



CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

NEW QUESTION 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: AE

NEW QUESTION 2

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 3

A network technician has been tasked with creating a patch cable. The RJ45 connectors will not stay attached to the cable. Which of the following tools is needed to fix this issue?

- A. Cable tester
- B. Crimper
- C. Punchdown tool
- D. Loopback plug

Answer: B

Explanation:

A crimper is a tool that is used to crimp (attach) an RJ45 connector onto the end of a patch cable. The crimper applies pressure to the connector to make a permanent connection between the connector and the cable, ensuring that the connector will stay attached to the cable. A cable tester is used to test the connectivity of a network cable. A punchdown tool is used to terminate network cables in a patch panel or keystone jack. A loopback plug is a diagnostic tool that is used to test network interfaces by simulating network traffic.

NEW QUESTION 4

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

NEW QUESTION 5

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

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

Answer: D

NEW QUESTION 6

A technician is adding one more line at the demarcation point. Which of the following tools would be MOST useful to accomplish this task?

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

Answer:

B

Explanation:

Punchdown tools are used to connect wires to keystone jacks, patch panels and other communication hardware. When adding a new line at the demarcation point, a technician would use a punchdown tool to punch the wire into the keystone jack or patch panel, completing the connection.

NEW QUESTION 7

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

NEW QUESTION 8

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: B

NEW QUESTION 9

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

NEW QUESTION 10

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 10

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

NEW QUESTION 15

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

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

Answer: A

NEW QUESTION 19

Which of the following would an administrator use to migrate virtual machines from on premises to the cloud?

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

Answer: A

NEW QUESTION 23

Which of the following network services allows a networked device to always be assigned the same IP address based on the device's MAC address?

- A. DHCP
- B. LDAP
- C. UTM
- D. DNS

Answer: A

NEW QUESTION 24

Which of the following cables replaced the Apple 30-pin connector and is also reversible?

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

Answer: B

Explanation:

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

NEW QUESTION 25

A technician is setting up a new desktop computer and will be installing the hard drive directly on the motherboard without using cables to connect it. Which of the following will the technician be installing?

- A. Thunderbolt
- B. eSATA
- C. M.2
- D. SCSI

Answer: C

NEW QUESTION 30

A technician needs to install a cost-effective storage device into a rackmount server that will be used as a VM host. This storage will be used for all VMs that run from the server. Which of the following should be used?

- A. Optical disk drive
- B. eMMC storage device
- C. 15,000rpm drive
- D. RAID 10 array

Answer: C

NEW QUESTION 31

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

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

Answer: A

Explanation:

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

NEW QUESTION 36

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

- A. Upgrade the Ethernet cable to the latest specification.
- B. Replace the phone.
- C. Install a PoE injector.
- D. Change ports on the switch.

Answer: C

Explanation:

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

NEW QUESTION 39

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 to resolve this Issue?

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

Answer: D

NEW QUESTION 43

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

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

Answer: C

Explanation:

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

NEW QUESTION 45

Which of the following utilizes TCP ports 20/21 and transfers data in cleartext?

- A. SNMP
- B. SSH
- C. FTP
- D. Telnet

Answer: C

NEW QUESTION 48

Which of the following wireless technologies has the MOST range and wireless throughput?

- A. 802.11ac
- B. 802.11ax
- C. 802.11b/g/n
- D. 802.11g

Answer: B

NEW QUESTION 50

A user submitted a ticket to report an issue with a new printer that is no longer accepting new print jobs. The technician verifies the printer is on and notices the printer LCD screen has the following error message:

Paper Jam, Jam in fuser.

Which of the following is the MOST efficient next step the technician should complete?

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

Answer: B

NEW QUESTION 52

A technician needs to install a printer on the network. Which of the following must the technician configure? (Select THREE).

- A. PCL
- B. Dots per inch
- C. Gateway
- D. Subnet mask
- E. MAC address
- F. MB
- G. IP address
- H. Drivers

Answer: AEH

NEW QUESTION 54

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 57

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:

<https://techgenix.com/raid-10-vs-raid-5/>

NEW QUESTION 58

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

- Discrete, high-end graphics card
- Video capture card
- High-end processor
- Multiple hard drives
- USB 3.0 hub
- Sound card

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

- A. Redundant power supply
- B. Modular power supply
- C. 20-pin v
- D. 24-pin power adapter
- E. Power supply wattage rating

Answer: D

NEW QUESTION 62

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

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

Answer: C

Explanation:

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

NEW QUESTION 64

A user on a SOHO network is unable to watch online videos, even at 240 pixels. The technician runs ipconfig from the user's computer and records the following:

```
Connection-specific DNS Suffix .: lan
Link-local IPv6 Address . . . . .: fe80::1585:7fb2:b05f:7102%12
IPv4 Address. . . . .: 192.168.1.131
Subnet Mask . . . . .: 255.255.255.0
Default Gateway . . . . .: 192.168.1.1
```

The technician then connects a test laptop to the router via the user's Cat 5 cable and records the following information:

```
Download: 85 mbps
Upload: 22 mbps
Ping: 28 ms
```

Which of the following is MOST likely causing the user's issue?

- A. Incorrect IP address
- B. Faulty NIC
- C. Misconfigured default gateway
- D. Bad network cable

Answer: B

NEW QUESTION 65

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

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

Answer: A

Explanation:

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

NEW QUESTION 67

Which of the following should the data center hardware technician implement to ensure maximum uptime for customers' virtual machines?

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

Answer: C

NEW QUESTION 69

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

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

Answer: C

NEW QUESTION 70

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

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

Answer: A

NEW QUESTION 74

Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

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

Answer: B

NEW QUESTION 75

A technician is selling up a projector (or a videoconferencing system. When the user all empts to connect a laptop to the system, the system displays the following error message.

No source found

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

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

Answer: B

NEW QUESTION 78

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

NEW QUESTION 79

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

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

Answer: A

NEW QUESTION 84

A technician has set up a new conference room with a TV and a video soundbar. The technician wants to test the system with a conference call. During the test, the TV speaker produces sound, but the soundbar does not.

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

- A. The volume on the TV needs to be turned up.
- B. The conference call needs to be unmuted for audio.
- C. An incorrect HDMI cable is being used.
- D. The TV's HDMI-ARC port is not being use

Answer: D

Explanation:

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

NEW QUESTION 87

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

NEW QUESTION 90

A user connects a smartphone to a laptop. Which of the following types of networks has the user created?

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

Answer:

A

NEW QUESTION 94

Which of the following 802.11 standards supports both 5GHz and 2.4GHz channel frequencies?

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

Answer: B

NEW QUESTION 96

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

Laura's Wireless Configuration

WIRELESS SETUP NETWORK FILTER ADMINISTRATOR TOOLS

Wireless Network Settings

Enable Wireless: ☒

Wireless Network Name: 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

Laura's House

?

Wireless Network Name: Default

Security Mode: Open

Wireless Channel: 11

Wireless Network Name: MyWi

Security Mode: WEP

Wireless Channel: 6

Wireless Network Name: PatsWiFi

Security Mode: WEP

Wireless Channel: 11

Laura's Wireless Configuration

WIRELESS SETUP NETWORK FILTER ADMINISTRATOR TOOLS

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Laura's Wireless Configuration

WIRELESS SETUP **NETWORK FILTER** **ADMINISTRATOR TOOLS**

Wireless Network Settings

Enable Wireless: ☐

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

Wireless Security Mode

Security Mode:

Laura's Wireless Configuration

WIRELESS SETUP **NETWORK FILTER** **ADMINISTRATOR TOOLS**

Turn MAC Filtering ON: ☐

<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>

- 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: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

WIRELESS SECURITY MODE:


Security Mode:

WPA2:


Passphrase:

Confirmed Passphrase:

Save Settings



Wireless Configuration



Wireless Setup Network Filter Administrator Tools

☒ Turn MAC Filtering ON

MAC Address

☒

☒

☐

☐

Save Settings



The image shows a 'Wireless Configuration' window with three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Administrator Tools' tab is active, displaying the 'ADMIN PASSWORD' section. It instructs the user to 'Please enter the same password into both boxes for confirmation.' There are two input fields: 'Password:' and 'Verify Password:', both containing the text 'Secure\$1'. A 'Save Settings' button is located at the bottom right.

NEW QUESTION 101

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

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

Answer: B

NEW QUESTION 103

A technician just finished assembling a new PC for a client. Upon POST, the device presents an unspecified beep code and turns off automatically after five seconds. The technician double-checks the bill of materials for the new build and confirms all items have been installed. Which of the following should the technician do NEXT?

- A. Ensure thermal paste is being used on the CPU.
- B. Check to make sure that any video cards have auxiliary power cabling connected.
- C. Verify the header panel connector is properly connected.
- D. Spot-check that the I/O shield for the motherboard is properly installed.

Answer: C

Explanation:

The technician should verify the header panel connector is properly connected. A beep code is a diagnostic tool used by motherboards to indicate issues with hardware components. This beep code may be indicating an issue with the connection between the motherboard and the case's header panel connector. This connector is responsible for providing power to the system and any connected peripherals. Therefore, the technician should verify the connection is secure and properly connected before attempting any other troubleshooting steps.

NEW QUESTION 108

A home user has purchased a subscription for a service that blocks malicious sites by preventing them from resolving correctly. Which of the following settings MOST likely needs to be changed on the user's router to enable this functionality?

- A. DNS server
- B. Port forwarding
- C. Perimeter network
- D. Universal PnP
- E. DHCP server

Answer: A

NEW QUESTION 112

Which of the following would be BEST reason to use a virtual machine as a sandbox?

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

Answer: A

NEW QUESTION 116

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: A

NEW QUESTION 119

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

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

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

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

Answer: A

NEW QUESTION 123

A technician is upgrading a legacy wireless router for a home user. After installing the new router and configuring the SSID to be the same, none of the devices will connect to the network. Which of the following should the technician check NEXT?

- A. OHCP pool configuration
- B. MAC filtering list
- C. Wireless protocol settings
- D. ONS servers

Answer: B

NEW QUESTION 127

A technician is replacing a ribbon on a printer that produces faded text and Images when priming. Which of the following types of primers is the technician working on?

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

Answer: D

NEW QUESTION 128

Several users who share a multifunction printer in an office have reported unintended, thin, vertical lines that cover the entire height of every page printed from the printer. Which of the following steps should a technician complete in order to MOST likely resolve this issue?

- A. Replace the printer paper with a new ream.
- B. Clear the print spooler on each computer.
- C. Reinstall the printer driver on each computer
- D. Perform the drum-cleaning procedure.

Answer: D

NEW QUESTION 129

A laptop has been returned for a screen repair. The owner insists the screen is broken, but occasionally a faded image is able to be seen in very bright settings on the desktop. Which of the following steps should the repair technician take FIRST?

- A. Replace the graphics card.

- B. Replace the screen, as the customer insists.
- C. Recommend the usage of an external display instead.
- D. Ensure the backlight is functioning as expected.

Answer: D

NEW QUESTION 132

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

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

Answer: A

Explanation:

Web cameras can input to one software at a time. Closing other video software is the first step in troubleshooting the issue as it doesn't require customer or on-site support. After restarting the computer and adjusting the drivers, it would be time to ask the customer to reseat the webcam or replace the device.

NEW QUESTION 133

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

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

Answer: D

Explanation:

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

NEW QUESTION 136

Which of the following standards supports MIMO technology?

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

Answer: D

NEW QUESTION 138

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

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

Answer: D

NEW QUESTION 140

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