220-1001

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Exam A

QUESTION 1
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
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 3
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 4
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 5
Ann, an accountant, reports that after turning on her new laptop, she received a message stating her IP address is already in use on the system. She tried going back to her old desktop, which she now only uses for email, but received the same message. The technician checks the account and sees a comment that Ann requires a special network setup to connect to the banking software. Which of the following should the technician do to resolve the issue?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6
A 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 customer's son will use it to play games with friends.

Which of the following should the technician focus on to meet these requirements? (Choose two.)

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

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
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 8
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 9
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 10
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 11
An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chart 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 12
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 13
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 14
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 15
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 16
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 17
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 18
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 19
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 20
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: AB
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
Which of the following cloud computing concepts allows scalable services to be provided to the client?

A. On-demand
B. Metered
C. Rapid elasticity
D. Resource pooling

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
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 24
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 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 technician is setting up a new wireless network at a branch office that previously had only wired connectivity with statically assigned IP addresses. After setting up the network, the technician configures a server to provide IP addresses to wireless clients. During testing, the technician is unable to access the Internet or named network resources. The technician receives a valid IP address from the DHCP server and can ping the default gateway.

Which of the following should be technician check NEXT to resolve this issue?

A. Ensure the options are configured to provide a DNS server.
B. Verify the Windows Firewall is turned off.
C. Configure the wireless network's SSID to be hidden.
D. Enable file and printer sharing in the OS.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to the guest wireless network. However, when the user attempts to print to the printer, nothing happens.

Which of the following will resolve the issue?

A. Set up the user's computer to act as a print server.
B. Configure the printer to use the Internet printing protocol.
C. Ensure the user's computer is set to DHCP.
D. Connect the printer to the company wireless network.

Correct Answer: D

QUESTION 28
A user is having a problem with printing a specific document type.

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

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

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

Correct Answer: B

QUESTION 29
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

Explanation/Reference:

QUESTION 30
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 31
A customer accidentally drops a laptop while it is charging. The next day, the customer notices the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on even though it is connected to the power adapter.

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

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
A systems administrator is configuring a server to host several virtual machines. The administrator configures the server and is ready to begin provisioning the virtual machines.

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

A. Hypervisor
B. Disk management
C. Terminal services
D. Device Manager
E. Virtual LAN

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
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: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
A technician is setting up a Windows mobile device for a user who had trouble reading text on a previous device, especially at night.

Which of the following adjustments would be MOST appropriate?

A. Use the magnifier.
B. Increase the resolution.
C. Use haptic feedback.
D. Utilize text-to-speech.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
A technician is setting up a VM for use in testing software deployments. The VM is offline, but the hypervisor is not.

Which of the following settings should the technician change to resolve this issue?

A. Virtual security
B. Virtual storage
C. Virtual CPU
D. Virtual switch
E. Virtual RAM

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
A projector's image begins to flicker during a presentation. The laptop display does not produce this issue.

When a technician changes the resolution on the laptop, the issue persists. Which of the following is the NEXT step the technician should take?

A. Check the connectivity of the VGA cable.
B. Check the connectivity of the power cable.
C. Change the aspect ratio on the laptop.
D. Change the settings of the projector.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
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 38
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 39
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 40
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: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
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 42
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 43
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 44
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 45
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 OSs 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 recommend 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 46
A user is experiencing email problems and explains to a technician that all emails with graphics or images do not display the graphics.

Which of the following configurations would correct this behavior?

A. Change the email settings in antivirus.
B. Change the security settings of the email client.
C. Change the firewall security settings.
D. Change the email proxy settings.
E. Change the trusted sites in the browser settings.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47
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 48
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 49
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 50
A company offers several out-of-the-box computer configurations to its clients. A client requests several new computers for its newest location, which will be used by guests to check in upon arrival and fill out contact information. Which of the following configurations would BEST fit this customer's needs?

A. Touch-screen kiosk

B. Thick client

C. CAD workstation

D. Virtualized host computer

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 51
Which of the following ports are used for secure sessions? (Choose two.)

A. 22
B. 23
C. 25
D. 80
E. 110
F. 443

Correct Answer: AF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
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 53
A shipping department is having problems with its thermal label printer. Two columns on the left are not appearing on all labels. Which of the following should a technician do FIRST?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54
A technician is buying a laptop that will host three VMs running at the same time with the current configuration. The technician believes there might be a need to run several additional VMs in the near future. Which of the following resources would be the MOST important to upgrade to allow for the additional VMs?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
A technician is setting up a printer for a small office that does not have an RJ-45 jack. The users' computers are all in the same workgroup and are connected physically to the same network switch. The technician needs to make sure all users can print to the new printer through the switch. Which of the following should the technician configure?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
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 57
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 58
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: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
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 60
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 61
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 62
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 63
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 64
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 65

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 66
A systems administrator receives a notification from the RAID controller that the RAID 5 array is degraded. Upon logging into the server, the administrator sees that on logical disk 0, physical disk 2 has failed. Which of the following is the BEST course of action to take to resolve the problem?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
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 68
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 69
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

QUESTION 70
A user's smartphone has been slow recently. A technician sees the phone was purchased two months ago, and it is top of the line. About a month ago, a new OS update was installed. To address the issue, the technician runs a hardware diagnostic on the device, and it reports no problems. Which of the following is MOST likely the cause of the performance issue on the device?

A. Too many applications are running updates
B. The device is currently running in airplane mode
C. The internal memory is failing on the device
D. The OS update is too resource intensive for the device

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71
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: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72
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 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
Which of the following connects a PC to its default gateway?

A. NIC
B. Switch
C. Router
D. Cable modem

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
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. Enable airplane mode and then disable airplane mode

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77
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 78
Which of the following cloud computing concepts facilities automated server deployment?

A. NaaS
B. IaaS
C. PaaS
D. SaaS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79
Which of the following connector types can be plugged into a device both right-side up and upside down?

A. USB
B. USB-C
C. Mini-USB
D. Micro-USB

Correct Answer: B
Section: (none)

Explanation

Explanation/Reference:

QUESTION 80
A network administrator would like to increase network bandwidth to 1Gbps between two office buildings that are 0.5mi(805m) apart. Which of the following would be the BEST solution?

A. Fiber
B. Coaxial
C. Plenum
D. Cat 6

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
A user is experiencing issues synchronizing a smartphone. The user is able to connect to individual services, but each requires a different password. Which of the following needs to be configured to allow the user to access web services securely with a unique password?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
An end user is unable to connect to the network, and a technician has visually verified the lights on the back of the PC are active and there is no physical damage to the Ethernet jack. Which of the following tools should the technician use to continue troubleshooting the connection?

A. Punchdown tool

B. Tone generator and probe

C. Cable tester

D. Crimper

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83
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 84
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 85
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 86
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 87
A user reports a laserjet printer is not printing properly. A technician prints a test page and notices the toner is smeared on the page. The technician confirms the toner cartridge is installed correctly and the paper in the tray is the right size. Which of the following printer components is the MOST likely cause of the problem?

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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
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 89
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 90
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 property 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 91
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 92
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 93
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 94
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 95
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 96
A customer has two 8GB sticks of 2400-speed DDR4 installed in slots 1 and 2 of a computer and wants to add more RAM. The customer purchases two additional 4GB sticks of 3200-speed DDR4 and installs then in slots 3 and 4. While installing the RAM into the board, the user notices the board has "quad channel" etched

near the RAM slots.

Which of the following can be said about the user's channel configuration after upgrading the RAM?

A. The computer is utilizing one channel.
B. The computer is utilizing two channels.
C. The computer is utilizing three channels.
D. The computer is utilizing four channels.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97
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 98
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 99
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:

QUESTION 100
A technician is upgrading a user's smartphone and wants to move all of the applications and contact information quickly to the new device.

Which of the following connection types would work BEST to do this?

A. NFC
B. IR
C. OTG

D. Bluetooth

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 101
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 102
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 103
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 104
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 105
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 106
A customer has the LCD display in a laptop replaced. After the repair, the customer notices the laptop is showing a weaker WiFi signal than before the display was replaced.

Which of the following BEST explains the lower WiFi signal?

A. The antenna is too close to the screen's power inverter.

B. The new LCD panel is causing interference.

C. The digitizer is calibrated improperly.

D. The radio antennas are damaged.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 107
A technician has built a custom workstation for an end user. The end user reports that the workstation ran for a few minutes and then crashed. When the user subsequently boots the workstation, it crashes much more quickly.

Which of the following did the technician forget to do when building the workstation?

A. Apply thermal paste.

B. Connect the case fans.

C. Configure integrated GPU.

D. Overclock the CPU.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108
An end user brings in a laptop that no longer charges. A technician troubleshoots the laptop and notices it works while the power adaptor is plugged in but shuts down as soon as it is unplugged.

Which of the following is the NEXT best step to resolve this issue?

A. Plug the laptop into another power outlet.

B. Replace the power adaptor.

C. Replace the laptop's battery.

D. Plug the laptop into a UPS.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109
An instructor had been lecturing for 20 minutes and utilizing the overhead projection system, when the projector suddenly went blank. A technician was dispatched and was able to start the projector after several minutes; however, the screen went blank after briefly displaying the slideshow.

Which of the following would be the technician's NEXT best option?

A. Install a new bulb

B. Reseat the VGA cable

C. Reboot the laptop

D. Check the projector cooling fan

E. Adjust the projector's sleep settings

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
Which of the following BEST describes an email infrastructure that uses a local archive server cluster and publicly hosted email servers?

A. Private
B. Public
C. Hybrid
D. SaaS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
The IT department recently updated client computers for the graphics department. A user reports the new computer has not worked since it was set up; it makes unusual sounds when pressing the power button. A technician verifies the power cable works and the computer is connected properly to both data and power. The monitor powers on but only displays the message: `No source`.

Which of the following BEST explains the cause of this issue?

A. There is insufficient power to the computer
B. There is a blank screen on system boot
C. The computer is overheating
D. The error beep codes on POST

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 112
Which of the following connectors is commonly known as serial?

A. RG-6
B. RJ11
C. RS-232
D. BNC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 113
The documents from a workgroup laser printer are not printing correctly. Some of the print is missing, and the pages come out dusty.

Which of the following should a technician do to fix this issue?

A. Replace the low-voltage power supply
B. Replace the scanner assembly
C. Replace the formatter assembly
D. Replace the fuser assembly

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114
Which of the following IP addressing types is MOST likely to use an IP address starting with 169.254?

A. Static
B. APIPA

C. Link local

D. Dynamic

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
A developer wants to add a Windows 10 64-bit VM with the minimum system requirements to a virtual host workstation. The virtual host is running Windows Server 2008 R2 and has 24GB of RAM, a 1TB hard drive, and a Gigabit Ethernet NIC with Cat 5e cabling. The current configuration of VMs is as follows:

▪ Windows 7 VM with 4GB RAM and 200GB HDD
▪ Linux VM with 16GB RAM and 200GB HDD
▪ Linux VM with 2GB RAM and 100GB HDD

Which of the following should the technician recommend to the developer FIRST?

A. Increase the HDD in the virtual host

B. Install an additional NIC and configure teaming

C. Upgrade the network cabling to Cat 6

D. Increase the memory in the virtual host

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
Which of the following wireless networking protocols operates on the 5GHz band and provides data rates in excess of 750Mbps?

A. 802.11a

B. 802.11ac

C. 802.11b

D. 802.11g

E. 802.11n

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 117
An end user is building a small home media server. The user wants to be able to add and remove hard drives without powering down the server.

Which of the following should be enabled to allow for this?

A. NVMe
B. AHCI
C. ATAPI
D. UEFI

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 118
A company is terminating Cat 6 wiring at a 110 block.

Which of the following should be used?

A. A crimper
B. A cable stripper
C. A punchdown tool
D. A tone generator

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119
A workstation has RAID 1 and RAID 5 arrays. Although performance is not degraded, management software is reporting a hard disk failure.

Which of the following should a technician do NEXT?

A. Check one of the RAID 1 disks for failure
B. Rebuild the RAID 1 disks for failure
C. Check one of the RAID 5 disks for failure
D. Rebuild the RAID 5 array

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 120
A user is given a new tablet. When using the touch screen, the user reports the cursor highlights and selects items unintentionally. The issue does not happen when using an external mouse.

Which of the following should the technician do FIRST to resolve this issue?

A. Run the calibration utility
B. Disable the touch functionality
C. Update the touch-screen driver
D. Reinstall the OS

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 121
A small office wants to install a server that can provide name resolution for internal clients.

Which of the following server types would BEST accomplish this?

A. IDS
B. DHCP
C. UTM
D. DNS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 122
A technician receives a laptop from an end user who reports that some aspects of the image are left behind when applications are closed and persist until reboot. The technician also notices black dots throughout the screen. The technician recalibrates the display settings and updates the drivers for the display adapter, but the issue persists.

Which of the following is the laptop MOST likely experiencing? (Choose two.)

A. Artifacts
B. Distorted geometry
C. VGA degradation
D. Burn in
E. Dead pixels
F. Distorted image

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
A customer's workstation will not boot. A technician runs diagnostics on the system and discovers it is set up in a RAID 0 configuration, and a single SATA hard drive has failed. The system was set up for performance. Once repaired, the customer requests redundancy be built into the system and an increase in performance.

Which of the following describes how the technician should set up the new RAID configuration?

A. RAID 1 configuration that will utilize new SSD
B. RAID 5 configuration that will allow the loss of a hard drive without failure
C. RAID 6 configuration that will allow the loss of two hard drives without failure
D. RAID 10 configuration utilizing new HDD

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 124
Which of the following is the minimum category cable that supports 1000Mbps speed?

A. Cat 3
B. Cat 5e
C. Cat 6
D. Cat 6e

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 125
Which of the following is considered a connectionless protocol?

A. UDP
B. TCP
C. Telnet
D. DNS

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 126
A user needs access to a shared mailbox inside the mobile mail application through the company's cloud-based email service.

Which of the following protocols is required to make this possible?

A. IMAP
B. S/MIME
C. SMTP
D. SNMP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 127
Which of the following cloud models would MOST likely be described as a service in which the customer has no responsibility for application patching?

A. IaaS
B. SaaS
C. Private cloud
D. PaaS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 128
Which of the following cloud-based services gives customers the ability to scale resources as needed?

A. Resource pooling
B. Rapid elasticity
C. Measured service
D. Hybrid cloud

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 129
A small office in a remote area is considering a new ISP.

Which of the following broadband types is based on the distance to the nearest central office?

A. Satellite
B. Fiber
C. Cable
D. DSL

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 130
A technician is building a Windows server to meet the specific needs of a user. The user needs to house a replica of a very large SQL database to be able to query the database locally.

Which of the following drive configurations would BEST meet the requirements while providing the maximum amount of performance and storage?

A. OS disk: 128GB M2
   Data disk: 4TB 7200rpm HDD
B. OS disk: 256GB 5400rpm HDD
   Data disk: 1TB 5400rpm HDD
C. OS disk: 512GB 15000rpm HDD

Data disk: 64GB M2
D. OS disk: 1TB 7200rpm HDD
   Data disk: 128GB 10000rpm HDD

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 131
After replacing a failed mother board in a user's computer, the technician receives a report that the computer is behaving erratically. The user states the computer shuts down randomly throughout the day and freezes frequently. The technician performs a memory diagnostic, and it reports no issues.

Which of the following should the technician check NEXT in troubleshooting this issue?

A. Reseat the memory and reset the BIOS to default settings
B. Add heat sinks to each installed memory module
C. Enable overclocking functionality in the BIOS
D. Ensure all case fans are plugged in and working

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 132
When configuring a VM, which of the following devices MOST likely needs to be configured to allow the VM access to other client VMs on the same host?

A. Virtual switch
B. Host
C. Hypervisor
D. Workstation NIC

Correct Answer: A
Section: (none)
Explanation

QUESTION 133
A technician is setting up a server to provide access to the LAN and Internet.

Which of the following server roles would accomplish this task? (Choose three.)

A. File server
B. Print server
C. Web server
D. DNS server
E. DHCP server
F. SQL server
G. Email server
H. Proxy server

Correct Answer: DEH
Section: (none)
Explanation

QUESTION 134
A user is participating in a weight-loss challenge and needs to keep track of fitness activities, locations, distances, and calories burned during a specific time period.
The user wants to be able to listen to music while participating in the challenge.

Which of the following would the user MOST likely need to purchase to meet these requirements?

A. Smartphone
B. Fitness application
C. AR headset
D. Fitness tracker

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 135
A user reports being unable to print to a network-based all-in-one printer. The issue consistently appears after power outages.

Which of the following should a technician perform to resolve the issue?

A. Run Windows Update on the user's machine
B. Disable the firewall on the user's machine
C. Set a static IP address on the printer
D. Reinstall the printer with vendor-provided drivers

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 136
A technician is troubleshooting an issue with a printer that is directly attached to a user's workstation. The printer is powered on but will not print. The user claims nothing has changed on the computer, and the printer was working earlier in the day.

Which of the following should the technician do NEXT to determine the cause of the issue?

A. Order a new printer for the user and decommission the current printer
B. Update the printer drivers in the workstation's OS
C. Physically examine the workstation and printer for any obvious issues
D. Reseat all the printer cables and restart the user's workstation

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 137

A company is concerned about the security of sensitive data on a laptop a user frequently takes off-site.

Which of the following enables hardware encryption to secure user data?

A. BIOS password
B. Hibernation mode
C. Trusted Platform Module
D. Screen-saver lock

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 138
After a new laser printer was installed, users began reporting issues. Duplicate copies of print jobs were not delivering fully separated copies; instead, similar pages were being stacked. Which of the following settings MOST likely needed to be checked to correct this issue?

A. Collation
B. Duplexing
C. Orientation
D. Quality

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 139
Which of the following network servers would be MOST useful in translating a URL into an IP address?

A. Print server
B. DNS server
C. Mail server
D. DHCP server

E. Web server

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 140
Ann, a user, reports the 20GB hard drive on her VM is full. She frequently has to delete files so the machine is usable again. Ann would like access to a machine with a larger hard drive. Aside from the drive being too small, the machine works perfectly for Ann. A technician checks the virtual host and sees it has about 400GB of available disk space.

Which of the following should the technician do to resolve the problem quickly?

A. Go into the hypervisor and increase the size of the hard drive.
B. Spin up a new VM for Ann with a larger hard drive.
C. Move the VM to another virtual host with more resources.
D. Upgrade the hard drive in the virtual host machine.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 141
A technician is using PXE to upgrade the OS in a lab that has new and old computers. The new devices can obtain a DHCP address but fail to locate the PXE server. The old computers can locate the PXE server and upgrade the OS as required. Which of the following is MOST likely preventing the new computers from booting to PXE?

A. LoJack security
B. BIOS password
C. Drive encryption
D. Secure Boot

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 142
An end user's laptop has a USB mouse connected. The user removes the USB mouse to pack up at the end of the work day. Before shutting down, the user tries to check a document but finds the built-in peripherals no longer work. Which of the following would BEST resolve this issue?

A. Check the keyboard layout in Settings.
B. Check the touch-pad settings.
C. Check the power management settings.
D. Check that the function key is not stuck.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 143
A technician is building a workstation with 8GB of RAM that will host a VM. The VM will be used to test software installations prior to mass deployment. The workstation will also serve the installation files and packages necessary to install applications remotely on networked devices that have passed the testing process. Which of the following hardware components are needed for the setup to function as required? (Choose two.)

A. Network interface card
B. Secure boot
C. Single-core CPU
D. CPU virtualization support
E. Additional RAM
F. Hyperthreading

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 144
Which of the following connectors would MOST likely be found on an RG-6 cable?

A. Molex
B. DB9
C. BNC
D. RJ45

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 145
A technician is configuring a new desktop and wants to implement full disk encryption. When attempting this task, the technician gets an error stating the device cannot be encrypted. Which of the following does the technician need to enable so the drive can be encrypted?

A. BIOS
B. TPM
C. EFS
D. UEFI

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 146
Which of the following interfaces uses DB9 and DB25 connectors?

A. RS-232
B. USB-C
C. eSATA
D. USB

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 147
A customer purchased a device that can perform routing tasks, firewall tasks, deep packet inspection, and antivirus scanning. Which of the following devices did the customer purchase?

A. Proxy server
B. DHCP server
C. UTM appliance
D. IPS appliance
E. IDS appliance

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 148
A technician is selecting a long VGA cable to run through the walls and ceiling to a projector. Which of the following cable features will help minimize interference with the video signal?

A. Ferrite core
B. Copper conductors
C. Plenum
D. Fiber

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 149
A developer downloaded and installed a new VM on a hypervisor to test a piece of software following the release of an OS patch. After installing the VM, the developer is unable to download updates from the vendor. Which of the following should the developer check?

A. The hypervisor's security configurations
B. The organization's security policies
C. The guest OS network settings
D. The resource requirements

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 150
A customer purchased a new laptop and wants to upgrade its storage space. The customer is having difficulty identifying the hard drive in the unit. There does not appear to be a place for a 2.5in drive, but something similar in size to a stick of RAM is screwed in parallel to the motherboard. Which of the following drives does the customer need to purchase to upgrade the storage?

A. 3.5in drive
B. 5400rpm drive
C. RAID drive
D. M.2 drive

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 151
A company requires an internal network device that can assign network addresses and configure the next hop for network hosts. Which of the following network protocols must this device provide?

A. DNS
B. SMTP

C. DHCP
D. SNMP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 152
A user is unable to print to a printer on the network. When a technician runs the `ping` command, the technician receives a response. However, the hostname is not correct when the technician runs the `nslookup` command. Which of the following BEST describes the issue the technician is seeing?

A. A missing subnet mask
B. An IP address conflict
C. An incorrect default gateway
D. A DHCP timeout

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 153
Users in a print room have a new high-end laser printer. They set the printer to print on both sides of the paper by default. They initiated several print jobs, but none of the jobs printed. Which of the following settings should a technician check to resume printing?

A. Spooler
B. Draft
C. Duplex
D. Collate

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 154
A user has returned to headquarters from a remote office and is unable to connect a laptop to the office wireless network. After verifying that the user's laptop is permitted to connect to the headquarters wireless network, the technician should confirm:

A. if airplane mode is turned off.
B. if the laptop has an APIPA address.
C. if a check for IP conflicts is complete.
D. if proxy server settings are disabled.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 155
A technician receives a call from a user who dropped a laptop and cracked the screen. The user needs it replaced quickly. The technician has to ensure the correct stock parts are in the storeroom. Which of the following components would the technician MOST likely need to repair the user's laptop? (Choose two.)

A. Webcam
B. Microphone
C. Video adapter
D. Bezel
E. Speaker
F. LCD

Correct Answer: DF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 156
A technician needs to build a cloud solution with the following parameters:

- Predictable cost
- Easy expansion of resources
- Ability to control every aspect of the environment

Which of the following would be the BEST solution for the technician to implement?

A. Hardware as a service

B. Platform as a service

C. Software as a service

D. Hybrid cloud

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 157
A technician needs to select and install network cabling in an office ceiling. The technician was told the space above the ceiling is part of the air conditioning return system. Which of the following cable features is MOST likely to be a safety requirement?

A. Plenum insulation

B. Category number

C. Transmission limitations

D. Shielded twisted pair

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 158
A user experiences a paper jam when printing a 500-page, double-sided report. A technician clears the paper jam and inspects the printer for any remaining paper. The technician then powers the printer off and back on. The printer's LCD display says it is ready, and all cables are securely connected. The user attempts to print the report again, but the printer still does not print. It also shows no indication of any change. Which of the following troubleshooting steps should the technician attempt FIRST?

A. Replace the drum and toner for the printer.

B. Remove the printer memory and reseat it in the socket.

C. Disassemble the printer body and look for further paper jams.

D. Restart the print spooler service and inspect the queue.

E. Try reinstalling the print driver for the printer.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 159
An application is not responding on a user's workstation. After doing some research, a technician determines the drive is out of space. Which of the following should the technician do NEXT?

A. Implement storage alerts to be notified if it happens again.

B. Run diagnostics and review the system logs.

C. Ask the user what happened before the application stopped responding.

D. Identify files that can be deleted or removed.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 160
A user reports the laser printer has stopped printing. When performing a test print, the page comes out mostly blank with ghosting images. A technician verifies a new toner cartridge was installed several weeks ago. There are no errors in the system's log. Which of the following is the MOST likely reason for the printer issue?

A. There is no connectivity between the printer and the computer.

B. The fuser has failed and requires replacement.

C. Printer drivers are not installed on the computer.

D. There is a stuck print job in the print queue.

Correct Answer: B

QUESTION 161
An executive assistant needs a new computer, and it must have the following features:

▪ Very small footprint and minimal power use
▪ Automatic backup
▪ Option to rapidly increase memory and available resources
▪ Ability to print and access network and cloud resources

Which of the following computer types would BEST meet these requirements?

A. Laptop
B. Desktop
C. Virtual desktop
D. Mini PC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 162
A technician identifies an incorrectly terminated network cable as the cause of intermittent network drops. Which of the following tools should the technician use to reterminate the network cable?

A. A crimper
B. A loopback plug
C. A cable tester
D. A multimeter

Correct Answer: A
Section: (none)
Explanation

QUESTION 163
A business owner wants to filter objectionable content from being accessed with an Internet browser. Which of the following network devices would be BEST suited for this task?

A. IPS
B. Web server
C. Firewall
D. Proxy server

Correct Answer: D
Section: (none)
Explanation

QUESTION 164
A technician is setting up a Windows 10 laptop as a kiosk at a retail store. Which of the following account types would the technician MOST likely use to configure the machine?

A. Local administrative account
B. Local standard account
C. Corporate standard domain account
D. Corporate administrative domain account

Correct Answer: B
Section: (none)
Explanation

QUESTION 165
A user is configuring a mobile device to retrieve email from an ISP. In the process of verifying the connection, the user receives a message stating the outbound connection cannot be completed. Which of the following BEST describes the user's connection trouble?

A. SMTP port numbers need to be reconfigured.

B. An alternate IMAP server needs to be selected.

C. POP3 needs the SSL state reconfigured.

D. The user needs to connect using SNMP.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 166
A technician received a call that the network printer was printing garbled text. The technician printed a test page from several users' workstations and received the same result. The technician then ran a diagnostic on the printer, and everything passed. After uninstalling the printer from a user's workstation and then reinstalling it, the printer is now working properly. Which of the following was the cause of this issue?

A. The font was changed by the user in the printing preferences.

B. There were several print jobs hung in the queue.

C. The toner level in the printer was extremely low.

D. Drivers on the users' workstations were out of date.

E. The print server spooler file was corrupt.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 167
Which of the following types of peripheral devices can be used to authenticate users on a computer system and provide access into a building?

A. Smart card

B. QR scanner

C. Number pad

D. ADF

Correct Answer: A

QUESTION 168
A technician is installing an optical drive in an engineering workstation that allows for optical media backups up to 128GB for each project. Which of the following drives should the technician install in the workstation?

A. DVR-RW DL
B. BD-R
C. LTO-2
D. CD-RW

Correct Answer: B

QUESTION 169
A user has a red X in the taskbar on a VM where Internet connectivity is usually located. Which of the following should be checked FIRST if all other operations are working normally on the VM?

A. Patch level of the host
B. Proxy server
C. Virtual switch
D. BIOS

Correct Answer: C

QUESTION 170
A user powers on a laptop and receives a message that it is under power. Which of the following should the user check FIRST?

A. The surge protector
B. The power cord
C. The power adapter
D. The power cable length

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 171
Which of the following cable types would MOST likely be used for a gigabit Ethernet connection on a desktop?

A. RG59
B. SATA
C. IDE
D. UTP

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 172
Which of the following describes the network type that is created when connecting a Bluetooth headset to a cell phone?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 173
A customer is experiencing issues connecting to a server over the network during normal business hours. Historically, the connection has worked fine, but it has become intermittent over the past 24 hours. Sometimes the share is available, and sometimes the customer gets an error. A technician researches the issue and discovers a new IT vendor visited the customer's site and installed some new computer equipment without consulting the internal team. Which of the following represents the MOST likely reason the customer is having issues connecting to the server?

A. A server was taken offline for routine maintenance.
B. There is an IP address conflict on the network.
C. A firewall is blocking the SMB ports.
D. Disabled legacy protocols need to be updated.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 174
A company wants to cost-effectively improve efficiency in navigating to client sites and reduce cellular data costs. Which of the following actions would be BEST to meet these requirements?

A. Issue stand-alone GPS units.
B. Buy phones with mapping software.
C. Purchase cars with built-in navigation.
D. Purchase new laptops with mapping software.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 175
A technician creates a VM in a public cloud to test a new application and then deletes the VM when finished. Which of the following BEST describes this type of

cloud environment?

A. Community
B. Elastic
C. Hybrid
D. On-demand

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 176
Which of the following can be used to manage a smart thermostat?

A. SFTP
B. RDP
C. WiFi
D. NFC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 177
Joe, a user, cannot access the network shared drive after network maintenance was performed. A technician verifies there is a valid IP address; however, the device is not on the correct subnet. The device must continue to be accessible by a third party. Which of the following actions should the technician take to BEST resolve the issue?

A. Remove and replace the NIC.
B. Release and renew the computer's DHCP assignment.
C. Change the mask on the computer and reboot.
D. Assign a new port on the switch to the user.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 178
The performance of a user's PC has been degrading over time. The PC currently emits a strong odor and turns off after 15 minutes of use. A technician visually inspects the PC and notices it has distended capacitors. Which of the following should the technician do to BEST remediate the issue?

A. Replace the hard drive.
B. Replace the motherboard.
C. Replace the CPU.
D. Replace the memory.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 179
A user needs to set up a cloud environment that can scale up quickly based on resource utilization. Which of the following does the user need to configure?

A. Hybrid cloud
B. Metered service
C. Rapid elasticity
D. Resource pooling

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 180
A technician is connecting an LCD projector to a laptop. The image displayed by the projector does not align properly with the top corners. The laptop screen is

black, preventing the technician from changing the resolution settings on the computer. Which of the following is MOST likely affecting the projector's display?

A. Distorted geometry
B. No image displayed
C. VGA mode function
D. Disconnected cable

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 181
A SOHO wants to reduce printing costs. Which of the following forced configurations would BEST accomplish this goal?

A. Duplex printing
B. Portrait orientation
C. Decreased resolution
D. Forced collating

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 182
A technician needs to set up a desktop so a programmer can write applications for mobile operating systems. This will require the installation of:

A. a CPU that supports hyperthreading,
B. a Trusted Platform Module.
C. mobile device management.
D. emulator software

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:

QUESTION 183
A user is looking for software that can overlay information on objects seen through the camera of a mobile device. This is an example of.

A. augmented reality.
B. virtual reality.
C. geotagging.
D. artificial intelligence.
E. object character recognition.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 184
A technician is building a new PC and needs to install RAM. The motherboard has four slots, which are grouped in pairs. Which of the following types of RAM would be MOST appropriate?

A. Single channel
B. Dual channel
C. Triple channel
D. Quad channel

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 185
Ann, a user, reports she cannot view any emails from last year on her new smartphone. A technician checks Ann's webmail and confirms emails are present in the inbox on the account, but they are not available on her phone. The email server settings are configured correctly on the phone. Which of the following steps should

resolve the problem?

A. Change the synchronization frequency to push only.
B. Install and configure a third-party email application on the phone.
C. Perform a factory reset of the phone and reconfigure email.
D. Increase the number of days email is synced to the phone.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 186
A technician needs to connect a user to a network share on the server. Which of the following ports should the technician allow through the firewall?

A. 67
B. 137
C. 143
D. 445
E. 3389

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 187
A user is experiencing slow performance on a workstation. A technician investigates and speculates the performance issue is being caused by an excessive number of background services running at startup. The technician troubleshoots the issue, and then finds and disables many services that have been running at startup. Next, the technician informs the user the remediation is complete. The following morning, the technician receives a call from the same user reporting performance is still slow. Which of the following troubleshooting steps did the technician MOST likely fail to complete?

A. Establish a theory of probable cause.
B. Identity the problem.
C. Verify full system functionality

D. Document findings, actions, and outcomes.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 188
A user wants to build a new home computer that will be used exclusively for the latest offline games. The user consults with a technician on the best hardware to purchase. The user has already picked out the CPU, GPU, RAM, and motherboard, but is unsure what else is important to achieve top performance. Which of the following should the technician suggest? (Choose two.)

A. IDE connectors
B. PCIe slots
C. TPM unit
D. Liquid cooling
E. Gigabit NIC
F. Thermal paste
G. Virtualization

Correct Answer: BF
Section: (none)
Explanation

Explanation/Reference:

QUESTION 189
A technician recently installed a new router. Since the installation was completed, a user's PC loses network connectivity when another user's PC comes online. Which of the following commands are BEST for the technician to run to resolve this issue? (Choose two.)

A. `ipconfig / renew`
B. `ipconfig / all`
C. `ipconfig / flushdns`
D. `ipconfig / registerdns`
E. `ipconfig / release`
F. `ipconfig / displaydns`

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 190
A vendor connects a laptop to the projector for a presentation but notices the projector is not listed as a display in the display properties. Which of the following troubleshooting steps should be done FIRST?

A. Ensure the projector is on.
B. Install the projector drivers.
C. Update the graphics drivers.
D. Verify laptop compatibility.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 191
Which of the following colors is used to designate a USB 3.0 connector?

A. Blue
B. Black
C. Green
D. White

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 192

A technician is deploying PCs in a new office that has both wired and wireless connectivity. The deployment must be competed quickly, since the office is scheduled to open soon. Which of the following must the technician perform to ensure the devices are ready for use when the newly hired employees arrive? (Choose two.)

A. Create system policies and configurations.
B. Set up local accounts per station.
C. Set up mailbox quotas per account.
D. Install the OS and applications.
E. Synchronize user files to the cloud.
F. Map the network drives.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 193
Static addressing was replaced with dynamic addressing during network maintenance. Following the maintenance, multiple users began reporting connectivity issues. A technician sees the following when checking the address assignments on a user's workstation:

```
IP address     169.254.1.2
```

The technician attempts to run commands that will force the PC to request a new IP address, but the technician receives the same address. Which of the following should the technician do NEXT?

A. Run the command `ipconfig/flushdns` to force the PC to use the DNS server for its next request.
B. Switch the PC to the wireless network to get the users back to work.
C. Replace the network cable from the PC to the wall jack.
D. Check the DHCP server to ensure the scope is large enough for all users.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 194
Which of the following cloud computing concepts is used to describe online providers that serve multiple clients with scalable services, such as access to a large

number of CPUs and memory from multiple resources?

A. Rapid elasticity
B. Measured service
C. Cloud file-storage service
D. Resource pooling

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 195
Immediately after a small company implemented VoIP telephony, users began reporting dropped calls. Large files and videos are being transferred on the same network as the VoIP phones. Which of the following should the network administrator do to prevent dropped calls? (Choose two.)

A. Implement QoS.
B. Increase MTU.
C. Implement download quotas.
D. Update phone firmware.
E. Move VoIP phone sets to different VLAN.
F. Configure a separate DNS server for the VoIP phones.

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 196
A technician installed a new printer for a client and successfully printed a test page. The next day, the customer reports there are garbled characters on printed pages. The technician questions the user and discovers OS updates were applied overnight. Which of the following should the technician check NEXT to troubleshoot the issue?

A. If the device appears in the Device Manager
B. If the correct printer driver is selected

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C. If the printer's onboard memory is low

D. If the Windows Print Spooler service is running

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 197
Which of the following can be used to extend a wired network using an adapter and electrical outlet?

A. Layer 3 switch

B. Patch panel

C. Ethernet over power

D. Repeater

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 198
A laser printer feeds multiple pages through at the same time. Some of the pages have poor image quality, and many of the pages have toner that is easily smeared on the finished page. Which of the following should a technician order to fix the issues with the printer?

A. Paper tray

B. Corona wire

C. Maintenance kit

D. Toner cartridge

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 199
A customer works from home and uses business applications on a basic workstation. The customer wants to turn the workstation into a gaming workstation. Which of the following components would need to be installed to accomplish this task?

A. A hypervisor
B. A TPM solution
C. A high-end processor
D. A RAID 1 array

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 200
A technician needs to run cabling from the patch panel to a new breakout box. Which of the following should the technician use to connect the cable to the jack at both the new location and the patch panel in the network wiring closet?

A. Wire crimper
B. Multimeter
C. Punchdown tool
D. Cable tester

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 201
A workstation's RAM is being upgraded to 24GB. The system has six RAM slots supporting DDR4 dual-channel, with a maximum of 32GB total system memory. Which of the following configurations will maximize system performance?

A. Two 4GB DDR4 chips and one 16GB DDR4 chip
B. Two 8GB DDR4 chips and one 8GB DDR4 chips
C. Four 8GB DDR2 chips
D. Six 4GB DDR4 chips

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 202
A virtual environment in which an application uses memory and a processor from a provider based on a leased rate that depends on the amount of resources used per month is referred to as:

A. virtual application streaming service
B. metered service
C. resource pooling
D. SaaS

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 203
The marketing department received a laser printer from the finance department. The marketing department wants to connect the laser printer to the Ethernet network, but it has no physical network jack. Which of the following should a technician try FIRST to connect this printer to the network?

A. Install an integrated print server.
B. Order the appropriate printer model for the department.

C. Connect the printer to a serial A/B switch.
D. Contact the vendor for a firmware update.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 204
Which of the following wireless standards provides the HIGHEST bandwidth?

A. 802.11a
B. 802.11ac
C. 802.11b
D. 802.11g

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 205
A company is hosting a Windows email server on its premises. Company policy is to use encryption on incoming an outgoing email services. An administrator recently upgraded the company's firewall. Users report they can receive email, but no one can send email. Which of the following ports should the administrator open on the new firewall?

A. 21
B. 80
C. 389
D. 465

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 206
A small business owner purchased an MFP and would like customers to be able to print from their mobile devices. However, customers should not be granted access to the wireless network. Which of the following should the business owner enable? (Choose two.)

A. AirPrint
B. Parallel
C. NFC
D. Serial
E. USB
F. Bluetooth

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 207
A customer travels often and needs to connect a laptop to the home office server. The customer wants to use a cell phone data connection but has connected to the wrong network in the past. Which of the following would work BEST to ensure a secure connection through the cell phone?

A. Bluetooth with PIN
B. Tethering with USB
C. Hotspot with WPA
D. Public WiFi with password

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 208
A user's laptop is not connecting to the company's file server. The user provides the following network information from the laptop:

```
SSID: CompanyWiFi
Physical address: 00-01-02-03-04-0A
IPv4 address: 169.254.1.22
Subnet mask: 255.255.0.0
```

Which of the following is MOST likely causing the issue?

A. DHCP error
B. IPv4 conflict
C. No WiFi connection
D. MAC filtering

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 209
Which of the following explains how a cloud computing provider is able to provide scalable services to several different clients?

A. Synchronization
B. Measured service
C. Resource pooling
D. On demand

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 210
A customer wants to store archived data on inexpensive optical media that will then be placed in a safe. According to the customer, each runoff of data will be between 2GB and 3GB. Which of the following devices does a technician need to install for the customer?

A. DVD-RW drive

B. CD-RW drive
C. Blu-ray drive
D. M.2 drive
E. NVMe drive

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 211
A technician is setting up a new workstation. The technician wants to make sure the workstation will not load the OS if a portable hard drive is connected to it. Which of the following should the technician configure?

A. Trusted Platform Module
B. Secure boot
C. Legacy mode
D. Drive encryption

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 212
A technician is building out a small retail shop. The owner wants all the cash registers to remote into a server in the back of the shop rather than running an OS locally. Which of the following should the technician install for the registers?

A. Thin clients
B. Portable mobile devices
C. Touch screen kiosks
D. Laptops with docking stations

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 213
A technician is deploying a wireless access point for streaming 4K videos and online gaming. Which of the following wireless frequencies is MOST appropriate in this scenario?

A. 2.4GHz
B. 5GHz
C. 900MHz
D. 1300MHz

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 214
A user is not receiving emails on a laptop. A technician is able to send emails using the local client; however, no new emails are being received. The POP3 and SMTP settings in the corporate email configuration look correct. The technician notices a new antivirus program was installed on the machine recently. Which of the following is MOST likely causing the problem?

A. The POP3 port is being blocked.
B. The email password stored is incorrect.
C. The user needs to enable TLS.
D. The user is not connected to the Internet.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 215
A computer has a static address configured and is able to connect to resource on the same VLAN but is unable to access resources on other VLANs. Which of the

following should be configured to allow this communication?

A. Hub
B. Bridge
C. Router
D. Access point
E. Repeater

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 216
A technician is troubleshooting a corporate Windows PC that has a distorted image on the monitor. The user states the PC was working fine yesterday. Other computers are having the same issue. Which of the following should the technician do FIRST?

A. Check the BIOS firmware revision level.
B. Update the graphic drivers to the latest version.
C. Check with the IT department to see if any updates were pushed out.
D. Ask the users to reboot their computers to see if the problem clears.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 217
The wireless feature of a user's laptop has stopped working. A technician replaces the wireless card, but the wireless range is now very limited. The technician removes the case. Which of the following should the technician do NEXT?

A. Update the drivers for the wireless card.
B. Replace the wireless antenna.
C. Check for an updated BIOS.
D. Verify the antenna connection.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 218
A technician receives a laptop due to its low performance and intermittent S.M.A.R.T. errors on boot up. Which of the following is the NEXT step the technician should take to diagnose the issue?

A. Low-level format the existing drive.
B. Repair the OS installation on the existing drive.
C. Immediately replace the failing drive.
D. Copy the user's profile folder to an external drive.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 219
A user is having difficulty using a personal all-in-one printer. When the user scans a single-page document in flatbed mode, the scan appears correctly; however, when using the printer's document feeder, the scan has a vertical line going across the page. Which of the following should a technician perform FIRST to resolve this issue?

A. Replace the printer's ADF.
B. Install a pickup roller replacement kit.
C. Clean the separation pad.
D. Use a microfiber cloth to clean the glass.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 220
A technician needs to configure a high-end workstation with four hard drives for redundancy. The customer wants the end result to have the highest capacity possible but sill have the ability to survive a drive failure. Which of the following RAID levels should the technician configure to accomplish this?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 221
A technician receives a smartphone that has been experiencing screen-related issues. The display is barely visible, and the battery indicates the charge level is very low. The technician connects the device to a power source, but the screen remains dim. Which of the following should the technician perform FIRST to resolve the issue?

A. Enable airplane mode on the smartphone.
B. Reset the smartphone to factory settings.
C. Manually restart the smartphone.
D. Remove and reinsert the smartphone's battery.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference: