



# CompTIA

## Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1

### NEW QUESTION 1

- (Topic 2)

A startup company is outgrowing its current office space and is requiring employees to work remotely. The company must comply with government-enforced requirements to safeguard all aspects of data, so the IT department plans to maintain complete control over users' operating systems. Which of the following should the IT department implement?

- A. VDI
- B. IaaS
- C. VPN
- D. SaaS

**Answer:** A

#### Explanation:

The IT department should implement VDI. Virtual Desktop Infrastructure (VDI) is a technology that allows users to access a desktop operating system from a remote location. VDI provides complete control over users' operating systems, which is important for safeguarding data. VDI also provides a secure way to access data from remote locations, which is important for compliance with government-enforced requirements.

### NEW QUESTION 2

- (Topic 2)

A technician was called in to look at a user's PC. The user reported the PC was very sluggish. The HDD light on the PC was constantly on without blinking. The PC itself was slow receiving input and took a very long time to load the OS. The technician also noticed updates had failed. Which of the following is MOST likely the cause of these issues?

- A. The hard disk drivers have been corrupted
- B. The HDD cables need reseating.
- C. A RAID disk failed.
- D. The HDD has no free space.

**Answer:** D

#### Explanation:

If a user's PC is very sluggish, the HDD light on the PC is constantly on without blinking, the PC itself is slow receiving input, and it takes a very long time to load the OS, the HDD has no free space is most likely the cause of these issues. When the hard disk drive (HDD) has no free space, the computer may become slow and unresponsive.

The technician should check the amount of free space on the HDD and delete any unnecessary files to free up space.

### 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 help desk technician has been tasked with installing an IP phone in a small office with an unmanaged switch. When connected to an RJ45 receptacle, the phone does not boot. Which of the following is the QUICKEST way to resolve this issue?

- A. Upgrade the Ethernet cable to the latest specification.
- B. Replace the phone.
- C. Install a PoE injector.
- D. Change ports on the switch.

**Answer:** C

#### Explanation:

<https://intellinetnetwork.eu/pages/what-is-a-poe-injector>

The quickest way to resolve the issue is to install a Power over Ethernet (PoE) injector to provide power to the IP phone. An unmanaged switch does not provide PoE, so an injector is needed to power the phone.

### 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 technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient. Which of the following would MOST likely cause the insufficiency? (Select TWO).

- A. Replacing the HDD with an SSD
- B. Upgrading the firmware
- C. Adding an optical drive
- D. Adding more RAM
- E. Adding a CMOS battery
- F. Upgrading the graphics card

**Answer:** DF

**Explanation:**

If a technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient, the upgraded graphics card and adding more RAM would most likely cause the insufficiency. Upgrading the graphics card and adding more RAM can increase the power consumption of a computer, which can cause the power supplied by the PSU to be insufficient.

Adding more RAM and upgrading the graphics card are the most likely causes of the insufficiency of power supplied by the PSU. These upgrades require more power to operate efficiently and can cause the PSU to become insufficient.

**NEW QUESTION 7**

- (Topic 1)

An administrator is configuring a corporate-owned smartphone for a new manager. The company requires the ability to wipe the phone's data remotely in the event of loss or theft and the capability to approve applications installed on the phone. Which of the following tools would BEST meet this need?

- A. Tethering to a corporate-owned laptop
- B. WPA2-Enterprise wireless
- C. Corporate enterprise email
- D. Mobile device management

**Answer:** D

**Explanation:**

Mobile Device Management (MDM) is a software solution that allows companies to manage and secure mobile devices used in the corporate environment. MDM provides features such as remote data wipe, application management, and device security policies to ensure data protection and compliance with company policies. References: CompTIA A+ Certification Exam Objectives 220-1001 - Mobile device hardware and operating systems - 2.8

**NEW QUESTION 8**

- (Topic 1)

Which of the following network devices is used to separate broadcast domains?

- A. Switch
- B. Wireless access point
- C. Router
- D. Hub

**Answer:** C

**Explanation:**

A router (option C) is a network device that is used to separate broadcast domains. A broadcast domain is a logical division of a computer network in which all nodes can reach each other by broadcast at the data link layer. Routers operate at the network layer of the OSI model and use routing tables to determine the best path for forwarding packets between different networks.

By separating broadcast domains, routers can help to reduce network congestion and improve performance. When a router receives a broadcast packet on one of its interfaces, it does not forward the packet to any other interfaces. This means that only devices within the same broadcast domain as the sender will receive the broadcast packet.

**NEW QUESTION 9**

- (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 user submits a help desk ticket regarding a smartphone that will no longer accept its charging cable. The assigned technician notices the phone does not have a protective case, and the user constantly transport the phone in a pocket. The technician attempts to use a secondary charger, but the cable falls out of the phone. Which of the following is the MOST likely cause of the issue?

- A. The phone requires a firmware update to address charging issues.
- B. The charge port contains foreign objects, such as lint.
- C. The phone's battery has swelled, preventing the utilization of the charge port.
- D. The phone has experienced water damage, thus the battery is not charging.

**Answer:** B

**Explanation:**

The symptoms suggest that the charging cable falls out of the phone, indicating that the charge port may contain foreign objects such as lint, which can interfere with the connection between the charging cable and the phone.

**NEW QUESTION 10**

- (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 enable?

- 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.  
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 15**

- (Topic 1)

A user reboots a machine. On rebooting, the user hears one beep, and then an error message is displayed. Which of the following are MOST likely causing this issue? (Select TWO).

- A. RAM module
- B. Graphics card
- C. CPU
- D. Boot order
- E. USB flash drive
- F. Power supply

**Answer:** AD

**Explanation:**

When a user hears one beep on rebooting a machine, and then an error message is displayed, it could indicate that there is a problem with the RAM module or the boot order. The beep sound indicates that the POST process was successful, and the error message indicates that the boot process was unsuccessful. The boot order determines the sequence in which the computer looks for bootable devices. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Page 693)

**NEW QUESTION 16**

- (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**

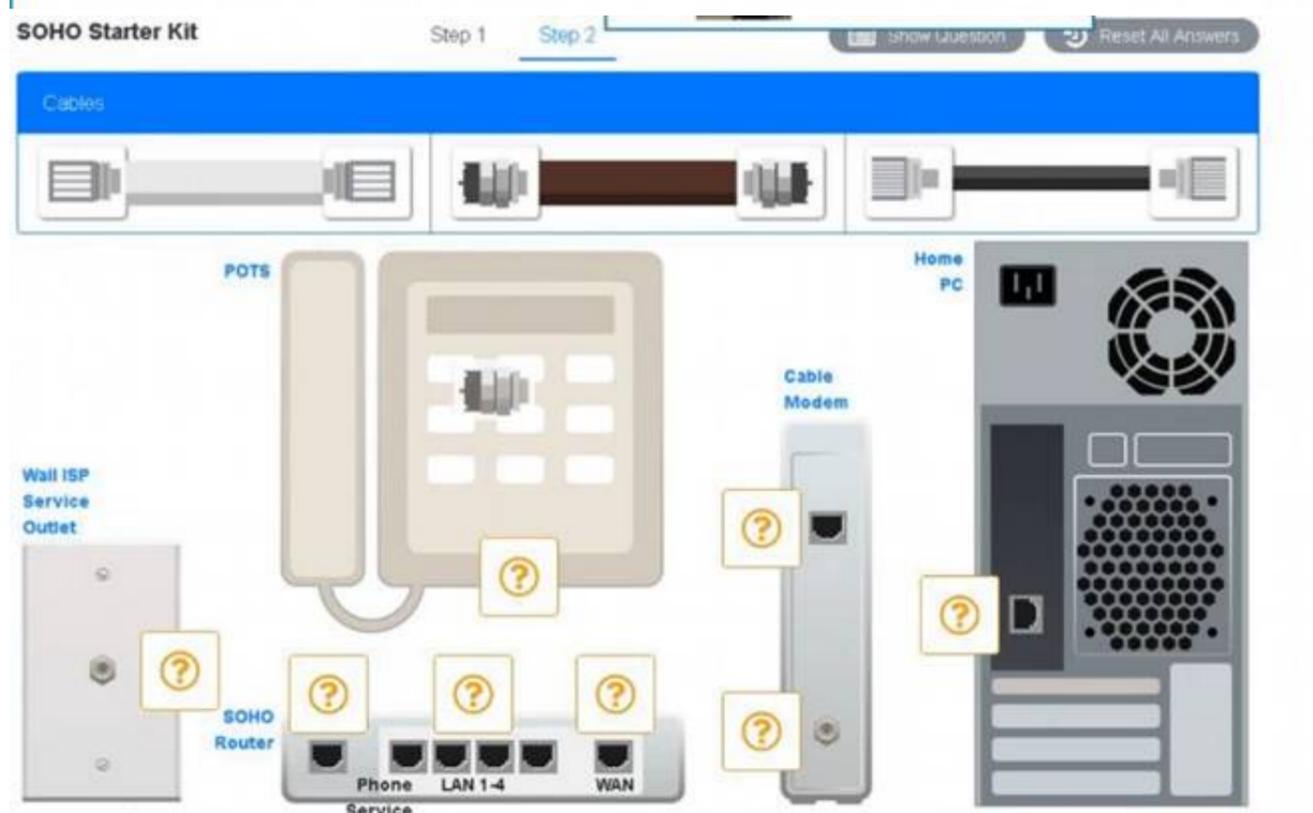
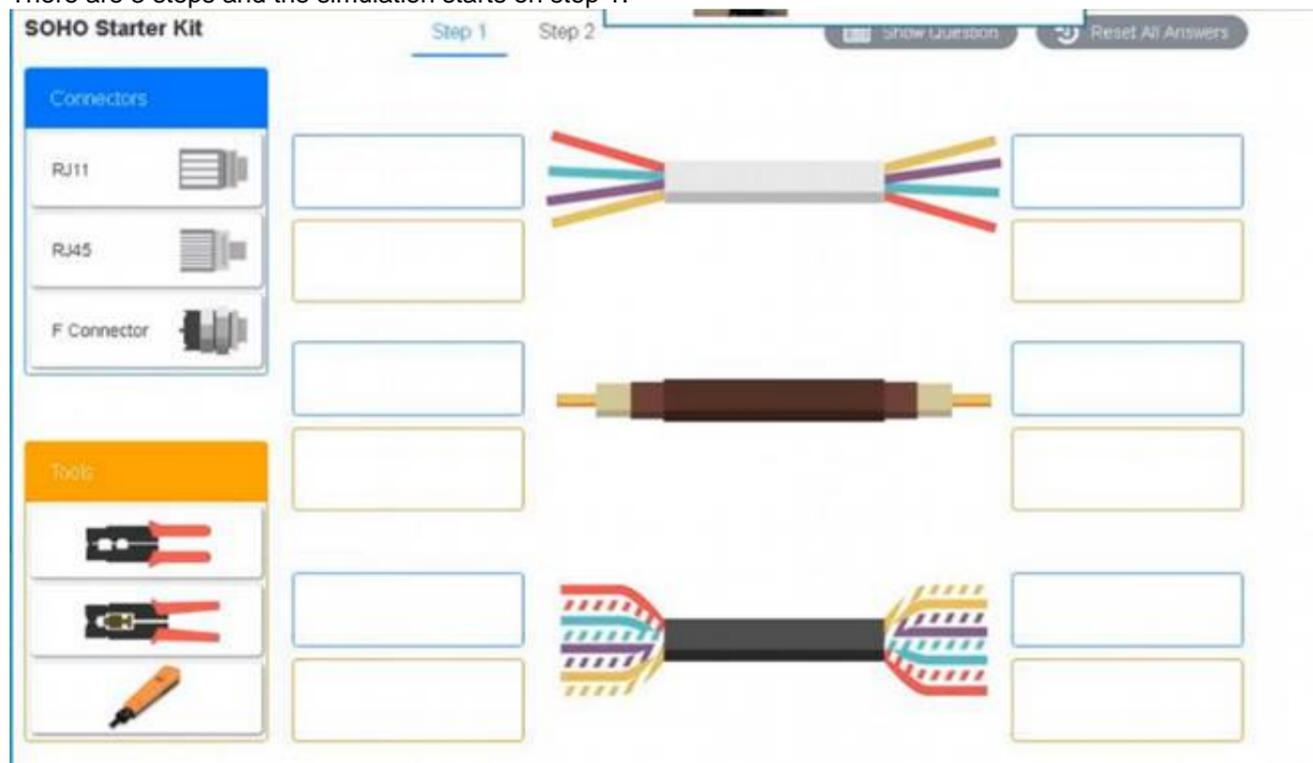
**SIMULATION - (Topic 1)**

A small ISP has hired a new technician Joe, the new technician, is being trained to configure customers\* home networks The trailing instructor gives me technician a starter kit with cables, cable ends, and other network equipment and asks mm to build a working network.

The computer should be connected to have internet connectivity and the phone should be connected to have a dial tone.

**INSTRUCTIONS**

Use the appropriate cables. cable ends, tools and equipment to configure the network ana connect an components accordingly  
 There are 3 steps and the simulation starts on step 1.

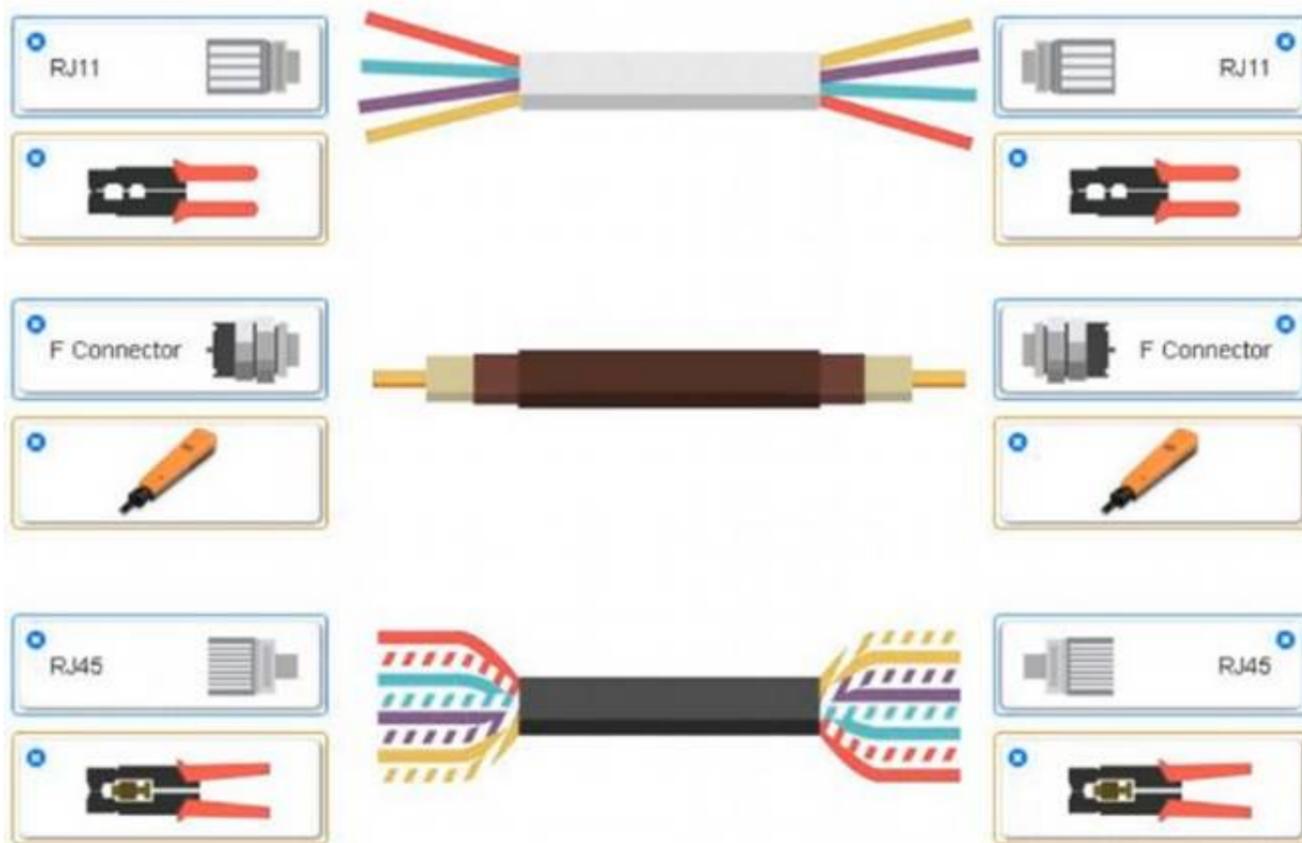


- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Answer of both steps below.



A picture containing text, screenshot, indoor  
 Description automatically generated



Diagram Description automatically generated with medium confidence

**NEW QUESTION 24**

- (Topic 1)

A technician is setting up a new desktop computer and will be installing the hard drive directly on the motherboard without using cables to connect it. Which of the following will the technician be installing?

- A. Thunderbolt
- B. eSATA
- C. M.2
- D. SCSI

**Answer: C**

**Explanation:**

M.2 is a form factor for solid-state drives (SSDs) that enables direct attachment to the motherboard without the need for cables. Thunderbolt is a high-speed interface that supports data transfer, video output, and charging. eSATA is an external interface for connecting SATA devices. SCSI is an older interface standard for connecting hard drives, printers, and other peripherals.

Installing a hard drive directly on the motherboard without using cables is usually done with an M.2 slot. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 5

**NEW QUESTION 25**

- (Topic 1)

A user's mobile phone gets really hot to the touch and does not retain a charge. The user also reports that the phone is very slow, especially while charging. Which

of the following is MOST likely causing these symptoms?

- A. Broken charging port
- B. Digitizer failure
- C. CPU overheating
- D. Defective battery

**Answer:** D

**Explanation:**

A defective battery is the most likely cause of a mobile phone that gets really hot to the touch, does not retain a charge, and is slow while charging. A defective battery can cause the phone to overheat and may also cause performance issues. References: CompTIA A+ Certification Exam Objectives 1001, 2.14

**NEW QUESTION 29**

- (Topic 1)

Which of the following technologies can allow multiple networks to traverse a switch?

- A. VLAN
- B. VRRP
- C. VPN
- D. DHCP

**Answer:** A

**Explanation:**

The technology that allows multiple networks to traverse a switch is VLAN (Virtual Local Area Network) which is a logical grouping of devices on the same network regardless of their physical location.

Virtual Local Area Network (VLAN) technology can allow multiple networks to traverse a switch. A VLAN is a logical network created within a physical network that can separate traffic and allow multiple networks to coexist on the same physical network infrastructure. VRRP (Virtual Router Redundancy Protocol), VPN (Virtual Private Network), and DHCP (Dynamic Host Configuration Protocol) do not allow multiple networks to traverse a switch. References: CompTIA A+ Certification Exam: Core 1 - Objective 3.2

**NEW QUESTION 32**

- (Topic 1)

A remote user reports connectivity issues with the local internet provider. Even after a technician reboots the modem supplied by the ISP, the issue persists. Which of the following would BEST establish the connection in minimal time?

- A. Radio frequency ISP
- B. Neighbor's Wi-Fi
- C. Mobile hotspot
- D. Fiber optic

**Answer:** C

**Explanation:**

Using a mobile hotspot is the best way to establish an internet connection in minimal time for a remote user who is experiencing connectivity issues with the local internet provider. A mobile hotspot can be set up quickly and provides a reliable connection using cellular data. References: CompTIA A+ Certification Exam Objectives 1001, 3.4

**NEW QUESTION 35**

- (Topic 1)

A customer reports that a computer is never able to reach more than a 100Mbps transfer data rate, even when using a Gigabit LAN card. While troubleshooting, the technician notices the network cable needs to be replaced. Which of the following cable categories is limiting the transfer speed?

- A. Cat 5
- B. Cat 5e
- C. Cat 6
- D. Cat 6a

**Answer:** A

**Explanation:**

Cat 5 cable is limited to a maximum data transfer rate of 100Mbps, while Cat 5e, Cat 6, and Cat 6a cables support Gigabit Ethernet (1000Mbps) and higher speeds. Even though the LAN card is capable of Gigabit speeds, it cannot achieve that speed when using a Cat 5 cable. Upgrading to a Cat 5e or higher cable would allow the computer to achieve Gigabit speeds. References: CompTIA A+ Certification Exam: Core 1 - Page 196

**NEW QUESTION 38**

- (Topic 1)

A company wants to use client-side visualization for application testing. Which of the following configurations would BEST support this goal?

A)



CPU 2.5GHz - 4 cores  
16GB DDR4 RAM  
1TB SSD

B)

CPU 3.2GHz - 1 core  
 16GB DDR4 RAM  
 4TB SSD

C)

CPU 2.5GHz - 2 cores  
 16GB DDR4 RAM  
 4x 1TB HDD RAID 5

D)

CPU 3.2GHz - 4 cores  
 8GB DDR4 RAM  
 500GB HDD

- A. Option A
- B. Option B
- C. Option C
- D. Option D

**Answer:** A

#### NEW QUESTION 39

- (Topic 1)

A customer is using a satellite internet connection that is experiencing slowness. A technician notices high latency while pinging, but the download test is performing perfectly with very good download speeds. Which of the following represents the NEXT action the technician should perform?

- A. Restart the modem and run an online internet connection and speed diagnostic tool.
- B. Guide the customer on how to upgrade the internet plan with the provider in order to improve latency.
- C. Explain to the customer this is not an issue; this situation is normal for this type of internet connection.
- D. Replace the modem because it is not working correctly based on the test result.

**Answer:** A

#### Explanation:

The technician should restart the modem and run an online internet connection and speed diagnostic tool. High latency is a common issue with satellite internet connections, and it can cause slow internet speeds. Restarting the modem can help to resolve the issue. The technician should also run an online internet connection and speed diagnostic tool to check the connection and speed. Guiding the customer on how to upgrade the internet plan with the provider in order to improve latency is not likely to be the correct option.

High latency while pinging can indicate a problem with the modem or the connection between the modem and the satellite. Restarting the modem can often resolve connectivity issues. Running an online internet connection and speed diagnostic tool can help identify any other issues with the connection. Upgrading the internet plan may not resolve latency issues and may not be necessary if the download test is performing perfectly with very good download speeds. High latency is not normal for satellite internet connections, so replacing the modem based on this one test result is premature. References: CompTIA A+ Certification Exam: Core 1 - Page 102

#### NEW QUESTION 42

- (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 45

- (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 46**

- (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 51**

- (Topic 1)

Which of the following standards supports MIMO technology?

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

**Answer:** D

**Explanation:**

The 802.11n wireless networking standard supports Multiple Input Multiple Output (MIMO) technology. MIMO technology uses multiple antennas on both the transmitting and receiving devices to improve wireless performance by increasing the amount of data that can be transmitted simultaneously. 802.11a, 802.11b, and 802.11g do not support MIMO technology. References: CompTIA A+ Certification Exam: Core 1 - Objective 3.3

**NEW QUESTION 53**

- (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 55**

- (Topic 1)

Which of the following describes the operational difference between hubs and switches when transmitting data to a specific computer inside the network?

- A. Switches only send data to the specific computer, while hubs send data to all computers inside the network.
- B. Switches compress data while hubs send uncompressed data
- C. Switches receive data and route it to all computers inside the network while hubs receive data and do not route
- D. Switches scramble data, while hubs send data in the original form.

**Answer:** A

**Explanation:**

Switches only send data to the specific computer, while hubs send data to all computers inside the network. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 323

**NEW QUESTION 56**

- (Topic 1)

A technician goes to a classroom to troubleshoot a projector that occasionally powers off.

The technician recreates the issue and notices the projector will not power back on until approximately 15 minutes have passed. After 15 minutes of being powered on, the projector shuts off again. Which of the following should the technician perform NEXT to resolve the issue?

- A. Clean the filter.
- B. Adjust the standby timeout.
- C. Check the power cable connection.
- D. Replace the bulb.

**Answer:** A

**Explanation:**

Based on the given information, it seems that the projector is experiencing issues with overheating or a faulty power supply. The fact that it shuts off and cannot be turned back on until it has cooled down for 15 minutes suggests that the projector is overheating or there is a problem with the power supply. Therefore, the next logical step would be to clean the filter to ensure proper ventilation and airflow, as a dirty filter can cause overheating.

**NEW QUESTION 57**

- (Topic 1)

Which of the following components enables the input on a mobile device's touch screen?

- A. OLED
- B. Digitizer
- C. Inverter
- D. CMOS sensor

**Answer:** B

**Explanation:**

The digitizer is the component that enables input on a mobile device's touch screen. It is a transparent layer that sits over the screen and detects the location of touch inputs. OLED (Organic Light Emitting Diode) is a type of display technology. Inverter is a component used in older LCD displays to provide power to the backlight. CMOS (Complementary Metal-Oxide-Semiconductor) sensor is a type of image sensor used in digital cameras and smartphones to capture images. References: CompTIA A+ Certification Exam: Core 1 - Page 177

**NEW QUESTION 61**

- (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 65**

- (Topic 2)

A technician is implementing a SOHO wireless solution with three access points. Which of the following actions would avoid high latency?

- A. Enabling and configuring a 5GHz antenna
- B. Configuring separate IP ranges
- C. Enabling multiple SSIDs
- D. Configuring all devices with different channels

**Answer:** D

**Explanation:**

If a technician is implementing a SOHO wireless solution with three access points and wants to avoid high latency, the technician should configure all devices with different channels. By configuring all devices with different channels, the technician can ensure that the wireless signals from each access point do not interfere with each other, which can cause high latency.

**NEW QUESTION 66**

- (Topic 2)

A technician just finished assembling a new PC for a client. Upon POST, the device presents an unspecified beep code and turns off automatically after five seconds. The technician double-checks the bill of materials for the new build and confirms all items have been installed. Which of the following should the

technician do NEXT?

- A. Ensure thermal paste is being used on the CPU.
- B. Check to make sure that any video cards have auxiliary power cabling connected.
- C. Verify the header panel connector is properly connected.
- D. Spot-check that the I/O shield for the motherboard is properly installed.

**Answer: C**

**Explanation:**

The technician should verify the header panel connector is properly connected. A beep code is a diagnostic tool used by motherboards to indicate issues with hardware components. This beep code may be indicating an issue with the connection between the motherboard and the case's header panel connector. This connector is responsible for providing power to the system and any connected peripherals. Therefore, the technician should verify the connection is secure and properly connected before attempting any other troubleshooting steps.

**NEW QUESTION 67**

- (Topic 2)

A startup is looking to immediately expand its data center but does not have the personnel or space to manage everything internally. The organization has multiple small offices and remote users with large computational and storage-solution requirements. Funding is not an issue for the company. Which of the following can BEST accomplish the company's goals?

- A. SaaS
- B. IaaS
- C. ISP
- D. SON

**Answer: B**

**Explanation:**

IaaS is a cloud computing model where a third-party provider hosts infrastructure components such as servers, storage, and networking on behalf of customers. This allows the startup to immediately expand its data center without the need for additional personnel or space to manage everything internally. Additionally, IaaS allows remote users to easily access the required computational and storage resources from multiple small offices. Infrastructure as a Service (IaaS) can provide the startup with the necessary computational and storage solutions without the need for internal management. IaaS allows organizations to rent computing resources from a third-party provider instead of owning and maintaining them in-house.

**NEW QUESTION 71**

- (Topic 2)

A user entered a help desk ticket stating the latest calendar updates have not appeared on the user's corporate mobile device for several days, even though updates do appear on the user's laptop. Which of the following actions will MOST likely enable calendar alerts?

- A. Checking that the ringer volume on the device is high enough to be audible
- B. Ensuring the corporate password is saved correctly in the calendar application
- C. Installing a third-party calendar application and synchronizing it with the corporate calendar
- D. Remotely wiping the mobile device and reinstalling all applications

**Answer: B**

**NEW QUESTION 72**

- (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 76**

- (Topic 2)

A user reports a cell phone is getting hot. Which of the following are MOST likely to be possible causes? (Select THREE).

- A. Using the device as a Wi-Fi hotspot
- B. A cracked screen
- C. A failing battery
- D. Less than 15% free storage space on the phone
- E. Privileged control
- F. Recurring prompts to install OS updates
- G. Granting too many application camera permissions
- H. Too many open applications

**Answer: ACH**

**Explanation:**

Using the device as a Wi-Fi hotspot, a failing battery, and too many open applications are the most likely causes of the cell phone getting hot. These actions require the phone to use more power and processing, causing it to heat up.

**NEW QUESTION 80**

- (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 83**

- (Topic 2)

A technician is troubleshooting intermittent fuzzy video on a computer using a VGA to DisplayPort adapter to connect to a monitor. The monitor with a VGA connector was previously working fine for another user. The technician replaces the adapter; however, the issue persists. Which of the following should the technician do NEXT?

- A. Use another brand of VGA to DisplayPort adapter.
- B. Research the issue further and formulate a new hypothesis to test.
- C. Ask the user additional clarifying questions regarding the issue.
- D. Document the action taken and the outcome.

**Answer: C**

**Explanation:**

<https://spryzensecurity.medium.com/what-is-troubleshooting-methodology-40cec6b6494>

The technician should ask the user additional clarifying questions regarding the issue. This will help to identify any other potential causes of the issue, such as software configuration or compatibility issues, before attempting any further troubleshooting steps.

**NEW QUESTION 85**

- (Topic 2)

Which of the following allows a switch to be divided into separate logical networks?

- A. VLAN
- B. SSL VPN
- C. NAT
- D. RADIUS

**Answer: A**

**Explanation:**

A Virtual LAN (VLAN) is a network topology that allows a switch to be divided into separate logical networks. This allows for the creation of multiple broadcast domains within a single physical network, improving network segmentation and security. With VLANs, you can segment your network so that different departments, applications, or users are isolated from each other, improving network security and performance.

**NEW QUESTION 87**

- (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 88**

- (Topic 2)

A technician responds to a help desk ticket that indicates a user's workstation is not booting. The technician initially suspects a failed hard drive. The technician performs diagnostics and confirms the hard drive is fully operational. Which of the following steps should the technician complete NEXT?

- A. Reinstall the operating system.
- B. Configure a new RAID array.
- C. Report the status of the drive and close the ticket.
- D. Consider another possible cause of the issue.
- E. Restore the latest backup of the system.

**Answer:** D

**Explanation:**

Since the hard drive appears to be functioning normally, the technician should investigate other potential causes of the issue. This could include checking the BIOS settings, verifying the connections to the hard drive, and testing the RAM. Once these steps have been completed, the technician can then take the necessary steps to resolve the issue.

**NEW QUESTION 89**

- (Topic 2)

A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while travelling?

- A. Enable the GPS service to ensure accurate location detection.
- B. Manually enter office locations in the weather application.
- C. Configure less frequent location checks using cellular location services.
- D. Use the offices' Wi-Fi IP addresses as the geolocation mechanism.

**Answer:** C

**Explanation:**

Reducing the frequency of location checks using cellular location services will consume less battery power while still allowing the user to view weather forecasts while travelling. The other options may not solve the battery drain issue while using the weather application.

Configuring less frequent location checks using cellular location services is the best option for the salesperson to view weather forecasts while traveling without draining the battery too quickly. References: <https://www.makeuseof.com/tag/5-ways-improve-battery-life-android-phone/>

**NEW QUESTION 91**

- (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 95**

- (Topic 2)

A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. Which of the following should the technician do to remove the old filament and load the new one?

- A. Preheat the nozzle to melting temperature.
- B. Cut a sharp angle on the end of the strand.
- C. Push the filament along until resistance is felt.
- D. Withdraw the filament and remove the spool.

**Answer:** D

**Explanation:**

A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. To remove the old filament and load the new one, the technician should preheat the nozzle to melting temperature. After the nozzle is heated, the technician should withdraw the filament and remove the spool. Then, cut a sharp angle on the end of the new strand, and push it along until resistance is felt.

**NEW QUESTION 98**

- (Topic 2)

Which of the following is the MAXIMUM power PoE+ provides?

- A. 15.4W
- B. 30W
- C. 60W
- D. 95W

**Answer:** B

**Explanation:**

The earliest PoE switches from a few years ago generated 15 Watts per port (IEEE 802.3af). Today, most use the PoE+ standard (IEEE 802.3at), which generates up to 30 Watts per port. That's plenty for most devices that people want to connect

### NEW QUESTION 102

- (Topic 2)

Vertical streaks are appearing on the output of a laser printer. Which of the following items is the MOST likely cause?

- A. Roller
- B. Drum
- C. Transfer belt
- D. Ribbon

**Answer: B**

#### Explanation:

Vertical or horizontal lines—Marks that appear in the same place (referred to as repetitive defects) are often due to dirty feed rollers (note that there are rollers in the toner cartridge and fuser unit too) or a damaged or dirty photosensitive drum.

Vertical streaks on a laser printer output are usually caused by a damaged or worn-out drum, which is responsible for transferring toner to the paper. If the drum is damaged, toner may accumulate on certain parts of the drum, leading to streaks on the printed output. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 15

### NEW QUESTION 103

- (Topic 2)

A department sends in a ticket to report a printer is not working. The responding technician sees paper stuck to the fuser, which is much hotter than normal. The (user was just installed a few weeks ago. as indicated by the service history. Which of the following should the technician do NEXT?

- A. Disconnect the printer power for troubleshooting.
- B. Install a printer roller kit.
- C. Replace the overheating fuser.
- D. Replace the paper with thicker paper stock.

**Answer: A**

#### Explanation:

The first step in troubleshooting a printer issue is to disconnect the printer power to avoid electric shock or further damage to the printer. The technician can then inspect the fuser and determine if it needs to be replaced or repaired. Installing a printer roller kit or replacing the paper with thicker paper stock will not solve the problem of the overheating fuser. Replacing the fuser without disconnecting the power is dangerous and not recommended. References:

<https://www.comptia.org/certifications/a#examdetails> <https://www.comptia.org/blog/what-is-a-fuser>

### NEW QUESTION 106

- (Topic 2)

Which of the following cloud models maintains access, even when a local internet outage occurs?

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

**Answer: A**

#### Explanation:

In a private cloud model, the cloud infrastructure is maintained within a company's own data center and is used exclusively by that company. Private clouds offer the advantage of maintaining access even when a local internet outage occurs, since the cloud infrastructure is not dependent on a public network connection. Software as a Service (SaaS) is a cloud model in which software applications are hosted by a third-party provider and made available to customers over the internet. SaaS is not designed to maintain access in the event of a local internet outage.

A community cloud is a shared infrastructure that is used by multiple organizations, typically from the same industry or with similar requirements. Community clouds are not designed to maintain access in the event of a local internet outage.

A public cloud is a cloud infrastructure that is maintained by a third-party provider and is made available to the public over the internet. Public clouds are not designed to maintain access in the event of a local internet outage.

Reference: CompTIA A+ Core 1 Exam Guide, page 258.

### NEW QUESTION 108

- (Topic 2)

A new employee has been issued a company laptop. The employee requests an accessory with a single power source that has wired network connectivity and supports a keyboard, mouse, speakers, and dual monitors. Which of the following accessories should the systems administrator deploy to BEST meet the new user's needs?

- A. PoE switch
- B. USB-C hub with power delivery
- C. Docking station with DisplayPort
- D. KVM switch with audio

**Answer: C**

#### Explanation:

A docking station is a hardware accessory that allows laptops to connect to multiple peripherals and devices with a single connection. A docking station with DisplayPort would provide the necessary connectivity for the dual monitors, and it can also support the required peripherals such as the keyboard, mouse, and speakers. In addition, it will provide a wired network connectivity for faster and more reliable network access.

### NEW QUESTION 112

- (Topic 3)

A technician responds to a user who has reported that a laptop is too hot. The technician notices the laptop is not able to sit level on the workspace. What of the following BEST describes the issue with the laptop?

- A. The docking station is improperly installed.
- B. The hard drive is disconnected.
- C. The CPU fan is too powerful.
- D. The battery is damaged.

**Answer: D**

**Explanation:**

A damaged battery can cause a laptop to overheat and swell, making it unable to sit level on the workspace. A swollen battery can also pose a fire hazard and damage other components of the laptop, such as the motherboard or keyboard. The technician should replace the battery as soon as possible and dispose of it properly according to local regulations. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 25)

**NEW QUESTION 115**

- (Topic 3)

A help desk technician plugged in a user's new computer to a network port. After a few minutes the computer showed an APIPA address. Which of the following is the MOST likely reason this happened?

- A. The WLAN is disabling the NIC card.
- B. The network cable is not attached.
- C. The PC is unable to contact a DHCP server.
- D. The DHCP server is using addresses in the range of 169.254.254.1.

**Answer: C**

**Explanation:**

The most likely reason for a computer showing an APIPA address after being plugged into a network port is that the PC is unable to contact a DHCP server. Automatic Private IP Addressing (APIPA) is a DHCP fail-safe that protects a computer system from failure. It invokes a standby mechanism for local Internet Protocol version 4 (IPv4) networks supported by Microsoft Windows. With APIPA, DHCP clients can obtain IP addresses even when DHCP servers are not functional. The other options are less likely to be the cause of the issue.

**NEW QUESTION 120**

- (Topic 3)

Which of the following wireless technologies is used by mobile devices to process payments at kiosks?

- A. Wi-Fi 6
- B. Bluetooth
- C. NFC
- D. RFID

**Answer: C**

**Explanation:**

NFC stands for near-field communication, which is a wireless technology that allows two devices to exchange data when they are in close proximity (usually within a few centimeters). NFC is commonly used by mobile devices to process payments at kiosks, such as Apple Pay or Google Pay. Wi-Fi 6 is a wireless standard that provides faster speed and lower latency than previous versions of Wi-Fi. Bluetooth is a wireless technology that allows devices to communicate over short distances (usually within 10 meters). RFID stands for radio-frequency identification, which is a wireless technology that uses radio waves to identify and track objects that have RFID tags attached to them.

**NEW QUESTION 124**

- (Topic 3)

Following a scheduled power outage, users report they cannot access the local intranet. A technician is able to ping the IP address of the server that is hosting the website. Which of the following services is MOST likely offline?

- A. Web
- B. DNS
- C. File
- D. DHCP

**Answer: B**

**Explanation:**

DNS stands for Domain Name System and is a service that translates domain names (such as [www.example.com](http://www.example.com)) into IP addresses (such as 192.168.1.100) that computers can use to communicate over a network. If the DNS server is offline, users may not be able to access websites or other network resources by using their domain names, even if they are online and reachable by their IP addresses. The technician should check if the DNS server is running and configured correctly, or use an alternative DNS server if possible. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 81)

**NEW QUESTION 126**

- (Topic 3)

A technician is replacing all RJ45 cables in a customer environment. Which of the following are the BEST tools to execute the task? (Select TWO).

- A. Optical fiber tester
- B. Scissors
- C. Cable tester
- D. Crimper
- E. Coaxial cable

F. Screwdriver

**Answer:** CD

**Explanation:**

A cable tester and a crimper are the best tools to execute the task of replacing all RJ45 cables in a customer environment. A cable tester can be used to check the continuity and quality of a cable, and a crimper can be used to attach RJ45 connectors to the ends of a cable. An optical fiber tester is a tool that can be used to test fiber optic cables, which are not RJ45 cables. Scissors are not a tool for replacing cables, but for cutting them. A coaxial cable is a type of cable that has a single copper conductor at its center, which is not an RJ45 cable either. A screwdriver is not a tool for replacing cables, but for fastening or loosening screws.

**NEW QUESTION 131**

- (Topic 3)

A technician is installing a USB Wi-Fi card. Which of the following would be the MOST appropriate way for the technician to receive the latest official drivers for the device?

- A. Download the drivers from the vendor's website.
- B. Allow the OS to install the drivers automatically.
- C. Utilize a third-part
- D. non-OEM driver.
- E. Run the autoinstall CD.

**Answer:** A

**Explanation:**

The most appropriate way for the technician to receive the latest official drivers for a USB Wi-Fi card is to download them from the vendor's website. This ensures that the drivers are compatible, updated, and secure. Allowing the OS to install the drivers automatically may not provide the latest or best drivers for the device. Utilizing a third-party, non-OEM driver could cause compatibility or security issues. Running the autoinstall CD could install outdated or unnecessary software along with the drivers

**NEW QUESTION 132**

- (Topic 3)

The GPS on a user's phone has been unreliable. Which of the following will MOST likely resolve the issue?

- A. Enabling high-accuracy mode
- B. Replacing the battery
- C. Disabling Wi-Fi connections
- D. Utilizing a third-party map application

**Answer:** A

**Explanation:**

Enabling high-accuracy mode is the most likely action to resolve the issue of unreliable GPS on a user's phone. High-accuracy mode uses multiple sources of location data, such as Wi-Fi, cellular networks, and Bluetooth, to improve the accuracy and reliability of GPS. Replacing the battery, disabling Wi-Fi connections, or utilizing a third-party map application are unlikely to fix the GPS issue, as they are not directly related to the GPS function

**NEW QUESTION 134**

- (Topic 3)

An IT manager is evaluating ticket resolution times. While reviewing the data, the manager notices repetitive issues are taking longer than expected to resolve. Which of the following changes should the manager implement to resolve repetitive issues more quickly?

- A. Require the technicians to spend more time testing theories to determine the root causes of issues.
- B. Require the technicians to verify full system functionality when resolving issues.
- C. Require the technicians to gather more information when speaking with users about issues.
- D. Require the technicians to document the findings, action, and outcomes of issues.

**Answer:** D

**Explanation:**

By documenting the findings, action, and outcomes of issues, the technicians can create a knowledge base that can be used to resolve similar issues in the future more quickly and efficiently. The documentation can also help identify patterns or trends that can lead to preventive measures or root cause analysis. Documenting the issues can also improve communication and collaboration among technicians and users, as well as provide evidence of service quality and performance.

Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 4)

**NEW QUESTION 135**

- (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 136

- (Topic 3)

An insurance company wants to implement cloud computing and would like a cloud solution in which the infrastructure is shared with businesses in the same industry. Which of the following cloud models BEST addresses the company's need?

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

**Answer:** A

#### Explanation:

The cloud model that BEST addresses the company's need is the Community cloud model. A community cloud is a cloud infrastructure in which multiple organizations share resources and services based on common operational and regulatory requirements. The concept of a community cloud is akin to a community garden, where different individuals grow produce on a single piece of shared land<sup>1</sup>.

#### NEW QUESTION 141

- (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 142

- (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 147

- (Topic 3)

A drive failed on a server that was leveraging a RAID disk configuration. The server administrator would like to rebuild the array so it can withstand a potential multidrive failure in the future. Which of the following RAID configurations will the administrator MOST likely select?

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

**Answer:** D

#### Explanation:

RAID stands for Redundant Array of Independent Disks, which is a technology that combines multiple disks into a logical unit to improve performance, reliability, or both. There are different types of RAID levels that use different methods of data distribution and redundancy.

RAID 0 is a level that stripes data across multiple disks without any redundancy. It offers the highest performance but no fault tolerance. If any disk fails, the entire array is lost. RAID 1 is a level that mirrors data across two disks. It offers the lowest performance but the highest fault tolerance. It can survive the failure of one disk.

RAID 5 is a level that stripes data across multiple disks with parity information. It offers a balance between performance and fault tolerance. It can survive the failure of one disk, but not two or more disks.

RAID 10 is a level that combines RAID 1 and RAID 0. It creates a striped array of mirrored pairs. It offers high performance and high fault tolerance. It can survive the failure of one disk in each pair, or multiple disks in different pairs.

Therefore, if the server administrator wants to rebuild the array to withstand a potential multidrive failure in the future, RAID 10 is the most likely choice.

#### NEW QUESTION 151

- (Topic 3)  
Using the output below:

```
IPv4 Address: 172.25.1.39
Subnet Mask: 255.255.255.0
Router: 172.25.1.252
Name Server: 172.25.1.4
```

Which of the following is the default gateway?

- A. 172.25.1.252
- B. 172.25.1.39
- C. 172.25.1.4
- D. 255.255.255.0

**Answer:** A

**Explanation:**

The default gateway is the IP address of the router or device that connects a network to another network or the internet. In the output below, the default gateway is 172.25.1.252, as shown in the line "Default Gateway . . . . . : 172.25.1.252". The other IP addresses are not default gateways, but either local IP addresses (172.25.1.39 and 172.25.1.4) or subnet masks (255.255.255.0).

**NEW QUESTION 154**

- (Topic 3)

A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while traveling?

- A. Enable the GPS service to ensure accurate location detection.
- B. Update the PRL when getting to a new location.
- C. Configure less location checks using cellular location services,
- D. use the offices' Wi-Fi IP addresses as the geolocation mechanism.

**Answer:** C

**Explanation:**

The best action for the salesperson to take in order to view weather forecasts while traveling and minimize the battery drain on their mobile device is to configure fewer location checks using cellular location services. This can be done by adjusting the settings for the weather application to limit how often it checks for updates and uses location services. This will help to conserve the battery on the device and keep the application from consuming too much power.

**NEW QUESTION 159**

- (Topic 3)

A technician is working with a user to set up scanning. The user requires the scans to be viewable on the network for the entire department. Which of the following settings on the MFP should the technician edit to BEST address the user's request?

- A. Scan to email
- B. Server message block
- C. Secured prints
- D. Web services
- E. Printer share

**Answer:** B

**Explanation:**

Server message block (SMB) is the setting on the multifunction printer (MFP) that the technician should edit to best address the user's request of making the scans viewable on the network for the entire department. SMB is a network protocol that allows file sharing and printer access among different devices on a network. The technician can configure the MFP to scan to a shared folder on the network using SMB. Scan to email is a feature that allows the MFP to send scanned documents as email attachments, which may not be viewable by everyone in the department. Secured prints is a feature that allows the MFP to print documents only after entering a PIN or password, which does not address the user's request. Web services is a feature that allows the MFP to access online services such as cloud storage or email, which may not be viewable by everyone in the department either. Printer share is not a setting on the MFP, but a feature that allows a device to share its printer with other devices on a network

**NEW QUESTION 160**

- (Topic 3)

A user is having an issue with the touch screen on a mobile device. When the user touches the screen, the intended target is not selected. Which of the following would be the BEST action for a technician to take to resolve the issue?

- A. Calibrate the touch screen.
- B. Reset the mobile device.
- C. Replace the LED screen.
- D. Update the mobile device.

**Answer:** A

**Explanation:**

Calibrating the touch screen is the best action to resolve the issue of inaccurate touch input. Calibration adjusts the touch screen's sensitivity and alignment to match the user's touch. Resetting the mobile device could erase user data and settings and may not fix the touch screen issue. Replacing the LED screen or updating the mobile device are unnecessary and costly actions that may not solve the problem.

#### NEW QUESTION 165

- (Topic 3)

A technician is troubleshooting a laptop that is unable to browse the internet when connected to the company's wireless network. The technician has verified network connectivity is functional when using an Ethernet cable. Which of the following should the technician use to check if the laptop's wireless NIC is functional?

- A. Hotspot
- B. Near-field communication
- C. Ethernet tap
- D. Spectrum analyzer

**Answer:** A

#### Explanation:

A hotspot is a wireless access point that provides internet access to devices that are connected to it. The technician can use a hotspot to check if the laptop's wireless NIC is functional by connecting the laptop to the hotspot and then trying to browse the internet. If the laptop is able to browse the internet, then the wireless NIC is functional. Near-field communication (NFC) is a wireless technology that allows two devices to communicate with each other when they are in close proximity. NFC is not typically used to check if a wireless NIC is functional.

An Ethernet tap is a device that is used to monitor network traffic. An Ethernet tap is not typically used to check if a wireless NIC is functional.

A spectrum analyzer is a device that is used to measure the frequency spectrum of a signal. A spectrum analyzer is not typically used to check if a wireless NIC is functional. Therefore, the correct answer is A. Hotspot.

#### NEW QUESTION 170

- (Topic 3)

A technician is attempting to connect the wired LANs at two nearby buildings by installing a wireless point-to-point connection. Which of the following should the technician consider?

- A. NFC protocol data rate
- B. RFID frequency range
- C. Bluetooth version compatibility
- D. Allowable limits for transmit power

**Answer:** D

#### Explanation:

When installing a wireless point-to-point connection between two buildings, the technician should consider the allowable limits for transmit power, which vary depending on the country or region. Exceeding these limits could interfere with other wireless devices or violate regulations. NFC protocol data rate, RFID frequency range, and Bluetooth version compatibility are not relevant for a wireless point-to-point connection.

#### NEW QUESTION 171

- (Topic 3)

A technician is troubleshooting connectivity issues and needs to promiscuously route a copy of traffic to a separate machine for analysis. Which of the following physical tools would BEST accomplish this task?

- A. Toner probe
- B. Wi-Fi analyzer
- C. Network tap
- D. Loopbackplug

**Answer:** C

#### Explanation:

A network tap is a physical device that allows promiscuous monitoring of network traffic by creating a copy of the data packets for analysis. A toner probe is used to trace and identify cables. A Wi-Fi analyzer is used to measure wireless signal strength and interference. A loopback plug is used to test network ports or cables by sending and receiving signals from the same device.

#### NEW QUESTION 174

- (Topic 4)

Which of the following protocols is the most appropriate to use for inventory tracking in a small warehouse?

- A. Near-field communication
- B. Radio-frequency identification
- C. Bluetooth
- D. 802.11

**Answer:** B

#### Explanation:

Radio-frequency identification (RFID) is the most appropriate protocol to use for inventory tracking in a small warehouse. RFID is a technology that uses radio waves to identify and track objects that have RFID tags attached to them. RFID tags are small devices that store information about the object, such as its name, serial number, location, or status. RFID tags can be passive, which means they do not have a battery and rely on the radio signal from the reader to power them, or active, which means they have a battery and can transmit their own signal. RFID readers are devices that can scan the RFID tags and read the information stored on them.

RFID is suitable for inventory tracking in a small warehouse because it can provide several benefits, such as:

? Faster and more accurate scanning: RFID tags can be scanned without direct line

of sight, unlike barcodes, and can be scanned in bulk, unlike QR codes. This means that RFID readers can scan multiple items at once, even if they are inside boxes or containers, and reduce the time and errors involved in manual scanning.

? Real-time visibility and control: RFID tags can be updated with the latest

information about the inventory, such as its location, quantity, or condition. This means that RFID readers can provide real-time data and feedback on the inventory status, such as its availability, movement, or expiration. This can help improve inventory management, optimize warehouse space, and prevent stockouts or overstocking.

? Enhanced security and quality: RFID tags can be encrypted and authenticated, unlike barcodes or QR codes, which can be easily copied or tampered with. This means that RFID tags can prevent unauthorized access or theft of the inventory, and ensure its authenticity and quality. This can help protect the inventory from damage, loss, or fraud, and increase customer satisfaction and trust.

References:

- ? Inventory Tracking Simplified: Steps, Methods and Efficiency Tips<sup>1</sup>
- ? 17 Essential Inventory Management Techniques – Forbes Advisor<sup>2</sup>
- ? Inventory Tracking vs Inventory Traceability - Kardex<sup>3</sup>

#### NEW QUESTION 177

- (Topic 4)

A user reports that a printer pulls multiple sheets of paper from the paper tray instead of a single sheet. Which of the following should a technician investigate to resolve this issue? (Select two).

- A. Toner cartridge
- B. Tractor feed
- C. Pickup roller
- D. Separation pad
- E. Duplexer
- F. Fuser

**Answer:** CD

#### Explanation:

The correct answers are C. Pickup roller and D. Separation pad.

A pickup roller is a rubber wheel that grabs the paper from the paper tray and feeds it into the printer. A separation pad is a small piece of cork or rubber that prevents more than one sheet of paper from being fed at a time. If the pickup roller or the separation pad is worn out, dirty, or damaged, it can cause the printer to pull multiple sheets of paper instead of a single sheet. This can lead to paper jams, misprints, or wasted paper.

To resolve this issue, a technician should investigate the condition of the pickup roller and the separation pad and replace them if necessary. The technician should also clean the paper tray and make sure the paper is loaded correctly and not stuck together.

A toner cartridge is a component that contains the toner powder used to create the printout on a laser printer. A tractor feed is a mechanism that uses sprockets to move continuous paper through a dot matrix printer. A duplexer is a device that allows a printer to print on both sides of the paper automatically. A fuser is a part of a laser printer that melts the toner onto the paper using heat and pressure. None of these components are related to the issue of pulling multiple sheets of paper from the paper tray.

Reference: Types of Printers—What You Need to Know for the CompTIA A+ Exams

#### NEW QUESTION 178

- (Topic 4)

A technician is replacing the motherboard of a workstation for a user who runs multiple large applications at the same time. Which of the following motherboard specifications would provide the most significant improvement in performance?

- A. Number of DIMM slots
- B. Number of HDMI ports
- C. Number of PCI slots
- D. Number of USB ports

**Answer:** A

#### Explanation:

The correct answer is A. Number of DIMM slots.

The number of DIMM slots on a motherboard determines how much RAM can be installed on the system. RAM is a crucial component for running multiple large applications at the same time, as it allows the CPU to access data faster and avoid swapping to the hard drive. Having more DIMM slots means that more RAM can be added, which can improve the performance and responsiveness of the system.

B. Number of HDMI ports. This is not a correct answer. The number of HDMI ports on a motherboard determines how many monitors can be connected to the system. HDMI ports are used for video and audio output, but they do not affect the performance of the system when running multiple large applications.

C. Number of PCI slots. This is not a correct answer. The number of PCI slots on a motherboard determines how many expansion cards can be installed on the system. PCI slots are used for adding devices such as sound cards, network cards, or graphics cards, but they do not affect the performance of the system when running multiple large applications.

D. Number of USB ports. This is not a correct answer. The number of USB ports on a motherboard determines how many peripherals can be connected to the system. USB ports are used for connecting devices such as keyboards, mice, printers, or external drives, but they do not affect the performance of the system when running multiple large applications.

Reference: Best motherboards 2022: the best motherboards for Intel and AMD -TechRadar<sup>1</sup>.

#### NEW QUESTION 181

- (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 182

- (Topic 4)

A laser printer, which is located in a large office, has a leaky toner cartridge. Some toner spilled into the printer when the cartridge was removed. Which of the following is the best way to clean up the toner?

- A. Magnetic duster
- B. ESD-safe vacuum
- C. Compressed air
- D. Damp cloth

**Answer: B**

#### Explanation:

The best way to clean up the toner that spilled into the printer is to use an ESD-safe vacuum. An ESD-safe vacuum is a special type of vacuum that has a filter that traps toner particles and prevents them from escaping into the air. An ESD-safe vacuum also has a grounding wire that prevents static electricity from building up and damaging the printer's components. Toner is electrically conductive and can cause short circuits or sparks if it contacts sensitive parts of the printer. Therefore, using an ESD-safe vacuum is the safest and most effective method to remove the toner from the printer.

Other methods, such as a magnetic duster, compressed air, or a damp cloth, are not recommended for cleaning up toner spills. A magnetic duster is a device that uses a magnet to attract toner particles, but it can also damage the printer's components that rely on magnetism, such as the drum or the fuser. Compressed air can blow the toner around and create a cloud of dust that can be harmful to breathe or contaminate other parts of the printer. A damp cloth can smear the toner and make it harder to remove, as well as cause corrosion or rust on the printer's metal parts.

References:

? Cleaning up Toner Spills or Leaks Inside the Printer - Xerox Support<sup>1</sup>

? How to Clean Up Toner Spills - YouTube<sup>2</sup>

? How to Clean up a Laser Toner Spill - Cartouches Certifiées<sup>3</sup>

### NEW QUESTION 185

- (Topic 4)

A PC's boot drive is showing signs of imminent failure, and a technician needs to recover the data. Which of the following should the technician do first?

- A. Clone the drive to another one.
- B. Access the Device Manager.
- C. Download the drive manufacturer's diagnostic tool.
- D. Uninstall the drive in the Device Manager.
- E. Replace the drive with a new one.

**Answer: A**

#### Explanation:

The first step to recover data from a failing drive is to clone the drive to another one, which means creating an exact copy of the drive's contents, including the operating system, applications, files, and settings, to a new drive. Cloning the drive can preserve the data and prevent further damage or data loss from the failing drive. Cloning the drive can also allow the technician to boot from the new drive and access the data normally, without needing to reinstall the operating system or the applications<sup>12</sup>.

The other options are not as effective or relevant as cloning the drive. Accessing the Device Manager may not help with data recovery, as it is a tool that displays and manages the hardware devices and drivers on a PC. The Device Manager may show the status of the failing drive, but it cannot copy or restore the data from it<sup>3</sup>. Downloading the drive manufacturer's diagnostic tool may help with identifying and repairing some errors or issues with the drive, but it may not be able to recover the data if the drive is physically damaged or corrupted. The diagnostic tool may also overwrite or erase some data during the repair process, which can make the data recovery more difficult or impossible<sup>4</sup>. Uninstalling the drive in the Device Manager may not help with data recovery, as it removes the drive from the system and its driver from the operating system. Uninstalling the drive may make the drive inaccessible or unrecognized by the PC, which can prevent the data recovery<sup>5</sup>. Replacing the drive with a new one may not help with data recovery, as it does not transfer the data from the old drive to the new one. Replacing the drive may also require reinstalling the operating system and the applications, which can take time and effort. Replacing the drive may also discard the old drive, which may still contain some recoverable data.

References:

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 3: Hardware, Section 3.3: Storage Devices, Page 140

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.5: Disk Management, Page 107

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 2: Operating Systems, Section 2.4: Device Manager, Page 84

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.6: Troubleshooting Storage Devices, Page 111

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 2: Operating Systems, Section 2.4: Device Manager, Page 85

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.6: Troubleshooting Storage Devices, Page 112

### NEW QUESTION 189

- (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 192

- (Topic 4)

A user needs to connect a laptop to the internet while traveling on a train. Which of the following features should be enabled on the user's phone?

- A. Bluetooth
- B. Near-field communication
- C. Hotspot
- D. Roaming

**Answer: C**

#### Explanation:

A hotspot is a feature that allows a phone to share its cellular data connection with other devices via Wi-Fi, Bluetooth, or USB. This can be useful when traveling on a train, where Wi-Fi networks may not be available or reliable. A hotspot can provide internet access to a laptop or other devices that need to connect to the web.

Bluetooth is a wireless technology that allows devices to communicate over short distances, usually within 10 meters. It can be used to pair devices such as headphones, speakers, keyboards, mice, etc. However, it cannot be used to share internet access from a phone to a laptop.

Near-field communication (NFC) is a wireless technology that allows devices to exchange data by touching or bringing them close together, usually within 4 cm. It can be used for applications such as contactless payments, smart cards, digital tickets, etc. However, it cannot be used to share internet access from a phone to a laptop.

Roaming is a feature that allows a phone to use another carrier's network when the home network is not available. This can be useful when traveling abroad, where the home network may not have coverage or agreements with local operators. However, roaming can incur additional charges and may not provide the same speed or quality of service as the home network. Roaming does not affect the ability of the phone to share internet access with other devices via hotspot.

#### NEW QUESTION 194

- (Topic 4)

A systems administrator needs to set up a multifunction printer for the legal department. The legal department deals with sensitive documents and requires a secure method of releasing print jobs. Which of the following should the systems administrator configure to meet the department's security requirements?

- A. SMB settings
- B. User authentication
- C. Audit logging
- D. Wired connection

**Answer: B**

#### Explanation:

This option requires the user to enter a PIN code or swipe a smart card before the printer releases their print job. This way, the user can verify their identity and ensure that no one else can access their sensitive documents.

The other options are not as secure or effective as user authentication. SMB settings are used to share files and printers over a network, but they do not provide a secure method of releasing print jobs. Audit logging records the details of each print job, but it does not prevent unauthorized access to the printed documents.

Wired connection reduces the risk of wireless interference or hacking, but it does not guarantee that the print jobs are only retrieved by the intended recipient.

#### NEW QUESTION 196

- (Topic 4)

A user reports a monitor, keyboard, mouse, and headset are no longer functioning. The user has restarted the laptop and tested an alternative headset and monitor, but the issue persists. The technician notices the user has a printer, USB-C hub, and AC adapter plugged into the laptop. Which of the following should the technician do to MOST likely resolve the issue?

- A. Verify the AC adaptor voltage.
- B. Repair the operating system.
- C. Replace the user's USB-C hub.
- D. Reinstall the drivers for affected devices.
- E. Make sure the printer is not drawing too much power.

**Answer: C**

#### Explanation:

The most likely cause of the issue is that the user's USB-C hub is faulty or incompatible with the laptop. The USB-C hub is a device that allows the user to connect multiple peripherals to the laptop using a single USB-C port. If the hub is not working properly, it may prevent the monitor, keyboard, mouse, and headset from functioning. The technician should replace the user's USB-C hub with a new one that is compatible with the laptop and test the peripherals again. Verifying the AC adapter voltage will not help with the issue, as the AC adapter is used to power the laptop, not the peripherals. Repairing the operating system will not help either, as the issue is not related to software. Reinstalling the drivers for affected devices may not help, as the issue may be caused by the hub, not the devices.

Making sure the printer is not drawing too much power is irrelevant, as the printer is not connected to the hub or affecting the other peripherals. References:

<https://www.comptia.org/blog/what-is-usb-c>

#### NEW QUESTION 198

- (Topic 4)

A technician is replacing the toner cartridge in a laser printer. Which of the following steps should the technician complete first? (Select two).

- A. Check the expiration date of the cartridge.
- B. Ensure the cartridge is the correct model.
- C. Open the toner compartment.
- D. Remove the sealing tape.
- E. Run the cleaning utility.
- F. Calibrate the printer.

**Answer: BC**

#### Explanation:

The technician is unable to access the company portal website, but other websites work fine. This suggests an issue with resolving the specific URL of the company portal, which is a function of DNS.

Here's why other options are not the most likely cause:

DHCP reservations: This is not relevant as the issue persists even when the technician tries a different workstation, indicating a problem beyond individual device configuration. Static IP addresses: Similar to DHCP reservations, static IPs are not likely the cause as both affected workstations are experiencing the issue.

Default gateway: While the default gateway is necessary for internet access, other websites are working, making it less likely to be the root cause. References: CompTIA A+ Certification Core 1 220-1101 Study Guide, Chapter 4: Networking, Section 4.2 Addressing and Naming

#### NEW QUESTION 200

- (Topic 4)

An engineer is setting up two-factor authentication so users can access a company's human resources system. Which of the following should the engineer require users to do?

- A. Use a mobile authenticator application.
- B. Connect to the company's Wi-Fi.
- C. Connect through the VPN.
- D. Use a bastion server.

**Answer:** A

#### Explanation:

Two-factor authentication (2FA) is a method of verifying a user's identity by requiring two pieces of evidence: something the user knows (such as a password) and something the user has (such as a device). A mobile authenticator application is a software program that runs on a smartphone or tablet and generates a one-time code or token that the user can enter along with their password to access a system. This adds an extra layer of security to prevent unauthorized access.

References

- The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101), page 13-14
- CompTIA A+ Certification Exam Core 1 Objectives, page 9, objective 2.5
- What is Two-Factor Authentication?

#### NEW QUESTION 201

- (Topic 4)

A technician just finished building a new PC and needs to install a firmware update for the system board UEFI. The technician is experiencing issues while accessing the USB key. Which of the following features should the technician most likely disable in order to complete this task?

- A. TPM security
- B. USB 3.0 support
- C. PXE boot capability
- D. Secure Boot

**Answer:** D

#### Explanation:

Secure Boot is a feature of UEFI (Unified Extensible Firmware Interface) that prevents unauthorized software from running during the boot process. Secure Boot verifies the digital signature of the boot loader and the operating system, and only allows them to run if they are signed by a trusted authority. However, Secure Boot can also prevent some legitimate software, such as firmware updates, from running if they are not signed or recognized by the system. Therefore, the technician may need to disable Secure Boot in order to install a firmware update for the system board UEFI from a USB key<sup>34</sup>. The other features are not likely to interfere with the firmware update, unless they are misconfigured or incompatible with the USB key.

References

- 3: bios - Can't enable secure boot in Windows 11 4: Acer aspire e5-571 Legacy Secure Boot?

#### NEW QUESTION 204

- (Topic 4)

An application developer formats and reconfigures a development PC after every application test is complete. Which of the following is the best way to improve the efficiency of this process?

- A. Installing an SSD
- B. Implementing a sandbox
- C. Disabling hyperthreading
- D. Enabling hardware acceleration

**Answer:** B

#### Explanation:

The best way to improve the efficiency of the process of formatting and reconfiguring a development PC after every application test is complete is to implement a sandbox. A sandbox is a virtual environment that isolates the application from the rest of the system, allowing the developer to test the application without affecting the main operating system, files, or settings. A sandbox can also be easily reset, deleted, or duplicated, saving the time and effort of formatting and reconfiguring the PC. A sandbox can also provide security benefits, such as preventing malware or bugs from spreading to the system or the network.

Other options, such as installing an SSD, disabling hyperthreading, or enabling hardware acceleration, may improve the performance of the PC, but they do not address the issue of formatting and reconfiguring the PC after each test. An SSD (solid state drive) is a storage device that uses flash memory instead of spinning disks, and it can offer faster data access, lower power consumption, and less noise and heat. Hyperthreading is a feature of some CPUs (central processing units) that allows each core to run two threads simultaneously, increasing the multitasking and parallel processing capabilities of the PC. Hardware acceleration is a technique that uses the GPU (graphics processing unit) or other specialized hardware to perform some tasks faster than the CPU, such as rendering graphics, video, or audio.

References:

- ? What is a Sandbox? | How Does a Sandbox Work? | Avast<sup>1</sup>
- ? What is a Sandbox Environment? | Definition and FAQs<sup>2</sup>
- ? How to Use a Sandbox to Test Software - Lifewire<sup>3</sup>
- ? What is a Sandbox and How to Use One - Norton<sup>4</sup>
- ? What is a Sandbox? - Definition from Techopedia<sup>5</sup>

### NEW QUESTION 207

- (Topic 4)

A technician is preparing to set up a gaming computer with the following components:

- Discrete, high-end graphics card
- Video capture card
- High-end processor
- Multiple hard drives
- USB 3.0 hub
- Sound card

Which of the following options is the most important for the technician to consider before building the gaming computer?

- A. Redundant power supply
- B. Modular power supply
- C. 20-pin v
- D. 24-pin power adapter
- E. Power supply wattage rating

**Answer:** D

#### Explanation:

The correct answer is D. Power supply wattage rating.

The power supply wattage rating is the most important factor to consider before building a gaming computer, as it determines how much power the system can draw from the wall and how much power the components can consume. A power supply with a low wattage rating may not be able to support the high-end graphics card, processor, and other devices, resulting in poor performance, instability, or damage<sup>12</sup>.

To find the optimal power supply wattage rating for a gaming computer, the technician should calculate the total power consumption of all the components and add some

headroom for future upgrades or overclocking. The technician can use online calculators such as Cooler Master Power Calculator or Seasonic Wattage Calculator to estimate the power requirements of the system<sup>3</sup>.

### NEW QUESTION 208

- (Topic 4)

A user reports that a display is slow to turn on, and the colors are distorted and discolored. Once the display turns on, it appears to have lines going through the image and intermittently goes blank. Which of the following is the most likely cause of the issue?

- A. Incorrect data source
- B. Incorrect resolution settings
- C. Physical cabling issues
- D. Incorrect refresh rate
- E. Display burn-in

**Answer:** C

#### Explanation:

The most likely cause of the issue is C. Physical cabling issues.

Physical cabling issues can affect the quality and stability of the display signal. If the cable is loose, damaged, or bent, it may cause intermittent connection, interference, or signal loss. This can result in slow, distorted, discolored, or blank display.

To troubleshoot physical cabling issues, the user should check the following steps:

- Make sure the cable is firmly connected to both the display and the video adapter.
- Inspect the cable for any signs of damage, such as cuts, frays, kinks, or exposed wires.
- Check the cable connectors for any bent or broken pins.
- Try a different cable or a different port on the display or the video adapter.
- If possible, test the display with another device or test another display with the same device.

The other options are less likely to cause the issue, because:

- Incorrect data source may result in no display or an error message, but not slow or distorted display.
- Incorrect resolution settings may cause stretched, blurry, or cropped display, but not discolored or blank display.
- Incorrect refresh rate may cause flickering or tearing display, but not slow or distorted display.
- Display burn-in may cause permanent image retention or ghosting on the display, but not intermittent or blank display.

For more information and tips on how to fix common display problems, you can visit these links:

- [How to Troubleshoot Display or Video Issues on a Dell Monitor](#)
- [Display Troubleshooting - iFixit](#)
- [How to Fix the Most Common Problems With LCD Monitors](#)

### NEW QUESTION 212

- (Topic 4)

A user contacted the help desk about files that disappeared from a laptop. The technician discovered during troubleshooting that the drive was corrupt due to a possible mechanical failure, but the files were still readable. Which of the following actions did the technician take during troubleshooting? (Select two).

- A. Checked S.M.A.R.
- B. information
- C. Made sure the replacement drive was compatible
- D. Ran CHKDSK
- E. Reseated the HDD connector
- F. Increased the page file size
- G. Updated the firmware

**Answer:** AC

#### Explanation:

S.M.A.R.T. (Self-Monitoring, Analysis, and Reporting Technology) is a feature of hard drives that monitors various parameters, such as temperature, error rate, spin-up time, and seek time, to assess the health and performance of the drive. S.M.A.R.T. can also predict the likelihood of failure based on the historical trends

of these parameters. A technician can check the S.M.A.R.T. information of a hard drive using various tools, such as the BIOS, the operating system, or third-party software. Checking the S.M.A.R.T. information can help the technician diagnose the cause and severity of the drive corruption and determine the best course of action.

CHKDSK (Check Disk) is a command-line utility that scans the file system and the disk surface for errors and attempts to fix them. CHKDSK can also recover readable data from bad sectors and mark them as unusable. A technician can run CHKDSK on a corrupt drive using various options, such as /f (fix errors), /r (recover data), or /x (dismount the drive). Running CHKDSK can help the technician repair the drive corruption and retrieve the missing files.

References:

- ? How to Check Your Hard Drive's Health | PCMag1
- ? How to Check a Disk from Windows - dummies2
- ? How to Use CHKDSK in Windows 10 - Lifewire3

#### NEW QUESTION 214

- (Topic 4)

Which of the following is the best example of SaaS?

- A. A company leases electric vehicles for all of its employees.
- B. An accountant pays an annual fee for the tools the company needs to work.
- C. A car breaks down, and the driver presses a button to call for help.
- D. A consultant hires a web developer to create a website.

**Answer: B**

#### NEW QUESTION 215

- (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 217

- (Topic 4)

A technician is preparing a redesigned conference room for a presentation. The presenter connects a laptop to the LCD projector, but a "No input source" error message is displayed on the LCD projector's screen. However, the presentation is working on the laptop's LCD screen when in mirroring mode on the docking station. Which of the following troubleshooting steps should the technician take first?

- A. Replace the LCD projector.
- B. Reboot the laptop.
- C. Update the display drivers.
- D. Check the physical cabling.

**Answer: D**

#### Explanation:

One of the possible causes of the error message "No input source" is that the LCD projector is not receiving any signal from the connected device, such as a laptop1. This could be due to a loose or faulty cable or connector, or an incorrect input source selected on the projector2. Therefore, the first troubleshooting step that the technician should take is to check the physical cabling and make sure it is properly connected and secured12.

#### NEW QUESTION 218

- (Topic 4)

A user built a new PC with parts sourced from a popular online vendor. The system boots to the OS and basic browsing works, but whenever the user opens a 4K video or starts to play a game, the system immediately shuts down. Which of the following is the MOST likely cause of this issue?

- A. The video card was installed in the wrong PCIe slot.
- B. The CPU heat sink was attached without adequate thermal paste.
- C. The SSD drives do not have enough Pagefile.
- D. The system does not have enough RAM for 4K video.

**Answer: B**

#### Explanation:

Thermal paste is a substance that fills in any gaps between a CPU and its heat sink, which is a device that dissipates heat from the CPU. Without adequate thermal paste, the CPU may overheat and cause the system to shut down automatically to prevent damage. This is especially likely when running 4K video or games, which are more demanding and generate more heat. The technician should check if the CPU heat sink was attached properly and apply enough thermal paste to ensure good contact and heat transfer. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 28)

#### NEW QUESTION 221

- (Topic 4)

A technician needs to determine where a printer is connected on a patch panel. Which of the following is the best tool for the technician to use to locate the port?

- A. Toner probe
- B. Loopback plug
- C. Cable tester

D. Wi-Fi analyzer

**Answer:** A

**Explanation:**

The correct answer is A. Toner probe.

A toner probe is an electronic test instrument that can help trace wires and locate the port where a printer is connected on a patch panel. A toner probe consists of two parts: a tone generator and a tone detector. The tone generator sends a signal through the cable, and the tone detector picks up the signal at the other end. By using a toner probe, a technician can identify which port on the patch panel corresponds to the printer cable.

A loopback plug is a device that can test the functionality of a network port by sending and receiving signals from the same port. A loopback plug is not useful for locating ports on a patch panel.

A cable tester is a device that can verify the integrity and continuity of a cable by checking for open, short, or miswired connections. A cable tester can also measure the length and resistance of a cable. A cable tester is not useful for locating ports on a patch panel.

A Wi-Fi analyzer is a software or hardware tool that can monitor and analyze wireless networks by scanning for available channels, signal strength, security settings, and other parameters. A Wi-Fi analyzer is not useful for locating ports on a patch panel. Reference: comptia A+ Core 1 - Hardware And Network Troubleshooting - ExamGuides.com

**NEW QUESTION 224**

- (Topic 4)

A technician is setting up a projector for a videoconferencing system. When the user attempts to connect a laptop to the system, the system displays the following error message:

no source found

The user tries multiple cables and inputs on the projector Which of the following should the user try next?

- A. Check the bulb the projector and replace it with a new one.
- B. Check the display settings on the computer and set them to extend/duplicate.
- C. Replace the projector another known-good one and try again.
- D. Replace the video card on the machine that is plugged in to tie projecto
- E. as it has gonebad.

**Answer:** B

**Explanation:**

The user should check the display settings on the computer and set them to extend/duplicate. This will allow the computer to send the video signal to both the laptop screen and the projector. If the display settings are set to only show on one screen, then the projector may not detect any source. According to the CompTIA Core1 objectives, one of the common display issues is no image on screen. A troubleshooting guide for projectors also suggests checking the display settings as a possible solution for no source found error.

**NEW QUESTION 227**

- (Topic 4)

Which of the following network devices converts fiber network signals from light into electric signals that can be used by a Wi-Fi router?

- A. Hub
- B. PoE
- C. ONT
- D. NIC

**Answer:** C

**Explanation:**

An ONT, or Optical Network Terminal, is a device that converts fiber network signals from light into electric signals that can be used by a Wi-Fi router. An ONT is an interface between the fiber optic network that carries optical signals and the devices that use electrical signals, such as routers, telephones, or computers. An ONT is similar to a modem for fiber internet, as it allows the devices to communicate with the internet service provider (ISP) and access the internet.

References:

? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook, page 4- 111

? What Is an ONT? Optical Network Terminals Explained | Reviews.org2

? What Is An ONT & How is it Used in Fiber Networks? - STL Tech3

**NEW QUESTION 229**

- (Topic 4)

After a technician replaced a printer's ink cartridges, all the print jobs contain shadowing. Which of the following should the technician do first?

- A. Reseat the new ink cartridges.
- B. Run the printer's alignment process.
- C. Replace the fuser assembly.
- D. Install the maintenance kit.

**Answer:** B

**Explanation:**

Running the printer's alignment process is the first step that a technician should do to fix the shadowing problem on the printouts. Shadowing is a print quality issue that occurs when the printer prints a faint duplicate image of the original text or graphics, usually slightly offset from the original position. This can be caused by a misalignment of the printhead, which is the part of the printer that sprays ink onto the paper. The printer's alignment process is a procedure that adjusts the position and angle of the printhead to ensure that the ink is applied accurately and evenly on the paper. The printer's alignment process can be performed from the printer's menu, the printer's software, or the printer's maintenance tool, depending on the model and type of the printer.

The other options are not the best solutions for this problem. Reseating the new ink cartridges may not solve the shadowing issue, unless the cartridges are not properly installed or recognized by the printer. However, this is unlikely to be the case, as the printer would usually display an error message or refuse to print if the cartridges are not compatible or inserted correctly. Replacing the fuser assembly or installing the maintenance kit are more drastic and expensive measures that are usually done when the printer has more serious problems, such as paper jams, smearing, streaking, or fading. The fuser assembly is the part of the printer that heats and melts the toner onto the paper, and the maintenance kit is a set of components that need to be replaced periodically to keep the printer in good

condition. These parts are not directly related to the shadowing issue, and replacing them may not fix the problem.

References:

- ? CompTIA A+ Certification Exam Core 1 Objectives1
- ? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook2
- ? How to Fix Shadow Printing on My Canon Printer?3
- ? Fixing A Printer That Creates Shadow Images On Printouts4

### NEW QUESTION 233

- (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 Central1
- ? How to Connect a Headset to a Computer2
- ? USB - Wikipedia

### NEW QUESTION 236

- (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, etc12.

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 process34.

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 printer12. 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 address12. 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 system12.

### NEW QUESTION 237

- (Topic 4)

A user reports that a laptop correctly connects to the internet when docked at the office but is unable to access the internet when at home. Which of the following should the technician do first?

- A. Contact the user's home ISP
- B. Give the user a dock to use at home.
- C. Disable network security settings.
- D. Enable the wireless adapter.

**Answer:** D

#### Explanation:

A wireless adapter is a device that allows a laptop to connect to a wireless network, such as a home Wi-Fi router. A wireless adapter can be either internal or external, and it can be enabled or disabled by the user or the operating system. If the wireless adapter is disabled, the laptop will not be able to access the internet

when it is not connected to a wired network, such as the office dock.

The technician should do the following steps to enable the wireless adapter:

? Check the physical switch or button on the laptop that controls the wireless adapter. Some laptops have a switch or button on the side, front, or keyboard that can turn on or off the wireless adapter. Make sure the switch or button is in the on position.

? Check the software settings for the wireless adapter. In Windows 10, you can do this by clicking on the network icon in the system tray, and then clicking on the Wi-Fi icon. Make sure the Wi-Fi is turned on. You can also go to Settings > Network & Internet > Wi-Fi and make sure the Wi-Fi is turned on.

? Check the device manager for the wireless adapter. In Windows 10, you can do this by right-clicking on the Start menu and selecting Device Manager. Expand the Network adapters category and look for your wireless adapter. Make sure it is enabled and has no errors. You can right-click on it and select Enable device or Update driver if needed.

If none of these steps work, there may be a hardware or software problem with the wireless adapter that requires further troubleshooting or replacement.

#### NEW QUESTION 238

- (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 239

- (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 241

- (Topic 4)

Which of the following protocols provides the fastest bandwidth?

- A. 802.11a
- B. 802.11ac
- C. 802.11ax
- D. 802.11n

**Answer:** C

**Explanation:**

The 802.11ax protocol, also known as Wi-Fi 6, provides the fastest bandwidth among the options listed. It can achieve up to 10 Gbps of data transfer rate, using technologies such as OFDMA, MU-MIMO, and 1024-QAM. The 802.11ac protocol, or Wi-Fi 5, is the second fastest, with a maximum of 3.46 Gbps, followed by the 802.11n protocol, or Wi-Fi 4, with a maximum of 600 Mbps. The 802.11a protocol is the slowest, with a maximum of 54 Mbps

<https://www.lifewire.com/wireless-standards-802-11a-802-11b-g-n-and-802-11ac-816553>

**NEW QUESTION 243**

- (Topic 4)

In a SOHO environment, a user wants to make sensitive, scanned documents available to other users on the domain. The logs need to indicate who accessed the documents and at what time they were accessed. Which of the following settings should a technician set up on the MFP device?

- A. Scan to email
- B. ADF tray
- C. PCL
- D. SMB share

**Answer:** D

**Explanation:**

The correct answer is D. SMB share.

SMB stands for Server Message Block, which is a network protocol that allows file and printer sharing among different devices on a local area network (LAN). An SMB share is a folder or drive that is shared using the SMB protocol and can be accessed by authorized users on the network. An MFP device is a multifunction printer that can perform multiple tasks, such as printing, scanning, copying, and faxing.

In a SOHO (small office/home office) environment, a user who wants to make sensitive, scanned documents available to other users on the domain can set up an SMB share on the MFP device. This way, the user can scan the documents to the SMB share and grant access permissions to the other users who need to view or edit them. The SMB share can also enable logging, which can record who accessed the documents and at what time they were accessed.

The other options are not the best settings for this scenario. Scan to email is a feature that allows the user to scan a document and send it as an email attachment to a recipient. This option may not be secure or convenient for sharing sensitive documents with multiple users on the domain. ADF tray stands for automatic document feeder tray, which is a component of an MFP device that can feed multiple pages of a document into the scanner or copier without manual intervention. This option is not related to sharing or logging scanned documents. PCL stands for Printer Command Language, which is a page description language that controls the layout and printing of documents. This option is not related to sharing or logging scanned documents either.

**NEW QUESTION 247**

- (Topic 4)

A user is attempting to connect a streaming media device to a hotel's tree wireless internet. However, the user is unable to pass through the captive portal. Which of the following would MOST likely allow the user to connect the device to the internet?

- A. Connecting to the hotspot on the user's device
- B. Disabling the Wi-Fi security on the device
- C. Asking the hotel to disable the captive portal on the Wi-Fi
- D. Adjusting the date and time stamps on the device to reflect another country

**Answer:** A

**Explanation:**

A captive portal is a web page that requires users to agree to terms and conditions, enter credentials, or provide payment information before accessing a wireless network. Some devices, such as streaming media devices, may not have a web browser or a user interface to interact with the captive portal. One possible solution is to connect to the hotspot on the user's device, such as a smartphone or a tablet, and use it as a bridge to access the internet through the wireless network. The user's device can authenticate with the captive portal and share its internet connection with other devices via Wi-Fi, Bluetooth, or USB. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 12)

**NEW QUESTION 249**

- (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 252

- (Topic 4)

A technician is relocating a router access point farther away from the modem to optimize signal coverage for a SOHO client. Which of the following will the technician most likely use to complete the relocation? (Select two).

- A. Punchdown tool
- B. Crimper
- C. Clamp-style wire stripper
- D. Network tap
- E. Wi-Fi analyzer
- F. Loopback plug

**Answer:** BE

#### Explanation:

A crimper is a tool that is used to attach connectors to network cables, such as RJ-45 or RJ-11. A technician might need a crimper to create a longer cable for the router access point or to replace a damaged connector.

A Wi-Fi analyzer is a software or hardware tool that can scan and measure the wireless signal strength, interference, channel usage, and security of a Wi-Fi network. A technician might need a Wi-Fi analyzer to find the optimal location and configuration for the router access point to improve the signal coverage for the SOHO client.

References

- [CompTIA A+ Core 1 (220-1001) Certification Study Guide], page 77
- [CompTIA A+ Core 1 (220-1001) Certification Study Guide], page 82
- [What is a Crimper?]
- [What is a Wi-Fi Analyzer?]

#### NEW QUESTION 254

- (Topic 4)

Which of the following is the primary function of a DNS service?

- A. To dynamically assign network addresses to hosts
- B. To translate domain names to IP addresses
- C. To authenticate users to remote servers
- D. To serve files over the network

**Answer:** B

#### NEW QUESTION 259

- (Topic 4)

A user called the help desk to report an issue with a laptop. Recently, the user has been unable to click the buttons on the track pad or press some keys on the keyboard. The technician inspected the laptop but does not find any physical damage caused by the user. Which of the following is the MOST likely cause of the issue?

- A. Damaged digitizer
- B. Swollen battery
- C. Distended capacitors
- D. Failed accelerometer

**Answer:** B

#### Explanation:

The most likely cause of the issue is that the laptop has a swollen battery, which is a condition where the battery expands due to gas buildup inside the cells. A swollen battery can cause physical damage to the laptop, such as pushing against the track pad or keyboard and preventing them from functioning properly. The technician should inspect the battery and replace it if it is swollen. A damaged digitizer is not the cause of the issue, as the digitizer is a component that converts touch input into digital signals, and it does not affect the track pad or keyboard. Distended capacitors are not the cause either, as capacitors are electronic components that store electric charge, and they do not affect the track pad or keyboard. A failed accelerometer is not the cause as well, as an accelerometer is a sensor that measures acceleration, and it does not affect the track pad or keyboard. References: <https://www.comptia.org/blog/what-is-a-laptop-battery>

#### NEW QUESTION 264

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