



# CompTIA

## Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

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#### NEW QUESTION 1

A technician needs to fix a Cat 5 cable issue. The cable, which is connected to a network jack, fails when it is moved around. Which of the following items must the technician use to fix the issue? (Select TWO).

- A. Scissors
- B. Network tap
- C. Magnetized screwdriver
- D. Tone generator
- E. RJ45 connector
- F. Crimper

**Answer:** AE

#### NEW QUESTION 2

A technician needs to recommend an internet connection for a customer who travels around the world and wants to have connectivity while visiting remote camping locations. Some of the locations the customer visits have limited or unreliable cellular service. Which of the following connection types should the technician recommend?

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

**Answer:** A

#### NEW QUESTION 3

A help desk technician thinks a desktop PC has failed due to a defective power supply. Which of the following steps should the technician take NEXT?

- A. Inquire about environmental or infrastructure changes.
- B. Conduct external or internal research based on symptoms.
- C. Establish a plan of action to resolve the problem and implement the solution.
- D. Document the findings, actions, and outcomes.

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 4

Upon booting a workstation, a technician hears a distinct clicking sound after power is applied to the motherboard. Which of the following would MOST likely be the cause?

- A. RAID
- B. SSD
- C. S.M.A.R.T
- D. HDD

**Answer:** D

#### Explanation:

The clicking sound is the sound of a damaged disk in the HDD

#### NEW QUESTION 5

A user's computer is not receiving a network connection. The technician confirms that the connection seems to be down and looks for the user's port on the patch panel. The port and patch panel are not labeled. Which of the following network tools should the technician use to identify the port?

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

**Answer:** C

#### Explanation:

Toner Probe Many cable testers also incorporate the function of a toner probe, which is used to identify a cable from within a bundle. This may be necessary when the cables have not been labeled properly. The tone generator is connected to the cable using an RJ45 jack and applies a continuous audio signal on the cable. The probe is used to detect the signal and follow the cable over ceilings and through ducts or identify it from within the rest of the bundle.

#### NEW QUESTION 6

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

- A. Cable tester
- B. Crimper
- C. Punchdown tool

D. Loopback plug

**Answer:** B

**Explanation:**

A crimper is a tool that is used to crimp (attach) an RJ45 connector onto the end of a patch cable. The crimper applies pressure to the connector to make a permanent connection between the connector and the cable, ensuring that the connector will stay attached to the cable.

A cable tester is used to test the connectivity of a network cable. A punchdown tool is used to terminate network cables in a patch panel or keystone jack. A loopback plug is a diagnostic tool that is used to test network interfaces by simulating network traffic.

**NEW QUESTION 7**

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

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

**Answer:** A

**NEW QUESTION 8**

A user reboots a machine. On rebooting, the user hears one beep, and then an error message is displayed. Which of the following are MOST likely causing this issue? (Select TWO).

- A. RAM module
- B. Graphics card
- C. CPU
- D. Boot order
- E. USB flash drive
- F. Power supply

**Answer:** DE

**NEW QUESTION 9**

An online retailer would like to add capacity to support increased sales. Additional servers have been installed. Which of the following should be used to ensure each new server is being properly utilized?

- A. Virtualization
- B. Clustering
- C. Load balancer
- D. Round-robin DNS

**Answer:** C

**Explanation:**

<https://www.resonatenetworks.com/2020/04/29/clustering-vs-load-balancing-whats-the-difference/>

**NEW QUESTION 10**

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

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

**Answer:** C

**NEW QUESTION 10**

An end user discovered that the touch-screen features on a Windows device have stopped working. Which of the following should a technician check?

- A. Performance monitor
- B. Tablet/PC settings
- C. System configuration
- D. Display settings

**Answer:** D

**NEW QUESTION 14**

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

- A. The print drum is worn and loose causing the printing to be light in places
- B. The ribbon is low on ink or missing and must be replaced to get proper output

- C. The heating element has failed, and a new one needs to be installed for proper transfer
- D. The wrong type of filament is loaded, preventing it from sticking correctly
- E. The fuser assembly is not calibrated properly, causing it to impact the paper too hard

**Answer:** B

**Explanation:**

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

**NEW QUESTION 19**

An IT manager is requesting that the company buy new cables to be used with F-type connectors that are already in house. Which of the following cables should the company buy?

- A. Coaxial out
- B. Plenum
- C. Cat 5e
- D. Fiber

**Answer:** A

**NEW QUESTION 21**

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

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

**Answer:** D

**NEW QUESTION 26**

A technician is commissioning a workstation that is required to have mirrored storage, utilizing two 4TB drives that support one failure. Which of the following BEST meets these requirements?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

**Answer:** B

**NEW QUESTION 28**

A Wi-Fi mesh network has been optimized to eliminate poor coverage areas, yet users still experience decreased bandwidth and connectivity issues. Which of the following actions should the technician take NEXT?

- A. Relocate any large, dense, solid, and metal objects, such as mirrors and file cabinets, in the mesh network coverage area to the perimeter so that wireless reflections, absorptions, and occlusions are minimized.
- B. Use a Wi-Fi analyzer to determine whether the channel in use is overcrowded and to identify which channel the mesh network should use for best performance.
- C. Use the signal strength indicator on a mobile device to roam the coverage area and generate a heat map to isolate zones with weak signals.
- D. Turn off broadcasting of the SSID on the mesh network so that other networks cannot see it.

**Answer:** B

**NEW QUESTION 29**

An insurance company wants to implement cloud computing and would like a cloud solution in which the infrastructure is shared with businesses in the same industry. Which of the following cloud models BEST addresses the company's need?

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

**Answer:** D

**Explanation:**

In a hybrid cloud model, the infrastructure is shared between public cloud services and an on-premise private cloud. This means that the insurance company can benefit from the scalability and cost-effectiveness of public cloud services, while also having the control and security of a private cloud. This allows the company to access resources that are specialized to their industry, while also ensuring that their data and infrastructure are kept secure.

**NEW QUESTION 32**

A technician unboxed a new computer, plugged it in to a UPS, and connected the requested peripherals. The computer lights and fans turn on, but the technician hears three loud, consecutive beeps during boot. Which of the following actions will remediate the issue?

- A. Replacing the power supply
- B. Replacing the UPS
- C. Changing the CMOS battery

D. Reseating the RAM

**Answer:** D

**Explanation:**

Three beeps indicate a "base memory read/write test error". Check out "beep codes" for more information. [https://en.wikipedia.org/wiki/Power-on\\_self-test#POST\\_beep\\_codes\\_on\\_CompTIA\\_A.2B\\_certification\\_exam](https://en.wikipedia.org/wiki/Power-on_self-test#POST_beep_codes_on_CompTIA_A.2B_certification_exam)

**NEW QUESTION 37**

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

- A. Enable the GPS service to ensure accurate location detection.
- B. Manually enter office locations in the weather application.
- C. Configure less frequent location checks using cellular location services.
- D. Use the offices' Wi-Fi IP addresses as the geolocation mechanism.

**Answer:** B

**Explanation:**

<https://nerdschalk.com/how-to-fix-weather-app-battery-drain-on-ios-16/>

**NEW QUESTION 38**

A technician is receiving reports that the entire office sporadically loses network connectivity throughout the day. The technician determines the root cause to be EMI. Which of the cable mediums would be the MOST cost effective without sacrificing system performance?

- A. Coaxial
- B. Shielded Cat 6
- C. Plenum Cat 5e
- D. Multimode fiber

**Answer:** B

**Explanation:**

Electromagnetic interference (EMI) is unwanted noise or interference in an electrical path or circuit caused by an outside source. Hence shielded Cat 6 is better

**NEW QUESTION 43**

A technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter. The new computer does not have a 9-pin serial port. Which of the following ports can an adapter be installed on in order to connect to the point-of-sale system?

- A. HDMI
- B. Bluetooth
- C. USB
- D. Lightning

**Answer:** A

**NEW QUESTION 45**

A user, who is attempting to give a presentation via a projector in a conference room, reports the projector has video but no audio. Which of the following will MOST likely resolve the issue?

- A. Changing the input on the projector to VGA
- B. Changing the output on the PC to DVI
- C. Modifying the projector's refresh rate
- D. Utilizing an HDMI connection

**Answer:** D

**NEW QUESTION 50**

Which of the following is the PRIMARY security concern with virtual machine escape?

- A. Cross-site scripting
- B. Compromising the hypervisor
- C. Overutilization of resources
- D. Rogue virtual machines installed on the hypervisor

**Answer:** B

**NEW QUESTION 54**

A technician is monitoring all outbound traffic in a SOHO. Which of the following is the MOST cost-effective solution to monitor the traffic?

- A. Spectrum analyzer
- B. Network tap
- C. Lookback plug
- D. Toner probe

**Answer:** B

#### NEW QUESTION 59

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

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

**Answer:** A

#### Explanation:

The 2. band is subdivided into up to 14 channels, spaced at 5 MHz intervals from 2412 MHz up to 2484 MHz. Wi-Fi requires bandwidth of approximately 20 MHz, not 5 MHz. Consequently, a site designer needs to choose the channels that do not overlap. On a WLAN where only the first 11 channels are available, channels 1, 6, and 11 can be selected as non-overlapping. Note: In the Americas, regulations permit the use of channels 1-11 only, while in Europe, channels 1-13 are permitted. In Japan, all 14 channels are permitted.

#### NEW QUESTION 63

A company wants to give third-party developers access to the corporate network through desktop environments that the company can control. Which of the following can BEST achieve these requirements?

- A. Sandbox
- B. VDI
- C. Private cloud
- D. SaaS

**Answer:** B

#### Explanation:

VDI is a technology that allows a company to provide desktop environments to third-party developers while still maintaining control over the corporate network. VDI creates virtual desktops on a remote server, and each user gets their own desktop environment that is isolated from the other users. This allows the company to maintain control over the corporate network, as the virtual desktops are not directly connected to the corporate network.

#### NEW QUESTION 67

Which of the following commonly uses NFC?

- A. Contactless payments
- B. IoT devices
- C. Inventory tracking
- D. Tethering

**Answer:** C

#### NEW QUESTION 69

A user is installing a new display on a desktop computer that only has a single DVI port for video input and a single HDMI port for video output. Which of the following does the technician need to complete the setup?

- A. Digital-to-analog converter
- B. A/V switcher
- C. DisplayPort to HDMI adapter
- D. DVI to HDMI cable

**Answer:** D

#### Explanation:

The technician will need to connect the DVI port on the computer to the new display's HDMI port. To do this, a DVI to HDMI cable will be needed. This type of cable will allow the computer's DVI video signal to be transmitted to the new display's HDMI port.

A digital-to-analog converter (DAC) is used to convert a digital signal to an analog signal. An A/V switcher is used to switch between multiple audio and video sources and display them on a single monitor or display. A DisplayPort to HDMI adapter is used to convert a DisplayPort signal to an HDMI signal, but it is not necessary in this scenario as the computer has a DVI port and not a DisplayPort.

#### NEW QUESTION 70

A technician is receiving reports that the entire office sporadically loses network connectivity throughout the day. The technician determines the root cause to be EMI. Which of the following cable mediums would be the MOST cost effective without sacrificing system performance?

- A. Coaxial
- B. Shielded Cat 6
- C. Plenum Cat 5e
- D. Multimode fiber

**Answer:** B

#### NEW QUESTION 73



A technician installed a new router at a small office. After the Installation, the technician notices that all devices have a 169.254.x.x IP address. Printers and fileshares are still working, but PCs cannot access the Internet. Which of the following should the technician configure on the router to enable devices to connect to the internet?

- A. APIPA
- B. DNS
- C. DHCP
- D. SMB

**Answer:** B

#### NEW QUESTION 77

A developer is requesting permission to utilize client-side visualization. The developer would like to write code in a setting isolated from other infrastructure to avoid negative impacts of experimental code. Which of the following provides the BEST solution for the developer?

- A. Cross-platform functionality
- B. Software compatibility
- C. Test case development
- D. Sandbox environment

**Answer:** D

#### NEW QUESTION 78

Which of the following is a method that can be used to securely connect a remote user's laptop to a corporate server?

- A. WAN
- B. VPN
- C. SSL
- D. DHCP

**Answer:** B

#### NEW QUESTION 79

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

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

**Answer:** A

#### NEW QUESTION 82

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

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

**Answer:** A

#### NEW QUESTION 86

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

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

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 88

A university student was able to boot from a live Linux CD on a computer in a shared space on campus. Which of the following will BEST prevent this type of action from occurring in the future?

- A. Require TPM security features.
- B. Set a boot password.
- C. Disable all media options.
- D. Enable secure boot.

**Answer:** A



#### NEW QUESTION 93

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

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 94

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

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 97

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

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 100

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

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

**Answer:** A

#### Explanation:

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

#### NEW QUESTION 104

Which of the following is the **SAFEST** way to replace RAM on a server that has a redundant power supply?

- A. Unplug one power cable.
- B. Verify the RAM temperature.
- C. Utilize a grounding strap.
- D. Replace the RAM while the server is running.

**Answer:** C

#### Explanation:

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This ensures that no static electricity is transferred to

any of the server components, which could cause permanent damage. The other options are not the correct methods for replacing RAM. Unplugging one power cable is not recommended, as it could cause the server to go offline and disrupt any services that are running. Verifying the RAM temperature is not necessary and does not provide any additional safety measures, and replacing the RAM while the server is running is not recommended, as it could cause system instability.

#### NEW QUESTION 105

An office manager reports that a printer is experiencing performance issues. Printouts are smudging when they are handled, and, recently, whenever the manager tries to print oversized documents, the paper jams before anything is printed on it.



- A. Mastered
- B. Not Mastered

**Answer:** A

#### Explanation:

A picture containing text, electronics, printer Description automatically generated

#### NEW QUESTION 107

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

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

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

**Answer:** A

#### NEW QUESTION 109

A technician installs a new printer for a workstation and tries to print a test page, but the page does not print. The technician looks at the print queue and notices that the printer is called 'Generic Printer." Which of the following BEST describes what the technician should do to fix this issue?

- A. Connect the printer with a USB cable rather than over the network.
- B. Install the appropriate printer drivers for the OS.
- C. Install the correct toner in the printer.

D. Set the printer trays to allow duplex printing

**Answer:** B

#### NEW QUESTION 112

A technician is diagnosing a workstation that shuts down unexpectedly during a butn-in test. Which of the following is the MOST likely cause for this symptom?

- A. Faulty CMOS battery
- B. OS update issue
- C. Overheating
- D. Faulty RAM

**Answer:** C

#### NEW QUESTION 114

A user failed to gain access to a building's entrance after security measures at the entrance were upgraded last week. The company implemented the 13.56MHz frequency short band, and users can now utilize their mobile devices to authenticate. Which of the following has to be enabled for the mobile device to authenticate?

- A. Bluetooth
- B. Biometrics
- C. NFC
- D. PIN

**Answer:** C

#### NEW QUESTION 116

A client wants to connect an external keyboard to an Android tablet. Which of the following connection types are appropriate for this task? (Select TWO).

- A. DVI
- B. Infrared
- C. Lightning
- D. USB-C
- E. PS/2
- F. Bluetooth

**Answer:** AD

#### NEW QUESTION 120

A technician is configuring a new CAD workstation that has four large hard drives. The workstation will be used to edit large, critical files, so the storage configuration should be both fast and redundant. Which of the following RAID levels BEST meets these requirements?

- A. 1
- B. 5
- C. 10

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 121

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

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

**Answer:** C

#### NEW QUESTION 122

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

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

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

- A. Redundant power supply
- B. Modular power supply
- C. 20-pin v

- D. 24-pin power adapter
- E. Power supply wattage rating

**Answer:** D

#### NEW QUESTION 127

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

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 129

A laptop's external webcam software is running, but it shows no image or video. Which of the following should a technician perform FIRST?

- A. Research new webcam firmware.
- B. Restart the computer and run system diagnostics.
- C. Reseat the webcam.
- D. Reinstall the webcam software and drivers.

**Answer:** C

#### Explanation:

<https://www.lifewire.com/fix-it-when-webcam-is-not-working-4588517>

#### NEW QUESTION 132

A system administrator has been tasked with allowing SMTP traffic through the system's host-based firewall. Which of the following ports should the administrator enabled?

- A. 23
- B. 25
- C. 80
- D. 161

**Answer:** A

#### NEW QUESTION 136

To control costs a company provides a limited number of users with company phones. One of these users opens a support ticket because the phone no longer allows internet browsing over a cellular connection. The user acknowledges that the phone worked before the user's child streamed several movies using the device. Which of the following describes why the phone cannot browse the Internet?

- A. The child accidentally connected to a neighbor's WLAN
- B. The company's group policy disabled the device
- C. The device has a data cap and has reached that limit
- D. The device's plan has been unpaid

**Answer:** C

#### Explanation:

It is common for companies to place a data cap on the devices they provide to their employees, to control costs. If a user has exceeded the data cap, the phone may no longer allow internet browsing over a cellular connection. This is usually because the cellular data usage has exceeded the allotted amount for the particular plan the device is on, and the service provider has temporarily suspended the data connection.

It is unlikely that the child accidentally connected to a neighbor's WLAN because this would not affect the cellular data connection. Similarly, it is unlikely that the company's group policy has disabled the device, as this would likely affect all devices under the same policy. If the device's plan has been unpaid, the service provider would likely temporarily suspend all services, not just the cellular data connection.

#### NEW QUESTION 138

A company just bought a printer capable of automatically printing on both sides of the paper. After installation, however, the technician can only print on both sides of the paper manually. Which of the following should the technician do to fix the issue?

- A. Install the most recent firmware upgrade available for the printer.
- B. Contact the vendor for a hardware replacement.
- C. Reinstall the printer software and drivers, and then restart the printer.
- D. Read the installation manual and configure duplex settings.

**Answer:** D

#### NEW QUESTION 143

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

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

**Answer:** A

#### NEW QUESTION 145

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

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

**Answer:** C

#### NEW QUESTION 150

Which of the following options provides correct information about 2.4GHz and 5GHz wireless frequencies? (Select TWO)

- A. 2.4GHz has less interferenc
- B. 5GHz transmits inlower speed.
- C. 2.4GHz penetrates solid objects more effectivel
- D. 5GHz provides faster data connections.
- E. 2.4GHz has a higher data rat
- F. 5GHz has 23 channels.
- G. 2.4GHz has ll channel
- H. 5GHz has no data interference.
- I. 2.4GHz has a higher coverage are
- J. 5GHz has higher bandwidth.
- K. 2.4GHz has a higher bandwidt
- L. 5GHz has lower transmit power.

**Answer:** BE

#### Explanation:

The correct answers are B. 2.4GHz penetrates solid objects more effectively. 5GHz provides faster data connections and E. 2.4GHz has a higher coverage area. 5GHz has higher bandwidth. The 2.4GHz frequency has a lower data rate compared to 5GHz, but it can penetrate solid objects more effectively and has a higher coverage area. The 5GHz frequency, on the other hand, provides faster data connections and has higher bandwidth, but it has fewer channels and lower transmit power.

#### NEW QUESTION 155

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

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

**Answer:** B

#### NEW QUESTION 159

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

No source found

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

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

**Answer:** B

#### NEW QUESTION 160

A technician replaced a motherboard on a server, and now the 64-bit hypervisor is not loading correctly. Which of the following needs to be enabled for the hypervisor to run?

- A. Hardware prefetcher
- B. Hyperthreading
- C. vPro
- D. VT-d



**Answer:** D

**Explanation:**

[https://techlibrary.hpe.com/docs/iss/proliant-gen10-uefi/s\\_enabling\\_VT-d.html](https://techlibrary.hpe.com/docs/iss/proliant-gen10-uefi/s_enabling_VT-d.html)

**NEW QUESTION 164**

A technician receives several error alerts on a server after an unexpected reboot. A message states that one or more disks are in a degraded state. When the technician advances to the next error message, it indicates the OS is missing. Which of the following are the MOST likely causes of these errors? (Choose two.)

- A. Missing drives in the OS
- B. RAID failure
- C. Bootable device not found
- D. Data loss
- E. Controller failure
- F. CMOS corruption
- G. TPM malfunction

**Answer:** BC

**NEW QUESTION 169**

A technician responds to a help desk ticket that indicates a user's workstation is not booting. The technician initially suspects a failed hard drive. The technician performs diagnostics and confirms the hard drive is fully operational. Which of the following steps should the technician complete NEXT?

- A. Reinstall the operating system.
- B. Configure a new RAID array.
- C. Report the status of the drive and close the ticket.
- D. Consider another possible cause of the issue.
- E. Restore the latest backup of the system.

**Answer:** D

**Explanation:**

Since the hard drive appears to be functioning normally, the technician should investigate other potential causes of the issue. This could include checking the BIOS settings, verifying the connections to the hard drive, and testing the RAM. Once these steps have been completed, the technician can then take the necessary steps to resolve the issue.

**NEW QUESTION 174**

A technician is installing new power supplies for the application engineering team's workstations. The management team has not yet made a decision about installing dual graphics cards, but they want to proceed with the project anyway. Which of the following power supplies would provide the BEST solution?

- A. 1000W 24-pin modular power supply
- B. 220VAC 9000J surge protector
- C. 500W redundant power supply
- D. 2000VA uninterruptible power supply

**Answer:** A

**NEW QUESTION 179**

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

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

**Answer:** A

**NEW QUESTION 181**

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

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

**Answer:** B

**NEW QUESTION 183**

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

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 186**

A technician is upgrading a faulty motherboard that was ordered by an end user for an old, high-end desktop computer. However, the technician is unable to install the CPU into the socket. Upon closer inspection, the technician notices the pins on the CPU do not line up with the socket. Which of the following would be the best course of action for the technician to take NEXT?

- A. Try to set as many pins as possible.
- B. Install an adaptor to create a universal socket.
- C. Verify the socket type and manufacturer.
- D. Find a compatible motherboard for the CPU.

**Answer:** C

**Explanation:**

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

**NEW QUESTION 190**

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 192**

The IT department at an insurance brokerage needs to acquire laptops that have built-in fingerprint readers in order to create a more secure environment. Which of the following would be the MOST secure way to implement the fingerprint readers?

- A. Grant all registered employees access to each machine.
- B. Restrict device access to only the user to whom the laptop is assigned.
- C. Limit device access to departments and guest users.
- D. Give each team member a USB drive that bypasses the reader to allow guest users to log in.

**Answer:** B

**NEW QUESTION 197**

Which of the following technologies can allow multiple networks to traverse a switch?

- A. VLAN
- B. VRRP
- C. VPN
- D. DHCP

**Answer:** A

**NEW QUESTION 202**

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

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 203**

A user reports that printed receipts have black smudges over the entire image. The text is still present but is very dark and sometimes illegible. Which of the



following are the MOST likely cause and solution for the printer issue?

- A. The ribbon is jammed and is rubbing on the pape
- B. Clear the bad ribbon and feed it through properly.
- C. The printhead is too ho
- D. Adjust the temperature down and retry printing.
- E. The printer is loaded with the wrong type of pape
- F. Replace the receipt paper with carbon paper.
- G. The blue ink cartridge was loaded with black in
- H. Put in the correct ink and clean the printhead.

**Answer: B**

**Explanation:**

Receipts are printed via a thermal printer. Thermal printers work by heating a paper in specified areas in order to create an image. The specific component that does this is a thermal printhead. Since the image appears to have black smudges and is too dark, we know the thermal printhead is too hot since the capability of precise heating has diminished

**NEW QUESTION 204**

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

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

**Answer: C**

**NEW QUESTION 206**

Client-side virtualization guest machines have security requirements similar to physical machines, but they also need to ensure separation from other guest machines. Which of the following BEST describes this client-side guest security requirement?

- A. Isolation
- B. Authentication
- C. Hardening
- D. Authorization

**Answer: A**

**NEW QUESTION 207**

A user working in the field reported the GPS stopped working on a phone. The user's older, in-car GPS continued to function. Later, the user reported that the phone's GPS started working again. Which of the following MOST likely caused the phone's GPS to fail?

- A. The cell phone was in conservation mode
- B. The cell phone had lost service to the earner
- C. The eel phone received a firmware update
- D. The cell phone had overheated

**Answer: A**

**NEW QUESTION 209**

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

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

**Answer: B**

**NEW QUESTION 212**

A technician set up a new access point and has noticed significant latency on the selected channel. Which of the following tools can assist with locating the BEST channel to use?

- A. Wi-Fi analyzer
- B. Netstat
- C. Net use
- D. Traceroute
- E. Network tap

**Answer: A**

**Explanation:**

A Wi-Fi analyzer is a tool that can be used to scan the local area for available wireless networks and can provide information such as signal strength, interference, and available channels. It can also be used to locate the best channel to use for a given access point, which can help to reduce latency and improve performance.

#### NEW QUESTION 213

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

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

**Answer:** A

#### NEW QUESTION 214

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

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

**Answer:** D

#### NEW QUESTION 219

A user reports that a PC occasionally falls to boot. The user reboots the PC. but the performance is degrading. The technician hears a strange, repetitive, ticking noise coming from the PC. Which of the following should the technician do FIRST?

- A. Try to extract data.
- B. Reseat the RAM modules.
- C. Inspect the fan.
- D. Check the CD tray.

**Answer:** A

#### NEW QUESTION 224

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

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

**Answer:** A

#### NEW QUESTION 227

A technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient. Which of the following would MOST likely cause the insufficiency? (Select TWO).

- A. Replacing the HDD with an SSD
- B. Upgrading the firmware
- C. Adding an optical drive
- D. Adding more RAM
- E. Adding a CMOS battery
- F. Upgrading the graphics card

**Answer:** CF

#### Explanation:

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

#### NEW QUESTION 232

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

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

D. To have dedicated hardware for a single system

**Answer:** A

#### NEW QUESTION 237

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

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

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

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

**Answer:** A

#### NEW QUESTION 238

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

HDMI Blocked due to Copy Protection

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

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 239

A user's laptop is running out of disk space and requires a new hard drive. The user wants to replace the existing hard drive with the fastest possible 1 TB HDD. A technician assesses the user's hardware and determines the connections that are available. Which of the following drive types should the technician recommend as the BEST choice?

- A. 1TB NVMe SSD
- B. 1TB flash drive
- C. 1TB SATA SSD
- D. 1TB SAS

**Answer:** A

#### Explanation:

The best choice for the user's laptop is a 1TB NVMe SSD. NVMe (Non-Volatile Memory Express) is a high-performance storage protocol designed specifically for solid-state drives (SSDs). It is significantly faster than SATA SSDs and SAS hard drives, making it ideal for users who need fast storage for their laptop. NVMe SSDs also have lower latency and higher bandwidth than traditional hard drives, making them well-suited for data-intensive tasks such as video editing, gaming, and running multiple applications simultaneously. Additionally, NVMe offers more reliable data reliability than traditional hard drives, and is less susceptible to performance degradation over time.

#### NEW QUESTION 241

In which of the following places is a laptop's wireless antenna MOST likely located?

- A. Near the network interface card
- B. Underneath the battery
- C. Integrated into the motherboard
- D. In the bezel of the lid

**Answer:** A

#### NEW QUESTION 244

A Microsoft Windows user is preparing to work in another country and needs to comply with corporate policy for data protection when copying files to portable media. Which of the following solutions would MOST likely satisfy this requirement?

- A. A USB 3.1 flash drive with BitLocker to Go installed
- B. An SD memory card with NTFS
- C. An xD memory card with ext3

D. A portable hard drive with FAT32

**Answer:** A

#### NEW QUESTION 245

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

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

**Answer:** B

#### NEW QUESTION 247

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

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

**Answer:** D

#### NEW QUESTION 252

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

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

**Answer:** D

#### NEW QUESTION 253

Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

- A. Unplug one power cable.
- B. Verify the RAM temperature.
- C. Utilize a grounding strap.
- D. Replace the RAM while the server is running.

**Answer:** C

#### Explanation:

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This is because the grounding strap prevents electrostatic discharge (ESD) when handling the RAM, which can cause damage to the RAM and the server. Therefore, it is important to always use a grounding strap when handling RAM or other sensitive components.

#### NEW QUESTION 256

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

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

**Answer:** D

#### Explanation:

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

#### NEW QUESTION 257

A small office has a wireless network with several access points for roaming laptop use. Users occasionally report that the wireless connection drops or becomes very slow. Users have confirmed that this issue only happens when connected to the office wireless network. Which of the following would MOST likely be the cause?

- A. Hidden SSID
- B. Device interference
- C. Ethernet port flapping
- D. High ISP latency

Answer: B

NEW QUESTION 262

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