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QUESTION 1

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?

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

Correct Answer: B

QUESTION 2

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?

- A. Use the magnifier.
- B. Increase the resolution.
- C. Use haptic feedback.
- D. Utilize text-to-speech.

Correct Answer: A

QUESTION 3

A technician is tasked with replacing all the APs in an office building for greater speeds. The current location of APs allowed for total coverage of WiFi throughout the office. Which of the following 802.11 standards should be used?

- A. a
- B. ac
- C. b
- D. g
- E. n



Correct Answer: B

QUESTION 4

A user is experiencing email problems and explains to a technician that all emails with graphics or images do not display the graphics.

Which of the following configurations would correct this behavior?

- A. Change the email settings in antivirus.
- B. Change the security settings of the email client.
- C. Change the firewall security settings.
- D. Change the email proxy settings.
- E. Change the trusted sites in the browser settings.

Correct Answer: B

QUESTION 5

About one week ago, access to files on a network server became significantly slower. Today, network files are completely unavailable. A technician is able to make a remote connection to the server. Which of the following should the technician check NEXT?

- A. RAID 5 array
- B. NIC configuration
- C. Available storage space
- D. RAM utilization

Correct Answer: A

QUESTION 6

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?

- A. Punchdown tool
- B. Tone generator and probe
- C. Cable tester
- D. Crimper



Correct Answer: C

QUESTION 7

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

- A. RG-6
- B. RJ-11
- C. RJ-45
- D. RG-59

Correct Answer: B

QUESTION 8

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 9

The graphics 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?

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

Correct Answer: A



QUESTION 10

That should be all that is needed.

Tips: The mobile has save button in top right corner, your instructions might cover it so watch out for that, first is IMAP then SMTP.

Laura, a customer, has instructed you to configure her home office wireless access point.

She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible. Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network

is not being interfered with by the other networks.

She requests that the default settings be changed to the following.

Wireless Name: HomeWiFi

Shared Key: CompTIA

Router Password: Secure\$1

Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network.

Laptop: IP Address 192.168.1.100

Hardware Address: 00:0A:BF:03:C4:54

Smartphone: IP Address 192.168.1.101

Hardware Address: 09:2C:D0:22:3F:11

INSTRUCTIONS

Configure Laura's wireless network using the network adapter window.

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



Laura's Wireless Configuration

WIRELESS SETUP **NETWORK FILTER** **ADMINISTRATOR TOOLS**

Wireless Network Settings

Enable Wireless:

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast:

802.11g Only Mode:

Wireless Security Mode

Security Mode:

WPA2

Passphrase:

Confirmed Passphrase:



Laura's House



- Wireless Network Name: **Default**
Security Mode: **Open**
Wireless Channel: **11**
- Wireless Network Name: **MyWi**
Security Mode: **WEP**
Wireless Channel: **6**
- Wireless Network Name: **PatsWiFi**
Security Mode: **WEP**
Wireless Channel: **11**

Laura's Wireless Configuration

WIRELESS SETUP | **NETWORK FILTER** | **ADMINISTRATOR TOOLS**

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Laura's Wireless Configuration

WIRELESS SETUP | **NETWORK FILTER** | **ADMINISTRATOR TOOLS**

Wireless Network Settings

Enable Wireless:

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast:

802.11g Only Mode:

Wireless Security Mode

Security Mode:

Laura's Wireless Configuration

WIRELESS SETUP | **NETWORK FILTER** | **ADMINISTRATOR TOOLS**

Turn MAC Filtering ON:

Allow the following MAC Addresses

-
-
-
-



A. See the

Correct Answer: A

The screenshot shows a 'Wireless Configuration' window with three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Wireless Setup' tab is active, displaying 'WIRELESS NETWORK SETTINGS' and 'WIRELESS SECURITY MODE' sections. A large watermark 'www.PassApply.com' is overlaid diagonally across the center of the interface.

WIRELESS NETWORK SETTINGS:

- Enable Wireless:
- Wireless Network Name: HomeWiFi (Also called the SSID)
- Wireless Channel: 1
- Disable SSID Broadcast:
- 802.11g Only Mode:

WIRELESS SECURITY MODE:

- Security Mode: Enable WPA2 Wireless Security (enhanced)

WPA2:

- Passphrase: CompTIA
- Confirmed Passphrase: CompTIA

Save Settings



Wireless Configuration

Wireless Setup | Network Filter | Administrator Tools

Turn MAC Filtering ON

Allow the following MAC Addresses

MAC Address	
<input checked="" type="checkbox"/>	00:0A:BF:03:C4:54
<input checked="" type="checkbox"/>	09:2C:D0:22:3F:11
<input type="checkbox"/>	
<input type="checkbox"/>	

Save Settings

Wireless Configuration

Wireless Setup | Network Filter | Administrator Tools

ADMIN PASSWORD

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Save Settings

QUESTION 215
SIMULATION



QUESTION 11

Some users are unable to access the Internet from their workstations. A technician runs the ipconfig command on one of the workstations and sees the following:

IPv4 address 192.168.1.27 Subnet mask 255.255.255.0 Default gateway 192.168.1.1

The technician pings 8.8.8.8 and gets no response. Next, the technician pings 192.168.1.1 and gets no response. The technician is able to successfully ping an adjacent workstation but cannot ping the print server on the floor below. Which of the following is the MOST likely cause of the Internet connectivity issue in the office?

- A. There is a problem with a router in the office
- B. There is a problem with a DNS server in the office
- C. The users are not getting correct IP addresses from the DHCP server
- D. The wireless access point in the area is down

Correct Answer: A

QUESTION 12

Which of the following terminates a coaxial cable?

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

Correct Answer: C

QUESTION 13

DRAG DROP

A customer, Ann, has requested two custom PCs, one to be used for gaming and the other to be used as a virtualization workstation for her business.

The gaming PC should support the latest games and gaming peripherals.

The virtualization workstation should be able to host several production virtual machines as part of Ann's home business.

INSTRUCTIONS



Use the tabs at the top to switch between the PCs.

Objects should be placed on the appropriate slot/display areas and can only be used once.

All slot/display areas should be filled.

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

Select and Place:



Correct Answer:



QUESTION 14

A user reports that a laptop is not connecting to the corporate wireless network. A technician confirms a 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 15

A technician is replacing the LCD panel in a laptop. Which of the following components is MOST likely to be damaged accidentally during the repair?

- A. Bezel
- B. Hinge
- C. Motherboard
- D. Digitizer

Correct Answer: D

QUESTION 16

An end user reports a Windows based PC just had a BSOD. The PC rebooted, and the user is now logged back in and working without any issues. Which of the following should a technician check FIRST to begin troubleshooting?

- A. Hard drive S.M.A.R.T. data
- B. Event Viewer
- C. Device Manager
- D. BIOS settings
- E. Performance Monitor

Correct Answer: B

QUESTION 17

An administrator has configured a server to host virtualizes instances. The requirements of each VM must be able to scale automatically depending on peak and off-peak usage. Which of the following terms BEST describes this type of cloud concept?

- A. Over provisioning
- B. Measured pooling
- C. Resources pooling
- D. Rapid elasticity

Correct Answer: A



QUESTION 18

A technician is troubleshooting a Windows CAD workstation that is running slow. The computer uses RAID 10 and has dual GPU cards. The user states that the same application runs faster on an identical workstation.

Which of the following should the technician perform FIRST to troubleshoot the problem?

- A. Replace the write cache battery.
- B. Check the event log any cache issues.
- C. Clear the RAID configuration file and restart the PC.
- D. Replace the RAID controller write cache module.

Correct Answer: B

QUESTION 19

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

Which of the following should the technician focus on to meet these requirements?

- A. 80mm case fans
- B. Four-core processor
- C. RAID 5 array
- D. 16GB DDR2 memory
- E. Dual monitors
- F. Encrypted hard drive

Correct Answer: B

QUESTION 20

A technician receives a cellular 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?

- A. Hotspot
- B. NFC
- C. Bluetooth
- D. VPN

Correct Answer: A



QUESTION 21

Which of the following devices can utilize VLANs to secure networks?

- A. Switch
- B. Hub
- C. Repeater
- D. Bridge

Correct Answer: A

QUESTION 22

Which of the following will listen on the line to ensure there is no traffic transmitting and implement a back-off timer if a collision occurs?

- A. CSMA/CD
- B. CSMA.CA
- C. MPLS
- D. OSPF

Correct Answer: A

QUESTION 23

DRAG DROP

Drag each mobile technology to the description of its use. Some answers will not be used.

Select and Place:



Description	Wireless technology
Devices use haptic confirmation for sharing data wirelessly.	NFC
Devices are paired using a code for sharing data wirelessly.	Hotspot
Devices are placed in close proximity within line of sight for sharing data wirelessly.	IR
Devices are connected via a wire for sharing data or connectivity.	Tethering
	Bluetooth
	Cellular
	Lightning

Correct Answer:

Description	Wireless technology
IR	
Bluetooth	Hotspot
NFC	
Tethering	
	Cellular
	Lightning



QUESTION 24

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?

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

Correct Answer: A

QUESTION 25

A company offers server out-of-the-box computer configuration to its clients. A client request several new computer for its location, which will be used by guest to check in upon arrived and fill out contact information. Which of the following configurations would BEST the computer needs?

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

Correct Answer: A

QUESTION 26

Joe, a user, reports that his new smart wearable device is not synchronizing to his mobile device. Both devices are powered on, but the mobile device fails to read the data from the wearable. Which of the following will MOST likely fix this issue?

- A. Pair the devices
- B. Set the SSID
- C. Update the smart wearable device firmware
- D. Enable NFC

Correct Answer: A



QUESTION 27

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?

- A. Multimeter
- B. Cable tester
- C. Tone generator
- D. Voltmeter

Correct Answer: A

QUESTION 28

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

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

Correct Answer: A

QUESTION 29

A PC power supply has been replaced old physically matches the old supply and the connectors are properly joined, but the PC does not power on. Which of the following is MOST likely the reason for this behavior?

- A. The main motherboard is plugged in backward.
- B. The wattage is less than the original supply.
- C. The power cable is the wrong type.
- D. The voltage selector is incorrectly set.

Correct Answer: D

QUESTION 30

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



- A. Cat 3
- B. Cat 5
- C. Cat 5e
- D. Cat 6

Correct Answer: C

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