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220-1001



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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 Internet 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

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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 for 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 600Mbps 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.)

- 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/contrast 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.



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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

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

Which of the following should the technician do FIRST?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Joe, a user, has purchased a new mobile device that uses a different OS than his previous one. Joe wants to copy his contacts and appointments from his corporate account without entering them manually.

Which of the following would be the BEST way for a technician to assist Joe?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

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 23

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 24

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 25

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 26

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 27

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 28

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 29

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 30

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 31

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 32

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 33

The feature that allows users to store files in cloud-based when necessary, but can be 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 34

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

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

- A. The power supply is not supplying enough power for the memory.
- B. The memory has too many ECC errors and is shutting down
- C. The server is overheating when all of the memory is installed.
- D. The server needs DDR4 memory, and DDR3 is installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

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

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

- A. RAID 0
- B. RAID 1
- C. RAID 6
- D. RAID 10

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

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

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

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

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

Which of the following is the BEST way for the technician to allow access to the printer?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

The touch-screen feature on a Windows device has stopped working.

Which of the following should the technician check FIRST?

- A. Device Manager
- B. Performance Monitor
- C. System configuration
- D. Digitizer settings

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Which of the following is the MOST likely cause for a network PC to have an APIPA address?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

A technician needs to routinely run scripting commands in Linux but does not want to walk over the server room every time to perform the task. The technician also travels between buildings and has a Windows 10 laptop with 4GB of memory and a fully partitioned 500GB hard drive.

Which of the following steps should the technician take to resolve this issue? (Choose two.)

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

Correct Answer: EF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

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

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

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 47

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

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

- A. The hardware replacement used is a non-touch-screen version.
- 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 48

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 49

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 50

A user sets up a cable modem at home and connects the modem to the ISP at the cable company. Which of the following network types does this connection describe?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

SIMULATION

You need to configure your mobile device to send and receive electronic messages from your company.

You must use the company's WLAN as all e-mail services are on default non-secure ports.

The company's WLAN is broadcasting across the company for easier access. Both incoming and outgoing servers require login credentials.

Use the following parameters:

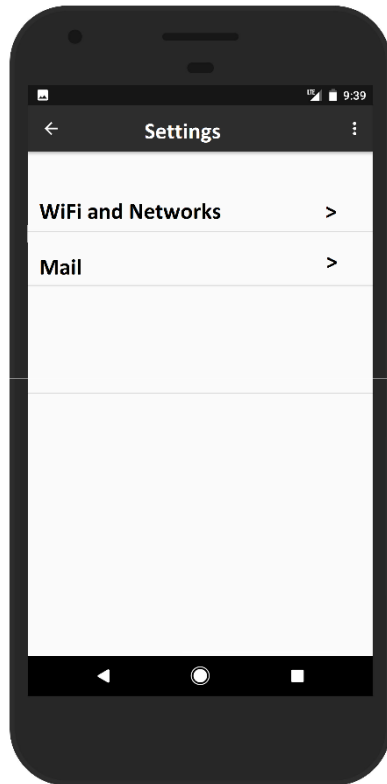
- Email address tech@techies.com
- Password P@SSwOrd
- Pop techies.com Port 110 Security: None
- IMAP techies.com Port 993 Security: SSL
- smtp.techies.com Port 465 Security: TLS
- Company SSID Techies

- Security WPA2
- Passphrase P@SSwOrd
- SSID is not broadcasted

INSTRUCTIONS:

Update the mobile device's parameters to fit the criteria.

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



Correct Answer: See explanation below

Section: (none)

Explanation

Explanation/Reference:

Explanation:





QUESTION 52

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

- A. Hotspot
- B. NFC
- C. Bluetooth

D. VPN

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

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

A. Bezel

B. Hinge

C. Motherboard

D. Digitizer

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

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

A. The BIOS is out-of-date

B. The is not enough PSU output

C. There is an onboard RAM mismatch

D. GPU is overlocked

E. The firmware is out-of-date

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

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

- A. ISDN
- B. DSL



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- C. Fiber
- D. Cable

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

Company management wants to give users the ability to work from home during periods of bad weather. Which of the following would enable the workforce to do this?

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

Correct Answer: C

Section: (none)

Explanation

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Explanation/Reference:

QUESTION 57

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 58

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 59

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 60

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

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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

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 62**

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 63**

A technician is configuring a high-performance workstation. The technician needs to choose storage for the boot drive with the highest performance possible. Which of the following drive types BEST meets this requirement?

- A. MicroSD
- B. 15K rpm
- C. NVMe
- D. USB flash

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 64**

A network administrator is troubleshooting a notebook that is not loading the local Windows 10 operating system. All the computers inside the company are installed using UEFI mode selected. The message on the screen shows a failed attempt to connect to a PXE server. When requested, the end user reported trying to improve the computer's speed by changing some BIOS configurations randomly. Which of the following should the network administrator check FIRST inside

BIOS?

- A. C-states should be configured to 2
- B. Secure Boot should be enabled
- C. Wake-on-LAN should be unchecked
- D. The PXE server address should be set

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

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 69

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 70

A workstation was just moved to a new work location without a surge protector. It was working the day before, but now the PC will not power on, the fans will not spin, and there are no signs of activity. Which of the following should the technician do FIRST?

- A. Check the power cable connection
- B. Check the voltage of the PSU with a tester
- C. Test for distended capacitors
- D. Check the voltage switch

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

A user connects a laptop to a docking station but is unable to see an image on the external monitor. The user tests the docking station USB ports, and they are working fine. Which of the following should be done NEXT?

- A. Check for firmware updates
- B. Configure extended display mode
- C. Replace the external monitor
- D. Adjust the laptop's BIOS settings

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

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

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

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 74**

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

- A. Clean out the charging port on the device
- B. Replace the mobile device's battery
- C. Issue a new charging cable to the employee
- D. Send the device for service and give the employee a loaner

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 75**

A customer contacts the help desk stating a laptop does not remain charged for more than 30 minutes and will not charge more than 15%. Which of the following components are the MOST likely causes the issue? (Select three.)

- A. LCD power inverter
- B. AC adapter
- C. Battery
- D. Processor
- E. VGA card
- F. Motherboard
- G. Backlit keyboard
- H. Wireless antenna

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

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 77

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 78

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 79

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 80

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 81

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 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 requires less current to provide the same amount of power to devices inside a PC?

- A. 5.5V
- B. 12V
- C. 120V
- D. 220V

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85

Which of the following is used to connect a headset to a laptop?

- A. eSATA
- B. BNC
- C. RG-6
- D. USB

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 86

An end user reports a Windows based PC just had a BSOD. The PC rebooted, and the user is now logged back in and working without any issues. Which of the following should a technician check FIRST to begin troubleshooting?

- A. Hard drive S.M.A.R.T. data
- B. Event Viewer
- C. Device Manager
- D. BIOS settings
- E. Performance Monitor

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 87

A user calls the help desk stating a laptop is performing slowly and the hard drive activity lights are blinking continuously. A technician checks for enough hard drive space, disables antivirus and indexing services, and runs a full-system diagnostics check, which returns no failure. Which of the following should the technician do NEXT?

- A. Install a new hard drive
- B. Check for hard-drive firmware updates
- C. Replace the hard drive with a solid state drive
- D. Configure the laptop in high-performance mode
- E. Change the boot order in the system BIOS

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

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 89

A technician is setting up a new SOHO router for a home user. The user has a media server to be accessible from the Internet while the user is traveling.

Which of the following should the technician configure to allow access to the server from the Internet?

- A. Port forwarding
- B. NAT
- C. MAC filtering
- D. QoS

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

A technician is setting up a laptop and projector for a presentation. When plugging in the projector, it mirrors the desktop screen from the laptop, but everything appears distorted and compressed.

Which of the following should the technician do to correct the appearance of the image on the projector?

- A. Update the laptop graphics driver.

- B. Change the scaling options.
- C. Change the desktop resolution.
- D. Replace the video cable.
- E. Utilize a USB VGA graphics adapter.
- F. Adjust the keystone settings on the projector.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 91

A technician wants to set up a virtual machine in a public cloud environment.

Which of the following cloud models should the technician use?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92

A corporation maintains an active social media presence by constantly uploading audio and video. The corporation also regularly hosts video conferences, but attendees are reporting buffering during their telecast.

Which of the following should the IT department do to improve the ability to attend video conferences without interruption?

- A. Enable QoS on network traffic, prioritizing telecast traffic over uploads.
- B. Upgrade video conference room equipment.
- C. Create a VLAN for all employees updating social media.

D. Adjust the network intrusion device to allow video to flow without filtering.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 93

A technician is building a CAD workstation for a user who will be saving files remotely.

Which of the following components are MOST important to include when configuring the system? (Choose two.)

- A. Gigabit NIC
- B. Graphics card
- C. Liquid cooling unit
- D. HDD size
- E. RAM

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94

A user notices a laser printer is picking up multiple sheets of paper from one of its paper trays. The problem started last week and has gotten worse.

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

- A. Separation pad
- B. Feed roller
- C. Registration roller
- D. Duplex assembly

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95

A SOHO user wants a multifunction device to be set up for the office printer. Additionally, scanning and fax capability must be set up for office employees only. Guest WiFi access will open.

Which of the following configuration changes will BEST meet the user's request? (Choose two.)

- A. Enable user authentication.
- B. Disable remote printing.
- C. Configure the print server.
- D. Enable cloud settings.
- E. Disable the wireless network.
- F. Connect to a wired network.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:



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