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220-1001

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Exam A

QUESTION 1
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 2
A user is no longer able to browse the Internet after returning from vacation. The user is able to log in and navigate to the local intranet, but not to any outside sites. A technician pings a well-known website by name but gets no reply. The technician then pings its IP address and gets a reply.

Which of the following commands will MOST likely resolve the issue?

A. ipconfig /all
B. ipconfig /flushdns
C. ipconfig /release
D. ipconfig /setclassid

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3

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 4

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 tried going back to her old desktop, which she now only uses for email, but received the same message. The technician checks the account and sees a comment that Ann requires a special network setup to connect to the banking software. Which of the following should the technician do to resolve the issue?

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 5

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 6

A technician has noticed that when at company headquarters the laptop connection to the Internet is more responsive than when using the company-provided phone as a hotspot. The technician updated the drivers on the WiFi NIC without resolution and then verified the configuration on the WiFi was correct.

Which of the following configurations could cause the decreased performance?

A. The connection if throttled.
B. There is a low RFID signal.
C. SSID is not found.
D. It is out of range.

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:
QUESTION 7
An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chat activity while keeping in contact with the home office.

Which of the following would be the BEST recommendation?

A. Smart watch
B. Fitness monitor
C. Global positioning sensor
D. Portable hotspot

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
A technician is replacing a broken screen on a new company laptop but does not have repair information from the vendor.

Which of the following is the BEST way to proceed?

A. Document and label the cable and screw locations.
B. Replace the screen with a non-OEM.
C. Update the firmware on the device before repairing it.
D. Wait for the vendor to provide more information.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
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 10
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 11

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 12
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 13
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 14
Multiple users report that the network printer, which is connected through the print server, is not printing.

Which of the following should a technician do FIRST to remedy this situation?

A. Replace the USB cable.
B. Reinstall the drivers on users' PCs.
C. have users restart their PCs.
D. Clear the print queue.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
A user reports that a laptop is not connecting to the corporate wireless network. A technician confirms a with a smartphone that the corporate wireless network is available and can be accessed. the technician observes that the Ethernet connection to the corporate network is working. The technician disconnects the Ethernet cable.

Which of the following should the technician do NEXT to troubleshoot this problem?

A. Confirm that the laptop wireless card is turned on.
B. Confirm that the laptop is in range for the access point.
C. Confirm that the correct wireless network is selected.
D. Confirm the user's network login ID and password.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
Several company users are frequently forgetting passwords for their mobile devices and applications.

Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

A. Implement single sign-on.
B. Enable multifactor authentication.
C. Configure biometric authentication.
D. Remove complex password requirements.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
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 18
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 19
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.

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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 20
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 21
A user reports that printing on heavy cardstock paper results in the image smearing if touched. When printing on plain paper, the problem does not occur.

Which of the following would be the NEXT troubleshooting step to perform?

A. Increase the fuser temperature.

B. Change the paper feed rate.
C. Clean the transfer roller.
D. Replace the toner cartridge.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
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 23
An end user has signed up to use a web-based calendar application.

Which of the following solutions has the user purchased?

A. DaaS
B. SaaS
C. PaaS

D. IaaS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
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 25
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 26

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 27

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

Explanation/Reference:

QUESTION 28
A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to the guest wireless network. However, when the user attempts to print to the printer, nothing happens.

Which of the following will resolve the issue?

A. Set up the user's computer to act as a print server.
B. Configure the printer to use the Internet printing protocol.
C. Ensure the user's computer is set to DHCP.
D. Connect the printer to the company wireless network.

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
Which of the following devices can be used to connect multiple devices within broadcasting to every network port?

A. Unmanaged switch
B. Hub
C. Firewall
D. Cable modern

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
QUESTION 31
A technician is setting up a Windows mobile device for a user who had trouble reading text on a previous device, especially at night.

Which of the following adjustments would be MOST appropriate?

A. Use the magnifier.
B. Increase the resolution.
C. Use haptic feedback.
D. Utilize text-to-speech.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
A technician is setting up a VM for use in testing software deployments. The VM is offline, but the hypervisor is not.

Which of the following settings should the technician change to resolve this issue?

A. Virtual security
B. Virtual storage

C. Virtual CPU
D. Virtual switch
E. Virtual RAM

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33

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 34

A technician upgraded the memory on a server from two 8GB sticks to eight 32GB. The server memory is now at full capacity per the user guide. When the technician powers on the system, only 128 GB of memory is recognized by the OS and the BIOS. The technician decides to upgrade to the latest version of the firmware on the system, which does not help. Next, the technician installs the memory in sets of 64GB at a time. Each individual set of 64GB is fully recognized by the server.

Which of the following will not allow the server to recognize all of the memory installed at the same time?

A. The power supply is not supplying enough power for the memory.
B. The memory has too many ECC errors and is shutting down C. The server is overheating when all of the
   memory is installed.

D. The server needs DDR4 memory, and DDR3 is installed.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
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 36
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 37
Which of the following features will save the battery life of a laptop significantly if they are disabled? (Choose two.)

A. Touchpad
B. Volume
C. Screen orientation
D. Cellular
E. Bluetooth
F. Fingerprint reader

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
Which of the following technologies can be used for wireless payments?

A. NFC
B. Bluetooth
C. IR
D. LTE

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
A technician is ordering a new motherboard and processors for a company email server. When reviewing the vendor licensing agreement, the technician sees that there is a flat per-socket licensing fee.

Which of the following motherboard/processor combinations should the technician order get the BEST performance while minimizing licensing fees?

A. A dual-processor motherboard with six hyper threaded cores each.
B. A single-processor motherboard with hyper threaded eight cores.
C. A dual-processor motherboard with eight overclocked cores each.
D. A single-processor motherboard with ten overclocked cores.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
QUESTION 40
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 41
The touch-screen feature on a Windows device has stopped working.

Which of the following should the technician check FIRST?

A. Device Manager
B. Performance Monitor

C. System configuration
D. Digitizer settings

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
Which of the following is the MOST likely cause for a network PC to have an APIPA address?
A. DHCP failure
B. DNS resolution
C. Duplicate IP address
D. Cleared ARP cache

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
A technician needs to routinely run scripting commands in Linux but does not want to walk over the server room every time to perform the task. The technician also travels between buildings and has a Windows 10 laptop with 4GB of memory and a fully partitioned 500GB hard drive. Which of the following steps should the technician take to resolve this issue? (Choose two.)

A. Increase the memory to 8GB.
B. Install a Linux guest VM.
C. Add another 500GB hard drive.
D. Create a Linux LiveBoot CD.
E. Repartition the hard drive.
F. Install Linux on a new ext3 partition.

Correct Answer: EF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44

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 45

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

A. Firewall
B. managed switch
C. Repeater
D. Gateway

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
A technician replaced a broken LED screen on a mobile computer. The operating system can be seen perfectly on screen, but the touch screen is non-responsive.

Which of the following are the MOST probable root causes for the given failure? (Choose three.)

A. The hardware replacement used is a non-touch-screen.
B. The touch screen must be calibrated after a replacement.
C. The digitizer cable is not seated properly on the motherboard.
D. The new touch-screen drivers must be installed.
E. The replacement part is dead-on-arrival.
F. The LCD panel firmware must be updated.
G. The grounding screws are not securely attached.

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
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 48
An analyst asks a technician to recommend a solution for a customer in the software development industry, where the customer can test a variety of OS's running the various applications that the customer produces. The customer wants to minimize the investment in hardware.

Which of the following solutions should the technician recommended to BEST meet the customer's requirement?

A. Purchase a number of low-cost devices, installing the required Oss and applications on each one. Use separate machines for each testing environment.
B. Purchase a high-end system meeting the hardware requirements for all of the individual Oss and applications. Configure a VM for each testing environment.
C. Purchase one computer and create images for each computer configuration and OS. Re-image the machine for each testing environment.
D. Purchase a number of computers, installing a VM on each one. Configure each VM with an OS for the testing environment.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
A user is experiencing email problems and explains to a technician that all emails with graphics or images do not display the graphics.

Which of the following configurations would correct this behavior?

A. Change the email settings in antivirus.
B. Change the security settings of the email client.
C. Change the firewall security settings.
D. Change the email proxy settings.
E. Change the trusted sites in the browser settings.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
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 51
SIMULATION

You need to configure your mobile device to send and receive electronic messages from your company.
You must use the company's WLAN as all e-mail services are on default non-secure ports.
The company's WLAN is broadcasting across the company for easier access. Both incoming and outgoing servers require login credentials.

Use the following parameters:
• Email address tech@techies com
• Password P@SSwOrd
• Pop techies com Port 110 Security. None
• IMAP techies com Port 993 Security SSL
• smtp.techies.com Port 465 Security: TLS
• Company SSID Techies
• Security WPA2
• Passphrase P@SSwOrd
• SSID is not broadcasted

INSTRUCTIONS:

Update the mobile device's parameters to fit the criteria.
If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.
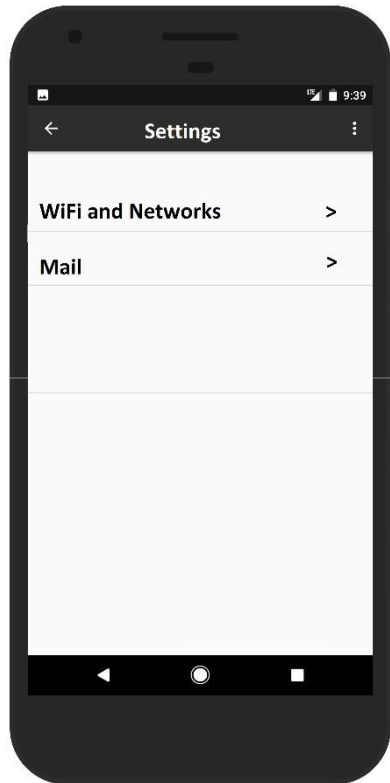
Correct Answer: See explanation below
Section: (none)
Explanation

Explanation/Reference:
Explanation:

QUESTION 52

A technician receives a cellular from a manager. The technician is instructed to download a service manual directly from the Internet to a laptop. However, there is no WiFi signal or wired Ethernet. Which of the following would be the MOST appropriate connections for the technician to use?

A. Hotspot
B. NFC
C. Bluetooth

D. VPN

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
A technician is replacing the LCD panel in a laptop. Which of the following components is MOST likely to be damaged accidentally during the repair?

A. Bezel
B. Hinge
C. Motherboard
D. Digitizer

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A technician is replacing an older video card with a new high-end video card in a workstation. The installation was successful, the new card seated properly, and power is connected. However, upon booting, the computer now emits several beeps and will not boot, but shows no error messages. Which of the following is MOST likely the cause of this issue?

A. The BIOS is out-of-date
B. The is not enough PSU output
C. There is an onboard RAM mismatch
D. GPU is overlocked
E. The firmware is out-of-date

Correct Answer: B
Section: (none)

Explanation
Explanation/Reference:

QUESTION 55
Which of the following Internet connection types often terminates at a switching center and then requires the use of a different media for the last mile to the customer?

A. ISDN
B. DSL
C. Fiber
D. Cable

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
Company management wants to be able to give users the ability to work remotely during periods of bad weather. Which of the following should be enabled to allow the workforce to do this?

A. NAT
B. VLAN
C. VPN
D. HIPS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57

A user wants to build a computer with a high-end CPU, plenty of RAM, and a high-end graphics card for online gaming. The user wants to verify that the graphics card is compatible with the motherboard. Which of the following connection types would the user MOST likely utilize to connect the video card to the motherboard?

A. PCIe
B. ISA
C. AGP
D. USB

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
A company offers several out-of-the-box computer configurations to its clients. A client requests several new computers for its newest location, which will be used by guests to check in upon arrival and fill out contact information. Which of the following configurations would BEST fit this customer's needs?

A. Touch-screen kiosk
B. Thick client
C. CAD workstation
D. Virtualized host computer

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
The cloud model that represents a company maintaining some data in on-premise storage and some data in cloud-based storage is known as:

A. hybrid
B. private
C. public
D. community

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
A network administrator is attempting to access the firewall while inside the datacenter. Which of the following peripherals must be connected to do so?

A. KVM
B. Touchpad
C. Mouse
D. Keyboard

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
An engineer is working at a remote site that does not have Internet access. Which of the following features should the engineer use to connect a laptop to the Internet if hotspot functionality is unavailable?

A. Tethering
B. Near field communication
C. Wireless LAN
D. Virtual private network

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62

A user printed several documents to a shared network copier and noticed that they have very faint color density. A technician investigates the issue and verifies that the printer had a maintenance kit installed recently. Which of the following next steps will MOST likely resolve the issue? (Select two.)

A. Replace the toner cartridges
B. Replace the fuser module
C. Clean the paper tray rollers
D. Adjust the printer settings
E. Replace the developer
F. Empty the waste toner bottlers

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63

A laptop is connected to a conference room projector in extended display mode. The desktop icons appear normal on the laptop, but are disproportionate and illegible on the projector screen. Which of the following should the technician check?

A. Video resolution
B. HDMI connection
C. Keystone
D. Focus

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64

Which of the following wireless standards is only capable of 5GHz frequencies?

A. 802.11a

B. 802.11ac
C. 802.11b
D. 802.11g
Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
The graphics has an issue with printing certain files. The printer does not print the complete image on larger files. A technician verifies the network speed of the printer is set to 1GB and that regular text files print without issue. Which of the following is the MOST likely cause of this problem?

A. The printer needs more RAM
B. The print server is timing out
C. The users are not printing in post-script mode
D. The printer network connection is set to half duplex

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
A customer recently moved a high-end graphics card from a known-working computer to a different computer. The computer works without issue when viewing email and web pages or when using certain applications. However, when a game with high-end graphics requirements is opened, the program will run for a few minutes before the computer shuts down. Which of the following is MOST likely causing the problem?

A. Power supply wattage
B. Video RAM
C. CPU frequency
D. Monitor resolution

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:
QUESTION 67
An ISP has notified a SOHO user of a usage increase on the user's network. The user is concerned the WiFi network is being utilized by unauthorized users. Which of the following would minimize the unauthorized use of the WiFi network?

A. Implement MAC filtering
B. Enable NAT
C. Create a network DMZ
D. Upgrade the encryption standards

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68
Which of the following services provides the ability to resolve UNC to appropriate IP addresses?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
An office has a network that has all computers connected to two switches. The switches are connected with a fiber cable. The computers and switches are all located in the same building. Which of the following network types does this describe?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
A user's smartphone has been slow recently. A technician sees the phone was purchased two months ago, and it is top of the line. About a month ago, a new OS update was installed. To address the issue, the technician runs a hardware diagnostic on the device, and it reports no problems. Which of the following is MOST likely the cause of the performance issue on the device?

A. Too many applications are running updates
B. The device is currently running in airplane mode
C. The internal memory is failing on the device
D. The OS update is too resource intensive for the device

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
Ann, a user, reports that after setting up a new WAP in her kitchen she is experiencing intermittent connectivity issues. Which of the following should a technician check FIRST?

A. Channels
B. Frequency
C. Antenna power level
D. SSID

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

QUESTION 72
A technician needs to call a user's cellular provider to troubleshoot a network speed issue with the user's mobile device. Which of the following technologies is the technician troubleshooting?

A. Long-term evolution
B. Near-field communication
C. Radio frequency ID
D. Z-wave

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
About one week ago, access to files on a network server became significantly slower. Today, network files are completely unavailable. A technician is able to make a remote connection to the server. Which of the following should the technician check NEXT?

A. RAID 5 array
B. NIC configuration
C. Available storage space
D. RAM utilization

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 74
An employee's mobile device no longer charges, and the employee believes the battery is bad. A technician tests the mobile device and finds it will charge on a wireless charging pad but not when it is connected to a charging cable. Other devices charge without issue when the cable is used. Which of the following should the technician perform FIRST to resolve the issue?

A. Clean out the charging port on the device

B. Replace the mobile device's battery

C. Issue a new charging cable to the employee

D. Send the device for service and give the employee a loaner

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
Which of the following connects a PC to its default gateway?

A. NIC

B. Switch

C. Router

D. Cable modem

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
Joe, a user, reports that his new smart wearable device is not synchronizing to his mobile device. Both devices are powered on, but the mobile device fails to read the data from the wearable. Which of the following will MOST likely fix this issue?

A. Pair the devices

B. Set the SSID

C. Update the smart wearable device firmware
D. Enable NFC

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
A technician is troubleshooting a WiFi issues with a laptop user in a corporate office. The user can connect to web pages without trouble; however, the user cannot connect to the email server or print a locally stored document to the network printer. The technician cannot ping the mail server or the network printer. No other users are experiencing this issue. Which of the following is MOST likely causing the issue?

A. The laptop has an APIPA address
B. The laptop is configured to the wrong default gateway
C. The laptop is connected to the guest WiFi
D. The laptop is configured with a static IP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
Which of the following connector types can be plugged into a device both right-side up and upside down?

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

Correct Answer: B

Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
A user is experiencing issues synchronizing a smartphone. The user is able to connect to individual services, but each requires a different password. Which of the following needs to be configured to allow the user to access web services securely with a unique password?

A. SIM
B. SMB
C. SSL
D. SSO

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference: