



# CompTIA

## Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

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**NEW QUESTION 1**

- (Topic 2)

A user on the marketing team uses various multimedia applications that consume a lot of memory. The user needs to install more RAM to run these applications effectively. When the user opens the computer case, the user sees four slots in two sets of colors. Which of the following memory types is MOST likely required?

- A. Dual-channel
- B. Triple-channel
- C. Single-channel
- D. Quad-channel
- E. Error correction code RAM

**Answer:** A**Explanation:**

The two sets of colors on the motherboard indicate that it supports dual-channel memory, which doubles the bandwidth available to the memory controller. Dual-channel memory requires two identical memory modules to be installed in pairs in the correct slots to work effectively. In this case, the user can install two identical RAM modules to enable dual-channel memory, which will provide better performance when using multimedia applications that consume a lot of memory.

**NEW QUESTION 2**

- (Topic 2)

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

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

**Answer:** B**Explanation:**

If the touch-screen features on a Windows device have stopped working, a technician should check the Tablet/PC settings. The Tablet/PC settings contain options for configuring the touch-screen features on a Windows device. By checking the Tablet/PC settings, the technician can ensure that the touch-screen features are enabled and configured correctly.

If the touch-screen features on a Windows device have stopped working, a technician should check the Tablet/PC settings. The touch-screen settings may have been disabled or there may be a driver issue that needs to be resolved. References: CompTIA A+ Certification Exam Guide, pg. 536

**NEW QUESTION 3**

- (Topic 2)

A technician is troubleshooting a point-of-sale printer that is printing blank receipts. Which of the following should the technician do to resolve the issue?

- A. Verify the correct type of paper is loaded.
- B. Install the latest print driver.
- C. Check to see if the default printer has been changed.
- D. Ensure the printer is connected to power.

**Answer:** A**Explanation:**

Verifying the correct type of paper is loaded is the best solution for resolving the issue of blank receipts being printed by a point-of-sale printer. Some receipt printers require a specific type of paper, and using the wrong type can result in blank receipts. References: <https://www.techwalla.com/articles/what-are-the-causes-of-blank-receipts-from-a-printer>

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Verify the correct type of paper is loaded. If a point-of-sale printer is printing blank receipts, one possible cause could be that the wrong type of paper is loaded in the printer. Thermal printers require thermal paper to print properly. If regular paper is loaded instead of thermal paper, the printer will not be able to produce an image on the paper and will print blank receipts.

**NEW QUESTION 4**

- (Topic 2)

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

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

**Answer:** A**Explanation:**

Every computer has a CMOS battery and when you remove that battery, your computer will work almost the same as before. The only difference is you won't be able to save any settings in the BIOS, which includes the date and time. If your PC is not booting after removing CMOS, you need to make sure that you have your CPU and RAM connected because it's not possible for your system to boot without those. Your motherboard and computer will be able to boot just fine even without a CMOS battery present. The only issue is all your BIOS settings will be reset and the time and date will be inaccurate. You will also be unable to save BIOS settings.

#### NEW QUESTION 5

- (Topic 2)

A hardware technician is configuring a laptop, and the network administrator requires the network settings to be static. The technician successfully pings the servers by IP address but cannot ping the UNC path. Which of the following is the cause of this issue?

- A. Domain Name System
- B. Gateway
- C. Subnet
- D. IP address

**Answer:** A

#### Explanation:

The cause of the issue is likely due to a DNS resolution issue. While the technician can ping the servers by IP address, they cannot ping the UNC path, indicating an issue with the name resolution. This can be resolved by configuring the correct DNS server settings.

#### NEW QUESTION 6

- (Topic 2)

A user has decided to build a new computer with parts purchased from a popular online vendor. The user has referenced online resources to assemble the unit. However, when the user presses the power button, the new computer does not load the operating system's installer. Instead, the onboard speaker beeps and immediately reports an issue on the screen. Which of the following is the MOST likely issue with the new build?

- A. The user did not plug in the processor's fan.
- B. The user did not apply thermal paste to the CPU.
- C. The user did not seat the GPU correctly.
- D. The user did not install the power supply.

**Answer:** A

#### Explanation:

If a computer is not booting and the onboard speaker emits beeps, it can indicate a hardware issue. One of the most common causes of beep codes is overheating, which can occur if the processor's fan is not properly installed and running. The processor's fan is responsible for cooling the processor and preventing damage to the internal components.

#### NEW QUESTION 7

- (Topic 1)

A user brings an older laptop to the help desk and reports issues with the keyboard. Upon inspection, the technician does not see any external damage but notices that many keystrokes do not register in a word processor. The laptop works fine when the technician tests it with an external keyboard. Which of the following actions would MOST likely resolve the issue?

- A. Disable the sticky keys feature.
- B. Clean the keyboard.
- C. Reset the BIOS settings to default.
- D. Charge the laptop.

**Answer:** B

#### Explanation:

The most likely action that would resolve the issue is to clean the keyboard. Sometimes dust, hair, and other debris can affect keyboard functionality. The technician can try to clean the keyboard as much as possible, which may be enough to get the keyboard back in working order.

#### NEW QUESTION 8

- (Topic 2)

A user is researching hard drives to upgrade a PC and has decided to purchase a NVMe drive. Which of the following should the user confirm are available on the PC before making the purchase? (Select TWO).

- A. SATA
- B. M.2
- C. PCIe
- D. SAS
- E. SCSI
- F. DRAM

**Answer:** BC

#### Explanation:

NVMe (Non-Volatile Memory Express) drives are high-speed solid-state drives that utilize the PCIe (Peripheral Component Interconnect Express) interface to connect to the motherboard. Before purchasing an NVMe drive, the user should confirm that the PC has an available M.2 slot for the drive and that the PC has a PCIe interface for the M.2 slot. SATA (Serial ATA) is an older interface for hard drives and is not compatible with NVMe drives. SAS (Serial Attached SCSI) is a newer interface for hard drives and is typically used for enterprise-level storage systems. SCSI (Small Computer System Interface) is a parallel interface for hard drives that is primarily used in high-end workstations and servers. DRAM (Dynamic Random Access Memory) is a type of memory commonly used in computers, but it is not relevant to the storage of data on a hard drive.

Reference: CompTIA A+ Core 1 Exam Guide, page 267.

#### NEW QUESTION 9

- (Topic 1)

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

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

**Answer:** A

**Explanation:**

This is a safe and sensible option if you value your data more than anything else. You don't want to risk losing your data by trying other methods that may worsen the situation. You can use a software tool or a service provider to recover your data before attempting any repairs.

**NEW QUESTION 10**

- (Topic 1)

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

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

**Answer:** C

**Explanation:**

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

A load balancer distributes network traffic evenly across multiple servers, ensuring each server is being properly utilized. This helps to prevent overloading of any individual server, which can cause downtime or slow response times for users. In this scenario, adding a load balancer would be the best way to ensure the new servers are being properly utilized. References: CompTIA A+ Certification Exam: Core 1 - Page 181

**NEW QUESTION 10**

- (Topic 1)

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

- A. The print drum is worn and loose causing the printing to be light in places
- B. The ribbon is low on ink or missing and must be replaced to get proper output
- C. The heating element has failed, and a new one needs to be installed for proper transfer
- D. The wrong type of filament is loaded, preventing it from sticking correctly
- E. The fuser assembly is not calibrated properly, causing it to impact the paper too hard

**Answer:** B

**Explanation:**

Dot Matrix printers do not use heat, they use a pin striking an inked ribbon (for the first copy, the subsequent copies are handled by the carbon paper) The ribbon is low on ink or missing and must be replaced to get proper output in a dot matrix printer that uses carbon paper. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 361

**NEW QUESTION 12**

- (Topic 1)

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

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

**Answer:** B

**Explanation:**

SMTP (Simple Mail Transfer Protocol) uses port 25 to send email messages between servers<sup>12</sup>. SMTP uses port 25 to send email messages between mail servers. Therefore, the system administrator should enable port 25 to allow SMTP traffic through the host-based firewall. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 282

**NEW QUESTION 16**

- (Topic 1)

An organization maintains various record types, including health and criminal justice records. Which of the following cloud environments is the organization MOST likely to use to limit the attack surface?

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

**Answer:** D

**Explanation:**

Private cloud environments are designed for use by a single organization and offer the greatest control over security and access to data. They are typically used

for sensitive or confidential data, such as health and criminal justice records. Public cloud environments are shared by multiple organizations and offer less control over security and access to data. Hybrid cloud environments combine public and private clouds, while community clouds are shared by multiple organizations with similar needs. References: CompTIA A+ Certification Exam: Core 1 - Page 234

#### NEW QUESTION 17

- (Topic 1)

A laptop PC user is reporting issues with the hard drive. A filesystem check shows that all files are accessible and the filesystem is clean. After the check, the PC still issues a hard drive error message. Which of the following is the MOST likely cause of the error?

- A. S.M.A.R.T failure
- B. IOPS failure
- C. DIMM failure
- D. RAID failure

**Answer:** A

#### Explanation:

If the filesystem check shows that all files are accessible and the filesystem is clean, but a hard drive error message persists, it's possible that the hard drive is experiencing S.M.A.R.T. (Self-Monitoring, Analysis, and Reporting Technology) failure. This is a warning system built into hard drives to alert users of potential issues before they become critical. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 3.3 Given a scenario, troubleshoot mobile device issues

#### NEW QUESTION 19

- (Topic 1)

Which of the following utilizes TCP ports 20/21 and transfers data in cleartext?

- A. SNMP
- B. SSH
- C. FTP
- D. Telnet

**Answer:** C

#### Explanation:

FTP (File Transfer Protocol) uses TCP ports 20/21 and transfers data in cleartext, which means the data is not encrypted and can be read by anyone who intercepts it. This makes FTP insecure for transferring sensitive information. SSH (Secure Shell), on the other hand, uses port 22 and encrypts data, making it more secure. SNMP (Simple Network Management Protocol) uses ports 161/162 and is used to monitor network devices. Telnet uses port 23 and transfers data in cleartext, making it insecure. References: CompTIA A+ Certification Exam: Core 1 - Page 199

#### NEW QUESTION 21

- (Topic 1)

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

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

**Answer:** D

#### Explanation:

The clicking sound is the sound of a damaged disk in the HDD  
A clicking sound from a hard disk drive typically indicates a mechanical failure, such as the read/write head hitting a physical obstruction or a problem with the disk motor. This can cause the drive to fail to initialize or not be recognized by the system during booting.

#### NEW QUESTION 24

- (Topic 1)

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

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

**Answer:** BC

#### Explanation:

The message stating that one or more disks are in a degraded state is a clear indication of a RAID failure. RAID stands for Redundant Array of Independent Disks, and it is a technology used to provide fault tolerance and improve performance by combining multiple hard drives into a single logical unit. The message indicating that the OS is missing is most likely caused by a bootable device not found. This means that the server is unable to boot from the designated boot device, which could be the hard drive, a CD/DVD drive, or a USB flash drive. This could be caused by a faulty boot device, a loose cable, or a misconfiguration in the BIOS or UEFI settings.



#### NEW QUESTION 26

- (Topic 1)

A technician needs to improve a workstation's overall response time for frequently used applications and data without removing the current hard drive. Which of the following storage devices should the technician install to BEST accomplish the objective?

- A. M.2
- B. SAS
- C. HDD
- D. SCSI

**Answer:** A

#### Explanation:

Installing an M.2 SSD will improve a workstation's overall response time for frequently used applications and data without removing the current hard drive. M.2 drives are faster and more efficient than traditional hard drives, making them a good option for increasing overall performance. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 1.5 Given a scenario, configure storage devices and use appropriate media

#### NEW QUESTION 31

- (Topic 1)

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

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

**Answer:** A

#### Explanation:

An administrator would use Infrastructure as a Service (IaaS) to migrate virtual machines from on-premises to the cloud. IaaS is a cloud computing service that provides virtualized computing resources, such as servers, storage, and networking, that can be used to deploy and run applications in the cloud. By using IaaS, an administrator can create a virtual machine in the cloud and migrate the existing virtual machine from on- premises to the cloud. References: CompTIA A+ Certification Exam: Core 1 - Objective 3.3

#### NEW QUESTION 36

- (Topic 1)

A technician is setting up a device to use two-factor authentication. Which of the following meets this requirement?

- A. Thumbprint/retinal scan
- B. Password/password
- C. Password/thumbprint
- D. Password/PIN

**Answer:** C

#### Explanation:

Two-factor authentication (2FA) is a security process that requires users to provide two different authentication factors to verify their identity. This means that in addition to providing something they know (such as a password or PIN), they must also provide something they have (such as a smart card or token) or something they are (such as a fingerprint or retinal scan).

In this case, the correct answer would be C. Password/thumbprint. This option meets the requirement for two-factor authentication because it combines two different types of authentication factors: something the user knows (the password) and something the user is (the thumbprint). The other options do not meet the requirement for 2FA because they either use only one type of authentication factor (A and D) or use two instances of the same type of factor (B).

#### NEW QUESTION 39

- (Topic 1)

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

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

**Answer:** EF

#### Explanation:

To fix a Cat 5 cable issue where the cable fails when it is moved around, the technician would need to use an RJ45 connector (option E) and a crimper (option F). The technician can use the crimper to attach a new RJ45 connector to the end of the cable, which should resolve the issue.

An RJ45 connector (option E) is a type of connector commonly used for Ethernet networking. It is an 8-position, 8-contact (8P8C) modular plug and jack that is used to terminate Cat 5 and other types of twisted pair cables. A crimper (option F) is a tool used to attach connectors to the ends of cables. In this case, the technician would use the crimper to attach a new RJ45 connector to the end of the Cat 5 cable.

When a cable fails when it is moved around, it often indicates that there is a problem with the connector at the end of the cable. By attaching a new RJ45 connector using a crimper, the technician can ensure that the cable has a secure and reliable connection.

#### NEW QUESTION 44

- (Topic 1)

A network administrator was notified that laptop users are unable to access or ping any network resources on the corporate network. Which of the following should the network administrator check FIRST?

- A. DHCP
- B. AAA
- C. DNS
- D. ARP

**Answer:** C

**Explanation:**

Domain Name System (DNS) is an Internet service that translates domain names (e.g., its.umich.edu) into IP addresses. Dynamic Host Configuration Protocol (DHCP) is a protocol for automatically assigning IP addresses and other configurations to devices when they connect to a network.

**NEW QUESTION 46**

- (Topic 1)

A technician is configuring a workstation to be used as a VM host. After installing the necessary software, the technician is unable to create any VMs. Which of the following actions should be performed?

- A. Disable the BIOS password.
- B. Enable TPM.
- C. Enable multithreading.
- D. Enable Fast Startup.

**Answer:** B

**Explanation:**

If you want to install Windows 11 on a virtual machine using Hyper-V, you will have to use a “Generation 2” VM and enable the “trusted platform module” (TPM) and Secure Boot options. Otherwise, the OS won’t install.

Starting with Windows 11, Microsoft is changing the system requirement and making TPM 2.0 and Secure Boot a prerequisite to perform an in-place upgrade or clean install the new version on any device. This is in addition to the new 4GB of RAM and at least 64GB of storage.

quoted from here:

<https://pureinfotech.com/enable-tpm-secure-boot-hyperv-install-windows-11/> Furthermore, Multithreading is not a requirement for hyper-v hosting.

To create virtual machines on a workstation, the technician needs to enable Trusted Platform Module (TPM) in the system BIOS. TPM is a hardware-based security feature that helps protect the system from unauthorized access and tampering. It is required for many virtualization technologies, including Hyper-V, VirtualBox, and VMware. References: CompTIA A+ Certification Exam Objectives - 220-1002: 2.7 Explain the basics of virtualization.

**NEW QUESTION 47**

- (Topic 1)

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

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

**Answer:** B

**Explanation:**

Device interference is the most likely cause of the wireless connection dropping or becoming slow. Interference can come from other wireless devices, microwave ovens, or physical barriers like walls and metal objects. Hidden SSID, Ethernet port flapping, and high ISP latency are not likely to cause this issue.

Wireless interference from other devices can cause a drop in wireless connection speed and stability. In a small office environment, there may be several wireless devices competing for the same bandwidth, causing the issues described. References: CompTIA A+ Certification Exam Core 1 Exam Objectives - 3.7 Given a scenario, troubleshoot wired and wireless networks with appropriate tools

**NEW QUESTION 50**

- (Topic 1)

Which of the following is a valid use for PaaS?

- A. Off-site backups
- B. An application development environment
- C. A virtual server installation and configuration model
- D. A web application for asset management

**Answer:** B

**Explanation:**

PaaS (Platform as a Service) is a cloud computing model in which a provider offers a platform that allows developers to create, run, and manage applications without the complexity of building and maintaining the infrastructure. An application development environment is a valid use for PaaS. References: CompTIA A+ Certification Exam Objectives 1001, 1.7

**NEW QUESTION 52**

- (Topic 1)

A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

- A. SCSI



- B. eSATA
- C. PCIe
- D. NVMe

**Answer:** B

**Explanation:**

eSATA is the best choice for adding external storage as it offers a fast transfer rate and is specifically designed for external storage devices. SCSI is an older interface that is rarely used today, PCIe is typically used to add expansion cards to a computer, and NVMe is a newer interface for high-speed solid-state storage, but it is typically used for internal storage devices.

**NEW QUESTION 55**

- (Topic 2)

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 60**

- (Topic 2)

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

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

**Answer:** C

**Explanation:**

If a workstation shuts down unexpectedly during a burn-in test, overheating is the most likely cause. This is because a burn-in test is designed to stress the components of the workstation, which can generate a lot of heat. Therefore, overheating is the correct answer. References: CompTIA A+ Certification Exam Guide, Ninth Edition, page 120

**NEW QUESTION 62**

- (Topic 2)

Which of the following wireless technologies has the MOST range and wireless throughput?

- A. 802.11ac
- B. 802.11ax
- C. 802. 11b/gin
- D. 802.11g

**Answer:** B

**Explanation:**

802.11ax, also known as Wi-Fi 6, has the longest range and the highest wireless throughput of all the wireless technologies listed. References: CompTIA A+ Certification Exam Guide, 220-1001, Chapter 3

**NEW QUESTION 65**

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

802.11ac is the 802.11 standard that supports both 5GHz and 2.4GHz channel frequencies. 802.11ac is the latest wireless networking standard that operates in both the 5GHz and 2.4GHz frequency bands. It provides higher wireless network speeds and better reliability compared to previous standards, such as 802.11a, 802.11b, and 802.11g. The 802.11a standard operates exclusively in the 5GHz band, while the 802.11b and 802.11g standards operate exclusively in the 2.4GHz band.

**NEW QUESTION 66**

- (Topic 2)

A technician needs to install a printer on the network. Which of the following must the technician configure? (Select THREE).

- A. PCL
- B. Dots per inch
- C. Gateway
- D. Subnet mask
- E. MAC address
- F. MB
- G. IP address
- H. Drivers

**Answer:** CDG

**Explanation:**

When installing a printer on a network, the technician needs to configure the network settings, which include the IP address, subnet mask, and gateway. These settings are used to ensure that the printer can communicate with other devices on the network. When installing a printer on a network, the technician must configure the network settings of the printer to ensure that it can communicate with other devices on the network. This includes configuring the gateway, subnet mask and IP address of the printer. The gateway is the device that connects the local network to other networks or the Internet. The subnet mask is used to determine which part of an IP address represents the network and which part represents individual hosts on that network. The IP address is a unique identifier for each device on a network.

**NEW QUESTION 68**

- (Topic 2)

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

- A. Cable tester
- B. Crimper
- C. Punchdown tool
- D. Loopback plug

**Answer:** B

**Explanation:**

A crimper is a tool that is used to crimp (attach) an RJ45 connector onto the end of a patch cable. The crimper applies pressure to the connector to make a permanent connection between the connector and the cable, ensuring that the connector will stay attached to the cable. A cable tester is used to test the connectivity of a network cable. A punchdown tool is used to terminate network cables in a patch panel or keystone jack. A loopback plug is a diagnostic tool that is used to test network interfaces by simulating network traffic. Reference: CompTIA A+ Core 1 Exam Guide, page 92.

**NEW QUESTION 70**

- (Topic 2)

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

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

**Answer:** C

**Explanation:**

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This ensures that no static electricity is transferred to any of the server components, which could cause permanent damage. The other options are not the correct methods for replacing RAM. Unplugging one power cable is not recommended, as it could cause the server to go offline and disrupt any services that are running. Verifying the RAM temperature is not necessary and does not provide any additional safety measures, and replacing the RAM while the server is running is not recommended, as it could cause system instability.

**NEW QUESTION 74**

- (Topic 2)

A thermal printer that is used to print order buckets in a factory has been experiencing issues following the failure of the air conditioner during the summer. Each ticket has blank spots or is missing text. Which of the following would MOST likely solve these issues?

- A. Restore function to the air conditioner.
- B. Clean the heating element.
- C. Replace the paper rolls.
- D. Install new toner.

**Answer:** A

**Explanation:**

It appears that option A, restoring function to the air conditioner, would most likely solve the thermal printer issue in the described scenario. The failure of the air conditioner during the summer could likely have caused high humidity or heat in the factory, which can affect the printing quality of thermal printers by causing blank spots or missing text. By restoring function to the air conditioner, the temperature and humidity in the factory can be controlled, which can help eliminate these printing issues. However, it is still possible that any of the other options listed could also potentially solve the issue, so it is best to assess the situation further and try different solutions if necessary.

**NEW QUESTION 75**

- (Topic 2)

Which of the following commonly uses NFC?

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

**Answer:** A

**Explanation:**

NFC (Near Field Communication) is a wireless communication technology that is commonly used for contactless payments, mobile payments, and other mobile transactions. It allows two devices to communicate with each other when they are placed in close proximity.

Contactless payments commonly use NFC (Near Field Communication). NFC is a wireless communication technology that allows two devices to communicate with each other when they are in close proximity. Contactless payments use NFC to enable customers to make payments by simply tapping their contactless card or mobile device on a payment terminal.

**NEW QUESTION 80**

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

Lightning Connector: Apple introduced this brand-new connector back in 2012. It is over 80% smaller than the 30-pin connector and is reversible.

[https://www.cablewholesale.com/support/technical\\_articles/whats\\_your\\_port.php#:~:text=Lightning%20Connector%3A%20Apple%20introduced%20this,pin%20connector%20and%20is%20reversible.](https://www.cablewholesale.com/support/technical_articles/whats_your_port.php#:~:text=Lightning%20Connector%3A%20Apple%20introduced%20this,pin%20connector%20and%20is%20reversible.)

**NEW QUESTION 84**

- (Topic 2)

The Chief Executive Officer wants to ensure company data is stored in a manner that provides the company with complete control over how the data is managed.

Which of the following is the BEST cloud deployment model for this request?

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

**Answer:** D

**Explanation:**

A private cloud deployment model provides the company with complete control over how the data is managed. This is because a private cloud is managed solely by the organization and resides on-premises or in a data center. Therefore, a private cloud deployment model is the best option for this scenario.

**NEW QUESTION 87**

- (Topic 2)

A technician is troubleshooting a smartphone that has a large dark area on the screen. The screen has no damage to indicate that it is cracked. Which of the following BEST describes why a blot is on the screen?

- A. Digitizer damage
- B. Improper charging
- C. Ambient light sensor damage
- D. Liquid damage

**Answer:** A

**Explanation:**

A blot on the screen of a smartphone is most likely caused by damage to the digitizer, which is the part of the device responsible for interpreting touch input.

Improper charging is unlikely to cause a blot on the screen, as is damage to the ambient light sensor. Liquid damage is a possibility, but it is more likely to cause discoloration or other physical damage to the screen.

**NEW QUESTION 89**

- (Topic 2)

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

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

**Answer:** B

**Explanation:**

The primary security concern with virtual machine escape is compromising the hypervisor, which can allow attackers to gain access to other virtual machines or the host system. Virtual machine escape refers to an attack that allows a guest virtual machine to break out of its isolated environment and access other parts of the system.

#### NEW QUESTION 94

- (Topic 2)

A user is unable to plug a USB 3.0 device into a USB port. Upon inspection, a technician notices the USB 3.0 port appears to be slightly smaller than the other connections. Which of the following is the MOST likely cause?

- A. A foreign object is stuck inside the port
- B. The cable connection utilized the wrong orientation.
- C. The USB cable is physically damaged.
- D. The USB port belongs to a different form factor.

**Answer:** D

#### Explanation:

USB 3.0 ports are slightly smaller than other USB connections, so if the port appears to be the wrong size, it is likely that the port belongs to a different form factor. This can be caused by a number of factors, such as the device being too old to support USB 3.0, or the device not having a USB 3.0 port in the first place.

#### NEW QUESTION 99

- (Topic 2)

A technician has set up a new conference room with a TV and a video soundbar. The technician wants to test the system with a conference call. During the test, the TV speaker produces sound, but the soundbar does not. Which of the following is the MOST likely cause of the issue?

- A. The volume on the TV needs to be turned up.
- B. The conference call needs to be unmuted for audio.
- C. An incorrect HDMI cable is being used.
- D. The TV's HDMI-ARC port is not being used.

**Answer:** D

#### Explanation:

HDMI-ARC (Audio Return Channel) is an HDMI connection that allows audio to be sent from the TV to an external sound system, such as a soundbar. If the TV's HDMI-ARC port is not being used, then the soundbar will not receive any audio from the TV and thus will not produce any sound. To resolve the issue, the technician should ensure that the TV's HDMI-ARC port is being used to connect the TV to the soundbar.

#### NEW QUESTION 102

- (Topic 2)

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

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

**Answer:** A

#### Explanation:

The company should buy Coaxial cables to be used with F-type connectors.

#### NEW QUESTION 107

- (Topic 2)

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

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

**Answer:** D

#### Explanation:

Enabling secure boot will verify the digital signature of the bootloader and operating system, ensuring that the system only boots from trusted and authorized sources. This can prevent booting from an unauthorized live CD or other external media. The best way to prevent booting from a live Linux CD on a computer in a shared space on campus is to enable secure boot. Secure boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs.

Secure Boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs. Secure Boot is an important security feature designed to prevent malicious software from loading when your PC starts up (boots).

Booting from a live Linux CD is a process that allows you to run a Linux operating system from a CD or DVD without installing it on your hard drive. This can be useful for testing or troubleshooting purposes. To boot from a live Linux CD, you need to insert the CD or DVD into your computer's CD/DVD drive and restart your computer. Most systems are set up to automatically boot from the CD/DVD drive, but if your system is not set up this way, you may need to change a system setting to boot from a Linux CD/DVD.

#### NEW QUESTION 109

- (Topic 2)

A user sends a print job to a network printer, and the print job uses double the amount of paper as expected. Which of the following should the user configure to get the expected result?

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

**Answer:** A

**Explanation:**

The user should configure the print job to use the Duplex option, which will print on both sides of the paper and reduce the amount of paper used.

**NEW QUESTION 112**

- (Topic 2)

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

- A. Connect the printer with a USB cable rather than over the network.
- B. Install the appropriate printer drivers for the OS.
- C. Install the correct toner in the printer.
- D. Set the printer trays to allow duplex printing

**Answer:** B

**Explanation:**

The technician should install the appropriate printer drivers for the OS to enable the computer to communicate with the printer. The generic printer name suggests that the drivers are missing or not installed correctly.

**NEW QUESTION 115**

- (Topic 2)

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

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 116**

- (Topic 2)

The IT department issued a corporate smartphone to a user, but the user returned the device stating it had connectivity issues. The user claimed the device functioned on WI-FI but all connectivity to cloud services was lost as soon as the device was taken off site. Which of the following issues was MOST likely affecting the device?

- A. MDM was never properly set up on the device.
- B. S/MIME certificates were corrupted and needed to be reloaded.
- C. Bluetooth on the device was disabled by mistake.
- D. The device never had a proper SIM card installed.

**Answer:** D

**Explanation:**

A SIM card is needed for the device to use cellular network services, so without it, the device will be unable to connect to the cloud services when taken off site. MDM (Mobile Device Management) can be used to manage settings and access on a device, but it is not necessary for the device to be able to use cloud services. S/MIME (Secure/Multipurpose Internet Mail Extensions) certificates are used to encrypt and digitally sign emails, and are not related to device connectivity. Bluetooth can be used to connect devices together, but it is not necessary for the device to be able to use cloud services.

**NEW QUESTION 118**

- (Topic 3)

A customer called the help desk to request information about how to increase the volume on a laptop using only a keyboard. Which of the following keys would MOST likely allow this to be done?

- A. Alt
- B. Fn
- C. Tab
- D. Ctrl

**Answer:** B

**Explanation:**

To increase the volume on a laptop using only a keyboard, a user can press and hold down the Fn key while pressing one of the function keys (usually F1-F12) that has an icon representing volume up.



#### NEW QUESTION 119

- (Topic 3)

A user reports that a computer will not turn on. The technician verifies the power cord and the outlet the computer are plugged into are both working properly. Which of the following is the hardware component that has MOST likely failed?

- A. PSU
- B. CPU
- C. RAM
- D. GPU

**Answer:** A

#### Explanation:

The power supply unit (PSU) is the component that converts AC power from the outlet to DC power for the computer. If the PSU fails, the computer will not turn on. The CPU, RAM, and GPU are not directly related to the power supply and would not prevent the computer from turning on.

#### NEW QUESTION 121

- (Topic 3)

Which of the following network options would work BEST to ensure a client-side virtual machine cannot access the rest of the network?

- A. NAT mode
- B. Bridge mode
- C. Direct mode
- D. Host-only mode

**Answer:** D

#### Explanation:

Host-only mode is a network option that isolates a client-side virtual machine from the rest of the network. It allows the virtual machine to communicate only with the host machine and other virtual machines on the same host. NAT mode allows the virtual machine to share the host's IP address and access the network through it. Bridge mode allows the virtual machine to have its own IP address and connect directly to the network. Direct mode is not a valid network option for virtual machines.

#### NEW QUESTION 124

- (Topic 3)

New memory modules were installed in several Windows desktops but some users are still reporting performance issues. Upon investigation, a systems administrator notices the desktop has not recognized the new memory modules. Which of the following should the systems administrator perform to help resolve this issue?

- A. Configure appropriate settings within the BIOS
- B. Replace the RAM
- C. Modify the boot.ini file.
- D. Install the required drivers through the Control Panel

**Answer:** A

#### Explanation:

To resolve the issue of new memory modules not being recognized, the systems administrator should configure appropriate settings within the BIOS. This can include enabling memory mapping or setting memory speed and timings. References: CompTIA A+ Certification Exam Objectives, 220-1001 Section 1.8  
Configure appropriate settings within the BIOS. If new memory modules were installed in several Windows desktops but some users are still reporting performance issues and the desktop has not recognized the new memory modules, the systems administrator should configure appropriate settings within the BIOS to help resolve this issue.

#### NEW QUESTION 126

- (Topic 3)

An end user needs to upgrade the hard drive on a laptop and wants one that is fast and shock resistant. Which of the following is the BEST option for this end user?

- A. Hybrid HDD/SSD
- B. 5,400rpm HDD
- C. 7,200rpm HDD
- D. NVMe SSD

**Answer:** D

#### Explanation:

A non-volatile memory express (NVMe) solid state drive (SSD) is the best option for an end user who wants to upgrade the hard drive on a laptop and wants one that is fast and shock resistant. NVMe SSDs use flash memory and PCIe interface to achieve high performance and low latency. SSDs are also more shock resistant than hard disk drives (HDDs) because they have no moving parts. Hybrid HDD/SSD combines both technologies but does not offer the same speed or capacity as pure SSDs. A 5,400rpm HDD or a 7,200rpm HDD are slower and less shock resistant than SSDs.

#### NEW QUESTION 127

- (Topic 3)

A desktop support technician is building a new desktop that features the fastest internal storage. Which of the following BEST suits this request?

- A. SATA SSD



- B. SATA HDD
- C. M2PCIeNVMeSSD
- D. PCIe SATA HDD

**Answer:** C

**Explanation:**

M2PCIeNVMeSSD. M.2 PCIe NVMe SSDs are the fastest internal storage devices available for desktops. They are faster than SATA SSDs and PCIe SATA HDD1s2.

**NEW QUESTION 129**

- (Topic 3)

A technician receives an alert indicating all VMs are down. After some troubleshooting, the technician discovers the network is out of space. To resolve the issue, the technician decides to add more space. Which of the following network types will the technician be working with?

- A. SCSI
- B. NAC
- C. SAN
- D. WISP

**Answer:** C

**Explanation:**

A storage area network (SAN) is the type of network that the technician will be working with when adding more space to resolve the issue of all VMs being down due to the network being out of space. A SAN is a network that provides access to consolidated and block-level data storage, which can be used for virtualization and backup purposes. SCSI is a type of interface that connects devices such as hard drives and optical drives to a computer. NAC is a type of security solution that controls access to a network based on policies and device compliance. WISP is a type of internet service provider that delivers wireless broadband access over long distances.

**NEW QUESTION 133**

- (Topic 3)

A new HD webcam's image only updates one or two times per second. The specifications indicate the webcam is capable of updating 30 frames per second. Which of the following is MOST likely causing the issue?

- A. The USB 2.0 port has insufficient bandwidth.
- B. The Thunderbolt connector is not compatible.
- C. The VGA cable does not support a digital signal.
- D. The connection should — instead of STP.

**Answer:** A

**Explanation:**

The USB 2.0 port has insufficient bandwidth to support a high-definition webcam that can update 30 frames per second. USB 2.0 has a maximum theoretical bandwidth of 480 Mbps, which may not be enough for HD video streaming. The user should try using a USB 3.0 port or a Thunderbolt connector, which have higher bandwidths and can support HD webcams. The Thunderbolt connector is compatible with USB devices, so it is not the cause of the issue. The VGA cable and the STP cable are not related to the webcam, as they are used for video output and network connection respectively.

**NEW QUESTION 138**

- (Topic 3)

A desktop support technician receives an escalated ticket regarding a computer that displays the following message upon booting up: The amount of system memory has changed. Which of the following components is failing?

- A. GPU
- B. HDD
- C. RAM
- D. CPU

**Answer:** C

**Explanation:**

The message "The amount of system memory has changed" indicates that there is a problem with the random access memory (RAM) modules in the computer. The RAM may be loose, faulty, or incompatible with the motherboard or other components. The GPU, HDD, and CPU are not directly related to system memory and would not cause this message to appear.

**NEW QUESTION 142**

- (Topic 3)

Every time a user sends a print job, the user must walk over to the printer and press OK before the job will print. The same issue is occurring for multiple users. Which of the following is the MOST likely cause of the issue?

- A. The wrong network printer queue is being used.
- B. The network printer is on the wrong VLAN.
- C. A The default paper type has been changed.
- D. The print server has outdated print drivers.

**Answer:** C

**Explanation:**

The message prompting to press "OK" indicates that the printer is waiting for a user input. This suggests that there is some issue with the printer settings, and the most probable cause is that the default paper type has been changed, and the printer needs the user to confirm the paper type before proceeding with the print job. This is a common issue that can occur when the default paper type is not set correctly or has been changed without the user's knowledge.

#### NEW QUESTION 146

- (Topic 3)

A company would like to take advantage of the cost savings of cloud computing by only paying for the resources used. Which of the following will BEST address this need?

- A. Shared resources
- B. Rapid elasticity
- C. Metered utilization
- D. High availability

**Answer: C**

#### Explanation:

Metered utilization is a cloud feature that allows cloud providers to charge customers based on their actual consumption of resources, such as CPU time, storage space, bandwidth, or transactions. This enables customers to pay only for the resources they use, rather than a fixed or flat rate, which can reduce costs and increase efficiency. Metered utilization can also provide more transparency and accountability for both cloud providers and customers, as they can track and monitor their resource usage and billing. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 97)

#### NEW QUESTION 149

- (Topic 3)

A user reports a repetitive clicking noise is coming from a personal laptop. A technician notes the laptop's inputs are severely delayed. Which of the following should the technician replace to resolve the issue?

- A. The memory
- B. The storage device
- C. The integrated keyboard
- D. The battery

**Answer: B**

#### Explanation:

A repetitive clicking noise coming from a laptop is usually a sign of a failing hard disk drive (HDD), which is a type of storage device that uses spinning platters and moving heads to read and write data. A failing HDD can also cause severe delays in input and output operations, as well as data loss or corruption. The technician should replace the HDD with a new one or upgrade it to a solid state drive (SSD), which is another type of storage device that uses flash memory and has no moving parts. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 24)

#### NEW QUESTION 151

- (Topic 3)

A technician is troubleshooting an issue involving lines appearing down copied pages, but printed pages sent directly to the copier render as intended. Which of the following is the MOST likely cause of this issue?

- A. Empty imager drum
- B. Overheated system fuser
- C. Scratched scanner glass
- D. Third-party toner

**Answer: C**

#### Explanation:

If lines appear down copied pages but printed pages sent directly to copier render as intended, it could be due to scratched scanner glass which can cause lines or streaks on copied pages.

If there are lines appearing on copied pages, but not on printed pages sent directly to the copier, the issue is most likely caused by a scratch on the scanner glass. References: <https://www.pacificoffice.com/how-to-fix-lines-on-copier/>

#### NEW QUESTION 154

- (Topic 3)

A virtual file server in the cloud is configured to automatically add compute resources during times of high load on the server. Which of the following describes this cloud feature?

- A. File synchronization
- B. High availability
- C. Rapid elasticity
- D. Shared resources

**Answer: C**

#### Explanation:

Rapid elasticity is a cloud feature that allows cloud services to scale up or down automatically according to demand or load on the server, without requiring manual intervention or configuration changes by users or administrators. This enables cloud services to provide optimal performance and efficiency at all times, as well as reducing costs by only using resources when needed. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 98)

#### NEW QUESTION 156

- (Topic 3)

A user's touch-screen tablet is having an issue with the screen orientation. Which of the following is MOST likely causing this issue?

- A. The screen rotation is locked
- B. The screen protector on the tablet is damaged
- C. The touch-screen digitizer is malfunctioning
- D. The inverter is misconfigured

**Answer:** A

**Explanation:**

The screen rotation is locked. If a user's touch-screen tablet is having an issue with screen orientation, it could be due to screen rotation being locked in device settings.

If the screen rotation is locked, the touch-screen tablet will not rotate the screen when the device is turned. This can usually be unlocked in the settings or by pressing a specific key combination. References: <https://www.howtogeek.com/254132/how-to-enable-screen-rotation-on-windows-10/>

**NEW QUESTION 158**

- (Topic 3)

A software developer used client-side virtualization on a server to configure a web application. Although the application is working locally on the software developer's PC, other users on the LAN are not able to access the application. Which of the following would allow other users to access the application?

- A. Bridge networking
- B. Application virtualization
- C. Virtual desktop
- D. Site-to-site VPN

**Answer:** A

**Explanation:**

Client-side virtualization is used to run an application or process on a separate virtual machine, isolated from the main operating system. To allow other users on the LAN to access the application, the software developer should configure a bridge networking connection between the virtual machine and the LAN. This will allow the virtual machine to communicate with other computers on the network. Application virtualization, virtual desktop, and site-to-site VPN are not necessary steps for allowing other users to access the application.

**NEW QUESTION 160**

- (Topic 3)

A user is traveling to another country and will be unable to get personal cell phone service after the plane lands. Which of the following should the user update to resolve the issue?

- A. CDMA
- B. PRL
- C. MDM
- D. GPS

**Answer:** B

**Explanation:**

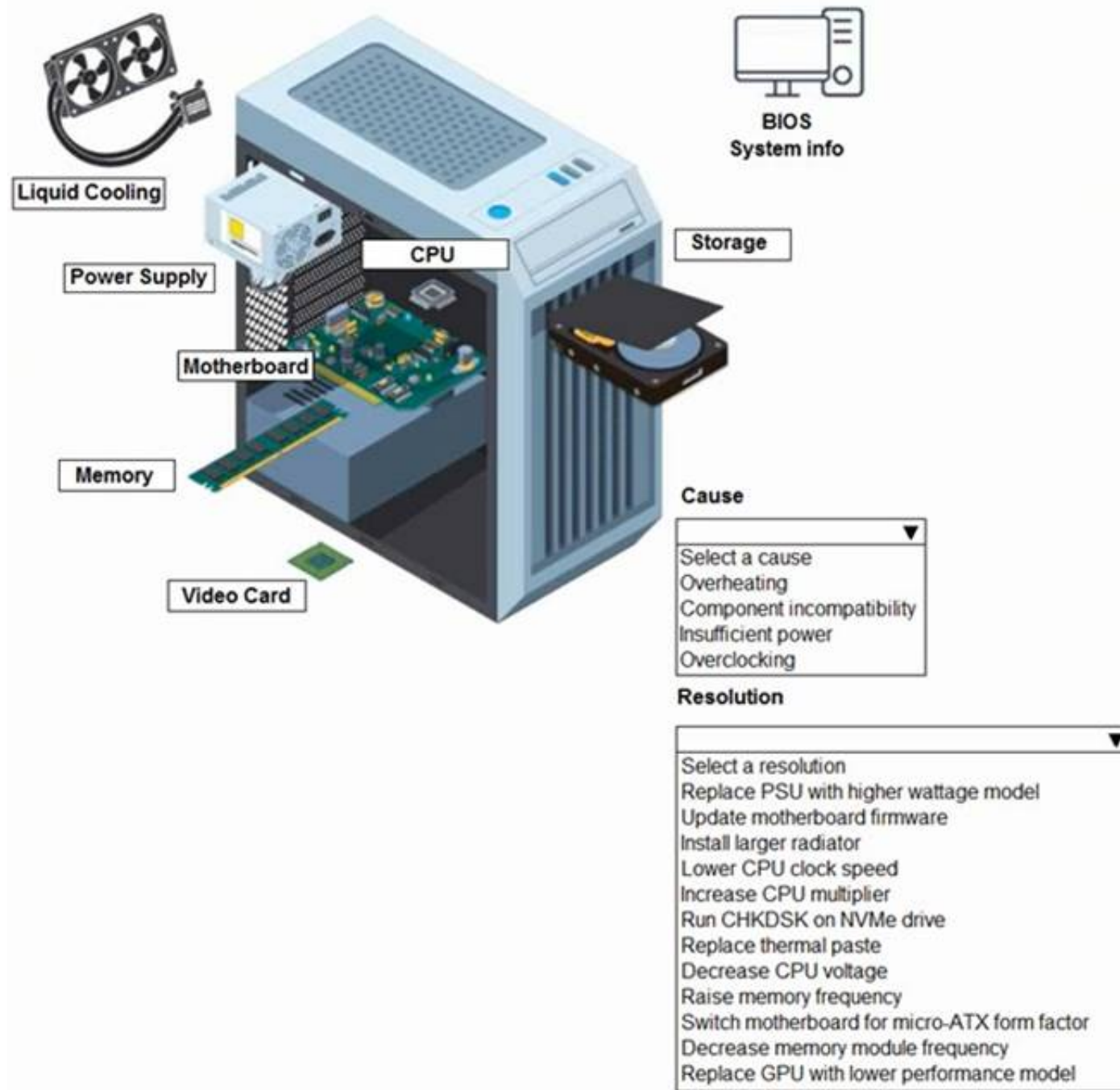
Updating the preferred roaming list (PRL) is what a user should do to resolve the issue of being unable to get personal cell phone service after traveling to another country. The PRL is a database that contains information about cell towers and frequencies that a phone can use in different areas. Updating the PRL can improve the phone's ability to connect to local networks and avoid roaming charges. CDMA is a type of cellular technology that uses code division multiple access to transmit data over radio frequencies. MDM is an acronym for mobile device management, which is a type of software solution that allows remote management and security of mobile devices. GPS is an acronym for global positioning system, which is a satellite-based navigation system that provides location and time information

**NEW QUESTION 165**

HOTSPOT - (Topic 3)

A customer built a computer for gaming, sourcing individual components and then assembling the system. The OS starts up, but within a few minutes the machine locks up.

The customer brought the computer to a technician to diagnose the issue.



- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

correct answer is "Overclocking" and "Reduce CPU Clock speed" CPU is at 4.5 Ghz when normal is 3.2 Ghz. Overclocking too much can cause freezes, and this is a gaming computer so the user probably took it too far. <http://blog.logicalincrements.com/2018/12/4- troubleshooting-tips-overclocking-pc/>

**NEW QUESTION 166**

- (Topic 3)

A user's desktop computer slows down after a few minutes of use, and the fans alternate between silent and very loud. Which of the following is MOST likely failing, therefore causing these symptoms?

- A. CPU fan
- B. Memory
- C. Power supply
- D. Hard drive

**Answer:** A

**Explanation:**

A CPU fan is a component that cools down the CPU, which is the main processor of the computer. If the CPU fan is failing, it can cause the computer to slow down and the fans to alternate between silent and very loud<sup>12</sup>. This is because the CPU fan cannot maintain a consistent speed and airflow to keep the CPU at a safe temperature.

When the CPU gets too hot, it throttles its performance to avoid overheating, which results in a slower computer. The other fans in the computer also try to compensate for the lack of cooling from the CPU fan by spinning faster and louder<sup>2</sup>.

**NEW QUESTION 171**

- (Topic 3)

A technician verifies the slow boot time and slow OS performance of a tower server with a RAID 5 on a PCIe RAID card that does not support hot swapping. Which of the following steps should the technician take NEXT to verify RAID health?

- A. Verify S.M.A.R.
- B. operation on the RAID card.
- C. Replace the failed drive while users are connected
- D. Physically clean the HDDs and connectors.
- E. Shut down the server and check the RAID controller's status.



**Answer:** D

**Explanation:**

Since the RAID card does not support hot swapping, the technician needs to shut down the server and check the RAID controller's status to verify RAID health. S.M.A.R.T. is a feature of hard drives, not RAID cards. Replacing the failed drive while users are connected could cause data loss or corruption. Physically cleaning the HDDs and connectors is unlikely to solve the slow boot time and performance issues.

**NEW QUESTION 173**

- (Topic 3)

A user wants RAID to be configured on a desktop to allow the fastest speed and maximum storage capacity. Which of the following RAID types should a technician configure to accommodate this request?

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

**Answer:** A

**Explanation:**

RAID 0 is a configuration that stripes data across multiple disks without parity or redundancy. It provides the fastest speed and maximum storage capacity among the RAID types listed, but it also has no fault tolerance. RAID 1 mirrors data across two disks, providing redundancy but halving the storage capacity. RAID 5 stripes data across three or more disks with parity, providing fault tolerance but reducing the storage capacity by one disk. RAID 10 combines mirroring and striping across four or more disks, providing both speed and redundancy but reducing the storage capacity by half.

**NEW QUESTION 176**

- (Topic 4)

A customer's Windows tablet PC was dropped and is no longer responding to touch input on the left half of the screen. The screen protector has several scratches. but the glass is not broken. Which of the following should a technician do to diagnose the issue?

- A. Test the digitizer
- B. Update the device drivers.
- C. Replace the damaged screen protector
- D. Perform a factory reset.

**Answer:** A

**Explanation:**

The digitizer is the component that converts the touch input into electrical signals that are processed by the tablet. If the digitizer is damaged or malfunctioning, it may not register the touch input correctly or at all. The technician can test the digitizer using a diagnostic tool or by replacing it with a known good one. Updating the device drivers, replacing the damaged screen protector, or performing a factory reset are unlikely to fix the issue, as they do not address the hardware problem.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 16.

**NEW QUESTION 178**

- (Topic 4)

A user tries to turn on a computer but gets the following error message: Bootable device not found. The computer had no issues yesterday Which of the following is the most likely reason for this error?

- A. The HDD is malfunctioning.
- B. The mouse and keyboard are not connected.
- C. A misconfigured boot device is in the BIOS.
- D. The network cable is unplugged

**Answer:** A

**Explanation:**

The most likely reason for this error is A. The HDD is malfunctioning.

A bootable device not found error usually indicates that the system cannot access or detect the hard disk that contains the operating system files. This could be due to a physical or logical damage to the hard disk, such as bad sectors, corrupted partitions, or faulty cables. According to the web search results, some possible causes and solutions for this error are:

? Hard drive connection issue: Check the cabling and power supply to the hard drive and make sure they are properly connected<sup>12</sup>.

? Corrupt hard drive partitions: Use a Windows installation media to scan and repair the corrupt system files using the System File Checker (SFC) tool<sup>1</sup>.

? Damaged hard drive: Replace the hard drive with a new one and reinstall the operating system<sup>2</sup>.

? Incorrect boot sequence in the BIOS: Enter the BIOS or UEFI settings menu and change the boot order to make sure that the system drive is in the first position<sup>13</sup>.

? Damaged MBR (Master Boot Record): Use a Windows installation media to repair the Windows bootloader using the Diskpart tool<sup>1</sup>.

**NEW QUESTION 180**

- (Topic 4)

A regularly used laser printer is printing vertical lines on each page\_ Which of the following should the technician do first?

- A. Lower the printing contrast.
- B. Change the paper type
- C. Install a new fuser.
- D. Replace the toner cartridge

**Answer:** D

**Explanation:**

The answer is D. Replace the toner cartridge.

Vertical lines on a laser printer output are usually caused by a faulty or empty toner cartridge, a dirty or damaged drum unit, or a clogged or obstructed laser glass.

According to the web search results, some possible steps to troubleshoot and resolve this issue are:

? Check the toner level and replace the toner cartridge if it is low or empty<sup>1</sup>.

? Remove the toner cartridge and inspect the drum unit for any signs of damage, such as scratches, cracks, or toner buildup. Clean the drum unit with a soft cloth or replace it if it is damaged<sup>23</sup>.

? Locate the laser glass, which is a narrow strip of glass under the scanner lid or inside the printer. Clean the laser glass with a lint-free cloth moistened with water and remove any dust, dirt, or debris that might block the laser beam<sup>24</sup>.

### NEW QUESTION 183

- (Topic 4)

Which of the following is the best reason to set up a virtual sandbox?

A. To run a test application that communicates with the test environment

B. To analyze the effects of malware in a safe manner

C. To host an application that multiple remote users can access

D. To test an application in Windows and Linux concurrently

**Answer:** B

#### Explanation:

A virtual sandbox is an isolated environment that mimics the characteristics of a real system, but does not affect or interact with it<sup>1</sup>. A virtual sandbox can be used to run potentially unsafe or malicious code and observe its behavior without risking harm to the host machine or network<sup>2</sup>. This is useful for cybersecurity researchers who want to test and analyze malware samples, such as viruses, worms, ransomware, etc., and understand how they work and how to prevent or mitigate them<sup>3</sup>.

### NEW QUESTION 188

- (Topic 4)

A user tripped on an Ethernet cable and disconnected it from the wall jack. A technician visually inspects the cable and notices that the plastic prong on the connector of the cable is completely missing.

Which of the following tools should the technician use to resolve this issue? (Select two).

A. Cable stripper

B. Network crimper

C. Toner probe

D. Punchdown tool

E. Multimeter

F. Loopback plug

**Answer:** AB

#### Explanation:

According to the CompTIA A+ Core 1 (220-1101) Certification Study Guide<sup>1</sup>, a network crimper and a cable stripper are the tools that a technician should use to resolve this issue. A network crimper is used to attach a new RJ-45 connector to the end of the cable, and a cable stripper is used to remove the outer insulation of the cable and expose the twisted pairs of wires. A toner probe, a punchdown tool, a multimeter, and a loopback plug are not needed for this task.

Here are some web resources that explain how to repair an Ethernet cable:

? Ethernet Cable Repair - iFixit: This guide provides step-by-step instructions and pictures on how to fix a broken Ethernet cable.

? How to Repair a Cut Cat5e Ethernet Cable - wikiHow: This article shows how to solder the wires of a cut Ethernet cable and use shrink tube to cover the joints.

? Amazon.com: Ethernet Cable Repair Kit: This page lists some products that can be used to repair an Ethernet cable, such as crimping tools, connectors, testers, and strippers.

### NEW QUESTION 193

- (Topic 4)

Which of the following 802.11 Wi-Fi protocols utilizes the 5.0GHz frequency and has the BEST speed and reception?

A. 802.11a

B. 802.11 ax

C. 802.11b/g/n

D. 802.11n

**Answer:** B

#### Explanation:

802.11 ax is a wireless networking protocol that utilizes the 5.0GHz frequency and has the best speed and reception among the options given. 802.11 ax offers higher data rates, lower latency, increased capacity, and improved power efficiency than previous protocols. It is also known as Wi-Fi 6 or High Efficiency Wireless (HEW). 802.11a also uses the 5.0GHz frequency, but it is an older protocol that has lower speed and reception than 802.11 ax. 802.11b/g/n use the 2.4GHz frequency, which is more crowded and prone to interference than the 5.0GHz frequency. 802.11n can use both frequencies, but it is also slower and less efficient than 802.11 ax. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 82)

### NEW QUESTION 196

- (Topic 4)

A company is designing a data center environment where a critical requirement is highly available computing. Which of the following types of memory should an administrator choose to install in the servers?

A. DDR5

B. ECC

C. DDR4

D. Dual-channel



**Answer:** B

**Explanation:**

ECC (Error Correcting Code) memory is a type of memory that can detect and correct errors that may occur during data transmission or storage. ECC memory is essential for high-availability computing, as it prevents data corruption and system crashes. References: ECC Memory

**NEW QUESTION 199**

- (Topic 4)

A network engineer recently deployed a new application server in a cloud environment. Which of the following should be implemented to prevent a single point of failure within the system?

- A. Rapid elasticity
- B. RAID
- C. High availability
- D. Shared resources

**Answer:** C

**Explanation:**

High availability is a design principle that ensures a system or service can operate continuously without significant downtime or disruption. High availability can be achieved by implementing redundancy, failover, load balancing, and backup strategies. High availability can prevent a single point of failure within the system, which means that if one component fails, another one can take over its function. Rapid elasticity is the ability to scale up or down the resources of a system according to the demand, but it does not prevent a single point of failure. RAID is a method of storing data across multiple disks to provide redundancy and performance, but it does not prevent a single point of failure at the server level. Shared resources are the resources that are pooled and accessed by multiple users or systems, but they do not prevent a single point of failure either. References: <https://www.comptia.org/blog/what-is-cloud-computing>

**NEW QUESTION 202**

- (Topic 4)

A technician is building a video production workstation that will consist of two high-end GPUs. The technician is reusing an existing ATX case. Which of the following should the technician select as the MOST appropriate power supply type?

- A. 400W external power supply
- B. 2x 600W redundant power supplies
- C. 1,200W modular power supply
- D. 1,500W uninterruptible power supply

**Answer:** C

**Explanation:**

A video production workstation that will consist of two high-end GPUs will require a lot of power and a modular power supply. A modular power supply allows the technician to connect only the cables that are needed for the components, which reduces clutter and improves airflow. A 1,200W power supply should be enough to power the two GPUs and other components, but the exact wattage depends on the specifications of the GPUs and other components. A 400W external power supply is not enough to power the workstation and may not be compatible with the ATX case. Two 600W redundant power supplies are unnecessary and may not fit in the ATX case. A 1,500W uninterruptible power supply (UPS) is a device that provides backup power in case of a power outage, but it is not a replacement for a power supply unit (PSU). References: <https://www.comptia.org/blog/what-is-a-power-supply-unit>

**NEW QUESTION 207**

- (Topic 4)

Several users report that a projector routinely turns off in the middle of meetings and does not turn back on immediately. Users have to wait several minutes before the projector will turn back on. When the projector is on, the picture is clear and bright. Which of the following is the most likely reason the projector is turning off?

- A. The video cable connecting the video source to the projector is failing.
- B. The bulb in the projector is failing.
- C. The projector is overheating and needs to be cleaned.
- D. The outlet that the projector is plugged into is faulty.

**Answer:** C

**Explanation:**

The projector is overheating and needs to be cleaned. A common cause of projector shutdown is overheating, which can be triggered by dust accumulation, blocked vents, or faulty fans. The projector has a thermal protection circuit that turns it off when the temperature reaches a certain level, and it will not turn back on until it cools down. To prevent this issue, the projector needs to be cleaned regularly and placed in a well-ventilated area. The video cable, the bulb, and the outlet are not likely to cause the projector to turn off intermittently.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 18.

**NEW QUESTION 210**

- (Topic 4)

A technician is asked to purchase and install a line-of-sight wireless system that provides a stable network connection between two buildings. Which of the following needs to be considered prior to purchasing the system?

- A. IP address range
- B. SSID broadcast
- C. Firewall rules
- D. Regulatory power limits

**Answer:** D

**Explanation:**

A line-of-sight wireless system is a type of wireless communication that requires a clear and unobstructed path between the transmitter and the receiver. This can be achieved by using directional antennas that focus the radio signals in a narrow beam. A line-of-sight wireless system can provide a stable network connection between two buildings that are within the range and visibility of each other.

However, before purchasing and installing a line-of-sight wireless system, one of the factors that needs to be considered is the regulatory power limits. The power limit is the maximum amount of radio frequency (RF) energy that a transmitter can emit. Different countries and regions have different regulations and standards for the allowable power levels of wireless devices. Exceeding the power limit can cause interference with other wireless services, such as aviation, radio, television, etc. It can also pose health and safety risks to humans and animals.

Therefore, a technician should check the local laws and regulations for the power limits of the wireless system before buying and installing it. The technician should also use a proper tool to measure the actual power output of the transmitter and adjust it accordingly. The technician should also ensure that the transmitter and receiver are aligned properly and have a clear line of sight without any obstacles.

The other options are not relevant to the line-of-sight wireless system. The IP address range is a set of numerical identifiers that are assigned to devices on a network. It does not affect the physical transmission of wireless signals. The SSID broadcast is a feature that allows a wireless network to announce its name and availability to nearby devices. It does not affect the stability of the network connection between two buildings. The firewall rules are a set of policies that control the incoming and outgoing traffic on a network. They do not affect the line-of-sight wireless system.

References:

- ? Wireless line-of-sight, non-line-of-sight, beyond-line-of-sight propagation
- ? Point-to-point Wi-Fi bridging between buildings—the cheap and easy way
- ? How Does Wireless Internet, or Line of Sight Internet Work?
- ? Line-of-Sight Transmission - Engineering LibreTexts
- ? What is Line of Sight (LoS)? - Definition from Techopedia

### NEW QUESTION 211

- (Topic 4)

A systems administrator is working to ensure access to corporate laptops is limited to authorized users. The administrator has already implemented a password policy. Which of the following would be the best option to help the administrator secure the corporate resources?

- A. Trusted Platform Module
- B. Biometric scanner
- C. Laptop lock
- D. Encryption

**Answer: B**

#### Explanation:

The best option to help the administrator secure the corporate resources is B. Biometric scanner.

A biometric scanner is a device that can authenticate a user's identity based on their physical or behavioral characteristics, such as fingerprint, iris, face, voice, or signature. A biometric scanner can provide a high level of security and convenience for accessing corporate laptops, as it can prevent unauthorized users from accessing the devices and eliminate the need to remember passwords .

The other options are not the best options for this scenario. A Trusted Platform Module (TPM) is a chip that can store encryption keys and other sensitive data on a laptop. A TPM can enhance the security of data and devices, but it does not limit access to authorized users by itself. A TPM can work with a password or a biometric scanner to provide multifactor authentication . A laptop lock is a device that can physically secure a laptop to a desk or other object using a cable and a lock. A laptop lock can deter theft or tampering, but it does not prevent unauthorized users from accessing the laptop if they have the password or the key. Encryption is a process that can protect data on a laptop by transforming it into an unreadable format using a key. Encryption can prevent unauthorized users from accessing or modifying the data, but it does not prevent them from accessing the laptop itself.

### NEW QUESTION 213

- (Topic 4)

A technician is troubleshooting a laptop that displays a blank screen when the user turns it on. The technician shines a flashlight into the LCD and sees a faint image. Which of the following is the most likely cause of the issue?

- A. Defective inverter
- B. Incompatible video driver
- C. Incorrect input source
- D. Burned-out bulb

**Answer: A**

#### Explanation:

The most likely cause of the issue is a defective inverter. An inverter is a device that converts the direct current (DC) power from the laptop battery or adapter to the alternating current (AC) power that the LCD backlight bulb needs. The backlight bulb is a fluorescent lamp that illuminates the LCD screen and makes the image visible. If the inverter is defective, it may not provide enough power to the backlight bulb, or it may stop working intermittently. This can result in a dim, dark, or blank screen, even though the LCD panel is still functioning and displaying a faint image.

To troubleshoot a defective inverter, the technician can follow these steps:

- ? Connect an external monitor to the laptop and check if the image is displayed normally. If the external monitor works fine, it means that the laptop video card and driver are not the cause of the issue.
- ? Shine a flashlight into the LCD screen and look for a faint image. If the image is visible, it means that the LCD panel is not the cause of the issue.
- ? Check the inverter cable and connector for any damage, loose connection, or corrosion. The inverter cable is a thin wire that runs from the laptop motherboard to the inverter board, which is usually located at the bottom of the LCD screen. The inverter connector is a small plug that connects the inverter cable to the inverter board. The technician can try to reseal the inverter cable and connector, or replace them if they are faulty.
- ? Check the inverter board for any damage, burn marks, or blown fuses. The inverter board is a small circuit board that contains the inverter and other components. The technician can try to test the inverter board with a multimeter, or replace it if it is defective.

References:

- ? How to fix laptop screen flickering problem - Windows 101
- ? How to Fix a Laptop Screen That's Flickering, Black, or Has Lines2
- ? How to Fix a Dim Laptop Screen | Techwalla3
- ? How to Test a Laptop Inverter | It Still Works4
- ? How to Replace a Laptop Inverter Board | Chron.com5

### NEW QUESTION 218

- (Topic 4)

Which of the following are benefits of application virtualization? (Select two).

- A. The network works more quickly.
- B. Applications are easier to learn.
- C. RAM works more efficiently.
- D. The overall IT cost goes down.
- E. OS performance is superior.
- F. Upgrading applications is easier.

**Answer:** DF

**Explanation:**

The correct answers are D. The overall IT cost goes down and F. Upgrading applications is easier.

Application virtualization is a technology that allows users to run applications without installing them on their devices. The applications are stored and executed on a remote server, and the users can access them through a network connection. Application virtualization has several benefits, such as<sup>12</sup>:

- The overall IT cost goes down: Application virtualization reduces the need for hardware, software, and maintenance costs, as the applications are centralized and managed on the server side. This also saves energy and space, as fewer physical machines are required to run the applications. Additionally, application virtualization can reduce licensing costs, as the applications can be delivered on-demand and based on usage.

- Upgrading applications is easier: Application virtualization simplifies the process of updating and patching applications, as the changes can be made on the server side and pushed to the users instantly. This eliminates the need for manual installation and configuration on each device, and ensures that all users have the latest version of the applications.

Other benefits of application virtualization include<sup>123</sup>:

- Allows the running of legacy apps: Application virtualization can enable users to run

applications that are developed for older or incompatible operating systems, such as Windows 7 or XP. This can extend the lifespan of legacy applications and avoid compatibility issues.

- Enables cross-platform operations: Application virtualization can allow users to run applications that are designed for different platforms, such as Windows apps on iOS, Android, macOS, or Chrome OS. This can increase the accessibility and mobility of the applications and enhance the user experience.

- Improves security and compliance: Application virtualization can isolate the applications from the underlying operating system and hardware, preventing malware or unauthorized access from affecting them. This can also protect the data and settings of the applications from being tampered with or lost. Furthermore, application virtualization can help enforce compliance policies and regulations, as the applications can be controlled and monitored by the server.

References:

1: 5 Benefits of Virtualization - IBM Blog

2: Benefits of Application Virtualization - AppsAnywhere 3: What is Application Virtualization? | VMware Glossary

**NEW QUESTION 220**

- (Topic 4)

A team is having Issues With paper jams on a printer that the team shares With other teams. The team that IS having Issues prints legal-sized documents, and the other teams print letter-sized documents. Which of the following is most likely the issue?

- A. Worn rollers
- B. Page orientation
- C. Tray settings
- D. Multipage misfeed

**Answer:** C

**Explanation:**

The most likely issue is C. Tray settings.

Tray settings are the configuration options that tell the printer what type and size of paper is loaded in each tray. If the tray settings do not match the actual paper loaded, it can cause paper jams, misalignment, or incorrect printing. For example, if the printer expects letter- sized paper (8.5 x 11 inches) but the tray contains legal-sized paper (8.5 x 14 inches), the printer may try to pull more paper than it needs, resulting in a jam.

To fix this issue, the team should check and adjust the tray settings according to the paper they are using. They should also make sure that the paper is loaded correctly and not overfilled or mixed with different sizes or types of paper. Some printers have a manual feed option that allows users to select the paper size and type before printing, which can prevent paper jams from occurring.

References:

- Fix Paper Jam Errors | HP® Support, section “Paper jams”.

- Common Causes of Paper Jams and How to Fix Them - 1ink.com, section “Make Sure You’re Loading the Paper Correctly”.

- How to Fix a Paper Jam in a Printer - Computer Hope, section “Paper tray is overloaded or not loaded correctly”.

**NEW QUESTION 223**

- (Topic 4)

An administrator is using an RJ45 connector to terminate a network cable. Which of the following cables is the administrator terminating?

- A. Optical
- B. Serial
- C. Cat 6
- D. USB

**Answer:** C

**Explanation:**

The correct answer is C. Cat 6.

An RJ45 connector is a standard type of physical connector for network cables. RJ45 connectors are used almost exclusively with Ethernet cables and networking<sup>1</sup>. Ethernet cables are twisted pair cables that carry data signals between devices on a network, such as computers, routers, switches, and servers<sup>2</sup>.

There are different categories of Ethernet cables, such as Cat 5, Cat 5e, Cat 6, and Cat 7, that have different specifications and performance levels. Cat 6 is one of the most common types of Ethernet cables, which supports data transfer speeds up to 10 Gbps and bandwidth up to 250 MHz<sup>3</sup>. Cat 6 cables have four pairs of copper wires, each with a plastic insulation and a foil or braided shield. The wires are twisted together to reduce crosstalk and interference<sup>4</sup>.

To terminate a Cat 6 cable, an administrator needs to use an RJ45 connector that matches the wiring scheme of the cable. There are two common wiring schemes for Ethernet cables: T568A and T568B. The administrator needs to strip the cable jacket, untwist the wires, arrange them in the correct order according to the chosen scheme, trim the excess wire, and insert them into the RJ45 connector. Then, the administrator needs to use a crimping tool to secure the wires and the connector<sup>4</sup>.

Optical cables are not terminated with RJ45 connectors, but with different types of connectors that can transmit light signals, such as SC, ST, LC, or MTRJ connectors. Optical cables are used for fiber-optic networks that can carry data over long distances at high speeds.

Serial cables are not terminated with RJ45 connectors, but with different types of connectors that can transmit serial data signals, such as DB9, DB25, or DE9 connectors. Serial cables are used for connecting devices that use serial communication protocols, such as modems, printers, scanners, or keyboards.

USB cables are not terminated with RJ45 connectors, but with different types of connectors that can transmit universal serial bus data signals, such as USB-A, USB-B, USB-C, or Micro-USB connectors. USB cables are used for connecting devices that use USB communication protocols, such as flash drives, cameras, mice, or chargers.

#### NEW QUESTION 227

- (Topic 4)

A company wants to add virtual servers to handle unusually high web traffic usage. Which of the following is the most efficient way?

- A. Community cloud
- B. File synchronization
- C. Rapid elasticity
- D. Cloud VDI

**Answer: C**

#### Explanation:

Rapid elasticity is the ability of a cloud service to scale up or down the resources (such as virtual servers, storage, bandwidth, etc.) according to the demand of the users. This is an efficient way to handle unusually high web traffic usage, as it allows the company to provision more virtual servers when needed and release them when not needed, without wasting resources or paying for unused capacity. Rapid elasticity also improves the performance and availability of the web service, as it can adjust to the fluctuations in traffic and avoid overloading or downtime.

References

Rapid Elasticity in Cloud Computing: On-Demand Scaling for Business Chapter 4: Virtualization and Cloud Computing

#### NEW QUESTION 228

- (Topic 4)

A company's cloud server has recently become unresponsive due to overwhelming e-commerce traffic. Which of the following cloud technologies could be dynamically assigned to mitigate this issue?

- A. High availability
- B. Shared resources
- C. Metered utilization
- D. Rapid elasticity

**Answer: D**

#### NEW QUESTION 230

- (Topic 4)

A user's Windows PC is unable to connect to the network at a new branch office that the user is visiting. A technician discovers the PC is unable to ping the local gateway. Which of the following commands should the technician use next?

- A. ipconfig
- B. cd config
- C. ifconfig
- D. show config

**Answer: A**

#### Explanation:

ipconfig is a command-line tool that displays the current configuration of the network interfaces on a Windows PC. It can also be used to release and renew the IP address, flush the DNS cache, and display the routing table. If the PC is unable to ping the local gateway, the technician should use ipconfig to check the IP address, subnet mask, default gateway, and DNS servers of the PC. The technician can also use ipconfig /renew to request a new IP address from the DHCP server, or ipconfig /flushdns to clear the DNS cache.

References

- [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 78
- How to use the ipconfig command on Windows 10
- How to Ping the Windows Network Router

#### NEW QUESTION 233

- (Topic 4)

A laptop is experiencing slow performance writing data. Which of the following is the best component for a technician to upgrade to fix the issue?

- A. RAM
- B. HDD
- C. TPM
- D. CPU

**Answer: B**

#### Explanation:

The best component for a technician to upgrade to fix the issue of slow performance writing data is B. HDD. HDD stands for hard disk drive, which is a type of storage device that uses physical disks to store data. HDDs have moving parts that can slow down the read and write operations, especially when the data is fragmented or the disk is full<sup>12</sup>.

A better alternative to HDDs is SSDs, which stands for solid state drives. SSDs use flash memory and do not have any moving parts. SSDs can read and write data faster and use less power, which can improve the performance and battery life of the laptop<sup>13</sup>. Upgrading to an SSD can provide a significant improvement in performance<sup>2</sup>.



The other components are not as relevant or effective as upgrading the HDD. RAM stands for random access memory, which is a type of memory that stores temporary data for the CPU to process. RAM can affect the overall speed of the laptop, but it does not directly affect the writing performance of the storage device<sup>1</sup>. TPM stands for trusted platform module, which is a security chip that encrypts and protects data on the laptop. TPM does not affect the performance of the laptop, but rather its security<sup>1</sup>. CPU stands for central processing unit, which is the main processor of the laptop that executes instructions and calculations. CPU can affect the performance of the laptop, but it is not as easy or cost-effective to upgrade as the HDD<sup>1</sup>.

#### NEW QUESTION 237

- (Topic 4)

A technician needs to upgrade the power supply of a workstation that contains a high-end graphics card, 16 hyperthreaded cores, and multiple hard drives. Which of the following should the technician use to determine the appropriate power supply for the workstation?

- A. The manufacturer's specifications for the components
- B. The wattage of the current power supply
- C. The wattage of the motherboard
- D. The capacity of the hard drives
- E. The number of hyperthreaded cores

**Answer:** A

#### Explanation:

The manufacturer's specifications for the components are the best source of information to determine the appropriate power supply for the workstation. The manufacturer's specifications will list the power requirements and recommendations for each component, such as the graphics card, the CPU, the hard drives, and the motherboard. By adding up the power consumption of each component, the technician can estimate the total wattage needed for the workstation. The technician should also consider some extra headroom for future upgrades or peak loads. The technician can then choose a power supply that meets or exceeds the total wattage and has the right connectors and form factor for the workstation.

#### NEW QUESTION 242

- (Topic 4)

A technician is installing a storage solution for a computer that requires data redundancy with the fewest drives possible. Which of the following would best meet this requirement?

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

**Answer:** B

#### NEW QUESTION 245

- (Topic 4)

Which of the following ports allows for secure communications?

- A. 20
- B. 22
- C. 23
- D. 25

**Answer:** B

#### Explanation:

The correct answer is B. 22.

Port 22 is the default port for SSH (Secure Shell), a protocol that allows secure and encrypted remote login and command execution over a network. SSH uses public key cryptography to authenticate the client and the server, and to encrypt the data exchanged between them. SSH can be accessed through different ports, depending on the configuration of the server and the client. The default port for SSH is 22, but it can be changed to any other port for security reasons<sup>1</sup>.

Port 20 is the default port for FTP (File Transfer Protocol) data transfer, a protocol that allows file transfer between a client and a server over a network. FTP uses two ports: one for data transfer (port 20) and one for control commands (port 21). FTP does not provide encryption or authentication, and it is vulnerable to various attacks, such as packet sniffing, spoofing, or brute force. To secure FTP connections, protocols such as FTPS (FTP over SSL) or SFTP (SSH File Transfer Protocol) can be used<sup>2</sup>.

Port 23 is the default port for Telnet, a protocol that allows remote login and command execution over a network. Telnet does not provide encryption or authentication, and it sends data in plain text, which can be easily intercepted or modified by attackers. Telnet is considered obsolete and insecure, and it should be replaced by SSH or other secure protocols<sup>3</sup>.

Port 25 is the default port for SMTP (Simple Mail Transfer Protocol), a protocol that allows sending and receiving email messages over a network. SMTP does not provide encryption or authentication, and it can be exploited by spammers or hackers to send malicious or unwanted emails. To secure SMTP connections, protocols such as SMTPS (SMTP over SSL) or STARTTLS (Transport Layer Security) can be used.

Therefore, port 22 is the only port that allows for secure communications by default, as it uses SSH protocol. For more information about ports and their security, you can refer to the following web search results: How to secure your TCP/IP ports, What is an SSL port? A technical guide for HTTPS, HTTPS Port: What It Is, How to Use It, and More (2023).

#### NEW QUESTION 247

- (Topic 4)

A user is printing a part with a thermoplastic polyurethane (TPU) filament on a 3-D printer.

The first layer on every print job is not adhering properly.

Which of the following should the user do to improve adherence on the first layer?

- A. Lower the print bed temperature.
- B. Adjust the RPM of the cooling fan.
- C. Increase the print speed.
- D. Raise the filament flow amount.

**Answer:** D

**Explanation:**

The correct answer is D. Raise the filament flow amount.

Filament flow amount, also known as extrusion multiplier or flow rate, is the setting that controls how much filament is extruded by the nozzle during 3D printing. It is usually expressed as a percentage of the default value, which is 100%. Increasing the filament flow amount means extruding more filament than usual, while decreasing it means extruding less<sup>1</sup>.

The filament flow amount can affect the quality and adhesion of the first layer, which is crucial for a successful 3D print. If the filament flow amount is too low, the nozzle may not extrude enough filament to fill the gaps between the lines and create a smooth and solid first layer. This can result in poor adhesion, curling, warping, or detachment of the print from the bed<sup>2</sup>.

To improve adherence on the first layer, the user should raise the filament flow amount slightly, such as 105% or 110%, to ensure that enough filament is extruded to create a strong bond with the bed. The user should also make sure that the nozzle height, bed leveling, and bed temperature are properly calibrated for optimal first layer adhesion<sup>2</sup>. The other options are less likely to improve adherence on the first layer, because:

- Lowering the print bed temperature may reduce the adhesion of the TPU filament to the bed, as TPU usually requires a bed temperature between 20-60°C for the best results<sup>3</sup>. Lowering the bed temperature may also increase the risk of warping or curling of the print<sup>4</sup>.

- Adjusting the RPM of the cooling fan may not have a significant effect on the first layer adhesion, as cooling fans are not required with TPU<sup>3</sup>. In fact, using a cooling fan with TPU may cause cracking or delamination of the print, as TPU needs to cool down slowly and evenly<sup>4</sup>.

- Increasing the print speed may worsen the first layer adhesion, as TPU is a flexible and elastic filament that needs to be printed slowly and consistently. A recommended print speed for TPU is 15-30mm/s<sup>3</sup>. Increasing the print speed may cause clogging, stringing, blobs, or under-extrusion of the filament<sup>4</sup>.

For more information and tips on how to 3D print TPU filament like a pro, you can visit these links:

- How to 3D Print TPU Filament Like a Pro – Ultimate Guide & FAQ
- The Complete TPU Filament 3D Printing Guide - 3DSourced
- TPU Filament 3D Printing Material – The Complete Guide
- TPU filament - learn everything about the TPU material for 3D printing

**NEW QUESTION 250**

- (Topic 4)

Which of the following services checks whether the sender's IP address is associated with the sender's domain name when receiving email?

- A. DKIM
- B. MX
- C. SPF
- D. DMARC

**Answer:** C

**Explanation:**

The correct answer is C. SPF.

SPF stands for Sender Policy Framework, which is a protocol that allows domain owners to specify which IP addresses are authorized to send email on behalf of their domains<sup>1</sup>. SPF helps prevent email spoofing and phishing by verifying the sender's identity and preventing unauthorized use of their domain name<sup>2</sup>.

When an email is received, the receiving server checks the SPF record of the sender's domain, which is a DNS TXT record that lists the valid IP addresses for that domain<sup>2</sup>. The server then compares the sender's IP address with the SPF record and determines if it matches or not. If it matches, the email passes the SPF check and is accepted; if it does not match, the email fails the SPF check and is rejected or marked as spam<sup>2</sup>.

DKIM stands for DomainKeys Identified Mail, which is a protocol that allows domain owners to digitally sign their emails using a public-private key pair<sup>3</sup>. DKIM helps ensure the integrity and authenticity of email messages by verifying that they have not been tampered with or forged during transit<sup>3</sup>.

MX stands for Mail Exchange, which is a type of DNS record that specifies the mail servers that are responsible for receiving email for a domain. MX records help direct incoming email to the correct destination and prioritize them based on preference values.

DMARC stands for Domain-based Message Authentication, Reporting and Conformance, which is a protocol that builds on SPF and DKIM and allows domain owners to define how receivers should handle unauthenticated or suspicious emails from their domains. DMARC helps protect domains from email fraud and abuse by providing feedback and reports on email delivery and authentication status.

Therefore, SPF is the only service among the options that checks whether the sender's IP address is associated with the sender's domain name when receiving email.

**NEW QUESTION 254**

- (Topic 4)

A help desk technician receives a ticket regarding a non-functioning printer. The ticket states the printer is no longer producing legible prints, and everything that prints appears as symbols. Which of the following is the most likely cause of this issue?

- A. Driver
- B. Fuser
- C. Access control list
- D. Malware

**Answer:** A

**Explanation:**

A driver is a software component that enables the communication between the operating system and a hardware device, such as a printer. If the driver is corrupted, outdated, or incompatible, the printer may not function properly and produce illegible prints or symbols. The driver can be reinstalled or updated to fix the issue. The fuser, the access control list, and the malware are not related to this issue.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 11.

**NEW QUESTION 257**

- (Topic 4)

A user is requesting a headset that can be physically connected to a laptop for online conference calls. Which of the following connections should the headset use?

- A. Bluetooth
- B. DVI
- C. Thunderbolt
- D. USB



**Answer:** D

**Explanation:**

A USB (universal serial bus) connection is the most suitable option for a headset that can be physically connected to a laptop for online conference calls. A USB connection is a digital interface that can transfer both power and data between devices using a standard cable. A USB headset can plug into any available USB port on the laptop and communicate with the audio and microphone drivers without requiring additional software or hardware. A USB headset can also offer enhanced features, such as inline controls, noise cancellation, surround sound, or LED lighting, depending on the model and manufacturer. Other connections, such as Bluetooth, DVI, or Thunderbolt, are not appropriate for a headset that can be physically connected to a laptop. Bluetooth is a wireless technology that uses radio waves to pair devices over a short distance, and it requires a battery or a charger for the headset. DVI (digital visual interface) is a video interface that can transmit digital or analog signals between a display device and a video source, and it is not compatible with audio or microphone devices. Thunderbolt is a high-speed interface that can support multiple protocols, such as DisplayPort, USB, or PCI Express, and it requires a special cable and port that may not be available on all laptops.

References:

? How to set up and use a headset on Windows 10 | Windows Central<sup>1</sup>

? How to Connect a Headset to a Computer<sup>2</sup>

? USB - Wikipedia

**NEW QUESTION 260**

- (Topic 4)

A technician is troubleshooting a workgroup printer that has stopped printing after several days of heavy use. The technician runs the diagnostic tool in the printer's administrator menu. Which of the following issues is the technician most likely to encounter?

- A. Corrupt job in print spooler
- B. Insufficient space in the printer
- C. Network connectivity issues
- D. Improperly installed drivers

**Answer:** A

**Explanation:**

The most likely issue that the technician will encounter is A. Corrupt job in print spooler.

A corrupt job in the print spooler is a common problem that can cause a printer to stop printing or print slowly. The print spooler is a service that manages the print queue, which is a list of documents that are waiting to be printed. Sometimes, a document in the print queue can become corrupted or incompatible with the printer, and prevent other documents from being printed. This can happen due to various reasons, such as power outage, network interruption, driver mismatch, virus infection, etc<sup>12</sup>.

To troubleshoot and resolve this issue, the technician can use the diagnostic tool in the printer's administrator menu, which is a feature that allows the technician to access and configure various settings and options of the printer. The diagnostic tool can help the technician identify and delete the corrupt job in the print spooler, and restart the print service. The technician can also use the diagnostic tool to check the printer's status, error messages, firmware updates, network settings, and other information that can help with the troubleshooting process<sup>34</sup>.

The other options are less likely to be encountered by the technician, as they are not related to the printer's heavy use or the diagnostic tool. Insufficient space in the printer is an issue that can occur when the printer's memory or storage is full, and it can cause the printer to print slowly or incompletely. However, this issue can be easily resolved by clearing the printer's memory or storage, or adding more memory or storage to the printer<sup>12</sup>. Network connectivity issues are problems that can affect the communication between the printer and the network, and they can cause the printer to be offline or unreachable. However, these issues can be resolved by checking and fixing the physical or wireless connection, the network configuration, the firewall settings, and the printer's IP address<sup>12</sup>. Improperly installed drivers are issues that can affect the compatibility and functionality of the printer, and they can cause the printer to print incorrectly or not at all. However, these issues can be resolved by updating, reinstalling, or rolling back the printer's drivers, or by using the correct drivers for the printer's model and operating system<sup>12</sup>.

**NEW QUESTION 265**

- (Topic 4)

A restaurant calls the support line about its 3in (2.5cm) point-of-sale printer that is only printing fully black receipts. Which of the following should the technician check in order to resolve the issue? (Select two).

- A. Power supply
- B. Humidity
- C. Rollers
- D. Fuser
- E. Heating element
- F. Room temperature

**Answer:** CE

**Explanation:**

The correct answers are C. Rollers and E. Heating element.

A 3in (2.5cm) point-of-sale printer is a type of thermal printer that uses heat to print receipts on special thermal paper. The printer has a heating element that heats up the paper as it passes through the rollers, creating black marks on the paper where the heat is applied. The heating element and the rollers are two critical components of the thermal printer that can affect the quality of the printout.

If the printer is only printing fully black receipts, it means that the heating element is overheating or malfunctioning, causing the entire paper to turn black. The heating element may need to be replaced or repaired by a technician. Alternatively, the rollers may be dirty or damaged, causing the paper to stick to the heating element and get burned. The rollers may need to be cleaned or replaced by a technician.

The other options are not likely to cause the printer to print fully black receipts. The power supply may affect the printer's performance, but it would not cause the heating element to overheat or the rollers to malfunction. The humidity and room temperature may affect the quality of the thermal paper, but they would not cause the entire paper to turn black. The fuser is a component of a laser printer, not a thermal printer, and it has no effect on the point-of-sale printer.

References:

Basic Printer Troubleshooting – Individual Point of Sale

5 Common Issues With Any POS System and How To Fix Them Printer Troubleshooting | Square Support Center - US

Resolve receipt printer issues and cash drawer will not open - QuickBooks

**NEW QUESTION 267**

- (Topic 4)

An integrated webcam on a user's laptop broke, so a technician installed a temporary, external webcam. Since the external webcam installation, other users can only see part of the user's face during videoconferences. Which of the following best describes the reason for this issue?

- A. The webcam is not on a level surface
- B. The webcam driver should be updated.
- C. The webcam is plugged into the wrong USB port
- D. The webcam is not compatible with the OS.

**Answer:** A

**Explanation:**

The most likely reason for this issue is A. The webcam is not on a level surface.

A webcam is a device that captures and transmits video and audio signals over the internet. A webcam can be integrated or external, depending on whether it is built-in or attached to the computer. A webcam can be used for various purposes, such as videoconferencing, streaming, or recording.

An integrated webcam is a webcam that is embedded in the monitor or the bezel of the laptop. An integrated webcam usually has a fixed position and angle, and it can be adjusted by tilting or rotating the laptop screen. An integrated webcam may have advantages such as convenience, portability, and compatibility, but it may also have disadvantages such as low quality, limited features, or vulnerability to damage.

An external webcam is a webcam that is connected to the computer via a cable or a wireless connection. An external webcam usually has a clip or a stand that allows it to be placed on a level surface or attached to the monitor or the laptop. An external webcam may have advantages such as high quality, advanced features, or flexibility, but it may also have disadvantages such as inconvenience, cost, or compatibility issues.

In this scenario, an integrated webcam on a user's laptop broke, so a technician installed a temporary, external webcam. Since the external webcam installation, other users can only see part of the user's face during videoconferences. This could indicate that the external webcam is not properly positioned or aligned to capture the user's full face. The most likely cause of this issue is that the webcam is not on a level surface, and it is either too high or too low, or too far or too close to the user.

To resolve this issue, the user should adjust the position and angle of the external webcam until it captures their full face clearly and accurately. The user should also check the settings and features of the external webcam, such as zoom, focus, resolution, or brightness, and modify them if necessary. The user should also test the video and audio quality of the external webcam before joining a videoconference.

The other options are not the most likely causes of this issue, because they are not related to the partial face problem. A webcam driver should be updated (option B) if the webcam is not recognized or functioning properly by the computer. A webcam driver is a software component that enables the communication and interaction between the webcam and the operating system. A webcam is plugged into the wrong USB port (option C) if the webcam does not receive enough power or bandwidth from the computer. A USB port is a physical interface that allows data and power transmission between devices. A webcam is not compatible with the OS (option D) if the webcam does not work with the operating system installed on the computer. An operating system is a software program that manages the hardware and software resources of the computer.

For more information about webcams and how to use them effectively, you can refer to the following web search results: [What Is a Webcam?], [Integrated vs External Webcams: Which One Is Better?], [How to Set Up Your Webcam for Video Calls], [How to Look Good on Video Calls], [What Is a Device Driver?], [What Is a USB Port?], [What Is an Operating System?].

**NEW QUESTION 272**

- (Topic 4)

A server administrator is building a new application server. Which of the following, RAID levels provides MAXIMUM performance and redundancy?

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

**Answer:** D

**Explanation:**

RAID 10 is a combination of RAID 1 and RAID 0, which provides both performance and redundancy. RAID 1 mirrors data across two or more disks, while RAID 0 stripes data across two or more disks. RAID 10 combines these two methods to create a mirrored stripe set, which can tolerate multiple disk failures as long as they are not in the same mirror. RAID 10 requires at least four disks and offers better performance than RAID 5, which uses parity to provide redundancy.

References: <https://www.comptia.org/blog/what-is-raid-0-1-5-6-10>

**NEW QUESTION 273**

- (Topic 4)

A technician is installing a power supply in a workstation that contains a high-end graphics card, a 3GHz processor, and two cooling fans. Which of the following specifications should the technician verify before installing the new power supply?

- A. The wattage
- B. The chassis ventilation
- C. The motherboard's firmware
- D. The cables' color coding

**Answer:** A

**Explanation:**

The most important specification that the technician should verify before installing the new power supply is A. The wattage.

The wattage of a power supply is the measure of how much power it can deliver to the components of a computer. The wattage of a power supply should match or exceed the total power consumption of the computer, otherwise the computer may not function properly or may experience instability, overheating, or damage.

To calculate the total power consumption of a computer, the technician can use a tool such as a power supply calculator, which can estimate the required wattage based on the components and features of the computer. For example, using one of the web search results, I entered the following information:

- CPU: 3 GHz processor
- GPU: High-end graphics card
- RAM: 16 GB DDR4
- SSD: 1 x 500 GB
- HDD: 1 x 1 TB
- Optical Drive: 1 x DVD-RW
- Fans: 2 x 120 mm
- Other Devices: Keyboard, Mouse, Monitor

The tool estimated that the recommended PSU wattage for this computer is 550 W. Therefore, the technician should verify that the new power supply has at least

this wattage before installing it.

The chassis ventilation, the motherboard's firmware, and the cables' color coding are not as important as the wattage for installing a new power supply. The chassis ventilation is related to the airflow and cooling of the computer, which can affect the performance and lifespan of the components. The motherboard's firmware is the software that controls the basic functions of the motherboard, such as booting, input/output, and memory management. The cables' color coding is a standard way of identifying the function and polarity of the wires in a power supply. However, none of these specifications are directly related to the power delivery or compatibility of the new power supply.

#### NEW QUESTION 278

- (Topic 4)

A technician is troubleshooting a laptop that shuts down intermittently. When the laptop is repositioned, the technician notices a noise coming from inside of it. The technician removes the bottom cover.

Which of the following should the technician do next?

- A. Turn on the laptop and move it again to replicate the issue.
- B. Reseat the memory modules and the SSD.
- C. Remove the internal battery and look for loose parts.
- D. Inspect the connections for a damaged cable.

**Answer:** A

#### Explanation:

The correct answer is A. Turn on the laptop and move it again to replicate the issue.

One of the basic troubleshooting techniques is to reproduce the problem and observe the symptoms. This can help to identify the cause and the solution of the issue. By turning on the laptop and moving it again, the technician can verify if the noise is related to the laptop's movement, and if it affects the laptop's performance or stability. The noise could indicate a loose or damaged component, such as a fan, a hard drive, or a cable, that needs to be fixed or replaced.

The other options are not the best next steps, because they do not confirm the source of the problem, and they may cause more damage or complications.

Reseating the memory modules and the SSD (option B) may be helpful if the laptop has booting or performance issues, but it is unlikely to solve the noise problem. Removing the internal battery and looking for loose parts (option C) may be risky if the technician does not follow proper safety precautions, such as disconnecting the power cord and wearing an anti-static wrist strap. Inspecting the connections for a damaged cable (option D) may be part of the troubleshooting process, but it should be done after replicating the issue and narrowing down the possible causes.

For more information about laptop troubleshooting steps, you can refer to the following web search results: Computer Basics: Basic Troubleshooting Techniques, Use a fix-it tool with Windows 10, 6 Ways to Troubleshoot a Computer.

#### NEW QUESTION 279

- (Topic 4)

After an IT department implements SSL redirection, users report being unable to access a random number generator opened within a web browser.

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

- A. Ensure that the computer supports secure socket communication.
- B. Report the affected user accounts to the IT department.
- C. Reset the web browser cache.
- D. Check to see whether the website is HTTPS enabled.

**Answer:** D

#### Explanation:

The first step to troubleshoot this issue is to check if the website that hosts the random number generator is HTTPS enabled. This means that the website supports secure communication using SSL certificates and encryption. If the website is not HTTPS enabled, it may not be compatible with the SSL redirection implemented by the IT department. SSL redirection is a technique that automatically redirects HTTP requests to HTTPS, ensuring that the data exchanged between the web browser and the website is protected. However, some websites may not have SSL certificates or may have expired or invalid ones, which can cause errors or warnings when trying to access them via HTTPS. Therefore, the technician should check the website's URL and see if it starts with https:// or http://. If it is the latter, the technician should try to manually change it to https:// and see if the website loads correctly. If it does not, the technician should contact the website owner or administrator and ask them to enable HTTPS or update their SSL certificates. References:

Some additional references for the answer are:

How To Fix HTTP and HTTPS Redirect Issue | Sitechecker Nginx SSL Certificate and HTTPS Redirect Errors | DigitalOcean ERR\_TOO\_MANY\_REDIRECTS · Cloudflare SSL/TLS docs How to Fix SSL Redirect Loop | Hostinger Help Center

#### NEW QUESTION 282

- (Topic 4)

A customer wants to archive a large number of photos and does not plan to retrieve them often. The customer wants a storage option that is the least expensive per gigabyte. Which of the following should the technician suggest?

- A. NVMe SSD
- B. SCSI RAID
- C. 15,000rpm SAS
- D. 5,400rpm HOD

**Answer:** D

#### Explanation:

The correct answer is D. 5,400rpm HDD.

A 5,400rpm HDD (Hard Disk Drive) is a type of storage device that uses spinning magnetic disks to store data. A 5,400rpm HDD is the least expensive per gigabyte among the options given, as it has a lower rotational speed and performance than other types of HDDs or SSDs (Solid State Drives). A 5,400rpm HDD is suitable for archiving a large number of photos that are not accessed frequently, as it can offer high capacity and reliability at a low cost.

the average cost per gigabyte of a 5,400rpm HDD is around \$0.02 to \$0.0312, while the average cost per gigabyte of the other options are:

? NVMe SSD: \$0.10 to \$0.1534

? SCSI RAID: \$0.20 to \$0.305

? 15,000rpm SAS: \$0.30 to \$0.40

Therefore, a 5,400rpm HDD is the cheapest option among the four. Reference: CompTIA A+ Core 1: RAM & Storage Solutions Flashcards



#### NEW QUESTION 284

- (Topic 4)

A technician is troubleshooting a phone with limited internet connectivity. The technician has identified the phone on the Wi-Fi network and confirmed that it responds to pings. However, the phone is still unable to open comptia.org. Which of the following should the technician check next?

- A. Jailbreak status
- B. DNS servers
- C. Airplane mode
- D. Certificate store

**Answer: B**

#### Explanation:

DNS servers are responsible for translating domain names into IP addresses, which are used to access websites. If the phone has limited internet connectivity, it might be because the DNS servers are not working properly or are blocked by the network. The technician should check the DNS settings on the phone and try to use a different DNS server, such as Google DNS (8.8.8.8 or 8.8.4.4) or Cloudflare DNS (1.1.1.1 or 1.0.0.1).

References

- 9 Best Ways to Fix Wi-Fi Showing Limited Connectivity in Android
- 7 Easy Ways to Fix Limited Wi-Fi Connectivity on Android
- How to Fix Limited Connectivity Issue in Android Wi-Fi

#### NEW QUESTION 286

- (Topic 4)

A user frequently edits large files and saves them locally on a laptop\_ The user has recently begun experiencing performance issues and needs a cost-effective hardware upgrade.

Which of the following is the best way to meet the user's requirements?

- A. Upgrade the memory
- B. Upgrade to a larger GPU.
- C. Upgrade to an SSD.
- D. Upgrade to a faster CPU.

**Answer: C**

#### Explanation:

Upgrading to an SSD (Solid State Drive) is the best way to meet the user's requirements because it will improve the performance and storage capacity of the laptop. SSDs are faster than HDDs (Hard Disk Drives) because they have no moving parts and can access data more quickly. SSDs also have lower power consumption, lower heat generation, and higher reliability than HDDs. Therefore, upgrading to an SSD will make the laptop more responsive, boot faster, and handle large files better.

According to some web sources, SSDs are the best hard drives for video editing because they can streamline the workflow and store masses of footage in one easy-to-access place<sup>1</sup>. SSDs are also one of the most common PC upgrades that can make a dramatic difference, especially for aging systems<sup>2</sup>. Additionally, Adobe recommends using SSDs for Premiere Pro and After Effects because they can handle large media files and cache data more efficiently<sup>3</sup>.

References:

- The best hard drives for video editing in 2023, section "Best SSD overall".
- The Five Best PC Upgrades to Improve Performance, section "Add a Solid-State Drive".
- Hardware recommendations for Premiere Pro and After Effects, section "Storage".

#### NEW QUESTION 289

- (Topic 4)

A user's mobile phone is constantly running hot and has a short battery life. A technician replaces the battery in the phone, but the issue persists. Which of the following steps should the technician take next?

- A. Check the device for updates.
- B. Check the device for malware.
- C. Check the device for liquid damage.
- D. Check the device's charging adapter.

**Answer: B**

#### Explanation:

The next step that the technician should take after replacing the battery in the phone is to check the device for malware. Malware is a malicious software that can infect the phone and cause various problems, such as overheating, battery drain, data theft, pop-up ads, or performance slowdowns. Malware can enter the phone through various sources, such as downloading apps from untrusted sources, clicking on suspicious links or attachments, or connecting to insecure Wi-Fi networks. To check the device for malware, the technician can use a reputable antivirus or anti-malware app, such as the ones found in the web search results<sup>123</sup>. The technician can follow these steps:

? Download and install the antivirus or anti-malware app from a trusted source, such as the Google Play Store or the Apple App Store.

? Launch the app and grant it the necessary permissions to scan the device.

? Run a full scan of the device and wait for the results.

? If the app detects any malware, follow the app's instructions to remove or quarantine it.

? Restart the device and check if the overheating and battery drain issues are resolved.

Other steps, such as checking the device for updates, checking the device for liquid damage, or checking the device's charging adapter, may not be relevant or effective for solving the overheating and battery drain issues caused by malware. Checking the device for updates may improve the security and performance of the device, but it may not remove the existing malware. Checking the device for liquid damage may reveal physical damage to the device, but it may not explain the constant overheating and battery drain. Checking the device's charging adapter may ensure the proper charging of the device, but it may not affect the device's temperature or battery life when it is not plugged in.

References:

- ? Best Android antivirus apps of 2023 | Tom's Guide<sup>1</sup>
- ? Best iPhone antivirus apps in 2023 | TechRadar<sup>2</sup>
- ? The best antivirus software for Android - AV-TEST<sup>3</sup>

NEW QUESTION 291  
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