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CompTIA A+ Certification Exam: Core 1

Exam A

QUESTION 1

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?



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- 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 2

A customer wants to purchase a new home computer. The machine will mainly be used for internal browsing and streaming video, except on weekends when the customers' son will use it to play games with friends.

Which of the following should the technician focus on to meet these requirements?

- A. 80mm case fans
- B. Four-core processor
- C. RAID 5 array
- D. 16GB DDR2 memory
- E. Dual monitors
- F. Encrypted hard drive

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which of the following cable types should be used to connect a cable modem to a SOHO router?

- A. Thunderbolt
- B. Coaxial
- C. USB
- D. Ethernet

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 4

Which of the following channels would commonly be used on an 802.11 wireless network?

- A. 6
- B. 17
- C. 802
- D. 8080

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

A technician is troubleshooting a Windows CAD workstation that is running slow. The computer uses RAID 10 and has dual GPU cards. The user states that the same application runs faster on an identical workstation.

Which of the following should the technician perform FIRST to troubleshoot the problem?

- A. Replace the write cache battery.
- B. Check the event log any cache issues.
- C. Clear the RAID configuration file and restart the PC.
- D. Replace the RAID controller write cache module.

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

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 is 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 8

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 9

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 10

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 11

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 12

A user brings in a smartphone for repair. The device is unable to send/receive calls or connect to WiFi. All applications on the device are working unless they require connectivity.

Which of the following is MOST likely causing the problem?

- A. Airplane mode
- B. Tethering
- C. Disabled hotspot
- D. VPN

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

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 14

A client has three locations within city limits that need to be networked. Vendor network requirements for all three locations are a minimum of 1GB.

Which of the following are the types of networks that will MOST likely be used for internal office and office-to-office networking? (Choose two.)



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- A. MAN
- B. LAN
- C. WAN
- D. PAN
- E. SAN
- F. WLAN

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

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 16

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 17

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 18

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 19

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 20

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 21

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 22

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 23

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 24

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 25

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 26

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 27

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 28

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

Which 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 29

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 30

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 31

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 32

A customer accidentally drops a laptop while it is charging. The next day, the customer notices the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on even though it is connected to the power adapter.

Which of the following components is the MOST likely cause of this behavior?

- A. Power adapter
- B. Battery
- C. DC jack
- D. Hard drive



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

A systems administrator is configuring a server to host several virtual machines. The administrator configures the server and is ready to begin provisioning the virtual machines.

Which of the following features should the administrator utilize to complete the task?

- A. Hypervisor
- B. Disk management

- C. Terminal services
- D. Device Manager
- E. Virtual LAN

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

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 35

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 modem

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

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 37

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 38

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 39

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 40

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 41

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 42

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 43

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 44

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 45

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.



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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 46

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 47

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 48

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 49

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 50

A user logs on a PC and receives a message stating there is a duplicate IP address on the network. After a system restart, the user notices the same error.

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

- A. The user is still logged into another device.
- B. The user has set a static IP address.
- C. The user has moved to a different office.
- D. The user has wireless and wired connections.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Whenever a user's machine is turned on, a black screen appears prompting the user for an administrative password. The technician has no such password on file for this machine.

Which of the following steps should the technician take to resolve this issue?

- A. Press and hold the CPU power button for five seconds, and then power back on.
- B. Disconnect and reconnect the internal hard drive.
- C. Remove the CMOS battery and reinsert it after ten seconds.
- D. Remove the motherboard and place it back into the machine after ten minutes.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

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:

QUESTION 53

SIMULATION

Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her for configuration information. Additionally, Ann knows that her neighbors have wireless network and wants to ensure that her network has the least likelihood of interfering with the other networks. Ann has provided you with the following information.

Wireless Name: Library

New Router Password: Secure\$1

INSTRUCTIONS

Instructions: Select the Public Library in the diagram to configure the wireless network. Once the wireless network tabs are configured, select the save button.

When you have completed the simulation, please, select the Done button to submit.

Configure Ann's wireless library network using the network adapter window.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.



Wireless Distribution Diagram

Instructions: Select the Public Library in the diagram to configure the wireless network.

When you have completed the simulation, please select the Done button to submit.



Public Library



Wireless Configuration

Wireless Setup Network Filter Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless:

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast:

802.11g Only Mode:

WIRELESS SECURITY MODE:

Security Mode:

WEP:

Default WEP Key:

WEP Key 1:

WEP Key 2:

WEP Key 3:

WEP Key 4:

Wireless Configuration

Wireless Setup Network Filter Administrator Tools

Turn MAC Filtering ON

Allow the following MAC Addresses ▼

MAC Address	
<input checked="" type="checkbox"/>	00:0A:BF:03:C4:54
<input checked="" type="checkbox"/>	09:2C:D0:22:3F:11
<input type="checkbox"/>	
<input type="checkbox"/>	

Save Settings





The image shows a screenshot of a 'Wireless Configuration' window. At the top, there are three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Administrator Tools' tab is selected. Below the tabs, the title 'ADMIN PASSWORD' is displayed. A message reads: 'Please enter the same password into both boxes for confirmation.' There are two input fields: 'Password:' and 'Verify Password:'. A 'Save Settings' button is located at the bottom right of the window.

Correct Answer: See explanation below

Section: (none)

Explanation

Explanation/Reference:

Explanation:

Wireless Distribution Diagram

Instructions: Select the Public Library in the diagram to configure the wireless network.

When you have completed the simulation, please select the Done button to submit.



The image shows a 'Wireless Configuration' dialog box with the following settings:

- Wireless Setup** (selected tab)
- WIRELESS NETWORK SETTINGS:**
 - Enable Wireless:
 - Wireless Network Name: Library (Also called the SSID)
 - Wireless Channel: 11
 - Disable SSID Broadcast:
 - 802.11g Only Mode:
- WIRELESS SECURITY MODE:**
 - Security Mode: Disable Wireless Security (not recommended)
- Save Settings** button

Wireless Distribution Diagram

Instructions: Select the Public Library in the diagram to configure the wireless network.

When you have completed the simulation, please select the Done button to submit.



The image shows a 'Wireless Configuration' dialog box with three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Wireless Setup' tab is active. It contains a checkbox for 'Turn MAC Filtering ON' which is unchecked. Below it is a dropdown menu with the text 'Allow the following MAC Addresses'. Underneath is a table with the heading 'MAC Address' and four rows, each with a checkbox and a text input field. The first two rows contain the MAC addresses '00:0A:BF:03:C4:54' and '09:2C:D0:22:3F:11'. The last two rows are empty. At the bottom right of the dialog is a yellow 'Save Settings' button.

MAC Address	
<input type="checkbox"/>	00:0A:BF:03:C4:54
<input type="checkbox"/>	09:2C:D0:22:3F:11
<input type="checkbox"/>	
<input type="checkbox"/>	

Wireless Distribution Diagram

Instructions: Select the Public Library in the diagram to configure the wireless network.

When you have completed the simulation, please select the Done button to submit.



The image shows a 'Wireless Configuration' dialog box with three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Administrator Tools' tab is active, showing an 'ADMIN PASSWORD' section. It contains the instruction 'Please enter the same password into both boxes for confirmation.' and two password input fields. The first field is labeled 'Password:' and contains the text 'Secure\$1'. The second field is labeled 'Verify Password:' and also contains 'Secure\$1'. A 'Save Settings' button is located at the bottom right of the dialog box. The background of the entire page features a stylized map with house icons and circuit patterns.

QUESTION 54

Which of the following is designed to function BEST in harsh lighting conditions?

- A. Large tablet

- B. E-reader
- C. Smart watch
- D. Virtual reality headset

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55

Which of the following connector types is used to terminate household telephone cabling?

- A. RG-6
- B. RJ-11
- C. RJ-45
- D. RG-59

Correct Answer: B
Section: (none)
Explanation



Explanation/Reference:

QUESTION 56

A shipping department is having problems with its thermal label printer. Two columns on the left are not appearing on all labels. Which of the following should a technician do FIRST?

- A. Verify the ribbon is correctly aligned to the label
- B. Run a label calibration
- C. Remove stuck labels from the print path
- D. Replace the print head

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57

A technician is buying a PC that will host three VMs running at the same time with the current configuration. The technician believes there might be a need to run several additional VMs in the near future. Which of the following resources would be the MOST important to upgrade to allow for the additional VMs?

- A. CPU
- B. SSD
- C. NIC
- D. RAM

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

The ability for new computers to be automatically connected to the network is provided by the:

- A. DHCP server
- B. DNS server
- C. proxy server
- D. TACACS server

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

A technician is setting up a printer for a small office that does not have an RJ-45 jack. The users' computers are all in the same workgroup and are connected physically to the same network switch. The technician needs to make sure all users can print to the new printer through the switch. Which of the following should the technician configure?

- A. Shared printer
- B. Print server
- C. Bluetooth printing
- D. Cloud printing

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

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 61

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 62

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 63

Which of the following is the main purpose of the +5VSB output of a power supply?

- A. It allows peripherals to draw power when the machine is off
- B. It provides power to the audio and sound boards of the machine
- C. It acts as the main voltage supply to the motherboard and processor
- D. It powers all expansion cards and external device hubs

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

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 bottles

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

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 66

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 67

A systems administrator receives a notification from the RAID controller that the RAID 5 array is degraded. Upon logging into the server, the administrator sees that on local disk 0, physical disk 2 has failed. Which of the following is the BEST course of action to take to resolve the problem?

- A. Schedule system downtime and replace physical disk 2. Wait until the array is rebuilt and confirm in the RAID controller that the system is no longer degraded.
- B. Immediately replace physical disk 2. Wait until the arrays is rebuilt and confirm in the RAID controller that the system is no longer degraded.
- C. Delete logical disk 0 and manually configure a new RAID array only using the known-good working drives. Wait until the array is rebuilt and confirm in the RAID controller that the system is no longer degraded.
- D. In the controller, convert the RAID 5 array to RAID 0 array to avoid system downtime. Wait until the array is rebuilt and confirm in the RAID controller that the system is no longer degraded.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

A technician is hired to install network cable in a crawl space running the length of a hallway. To do so without a fire code violation, which of the following types of cable should the technician run?

- A. Plenum
- B. Fiber
- C. Shielded
- D. Coaxial

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

Which of the following devices performs forwarding decisions based on MAC addresses?

- A. Switch
- B. Router
- C. Hub
- D. Repeater

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70

A technician is dispatched to troubleshoot a slow performance issue on a PC. Upon arrival, the technician immediately opens Task Manager and sees that CPU and RAM performance are within normal ranges. The technician then checks and verifies the speed and duplex settings and performance on the network card. The technician then temporarily disables the antivirus to see if performance is affected, and it is not. After re-enabling the antivirus, which of the following is the NEXT best stop for the technician to take?

- A. Check to see if insufficient hard drive space is causing the issue
- B. Update the operating system, drivers, and firmware on the PC
- C. Log into the PC with another user profile and test performance
- D. Shut down the PC, unplug the power for 30 seconds, and then boot the PC

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

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 72

Joe, a user, recently purchased a new multifunction printer and attempted to install it himself. He informed a technician that the printer is on his list of printers, but he is unable to print. The technician sees that the printer is listed as a generic printer under Devices and Printers. Which of the following should the technician do NEXT?

- A. Reboot the computer into safe mode and try to print a test page
- B. Download the correct drivers from the manufacturer's website and install them
- C. Unplug the USB cable from the printer and try another USB slot on the PC
- D. Set the printer as the default within the device properties

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

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 74

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 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

Which of the following devices can utilize VLANs to secure networks?

- A. Switch
- B. Hub
- C. Repeater
- D. Bridge

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 77

After upgrading a smartphone's OS, Joe, a user, reports the smartphone no longer connects to his automobile automatically when near it, Joe, restarts the smartphone, but the problem persists. Which of the following should a technician do NEXT to restore the previous functionality?

- A. Connect the smartphone to the automobile via USB
- B. Reenable the smartphone's Bluetooth radio
- C. Perform a rollback of the smartphone's OS
- D. Pair the smartphone with the automobile

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78

Joe, a user, sets up an IMAP connection on his smartphone to connect to webmail. Joe is able to view email, but he receives an error message when trying to send a message. When viewing the mail client's configuration, Joe sees a valid SMTP server and port. Which of the following should Joe check NEXT to resolve the issue?

- A. Configure the email account as a POP3 connection
- B. Ensure the SSL/TLS option is being used

- C. Check that the account password is still valid
- D. Make sure the smartphone is not in airplane mode

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79

A user is connected to a docking station with an optical drive and is trying to back up personal files to removable media, but is encountering write errors. Which of the following is MOST likely cause of the errors?

- A. The disk has already been finalized
- B. The files are encrypted
- C. There is a corrupt file on the hard drive
- D. The files are not compatible with the type of disk used

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 80

A technician is configuring a new web server and must have over 10TB of fault-tolerant storage, while minimizing the number of failure points. The applications on the server also require the highest performance available. Which of the following configurations would the technician MOST likely select?

- A. RAID 0 with 1500rpm 15TB drives
- B. RAID 1 with 1000rpm 8TB drives
- C. RAID 5 with 7200rpm 5TB drives
- D. RAID 10 with 5400rpm 6TB drives

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

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:

QUESTION 82

An end user is unable to connect to the network, and a technician has visually verified the lights on the back of the PC are active and there is no physical damage to the Ethernet jack. Which of the following tools should the technician use to continue troubleshooting the connection?

- A. Punchdown tool
- B. Tone generator and probe
- C. Cable tester
- D. Crimper

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83

The graphics department 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 84

Which of the following IEEE 802.11 standards includes the use of MIMO technology?

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

Correct Answer: D
Section: (none)
Explanation



Explanation/Reference:

QUESTION 85

A technician needs to give users the ability to transfer files between mobile devices. The technician teaches the staff how to use a file transfer method in which the devices need to be in close proximity with line-of-sight access to each other. Which of the following technologies is the technician teaching to the staff?

- A. IR
- B. Bluetooth
- C. Tethering
- D. NFC

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86

A user reports a laserjet printer is not printing properly. A technician prints a test page and notices the toner is smeared on the page. The technician confirms the toner cartridge is installed correctly and the paper in the tray is the right size. Which of the following printer components is the MOST likely cause of the problem?

- A. Fuser
- B. Roller
- C. Memory
- D. Toner

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



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