

220-1001

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Exam A

QUESTION 1

A user accidentally spills liquid on a laptop. The user wants the device to be fixed and would like to know how much it will cost.

Which of the following steps should the technician take NEXT to verify if the device is repairable before committing to a price? (Choose two.)



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- A. Remove the case and organize the parts.
- B. Document the screw locations.
- C. Search the Internet for repair tutorials.
- D. Consult colleagues for advice.
- E. Place the device in rice for a few days.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Which of the following peripherals would a company use to take inventory quickly and update price tags for products? (Choose two.)

- A. Barcode scanner
- B. Label printer
- C. Magnetic reader
- D. KVM switch
- E. NFC device
- F. Flatbed scanner

Correct Answer: AC

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Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

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 4

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

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

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

Correct Answer: AF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

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 6

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 7

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 8

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 other 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 9

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 10

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 11

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 12

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 13

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 14

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 15

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 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.



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Which of the following components MOST likely needs to be replaced?

- A. LCD panel
- B. Inverter
- C. Video card
- D. Digitizer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

A technician is troubleshooting a laptop/projector combination that is displaying artifacts on the screen. When a different laptop is connected to the projector, the image appears to be correct but is very dim.

Which of the following steps should the technician take to address these issues? (Choose two.)

- A. Update the video drivers on the laptop.
- B. Increase the projector contrast.
- C. Replace the original laptop.
- D. Change the aspect ratio on the projector.
- E. Replace the bulb in the projector.
- F. Modify the laptop's display resolution.

Correct Answer: BD

Section: (none)

Explanation

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Explanation/Reference:

QUESTION 20

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

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

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

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

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?

- 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 23

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

Which of the following solutions has the user purchased?

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

A technician is setting up a WiFi-enabled thermostat for a customer, but the customer is concerned about IoT devices getting hacked.

Which of the following BEST address the customer's concerns? (Choose two.)

- A. Use the latest encryption standard on the wireless network and set a strong password.

- B. Enable two-factor authentication for the IoT device's cloud account, if it is available.
- C. Separate the IoT thermostat by segregating it in a DMZ network.
- D. Disable wireless access on the thermostat to make it unshakable.
- E. Upgrade the customer's router to the latest version to improve network security.
- F. Upgrade the customer's wireless network encryption to WPA.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

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

Which of the following will resolve the issue?

- A. Set up the user's computer to act as a print server.

- B. Configure the printer to use the Internet printing protocol.
- C. Ensure the user's computer is set to DHCP.
- D. Connect the printer to the company wireless network.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

A user is having a problem with printing a specific document type.

The network printer OCP shows that the printer is online with no errors. Other users are not having the same issue. The user sends the document to another printer and the document prints.

Which of the following should a technician do FIRST in troubleshooting the problem?

- A. Stop and restart the PC print spooler service.
- B. Verify the user is sending the document to the correct printer queue.
- C. Have each user send the same document to the correct printer queue.
- D. Stop and restart the print server queues, and then have the user resend the document.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

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

Which of the following is the BEST RAM type for the technician to retrieve?

- A. SoDIMM
- B. DDR4
- C. Single channel

D. ECC

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

The feature that allows users to store files in cloud-based storage 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 30

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 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 31

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 32

A network administrator must install a device that will proactively stop outside attacks from reaching the LAN.

Which of the following devices would BEST meet the organization's needs?

- A. IPS
- B. IDS
- C. Proxy server
- D. Authentication server

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Which of the following devices can be used to connect multiple devices within a network without broadcasting to every network port?

- A. Unmanaged switch
- B. Hub
- C. Firewall
- D. Cable modem

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 sticks. The server memory is now at full capacity per the user guide. When the technician powers on the system, only 128GB 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

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 36

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 37

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 to 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 38

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 the network.
- D. Provide flash drives to the users so they can transfer data to the manager's computer for printing.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

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

Which of the following should the technician check FIRST?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

A technician needs to routinely run scripting commands in Linux but does not want to walk over to 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 41

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 42

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 43

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 44

Which of the following resources is the MOST critical when using cloud file-storage synchronization applications?

- A. Disk speed
- B. I/O bandwidth
- C. RAM utilization
- D. CPU utilization

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

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 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

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 48

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

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 50

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 51

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 52

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 53

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 54

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? (Choose two.)

- A. Replace the toner cartridges
- B. Replace the fuser module
- C. Clean the paper tray rollers

- D. Adjust the printer settings
- E. Replace the developer
- F. Empty the waste toner bottles

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

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 56

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 57

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 58

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 59

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 60

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 61

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 62

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 63

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

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

Correct Answer: A

Section: (none)

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

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 65**

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

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

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 66**

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

check FIRST?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

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 68

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 69

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 70

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 71

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 15000rpm 15TB drives
- B. RAID 1 with 10000rpm 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 72

A user has reported application connectivity problems to the network administrator. The network administrator knows there have been firewall configuration changes recently by a security vendor and believes the issue could be related to a port being closed on the firewall. Which of the following should the network administrator do NEXT?

- A. See if the same application fails on another workstation
- B. Go into the firewall and open the port
- C. Verify system functionality on the user's workstation
- D. Document the issue for future reference

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

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



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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

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

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 75

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?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 76

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 77

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 78**

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 79**

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 80**

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

A customer is using a cloud storage program that maintains a copy of local files on the cloud storage servers. The WiFi network is not very fast, and the customer uses bandwidth-intensive video streaming all day. Which of the following parameters should be adjusted to keep the cloud storage program from using too much bandwidth?

- A. Synchronization settings
- B. Wireless settings
- C. Video streaming settings
- D. QoS settings

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82

A user received the following error message while trying to access a shared drive: `Network Path was Not Found`. Which of the following should be performed to resolve the issue? (Choose two.)

- A. Set the NIC to full duplex.
- B. Disable the local firewall.
- C. Reset the TCP/IP stack.

- D. Disable the Ethernet adapter.
- E. Use static IP addressing instead of DHCP.
- F. Flush the DNS cache.

Correct Answer: CF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 83

A client brings in a smartphone with a cracked screen to be repaired. During the repair process, the technician places the screws in a small container to prevent losing them. The technician tests the replacement screen to ensure it works properly before closing the device. Once the device is back together, however it does not power on.

- A. Label the locations of the screws.
- B. Refer to manufacturer resources.
- C. Document the orientation of the cables.
- D. Use the appropriate hand tools.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 84

Users report they have to select the output tray at the printer, even though the correct tray is selected in the print dialog.

Which of the following should a technician perform FIRST to attempt to solve the problem?

- A. Check the user's account for the correct printing privileges.
- B. Reinstall the driver on the print server.
- C. Update the firmware on the commercial office printer.
- D. Run Windows Update on the affected computers.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 85

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 86

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 87

Which of the following has a P4 connector to provide a 12V output?

- A. Molex connector
- B. 24-pin adapter
- C. SCSI cable
- D. eSATA cable

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 88

An administrator connects to the company's cloud account and builds a server that is hosted in the cloud. The server will be used as a confidential database server for one of the company's core applications. The administrator is responsible for patching and updating the server OS.

Which of the following cloud models is this an example of?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 89

A user reports being unable to browse the Internet. A technician believes the cause of the issue is related to DNS.

Which of the following should the technician perform NEXT?

- A. Test the theory by attempting to browse to a website's known IP address.
- B. Implement preventive measures by manually assigning a DNS server to the PC.
- C. Identify the problem by running the command `ipconfig /flushdns`.
- D. Document the findings in the organization's local knowledge base.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 90

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 91

A technician wants the number of virtual machines hosting a web application in the public cloud environment to scale based on real-time traffic on the website.

Which of the following should the technician configure?

- A. Resource pooling
- B. Rapid elasticity
- C. Measured service

D. High availability

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 92

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 93

Virtual machines hosted in the cloud that are used by developers to code applications are an example of:

- A. FaaS
- B. BaaS
- C. PaaS
- D. SaaS
- E. IaaS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 94

Which of the following server types caches previously visited web pages for faster access in the future?

- A. Proxy server
- B. Web hosting server
- C. DNS server
- D. Branch cache server

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 95

Joe, a user, wants his desktop RAID configured to allow the fastest speed and the most storage capacity. His desktop has three hard drives. Which of the following RAID types should a technician configure to achieve this?

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 96

An employee's laptop will not power on. When the power button is pressed, the power light goes on and then suddenly off. A technician replaces the battery, and the laptop powers on. The employee works without issues until the end of the day, but the laptop presents the same problem the next morning.

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

- A. Swollen battery
- B. Damaged AC adapter
- C. Improperly seated RAM
- D. Cooling fan failure
- E. Imminent hard drive failure

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 97

A bank employee contacts the help desk for assistance with setting up a new computer. Which of the following peripherals will the technician MOST likely install alongside the device? (Choose two.)

- A. Magnetic reader
- B. Signature pad
- C. Flatbed scanner
- D. Web camera
- E. External storage drive

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 98

A technician is upgrading the RAM in a server-grade laptop for a company's Chief Executive Officer (CEO). The CEO cannot afford any downtime.

Which of the following is the BEST type of memory module to purchase?

- A. LRDIMM
- B. DDR4
- C. Parity

D. Dual channel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 99

Which of the following is the type of address a DHCP server assigns on a network?

- A. Dynamic
- B. Static
- C. APIPA
- D. MAC
- E. Default

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 100

A user brings a Windows laptop into the office and connects it to a wireless network. Upon connecting to the network, the user is prompted to select whether the network is a home, work, or public network. The user selects the work profile and is able to access the Internet but cannot access office network resources.

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

- A. The user's network card is malfunctioning.
- B. The user is connected to the wrong wireless network.
- C. The user's firewall is blocking access to the resources.
- D. The user put in the wrong credentials.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 101

A technician sets up a new printer on the network, allowing it to obtain an IP address. The technician records the IP address and sets up users to print using the information. The following Monday after powering on the printer, users report they can no longer print. After verifying users can access other network shares, the technician prints a configuration page and sees the IP address has changed.

Which of the following is the BEST method for the technician to ensure this will not happen again?

- A. Set up MAC filtering on the switch to ensure the printer gets the same IP.
- B. Set up the users to print using the newly assigned IP address.
- C. Create an IP reservation for the printer on the DHCP server.
- D. Statically assign the current IP address to the printer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 102

A client needs to upgrade the hard drive on a laptop and would like one that is fast and has drop protection.

Which of the following is the BEST option for the client?

- A. 5400rpm HDD
- B. 7200rpm HDD
- C. NVMe SSD
- D. Hybrid HDD/SSD

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 103

A user states the department laser printer continues to display a paper jam error message despite the jam being cleared.

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

- A. Check the paper path for blocked sensors.
- B. Replace the duplex assembly.
- C. Run the printer's internal diagnostics.
- D. Verify the pickup rollers are in working order.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



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