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Question 1

Question Type: MultipleChoice

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?

Options:

- 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.

Question 2

Question Type: MultipleChoice

Given the following output from a cable tester:

=====

= Open

=12345678=

=12 45 78=

=====

Which of the following tools should the technician use to resolve this issue? (Select two).

Options:

A- Loopback plug

B- Network tap

C- Toner probe

D- Crimper

E- Punchdown tool

F- Wi-Fi analyzer

Answer:

D, E

Explanation:

The output from the cable tester indicates that there is an open fault in the cable, which means that one or more of the wires in the cable are not connected properly or are broken. The open fault affects the wires 3, 4, and 6, which are used for transmitting and receiving data in Ethernet networks. The open fault can cause network connectivity issues, such as no link, slow speed, or packet loss¹².

To resolve this issue, the technician should use a crimper and a punchdown tool, which are tools that are used to attach connectors to cables or wires to patch panels. A crimper is a tool that squeezes or crimps a connector, such as an RJ-45, to the end of a cable, ensuring that the wires are securely inserted into the pins of the connector. A punchdown tool is a tool that pushes or punches a wire into a slot on a patch panel, creating a connection between the wire and the panel. Both tools can be used to fix or replace the faulty wires or connectors that cause the open fault¹².

The other options are not as effective or relevant as a crimper and a punchdown tool. A loopback plug is a tool that is used to test the functionality of a network port or device, by sending and receiving signals from the same port or device. A loopback plug can help diagnose network problems, such as faulty ports or devices, but it cannot fix the open fault in the cable¹². A network tap is a tool that is used to monitor or capture network traffic, by creating a copy of the data that passes through a network link. A network tap can help analyze network performance, security, or troubleshooting, but it cannot fix the open fault in the cable¹². A toner probe is a tool that is used to trace or identify a cable or wire, by sending and detecting an audible tone along the cable or wire. A toner probe can help locate

or label network cables or wires, but it cannot fix the open fault in the cable¹². A Wi-Fi analyzer is a tool that is used to scan or measure wireless networks, by displaying information such as signal strength, channel, encryption, etc. A Wi-Fi analyzer can help optimize or troubleshoot wireless networks, but it cannot fix the open fault in the cable¹².

[Network Tools -- CompTIA A+ 220-1101 - Professor Messer IT ...](#)

[CompTIA A+ Core 1 \(220-1101\) Certification Study Guide, Chapter 5: Networking, Section 5.5: Network Tools, Page 249](#)

[CompTIA A+ Core 1 \(220-1101\) and Core 2 \(220-1102\) Exam Cram, Chapter 5: Networking, Section 5.5: Network Tools, Page 213](#)

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Question 3

Question Type: MultipleChoice

A customer recently installed a new graphics card, but the card's HDMI port is not getting a signal when connected to the monitor. When the monitor is connected to the original HDMI port, located next to the USB ports, everything works as expected. Which of the following should the technician do next?

Options:

- A- Change the input source selection on the monitor.
- B- Check to see whether the UEFI setting for PCIe graphics is enabled.
- C- Install a higher wattage power supply.
- D- Test the new graphics card with an HDMI to DVI adapter.

Answer:

B

Question 4

Question Type: MultipleChoice

Which of the following models is an example of metered utilization?

Options:

- A- Reserved instance
- B- Pay-as-you-go

C- Subscription-based

D- Multitenant

Answer:

B

Explanation:

Metered utilization is a pricing model for cloud computing services, where the customer pays only for the amount of resources that are consumed, such as CPU time, memory, storage, bandwidth, etc. The customer is billed based on the actual usage of the resources, rather than a fixed or upfront fee. Metered utilization is also known as usage-based pricing or pay-per-use¹².

Pay-as-you-go is an example of metered utilization, where the customer pays for the cloud resources on demand, without any long-term commitment or contract. The customer can scale up or down the resources as needed, and only pay for what is used. Pay-as-you-go is a flexible and cost-effective option for customers who have unpredictable or variable workloads, or who want to try out new services or features¹².

The other options are not examples of metered utilization. Reserved instance is a pricing model where the customer pays a discounted rate for a fixed amount of cloud resources for a specified period of time, such as one or three years. The customer can reserve the resources in advance, and benefit from lower costs and guaranteed availability. Reserved instance is suitable for customers who have predictable or steady workloads, or who want to optimize their budget¹².

Subscription-based is a pricing model where the customer pays a fixed fee for a set of cloud services or features for a certain period of time, such as monthly or annually. The customer can access the services or features as much as needed, without worrying about the

usage or consumption of the resources. Subscription-based is suitable for customers who want to have a consistent and predictable cost, or who want to access premium or exclusive services or features¹².

Multitenant is not a pricing model, but a cloud architecture where multiple customers share the same physical or virtual resources, such as servers, databases, applications, etc. The resources are isolated and secured for each customer, and the customers can benefit from lower costs, higher scalability, and faster updates. Multitenant is a common characteristic of public cloud services, where the cloud provider manages and maintains the resources for the customers¹².

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CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 6: Cloud Computing and Virtualization, Section 6.2: Cloud Computing Concepts, Page 241

Question 5

Question Type: MultipleChoice

Which of the following DNS records is used to look up the IP address assigned to a domain name?

Options:

- A- A
- B- MX
- C- NS
- D- SPF

Answer:

A

Explanation:

A DNS record is a data entry in a DNS server that maps a domain name to a specific value, such as an IP address, a mail server, a name server, or a text string. There are different types of DNS records for different purposes, and each type has a specific format and syntax¹².

The A record, also known as the address record, is the most common type of DNS record, and it is used to look up the IP address assigned to a domain name. The A record maps a domain name to an IPv4 address, which is a 32-bit numerical value that identifies a device on the internet. For example, the A record for `www.google.com` is `172.217.14.206`¹².

The other options are not correct because they are not used to look up the IP address assigned to a domain name. The MX record, also known as the mail exchange record, is used to specify the mail servers that handle the email for a domain name. The MX record maps a domain name to a priority value and a host name of a mail server. For example, the MX record for `gmail.com` is `10 alt1.gmail-smtp-in.l.google.com`¹².

The NS record, also known as the name server record, is used to delegate a domain name to a set of authoritative name servers. The NS record maps a domain name to a host name of a name server that can provide authoritative answers for the domain name and its subdomains. For example, the NS record for example.com is ns1.example.com12.

The SPF record, also known as the sender policy framework record, is used to prevent email spoofing and spamming by validating the sender's identity. The SPF record maps a domain name to a text string that specifies the authorized mail servers and IP addresses that can send email on behalf of the domain name. For example, the SPF record for microsoft.com is v=spf1 include:spf.protection.outlook.com -all12.

DNS Configuration -- CompTIA A+ 220-1101 -- 2.6

CompTIA A+ Certification Core 1 (220-1101) [Video] - Packt Subscription, Section 2: Networking, Video 2.6: DNS Configuration

CompTIA A+ Certification Core 1 (220-1101) - GitHub, Slide Handout PDFs 1101, Chapter 2: Networking, Slide 2.6: DNS Configuration

Question 6

Question Type: MultipleChoice

A PC's boot drive is showing signs of imminent failure, and a technician needs to recover the data.

a. Which of the following should the technician do first?

Options:

- 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.
- 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 applications¹².

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 it³. 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 impossible⁴. 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 recovery⁵. 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.

[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](#)

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