

Correct Answer: D

QUESTION 38

Joe, a user, has purchased a new mobile device that uses a different OS than his previous one. Joe wants to copy his contacts and appointments from his corporate account without entering them manually. Which of the following would be the BEST way for a technician to assist Joe?

- A. Log into the same email provider on the new device, and restore the contacts and dates.
- B. Create a Bluetooth connection between Joe's devices, and copy his contacts and calendar.
- C. Back up the old mobile device to a PC, and import the contacts and schedule from the PC.
- D. Use NFC to transfer all compatible data from one device to the other.

Correct Answer: A

QUESTION 39

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 40

A technician is troubleshooting a laptop/projector combination that is displaying artifacts on the screen. When a different laptop is connected to the projector, the image appears to be correct but is very dim. Which of the following steps should the technician take to address these issues? (Choose two.)

- A. Update the video drivers on the laptop.
- B. Increase the projector contrast.
- C. Replace the original laptop.
- D. Change the aspect ratio on the projector.
- E. Replace the bulb in the projector.
- F. Modify the laptop's display resolution.

Correct Answer: BD

QUESTION 41

Which of the following cloud computing concepts allows scalable services to be provided to the client?

- A. On-demand
- B. Metered
- C. Rapid elasticity
- D. Resource pooling

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Correct Answer: C

QUESTION 42

A printer stops working in the billing department and cannot be repaired. A new printer has been ordered and a technician is tasked with allowing other users to print to the billing manager's printer until the new printer arrives. The manager's printer is currently used via USB connection, and there are no network jacks available for use. Which of the following is the BEST way for the technician to allow access to the printer?

- A. Create a share on the manager's computer and give the users rights to the share.
- B. Install the printer on the users' desktops and point it to the IP address of the manager's computer.
- C. Purchase a wireless printer so the users can access the printer via network.
- D. Provide flash drives to the users so they can transfer data to the manager's computer for printing.

Correct Answer: C

QUESTION 43

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 hot-spot
- D. VPN

Correct Answer: A

QUESTION 44

In a virtual environment, which of the following allows all the VMs to have RAM allocated for use?

- A. Resource pooling
- B. Measured service
- C. Virtual application streaming
- D. Synchronization

Correct Answer: A

QUESTION 45

Which of the following devices can be used to connect multiple devices within broadcasting to every network port?

- A. Unmanaged switch
- B. Hub
- C. Firewall
- D. Cable modem

Correct Answer: A

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QUESTION 46

A technician needs to routinely run scripting commands in Linux but does not want to walk over the server room every time to perform the task. The technician also travels between buildings and has a Windows 10 laptop with 4GB of memory and a fully partitioned 500GB hard drive. Which of the following steps should the technician take to resolve this issue? (Choose two.)

- A. Increase the memory to 8GB.
- B. Install a Linux guest VM.
- C. Add another 500GB hard drive.
- D. Create a Linux LiveBoot CD.
- E. Repartition the hard drive.
- F. Install Linux on a new ext3 partition.

Correct Answer: EF

QUESTION 47

DRAG DROP

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

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	NFC
Bluetooth	Hotspot
NFC	IR
Tethering	Tethering
	Bluetooth
	Cellular
	Lightning

QUESTION 48

An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chat activity while keeping in contact with the home office. Which of the following would be the BEST recommendation?

- A. Smart watch
- B. Fitness monitor
- C. Global positioning sensor
- D. Portable hot-spot

Correct Answer: A

QUESTION 49

A technician has noticed that when at company headquarters the laptop connection to the Internet is more responsive than when using the company-provided phone as a hot-spot. The technician updated the drivers on the WiFi NIC without resolution and then verified the configuration on the WiFi was correct. Which of the following configurations could cause the decreased performance?

- A. The connection is throttled.
- B. There is a low RFID signal.
- C. SSID is not found.
- D. It is out of range.

Correct Answer: A

QUESTION 50

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A customer wants to upgrade a PC's internal storage to have more room to store backups, photos, and videos. The new storage should be large enough to avoid expanding again next year. Which of the following BEST meets these needs?

- A. 3TB HDD
- B. 50GB NAS
- C. 500TB SAN
- D. 512GB SSD

Correct Answer: A

QUESTION 51

A technician upgraded the memory on a server from two 8GB sticks to eight 32GB. The server memory is now at full capacity per the user guide. When the technician powers on the system, only 128 GB of memory is recognized by the OS and the BIOS. The technician decides to upgrade to the latest version of the firmware on the system, which does not help. Next, the technician installs the memory in sets of 64GB at a time. Each individual set of 64GB is fully recognized by the server. Which of the following will not allow the server to recognize all of the memory installed at the same time?

- A. The power supply is not supplying enough power for the memory.
- B. The memory has too many ECC errors and is shutting down
- C. The server is overheating when all of the memory is installed.
- D. The server needs DDR4 memory, and DDR3 is installed.

Correct Answer: D

QUESTION 52

The feature that allows users to store files in cloud-based when necessary, but can removed when space is freed up, is known as:

- A. on-demand
- B. resource pool
- C. synchronization application
- D. shared resources

Correct Answer: A

QUESTION 53

A company has very strict rules regarding proprietary information leaving the premises. All computers host proprietary information. A technician is called to repair a computer on-site at the company's corporate office. The technician identifies the troubleshooting steps to create a plan of action. The technician determines the computer needs to be taken off-site for repair. Which of the following should the technician do NEXT?

- A. Check corporate policies for guidance.
- B. Get authorization from the manager.
- C. Delete proprietary data before leaving the building.
- D. Remove the HDD and send the device for repair.

Correct Answer: A