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**QUESTION 1**

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

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

Correct Answer: A

QUESTION 2

A network administrator has a change to point the new website to friendly name instead of an IP address. A developer does not want to wait for the change to replicate across the network. Which of the following could use to make friendly name work immediately?

- A. `ipconfig /a11`
- B. `ipconfig / release`
- C. `ipconfig /?`
- D. `ipconfig /flushdns`

Correct Answer: D

QUESTION 3

A technician has been informed that multiple users are receiving duplicate IP address warnings on their workstations, and they are unable to browse the Internet.

Which of the following server types should the technician log in to in order to resolve the problem?

- A. DNS server
- B. DHCP server.
- C. Proxy server
- D. RADIUS server

Correct Answer: B

QUESTION 4



A user has a PC with RAID configuration and reports slow computer performance. A technician uses the manufacturer's diagnostic software, and the computer passes all tests. The technician then uses a defragmentation tool and hears clicking noises. Which of the following should the technician identify and replace?

- A. Hard drive
- B. System fan
- C. SSD
- D. RAID controller

Correct Answer: A

QUESTION 5

A user calls the help desk stating a laptop is performing slowly and the hard drive activity lights are blinking continuously. A technician checks for enough hard drive space, disables antivirus and indexing services, and runs a full-system diagnostics check, which returns no failure. Which of the following should the technician do NEXT?

- A. Install a new hard drive
- B. Check for hard-drive firmware updates
- C. Replace the hard drive with a solid state drive
- D. Configure the laptop in high-performance mode
- E. Change the boot order in the system BIOS

Correct Answer: B

QUESTION 6

A technician wants to block remote logins to a server. Which of the following ports should be blocked?

- A. 21
- B. 23
- C. 80
- D. 443

Correct Answer: B

QUESTION 7

The network administrator has changed the IP address of ComputerA from 192.168.1.20 to 10.10.10.20 and now jane, a user, is unable to connect to file shares on ComputerA from ComputerB using the computer name.



INSTRUCTIONS

Using the available tools, resolve the connectivity issues.

After troubleshooting the issue, verify a successful connection.

If at any time you would like to bring back the initial state of the simulation? please click the Reset All button.



```
-----  
--- Welcome to Computer A -----  
-----  
  
c: > |
```

```
Reply from 10.10.10.10.30: bytes=32 time=13ms FTL=52  
Reply from 10.10.10.10.30: bytes=32 time=13ms FTL=52  
  
Ping statistics for 10.10.10.10:  
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),  
Approximate round trip times in milli-seconds:  
    Minimum = 13ms, Maximum = 13ms, Average = 13ms  
  
c:\> ?  
    % Invalid input detected, query help for valid commands.  
c:\> help  
  
    ipconfig  
    nslookup  
    ping  
    tracert  
  
    help  
  
c:\> nslookup  
    % Invalid input detected, query help for valid commands.  
c:\> nslookup  
    % Invalid input detected, query help for valid commands.  
c:\> help  
  
    ipconfig  
    nslookup  
    ping  
    tracert  
    help  
  
c:\>
```



```
-----  
--- Welcome to Computer B -----  
-----  
  
c:\>
```

```
-----  
  
c:\> ipconfig  
  
Windows IP Configuration  
  
Ethernet adapter Ethernet:  
  
    Connection-specific DNS Suffix . . . . . : local.net  
    IPv4 Address . . . . . : 10.10.10.30  
    Subnet Mask . . . . . : 255.255.255.0  
    Default Gateway . . . . . : 10.10.10.1  
  
c:\> ping 10.10.10.20  
  
Pinging 10.10.10.20 with 32 bytes of data:  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
Reply from 10.10.10.20: bytes=32 time=13ms TTL=52  
  
Ping statistics for 10.10.10.20:  
    Packets: Sent = 4, Received = 4, Loat = 0 (0% loss),  
Approximate round trip times in milli-seconds:  
    Minimum = 13ms, Maximum = 13ms, Average = 13ms  
  
c:\> nslookup  
    * Invalid input detected, query help for valid commands.  
c:\>  
computerB
```

A. See the

Correct Answer: A

We need to flush the DNS to have the new IP address assigned to the same computer name. Use the ipconfig/flushdns



command.

QUESTION 8

Which of the following peripherals would a company use to take inventory quickly and update price tags for products? (Choose two.)

- A. Barcode scanner
- B. Label printer
- C. Magnetic reader
- D. KVM switch
- E. NFC device
- F. Flatted scanner

Correct Answer: AC

QUESTION 9

A technician is adding a second processor to the motherboard of a workstation. Which of the following does the technician need to apply to ensure proper cooling of the new processor? (Select two.)

- A. Hyper-threading
- B. Temperature sensor
- C. GPUclocking CPU
- D. Thermal paste
- E. Fans

Correct Answer: DE

QUESTION 10

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

- A. Clean out the charging port on the device
- B. Replace the mobile device's battery
- C. Issue a new charging cable to the employee



D. Send the device for service and give the employee a loaner

Correct Answer: A

QUESTION 11

A consultant must be recommend a portable device that does not require WIFI access for video conferencing. Which of the following would the consultant MOST likely recommend?

- A. Web camera
- B. Smartphone
- C. Smart watch
- D. Smart glasses

Correct Answer: B

QUESTION 12

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

Which of the following is MOST likely causing the problem?

- A. Airplane mode
- B. Tethering
- C. Disabled hotspot
- D. VPN

Correct Answer: A

QUESTION 13

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

- A. Disk speed
- B. I/O bandwidth
- C. RAM utilization
- D. CPU utilization

Correct Answer: B

**QUESTION 14**

A user has reported application connectivity problems to the network administrator. The network administrator knows there have been firewall configuration changes recently by a security vendor and believes the issue could be related to a port being closed on the firewall. Which of the following should the network administrator do NEXT?

- A. See if the same application fails on another workstation
- B. Go into the firewall and open the port
- C. Verify system functionality on the user's workstation
- D. Document the issue for future reference

Correct Answer: C

QUESTION 15

Which of the following peripheral types is MOST likely to be used to input actions into a PC?

- A. Webcam
- B. Mouse
- C. Monitor
- D. Optical drive

Correct Answer: B

QUESTION 16

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

- A. Touch-screen kiosk
- B. Thick client
- C. CAD workstation
- D. Virtualized host computer

Correct Answer: A

QUESTION 17

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

Which of the following should the technician check FIRST?



- A. Device Manager
- B. Performance Monitor
- C. System configuration
- D. Digitizer settings

Correct Answer: D

QUESTION 18

A company asks a technician to recommend a solution to conserve paper without degrading print quality. Which of the following printer settings would BEST enable the technician to accomplish this request?

- A. Density
- B. Collate
- C. Duplex
- D. Color management

Correct Answer: C

QUESTION 19

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?

- A. Long-term evolution
- B. Near-field communication
- C. Radio frequency ID
- D. Z-wave

Correct Answer: A

QUESTION 20

A user reports that a laptop is not connecting to the corporate wireless network. A technician confirms with a smartphone that the corporate wireless network is available and can be accessed. The technician observes that the Ethernet connection to the corporate network is working. The technician disconnects the Ethernet cable.

Which of the following should the technician do NEXT to troubleshoot this problem?

- A. Confirm that the laptop wireless card is turned on.
- B. Confirm that the laptop is in range for the access point.



- C. Confirm that the correct wireless network is selected.
- D. Confirm the user's network login ID and password.

Correct Answer: A

QUESTION 21

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?

- A. The laptop has an APIPA address
- B. The laptop is configured to the wrong default gateway
- C. The laptop is connected to the guest WiFi
- D. The laptop is configured with a static IP

Correct Answer: C

QUESTION 22

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

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

Correct Answer: C

QUESTION 23

A user logs on a PC and receives a message stating there is a duplicate IP address on the network. After a system restart, the user notices the same error.

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

- A. The user is still logged into another device.
- B. The user has set a static IP address.
- C. The user has moved to a different office.



D. The user has wireless and wired connections.

Correct Answer: B

QUESTION 24

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

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

Correct Answer: D

QUESTION 25

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?

- A. Check the closest AP for the area.
- B. Check each wireless adapter switch
- C. Check the group's network switch.
- D. Check the DHCP server.

Correct Answer: D

QUESTION 26

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

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

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



Correct Answer: A

QUESTION 27

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?

- A. Docking station
- B. Port replicator
- C. Thunderbolt
- D. USB hub

Correct Answer: A

QUESTION 28

A technician has been asked to make recommendation on a server for home use. The server will store and stream video to other devices over the local network and should have some built-in data redundancy. Which of the following is MOST important meet the requirements? (Select TWO.)

- A. Multiple display support
- B. Gigabit NIC
- C. Hardware RAID 3
- D. HDMI output
- E. 7.1 surround sound
- F. Compact form factor

Correct Answer: AD

QUESTION 29

Which of the following terminates a coaxial cable?

- A. DB9
- B. RJ45
- C. RG-59
- D. RS-232



Correct Answer: C

QUESTION 30

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

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

Correct Answer: A

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