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QUESTION 1

A network administrator has discovered an amber indicator light on one of the redundant PSUs of a production server that went offline. Which of the following is the FIRST step in troubleshooting this issue?

A. Check the connectivity of the power cable.

B. Check the battery backup system

C. Check the power settings of the server.

D. Check the fans of the server

Correct Answer: B

QUESTION 2

A technician recently replaced a power supply In a user\'s PC. Since then, the PC powers off immediately and provides no feedback when the user launches certain applications. This occurs consistently after reboots. Which of the following is the MOST likely cause of the issue?

A. Insufficient waltage

B. Faulty RAM

C. A damaged connector

D. A faulty electrical outlet

Correct Answer: A

QUESTION 3

Which of the following services provides the ability to resolve UNC to appropriate IP addresses?

A. DNS

B. DHCP

C. Proxy

D. Web server

Correct Answer: A

QUESTION 4

A technician is setting up a server to provide access to the LAN and Internet.

Which of the following server roles would accomplish this task? (Choose three.)

A. File server

B. Print server

C. Web server

D. DNS server

E. DHCP server

F. SQL server

G. Email server

H. Proxy server

Correct Answer: ADH

QUESTION 5

Which of the following MOST accurately explains what a VPN connection represents?

A. An encrypted set of packets meant to pass information between virtual layer networks

B. An encrypted channel connecting two PANs over a private LAN

C. An encrypted channel connecting two LANs over a public WAN

D. An encrypted channel connecting two MANs over a public WAN

Correct Answer: C

QUESTION 6

A user is not receiving emails on a laptop. A technician is able to send emails using the local client; however, no new emails are being received. The POP3 and SMTP settings in the corporate email configuration look correct. The technician notices a new antivirus program was installed on the machine recently. Which of the following is MOST likely causing the problem?

A. The POP3 port is being blocked.

B. The email password stored is incorrect.

C. The user needs to enable TLS.

D. The user is not connected to the Internet.

Correct Answer: A

QUESTION 7

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 8

Joe, a user , wants his desktop RAID configured to allow the fastest speed and the most storage capacity. His desktop has three hard drives. Which of the following RAID types should a technician configure to achieve this?

A. 0

B. 1

C. 5 D. 10

Correct Answer: A

QUESTION 9

Which of the following allows for the BEST cellular data connections under optimal conditions?

A. 3G

B. LTE

C. 802.11b

D. WiMAX

Correct Answer: B

QUESTION 10

A technician needs to improve a workstation\\'s overall response time for frequently used applications and data without removing the current hard drive. Which of the following storage devices should the technician install to BEST accomplish the objective?

A. M.2

B. SAS

C. HDD

D. SCSI

Correct Answer: A

Reference: https://www.backblaze.com/blog/nvme-vs-m-2-drives/

QUESTION 11

A technician is building a high-end multimedia workstation. The requirements for the workstation are as follows:

1.

 Storage capability

2.

 Redundancy

3.

 Speed

Which of the following would be the BEST storage option?

A. RAID 0

B. RAID 1

C. RAID 5

D. RAID 10

Correct Answer: A

QUESTION 12

An IT manager is requesting that the company buy new cables to be used with F-type connectors that are already in-house. Which of the following cables should the company buy?

A. Coaxial

B. Plenum

C. Cat 5e

D. Fiber

Correct Answer: A

Reference: https://en.wikipedia.org/wiki/F_connector

QUESTION 13

Users all over campus are calling the help desk to report issues connecting to the Internet. The help desk follows a script to ask questions about their issues. All the users answer the questions similarly. A help desk technician confirms no environmental changes have taken place and is currently looking through multiple system and application logs. Which of the following steps in the troubleshooting methodology is the technician currently performing?

A. Testing the theory to determine cause

B. Identifying the problem

C. Documenting findings, actions, and outcomes

D. Establishing a plan of action to resolve the issue

Correct Answer: B

QUESTION 14

A customer is using a cloud storage program that maintains a copy of local file on the cloud storage servers. The WF network is not very fast, and the customer users bandwidth intensive video streaming all day. Which of the following parameters should be adjust to keep the cloud storage program from using too much bandwidth?

A. Synchronization settings

B. Wireless settings

C. Video streaming settings

D. QoS settings

Correct Answer: D

QUESTION 15

An end user\\'s laptop has a USB mouse connected. The user removes the USB mouse to pack up at the end of the work day. Before shutting down, the user tries to check a document but finds the built-in peripherals no longer work. Which of the following would BEST resolve this issue?

A. Check the keyboard layout in Settings.

B. Check the touch-pad settings.

C. Check the power management settings.

D. Check that the function key is not stuck.

Correct Answer: B

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