220-1001 a+

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220-1001 a+

Exam A

QUESTION 1
A user accidentally spills liquid on a laptop. The user wants the device to be fixed and would like to know how much it will cost.

Which of the following steps should the technician take NEXT to verify if the device is repairable before committing to a price? (Choose two.)

A. Remove the case and organize the parts.
B. Document the screw locations.
C. Search the Internet for repair tutorials.
D. Consult colleagues for advice.
E. Place the device in rice for a few days.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
A user wants to print a large job on both the front and back sides of the paper.

Which of the following settings should the technician advise the user to change in the printer settings?

A. Collate
B. Orientation
C. Duplex
D. Transparency

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3

A user is unable to access websites and has reported connectivity issues with pop-ups on the screen. A technician removes malware, and then is able to ping the router and access the websites.

Which of the following NEXT steps should the technician perform in troubleshooting this issue? (Choose two.)

A. Documents findings, actions, and outcomes.
B. Reboot the device to verify the fix.
C. Reconnect the device to the network.
D. Verify the settings in IPConfig.
E. Research the problem based on symptoms.
F. Run a virus scan.

Correct Answer: AF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
A technician is determining the specifications for a desktop computer that will be used at trade shows all over the world. The computer will have the maximum amount of RAM. The CPU, GPU, and storage will be typical of a business workstation.

Which of the following system parameters is the MOST important for the technician to consider when choosing a power supply?

A. input voltage
B. Efficiency rating
C. 12V rail amperage

D. Number of SATA connectors

Correct Answer: A
Section: (none)
Explanation
Explanation/Reference:

QUESTION 5

Ann, an accountant, reports that after turning on her new laptop, she received a message stating her IP address is already in use on the system. She

A. Remove the static IP configuration from the desktop.
B. Set the laptop configuration to DHCP to prevent conflicts.
C. Replace the network card in the laptop, as it may be defective.
D. Bridge the LAN connection between the laptop and the desktop.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6

A business owner wants to provide security to laptop users with the ability to charge their devices, access corporate LAN resources, and allow for a variety of their removable hardware.

Which of the following devices would BEST meet the owner's needs?

A. Docking station
B. Port replicator
C. Thunderbolt
D. USB hub

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Ann, a user, needs to attend several day-long conferences and wants to ensure her mobile device will have enough power for these events. She is concerned about wall outlet availability at the conferences and needs to continuously use her device for important updates.
Which of the following should a technician recommend to BEST accommodate Ann's needs?

A. Wireless charging pad
B. Built-in battery case
C. Extra charging cords
D. Airplane mode

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
Which of the following charging and data ports has a non-directional connector?

A. Micro-USB
B. Mini-USB
C. USB-A
D. USB-C

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
Which of the following Ethernet cables would BEST support an application that requires a 600 Mbps throughput at the lowest price point?

A. Cat 3
B. Cat 5
C. Cat 5e
D. Cat 6

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Which of the following terminates a coaxial cable?

A. DB9
B. RJ45
C. RG-59
D. RS-232

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11
A customer asks a technician to help set up a specialized computing system for video editing.

Which of the following should the technician install on the workstation to BEST meet the customer's specifications? (Choose two.)

A. SSD
B. Dual monitors
C. Gigabit NIC
D. Hypervisor
E. Docking station
F. NAS

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
An end user wants to have a second monitor installed on a laptop. Which of the following would allow a technician to configure the laptop to show both screens once the cable is connected?

A. Plug an external monitor into the USB port. B.
Use the Fn and function key combination
C. Adjust the monitor display settings.
D. Enable DisplayPort.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
A customer's laptop display has suddenly become very dim. The image of the display can only be seen with a bright, external light, as adjusting the brightness/contracts controls does not cause much change.

Which of the following components MOST likely needs to be replaced?

A. LCD panel
B. Inverter
C. Video card
D. Digitizer

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 14
A technician is troubleshooting a laptop/projector combination that is displaying artifacts on the screen. When a different laptop is connected to the projector, the image appears to be correct but is very dim.

Which of the following steps should the technician take to address these issues? (Choose two.)

A. Update the video drivers on the laptop.
B. Increase the projector contrast.
C. Replace the original laptop.
D. Change the aspect ratio on the projector.
E. Replace the bulb in the projector.
F. Modify the laptop's display resolution.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
Which of the following cloud computing concepts allows scalable services to be provided to the client?

A. On-demand
B. Metered
C. Rapid elasticity
D. Resource pooling

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
During an inspection, it was found that data racks were not properly grounded. To pass the inspection and address a growing concern to protect data cabling and equipment, a technician must make sure all racks are properly grounded.

Which of the following tools should the technician use to verify this has been completed?

A. Multimeter
B. Cable tester
C. Tone generator
D. Voltmeter

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
A technician was called to check an unexpected clicking noise on a desktop that has become more frequent every time a video editing application is loaded. The system fans have been replaced, but the clicking noise remains. Diagnostics have been run on the video card.

Which of the following should me the technician do FIRST?

A. Replace the hard drive.
B. Replace the video card.
C. Do a System Restore.
D. Perform a full data backup.
E. Scan the system for viruses.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Joe, a user, has purchased a new mobile device that uses a different OS than his previous one. Joe wants to copy his contacts and appointments from his corporate account without entering them manually.
Which of the following would be the BEST way for a technician to assist Joe?

A. Log into the same email provider on the new device, and restore the contacts and dates.
B. Create a Bluetooth connection between Joe's devices, and copy his contacts and calendar.
C. Back up the old mobile device to a PC, and import the contacts and schedule from the PC.
D. Use NFC to transfer all compatible data from one device to the other.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
A user's laptop is shutting down unexpectedly. The technician discovers the shutdowns only happen when the laptop is moved from one room to another. The technician reseated the hard drive, memory, battery, and LCD cable, but the laptop continues to shut down.

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

A. Residual energy on the motherboard
B. System overheating

C. Distended capacitors
D. Loose battery connection
E. CMOS battery failure

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
A technician is setting up a WiFi-enabled thermostat for a customer, but the customer is concerned about IoT devices getting hacked.

Which of the following BEST address the customer's concerns? (Choose two.)

A. Use the latest encryption standard on the wireless network and set a strong password.
B. Enable two-factor authentication for the IoT device's cloud account, if it is available.
C. Separate the IoT thermostat by segregating it in a DMZ network.
D. Disable wireless access on the thermostat to make it unshakable.
E. Upgrade the customer's router to the latest version to improve network security.
F. Upgrade the customer's wireless network encryption to WPA.

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
A technician wants to block remote logins to a server. Which of the following ports should be blocked?

A. 21
B. 23
C. 80
D. 443

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
A company has very strict rules regarding proprietary information leaving the premises. All computers host proprietary information. A technician is called to repair a computer on-site at the company's corporate office. The technician identifies the troubleshooting steps to create a plan of action. The technician determines the computer needs to be taken off-site for repair.

Which of the following should the technician do NEXT?

A. Check corporate policies for guidance.
B. Get authorization from the manager.
C. Delete proprietary data before leaving the building.
D. Remove the HDD and send the device for repair.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
A technician is setting up a new wireless network at a branch office that previously had only wired connectivity with statically assigned IP addresses. After setting up the network, the technician configures a server to provide IP addresses to wireless clients. During testing, the technician is unable to access the Internet or named network resources. The technician receives a valid IP address from the DHCP server and can ping the default gateway.

Which of the following should be technician check NEXT to resolve this issue?

A. Ensure the options are configured to provide a DNS server.
B. Verify the Windows Firewall is turned off.
C. Configure the wireless network's SSID to be hidden.
D. Enable file and printer sharing in the OS.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
A user is having a problem with printing a specific document type.

The network printer OCP shows that the printer is online with no errors. Other users are not having the same issue. The user sends the document to another printer and the document prints.

Which of the following should a technician do FIRST in troubleshooting the problem?

A. Stop and restart the PC print spooler service.
B. Verify the user is sending the document to the correct printer queue.
C. Have each user send the same document to the correct printer queue.
D. Stop and restart the print server queues, and then have the user resend the document.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
A server needs a RAM upgrade, and a technician has been tasked with retrieving the RAM from storage and then installing it.

Whish of the following is the BEST RAM type for the technician to retrieve?

A. SoDIMM
B. DDR4
C. Single channel
D. ECC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26

A customer wants to upgrade a PC's internal storage to have more room to store backups, photos, and videos. The new storage should be large enough to avoid expanding again next year.

Which of the following BEST meets these needs?

A. 3TB HDD
B. 50GB NAS C. 500TB SAN
D. 512GB SSD

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27

The feature that allows users to store files in cloud-based when necessary, but can removed when space is freed up, is known as:

A. on-demand
B. resource pool
C. synchronization application
D. shared resources

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Several computers are having network connectivity issues. Two of the computers are wired and are not having any issues. The technician verifies that none of the computers having issues have been assigned a static IP.

Which of the following should the technician check NEXT?

A. Check the closest AP for the area.
B. Check each wireless adapter switch
C. Check the group's network switch.
D. Check the DHCP server.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
A network administrator must install a device that will proactively stop outside attacks from reaching the LAN.

Which of the following devices would BEST meet the organization's needs?

A. IPS
B. IDS.
C. Proxy server
D. Authentication server.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30

A projector's image begins to flicker during a presentation. The laptop display does not produce this issue.

When a technician changes the resolution on the laptop, the issue persists. Which of the following is the NEXT step the technician should take?

A. Check the connectivity of the VGA cable.
B. Check the connectivity of the power cable.
C. Change the aspect ratio on the laptop.
D. Change the settings of the projector.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31

A technician is talking to end users about the specifications for an upgraded application server. The users of the application report that there cannot be any unscheduled downtime or data loss. Additionally, they would like the performance of the application to improve over the previous server in any way possible. The previous server running RAID 5.

Which of the following RAID solutions should be implemented in this scenario?

A. RAID 0
B. RAID 2
C. RAID 6
D. RAID 10

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
An end user reports a printer error that states "Replace filament". With which of the following types of printer is the end user MOST likely having problems?

A. ink jet
B. Laser
C. 3-D
D. Thermal

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
A printer stops working in the billing department and cannot be repaired. A new printer has been ordered and a technician is tasked with allowing other users to print to the billing manager's printer until the new printer arrives. The manager's printer is currently used via USB connection, and there are no network jacks available for use.

Which of the following is the BEST way for the technician to allow access to the printer?
A. Create a share on the manager's computer and give the users rights to the share.
B. Install the printer on the users' desktops and point it to the IP address of the manager's computer.
C. Purchase a wireless printer so the users can access the printer via network.
D. Provide flash drives to the users so they can transfer data to the manager's computer for printing.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
A technician has been informed that multiple users are receiving duplicate IP address warnings on their workstations, and they are unable to browse the Internet.

Which of the following server types should the technician log in to in order to resolve the problem?

A. DNS server
B. DHCP server.
C. Proxy server
D. RADIUS server

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
Which of the following peripheral types is MOST likely to be used to input actions into a PC?

A. Webcam
B. Mouse
C. Monitor
D. Optical drive

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
In a virtual environment, which of the following allows all the VMs to have RAM allocated for use?

A. Resource pooling
B. Measured service
C. Virtual application streaming
D. Synchronization

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Which of the following resources in the MOST critical when using cloud file-storage synchronization applications?

A. Disk speed
B. I/O bandwidth
C. RAM utilization
D. CPU utilization

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
A server administrator set up a VM to be used in a lab setting. A technician is setting up thin-client computers to access this VM. Which of the following tasks are required to complete the project? (Choose three.)

A. Connect the device to a printer.
B. Install the operating system.
C. Install a USB keyboard and mouse.
D. Connect the device to the network.
E. Install the latest system updates.
F. Install the latest device drivers.
G. Connect the device to a monitor.
H. Install the necessary applications.

Correct Answer: DEH

Section: (none)

Explanation

Explanation/Reference: