Vendor: CompTIA

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Version: DEMO

QUESTION 1
An IT manager discovered that hundreds of pages of printed materials are being recycled each day because the materials are left on the printer tray instead of being picked up by users.
Which of the following would BEST prevent this waste?

A. Send friendly reminders to not print unnecessarily.
B. Enable duplex printing to reduce paper utilization.
C. Bill each department for the excess material cost.
D. Require a code or badge before releasing a print job.

Answer: D
Explanation:
If the user stands in front of the printer, he has to authentify himself by a card or PIN, klick on the print job and only after that the printer prints his documents. That would avoid the printing of not necessary documents.

QUESTION 2
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:
If the charging port was defective the phone could not charge. It's the battery.

QUESTION 3
A technician identified an issue on a workstation, obtained details from the user, and made a backup of the system. Which of the following should the technician do NEXT?

A. Determine the next steps to resolve the issue and document it.
B. Design a plan of action to resolve the issue and implement the solution.
C. Document the findings, actions, and outcomes.
D. Establish a theory of probable cause, researching internally or externally as needed.

Answer: D
Explanation:
Technician completed the first step in the troubleshooting process. The second would be to establish a Theory.

QUESTION 4
A user contacts the help desk in reference to a failing thumbprint scanner. The user states the scanner was functioning correctly yesterday.
Which of the following troubleshooting steps should be performed FIRST after the ticket has been filed?

A. Inquire about possible changes.

B. File a damage report.
C. Requisition a new scanner.
D. Attempt to clean the scanner.

Answer: A
Explanation:
1. Identify the problem:
a. Gather information from the user, identify user changes, and, if applicable, perform backups before making changes.
Begin documentation.
b. Inquire regarding environmental or infrastructure changes.

QUESTION 5
An organization is looking to upgrade the processing ability for its computers. Most users report that whenever multiple applications are being utilized, the system's response time slows down drastically. When only one application is open, the response time is acceptable.
Which of the following should be upgraded FIRST?

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

Answer: D
Explanation:
RAM, or random-access memory, allows users to run several programs simultaneously. Simple tasks, such as opening a word document, use RAM. Applications such as Microsoft Word and Excel require large amounts of memory, along with graphic-filled web pages. Many users run multiple programs at once, but don't realize that this coupled with insufficient RAM may cause their computer to lag. A RAM upgrade is a simple and cost-effective solution that could improve functioning speed.

QUESTION 6
A user in a medical office contacts a technician regarding a printer that is used to print A4-sized labels. After the labels are printed, they mistakenly contain white space in the middle of the page.
Which of the following would MOST likely be the cause?

A. Contaminated fuser
B. Worn rollers
C. A misfeed
D. Page orientation

Answer: D
Explanation:
It normally uses A4 sized labels and it contains white space in the middle of pages so it went from sized labels to full pages.

QUESTION 7
An organization maintains various record types, including health and criminal justice records.
Which of the following cloud environments is the organization MOST likely to use to limit the attack surface?

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

Answer: D
Explanation:
Healthcare info belongs to PII category and it is best practice to store the same on Private cloud.

QUESTION 8
A user on a SOHO network is unable to watch online videos, even at 240 pixels. The technician runs ipconfig from the user's computer and records the following:

```
Connection-specific DNS Suffix .: lan
Link-local IPv6 Address.........: fe80::1585:7fb2:b05f:7102%12
IPv4 Address....................: 192.168.1.131
Subnet Mask.....................: 255.255.255.0
Default Gateway.................: 192.168.1.1
```

The technician then connects a test laptop to the router via the user's Cat 5 cable and records the following information:

```
Download: 85 mbps
  Upload: 22 mbps
    Ping: 28 ms
```

Which of the following is MOST likely causing the user's issue?

A. Incorrect IP address
B. Faulty NIC
C. Misconfigured default gateway
D. Bad network cable

Answer: B
Explanation:
The technician did the laptop test with "user's CAT5 cable". So, there is no problem with the cable.

QUESTION 9
A technician is receiving reports that the entire office sporadically loses network connectivity throughout the day. The technician determines the root cause to be EMI. Which of the following cable mediums would be the MOST cost effective without sacrificing system performance?

A. Coaxial
B. Shielded Cat 6
C. Plenum Cat 5e
D. Multimode fiber

Answer: B
Explanation:

Shielded Cat 6 cable mediums would be the MOST cost-effective without sacrificing system performance.

QUESTION 11
A user reports that a PC occasionally falls to boot. The user reboots the PC. but the performance is degrading. The technician hears a strange, repetitive, ticking noise coming from the PC. Which of the following should the technician do FIRST?

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

Answer: A
Explanation:
Clicking would indicate a hard drive failure, so extracting and backing up the data should be top priority.

QUESTION 12
A user acquired a new workstation and is attempting to open multiple targe Excel files simultaneously. The user is not experiencing the expected performance when executing such large requests. Which of the following should a technician do FIRST?

A. Increase the swap partition.
B. Upgrade the CPU in the workstation.
C. Upgrade the power supply in the workstation.
D. Upgrade the RAM in the workstation.

Answer: A
Explanation:
A swap file is a system file that creates temporary storage space on a solid-state drive or hard disk when the system runs low on memory. The file swaps a section of RAM storage from an idle program and frees up memory for other programs.

QUESTION 13
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:
Switches will never break in the broadcast domain. In, collision domain, every port on a router are in the separate broadcast domains. All ports on a switch or a hub likely to be in the same broadcast domain.

QUESTION 14
A user's computer is not receiving a network connection. The technician confirms that the

connection seems to be down and looks for the user's port on the patch panel. The port and patch panel are not labeled. Which of the following network tools should the technician use to identify the port?

A. Network tap
B. Punchdown tool
C. Toner probe
D. Crimper

Answer: C
Explanation:
You need a toner probe so it will send an electrical signal through the wire so that you can go to the patch panel and find the port/cable carrying the signal.

QUESTION 15
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QUESTION 16
While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is extremely polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel.
Which of the following is the MOST likely reason for this issue?

A. The channel is reserved for licensed band use.
B. The channel selection is defective; contact the manufacturer.
C. The channel must be unlocked by the vendor.
D. The device requires a firmware update to unlock the channel.

Answer: A
Explanation:
The 2.4 gigahertz (GHz) band is subdivided into up to 14 channels, spaced at 5 MHz intervals from 2412 MHz up to 2484 MHz. Wi-Fi requires bandwidth of approximately 20 MHz, not 5 MHz. Consequently, a site designer needs to choose the channels that do not overlap. On a WLAN where only the first 11 channels are available, channels 1, 6, and 11 can be selected as non-overlapping. Note: In the Americas, regulations permit the use of channels 1-11 only, while in Europe, channels 1-13 are permitted. In Japan, all 14 channels are permitted. Those channels are reserved.

QUESTION 17

A user connects a smartphone to a laptop. Which of the following types of networks has the user created?

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

Answer: A
Explanation:
For example, a mobile phone connected to the laptop through USB forms a wired PAN while two smartphones communicating with each other through Bluetooth technology form a wireless PAN or WPAN.

QUESTION 18
A user reports that printed receipts have black smudges over the entire image. The text is still present but is very dark and sometimes illegible. Which of the following are the MOST likely cause and solution for the printer issue?

A. The ribbon is jammed and is rubbing on the paper. Clear the bad ribbon and feed it through properly.
B. The printhead is too hot. Adjust the temperature down and retry printing.
C. The printer is loaded with the wrong type of paper. Replace the receipt paper with carbon paper.
D. The blue ink cartridge was loaded with black ink. Put in the correct ink and clean the printhead.

Answer: B
Explanation:
Receipts are printed via a thermal printer. Thermal printers work by heating a paper in specified areas in order to create an image. The specific component that does this is a thermal printhead. Since the image appears to have black smudges and is too dark, we know the thermal printhead is too hot since the capability of precise heating has diminished.

QUESTION 19
A technician is configuring a workstation to be used as a VM host. After installing the necessary software, the technician is unable to create any VMs. Which of the following actions should be performed?

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

Answer: B
Explanation:
If you want to install Windows 11 on a virtual machine using Hyper-V, you will have to use a "Generation 2" VM and enable the "trusted platform module" (TPM) and Secure Boot options. Otherwise, the OS won't install.
Starting with Windows 11, Microsoft is changing the system requirement and making TPM 2.0 and Secure Boot a prerequisite to perform an in-place upgrade or clean install the new version on any device. This is in addition to the new 4GB of RAM and at least 64GB of storage. Furthermore, Multithreading is not a requirement for hyper-v hosting.

QUESTION 20
Several users who share a multifunction printer in an office have reported unintended, thin, vertical lines that cover the entire height of every page printed from the printer. Which of the following steps should a technician complete in order to MOST likely resolve this issue?

A. Replace the printer paper with a new ream.
B. Clear the print spooler on each computer.
C. Reinstall the printer driver on each computer
D. Perform the drum-cleaning procedure.

Answer: D
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.

QUESTION 21
A user is trying to play a DVD on a projector. The user can hear the audio; however, the projector is showing an error message that states:

```
HDMI Blocked due to Copy Protection
```

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

A. The HDMI cannot carry the signal from the DVD to the projector.
B. The user needs to switch from HDMI to a cable standard such as DisplayPort.
C. The projector does not support the necessary HDCP protocol.
D. The user needs to enable cony-protected sources in the projector's settings.

Answer: C
Explanation:
Protected content. If you encounter an error that indicates unauthorized content or an HDCP error: • DVI, HDMI, DisplayPort, and Thunderbolt all provide support for the Digital Rights Management (DRM) mechanism High-bandwidth Digital Content Protection (HDCP). HDCP allows a content source (such as a Blu-ray disc) to disable itself if the display adapter and monitor and/or speaker system do not support HDCP and fail to authenticate themselves with the playback source. There have been various iterations of HDCP (at time of writing the current version is 2.2) and backward-compatibility can be problematic as authentication may fail between devices that support different versions of the standard.
Displaying devices must support HDCP to stream videos. It either supports it or not. You can't enable it.

QUESTION 22
A company wants to give third-party developers access to the corporate network through desktop environments that the company can control. Which of the following can BEST achieve these requirements?

A. Sandbox
B. VDI
C. Private cloud
D. SaaS

Answer: B
Explanation:
Virtual desktop infrastructure (VDI) refers to using VMs as a means of provisioning corporate desktops.
All application processing and data storage in the virtual desktop environment (VDE) or workspace is performed by the server. The thin client computer need only be powerful enough to display the screen image, play audio, and transfer mouse, key commands and video, and audio information over the network.
They are better locked against unsecure user practices because any changes to the VM can easily be overwritten from the template image. With VDI, it is also easier for a company to completely offload their IT infrastructure to a third-party services company.

QUESTION 23
Which of the following options provides correct information about 2.4GHz and 5GHz wireless frequencies? (Choose two.)

A. 2.4GHz has less interference. 5GHz transmits in lower speed.
B. 2.4GHz penetrates solid objects more effectively. 5GHz provides faster data connections.
C. 2.4GHz has a higher data rate. 5GHz has 23 channels.
D. 2.4GHz has 11 channels. 5GHz has no data interference.
E. 2.4GHz has a higher coverage area. 5GHz has higher bandwidth.
F. 2.4GHz has a higher bandwidth. 5GHz has lower transmit power.

Answer: BE
Explanation:
The 2.4 GHz standard is better at propagating through solid surfaces, giving it the longest signal range. However, the 2.4 GHz band does not support a high number of individual channels and is often congested, with both other Wi-Fi networks and other types of wireless technology, such as Bluetooth®. Also, microwave ovens work at frequencies in the 2.4 GHz band. Consequently, with the 2.4 GHz band, there is increased risk of interference, and the maximum achievable data rates are typically lower than with 5 GHz.
The 5 GHz standard is less effective at penetrating solid surfaces and so does not support the maximum ranges achieved with 2.4 GHz standards, but the band supports more individual channels and suffers less from congestion and interference, meaning it supports higher data rates at shorter ranges.

QUESTION 24
A technician is tasked with upgrading a laptop's RAM. Which of the following steps should the technician take FIRST?

A. Confirm that both the current and new memory are from the same brand.
B. Run a diagnostic test on the current memory.
C. Verify the memory requirements of the motherboard.
D. Connect an electrostatic discharge strap.

Answer: C
Explanation:
Different motherboards, such as those in laptops or different generations of motherboards, require different ram.

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