CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

NEW QUESTION 1
- (Topic 2)
Which of the following is a method that can be used to securely connect a remote user's laptop to a corporate server?

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

Answer: B

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

NEW QUESTION 2
- (Topic 2)
A user on the marketing team uses various multimedia applications that consume a lot of memory. The user needs to install more RAM to run these applications effectively. When the user opens the computer case, the user sees four slots in two sets of colors. Which of
the following memory types is MOST likely required?

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

Answer: A

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

NEW QUESTION 3
- (Topic 2)
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)
Which of the following types of devices MOST often uses a Thunderbolt cable?

A. Linux PC

B. Android mobile
C. Apple laptop
D. Chromebook

Answer: C

Explanation:
Thunderbolt cables are commonly used to connect Apple laptops to external displays or other devices. While Thunderbolt is available on some Windows and Chromebook devices, it is most commonly associated with Apple products. References:
https://www.intel.com/content/www/us/en/products/docs/io/thunderbolt/thunderbolt- technology-general.html

NEW QUESTION 6
- (Topic 2)
A technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient. Which of the following would MOST likely cause the insufficiency? (Select TWO).

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

Answer: DF

Explanation:
If a technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient, the upgraded graphics card and adding more RAM would most likely cause the insufficiency. Upgrading the graphics card and adding more RAM can increase the power consumption of a computer, which can cause the power supplied by the PSU to be insufficient.
Adding more RAM and upgrading the graphics card are the most likely causes of the insufficiency of power supplied by the PSU. These upgrades require more power to operate efficiently and can cause the PSU to become insufficient.

NEW QUESTION 7
- (Topic 2)
A technician is configuring a new CAD workstation that has four large hard drives. The workstation will be used to edit large, critical files, so the storage configuration should be both fast and redundant. Which of the following RAID levels BEST meets these requirements?

A. 1
B. 5
C. 10

Answer: D

Explanation:
RAID 10 combines the benefits of RAID 0 and RAID 1. It uses a striped configuration across multiple disks (similar to RAID 0) to provide high-speed read and write access. Additionally, it also mirrors the striped array onto a second set of drives (similar to RAID 1), providing redundancy in case of a drive failure.

NEW QUESTION 8
- (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 9
- (Topic 1)
A user reports that a PC occasionally falls to boot. The user reboots the PC. but the performance is degrading. The technician hears a strange, repetitive, ticking noise coming from the PC. Which of the following should the technician do FIRST?

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

Answer: A

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

NEW QUESTION 10
- (Topic 1)
Which of the following describes metered utilization of cloud resources?

A. Resources provisioned instantly
B. Payments made only for resources that are used
C. Resources pooled to increase computing power
D. Implementation of rapid elasticity

Answer: B

Explanation:
Metered utilization of cloud resources refers to payments made only for resources that are used. Cloud providers offer a pay-as-you-go model where customers are charged based on their usage of resources. Customers can easily scale up or down their usage of resources as per their needs and only pay for what they use. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Page 642)

NEW QUESTION 10
- (Topic 1)
An online retailer would like to add capacity to support increased sales. Additional servers have been installed. Which of the following should be used to ensure each new server is being properly utilized?

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

Answer: C

Explanation:
https://www.resonatenetworks.com/2020/04/29/clustering-vs-load-balancing- whats-the-difference/
A load balancer distributes network traffic evenly across multiple servers, ensuring each server is being properly utilized. This helps to prevent overloading of any individual server, which can cause downtime or slow response times for users. In this scenario, adding a load balancer would be the best way to ensure the new servers are being properly utilized. References: CompTIA A+ Certification Exam: Core 1 - Page 181

NEW QUESTION 14
- (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 17
- (Topic 1)
A user contacts the help desk in reference to a failing thumbprint scanner. The user states the scanner was functioning correctly yesterday. Which of the following troubleshooting steps should be performed FIRST after the ticket has been filed?

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

Answer: A

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

NEW QUESTION 19
- (Topic 1)

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

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

Answer: B

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

NEW QUESTION 24
- (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 29
- (Topic 1)
A technician replaced a motherboard on a server, and now the 64-bit hypervisor is not loading correctly. Which of the following needs to be enabled for the hypervisor to run?

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

Answer: D

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

NEW QUESTION 34
- (Topic 1)
A system administrator has been tasked with allowing SMTP traffic through the system’s host-based firewall. Which of the following ports should the administrator enabled?

A. 23
B. 25
C. 80
D. 161

Answer: B

Explanation:
SMTP (Simple Mail Transfer Protocol) uses port 25 to send email messages between servers12.
SMTP uses port 25 to send email messages between mail servers. Therefore, the system administrator should enable port 25 to allow SMTP traffic through the host-based firewall. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 282

NEW QUESTION 37
- (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 40
- (Topic 1)
While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is externally polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel. Which of the following is the MOST likely reason for this issue?

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

Answer: A

Explanation:
The 2. band is subdivided into up to 14 channels, spaced at 5 MHz intervals from 2412 MHz up to 2484 MHz. Wi-Fi requires bandwidth of approximately 20 MHz, not 5 MHz. Consequently, a site designer needs to choose the channels that do not overlap. On a WLAN where only the first 11 channels are available, channels 1, 6, and 11 can be selected as non-overlapping. Note: In the Americas, regulations permit the use of channels 1-11 only, while in Europe, channels 1-13 are permitted. In Japan, all 14 channels are permitted.

NEW QUESTION 45
- (Topic 1)
Which of the following BEST describes the main function of a web server?

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

Answer: D

Explanation:
A web server is a software application that serves HTTP (Hypertext Transfer Protocol) requests by delivering web pages and other files to users' web browsers. The main function of a web server is to host home pages and business portals, making them accessible to users via the internet. References: CompTIA A+ Certification Exam Objectives 220-1001 - Networking - 1.6

NEW QUESTION 49
- (Topic 1)
An organization is looking to upgrade the processing ability for its computers. Most users report that whenever multiple applications are being utilized, the system's response time slows down drastically. When only one application is open, the response time is acceptable. Which of the following should be upgraded FIRST?

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

Answer: D

Explanation:
The component that should be upgraded first is the RAM. When multiple applications are being utilized, the system’s response time slows down drastically. This is because the computer is running out of memory. Upgrading the RAM will allow the computer to store more data in memory, which will improve performance when multiple applications are being used123.

NEW QUESTION 50
- (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 53
- (Topic 1)
An organization maintains various record types, including health and criminal justice records. Which of the following cloud environments is the organization MOST likely to use to limit the attack surface?

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

Answer: D

Explanation:
Private cloud environments are designed for use by a single organization and offer the greatest control over security and access to data. They are typically used for sensitive or confidential data, such as health and criminal justice records. Public cloud environments are shared by multiple organizations and offer less control over security and access to data. Hybrid cloud environments combine public and private clouds, while community clouds are shared by multiple organizations with similar needs. References: CompTIA A+ Certification Exam: Core 1 - Page 234

NEW QUESTION 58
- (Topic 1)
A user failed to gain access to a building's entrance after security measures at the entrance were upgraded last week. The company implemented the 13.56MHz frequency short band, and users can now utilize their mobile devices to authenticate. Which of the following has to be enabled for the mobile device to authenticate?

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

Answer: C

Explanation:
NFC (Near Field Communication) is a technology used for short-range wireless communication between devices, typically used for contactless payments and authentication. In this scenario, the 13.56MHz frequency short band was implemented, and users can authenticate using their mobile devices, which requires NFC to be enabled on the device. References: CompTIA A+ Certification Exam Objectives 220-1001 - Mobile device network and device synchronization - 4.4

NEW QUESTION 60
- (Topic 1)
A technician is receiving reports that the entire office sporadically loses network connectivity throughout the day. The technician determines the root cause to be EMI. Which of the cable mediums would be the MOST cost effective without sacrificing system performance?

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

Answer: B

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

NEW QUESTION 64
- (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 68
- (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 72
- (Topic 1)
A user's computer is not receiving a network connection. The technician confirms that the connection seems to be down and looks for the user's port on the patch panel. The port and patch panel are not labeled. Which of the following network tools should the technician use to identify the port?

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

Answer: C

Explanation:
Toner Probe Many cable testers also incorporate the function of a toner probe, which is used to identify a cable from within a bundle. This may be necessary when the cables have not been labeled properly. The tone generator is connected to the cable using an RJ45 jack and applies a continuous audio signal on the cable. The probe is used to detect the signal and follow the cable over ceilings and through ducts or identify it from within the rest of the bundle.

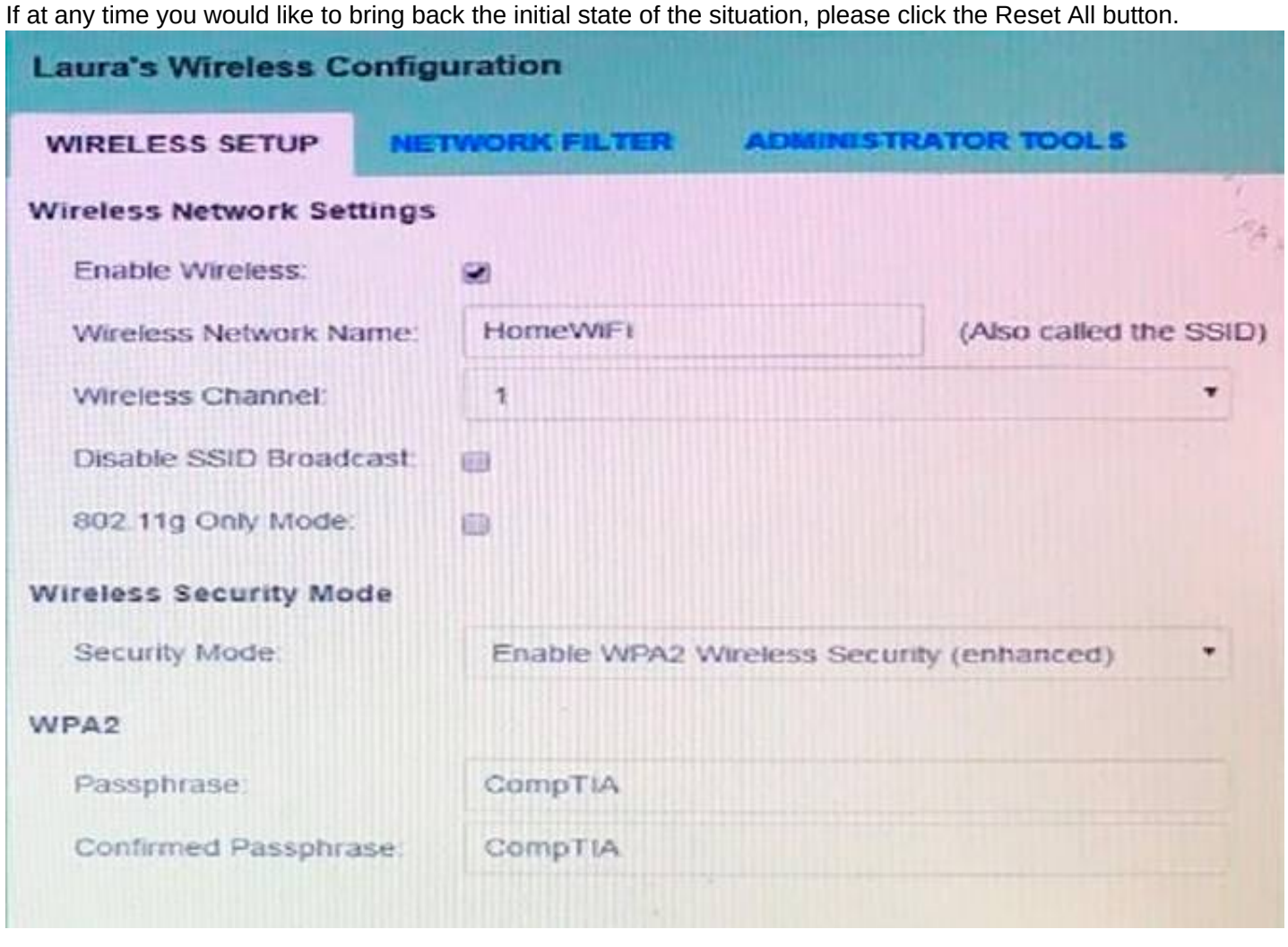
NEW QUESTION 74
- (Topic 1)
Which of the following would MOST likely be used to obtain electronic images of a large number of printed documents?

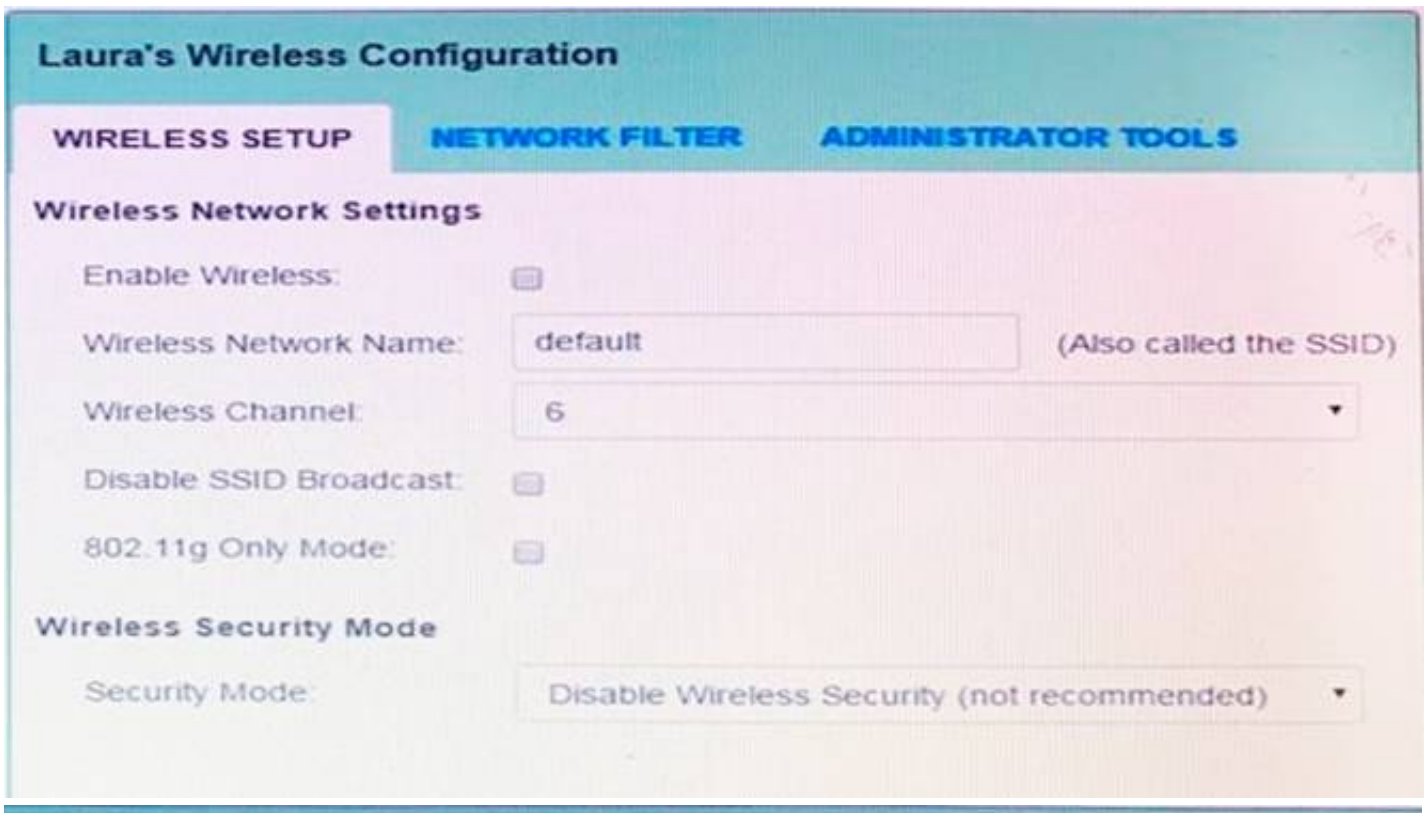
A. NFC device
B. ADF/flatbed scanner
C. Camera/webcam
D. QR scanner

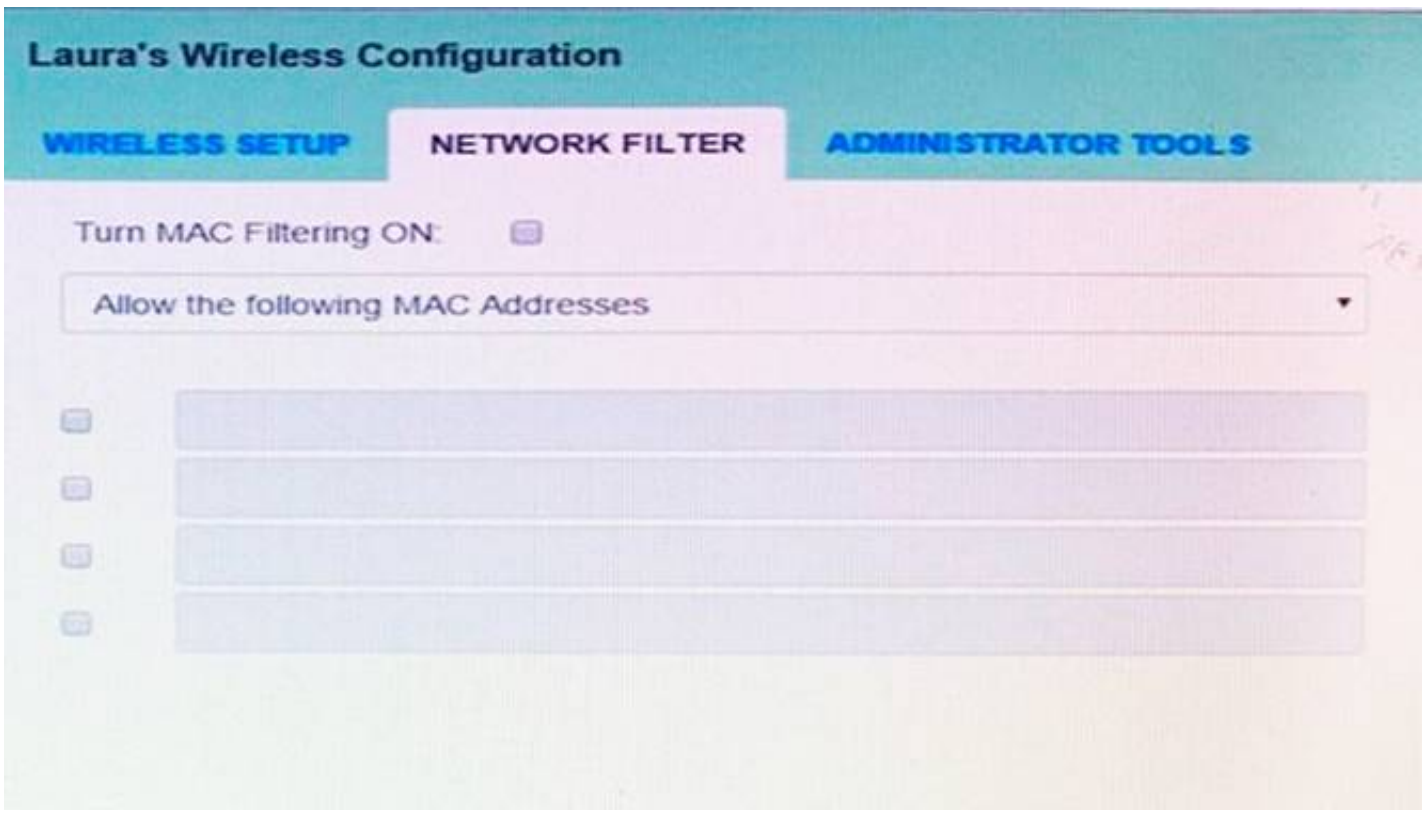
Answer: B

Explanation:
ADF/flatbed scanner would most likely be used to obtain electronic images of a large number of printed documents. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 351

NEW QUESTION 75
SIMULATION - (Topic 1)
Laura, a customer, has instructed you to configure her home office wireless access point.
She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible.
Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks.
She requests that the default settings be changed to the following.
Wireless Name: HomeWiFi Shared Key: CompTIA Router Password: Secure$1
Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network.
Laptop: IP Address 192.168.1.100 Hardware Address: 00:0A:BF:03:C4:54 Smartphone: IP Address 192.168.1.101 Hardware Address: 09:2C:D0:22:3F:11
INSTRUCTIONS
Configure Laura's wireless network using the network adapter window.
If at any time you would like to bring back the initial state of the situation, please click the Reset All button.



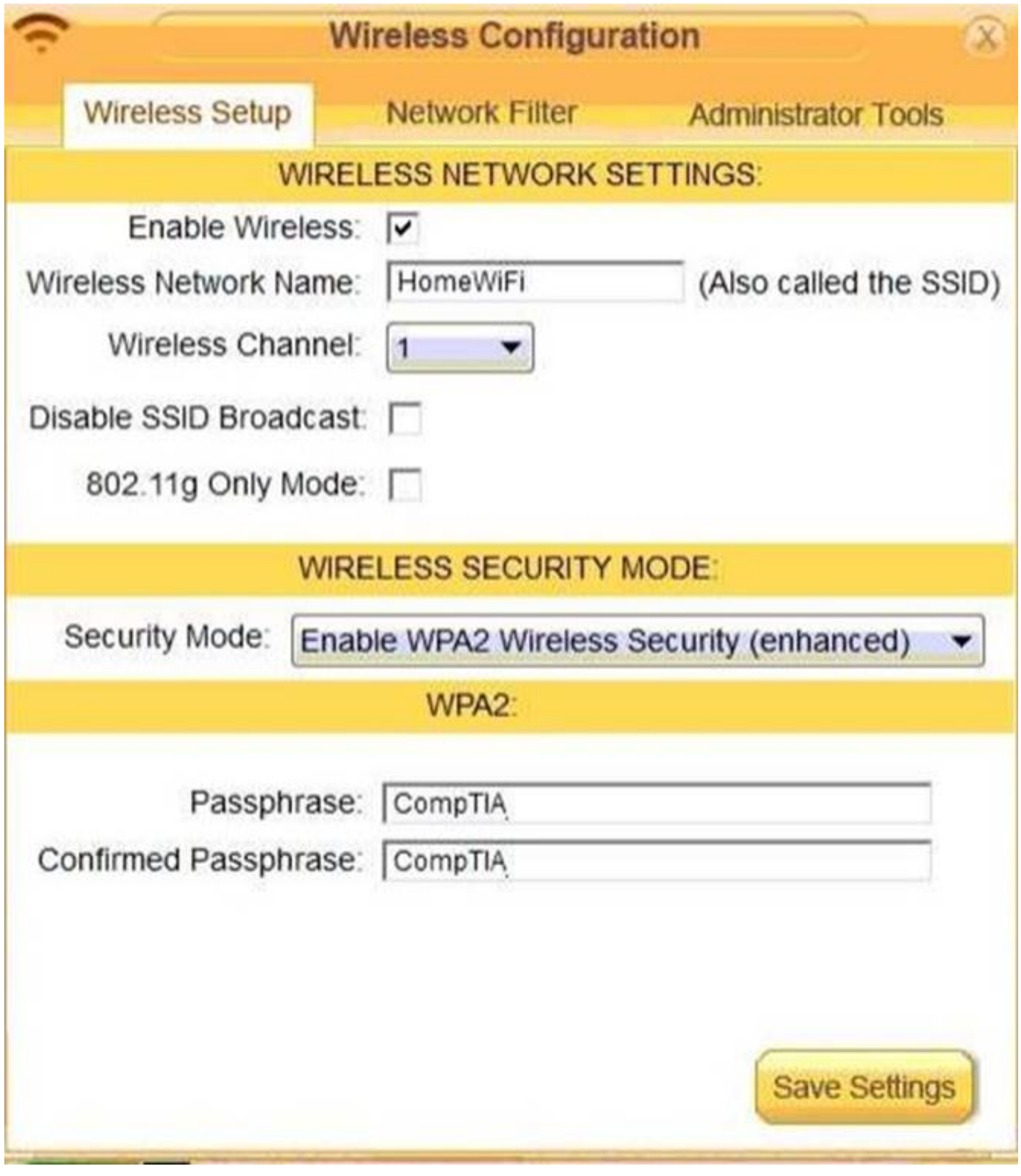


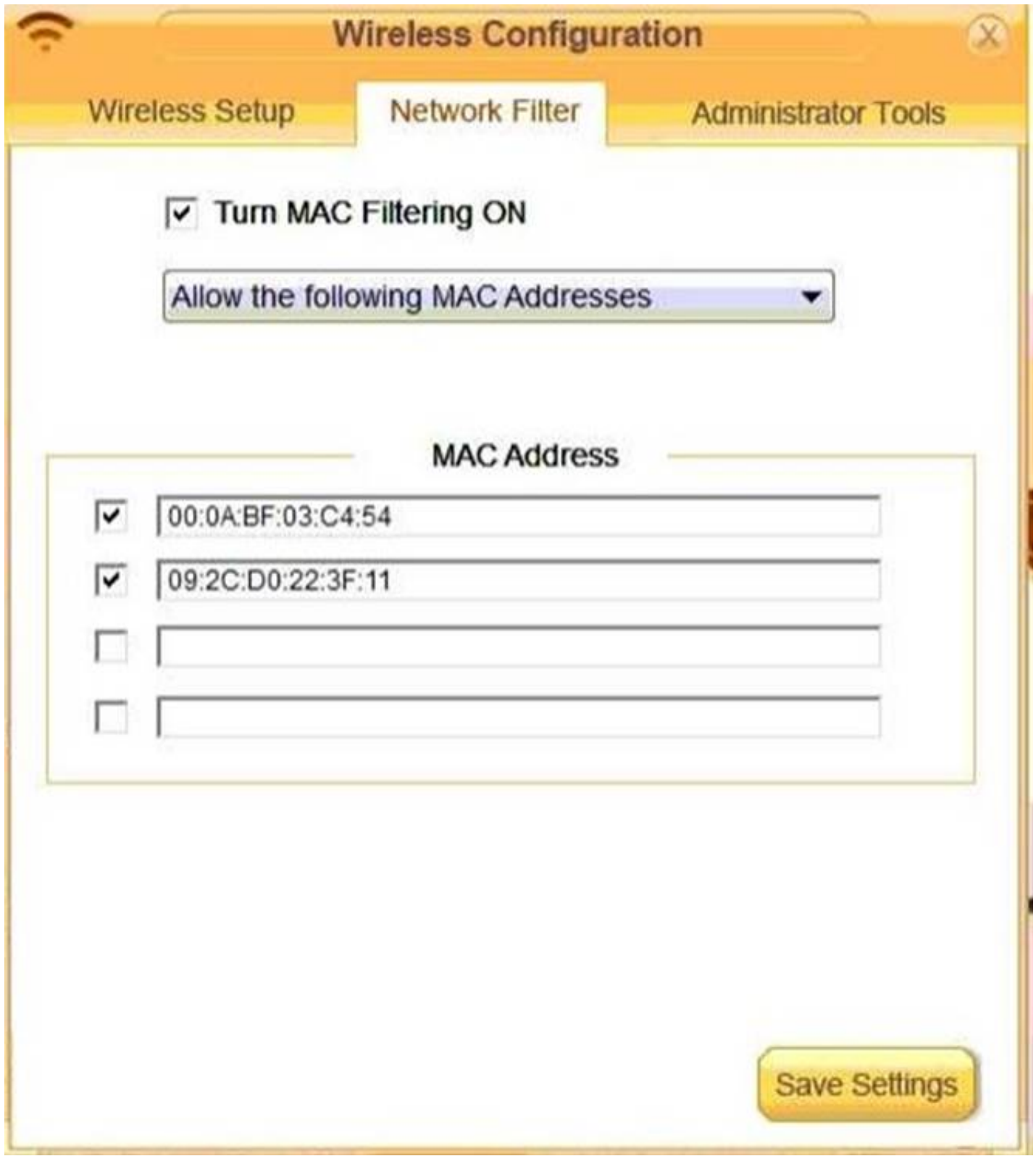


A. Mastered
B. Not Mastered

Answer: A

Explanation:
solution as


Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
WIRELESS NETWORK SETTINGS:
Enable Wireless:
Wireless Network Name:
HomeWiFi
(Also called the SSID)
Wireless Channel:
1
Disable SSID Broadcast:
802.11g Only Mode:
WIRELESS SECURITY MODE:
Security Mode:
Enable WPA2 Wireless Security (enhanced)
WPA2:
Passphrase:
CompTIA
Confirmed Passphrase:
CompTIA
Save Settings


Wireless Configuration
Wireless Setup
Network Filter
Administrator Tools
Turn MAC Filtering ON
Allow the following MAC Addresses
MAC Address
00:0A:BF:03:C4:54
09:2C:D0:22:3F:11
Save Settings

NEW QUESTION 78
- (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 79
- (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 82
- (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 85
- (Topic 1)
A technician is upgrading a faulty motherboard that was ordered by an end user for an old, high-end desktop computer. However, the technician is unable to install the CPU into the socket. Upon closer inspection, the technician notices the pins on the CPU do not line up with the socket. Which of the following would be the best course of action for the technician to take NEXT?

A. Try to set as many pins as possible.
B. Install an adaptor to create a universal socket.
C. Verify the socket type and manufacturer.
D. Find a compatible motherboard for the CPU.

Answer: C

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

NEW QUESTION 88
- (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 92
- (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 93
- (Topic 1)
A technician receives several error alerts on a server after an unexpected reboot. A message states that one or more disks are in a degraded state. When the technician advances to the next error message, it indicates the OS is missing. Which of the following are the MOST likely causes of these errors? (Choose two.)

A. Missing drives in the OS
B. RAID failure
C. Bootable device not found
D. Data loss

E. Controller failure
F. CMOS corruption
G. TPM malfunction

Answer: BC

Explanation:
The message stating that one or more disks are in a degraded state is a clear indication of a RAID failure. RAID stands for Redundant Array of Independent Disks, and it is a technology used to provide fault tolerance and improve performance by combining multiple hard drives into a single logical unit.
The message indicating that the OS is missing is most likely caused by a bootable device not found. This means that the server is unable to boot from the designated boot device, which could be the hard drive, a CD/DVD drive, or a USB flash drive. This could be caused by a faulty boot device, a loose cable, or a misconfiguration in the BIOS or UEFI settings.

NEW QUESTION 95
- (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 98
- (Topic 1)
A technician is setting up a device to use two-factor authentication. Which of the following meets this requirement?

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

Answer: C

Explanation:
Two-factor authentication (2FA) is a security process that requires users to provide two different authentication factors to verify their identity. This means that in addition to providing something they know (such as a password or PIN), they must also provide something they have (such as a smart card or token) or something they are (such as a fingerprint or retinal scan).
In this case, the correct answer would be C. Password/thumbprint. This option meets the requirement for two-factor authentication because it combines two different types of authentication factors: something the user knows (the password) and something the user is
(the thumbprint). The other options do not meet the requirement for 2FA because they either use only one type of authentication factor (A and D) or use two instances of the same type of factor (B).

NEW QUESTION 102
- (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 107
- (Topic 1)
A network administrator was notified that laptop users are unable to access or ping any network resources on the corporate network. Which of the following should the network administrator check FIRST?

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

Answer: C

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

NEW QUESTION 110
- (Topic 1)
A technician is configuring a workstation to be used as a VM host. After installing the necessary software, the technician is unable to create any VMs. Which of the following actions should be performed?

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

Answer: B

Explanation:
If you want to install Windows 11 on a virtual machine using Hyper-V, you will have to use a “Generation 2” VM and enable the “trusted platform module” (TPM) and Secure Boot options. Otherwise, the OS won’t install.
Starting with Windows 11, Microsoft is changing the system requirement and making TPM 2.0 and Secure Boot a prerequisite to perform an in-place upgrade or clean install the new version on any device. This is in addition to the new 4GB of RAM and at least 64GB of storage.
quoted from here:
https://pureinfotech.com/enable-tpm-secure-boot-hyperv-install-windows-11/ Furthermore, Multithreading is not a requirement for hyper-v hosting.
To create virtual machines on a workstation, the technician needs to enable Trusted Platform Module (TPM) in the system BIOS. TPM is a hardware-based security feature that helps protect the system from unauthorized access and tampering. It is required for many virtualization technologies, including Hyper-V, VirtualBox, and VMware. References: CompTIA A+ Certification Exam Objectives - 220-1002: 2.7 Explain the basics of virtualization.

NEW QUESTION 113
- (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 118
- (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 120

- (Topic 1)
A technician unboxed a new computer, plugged it in to a UPS. and connected the requested peripherals. The computer lights and fans turn on, but the technician hears three loud, consecutive beeps during boot. Which of the following actions will remediate the issue?

A. Replacing the power supply
B. Replacing the UPS
C. Changing the CMOS battery
D. Reseating the RAM

Answer: D

Explanation:
Three beeps indicate a "base memory read/write test error". Check out "beep codes" for more information.
https://en.wikipedia.org/wiki/Power-on_self- test#POST_beep_codes_on_CompTIA_A.2B_certification_exam
Reseating the RAM is the best course of action to remediate the issue of three consecutive beeps during boot, as it may indicate a RAM failure or loose connection. By reseating the RAM, the technician can ensure that the connection is secure and the computer should boot normally. References: CompTIA A+ Certification Exam Objectives 1001, 1.9

NEW QUESTION 125
- (Topic 2)
Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

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

Answer: C

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

NEW QUESTION 128
- (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 132
- (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 133
- (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 137
- (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 138
- (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. laaS
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 140
- (Topic 2)
A user entered a help desk ticket stating the latest calendar updates have not appeared on the user's corporate mobile device for several days, even though updates do appear on the user's laptop. Which of the following actions will MOST likely enable calendar alerts?

A. Checking that the ringer volume on the device is high enough to be audible
B. Ensuring the corporate password is saved correctly in the calendar application
C. Installing a third-party calendar application and synchronizing it with the corporate calendar
D. Remotely wiping the mobile device and reinstalling all applications

Answer: B

NEW QUESTION 142
- (Topic 2)
A help desk technician thinks a desktop PC has failed due to a defective power supply. Which of the following steps should the technician take NEXT?

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

Answer: C

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

NEW QUESTION 145
- (Topic 2)
A user is installing a new display on a desktop computer that only has a single DVI port for video input and a single HDMI port tot video output Which of me following does the technician need to complete the setup?

A. DigitaMo-analog converter
B. A/v switcher
C. DisplayPort to HDMI adapter

D. DVI to HDMI cable

Answer: D

Explanation:
The technician will need to connect the DVI port on the computer to the new display's HDMI port. To do this, a DVI to HDMI cable will be needed. This type of cable will allow the computer's DVI video signal to be transmitted to the new display's HDMI port.
A digital-to-analog converter (DAC) is used to convert a digital signal to an analog signal. An A/V switcher is used to switch between multiple audio and video sources and display them on a single monitor or display. A DisplayPort to HDMI adapter is used to convert a DisplayPort signal to an HDMI signal, but it is not necessary in this scenario as the computer has a DVI port and not a DisplayPort.
Reference: CompTIA A+ Core 1 Exam Guide, page 199.

NEW QUESTION 146
- (Topic 2)
To control costs a company provides a limited number or users with company phones One of these users opens a support ticket because the phone no longer allows internet Drowsing over a cellular connection The user acknowledges that the phone worked before the user's child streamed several movies using the device Which of the following describes why the phone cannot browse the Internet?

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

Answer: C

Explanation:
It is common for companies to place a data cap on the devices they provide to their employees, to control costs. If a user has exceeded the data cap, the phone may no longer allow internet browsing over a cellular connection. This is usually because the cellular data usage has exceeded the allotted amount for the particular plan the device is on, and the service provider has temporarily suspended the data connection.
It is unlikely that the child accidentally connected to a neighbor's WLAN because this would not affect the cellular data connection. Similarly, it is unlikely that the company's group policy has disabled the device, as this would likely affect all devices under the same policy. If the device's plan has been unpaid, the service provider would likely temporarily suspend all services, not just the cellular data connection.
Reference: CompTIA A+ Core 1 Exam Guide, page 329.

NEW QUESTION 151
- (Topic 2)
Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

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

Answer: C

Explanation:
Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This ensures that no static electricity is transferred to any of the server components, which could cause permanent damage. The other options are not the correct methods for replacing RAM. Unplugging one power cable is not recommended, as it could cause the server to go offline and disrupt any services that are running. Verifying the RAM temperature is not necessary and does not provide any additional safety measures, and replacing the RAM while the server is running is not recommended, as it could cause system instability.

NEW QUESTION 153
- (Topic 2)
The Chief Executive Officer wants to ensure company data is stored in a manner that provides the company with complete control over how the data is managed. Which of the following is the BEST cloud deployment model for this request?

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

Answer: D

Explanation:
A private cloud deployment model provides the company with complete control over how the data is managed. This is because a private cloud is managed solely by the organization and resides on-premises or in a data center. Therefore, a private cloud deployment model is the best option for this scenario.

NEW QUESTION 158
- (Topic 2)
Which of the following options provides correct information about 2.4GHz and 5GHz wireless frequencies? (Select TWO)

A. 2.4GHz has less interferenc
B. 5GHz transmits inlower speed.
C. 2.4GHz penetrates solid objects more effectivel
D. 5GHz provides faster data connections.
E. 2.4GHz has a higher data rat
F. 5GHz has 23 channels.
G. 2.4GHz has Il channel
H. 5GHz has no data interference.

I. 2.4GHz has a higher coverage are
J. 5GHz has higher bandwidth.
K. 2.4GHz has a higher bandwidt
L. 5GHz has lower transmit power.

Answer: BE

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

NEW QUESTION 162
- (Topic 2)
A technician is inspecting a projector that is displaying fuzzy images. Which of the following actions would provide the BEST solution?

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

Answer: A

Explanation:
Adjusting the lens is the best solution to improve image quality in a projector. The lens can become misaligned over time or during transportation, causing the image to appear fuzzy.

NEW QUESTION 167
- (Topic 2)
Which of the following is the PRIMARY security concern with virtual machine escape?

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

Answer: B

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

NEW QUESTION 171
- (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 173
- (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 175

- (Topic 2)
A university student was able to boot from a live Linux CD on a computer in a shared space on campus. Which of the following will BEST prevent this type of action from occurring in the future?

A. Require TPM security features.
B. Set a boot password.
C. Disable all media options.
D. Enable secure boot.

Answer: D

Explanation:
Enabling secure boot will verify the digital signature of the bootloader and operating system, ensuring that the system only boots from trusted and authorised sources. This can prevent booting from an unauthorised live CD or other external media. The best way to prevent booting from a live Linux CD on a computer in a shared space on campus is to enable secure boot. Secure boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs.
Secure Boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs. Secure Boot is an important security feature designed to prevent malicious software from loading when your PC starts up (boots)1.
Booting from a live Linux CD is a process that allows you to run a Linux operating system from a CD or DVD without installing it on your hard drive. This can be useful for testing or troubleshooting purposes. To boot from a live Linux CD, you need to insert the CD or DVD into your computer's CD/DVD drive and restart your computer. Most systems are set up to automatically boot from the CD/DVD drive, but if your system is not set up this way, you may need to change a system setting to boot from a Linux CD/DVD23.

NEW QUESTION 179
- (Topic 2)
A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. Which of the following should the technician do to remove the old filament and load the new one?

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

Answer: D

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

NEW QUESTION 184
- (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 188
- (Topic 2)
A user creates a support ticket to report a conference room projector that does not work. The user says that even though the provided cables are being used, the projector screen shows the following error message:
No signal input
Which of the following describes the FIRST action that should be taken?

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

Answer: D

Explanation:
The most common reasons you may be seeing the "No Signal" message: The projector and the source device are not connected correctly.
The first action should be to check the video cable and replace it if necessary, as the error message suggests that the projector is not receiving a signal from the laptop. Verifying that the projector is turned on and checking the bulb would come after verifying the video cable.

NEW QUESTION 189
- (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)
Vertical streaks are appearing on the output of a laser printer. Which of the following items is the MOST likely cause?

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

Answer: B

Explanation:
Vertical or horizontal lines—Marks that appear in the same place (referred to as repetitive defects) are often due to dirty feed rollers (note that there are rollers in the toner cartridge and fuser unit too) or a damaged or dirty photosensitive drum.
Vertical streaks on a laser printer output are usually caused by a damaged or worn-out drum, which is responsible for transferring toner to the paper. If the drum is damaged, toner may accumulate on certain parts of the drum, leading to streaks on the printed output. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 15

NEW QUESTION 196
- (Topic 2)
A technician is troubleshooting a projector that will not display any Images. The technician has verified the computer output and cable are providing a good video signal. Which of the following should the technician do NEXT?

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

Answer: C

Explanation:
The MOST efficient next step the technician should do is to test the output resolution1. The issue of a projector that will not display any images could be related to the output resolution1. If the output resolution is not compatible with the projector, the projector will not display any images1. Calibrating the image, replacing the bulb, or cleaning the fans may not be effective1.
If a projector is not displaying any images despite verifying that the computer output and cable are providing a good video signal, the technician should test the output resolution. The output resolution of the computer may not be compatible with the projector, which can cause the projector to not display any images.

NEW QUESTION 200
- (Topic 2)
A technician installs a new printer for a workstation and tries to print a test page, but the page does not print. The technician looks at the print queue and notices that the printer is called 'Generic Printer." Which of the following BEST describes what the technician should do to fix this issue?

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

Answer: B

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

NEW QUESTION 203
- (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 207
- (Topic 2)
The help desk received a ticket regarding Issues with a laser printer. The printer has had repairs previously for scanning Issues. Currently, the printed text is not adhering properly to the paper. Which of the following should be replaced lo resolve this Issue?

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

Answer: A

Explanation:
If the printed text is not adhering properly to the paper on a laser printer that has had repairs previously for scanning issues, the fuser should be replaced to resolve this issue. The fuser is a component of the printer that uses heat and pressure to fuse the toner onto the paper. If the fuser is not functioning properly, the toner may not adhere properly to the paper.

NEW QUESTION 210
- (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 214
- (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 216
- (Topic 3)
A user is looking for a way to increase the total RAM in a system without upgrading the hardware. Which of the following should the user perform to complete this task?

A. Run a burn-in application
B. Create a VM.
C. Install hardware-tuning software.
D. Set up virtual memory.

Answer: D

Explanation:
Virtual memory is a software-based memory management system that allows a computer to use hard disk storage space as RAM. This can be used to increase the total RAM in a system without upgrading the hardware. To set up virtual memory, the user should go to the System Properties window and select the Advanced tab. In the Performance section, click on the Settings button, which will open the Performance Options window. Then, click on the Advanced tab and click on the Change button in the Virtual memory section. Finally, select the option to Automatically manage paging file size for all drives, and then click OK to save the changes.

NEW QUESTION 218
- (Topic 3)

A user reports that a computer will not turn on. The technician verifies the power cord and the outlet the computer are plugged into are both working properly. Which of the following is the hardware component that has MOST likely failed?

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

Answer: A

Explanation:
The power supply unit (PSU) is the component that converts AC power from the outlet to DC power for the computer. If the PSU fails, the computer will not turn on. The CPU, RAM, and GPU are not directly related to the power supply and would not prevent
the computer from turning on.

NEW QUESTION 221
- (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 226
- (Topic 3)
Following a scheduled power outage, users report they cannot access the local intranet. A technician is able to ping the IP address of the server that is hosting the website. Which of the following serves is MOST likely offline?

A. Web
B. DNS
C. File
D. DHCP

Answer: B

Explanation:
DNS stands for Domain Name System and is a service that translates domain names (such as www.example.com) into IP addresses (such as 192.168.1.100) that computers can use to communicate over a network. If the DNS server is offline, users may not be able to access websites or other network resources by using their domain names, even if they are online and reachable by their IP addresses. The technician should check if the DNS server is running and configured correctly, or use an alternative DNS
server if possible. Reference: https://www.comptia.org/training/books/a-core-1-220-1101- study-guide (page 81)

NEW QUESTION 228
- (Topic 3)
A user's Windows computer started running slowly after the installation of a CAD program. The computer has intermittent timeouts and often has to be rebooted to restore functionally. The computer seems to work correctly if the application is not running. Which of the following should the technician do NEXT to help troubleshoot the issue? (Select TWO).

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

Answer: BE

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

NEW QUESTION 231
- (Topic 3)
A technician is preparing laptops for deployment to a medical department. The laptops require SSD-level encryption to be enabled, but BitLocker refuses to turn it on. An error message states that a BIOS-level setting has not been turned on. Which of the following should the technician check FIRST when troubleshooting this

issue?

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

Answer: C

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

NEW QUESTION 234
- (Topic 3)
A printer technician receives a support request for a laser printer that sometimes cuts off the bottom of the print job. During troubleshooting the technician notices that affected jobs are set for 8.5in x 14in (216mm x 356mm) paper and only print from a particular paper tray. Which of the following actions should the technician perform NEXT?

A. Verify that the printing trays are correctly set.
B. Swap printer trays until the print jobs complete as expected.
C. Replace the tray rollers to ensure proper alignment.
D. Reset the default to use 8.5in x 11in (216mm x 279mm) paper

Answer: A

Explanation:
Reference: https://partners.comptia.org/docs/default-source/resources/a-core-1-content- guide (page 16)

NEW QUESTION 237
- (Topic 3)
A desktop support technician is building a new desktop that features the fastest internal storage. Which of the following BEST suits this request1?

A. SATASSD
B. SATA HDD
C. M2PCIeNVMeSSD
D. PCIe SATA HDD

Answer: C

Explanation:
M2PCIeNVMeSSD. M.2 PCIe NVMe SSDs are the fastest internal storage devices available for desktops. They are faster than SATA SSDs and PCIe SATA HDD1s2.

NEW QUESTION 240
- (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 242
- (Topic 3)
A technician is installing a USB Wi-Fi card. Which of the following would be the MOST appropriate way for the technician to receive the latest official drivers for the device?

A. Download the drivers from the vendor's website.
B. Allow the OS to install the drivers automatically.
C. Utilize a third-part
D. non-OEM driver.
E. Run the autoinstall CD.

Answer: A

Explanation:
The most appropriate way for the technician to receive the latest official drivers for a USB Wi-Fi card is to download them from the vendor’s website. This ensures

that the drivers are compatible, updated, and secure. Allowing the OS to install the drivers automatically may not provide the latest or best drivers for the device. Utilizing a third-party, non-OEM driver could cause compatibility or security issues. Running the autoinstall CD could install outdated or unnecessary software along with the drivers

NEW QUESTION 245
- (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 249
- (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 251
- (Topic 3)
An IT manager is evaluating ticket resolution times. While reviewing the data, the manager notices repetitive issues are taking longer than expected to resolve. Which of the following changes should the manager implement to resolve repetitive issues more quickly?

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

Answer: D

Explanation:
By documenting the findings, action, and outcomes of issues, the technicians can create a knowledge base that can be used to resolve similar issues in the future more quickly and efficiently. The documentation can also help identify patterns or trends that can lead to preventive measures or root cause analysis. Documenting the issues can also improve communication and collaboration among technicians and users, as well as provide evidence of service quality and performance.
Reference: https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide (page 4)

NEW QUESTION 254
- (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 256
- (Topic 3)
A user receives the following error when trying to reboot a computer:

```
System RAID Controller FW v1.2
A disk member in an array has failed or is not responding
Port      Device ID   Description                Status
sata0     disk0       Generic 500 SATA III       OK
sata1     disk1       Generic 500 SATA III       Not Found
```

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

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

Answer: C

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

NEW QUESTION 261
- (Topic 3)
An IT technician is inspecting the internal components of a desktop computer to assess a suspected power issue with the motherboard. Which of the following connectors should the IT technician inspect further?

A. RJ45
B. Straight tip
C. DB9
D. Molex

Answer: D

Explanation:
The connector that the IT technician should inspect further is Molex. The Molex connector is used to provide power to the motherboard and other components in the computer. If there is a suspected power issue with the motherboard, the IT technician should inspect the Molex connector to ensure that it is properly connected and providing power to the motherboard1

NEW QUESTION 263
- (Topic 3)
Every time a user sends a print job, the user must walk over to the printer and press OK before the job will print. The same issue is occurring for multiple users. Which of the following is the MOST likely cause of the issue?

A. The wrong network printer queue is being used.
B. The network printer is on the wrong VLAN.
C. A The default paper type has been changed.
D. The print server has outdated print drivers.

Answer: C

Explanation:
The message prompting to press "OK" indicates that the printer is waiting for a user input. This suggests that there is some issue with the printer settings, and the most probable cause is that the default paper type has been changed, and the printer needs the user to confirm the paper type before proceeding with the print job. This is a common issue that can occur when the default paper type is not set correctly or has been changed without the user's knowledge.

NEW QUESTION 267
- (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 269
- (Topic 3)

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

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

Answer: B

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

NEW QUESTION 272
- (Topic 3)
A technician needs to install RAM into a rackmount server that will be used as a VM host. Which of the following would be BEST to install?

A. SODIMM
B. VRAM
C. DDR4
D. ECC

Answer: D

Explanation:
When installing RAM into a server that will be used as a VM host, it is recommended to install ECC (Error-Correcting Code) RAM to help prevent errors that can cause virtual machines to crash. References: https://www.servermonkey.com/blog/ecc-vs- non-ecc-ram-what-are-the-differences.html
When installing RAM into a rackmount server that will be used as a VM host, it would be best to install ECC (Error Correcting Code) RAM which can detect and correct common types of data corruption.

NEW QUESTION 275
- (Topic 3)
A user reports a tablet restarts on its own every five to ten minutes. In addition, the tablet has intermittent issues with charging. The technician gives the user a new power adapter and charging cable, and the technician also tries resetting the OS. but the issue persists. Which of the following is the MOST likely cause of the issue?

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

Answer: C

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

NEW QUESTION 279
- (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 283
- (Topic 3)
A drive failed on a server that was leveraging a RAID disk configuration. The server administrator would like to rebuild the array so it can withstand a potential multidrive failure in the future. Which of the following RAID configurations will the administrator MOST likely select?

A. 1
B. 5
C. 10

Answer: D

Explanation:
RAID stands for Redundant Array of Independent Disks, which is a technology that combines multiple disks into a logical unit to improve performance, reliability, or both. There are different types of RAID levels that use different methods of data distribution and redundancy.
RAID 0 is a level that stripes data across multiple disks without any redundancy. It offers the highest performance but no fault tolerance. If any disk fails, the entire array is lost. RAID 1 is a level that mirrors data across two disks. It offers the lowest performance but the highest fault tolerance. It can survive the failure of one disk.
RAID 5 is a level that stripes data across multiple disks with parity information. It offers a balance between performance and fault tolerance. It can survive the failure of one disk, but not two or more disks.
RAID 10 is a level that combines RAID 1 and RAID 0. It creates a striped array of mirrored pairs. It offers high performance and high fault tolerance. It can survive the failure of one disk in each pair, or multiple disks in different pairs.
Therefore, if the server administrator wants to rebuild the array to withstand a potential multidrive failure in the future, RAID 10 is the most likely choice.

NEW QUESTION 288
- (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 292
- (Topic 3)
Which of the following cables should be used to terminate ST connectors on each end?

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

Answer: A

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

NEW QUESTION 294
- (Topic 3)
While on a VoIP call, one user is unable to understand the other because the audio is breaking up. Which of the following BEST describes what is occurring on the call?

A. High latency
B. External interference
C. No connectivity
D. Port flapping

Answer: A

Explanation:
High latency is what best describes what is occurring on a VoIP call when one user is unable to understand the other because the audio is breaking up. Latency is the delay between sending and receiving data over a network, and high latency can cause poor quality or interruptions in VoIP calls. External interference, no connectivity, or port flapping are not likely to cause audio breaking up, but rather complete loss of signal or connection.

NEW QUESTION 297
- (Topic 3)
The motherboard on a user's company laptop was recently replaced Now the user is unable to log in using the fingerprint reader The fingerprint reader is working but it does not recognize the user's fingerprint Which of the following should a technician perform FIRST to fix the issue?

A. Restore the system to a previous recovery point
B. Reinstall the fingerprint software
C. Access the BIOS and clear the TPM
D. Update the drivers and the fingerprint software
E. Flash the newest BIOS firmware that is available

Answer: B

Explanation:

If a user is unable to log in using the fingerprint reader on a company laptop after the motherboard was replaced, it could be due to an issue with the fingerprint software. The first step to fix the issue would be for the technician to reinstall the fingerprint software.

NEW QUESTION 301
- (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 303
- (Topic 3)
A software developer used client-side virtualization on a server to configure a web application. Although the application is working locally on the software developer's PC, other users on the LAN are not able to access the application. Which of the following would allow other users to access the application?

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

Answer: A

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

NEW QUESTION 304
- (Topic 3)
An organization keeps receiving spam that appears to come from its own domain No accounts have been compromised. Which of the following will BEST mitigate this issue?

A. DNS
B. S/MIME
C. SPF
D. SSID

Answer: C

Explanation:
The BEST solution to mitigate spam that appears to come from an organization's own domain is to implement SPF (Sender Policy Framework). SPF is an email validation protocol designed to detect and prevent email spoofing, which is a common tactic used by spammers. By publishing SPF records in the organization's DNS (Domain Name System), the recipient's mail server can check if an incoming email originated from a valid source. If the email fails SPF authentication, it can be blocked or flagged as spam. Therefore, SPF helps to prevent email spoofing and mitigate the risk of spam coming from an organization's own domain

NEW QUESTION 309
- (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 310
- (Topic 3)
A technician is upgrading a computer OS from Windows 7 to Windows 10. During the OS installation, the system is not able to find the hard drive. Which of the following can the technician do to MOST likely fix the issue?

A. Change the partition to MBR
B. Load the HDD drivers using a flash drive.
C. Upgrade the RAM modules.
D. Replace the hard drive.

Answer: B

Explanation:
Loading the hard disk drive (HDD) drivers using a flash drive is the most likely action that can fix the issue of a computer not being able to find the hard drive during an OS installation from Windows 7 to Windows 10. The HDD may have a different interface or controller than what Windows 10 supports by default, such as SATA or RAID, which would require loading additional drivers during the installation process. The technician can use a flash drive to load the drivers from another device or source. Changing the partition to MBR, upgrading the RAM modules, or replacing the hard drive are not likely to fix the issue, as they are not related to the HDD drivers

NEW QUESTION 315
- (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 316
- (Topic 3)
A user has noticed high CPU temperatures when gaming. The user would like to lower the CPU temperature, and cost is not an issue. Which of the following should the user do to BEST cool the CPU while keeping noise to a minimum?

A. Upgrade the thermal paste.
B. Use a copper heat sink.
C. Upgrade the CPU fan.
D. Install liquid cooling.

Answer: D

Explanation:
Liquid cooling is a method of cooling the CPU by circulating a liquid through a closed loop that absorbs heat from the CPU and transfers it to a radiator. Liquid cooling is more effective and quieter than air cooling, which uses a fan and a heat sink. However, liquid cooling is also more expensive and complex to install. Upgrading the thermal paste, using a copper heat sink, or upgrading the CPU fan are ways to improve air cooling, but they will not lower the CPU temperature as much as liquid cooling. References: https://www.comptia.org/certifications/a#examdetails https://www.comptia.org/blog/what-is- liquid-cooling

NEW QUESTION 321
- (Topic 3)
A technician is attempting to connect the wired LANs at two nearby buildings by installing a wireless point-to-point connection. Which of the following should the technician consider?

A. NFC protocol data rate
B. RFID frequency range
C. Bluetooth version compatibility
D. Allowable limits for transmit power

Answer: D

Explanation:
When installing a wireless point-to-point connection between two buildings, the technician should consider the allowable limits for transmit power, which vary depending on the country or region. Exceeding these limits could interfere with other wireless devices or violate regulations. NFC protocol data rate, RFID frequency range, and Bluetooth version compatibility are not relevant for a wireless point-to-point connection.

NEW QUESTION 324
- (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 325
- (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 329
- (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 332
- (Topic 4)
Which of the following best describes metered utilization for cloud computing?

A. Cloud resources are billed to clients based on usage.
B. Cloud resources are shared with other companies conducting similar business.
C. Cloud resources are available at a fixed amount for a fixed price.
D. Cloud resources are located in the on-site data center.

Answer: A

Explanation:
Metered utilization for cloud computing is a pricing model where cloud service providers charge clients based on the amount of resources they consume, such as network bandwidth, storage space, CPU cycles, or memory. This allows clients to pay only for what they use, rather than a fixed amount or a subscription fee. Metered utilization can also enable clients to scale their cloud resources up or down according to their needs and demand.
References: The following web search results provide more information about metered utilization for cloud computing:
? Understanding Metered Billing For Cloud Infrastructure - Togai: This article explains the concept of metered billing, its advantages, and how it works for cloud infrastructure services.
? Usage Metering and Throttling in Cloud Computing: This article discusses the importance of metering and throttling in cloud computing, and how they are implemented in WSO2 Stratos, a cloud platform as a service (PaaS) solution.
? Cloud Volumes Service Metered Billing: Control Your Cloud … - NetApp: This article describes how NetApp's Cloud Volumes Service offers metered billing for cloud storage, and how it can help clients reduce their cloud costs and optimize their performance.

NEW QUESTION 333
- (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 335
- (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 336
- (Topic 4)
A technician is configuring a desktop RAID to allow for the best I/O performance and the most storage capacity possible. Which of the following RAID types should the technician use?

A. 5
B. 6
C. 10

Answer: A

Explanation:
RAID 0 is a disk array configuration that splits data across two or more disks without parity or mirroring. RAID 0 provides the best I/O performance because it allows parallel read and write operations on multiple disks. RAID 0 also provides the most storage capacity possible because it does not use any disk space for redundancy. However, RAID 0 does not provide any fault tolerance and increases the risk of data loss if any disk fails. References: The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook, page 252

NEW QUESTION 341
- (Topic 4)
A remote user is unable to access files at home but can open the files at the office. Which of the following should a technician check so the user can access the files both places?

A. Network drive remote access
B. Local user account
C. Remote fileshare permissions
D. Offline file settings

Answer: D

Explanation:
One possible reason why a remote user is unable to access files at home but can open the files at the office is that the offline file settings are not configured properly. Offline files are a feature of Windows that allows users to access files and folders that are stored on a network drive even when they are not connected to the network. Offline files are cached copies of the network files that are stored on the local computer and synchronized with the network files when the connection is restored.
To use offline files, the user needs to enable the feature on their computer and on the network drive that contains the files they want to access. The user also needs to make sure that the files and folders they want to access are available offline, which means they are marked for offline synchronization. The user can check and change these settings by following these steps:

? Open Control Panel and select Network and Internet > Sync Center > Manage offline files.
? In the Offline Files window, click Enable offline files if the feature is disabled, and then click OK.
? Restart the computer to apply the changes.
? Open File Explorer and navigate to the network drive that contains the files and folders the user wants to access.
? Right-click the files and folders and select Always available offline. A green sync icon will appear next to the items that are available offline.
? To manually sync the offline files with the network files, open Sync Center and click Sync All.
By doing this, the user should be able to access the files and folders on the network drive even when they are at home or away from the office. However, the user should also be aware of some limitations and risks of using offline files, such as:
? Offline files may not reflect the latest changes made by other users on the
network, and may cause conflicts or errors when syncing.
? Offline files may take up a lot of disk space on the local computer, and may affect the performance or stability of the system.
? Offline files may be vulnerable to theft, loss, or damage if the local computer is not secured or backed up.
Therefore, the user should always backup their important files and folders, and use encryption or password protection to safeguard their offline files.
References:
? Make a network file or folder available offline - Windows Client1
? How to use offline files in Windows 10 - The Windows Club2
? Offline Files - Enable or Disable the Use Of - Windows 7 Help Forums3

NEW QUESTION 344
- (Topic 4)
A user reports that a printer pulls multiple sheets of paper from the paper tray instead of a single sheet. Which of the following should a technician investigate to resolve this issue? (Select two).

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

Answer: CD

Explanation:
The correct answers are C. Pickup roller and D. Separation pad.
A pickup roller is a rubber wheel that grabs the paper from the paper tray and feeds it into the printer. A separation pad is a small piece of cork or rubber that prevents more than one sheet of paper from being fed at a time. If the pickup roller or the separation pad is worn out, dirty, or damaged, it can cause the printer to pull multiple sheets of paper instead of a single sheet. This can lead to paper jams, misprints, or wasted paper.
To resolve this issue, a technician should investigate the condition of the pickup roller and the separation pad and replace them if necessary. The technician should also clean the paper tray and make sure the paper is loaded correctly and not stuck together.
A toner cartridge is a component that contains the toner powder used to create the printout on a laser printer. A tractor feed is a mechanism that uses sprockets to move continuous paper through a dot matrix printer. A duplexer is a device that allows a printer to print on both sides of the paper automatically. A fuser is a part of a laser printer that melts the toner onto the paper using heat and pressure. None of these components are related to the issue of pulling multiple sheets of paper from the paper tray.
Reference: Types of Printers—What You Need to Know for the CompTIA A+ Exams

NEW QUESTION 345
- (Topic 4)
A technician assembled a new PC. After a few minutes, the computer slows down and then shuts itself off. Which of the following is the most likely cause of the failure?

A. Thermal paste was not used.
B. The GPU needs additional power.
C. The memory is insufficient.
D. The motherboard is incompatible.

Answer: A

Explanation:
The most likely cause of the failure is A. Thermal paste was not used.
Thermal paste, also known as thermal grease or thermal compound, is a substance that is applied between the CPU and the heat sink to improve the heat transfer and cooling of the CPU. Thermal paste fills the gaps and irregularities between the CPU and the heat sink, creating a better contact and reducing the thermal resistance .
According to some web search results , some signs and symptoms of not using thermal paste or using it incorrectly are:
•The CPU overheats and slows down or shuts down to prevent damage
•The CPU fan spins faster and louder to try to cool down the CPU
•The PC performance drops or becomes unstable
•The PC crashes or displays errors or blue screens
To fix this issue, the technician should apply thermal paste properly between the CPU and the heat sink, following these steps :
•Turn off the PC and unplug it from the power source
•Open the PC case and locate the CPU fan and heat sink
•Remove the CPU fan and heat sink from the motherboard
•Clean the surfaces of the CPU and heat sink with a lint-free cloth and alcohol
•Apply a small amount of thermal paste (about the size of a grain of rice) in the center of the CPU
•Reattach the heat sink and CPU fan to the motherboard, making sure they are aligned and secured
•Close the PC case and plug it back to the power source
The GPU needs additional power, the memory is insufficient, or the motherboard is
incompatible are not likely causes of the failure, since they would not cause the PC to overheat and shut down after a few minutes. The GPU needs additional power if it has a high power consumption that exceeds the capacity of the power supply or the PCIe slot. The memory is insufficient if it cannot handle the applications or tasks that are running on the PC. The motherboard is incompatible if it does not support the CPU, RAM, or other components that are installed on it. These issues may cause poor performance, errors, or crashes, but not overheating and shutting down.

NEW QUESTION 349
- (Topic 4)
An integrated webcam on a user's laptop broke, so a technician installed a temporary, external webcam. Since the external webcam installation, other users can only see part of the user's face during videoconferences. Which of the following BEST describes the reason for this issue?

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

Answer: A

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

NEW QUESTION 354
- (Topic 4)
Which of the following is the best reason to set up a virtual sandbox?

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

Answer: B

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

NEW QUESTION 357
- (Topic 4)
A user tripped on an Ethernet cable and disconnected it from the wall jack. A technician visually inspects the cable and notices that the plastic prong on the connector of the cable is completely missing.
Which of the following tools should the technician use to resolve this issue? (Select two).

A. Cable stripper
B. Network crimper
C. Toner probe
D. Punchdown tool
E. Multimeter
F. Loopback plug

Answer: AB

Explanation:
According to the CompTIA A+ Core 1 (220-1101) Certification Study Guide1, a network crimper and a cable stripper are the tools that a technician should use to resolve this issue. A network crimper is used to attach a new RJ-45 connector to the end of the cable, and a cable stripper is used to remove the outer insulation of the cable and expose the twisted pairs of wires. A toner probe, a punchdown tool, a multimeter, and a loopback plug are not needed for this task.
Here are some web resources that explain how to repair an Ethernet cable:
? Ethernet Cable Repair - iFixit: This guide provides step-by-step instructions and pictures on how to fix a broken Ethernet cable.
? How to Repair a Cut Cat5e Ethernet Cable - wikiHow: This article shows how to solder the wires of a cut Ethernet cable and use shrink tube to cover the joints.
? Amazon.com: Ethernet Cable Repair Kit: This page lists some products that can
be used to repair an Ethernet cable, such as crimping tools, connectors, testers, and strippers.

NEW QUESTION 361
- (Topic 4)
A PC's boot drive is showing signs of imminent failure, and a technician needs to recover the data. Which of the following should the technician do first?

A. Clone the drive to another one.
B. Access the Device Manager.
C. Download the drive manufacturer's diagnostic tool.
D. Uninstall the drive in the Device Manager.
E. Replace the drive with a new one.

Answer: A

Explanation:
The first step to recover data from a failing drive is to clone the drive to another one, which means creating an exact copy of the drive's contents, including the operating system, applications, files, and settings, to a new drive. Cloning the drive can preserve the data and prevent further damage or data loss from the failing drive. Cloning the drive can also allow the technician to boot from the new drive and access the data normally, without needing to reinstall the operating system or the applications12.
The other options are not as effective or relevant as cloning the drive. Accessing the Device Manager may not help with data recovery, as it is a tool that displays and manages the hardware devices and drivers on a PC. The Device Manager may show the status of the failing drive, but it cannot copy or restore the data from it3. Downloading the drive manufacturer's diagnostic tool may help with identifying and repairing some errors or issues with the drive, but it may not be able to recover the data if the drive is physically damaged or corrupted. The diagnostic tool may also overwrite or erase some data during the repair process, which can

make the data recovery more difficult or impossible4. Uninstalling the drive in the Device Manager may not help with data recovery, as it removes the drive from the system and its driver from the operating system. Uninstalling the drive may make the drive inaccessible or unrecognized by the PC, which can prevent the data recovery5. Replacing the drive with a new one may not help with data recovery, as it does not transfer the data from the old drive to the new one. Replacing the drive may also require reinstalling the operating system and the applications, which can take time and effort. Replacing the drive may also discard the old drive, which may still contain some recoverable data.
References:
? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 3: Hardware, Section 3.3: Storage Devices, Page 140
? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.5: Disk Management, Page 107
? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 2: Operating Systems, Section 2.4: Device Manager, Page 84
? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.6: Troubleshooting Storage Devices, Page 111
? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 2: Operating Systems, Section 2.4: Device Manager, Page 85
? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.6: Troubleshooting Storage Devices, Page 112

NEW QUESTION 363
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