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220-1001

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Exam A (98 questions)

Question 1

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

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

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

Question 2

Ann, a user, needs to attend several day-long conferences and wants to ensure her mobile device will have enough power for these events. She is concerned about wall outlet availability at the conferences and needs to continuously use her device for important updates.

Which of the following should a technician recommend to BEST accommodate Ann's needs?

- ☐ Wireless charging pad
- ☐ Built-in battery case
- ☐ Extra charging cords
- ☐ Airplane mode

Question 3

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

- ☐ Unmanaged switch
- ☐ Hub
- ☐ Firewall
- ☐ Cable modem

Question 4

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

- ☐ Implement MAC filtering
- ☐ Enable NAT
- ☐ Create a network DMZ
- ☐ Upgrade the encryption standards

Question 5

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

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

- ☐ Enable QoS on network traffic, prioritizing telecast traffic over uploads.
- ☐ Upgrade video conference room equipment.
- ☐ Create a VLAN for all employees updating social media.
- ☐ Adjust the network intrusion device to allow video to flow without filtering.

Question 6

The graphics department has an issue with printing certain files. The printer does not print the complete image on larger files. A technician verifies the network speed of the printer is set to 1GB and that regular text files print without issue. Which of the following is the MOST likely cause of this problem?

- ☐ The printer needs more RAM
- ☐ The print server is timing out
- ☐ The users are not printing in post-script mode
- ☐ The printer network connection is set to half duplex

Question 7

A customer wants to upgrade a PC's internal storage to have more room to store backups, photos, and videos. The new storage should be large enough to avoid expanding again next year.

Which of the following BEST meets these needs?

- ☐ 3TB HDD
- ☐ 50GB NAS
- ☐ 500TB SAN
- ☐ 512GB SSD

Question 8

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

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

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

Question 9

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

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

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

Question 10

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

- ☐ WAN
- ☐ LAN
- ☐ PAN
- ☐ MAN

Question 11

A user wants to print a large job on both the front and back sides of the paper.

Which of the following settings should the technician advise the user to change in the printer settings?

- ☐ Collate
- ☐ Orientation
- ☐ Duplex
- ☐ Transparency

Question 12

A user reports that printing on heavy cardstock paper results in the image smearing if touched. When printing on plain paper, the problem does not occur.

Which of the following would be the NEXT troubleshooting step to perform?

- ☐ Increase the fuser temperature.
- ☐ Change the paper feed rate.
- ☐ Clean the transfer roller.
- ☐ Replace the toner cartridge.

Question 13

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

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

Question 14

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

- ☐ Fiber
- ☐ Coaxial
- ☐ Plenum
- ☐ Cat 6

Question 15

Joe, a user, sets up an IMAP connection on his smartphone to connect to webmail. Joe is able to view email, but he receives an error message when trying to send a message. When viewing the mail client's configuration, Joe sees a valid SMTP server and port. Which of the following should Joe check NEXT to resolve the issue?

- ☐ Configure the email account as a POP3 connection
- ☐ Ensure the SSL/TLS option is being used
- ☐ Check that the account password is still valid
- ☐ Make sure the smartphone is not in airplane mode

Question 16

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

Which of the following solutions has the user purchased?

- ☐ DaaS
- ☐ SaaS
- ☐ PaaS
- ☐ IaaS

Question 17

A company has very strict rules regarding proprietary information leaving the premises. All computers host proprietary information. A technician is called to repair a computer on-site at the company's corporate office. The technician identifies the problem and goes through the troubleshooting steps to create a plan of action. The technician determines the computer needs to be taken off-site for repair.

Which of the following should the technician do NEXT?

- ☐ Check corporate policies for guidance.
- ☐ Get authorization from the manager.
- ☐ Delete proprietary data before leaving the building.
- ☐ Remove the HDD and send the device for repair.

Question 18

A network administrator is attempting to access the firewall while inside the datacenter. Which of the following peripherals must be connected to do so?

- ☐ KVM
- ☐ Touchpad
- ☐ Mouse
- ☐ Keyboard

Question 19

A business owner wants to provide security to laptop users with the ability to charge their devices, access corporate LAN resources, and allow for a variety of their removable hardware.

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

- ☐ Docking station
- ☐ Port replicator
- ☐ Thunderbolt
- ☐ USB hub

Question 20

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

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

- ☐ Swollen battery
- ☐ Damaged AC adapter
- ☐ Improperly seated RAM
- ☐ Cooling fan failure
- ☐ Imminent hard drive failure

Question 21

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

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

Question 22

A laptop is connected to a conference room projector in extended display mode. The desktop icons appear normal on the laptop, but are disproportionate and illegible on the projector screen. Which of the following should the technician check?

- ☐ Video resolution
- ☐ HDMI connection
- ☐ Keystone
- ☐ Focus

Question 23

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

- ☐ Long-term evolution
- ☐ Near-field communication
- ☐ Radio frequency ID
- ☐ Z-wave

Question 24

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

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

- ☐ Check the connectivity of the VGA cable.
- ☐ Check the connectivity of the power cable.
- ☐ Change the aspect ratio on the laptop.
- ☐ Change the settings of the projector.

Question 25

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

- ☐ Proxy server
- ☐ Web hosting server
- ☐ DNS server
- ☐ Branch cache server

Question 26

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

- ☐ NIC
- ☐ Switch
- ☐ Router
- ☐ Cable modem

Question 27

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

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

- ☐ Enable user authentication.
- ☐ Disable remote printing.
- ☐ Configure the print server.
- ☐ Enable cloud settings.
- ☐ Disable the wireless network.
- ☐ Connect to a wired network.

Question 28

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

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

Question 29

A user is connected to a docking station with an optical drive and is trying to back up personal files to removable media, but is encountering write errors. Which of the following is MOST likely cause of the errors?

- ☐ The disk has already been finalized
- ☐ The files are encrypted
- ☐ There is a corrupt file on the hard drive
- ☐ The files are not compatible with the type of disk used

Question 30

A technician is replacing a broken screen on a new company laptop but does not have repair information from the vendor.

Which of the following is the BEST way to proceed?

- ☐ Document and label the cable and screw locations.
- ☐ Replace the screen with a non-OEM.
- ☐ Update the firmware on the device before repairing it.
- ☐ Wait for the vendor to provide more information.

Question 31

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

- ☐ The laptop has an APIPA address
- ☐ The laptop is configured to the wrong default gateway
- ☐ The laptop is connected to the guest WiFi
- ☐ The laptop is configured with a static IP

Question 32

Several computers are having network connectivity issues. Two of the computers are wired and are not having any issues. The technician verifies that none of the computers having issues have been assigned a static IP.

Which of the following should the technician check NEXT?

- ☐ Check the closest AP for the area.
- ☐ Check each wireless adapter switch
- ☐ Check the group's network switch.
- ☐ Check the DHCP server.

Question 33

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

Which of the following should the technician check FIRST?

- ☐ Device Manager
- ☐ Performance Monitor
- ☐ System configuration
- ☐ Digitizer settings

Question 34

A technician is determining the specifications for a desktop computer that will be used at trade shows all over the world. The computer will have the maximum amount of RAM. The CPU, GPU, and storage will be typical of a business workstation.

Which of the following system parameters is the MOST important for the technician to consider when choosing a power supply?

- ☐ Input voltage
- ☐ Efficiency rating
- ☐ 12V rail amperage
- ☐ Number of SATA connectors

Question 35

A user is no longer able to browse the Internet after returning from vacation. The user is able to log in and navigate to the local intranet, but not to any outside sites. A technician pings a well-known website by name but gets no reply. The technician then pings its IP address and gets a reply.

Which of the following commands will MOST likely resolve the issue?

- ☐ ipconfig /all
- ☐ ipconfig /flushdns
- ☐ ipconfig /release
- ☐ ipconfig /setclassid

Question 36

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

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

- ☐ The hardware replacement used is a non-touch-screen version.
- ☐ The touch screen must be calibrated after a replacement.
- ☐ The digitizer cable is not seated properly on the motherboard.
- ☐ The new touch-screen drivers must be installed.
- ☐ The replacement part is dead-on-arrival.
- ☐ The LCD panel firmware must be updated.
- ☐ The grounding screws are not securely attached.

Question 37

Which of the following ports are used for secure sessions? (Select two.)

- ☐ 22
- ☐ 23
- ☐ 25
- ☐ 80
- ☐ 110
- ☐ 443

Question 38

Which of the following terminates a coaxial cable?

- ☐ DB9
- ☐ RJ45
- ☐ RG-59
- ☐ RS-232

Question 39

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

- ☐ Check the power cable connection
- ☐ Check the voltage of the PSU with a tester
- ☐ Test for distended capacitors
- ☐ Check the voltage switch

Question 40

A technician manually configured the wireless connection on the Chief Information Officer's (CIO's) new laptop so it can communicate with the network at the office. The CIO now is having trouble connecting to a guest WiFi hotspot. While the device has a gateway address and says it is connected, the CIO cannot access company email.

Which of the following would BEST resolve the issue?

- ☐ Move the CIO's laptop closer to the access point to obtain a better RF signal.
- ☐ Restart the wireless connection to obtain a self-assigned APIPA address.
- ☐ Assign a different IP address to the device in conflict with the CIO's laptop.
- ☐ Set the network connection to use DHCP instead of a static address.
- ☐ Change the network's SSID to a mobile hotspot to access company email.

Question 41

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

- ☐ Molex connector
- ☐ 24-pin adapter
- ☐ SCSI cable
- ☐ eSATA cable

Question 42

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

- ☐ Punchdown tool
- ☐ Tone generator and probe
- ☐ Cable tester
- ☐ Crimper

Question 43

Which of the following wireless standards is only capable of 5GHz frequencies?

- ☐ 802.11a
- ☐ 802.11ac
- ☐ 802.11b
- ☐ 802.11g

Question 44

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

Which of the following should the technician do FIRST?

- ☐ Replace the hard drive.
- ☐ Replace the video card.
- ☐ Do a System Restore.
- ☐ Perform a full data backup.
- ☐ Scan the system for viruses.

Question 45

Which of the following cloud computing concepts allows scalable services to be provided to the client?

- ☐ On-demand
- ☐ Metered
- ☐ Rapid elasticity
- ☐ Resource pooling

Question 46

A technician is troubleshooting what appears to be a RAM issue on a PC. Which of the following symptoms would indicate if this is a RAM issue?

- ☐ POST code beeps
- ☐ Distended capacitors
- ☐ Continuous reboots
- ☐ Wrong BIOS time

Question 47

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

- ☐ Large tablet
- ☐ E-reader
- ☐ Smart watch
- ☐ Virtual reality headset

Question 48

Which of the following charging and data ports has a non-directional connector?

- ☐ Micro-USB
- ☐ Mini-USB
- ☐ USB-A
- ☐ USB-C

Question 49

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

- ☐ Set the NIC to full duplex.
- ☐ Disable the local firewall.
- ☐ Reset the TCP/IP stack.
- ☐ Disable the Ethernet adapter.
- ☐ Use static IP addressing instead of DHCP.
- ☐ Flush the DNS cache.

Question 50

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

- ☐ Synchronization settings
- ☐ Wireless settings
- ☐ Video streaming settings
- ☐ QoS settings

Question 51

A user wants to build a computer with a high-end CPU, plenty of RAM, and a high-end graphics card for online gaming. The user wants to verify that the graphics card is compatible with the motherboard. Which of the following connection types would the user MOST likely utilize to connect the video card to the motherboard?

- ☐ PCIe
- ☐ ISA
- ☐ AGP
- ☐ USB

Question 52

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

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

- ☐ Update the video drivers on the laptop.
- ☐ Increase the projector contrast.
- ☐ Replace the original laptop.
- ☐ Change the aspect ratio on the projector.
- ☐ Replace the bulb in the projector.
- ☐ Modify the laptop's display resolution.

Question 53

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

- ☐ ISDN
- ☐ DSL
- ☐ Fiber
- ☐ Cable

Question 54

A customer wants to purchase a new home computer. The machine will mainly be used for Internetbrowsing and streaming video, except on weekends when the customer's son will use it to play games with friends.

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

- ☐ 80mm case fans
- ☐ Four-core processor
- ☐ RAID 5 array
- ☐ 16GB DDR2 memory
- ☐ Dual monitors
- ☐ Encrypted hard drive

Question 55

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

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

- ☐ NFC
- ☐ IR
- ☐ OTG
- ☐ Bluetooth

Question 56

The cloud model that represents a company maintaining some data in on-premise storage and some data in cloud-based storage is known as:

- ☐ hybrid
- ☐ private
- ☐ public
- ☐ community

Question 57

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

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

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

Question 58

An office has a network that has all computers connected to two switches. The switches are connected with a fiber cable. The computers and switches are all located in the same building. Which of the following network types does this describe?

- ☐ WAN
- ☐ PAN
- ☐ LAN
- ☐ MAN

Question 59

After upgrading a smartphone's OS, Joe, a user, reports the smartphone no longer connects to his automobile automatically when near it. Joe restarts the smartphone, but the problem persists. Which of the following should a technician do NEXT to restore the previous functionality?

- ☐ Connect the smartphone to the automobile via USB
- ☐ Reenable the smartphone's Bluetooth radio
- ☐ Perform a rollback of the smartphone's OS
- ☐ Pair the smartphone with the automobile

Question 60

The feature that allows users to store files in cloud-based when necessary, but can be removed when space is freed up, is known as:

- ☐ on-demand
- ☐ resource pool
- ☐ synchronization application
- ☐ shared resources

Question 61

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

- ☐ CPU
- ☐ SSD
- ☐ NIC
- ☐ RAM

Question 62

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

Which of the following will resolve the issue?

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

Question 63

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

- ☐ Check for firmware updates
- ☐ Configure extended display mode
- ☐ Replace the external monitor
- ☐ Adjust the laptop's BIOS settings

Question 64

A user brings in a smartphone for repair. The device is unable to send/receive calls or connect to WiFi. All applications on the device are working unless they require connectivity.

Which of the following is MOST likely causing the problem?

- ☐ Airplane mode
- ☐ Tethering
- ☐ Disabled hotspot
- ☐ VPN

Question 65

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

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

Question 66

A technician has noticed that when at company headquarters the laptop connection to the Internet is more responsive than when using the company-provided phone as a hotspot. The technician updated the drivers on the WiFi NIC without resolution and then verified the configuration on the WiFi was correct.

Which of the following configurations could cause the decreased performance?

- ☐ The connection is throttled.
- ☐ There is a low RFID signal.
- ☐ SSID is not found.
- ☐ It is out of range.

Question 67

An end user wants to have a second monitor installed on a laptop. Which of the following would allow a technician to configure the laptop to show both screens once the cable is connected?

- ☐ Plug an external monitor into the USB port.
- ☐ Use the Fn and function key combination
- ☐ Adjust the monitor display settings.
- ☐ Enable DisplayPort.

Question 68

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

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

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

Question 69

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

- ☐ Channels
- ☐ Frequency
- ☐ Antenna power level
- ☐ SSID

Question 70

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

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

- ☐ A dual-processor motherboard with six hyperthreaded cores each.
- ☐ A single-processor motherboard with eight hyperthreaded cores.
- ☐ A dual-processor motherboard with eight overclocked cores each.
- ☐ A single-processor motherboard with ten overclocked cores.

Question 71

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

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

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

Question 72

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

- ☐ Ink jet
- ☐ Laser
- ☐ 3-D
- ☐ Thermal

Question 73

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

- ☐ Too many applications are running updates
- ☐ The device is currently running in airplane mode
- ☐ The internal memory is failing on the device
- ☐ The OS update is too resource intensive for the device

Question 74

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

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

- ☐ Hypervisor
- ☐ Disk management
- ☐ Terminal services
- ☐ Device Manager
- ☐ Virtual LAN

Question 75

Which of the following is the main purpose of the +5VSB output of a power supply?

- ☐ It allows peripherals to draw power when the machine is off
- ☐ It provides power to the audio and sound boards of the machine
- ☐ It acts as the main voltage supply to the motherboard and processor
- ☐ It powers all expansion cards and external device hubs

Question 76

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

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

- ☐ Virtual security
- ☐ Virtual storage
- ☐ Virtual CPU
- ☐ Virtual switch
- ☐ Virtual RAM

Question 77

Which of the following Ethernet cables would BEST support an application that requires a 600Mbps throughput at the lowest price point?

- ☐ Cat 3
- ☐ Cat 5
- ☐ Cat 5e
- ☐ Cat 6

Question 78

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

- ☐ Disk speed
- ☐ I/O bandwidth
- ☐ RAM utilization
- ☐ CPU utilization

Question 79

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

Which of the following should the technician perform NEXT?

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

Question 80

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

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

- ☐ Implement single sign-on.
- ☐ Enable multifactor authentication.
- ☐ Configure biometric authentication.
- ☐ Remove complex password requirements.

Question 81

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

- ☐ Fuser
- ☐ Roller
- ☐ Memory
- ☐ Toner

Question 82

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

- ☐ 5.5V
- ☐ 12V
- ☐ 120V
- ☐ 220V

Question 83

A server administrator set up a VM to be used in a lab setting. A technician is setting up thin-client computers to access this VM. Which of the following tasks are required to complete the project? (Choose three.)

- ☐ Connect the device to a printer.
- ☐ Install the operating system.
- ☐ Install a USB keyboard and mouse.
- ☐ Connect the device to the network.
- ☐ Install the latest system updates.
- ☐ Install the latest device drivers.
- ☐ Connect the device to a monitor.
- ☐ Install the necessary applications.

Question 84

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

- ☐ Power supply wattage
- ☐ Video RAM
- ☐ CPU frequency
- ☐ Monitor resolution

Question 85

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

Which of the following adjustments would be MOST appropriate?

- ☐ Use the magnifier.
- ☐ Increase the resolution.
- ☐ Use haptic feedback.
- ☐ Utilize text-to-speech.

Question 86

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

- ☐ Hotspot
- ☐ NFC
- ☐ Bluetooth
- ☐ VPN

Question 87

A technician has been asked to fix a problem with a projector. The projector lamp turns off for brief periods during a demonstration. After the technician replaced the lamp, the problem continued with an added message that appears just before the lamp turns off. Which of the following MOST likely need to be performed? (Choose two.)

- ☐ Reset the lamp life counter
- ☐ Replace the cooling fan
- ☐ Adjust the brightness
- ☐ Update the laptop video driver
- ☐ Install a higher lumen lamp
- ☐ Change the video resolution

Question 88

A customer's laptop display has suddenly become very dim. The image of the display can only be seen with a bright, external light, as adjusting the brightness/contracts controls does not cause much change.

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

- ☐ LCD panel
- ☐ Inverter
- ☐ Video card
- ☐ Digitizer

Question 89

During an inspection, it was found that data racks were not properly grounded. To pass the inspection and address a growing concern to protect data cabling and equipment, a technician must make sure all racks are properly grounded.

Which of the following tools should the technician use to verify this has been completed?

- ☐ Multimeter
- ☐ Cable tester
- ☐ Tone generator
- ☐ Voltmeter

Question 90

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

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

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

Question 91

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

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

- ☐ Use the latest encryption standard on the wireless network and set a strong password.
- ☐ Enable two-factor authentication for the IoT device's cloud account, if it is available.
- ☐ Separate the IoT thermostat by segregating it in a DMZ network.
- ☐ Disable wireless access on the thermostat to make it unshakable.
- ☐ Upgrade the customer's router to the latest version to improve network security.
- ☐ Upgrade the customer's wireless network encryption to WPA.

Question 92

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

- ☐ MicroSD
- ☐ 15K rpm
- ☐ NVMe
- ☐ USB flash

Question 93

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

- ☐ eSATA
- ☐ BNC
- ☐ RG-6
- ☐ USB

Question 94

A customer has two 8GB sticks of 2400-speed DDR4 installed in slots 1 and 2 of a computer and wants to add more RAM. The customer purchases two additional 4GB sticks of 3200-speed DDR4 and installs them in slots 3 and 4. While installing the RAM into the board, the user notices the board has “quad channel” etched near the RAM slots.

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

- ☐ The computer is utilizing one channel.
- ☐ The computer is utilizing two channels.
- ☐ The computer is utilizing three channels.
- ☐ The computer is utilizing four channels.

Question 95

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

Which of the following cloud models should the technician use?

- ☐ IaaS
- ☐ SaaS
- ☐ PaaS
- ☐ DBaaS

Question 96

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

Which of the following should the technician configure?

- ☐ Resource pooling
- ☐ Rapid elasticity
- ☐ Measured service
- ☐ High availability

Question 97

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

- ☐ LCD power inverter
- ☐ AC adapter
- ☐ Battery
- ☐ Processor
- ☐ VGA card
- ☐ Motherboard
- ☐ Backlit keyboard
- ☐ Wireless antenna

Question 98

Which of the following connector types is used to terminate household telephone cabling?

- ☐ RG-6
- ☐ RJ-11
- ☐ RJ-45
- ☐ RG-59