software from the host system. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 409

NEW QUESTION 44
DRAG DROP - (Topic 1)
An office manager reports that a printer is experiencing performance issues. Printouts are smudging when they are handled, and. recently, whenever the manager tries to print oversized documents, the paper jams before anything is printed on it.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 49
- (Topic 1)

A user reports issues with a smartphone after dropping it. The icons on the screen all look normal, but when the user touches the email icon, for example, nothing happens. Which of the following is MOST likely the cause?

A. Digitizer issues
B. Overheating
C. Broken screen
D. Malware

Answer: A

Explanation:
 Dropping a smartphone can damage the digitizer, which is the component responsible for sensing touch input. This can cause issues with tapping and swiping on the screen, as well as other touchscreen-related issues. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 3.3 Given a scenario, troubleshoot mobile device issues

NEW QUESTION 50
- (Topic 1)
An organization has some computers running macOS and some computers running Windows. The computers running macOS also need to run a piece of software that is only available on Windows. Which of the following BEST describes the solution for running Windows software on a computer running macOS?

A. Operating system spoofing
B. Remote software provisioning
C. Indirect software implementation
D. Cross-platform virtualization

Answer: D

Explanation:
 Cross-platform virtualization would be the best solution for running Windows software on a computer running macOS. This involves running a virtual machine (VM) on the macOS computer, which emulates a Windows environment and allows the Windows software to be installed and run within the VM.
Cross-platform virtualization allows a computer running macOS to run Windows software. It involves creating a virtual machine on the macOS computer and installing a Windows operating system on it. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 1

NEW QUESTION 52
- (Topic 1)
A technician is receiving reports that the entire office sporadically loses network connectivity throughout the day. The technician determines the root cause to be EMI. Which of the following cable mediums would be the MOST cost effective without sacrificing system performance?

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

Answer: B

Explanation:
 In this situation, the MOST cost-effective cable medium that would not sacrifice system performance would be B. Shielded Cat 6. Electromagnetic interference (EMI) can disrupt network connectivity by interfering with the signals transmitted over network cables. Shielded Cat 6 cables are designed to provide protection against EMI by incorporating a layer of shielding material around the cable's conductors. This shielding helps to prevent EMI from interfering with the signals transmitted over the cable.

NEW QUESTION 54
- (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 56
- (Topic 1)
A user connects a smartphone to a laptop. Which of the following types of networks has the user created?

A. PAN
B. MAN
C. WLAN
D. LAN

Answer: A

Explanation:
When a user connects a smartphone to a laptop, they create a Personal Area Network (PAN). A PAN is a type of network used for communication between devices in close proximity to each other, typically within a range of a few meters or less. This type of network is commonly used for wireless communication between personal devices, such as connecting a smartphone to a laptop for file sharing or internet access. References: CompTIA A+ Certification Exam Objectives - 220-1001: 1.1 Explain common connectors and their uses.

NEW QUESTION 59
- (Topic 1)
A customer reports that access to the network fileshare has become much slower than usual, but local applications do not seem to have trouble. The technician checks the download bandwidth and finds no issues. Which of the following should the technician check NEXT?

A. Level of network utilization
B. Customer use of two-factor authentication
C. Amount of local drive space
D. RAID array drive health

Answer: A

Explanation:
The technician should check the level of network utilization to determine if there is an excessive amount of traffic that may be causing the slow access to the network fileshare. This can be done using network monitoring tools to track the amount of data being transmitted on the network. References: CompTIA A+ Certification Exam Objectives 1001, 2.9

NEW QUESTION 63
- (Topic 1)
A user, who is attempting to give a presentation via a projector in a conference room, reports the projector has video but no audio. Which of the following will MOST likely resolve the issue?

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

Answer: D

Explanation:
The issue of video but no audio on a projector in a conference room can be resolved by utilizing an HDMI connection between the PC and the projector. HDMI supports both video and audio signals and is commonly used to connect a PC to a projector for presentations. Changing the input on the projector to VGA, changing the output on the PC to DVI, or modifying the projector's refresh rate will not resolve the issue. References: CompTIA A+ Certification Exam: Core 1 - Objective 2.5

NEW QUESTION 64
- (Topic 1)
A user in a medical office contacts a technician regarding a printer that is used to print A4-
sized labels. After the labels are printed, they mistakenly contain white space in the middle of the page. Which of the following would MOST likely be the cause?

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

Answer: D

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

NEW QUESTION 67
- (Topic 1)
A computer that contains critical data has not been backed up and will not boot past a S.M. A. R. T, error that indicates imminent hard disk failure. Which of the following actions should the technician take FIRST?

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

Answer: A

Explanation:
The technician should run diagnostics on the faulty hard drive using a boot disk first when a computer that contains critical data has not been backed up and will not boot past a S.M.A.R.T. error that indicates imminent hard disk failure. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 376

NEW QUESTION 68
- (Topic 1)
Recently, an organization received a number of spam emails that passed through the spam gateway. The emails contained generally the same information, but the

sending domains were different. Which of the following solutions would BEST help mitigate the issue?

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

Answer: D

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

NEW QUESTION 70
- (Topic 1)
Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

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

Answer: B

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

NEW QUESTION 75
- (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 77
- (Topic 1)
An IT manager discovered that hundreds of pages of printed materials are being recycled each day because the materials are left on the printer tray instead of being picked up by users. Which of the following would BEST prevent this waste?

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

Answer: D

Explanation:
 By requiring a code or badge before releasing a print job, it ensures that only authorized personnel can collect the printouts. This method is effective in preventing waste and in keeping sensitive documents confidential. Sending reminders, enabling duplex printing, and billing departments are useful strategies for reducing paper utilization but may not necessarily prevent waste caused by uncollected printouts.
Requiring a code or badge before releasing a print job is the best solution to prevent the waste of printed materials, as it ensures that only the user who initiated the print job is able to pick up the printed materials. This can be achieved by implementing print release software or requiring users to enter a PIN code at the printer. References: CompTIA A+ Certification Exam Objectives 1001, 2.10

NEW QUESTION 78
- (Topic 1)
A company just bought a printer capable of automatically printing on both sides of the paper After installation, however, the technician can only print on both sides of the paper manually. Which of the following should the technician do to fix the issue?

A. Install the most recent firmware upgrade available for the printer.
B. Contact the vendor for a hardware replacement.
C. Reinstall the printer software and drivers, and then restart the printer.
D. Read the installation manual and configure duplex settings.

Answer: D

Explanation:

The issue described in the question is most likely due to an incorrect configuration of the printer's duplex settings. To enable automatic duplex printing, the technician needs to read the printer's installation manual to understand how to configure the printer's duplex settings correctly. Once the settings are configured, the printer should be able to print on both sides of the paper automatically.

To fix the issue of a newly installed printer capable of automatically printing on both sides of the paper but only printing on both sides manually, the technician should read the installation manual and configure duplex settings. Duplex printing settings can be configured in the printer driver software, which can be accessed through the printer settings in the Control Panel. Installing the most recent firmware upgrade available for the printer, contacting the vendor for a hardware replacement, or reinstalling the printer software and drivers and restarting the printer will not resolve the issue.

NEW QUESTION 79
- (Topic 1)
Which of the following should the data center hardware technician implement to ensure maximum uptime for customers' virtual machines?

A. Line conditioner
B. AC voltage regulator
C. Uninterruptible power supply
D. Cloud storage backup

Answer: C

Explanation:
An uninterruptible power supply (UPS) can help ensure maximum uptime for
customers' virtual machines by providing a backup power source in case of a power outage or other power-related issues. A line conditioner and AC voltage regulator are designed to stabilize the power supply, but do not provide backup power. Cloud storage backup is a way to backup data, but does not directly impact uptime. References: CompTIA A+ Certification Exam: Core 1 - Page 159

NEW QUESTION 81
- (Topic 1)
A user's mobile phone gets really hot to the touch and does not retain a charge. The user also reports that the phone is very slow, especially while charging. Which of the following is MOST likely causing these symptoms?

A. Broken charging port
B. Digitizer failure
C. CPU overheating
D. Defective battery

Answer: D

Explanation:
A defective battery is the most likely cause of a mobile phone that gets really hot to the touch, does not retain a charge, and is slow while charging. A defective battery can cause the phone to overheat and may also cause performance issues. References: CompTIA A+ Certification Exam Objectives 1001, 2.14

NEW QUESTION 85
- (Topic 1)
Which of the following technologies can allow multiple networks to traverse a switch?

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

Answer: A

Explanation:
The technology that allows multiple networks to traverse a switch is VLAN (Virtual Local Area Network) which is a logical grouping of devices on the same network regardless of their physical location12.
Virtual Local Area Network (VLAN) technology can allow multiple networks to traverse a switch. A VLAN is a logical network created within a physical network that can separate traffic and allow multiple networks to coexist on the same physical network infrastructure. VRRP (Virtual Router Redundancy Protocol), VPN (Virtual Private Network), and DHCP (Dynamic Host Configuration Protocol) do not allow multiple networks to traverse a switch. References: CompTIA A+ Certification Exam: Core 1 - Objective 3.2

NEW QUESTION 88
- (Topic 1)
A remote user reports connectivity issues with the local internet provider. Even after a technician reboots the modem supplied by the ISP. the issue persists. Which of the following would BEST establish the connection in minimal time?

A. Radio frequency ISP
B. Neighbor's Wi-Fi
C. Mobile hotspot
D. Fiber optic

Answer: C

Explanation:
Using a mobile hotspot is the best way to establish an internet connection in minimal time for a remote user who is experiencing connectivity issues with the local internet provider. A mobile hotspot can be set up quickly and provides a reliable connection using cellular data. References: CompTIA A+ Certification Exam Objectives 1001, 3.4

NEW QUESTION 90

- (Topic 1)
An online retailer wants to save money and is considering migrating to the public cloud so peak is over. Which of the following BEST describes this aspect of cloud computing?

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

Answer: A

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

NEW QUESTION 92
- (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 97
- (Topic 1)
In which of the following places is a laptop's wireless antenna MOST likely located?

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

Answer: D

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

NEW QUESTION 102
- (Topic 1)
A user visits the desk to report that a smartphone takes more than a day to fully charge. The user has already tested multiple wall outlets and swapped the charging cable, but the results are the same. Which of the following should the technician do FIRST?

A. Verify the power rating of the charger.
B. Ensure all unnecessary connectivity features are disabled.
C. Check that all missing smartphone OS updates are applied.
D. Complete a factory reset of the phone

Answer: A

Explanation:
A smartphone that takes more than a day to fully charge may be due to a charger that is not powerful enough. The technician should verify that the charger is rated for the smartphone's battery capacity and that it is providing the correct voltage and amperage123.

NEW QUESTION 107
- (Topic 1)
A customer is using a satellite internet connection that is experiencing slowness. A technician notices high latency while pinging, but the download test is performing perfectly with very good download speeds. Which of the following represents the NEXT action the technician should perform?

A. Restart the modem and run an online internet connection and speed diagnostic tool.
B. Guide the customer on how to upgrade the internet plan with the provider in order to improve latency.
C. Explain to the customer this is not an issue; this situation is normal for this type of internet connection.
D. Replace the modem because it is not working correctly based on the test result.

Answer: A

Explanation:
The technician should restart the modem and run an online internet connection and speed diagnostic tool1. High latency is a common issue with satellite internet connections, and it can cause slow internet speeds2. Restarting the modem can help to resolve the issue1. The technician should also run an online internet connection and speed diagnostic tool to check the connection and speed1. Guiding the customer on how to upgrade the internet plan with the provider in order to

improve latency is not likely to be the correct option2.
High latency while pinging can indicate a problem with the modem or the connection between the modem and the satellite. Restarting the modem can often resolve connectivity issues. Running an online internet connection and speed diagnostic tool can help identify any other issues with the connection. Upgrading the internet plan may not resolve latency issues and may not be necessary if the download test is performing perfectly with very good download speeds. High latency is not normal for satellite internet connections, so replacing the modem based on this one test result is premature. References: CompTIA A+ Certification Exam: Core 1 - Page 102

NEW QUESTION 111
- (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 server12. 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 driver1. The printer driver is responsible for converting the print job data into a format that the printer can understand and print2.

NEW QUESTION 114
- (Topic 1)
A technician needs to fix a Cat 5 cable issue. The cable, which is connected to a network jack, fails when it is moved around. Which of the following items must the technician use to fix the issue? (Select TWO).

A. Scissors
B. Network tap
C. Magnetized screwdriver
D. Tone generator
E. RJ45 connector
F. Crimper

Answer: EF

Explanation:
To fix a Cat 5 cable issue where the cable fails when it is moved around, the technician would need to use an RJ45 connector (option E) and a crimper (option F). The technician can use the crimper to attach a new RJ45 connector to the end of the cable, which should resolve the issue.
An RJ45 connector (option E) is a type of connector commonly used for Ethernet networking. It is an 8-position, 8-contact (8P8C) modular plug and jack that is used to terminate Cat 5 and other types of twisted pair cables. A crimper (option F) is a tool used to attach connectors to the ends of cables. In this case, the technician would use the crimper to attach a new RJ45 connector to the end of the Cat 5 cable.
When a cable fails when it is moved around, it often indicates that there is a problem with the connector at the end of the cable. By attaching a new RJ45 connector using a crimper, the technician can ensure that the cable has a secure and reliable connection.

NEW QUESTION 115
- (Topic 1)
A technician needs to recommend an internet connection for a customer who travels around the world and wants to have connectivity while visiting remote camping locations. Some of the locations the customer visits have limited or unreliable cellular service. Which of the following connection types should the technician recommend?

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

Answer: A

Explanation:
The connection type that the technician should recommend is Satellite. Satellite internet is a good option for people who travel around the world and want to have connectivity while visiting remote camping locations. It works by using terminals which can give you internet access in remote locations as long as they have a line of sight to the satellite in orbit above12.
Since the customer travels to remote camping locations with limited or unreliable cellular service, the best recommendation is satellite internet connection. Satellite internet uses a dish to connect to satellites orbiting the earth, which can provide coverage anywhere in the world as long as there is a clear line of sight to the satellite. This is especially useful in remote areas where traditional terrestrial connections are not available. References: CompTIA A+ Certification Exam Objectives - 220-1001: 1.6 Given a scenario, evaluate connection type and bandwidth.

NEW QUESTION 116
- (Topic 1)
A user reports that printed receipts have black smudges over the entire image. The text is still present but is very dark and sometimes illegible. Which of the following are the MOST likely cause and solution for the printer issue?

A. The ribbon is jammed and is rubbing on the pape
B. Clear the bad ribbon and feed it through properly.
C. The printhead is too ho
D. Adjust the temperature down and retry printing.
E. The printer is loaded with the wrong type of pape

F. Replace the receipt paper with carbon paper.
G. The blue ink cartridge was loaded with black in
H. Put in the correct ink and clean the printhead.

Answer: A

Explanation:
 The black smudges over the entire image on a printed receipt are most likely caused by a jammed ribbon that is rubbing on the paper. The solution is to clear the bad ribbon and feed it through the printer properly. Ribbon jams can be caused by various issues, such as incorrect installation or a damaged ribbon. References: CompTIA A+ Certification Exam Objectives - 220-1001: 4.5 Given a scenario, troubleshoot common printer problems.

NEW QUESTION 119
- (Topic 1)
A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

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

Answer: B

Explanation:
 eSATA is the best choice for adding external storage as it offers a fast transfer rate and is specifically designed for external storage devices. SCSI is an older interface that is rarely used today, PCIe is typically used to add expansion cards to a computer, and NVMe is a newer interface for high-speed solid-state storage, but it is typically used for internal storage devices.

NEW QUESTION 121
- (Topic 1)
A technician goes to a classroom to troubleshoot a projector that occasionally powers off.
The technician recreates the issue and notices the projector will not power back on until approximately 15 minutes have passed. After 15 minutes of being powered on. the projector shuts off again. Which of the following should the technician perform NEXT to resolve the issue?

A. Clean the filter.
B. Adjust the standby timeout.
C. Check the power cable connection.
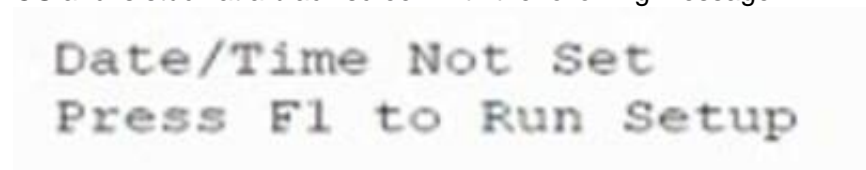D. Replace the bulb.

Answer: A

Explanation:
 Based on the given information, it seems that the projector is experiencing issues with overheating or a faulty power supply. The fact that it shuts off and cannot be turned back on until it has cooled down for 15 minutes suggests that the projector is overheating or there is a problem with the power supply. Therefore, the next logical step would be to clean the filter to ensure proper ventilation and airflow, as a dirty filter can cause overheating.

NEW QUESTION 122
- (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:

```
Date/Time Not Set
Press F1 to Run Setup
```

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 123
- (Topic 1)
While using a popular videoconferencing program, the user selects a webcam, but the software is unable to open the webcam. The webcam was working the previous day. Which of the following should be done to address this issue?

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

Answer: A

Explanation:
 One possible solution to address the issue of a webcam not working with a videoconferencing program is to close other video software and retry (option A). It's

possible that another video software program is currently using the webcam and preventing the videoconferencing program from accessing it. By closing any other video software that may be running on the computer, the user can ensure that the webcam is available for use by the videoconferencing program.

NEW QUESTION 125
- (Topic 2)
A technician is installing new power supplies for the application engineering team's workstations. The management team has not yet made a decision about installing dual graphics cards, but they want to proceed with the project anyway. Which of the following power supplies would provide the BEST solution?

A. 1000W 24-pin modular power supply
B. 220VAC 9000J surge protector
C. 500W redundant power supply
D. 2000VA uninterruptible power supply

Answer: A

Explanation:
 A 1000W 24-pin modular power supply provides enough power to support a dual graphics card configuration, which requires a significant amount of power. A modular power supply allows the technician to connect only the cables that are necessary for the current configuration, reducing cable clutter and improving airflow inside the case. This makes it easier to install and maintain the power supply.

NEW QUESTION 130
- (Topic 2)
A user attempted to install an application on a desktop, and the installation attempt failed. A technician compares these installation files to those on another user's machine and finds the files are different. Which of the following should the technician do NEXT?

A. Attempt to reinstall the application.
B. Verify the system functionality.
C. Test the functionality of the antivirus.
D. Complete the final report.
E. Determine the source of the installation file.

Answer: A

NEW QUESTION 132
- (Topic 2)
The owner of a restaurant reports that wireless network connections are lost intermittently throughout the day. Which of the following steps should a technician take to troubleshoot the issue? (Select TWO).

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

Answer: AD

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

NEW QUESTION 135
- (Topic 2)
A technician is implementing a SOHO wireless solution with three access points. Which of the following actions would avoid high latency?

A. Enabling and configuring a 5GHz antenna
B. Configuring separate IP ranges
C. Enabling multiple SSIDs
D. Configuring all devices with different channels

Answer: D

Explanation:
 If a technician is implementing a SOHO wireless solution with three access points and wants to avoid high latency, the technician should configure all devices with different channels. By configuring all devices with different channels, the technician can ensure that the wireless signals from each access point do not interfere with each other, which can cause high latency.

NEW QUESTION 136
- (Topic 2)
Which of the following network devices would an administrator use to distribute traffic evenly throughout multiple nodes?

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

E. Firewall

Answer: A

Explanation:
A load balancer is a network device that distributes network or application traffic across multiple servers to ensure that no single server bears too much of the load. Load balancing helps to improve application availability, increase scalability, and optimize resource utilization.
A bridge is used to connect two different networks, often to divide a larger network into smaller segments. A proxy server is used to forward client requests to other servers, and can also be used to cache frequently requested data. A switch is used to connect multiple devices within a network and to control the flow of network traffic. A firewall is used to secure a network by controlling incoming and outgoing traffic based on defined security rules.
Reference: CompTIA A+ Core 1 Exam Guide, page 244.

NEW QUESTION 140
- (Topic 2)
A technical lead wants to migrate all common business applications, including email and fileshares, to the cloud. Which of the following cloud concepts should be used?

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

Answer: C

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

NEW QUESTION 145
- (Topic 2)
A technician is diagnosing a workstation that shuts down unexpectedly during a butn-in test. Which of the following is the MOST likely cause for this symptom?

A. Faulty CMOS battery
B. OS update issue
C. Overheating
D. Faulty RAM

Answer: C

Explanation:
If a workstation shuts down unexpectedly during a burn-in test, overheating is the most likely cause. This is because a burn-in test is designed to stress the components of the workstation, which can generate a lot of heat. Therefore, overheating is the correct answer. References: CompTIA A+ Certification Exam Guide, Ninth Edition, page 120

NEW QUESTION 147
- (Topic 2)
A startup is looking to immediately expand its data center but does not have the personnel or space to manage everything internally. The organization has multiple small offices and remote users with large computational and storage-solution requirements. Funding is not an issue for the company. Which of the following can BEST accomplish the company's goals?

A. SaaS
B. IaaS
C. ISP
D. SON

Answer: B

Explanation:
IaaS is a cloud computing model where a third-party provider hosts infrastructure components such as servers, storage, and networking on behalf of customers. This allows the startup to immediately expand its data center without the need for additional personnel or space to manage everything internally. Additionally, IaaS allows remote users to easily access the required computational and storage resources from multiple small offices.
Infrastructure as a Service (IaaS) can provide the startup with the necessary computational and storage solutions without the need for internal management. IaaS allows organizations to rent computing resources from a third-party provider instead of owning and maintaining them in-house.

NEW QUESTION 149
- (Topic 2)
Which of the following wireless technologies has the MOST range and wireless throughput?

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

Answer: B

Explanation:
802.11ax, also known as Wi-Fi 6, has the longest range and the highest wireless throughput of all the wireless technologies listed. References: CompTIA A+ Certification Exam Guide, 220-1001, Chapter 3

NEW QUESTION 151
- (Topic 2)
A technician is replacing a ribbon on a printer that produces faded text and Images when priming. Which of the following types of primers is the technician working on?

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

Answer: A

Explanation:
An impact printer is a type of printer that uses a ribbon to produce text and images on paper. If an impact printer is producing faded text and images when printing, it could be due to a worn-out ribbon that needs to be replaced. The technician would need to replace the ribbon on the impact printer to resolve the issue.
A ribbon is a consumable component used in impact printers that uses a cloth or plastic strip coated with ink to produce text and images on paper. Examples of impact printers include dot matrix printers and line printers. References: Study Guide Section 4.6 - Printer technologies

NEW QUESTION 154
- (Topic 2)
Which of the following are default ports for HTTP and HTTPS traffic? (Select TWO).

A. 23
B. 25
C. 80
D. 143
E. 389
F. 443

Answer: CF

NEW QUESTION 156
- (Topic 2)
Which of the following cables replaced the Apple 30-pin connector and is also reversible?

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

Answer: B

Explanation:
Lightning Connector: Apple introduced this brand-new connector back in 2012. It is over 80% smaller than the 30-pin connector and is reversible.
https://www.cablewholesale.com/support/technical_articles/whats_your_port.php#:~:text=Li ghtning%20Connector%3A%20Apple%20introduced%20this,pin%20connector%20and%2 0is%20reversible.

NEW QUESTION 160
- (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 cony-protected sources in the projector's settings.

Answer: C

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

NEW QUESTION 165
- (Topic 2)
A user reports a cell phone is getting hot. Which of the following are MOST likely to be possible causes? (Select THREE).

A. Using the device as a Wi-Fi hotspot
B. A cracked screen
C. A failing battery
D. Less than 15% free storage space on the phone
E. Privileged control
F. Recurring prompts to install OS updates

G. Granting too many application camera permissions
H. Too many open applications

Answer: ACH

Explanation:
 Using the device as a Wi-Fi hotspot, a failing battery, and too many open applications are the most likely causes of the cell phone getting hot. These actions require the phone to use more power and processing, causing it to heat up.

NEW QUESTION 169
- (Topic 2)
A technician is troubleshooting a smartphone that has a large dark area on the screen. The screen has no damage to Indicate that It is cracked. Which of the following BEST describes why a blot Is on the screen?

A. Digitizer damage
B. Improper charging
C. Ambient light sensor damage
D. Liquid damage

Answer: A

Explanation:
 A blot on the screen of a smartphone is most likely caused by damage to the digitizer, which is the part of the device responsible for interpreting touch input. Improper charging is unlikely to cause a blot on the screen, as is damage to the ambient light sensor. Liquid damage is a possibility, but it is more likely to cause discoloration or other physical damage to the screen.

NEW QUESTION 170
- (Topic 2)
A user reports limited or no connectivity on a laptop. A technician runs ipconf ig /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 175
- (Topic 2)
A company wants to give third-party developers access to the corporate network through desktop environments that the company can control. Which of the following can BEST achieve these requirements?

A. Sandbox
B. VDI
C. Private cloud
D. Saas

Answer: B

Explanation:
 VDI is a technology that allows a company to provide desktop environments to third-party developers while still maintaining control over the corporate network. VDI creates virtual desktops on a remote server, and each user gets their own desktop environment that is isolated from the other users. This allows the company to maintain control over the corporate network, as the virtual desktops are not directly connected to the corporate network.

NEW QUESTION 176
- (Topic 2)
A technician is adding one more line at the demarcation point. Which of the following tools would be MOST useful to accomplish this task?

A. Toner
B. Punchdown
C. Network tap
D. Crimper

Answer: B

Explanation:
 Punchdown tools are used to connect wires to keystone jacks, patch panels and other communication hardware. When adding a new line at the demarcation

point, a technician would use a punchdown tool to punch the wire into the keystone jack or patch panel, completing the connection.

NEW QUESTION 178
- (Topic 2)
A technician is selling up a projector (or a videoconferencing system. When the user all empts 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 182
- (Topic 2)
An IT manager is requesting that the company buy new cables to be used with F-type connectors that are already in house. Which of the following cables should the company buy?

A. Coaxial out
B. Plenum
C. Cat 5e
D. Fiber

Answer: A

Explanation:
 The company should buy Coaxial cables to be used with F-type connectors.

NEW QUESTION 183
- (Topic 2)
A technician is working on a critical warehouse machine that will not turn on. The technician has determined the power supply for the machine failed. The warehouse manager is looking for a solution that will prevent downtime in the future. Which of the following devices should the technician install to meet this requirement?

A. Grounded power supply
B. Modular power supply
C. 220V power supply
D. Redundant power supply

Answer: D

Explanation:
 A redundant power supply is a device that provides two or more power supplies connected in parallel so that when one fails, the other one will take over to ensure continuous power. This is ideal for critical warehouse machines that require a reliable power source and are at risk of downtime in the event of a power failure. Installing a redundant power supply will help to reduce the chances of an unexpected power outage and keep the machine running.

NEW QUESTION 185
- (Topic 2)
A technician is setting up a laptop with an encrypted hard drive. The laptop will securely store a PIN that the user will input at log-on. Which of the following must be installed to set up this configuration?

A. TPM
B. HSM
C. UEFI
D. ARM

Answer: A

Explanation:
 TPM stands for Trusted Platform Module, and it is a special chip installed on a computer's motherboard that stores encryption keys, passwords, and digital certificates. It can also securely store a user's PIN, allowing them to access the laptop without having to enter the PIN every time they log on. TPM is a secure way to store and protect sensitive data, making it ideal for use in laptops that need to securely store a PIN.

NEW QUESTION 188
- (Topic 2)
The IT department at an insurance brokerage needs to acquire laptops that have built-in fingerprint readers in order to create a more secure environment. Which of the following would be the MOST secure way to implement the fingerprint readers?

A. Grant all registered employees access to each machine.
B. Restrict device access to only the user to whom the laptop is assigned.

C. Limit device access to departments and guest users.
D. Give each team member a USB drive that bypasses the reader to allow guest users lo log in.

Answer: B

Explanation:
The most secure way to implement fingerprint readers would be to restrict device access to only the user to whom the laptop is assigned. This ensures that only authorized personnel have access to the device, reducing the risk of unauthorized access and data breaches.

NEW QUESTION 193
- (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 194
- (Topic 2)
A systems administrator is attempting to resolve a ticket regarding an issue with an email server. The administrator is covering for a coworker who was previously working on the ticket. The coworker already gathered facts about the issue and spoke with users concerning their missing emails. The coworker also discovered the email server's retention policy was updated shortly before users first noticed the issue. Which of the following should the systems
administrator do NEXT to resolve the email issue?

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

Answer: C

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

NEW QUESTION 197
- (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 202
- (Topic 2)
Which of the following cloud models maintains access, even when a local internet outage occurs?

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

Answer: A

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

A community cloud is a shared infrastructure that is used by multiple organizations, typically from the same industry or with similar requirements. Community clouds are not designed to maintain access in the event of a local internet outage.

A public cloud is a cloud infrastructure that is maintained by a third-party provider and is made available to the public over the internet. Public clouds are not designed to maintain access in the event of a local internet outage.

Reference: CompTIA A+ Core 1 Exam Guide, page 258.

NEW QUESTION 204
- (Topic 2)
A new employee has been issued a company laptop. The employee requests an accessory with a single power source that has wired network connectivity and supports a keyboard, mouse, speakers, and dual monitors. Which of the following accessories should the systems administrator deploy to BEST meet the new user's needs?

A. Poe switch
B. USB-C hub with power delivery
C. Docking station with DisplayPort
D. KVM switch with audio

Answer: C

Explanation:
A docking station is a hardware accessory that allows laptops to connect to multiple peripherals and devices with a single connection. A docking station with DisplayPort would provide the necessary connectivity for the dual monitors, and it can also support the required peripherals such as the keyboard, mouse, and speakers. In addition, it will provide a wired network connectivity for faster and more reliable network access.

NEW QUESTION 206
- (Topic 2)
The IT department issued a corporate smartphone to a user, but the user returned the device stating it had connectivity Issues. The user claimed the device functioned on WI-FI but all connectivity to cloud services was lost as soon as the device was taken off site. Which of the following issues was MOST likely affecting the device?

A. MDM was never properly set up on the device.
B. S/MIME certificates were corrupted and needed to be reloaded.
C. Bluetooth on the device was disabled by mistake.
D. The device never had a proper SIM card installed.

Answer: D

Explanation:
A SIM card is needed for the device to use cellular network services, so without it, the device will be unable to connect to the cloud services when taken off site. MDM (Mobile Device Management) can be used to manage settings and access on a device, but it is not necessary for the device to be able to use cloud services. S/MIME (Secure/Multipurpose Internet Mail Extensions) certificates are used to encrypt and digitally sign emails, and are not related to device connectivity. Bluetooth can be used to connect devices together, but it is not necessary for the device to be able to use cloud services.

NEW QUESTION 208
- (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 210
- (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 213
- (Topic 3)
A customer called the help desk to request information about how to increase the volume on a laptop using only a keyboard. Which of the following keys would MOST likely allow this to be done?

A. Alt
B. Fn
C. Tab
D. Ctrl

Answer: B

Explanation:
To increase the volume on a laptop using only a keyboard, a user can press and hold down the Fn key while pressing one of the function keys (usually F1-F12) that has an icon representing volume up.

NEW QUESTION 216
- (Topic 3)
A help desk technician plugged in a user's new computer to a network port After a few minutes the computer showed an APIPA address. Which of the following is the MOST likely reason this happened?

A. The WLAN is disabling the NIC card.
B. The network cable is not attached.
C. The PC is unable to contact a DHCP server
D. The DHCP server is using addresses in the range of 169.254.254.1.

Answer: C

Explanation:
The most likely reason for a computer showing an APIPA address after being plugged into a network port is that the PC is unable to contact a DHCP serve1r. Automatic Private IP Addressing (APIPA) is a DHCP fail-safe that protects a computer system from failure. It invokes a standby mechanism for local Internet Protocol version 4 (IPv4) networks supported by Microsoft Windows. With APIPA, DHCP clients can obtain IP addresses even when DHCP servers are not functional1. The other options are less likely to be the cause of the issue1.

NEW QUESTION 220
- (Topic 3)
A technician needs to increase the available RAM on a virtual workstation. Which of the following should the technician do?

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

Answer: D

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

NEW QUESTION 221
- (Topic 3)
Which of the following network options would work BEST to ensure a client-side virtual machine cannot access the rest of the network?

A. NAT mode
B. Bridge mode
C. Direct mode
D. Host-only mode

Answer: D

Explanation:
Host-only mode is a network option that isolates a client-side virtual machine from the rest of the network. It allows the virtual machine to communicate only with the host machine and other virtual machines on the same host. NAT mode allows the virtual machine to share the host's IP address and access the network through it. Bridge mode allows the virtual machine to have its own IP address and connect directly to the network. Direct mode is not a valid network option for virtual machines.

NEW QUESTION 226
- (Topic 3)
A technician who works in a high-security environment needs to set up a laptop with triple monitors for a new security employee. All USB ports are disabled due to security policies. Which of the following should the technician do to BEST meet the requirements?

A. Install a splitter cable
B. Install a discrete graphics card.
C. use an HDMI switch.

D. Implement a docking station.

Answer: D

Explanation:
This is because a docking station can connect multiple monitors to a laptop without using USB ports, which are disabled in this scenario. A splitter cable would only allow two monitors to be connected, not three. A discrete graphics card would require opening the laptop and installing hardware, which may not be feasible or allowed in a high- security environment. An HDMI switch would only allow one monitor to be active at a time, not all three simultaneously.

NEW QUESTION 231
- (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 boo
D. ini file.
E. 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, 220-1001 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 236
- (Topic 3)
Which of the following connectors can be plugged into a Thunderbolt 3 port on a laptop?

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

Answer: C

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

NEW QUESTION 239
- (Topic 3)
A user reports that all print jobs sent to a laser printer have random and incorrect characters throughout the pages. Which of the fallowing actions should the technician do to resolve this issue?

A. Replace the fuser.
B. Adjust the rollers.
C. Update the driver.
D. Shake the toner

Answer: C

Explanation:
One of the possible causes of random and incorrect characters appearing on print jobs sent to a laser printer is an outdated or corrupted driver. The driver is a software component that communicates between the operating system and the printer, and converts data into a format that the printer can understand. If the driver is outdated or corrupted, it may send incorrect or garbled data to the printer, resulting in poor print quality or errors. The technician should update the driver to the latest version from the manufacturer's website, or uninstall and reinstall it if necessary. Reference: https://www.comptia.org/training/books/a-core-1-220-1101-study-guide (page 47)

NEW QUESTION 243
- (Topic 3)
Which of the following video cables can carry an audio signal?

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

Answer: A

Explanation:
This is because HDMI (High-Definition Multimedia Interface) is a digital video cable that can also carry audio signals1. HDMI cables are commonly used to connect devices like Blu-ray players, game consoles, and streaming boxes to HDTVs and monitors. The other options are not capable of carrying audio signals.

VGA (Video Graphics Array) is an analog video cable that only carries RGBHV signals12. S-Video (Super Video) is another analog video cable that carries separate luminance and chrominance signals1. DVI (Digital Visual Interface) is a digital video cable that can carry either analog or digital signals, but not audio1.

NEW QUESTION 248
- (Topic 3)
A technician receives an alert indicating all VMs are down. After some troubleshooting, the technician discovers the network is out of space. To resolve the issue, the technician decides to add more space. Which of the following network types will the technician be working with?

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

Answer: C

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

NEW QUESTION 252
- (Topic 3)
A technician connects a new computer to the internet and then opens the wiring closet. Even though all of the wires are terminated, nothing in the wring closet is labeled. Which of the following tools should the technician use to complete the task?

A. Cable tester
B. Loopback plug
C. Toner probe
D. Punchdown tool

Answer: C

Explanation:
A toner probe is a tool that can be used to trace and identify cables in a wiring closet. The technician can use a toner probe to find the cable that connects the new computer to the internet. A cable tester is a tool that can be used to check the continuity and quality of a cable. A loopback plug is a tool that can be used to test network ports or cables by sending and receiving signals from the same device. A punchdown tool is a tool that can be used to terminate wires into a patch panel or jack.

NEW QUESTION 253
- (Topic 3)
A service technician replaced the gateway, and a user is now unable to access the SOHO wireless network. Which of the following steps should the technician take to resolve the issue?

A. Assess the network cables for damage.
B. Disable Bluetooth connections.
C. Update the firmware.
D. Check if the password and SSID are correct

Answer: D

Explanation:
Checking if the password and SSID are correct is the best step that the technician should take to resolve the issue of a user being unable to access the SOHO wireless network after replacing the gateway. The new gateway may have a different password and SSID than the old one, which would prevent the user from connecting to the wireless network. The technician should verify that the user has entered the correct password and SSID for the new gateway. Assessing the network cables for damage, disabling Bluetooth connections, or updating the firmware are not likely to solve the issue, as they are not related to the wireless network authentication

NEW QUESTION 258
- (Topic 3)
A user's laptop is experiencing severe slowdowns when operating process-intensive tasks. Which of the following memory upgrades is compatible with a laptop?

A. DIMM
B. ECC RAM
C. Virtual RAM
D. SODIMM

Answer: D

Explanation:
SODIMM stands for Small Outline Dual In-line Memory Module and is a type of memory module that is compatible with laptops and other small devices. SODIMMs are smaller and thinner than DIMMs (Dual In-line Memory Modules), which are typically used for desktop PCs and servers. Upgrading or adding SODIMMs can increase the amount of RAM available for a laptop, which can improve its performance and speed when running process-intensive tasks. Reference: https://partners.comptia.org/docs/default- source/resources/a-core-series-combined-content-guide (page 24)

NEW QUESTION 259
- (Topic 3)

A new HD webcam's image only updates one or two times per second. The specifications indicate the webcam is capable of updating 30 frames per second. Which of the following is MOST
likely causing the issue?

A. The USB 2.0 port has insufficient bandwidth.
B. The Thunderbolt connector is not compatible.
C. The VGA cable does not support a digital signal.
D. The connection should — instead of STP.

Answer: A

Explanation:

 The USB 2.0 port has insufficient bandwidth to support a high-definition webcam that can update 30 frames per second. USB 2.0 has a maximum theoretical bandwidth of 480 Mbps, which may not be enough for HD video streaming. The user should try using a USB 3.0 port or a Thunderbolt connector, which have higher bandwidths and can support HD webcams. The Thunderbolt connector is compatible with USB devices, so it is not the cause of the issue. The VGA cable and the STP cable are not related to the webcam, as they are used for video output and network connection respectively.

NEW QUESTION 263
- (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 268
- (Topic 3)
A desktop support technician receives an escalated ticket regarding a computer that displays the following message upon booting up: The amount of system memory has changed. Which of the following components is failing?

A. GPU
B. HDD
C. RAM
D. CPU

Answer: C

Explanation:

 The message "The amount of system memory has changed" indicates that there is a problem with the random access memory (RAM) modules in the computer. The RAM may be loose, faulty, or incompatible with the motherboard or other components. The GPU, HDD, and CPU are not directly related to system memory and would not cause this message to appear.

NEW QUESTION 269
- (Topic 3)
To which of the following should a technician connect individual pairs of a Cat 6 cable in order to provide a connection to a switch?

A. Access point
B. Patch panel
C. Hub
D. Firewall
E. Wall jack

Answer: B

Explanation:

 A patch panel is a mounted hardware unit containing ports used to manage cable connections. The individual pairs of a Cat 6 cable are terminated on the patch panel, which then provides a central location for cable management and organization. The patch panel is then connected to the switch using a patch cable.

NEW QUESTION 274
- (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 278
- (Topic 3)
Auser is unable to perform contactless payments with a phone. Which of the following functions is MOST likely causing the issue?

A. NFC
B. Hotspot
C. Bluetooth
D. USB

Answer: A

Explanation:
Near field communication (NFC) is a function that enables contactless payments with a phone by allowing it to communicate with compatible devices within close proximity. If NFC is not working properly, the user will not be able to perform contactless payments with the phone. Hotspot is a feature that allows a device to share its internet connection with other devices via Wi-Fi, Bluetooth, or USB. Bluetooth is a wireless technology that allows devices to connect and exchange data over short distances. USB is a standard interface that connects devices such as keyboards, mice, flash drives, etc

NEW QUESTION 282
- (Topic 3)
A technician is working on a desktop PC and wants to verify its NIC is functional. Which of the following should the technician use?

A. Cable tester
B. Loopback Plug
C. Toner probe
D. Network tap

Answer: B

Explanation:
Reference: https://www.comptia.org/training/books/a-core-1-220-1101-study-guide (page 76)

NEW QUESTION 287
- (Topic 3)
Which of the following components houses the MX record?

A. DNSO
B. VLAN
C. DHCP
D. SMTP

Answer: A

Explanation:
The domain name system (DNS) is the component that houses the MX record. The MX record is a type of DNS record that specifies which mail server is responsible for receiving email messages for a domain name. VLAN is an acronym for virtual local area network, which is a logical subdivision of a network that allows devices to communicate as if they were on the same physical segment. DHCP is an acronym for dynamic host configuration protocol, which is a network protocol that assigns IP addresses and other configuration parameters to devices on a network automatically. SMTP is an acronym for simple mail transfer protocol, which is a network protocol that allows sending and receiving email messages over TCP/IP networks

NEW QUESTION 292
- (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 294
- (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 devices1. 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 discoverable21.

NEW QUESTION 299
- (Topic 3)
A help desk technician receives a ticket stating a printer has jammed several times today. The technician removes the jammed paper and notices the paper supply is low and the paper in the tray is wrinkled. Which of the following MOST likely caused the paper jams?

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

Answer: D

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

NEW QUESTION 302
- (Topic 3)
Which of the following cloud-computing concepts describes an application that is hosted on the internet but can be used and configured as needed internally per organization?

A. Hybrid cloud
B. Public cloud
C. IaaS
D. SaaS
E. PaaS

Answer: E

Explanation:
Platform as a service (PaaS) is a cloud-computing concept that describes an application that is hosted on the internet but can be used and configured as needed internally per organization. PaaS provides a platform for developing, testing, deploying, and managing applications without having to maintain the underlying infrastructure or software. Hybrid cloud is a combination of public and private cloud services that share data and resources. Public cloud is a cloud computing model that provides services and resources to anyone over the internet. Infrastructure as a service (IaaS) is a cloud computing model that provides servers, storage, networking, and software over the internet

NEW QUESTION 306
- (Topic 3)
A technician is working to connect an RS-232 serial signature pad to a customer's ultralightweight laptop. Which of the following should the technician use to install the device?

A. Port replicator
B. Wi-Fi Direct
C. Hotspot
D. USB-C cable

Answer: D

Explanation:
A USB-C cable is the best option for installing an RS-232 serial signature pad to an ultralightweight laptop. USB-C is a universal connector that supports various protocols and devices, including serial devices. A port replicator is a device that expands the connectivity options of a laptop by providing additional ports. Wi-Fi Direct is a wireless technology that allows devices to connect directly without a router or access point. Hotspot is a feature that allows a device to share its internet connection with other devices via Wi-Fi, Bluetooth, or USB.

NEW QUESTION 311
- (Topic 3)
Which of the following virtualization technologies allows Linux and Windows operating system to run concurrently?

A. Test environment
B. Sandbox
C. Legacy OS
D. Cross-platform

Answer: D

Explanation:
Reference: https://www.comptia.org/training/books/a-core-1-220-1101-study-guide (page 59)

NEW QUESTION 314
- (Topic 3)
A laptop does not have any audio output from the built-in speakers. The Windows Device Manager shows a down arrow for the audio device. Which of the following will correct this audio issue?

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

Answer: C

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

NEW QUESTION 317
- (Topic 3)
Which of the following is an unsecure remote access protocol?

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

Answer: D

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

NEW QUESTION 318
- (Topic 3)
A tier one technician has spent the past thirty minutes troubleshooting an Issue With an end user's network connection After a solution was implemented, the end user rebooted the system, tested the Issue, and confirmed the Issue was resolved. Which of the following should the technician do NEXT?

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

Answer: A

Explanation:
According to the Official CompTIA A+ Core 1 Study Guide (220-1101) 1, the correct answer is A. Document the findings, actions, and solution in the company knowledge base.
The explanation is that after resolving an issue, a technician should always document what was done and how it was fixed. This helps to create a record of the problem and its solution for future reference and also to share knowledge with other technicians. https://www.comptia.org/training/books/a-core-1-220-1101-study-guide
By documenting the findings, actions, and solution in the company knowledge base, it will help to ensure that if the Issue happens again, the technician or a different technician will be able to quickly and easily find the solution and resolve the Issue. Additionally, it is important to document the solution so that the same Issue does not need to be troubleshot multiple times in the future.

NEW QUESTION 321
DRAG DROP - (Topic 3)
A natural disaster occurred, and the storage system for the development team is unrecoverable. The technician is preparing replacement storage arrays that include a hypervisor with the capacity to support several virtual machines. Two separate bays are available, and both should be utilized.
Requirements for the primary array include the following:
• No need to be scalable
• Very fast on reads
• Fault tolerance of one drive
• Ability to function with only one drive
• Easily recoverable data
• High redundancy
• Minimum number of drives
Requirements for the secondary array include the following:
• Fault tolerance of one drive
• Total space of 600G3
• Best write performance
• Minimum number of drives Instructions:
Drag and Drop the appropriate Hard Drives. Then Open each array to complete the configuration.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Primary Array:
? Drag and drop two 120 GB SSD hard drives to the primary array bay.
? Open the primary array and select RAID 1 as the RAID level. RAID 1 provides fault tolerance of one drive, ability to function with only one drive, easily recoverable data, high redundancy, and very fast on reads. It also does not need to be scalable and uses the minimum number of drives (two) for RAID 1.
? Confirm the configuration and close the primary array. Secondary Array:
? Drag and drop two 300 GB SSD hard drives to the secondary array bay.
? Open the secondary array and select RAID 0 as the RAID level. RAID 0 provides the best write performance and uses the minimum number of drives (two) for RAID 0. It also provides a total space of 600 GB (300 GB x 2), which meets the requirement.
? Confirm the configuration and close the secondary array.
You have completed the configuration of the storage arrays.

NEW QUESTION 325
- (Topic 3)
A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while traveling?

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

Answer: C

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

NEW QUESTION 326
- (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 327

- (Topic 3)
A user is having an issue with the touch screen on a mobile device. When the user touches the screen, the intended target is not selected. Which of the following would be the BEST action for a technician to take to resolve the issue?

A. Calibrate the touch screen.
B. Reset the mobile device.
C. Replace the LED screen.
D. Update the mobile device.

Answer: A

Explanation:
Calibrating the touch screen is the best action to resolve the issue of inaccurate touch input. Calibration adjusts the touch screen's sensitivity and alignment to match the user's touch. Resetting the mobile device could erase user data and settings and may not fix the touch screen issue. Replacing the LED screen or updating the mobile device are unnecessary and costly actions that may not solve the problem.

NEW QUESTION 328
- (Topic 3)
A user is traveling to another country and will be unable to get personal cell phone service after the plane lands. Which of the following should the user update to resolve the issue?

A. CDMA
B. PRL
C. MDM
D. GPS

Answer: B

Explanation:
Updating the preferred roaming list (PRL) is what a user should do to resolve the issue of being unable to get personal cell phone service after traveling to another country. The PRL is a database that contains information about cell towers and frequencies that a phone can use in different areas. Updating the PRL can improve the phone's ability to connect to local networks and avoid roaming charges. CDMA is a type of cellular technology that uses code division multiple access to transmit data over radio frequencies. MDM is an acronym for mobile device management, which is a type of software solution that allows remote management and security of mobile devices. GPS is an acronym for global positioning system, which is a satellite-based navigation system that provides location and time information

NEW QUESTION 332
- (Topic 3)
Which of the following BEST describes a lab environment in which virtual machines can be created, rebooted, and shut down without affecting the production network?

A. SCADA
B. Sandbox
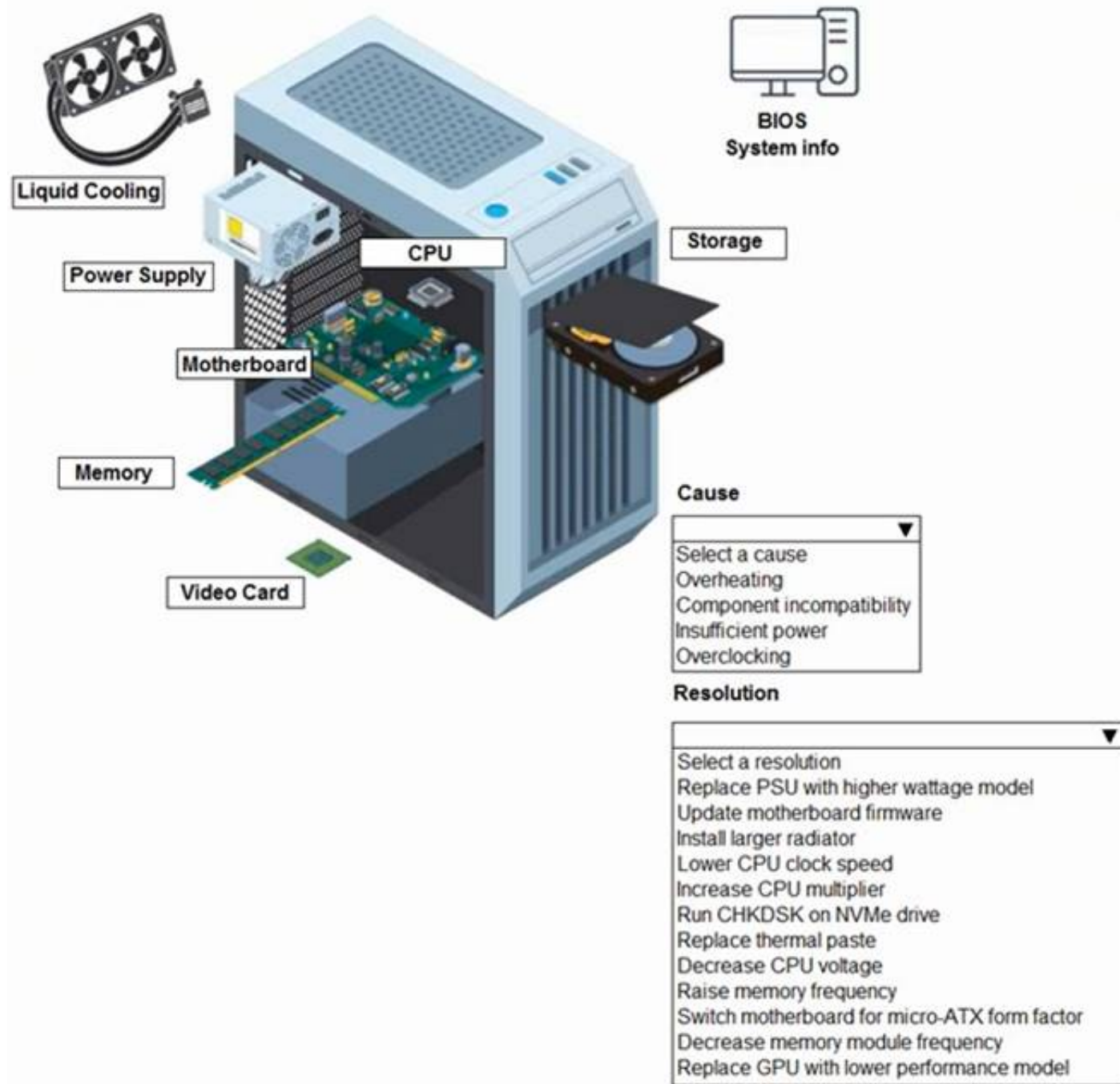C. Honeypot
D. Hybrid cloud

Answer: B

Explanation:
A sandbox is a lab environment in which virtual machines can be created, rebooted, and shut down without affecting the production network. This allows for testing and experimentation without the risk of damaging the production environment123..

NEW QUESTION 337
HOTSPOT - (Topic 3)
A customer built a computer for gaming, sourcing individual components and then assembling the system. The OS starts up, but within a few minutes the machine locks up.
The customer brought the computer to a technician to diagnose the issue.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
correct answer is "Overclocking" and "Reduce CPU Clock speed" CPU is at 4.5 Ghz when normal is 3.2 Ghz. Overclocking too much can cause freezes, and this is a gaming computer so the user probably took it too far. http://blog.logicalincrements.com/2018/12/4- troubleshooting-tips-overclocking-pc/

NEW QUESTION 338
- (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 v/ould BEST accomplish this task?

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

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 341
- (Topic 3)
A technician verifies the slow boot time and slow OS performance of a tower server with a RAID 5 on a PCIe RAID card that does not support hot swapping. Which of the following steps should the technician take NEXT to verify RAID health?

A. Verify S.M.A.R.
B. operation on the RAID card.
C. Replace the failed drive while users are connected
D. Physically clean the HDDs and connectors.
E. Shut down the server and check the RAID controller's status.

Answer: D

Explanation:
Since the RAID card does not support hot swapping, the technician needs to shut down the server and check the RAID controller's status to verify RAID health. S.M.A.R.T. is a feature of hard drives, not RAID cards. Replacing the failed drive while users are connected could cause data loss or corruption. Physically cleaning the HDDs and connectors is unlikely to solve the slow boot time and performance issues.

NEW QUESTION 342
- (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 I TB HDD. A technician assesses the user's hardware and determines the connections that are available. Which of the following drive types should the technician recommend as the BEST choice?

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

Answer: A

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

NEW QUESTION 344
- (Topic 3)
A user reports that a printer is leaving streaks on printed pages. The paper type and the toner have been replaced. Which of the following should the technician check NEXT to resolve the issue?

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

Answer: D

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

NEW QUESTION 346
- (Topic 3)
A user wants RAID to be configured on a desktop to allow the fastest speed and maximum storage capacity. Which of the following RAID types should a technician configure to accommodate this request?

A. 1
B. 5
C. 10

Answer: A

Explanation:
RAID 0 is a configuration that stripes data across multiple disks without parity or redundancy. It provides the fastest speed and maximum storage capacity among the RAID types listed, but it also has no fault tolerance. RAID 1 mirrors data across two disks, providing redundancy but halving the storage capacity. RAID 5 stripes data across three or more disks with parity, providing fault tolerance but reducing the storage capacity by one disk. RAID 10 combines mirroring and striping across four or more disks, providing both speed and redundancy but reducing the storage capacity by half.

NEW QUESTION 349
- (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 353
- (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 lose.
B. The hard drive jumpers need to be reseated.
C. The hard drive is damaged.
D. The SATA cable is lose.

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 356
- (Topic 4)
A customer's phone no longer charges fully The phone only charges to 67% and then stops_ Which of the following should be replaced to resolve this issue?

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

Answer: C

Explanation:
The correct answer is C. The battery.
The battery is the component that stores and provides electrical power to the phone. The battery can degrade over time and lose its capacity to hold a full charge. This can cause the phone to stop charging at a certain percentage and run out of power faster. To resolve this issue, the battery should be replaced with a new one that is compatible with the phone model and manufacturer.
To replace the battery, the customer may need to follow different steps depending on the type of phone and battery. Some phones have removable batteries that can be easily accessed by opening the back cover of the phone and sliding out the old battery. Other phones have non-removable batteries that are sealed inside the phone and require special tools and skills to open the phone and disconnect the old battery. In this case, the customer may need to contact the phone manufacturer or a professional service center for assistance.
Reference: Troubleshooting Mobile Devices – CompTIA A+ 220-1101 – 5.5

NEW QUESTION 361
- (Topic 4)
A company wants to save money by leveraging the cloud while still being able to customize the infrastructure. Which of the following cloud models
would best address the company's needs?

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

Answer: C

Explanation:
A hybrid cloud model would best address the company's needs of saving money by leveraging the cloud while still being able to customize the infrastructure. A hybrid cloud model is a combination of public and private cloud services, connected by a secure network. A public cloud service is a cloud service that is offered by a third-party provider over the Internet, and is shared by multiple customers. A private cloud service is a cloud service that is dedicated to a single customer, and is hosted either on-premises or by a third-party provider. A hybrid cloud model allows the company to use the public cloud for cost-effective and scalable services, such as storage, backup, or analytics, and use the private cloud for more sensitive or customized services, such as security, compliance, or performance. A hybrid cloud model also enables the company to move workloads between the public and private cloud as needed, depending on the demand, availability, or cost. A hybrid cloud model can provide the company with the best of both worlds: the flexibility and efficiency of the cloud, and the control and customization of the infrastructure.
References:
? What is Hybrid Cloud? | IBM1
? Hybrid Cloud Computing | Microsoft Azure2
? Cloud Deployment Models: Explaining and Comparing the 5 Main Models …3

NEW QUESTION 365
- (Topic 4)
A classroom projector, which is turned on, displays a flashing LED code but does not have any video output. Which of the following should a technician do to resolve the issue?

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

Answer: C

Explanation:
The answer is C. Clean the air filter.
A flashing LED code on a projector usually indicates a problem with the projector's hardware, such as the lamp, the fan, the temperature sensor, or the air filter.

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

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

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

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

References:

? Projector Light Status

? Projector Light Status

NEW QUESTION 368
- (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 372
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