

# CompTIA

## Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1



#### NEW QUESTION 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.

#### NEW QUESTION 2

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

- A. Using the device as a Wi-Fi hotspot
- B. A cracked screen
- C. A failing battery
- D. Less than 15% free storage space on the phone
- E. Privileged control
- F. Recurring prompts to install OS updates
- G. Granting too many application camera permissions
- H. Too many open applications

**Answer: ACH**

#### NEW QUESTION 3

A user who works with sensitive data has a computer configured with hard drive encryption. The TPM is active and hosting the encrypted key. After an upgrade to the motherboard, RAM and video card the hard drive is not booting and data cannot be accessed from the hard drive. Which of the following should the technician do to enable the system to boot again and get access to the stored data?

- A. Use data recovery software to find and recover the hard drive information
- B. Access the BIOS and select to rebuild the degraded RAID array
- C. Boot into the BIOS and enable the TPM on the new motherboard.
- D. Return the replaced motherboard back to the computer

**Answer: A**

#### NEW QUESTION 4

A user wants a second monitor installed on a laptop. The VGA/DVI or HDMI cables have already been connected. Which of the following should the technician do to configure the laptop to show both screens?

- A. Power cycle the laptop.
- B. Plug in the monitor to the USB port.
- C. Adjust the monitor display settings.
- D. Power cycle the monitor.

**Answer: C**

#### NEW QUESTION 5

A technician is tasked with installing additional RAM in a desktop computer. Which of the following types of RAM is MOST likely to be used?

- A. SODIMM
- B. DDR3
- C. ECC
- D. VRAM

**Answer: B**

#### NEW QUESTION 6

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

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

**Answer: C**

#### NEW QUESTION 7

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

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

**Answer: B**

#### Explanation:

Dot Matrix printers do not use heat, they use a pin striking an inked ribbon (for the first copy, the subsequent copies are handled by the carbon paper)

#### NEW QUESTION 8

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**

#### NEW QUESTION 9

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 10

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**

#### NEW QUESTION 10

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

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

**Answer: D**

#### NEW QUESTION 14

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

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

**Answer: D**

#### NEW QUESTION 16

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:** C

#### NEW QUESTION 18

A user brings an older laptop to the help desk and reports issues with the keyboard. Upon inspection, the technician does not see any external damage but notices that many keystrokes do not register in a word processor. The laptop works fine when the technician tests it with an external keyboard. Which of the following actions would MOST likely resolve the issue?

- A. Disable the sticky keys feature.
- B. Clean the keyboard.
- C. Reset the BIOS settings to default.
- D. Charge the laptop.

**Answer:** C

#### NEW QUESTION 21

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 24

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 27

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

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 28

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

#### NEW QUESTION 32

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

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

**Answer:** A

#### NEW QUESTION 33

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

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

**Answer:** BC

#### Explanation:

NVMe (Non-Volatile Memory Express) drives are high-speed solid-state drives that utilize the PCIe (Peripheral Component Interconnect Express) interface to connect to the motherboard. Before purchasing an NVMe drive, the user should confirm that the PC has an available M.2 slot for the drive and that the PC has a PCIe interface for the M.2 slot.

SATA (Serial ATA) is an older interface for hard drives and is not compatible with NVMe drives. SAS (Serial Attached SCSI) is a newer interface for hard drives and is typically used for enterprise-level storage systems.

SCSI (Small Computer System Interface) is a parallel interface for hard drives that is primarily used in high-end workstations and servers. DRAM (Dynamic Random Access Memory) is a type of memory commonly used in computers, but it is not relevant to the storage of data on a hard drive.

#### NEW QUESTION 36

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

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

**Answer:** B

#### NEW QUESTION 37

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

#### NEW QUESTION 38

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](https://www.cablewholesale.com/support/technical_articles/whats_your_port.php#:~:text=Lightning%20Connec)

#### NEW QUESTION 40

A new version of Windows was released and a piece of software vital to the engineering department will not run on the new version. Which of the following is the BEST option to enable this department to be able to continue using this software?

- A. Do not upgrade any workstations within the organization.
- B. Upgrade all workstations and provide a virtual environment for the legacy software.

- C. Upgrade all workstations except those used by the engineering department.
- D. Purchase new workstations for the engineering department.

**Answer:** B

**NEW QUESTION 45**

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 46**

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

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

**Answer:** A

**NEW QUESTION 48**

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:** A

**NEW QUESTION 52**

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 54**

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

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

**Answer:** D

**Explanation:**

"Identify the problem. • Question user and identify user changes to computer. • Perform backups before making changes. • Inquire regarding environmental or infrastructure changes. • Review system and application logs. \* 2. Establish a theory of probable cause (question the obvious and if necessary, conduct internal or external research based on symptoms)

**NEW QUESTION 55**

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 59

A technician logs on to a PC and inserts an encrypted USB drive. When opening File Explorer, the technician cannot see the USB drive. Which of the following tools should the technician use to see all drives?

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

**Answer: D**

#### NEW QUESTION 61

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**

#### NEW QUESTION 64

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 67

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

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

**Answer: A**

#### Explanation:

CMOS is for date and time and should not stop a host from booting. If working on a host with ECC memory you would test the ram in a different slot or a different Stick all together. If that did not work, I would swap in the other CPU to check if that is the issue. The ECC part isn't important other than that's what I'm used to working on at AWS and that is the only way you would be able to swap the CPUs easily.

#### NEW QUESTION 72

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:

'Upgrading to a faster CPU will improve your PC's single-application performance, making games run more smoothly, for example. Adding more RAM to your PC increases its multitasking capacity, but won't necessarily improve its single-application performance'

#### NEW QUESTION 75

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

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

**Answer: D**

#### Explanation:

A VMware resource pool is the aggregated physical compute hardware -- CPU and memory, as well as other components -- allocated to virtual machines (VMs) in

a VMware virtual infrastructure.

#### NEW QUESTION 79

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

- A)  
CPU 2.5GHz - 4 cores  
16GB DDR4 RAM  
1TB SSD
- B)  
CPU 3.2GHz - 1 core  
16GB DDR4 RAM  
4TB SSD
- C)  
CPU 2.5GHz - 2 cores  
16GB DDR4 RAM  
4x 1TB HDD RAID 5
- D)  
CPU 3.2GHz - 4 cores  
8GB DDR4 RAM  
500GB HDD

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

**Answer:** A

#### NEW QUESTION 81

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 86

A technician is troubleshooting a point-of-sale printer that is printing blank receipts. Which of 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:** D

#### NEW QUESTION 88

A technical lead wants to migrate all common business applications, including email and fileshares, to the cloud. Which of the following cloud concepts should be used?

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

**Answer:** C

#### NEW QUESTION 92

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 96

A user is unable to plug a USB 3.0 device into a USB port. Upon inspection, a technician notices the USB 3.0 port appears to be slightly smaller than the other connections. Which of the following is the MOST likely cause?

- A. A foreign object is stuck inside the port
- B. The cable connection utilized the wrong orientation.
- C. The USB cable is physically damaged.
- D. The USB port belongs to a different form factor.

**Answer: D**

#### Explanation:

USB 3.0 ports are slightly smaller than other USB connections, so if the port appears to be the wrong size, it is likely that the port belongs to a different form factor. This can be caused by a number of factors, such as the device being too old to support USB 3.0, or the device not having a USB 3.0 port in the first place.

#### NEW QUESTION 99

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 100

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 103

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**

#### NEW QUESTION 108

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 110**

A technician is investigating the output shown on a monitor. The output is clear, but it has a pink hue. The technician has replaced the video card and updated the graphics drivers. Which of the following would be the MOST likely cause?

- A. Physical cabling issues
- B. Burned-out bulb
- C. Display burn-in
- D. Incorrect data source

**Answer:** A

**NEW QUESTION 113**

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 118**

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

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

**Answer:** C

**NEW QUESTION 120**

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

**NEW QUESTION 124**

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 125**

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.

**NEW QUESTION 129**

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 133**

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 138**

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

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

**Answer: A**

**Explanation:**

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

**NEW QUESTION 142**

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

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

**Answer: D**

**Explanation:**

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

**NEW QUESTION 146**

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 149

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:

you need to know the socket type before you can go and find the replacement motherboard

#### NEW QUESTION 150

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 153

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

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 158

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 161**

A user that works in sales is reporting that the output on each page printed from a laser has duplicate images. Which of the following should be performed FIRST to eliminate the ghost images?

- A. Change the paper weight setting.
- B. Replace the printer's fuser.
- C. Upgrade the printer firmware.
- D. Clean the toner drums and rollers

**Answer: C**

**NEW QUESTION 165**

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

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

**Answer: A**

**Explanation:**

The most common symptoms that indicate fuser deterioration are: The print leaves parallel spots across a sheet. The printer begins to loosen toner and does not stick to the sheet. Stains on printed sheets. Annoying noise from gear wear. The fusers are the core in the printing process of a laser printer. The Fuser is the piece that fixes the toner on the paper.

**NEW QUESTION 168**

A company needs to support a 10Gbps throughput. Which of the following is the MINIMUM cable category that could be used?

- A. Cat 5
- B. Cat 5e
- C. Cat 6
- D. Cat 6a

**Answer: C**

**NEW QUESTION 170**

A user sends a print job to a network printer, and the print job uses double the amount of paper as expected. Which of the following should the user configure to get the expected result?

- A. Duplex
- B. Collate
- C. Landscape
- D. Transparency

**Answer: A**

**NEW QUESTION 173**

A colleague has a laptop that has been working as expected for several years wall outlet. The MOST likely component that needs to be replaced is the:

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

**Answer: B**

**NEW QUESTION 174**

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 177

A technician is tasked with upgrading a laptop's RAM. Which of the following steps should the technician take FIRST?

- A. Confirm that both the current and new memory are from the same brand.
- B. Run a diagnostic test on the current memory.
- C. Verify the memory requirements of the motherboard.
- D. Connect an electrostatic discharge strap.

**Answer: D**

#### NEW QUESTION 182

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

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

**Answer: A**

#### NEW QUESTION 184

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

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

**Answer: A**

#### NEW QUESTION 188

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: CF**

#### Explanation:

<https://www.buildcomputers.net/power-consumption-of-pc-components.html>

#### NEW QUESTION 193

Which of the following cloud models maintains access, even when a local internet outage occurs?

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

**Answer: A**

#### Explanation:

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

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

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

#### NEW QUESTION 197

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

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

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

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

**Answer:** A

#### NEW QUESTION 198

A field technician has been dispatched to a site with an internet outage. Upon arriving, the technician discovers that the POTS lines are not working as well. Which of the following technologies is the site MOST likely using?

- A. Fiber
- B. Cable
- C. DSL
- D. Satellite

**Answer:** C

#### NEW QUESTION 201

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

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

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 203

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

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

**Answer:** D

#### NEW QUESTION 207

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:** A

#### NEW QUESTION 211

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

**NEW QUESTION 215**

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

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

Answer: B

**NEW QUESTION 216**

A technician is replacing a ribbon on a printer that produces faded text and images when printing. Which of the following types of printers is the technician working on?

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

Answer: D

**NEW QUESTION 218**

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

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

Answer: D

**NEW QUESTION 220**

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 225**

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

- A. The user did not plug in the processor's fan.
- B. The user did not apply thermal paste to the CPU.
- C. The user did not seat the GPU correctly.
- D. The user did not install the power supply.

Answer: A

**Explanation:**

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

**NEW QUESTION 228**

Which of the following are default ports for HTTP and HTTPS traffic? (Select TWO).

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

**Answer:** CF

**NEW QUESTION 230**

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