

220-1001.62q

Number: 220-1001
Passing Score: 800
Time Limit: 120 min

220-1001



CompTIA A+ Certification Exam: Core 1

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Exam A

QUESTION 1

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

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

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



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

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

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Correct Answer: AF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

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

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

- A. input voltage
- B. Efficiency rating
- C. 12V rail amperage
- D. Number of SATA connectors

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Ann, an accountant, reports that after turning on her new laptop, she received a message stating her IP address is already in use on the system. She tried going back to her old desktop, which she now only uses for email, but received the same message. The technician checks the account and sees a comment that Ann requires a special network setup to connect to the banking software. Which of the following should the technician do to resolve the issue?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

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

Which of the following configurations could cause the decreased performance?

- A. The connection 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 7

An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chat activity while keeping in

contact with the home office.

Which of the following would be the BEST recommendation?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

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

Which of the following is the BEST way to proceed?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

Ann, a user, needs to attend several day-long conferences and wants to ensure her mobile device will have enough power for these events. She is concerned about wall outlet availability at the conferences and needs to continuously use her device for important updates.

Which of the following should a technician recommend to BEST accommodate Ann's needs?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

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 11

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 12

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 13

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 14

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 15

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 16

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 17

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 18

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 19

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 20

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

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

- A. Increase the fuser temperature.

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

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

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

- A. Residual energy on the motherboard
- B. System overheating
- C. Distended capacitors
- D. Loose battery connection
- E. CMOS battery failure

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

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 23

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 24

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 25

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 26

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 27

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 28

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 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

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 32

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 33

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 34

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 35

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 36

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 37

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 38

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 39

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 40

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 41**

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 42**

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 43

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.



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- 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 44**SIMULATION**

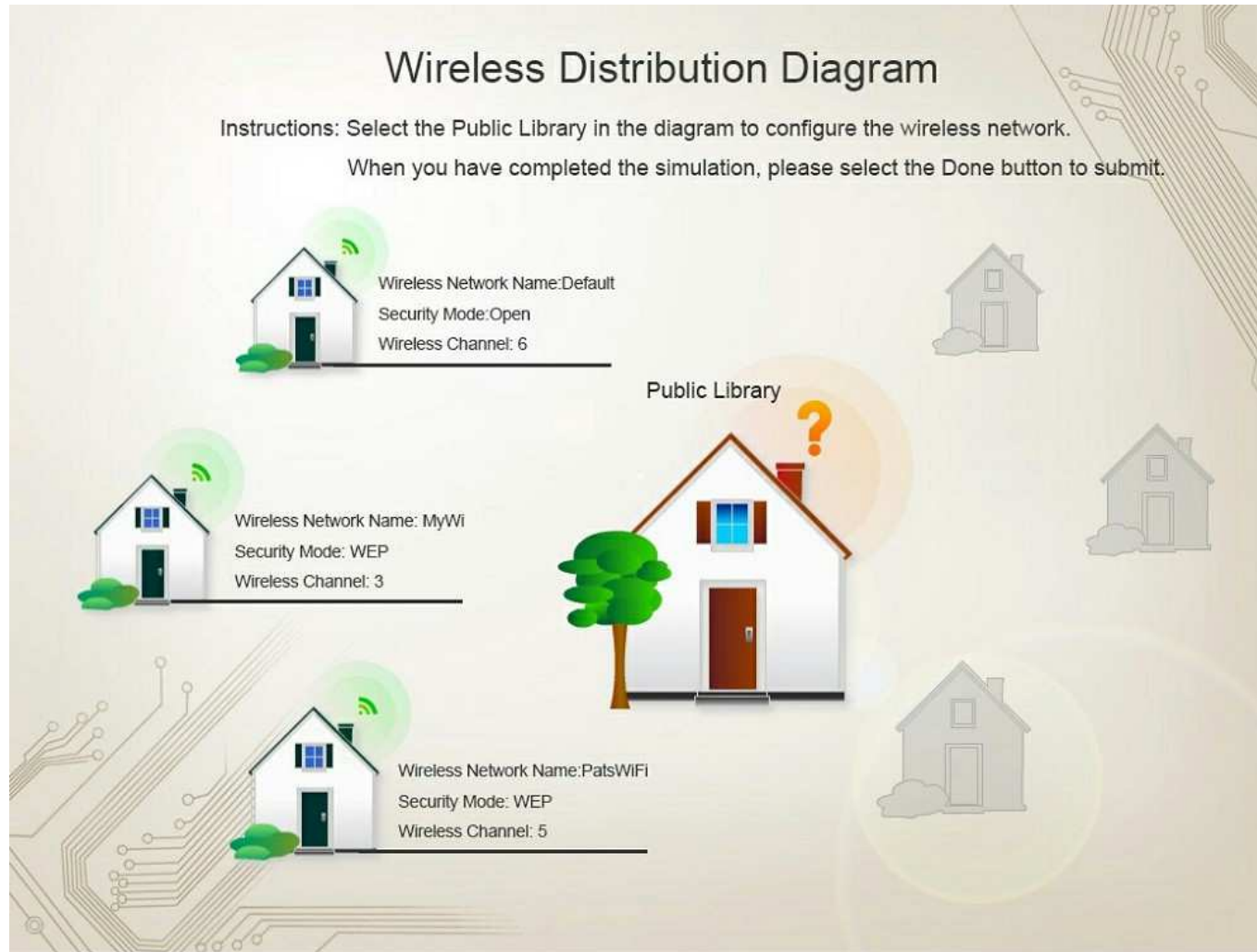
Ann, a local librarian, has had a previously used wireless access point donated to her. She has instructed you to configure this new wireless access point for her public library. Ann plans to allow anyone to connect to the access point without having to ask her for configuration information. Additionally, 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.





Wireless Configuration

Wireless SetupNetwork FilterAdministrator 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:

Save Settings



Wireless Configuration

Wireless SetupNetwork FilterAdministrator Tools

☒ Turn MAC Filtering ON

Allow the following MAC Addresses ▼

MAC Address

☒ 00:0A:BF:03:C4:54

☒ 09:2C:D0:22:3F:11

☐

☐

Save Settings



The image shows a 'Wireless Configuration' window with a yellow header and a close button (X) in the top right corner. Below the header are three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Administrator Tools' tab is selected. Inside this tab, there is a section titled 'ADMIN PASSWORD'. Below this title, a message reads: 'Please enter the same password into both boxes for confirmation.' There are two text input fields: the first is labeled 'Password:' and the second is labeled 'Verify Password:'. At the bottom right of the window is a yellow button labeled 'Save Settings'.

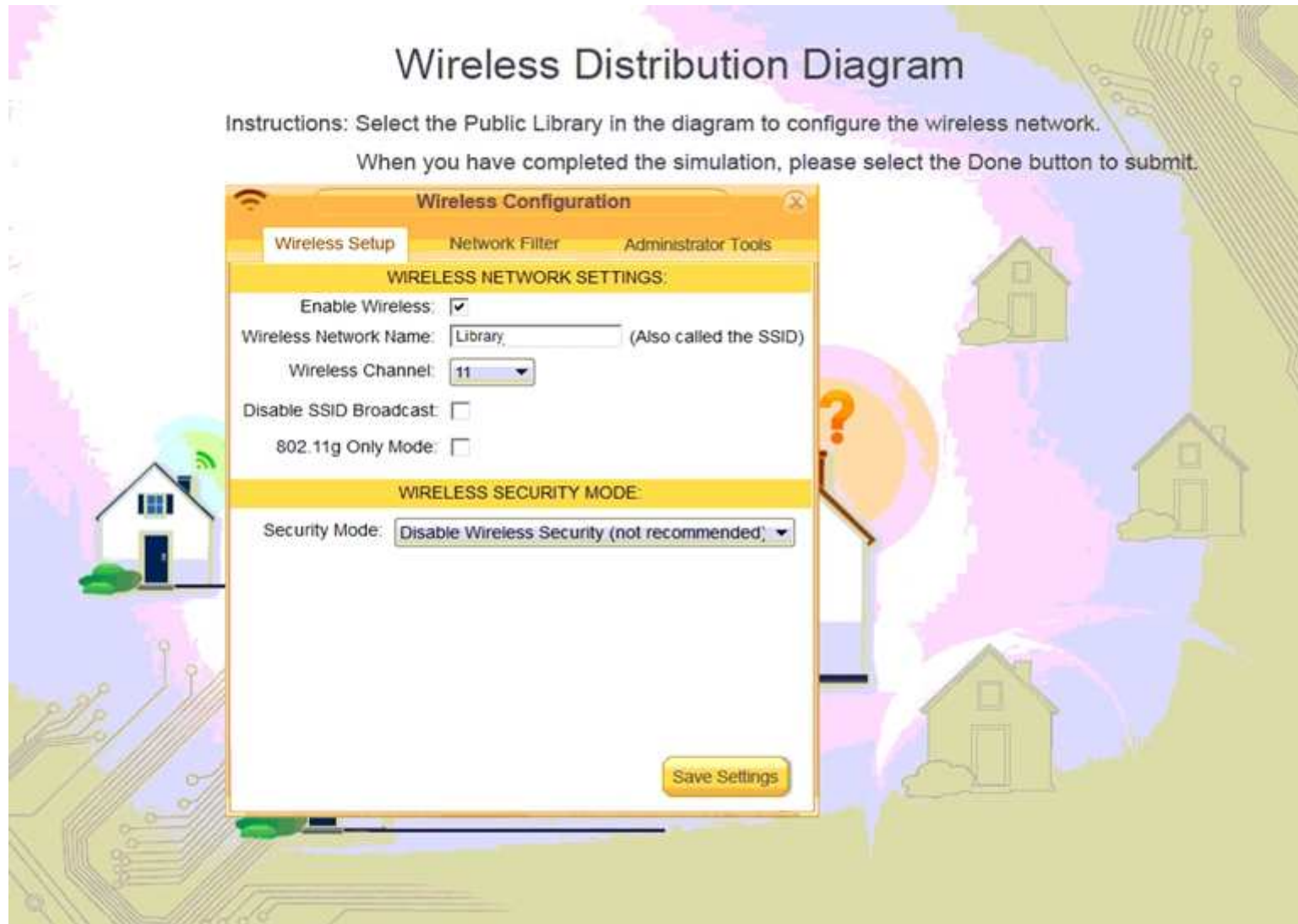
Correct Answer: See explanation below

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 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 labeled 'Allow the following MAC Addresses'. Underneath the dropdown is a section titled 'MAC Address' containing four rows, each with a checkbox and a text input field. The first two rows are pre-filled with 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 'Save Settings' button. The background of the slide features a stylized map with houses and a circuit board pattern.

Wireless Configuration

Wireless Setup Network Filter Administrator Tools

☐ Turn MAC Filtering ON

Allow the following MAC Addresses

MAC Address

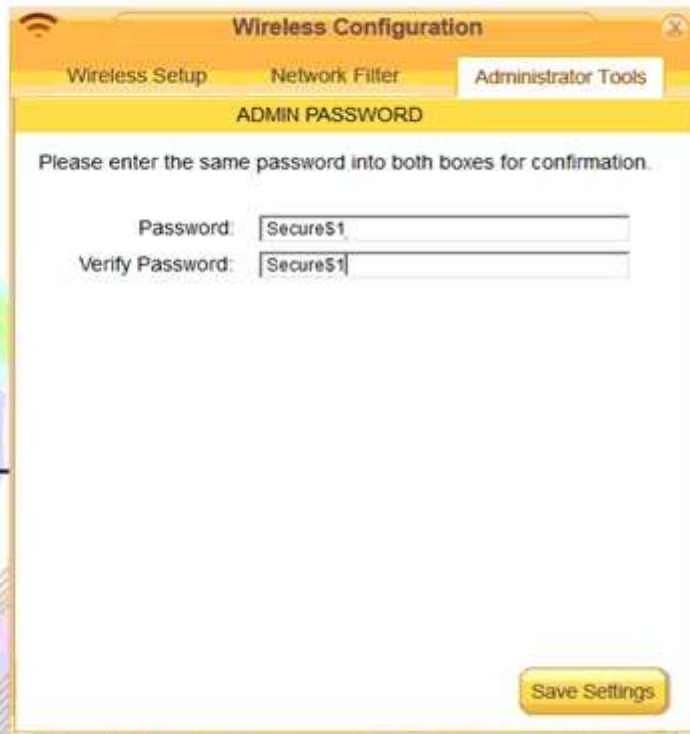
<input type="checkbox"/>	00:0A:BF:03:C4:54
<input type="checkbox"/>	09:2C:D0:22:3F:11
<input type="checkbox"/>	
<input type="checkbox"/>	

Save Settings

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.

A screenshot of a 'Wireless Configuration' dialog box. The dialog has a title bar with a wireless signal icon and a close button. Below the title bar are three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Administrator Tools' tab is selected. Under this tab, the text 'ADMIN PASSWORD' is displayed. Below this, a message says 'Please enter the same password into both boxes for confirmation.' There are two password input fields. The first is labeled 'Password:' and contains the text 'Secure\$1'. The second is labeled 'Verify Password:' and also contains 'Secure\$1'. At the bottom right of the dialog is a yellow button labeled 'Save Settings'. The background of the entire image shows a stylized landscape with houses, trees, and a circuit board pattern.

Wireless Configuration

Wireless Setup Network Filter Administrator Tools

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Save Settings

QUESTION 45 SIMULATION

The network administrator has changed the IP address of ComputerA from 192.168.1.20 to 10.10.10.20 and now Jane, a user, is unable to connect to file shares on ComputerA from ComputerB using the computer name.

INSTRUCTIONS

Using the available tools, resolve the connectivity issues.

After troubleshooting the issue, verify a successful connection.

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

```
-----  
--- Welcome to Computer B -----  
-----  
  
c: > |
```

Correct Answer: See explanation below

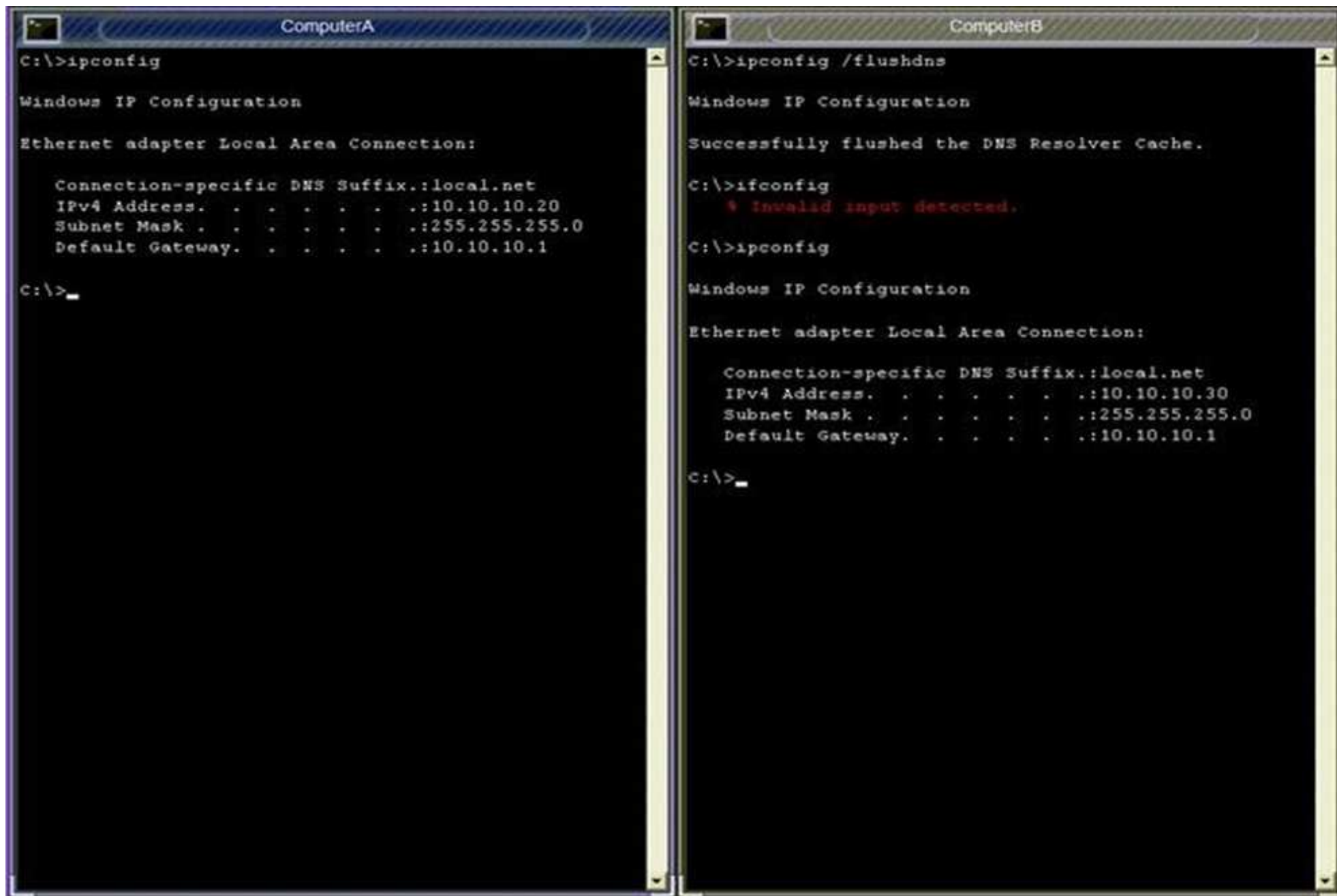
Section: (none)

Explanation

Explanation/Reference:

Explanation:

Need to flush the DNS cache on Computer B:



Type in ipconfig/flushdns

QUESTION 46

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

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 51**

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 52**

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 53**

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 54

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 55

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 56**

A technician is troubleshooting network connectivity issues after a new wireless router was installed in an office. Users who connect to the new router are unable to access LAN resources. Which of the following is the MOST likely cause of the issue?

- A. There are conflicting DHCP servers on the network
- B. There are conflicting ARP records
- C. There are conflicting gateways on the network
- D. There are conflicting IP protocols

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 57**

A technician has been asked to fix a problem with a projector. The projector lamp turns off for brief periods during a demonstration. After the technician replaced the lamp, the problem continued with an added message that appears just before the lamp turns off. Which of the following MOST likely need to be performed? (Choose two.)

- A. Reset the lamp life counter
- B. Replace the cooling fan
- C. Adjust the brightness
- D. Update the laptop video driver
- E. Install a higher lumen lamp
- F. Change the video resolution

Correct Answer: AB

Section: (none)

Explanation**Explanation/Reference:**

QUESTION 58

Some users are unable to access the Internet from their workstations. A technician runs the `ipconfig` command on one of the workstations and sees the following:

```
IPv4 address 192.168.1.27
Subnet mask 255.255.255.0
Default gateway 192.168.1.1
```

The technician pings 8.8.8.8 and gets no response. Next, the technician pings 192.168.1.1 and gets no response. The technician is able to successfully ping an adjacent workstation but cannot ping the print server on the floor below. Which of the following is the MOST likely cause of the Internet connectivity issue in the office?

- A. There is a problem with a router in the office
- B. There is a problem with a DNS server in the office
- C. The users are not getting correct IP addresses from the DHCP server
- D. The wireless access point in the area is down

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

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 60**

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 61**

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 62**

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:



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