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Question 1

Question Type: MultipleChoice

A computer that contains critical data has not been backed up and will not boot past a S. M. A. R. T, error that indicates imminent hard disk failure. Which of the following actions should the technician take FIRST?

Options:

- A) Run diagnostics on the faulty hard drive using a boot disk
- B) immediately replace the hard drive generating the SMART error
- C) Turn off S. M. A. R. T, monitoring in the computer's BIOS settings
- D) Attempt to boot the operating system in safe mode

Answer:

A

Explanation:

The technician should run diagnostics on the faulty hard drive using a boot disk first when a computer that contains critical data has not been backed up and will not boot past a S.M.A.R.T. error that indicates imminent hard disk failure. Reference: CompTIA A+ Certification

Question 2

Question Type: MultipleChoice

Which of the following scenarios best illustrate a need for VDI? (Select two).

An IT engineer who is designing and showcasing organization user experiences for multiple clients

Options:

- A) A company that needs to store IOPB worth of data
- B) A manufacturing plant that has high turnover
- C) A bank that has security concerns regarding employee activity
- D) A payment processor that is planning on implementing virtual currency
- E) An application developer who needs to configure network settings for an application

Answer:

A, D

Explanation:

The scenarios that best illustrate a need for VDI are A and D.

VDI can provide several benefits for different use cases, such as:

Enhancing security and compliance by centralizing and encrypting data and applications on the server, rather than on the endpoint devices. This can prevent data loss, theft, or leakage, as well as reduce the risk of malware or unauthorized access. This is especially important for organizations that deal with sensitive or regulated information, such as banks, healthcare providers, or government agencies¹²³.

Improving flexibility and mobility by allowing users to access their desktops and applications from any device, location, or network. This can enable remote work, bring your own device (BYOD) policies, or disaster recovery scenarios. This is especially useful for organizations that have distributed or mobile workforce, such as IT engineers, consultants, or sales representatives¹²³.

Reducing costs and complexity by simplifying the management and maintenance of desktops and applications. This can lower the hardware, software, and energy expenses, as well as the IT staff workload. This is especially beneficial for organizations that have large or diverse desktop environments, such as schools, call centers, or manufacturing plants¹²³.

Based on these benefits, the scenarios that best illustrate a need for VDI are:

A) An IT engineer who is designing and showcasing organization user experiences for multiple clients. This scenario requires flexibility and mobility, as the IT engineer needs to access different desktop environments and applications from various devices and locations. VDI can enable the IT engineer to create and switch between multiple virtual desktops on the same server, and to access them from any client device with an internet connection¹.

D) A bank that has security concerns regarding employee activity. This scenario requires security and compliance, as the bank needs to protect its data and applications from internal and external threats. VDI can enhance the security of the bank's desktop environment by storing and encrypting all data and applications on the server, rather than on the endpoint devices. VDI can also provide granular control and monitoring of user access and activity².

The scenarios that do not illustrate a need for VDI are:

B) A company that needs to store IOPB worth of data. This scenario does not require VDI, as VDI is not a storage solution but a desktop virtualization solution. VDI can help reduce the storage requirements of endpoint devices by storing data on the server, but it does not provide storage capacity or performance for large-scale data processing or analysis. The company may need a different type of cloud service, such as storage as a service (SaaS) or big data as a service (BDaaS), to store and manage its massive amount of data⁴.

C) A manufacturing plant that has high turnover. This scenario does not require VDI, as VDI is not a human resource solution but a desktop virtualization solution. VDI can help reduce the costs and complexity of managing desktops and applications for a large number of users, but it does not address the root causes of high turnover, such as low wages, poor working conditions, or lack of training. The manufacturing plant may need to improve its human resource policies and practices to retain its employees.

E) A payment processor that is planning on implementing virtual currency. This scenario does not require VDI, as VDI is not a payment solution but a desktop virtualization solution. VDI can help improve the security and flexibility of accessing desktops and applications over the internet, but it does not provide the functionality or compatibility for processing virtual currency transactions. The payment processor may need a different type of cloud service, such as blockchain as a service (BaaS) or cryptocurrency as a service (CaaS), to implement and manage its virtual currency platform.

F) An application developer who needs to configure network settings for an application. This scenario does not require VDI, as VDI is not a development solution but a desktop virtualization solution. VDI can help provide different desktop environments and applications for testing purposes, but it does not provide the tools or resources for developing or configuring applications. The application developer may need a different type of cloud service, such as platform as a service (PaaS) or software development as a service (SDaaS), to create

and deploy applications.

Question 3

Question Type: MultipleChoice

A technician has set up a new conference room with a TV and a video soundbar. The technician wants to test the system with a conference call. During the test, the TV speaker produces sound, but the soundbar does not. Which of the following is the MOST likely cause of the issue?

A The volume on the TV needs to be turned up.

Options:

- B)** The conference call needs to be unmuted for audio.
- C)** An incorrect HDMI cable is being used.
- D)** The TV's HDMI-ARC port is not being used.

Answer:

D

Explanation:

HDMI-ARC (Audio Return Channel) is an HDMI connection that allows audio to be sent from the TV to an external sound system, such as a soundbar. If the TV's HDMI-ARC port is not being used, then the soundbar will not receive any audio from the TV and thus will not produce any sound. To resolve the issue, the technician should ensure that the TV's HDMI-ARC port is being used to connect the TV to the soundbar.

Question 4

Question Type: MultipleChoice

A user's track pad has stopped working. Which of the following should the user do to resolve the track pad's functionality?

A Reinstall the mouse drivers

Options:

B) Use the Function key.

C) Calibrate the digitizer

D) Configure the mouse settings. --

Answer:

B

Explanation:

The correct answer is B. Use the Function key.

The explanation is that some laptops have a Function key (Fn) that can be used to toggle the track pad on or off. This can be useful if the user wants to use an external mouse instead of the track pad, or if the track pad is accidentally activated by palm movements. The user should look for a Fn key on their keyboard and a track pad icon on one of the other keys, such as F5 or F9, and press them together to enable or disable the track pad.

Question 5

Question Type: MultipleChoice

A technician is receiving reports that the entire office sporadically loses network connectivity thrc cable mediums would be the MOST cost effective without sacrificing system performance?

Options:

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

Answer:

B

Question 6

Question Type: MultipleChoice

Which of the following scenarios best illustrate a need for VDI? (Select two).

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Options:

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A

Explanation:

The technician should run diagnostics on the faulty hard drive using a boot disk first when a computer that contains critical data has not been backed up and will not boot past a S.M.A.R.T. error that indicates imminent hard disk failure. Reference: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 376

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Answer:

B

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