

Exam Questions 220-1001

CompTIA A+ Certification Exam: Core 1

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NEW QUESTION 1

Which of the following terminates a coaxial cable?

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

Answer: C

NEW QUESTION 2

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 hotspot. 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.

Answer: A

NEW QUESTION 3

Several company users are frequently forgetting passwords for their mobile devices and applications. Which of the following should the systems administrator do to reduce the number of help desk tickets submitted?

- A. Implement single sign-on.
- B. Enable multifactor authentication.
- C. Configure biometric authentication.
- D. Remove complex password requirements.

Answer: A

NEW QUESTION 4

After setting up a DHCP server and a DNS server a technician would like to centralize all of the events generated by the two servers so they can be viewed in one dashboard. Which of the following is a data source used to populate the dashboard?

- A. Netstat
- B. Host file
- C. Perfmon
- D. Syslog

Answer: B

NEW QUESTION 5

A user logs on a PC and receives a message stating there is a duplicate IP address on the network. After a system restart, the user notices the same error. Which of the following is the MOST probable cause of the error?

- A. The user is still logged into another device.
- B. The user has set a static IP address.
- C. The user has moved to a different office.
- D. The user has wireless and wired connections.

Answer: B

NEW QUESTION 6

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. 1
- B. 5
- C. 10

Answer: A

NEW QUESTION 7

An office has a network that has all computers connected to two switches. The switches are connected with a fiber cable. The computers and switches are all located in the same building. Which of the following network types does this describe?

- A. WAN
- B. PAN
- C. LAN
- D. MAN

Answer: C

NEW QUESTION 8

Ann, a user, needs to attend several day-long conferences and wants to ensure her mobile device will have enough power for these events. She is concerned about wall outlet availability at the conferences and needs to continuously use her device for important updates. Which of the following should a technician recommend to BEST accommodate Ann's needs?

- A. Wireless charging pad
- B. Built-in battery case
- C. Extra charging cords
- D. Airplane mode

Answer: A

NEW QUESTION 9

A user received the following error message while trying to access a shared drive: Network Path was Not Found. Which of the following should be performed to resolve the issue? (Select TWO).

- A. Set the NIC to full duplex.
- B. Disable the local firewall.
- C. Reset the TCP/IP stack.
- D. Disable the Ethernet adapter.
- E. Use static IP addressing instead of DHCP.
- F. Flush the DNS cache.

Answer: CF

NEW QUESTION 10

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

Answer: A

NEW QUESTION 10

A technician wants to set up a virtual machine in a public cloud environment. Which of the following cloud models should the technician use?

- A. IaaS
- B. SaaS
- C. PaaS
- D. DBaaS

Answer: A

NEW QUESTION 13

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

Answer: A

NEW QUESTION 18

Which of the following cable types should be used to connect a cable modem to a SOHO router?

- A. Thunderbolt
- B. Coaxial
- C. USB
- D. Ethernet

Answer: D

NEW QUESTION 23

A user reports a laserjet printer is not printing properly. A technician prints a test page and notices the toner is smeared on the page. The technician confirms the toner cartridge is installed correctly and the paper in the tray is the right size. Which of the following printer components is the MOST likely cause of the problem?

- A. Fuser

- B. Roller
- C. Memory
- D. Toner

Answer: A

NEW QUESTION 24

Which of the following resources in the MOST critical when using cloud file-storage synchronization applications?

- A. Disk speed
- B. I/O bandwidth
- C. RAM utilization
- D. CPU utilization

Answer: B

NEW QUESTION 28

A customer accidentally drops a laptop while it is charging. The next day, the customer notices the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on and calls a technician to investigate. The technician confirms the laptop will not turn on even though it is connected to the power adapter.

Which of the following components is the MOST likely cause of this behavior?

- A. Power adapter
- B. Battery
- C. DC jack
- D. Hard drive

Answer: C

NEW QUESTION 31

A user is experiencing issues synchronizing a smartphone. The user is able to connect to individual services, but each requires a different password. Which of the following needs to be configured to allow the user to access web services securely with a unique password?

- A. SIM
- B. SMB
- C. SSL
- D. SSO

Answer: D

NEW QUESTION 33

A customer's laptop display has suddenly become very dim. The image of the display can only be seen with a bright, external light, as adjusting the brightness/contracts controls does not cause much change.

Which of the following components MOST likely needs to be replaced?

- A. LCD panel
- B. Inverter
- C. Video card
- D. Digitizer

Answer: B

NEW QUESTION 38

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.

Answer: C

NEW QUESTION 39

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

Answer: A

NEW QUESTION 44

A technician is upgrading a user's smartphone and wants to move all of the applications and contact information quickly to the new device. Which of the following connection types would work BEST to do this?

- A. NFC
- B. IR
- C. OTG
- D. Bluetooth

Answer: A

NEW QUESTION 48

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

Answer: C

NEW QUESTION 51

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

Answer: C

NEW QUESTION 54

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.

Answer: B

NEW QUESTION 56

A technician is building a CAD workstation for a user who will be saving files remotely. Which of the following components are MOST important to include when configuring the system? (Choose two.)

- A. Gigabit NIC
- B. Graphics card
- C. Liquid cooling unit
- D. HDD size
- E. RAM

Answer: BE

NEW QUESTION 57

Whenever a user's machine is turned on, a black screen appears prompting the user for an administrative password. The technician has no such password on file for this machine.

Which of the following steps should the technician take to resolve this issue?

- A. Press and hold the CPU power button for five seconds, and then power back on.
- B. Disconnect and reconnect the internal hard drive.
- C. Remove the CMOS battery and reinsert it after ten seconds.
- D. Remove the motherboard and place it back into the machine after ten minutes.

Answer: C

NEW QUESTION 61

A shipping department is having problems with its thermal label printer. Two columns on the left are not appearing on all labels. Which of the following should a technician do FIRST?

- A. Verify the ribbon is correctly aligned to the label
- B. Run a label calibration
- C. Remove stuck labels from the print path
- D. Replace the print head

Answer:

A

NEW QUESTION 64

Following a recent malware infection, a user is unable to access network shares from the local server. A technician verifies the device is able to connect to the Internet and the hosted email provider off-site. The technician also confirms the local server is online. Additionally, a malware scan reports the user's computer is clean. Which of the following is the best NEXT step to troubleshoot the issue?

- A. Verify the DNS servers are configured properly on the device.
- B. Assign a static IP address on the wired network connection.
- C. Run a speed test on the network to check for slow transfer speeds.
- D. Confirm the network connection is not using a link-local address.
- E. Replace the Ethernet cable as it is causing limited connectivity.

Answer: C

NEW QUESTION 65

An administrator is configuring a virtualization workstation that will host several mission-critical VMs for the human resources department. The workstation will be required to support multiple users at once, and large amounts of data will be accessed daily. Which of the following components will BEST meet these requirements? (Select THREE).

- A. Quad-core CPU
- B. Solid-state drives
- C. Additional RAM
- D. Redundant PSUs
- E. RAID 0 array
- F. High-end GPU
- G. RAID 6 array

Answer: ACG

NEW QUESTION 68

Joe, a user, recently purchased a new multifunction printer and attempted to install it himself. He informed a technician that the printer is on his list of printers, but he is unable to print. The technician sees that the printer is listed as a generic printer under Devices and Printers. Which of the following should the technician do NEXT?

- A. Reboot the computer into safe mode and try to print a test page.
- B. Download the correct drivers from the manufacturer's website and install them.
- C. Unplug the USB cable from the printer and try another USB slot on the PC.
- D. Set the printer as the default within the device properties.

Answer: B

NEW QUESTION 71

A user receives the following error message when powering on a computer:
Hard drive cannot be found.

A technician restarts the computer, and it boots the OS normally. Several days later, the user reports another problem, but rebooting the computer does not resolve the issue. The technician replaces the motherboard, keeping the same CPU, battery, RAM, and hard drive. The user cannot authenticate at the login screen. Which of the following would BEST explain the causes of the problem? (Select TWO)

- A. POST error code beeps indicate RAM failure.
- B. The system time is not set correctly in the BIOS.
- C. The voltage on the coin cell is drained completely.
- D. UEFI firmware has the Secure Boot setting enabled.
- E. Capacitors on the motherboard are distended.
- F. Incorrect settings are booting the wrong device.
- G. A BSOD error indicates the system is crashing.

Answer: CE

NEW QUESTION 72

Which of the following server types caches previously visited web pages for faster access in the future?

- A. Proxy server
- B. Web hosting server
- C. DNS server
- D. Branch cache server

Answer: D

NEW QUESTION 77

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 hotspot

Answer: A

NEW QUESTION 81

A systems administrator is configuring a server to host several virtual machines. The administrator configures the server and is ready to begin provisioning the virtual machines.

Which of the following features should the administrator utilize to complete the task?

- A. Hypervisor
- B. Disk management
- C. Terminal services
- D. Device Manager
- E. Virtual LAN

Answer: A

NEW QUESTION 82

Which of the following technologies can be used for wireless payments?

- A. NFC
- B. Bluetooth
- C. IR
- D. LTE

Answer: A

NEW QUESTION 86

An ISP has notified a SOHO user of a usage increase on the user's network. The user is concerned the WiFi network is being utilized by unauthorized users.

Which of the following would minimize the unauthorized use of the WiFi network?

- A. Implement MAC filtering
- B. Enable NAT
- C. Create a network DMZ
- D. Upgrade the encryption standards

Answer: A

NEW QUESTION 88

A corporation maintains an active social media presence by constantly uploading audio and video. The corporation also regularly hosts video conferences, but attendees are reporting buffering during their telecast.

Which of the following should the IT department do to improve the ability to attend video conferences without interruption?

- A. Enable QoS on network traffic, prioritizing telecast traffic over uploads.
- B. Upgrade video conference room equipment.
- C. Create a VLAN for all employees updating social media.
- D. Adjust the network intrusion device to allow video to flow without filtering.

Answer: A

NEW QUESTION 90

Joe, a user, sets up an IMAP connection on his smartphone to connect to webmail. Joe is able to view email, but he receives an error message when trying to send a message. When viewing the mail client's configuration, Joe sees a valid SMTP server and port. Which of the following should Joe check NEXT to resolve the issue?

- A. Configure the email account as a POP3 connection
- B. Ensure the SSL/TLS option is being used
- C. Check that the account password is still valid
- D. Make sure the smartphone is not in airplane mode

Answer: A

NEW QUESTION 91

A technician was asked to virtualize four existing PCs before decommissioning them. The resulting VMs are imported into a new VM workstation running a hypervisor on top of an OS. Three of the VMs are running properly, but the entire system locks up when trying to start the fourth VM. Which of the following should the technician have reviewed prior to creating the VMs to prevent this from occurring? (Select TWO)

- A. Hypervisor requirements
- B. Storage requirements
- C. Resource requirements
- D. Network requirements
- E. Backup requirements
- F. Security requirements

Answer: AF

NEW QUESTION 94

Which of the following Internet connection types often terminates at a switching center and then requires the use of a different media for the last mile to the customer?

- A. ISDN
- B. DSL
- C. Fiber
- D. Cable

Answer: B

NEW QUESTION 95

A company is using a high-speed impact printer to create invoices on multi-layer forms. The printing on the top copy looks OK, but the lower copies are almost unreadable. Which of the following parts is MOST likely causing the problem?

- A. Print head
- B. Ribbon
- C. Pickup rollers
- D. Tractor feed

Answer: A

NEW QUESTION 96

A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to the guest wireless network. However, when the user attempts to print to the printer, nothing happens.

Which of the following will resolve the issue?

- A. Set up the user's computer to act as a print server.
- B. Configure the printer to use the Internet printing protocol.
- C. Ensure the user's computer is set to DHCP.
- D. Connect the printer to the company wireless network.

Answer: D

NEW QUESTION 98

A user connects a laptop to a docking station but is unable to see an image on the external monitor. The user tests the docking station USB ports, and they are working fine. Which of the following should be done NEXT?

- A. Check for firmware updates
- B. Configure extended display mode
- C. Replace the external monitor
- D. Adjust the laptop's BIOS settings

Answer: B

NEW QUESTION 100

A technician would like to install an internal storage drive for a computer. Which of the following cable connectors would MOST likely be used to transfer data? (Select TWO).

- A. USB-C
- B. IDE
- C. SATA
- D. USB-A
- E. Motex
- F. Lightning

Answer: BC

NEW QUESTION 101

Multiple users report that the network printer, which is connected through the print server, is not printing. Which of the following should a technician do FIRST to remedy this situation?

- A. Replace the USB cable.
- B. Reinstall the drivers on users' PCs.
- C. have users restart their PCs.
- D. Clear the print queue.

Answer: D

NEW QUESTION 105

The corporate office has mandated that all documents must be electronically signed and encrypted with a certificate in order to be stored on the network. The IT department has been asked to ensure the proper file format is used to accomplish this task. Which of the following would satisfy the requirement?

- A. Print to PDF
- B. Print to file
- C. Print to image
- D. Print to XPS

Answer: A

NEW QUESTION 108

An employee's mobile device no longer charges, and the employee believes the battery is bad. A technician tests the mobile device and finds it will charge on a wireless charging pad but not when it is connected to a charging cable. Other devices charge without issue when the cable is used. Which of the following should the technician perform FIRST to resolve the issue?

- A. Clean out the charging port on the device
- B. Replace the mobile device's battery
- C. Issue a new charging cable to the employee
- D. Send the device for service and give the employee a loaner

Answer: A

NEW QUESTION 111

An administrator connects to the company's cloud account and builds a server that is hosted in the cloud. The server will be used as a confidential database server for one of the company's core applications. The administrator is responsible for patching and updating the server OS. Which of the following cloud models is this an example of?

- A. IaaS
- B. SaaS
- C. PaaS
- D. Public

Answer: A

NEW QUESTION 114

A technician configures a new printer to be accessible via a print server. After setting up the printer on a Windows client machine, the printer prints normally. However, after setting up the printer on a macOS client machine, the printer only prints garbled text. Which of the following should the technician do to resolve this issue?

- A. Add a macOS-compatible print driver to the printer object on the print server
- B. Configure the Windows client to share the printer with the macOS client
- C. Set the printer on the macOS client to connect to the print server via IPv6
- D. Ensure the network time of the macOS client matches that of the print server.

Answer: A

NEW QUESTION 116

A server needs a RAM upgrade, and a technician has been tasked with retrieving the RAM from storage and then installing it. Which of the following is the BEST RAM type for the technician to retrieve?

- A. SoDIMM
- B. DDR4
- C. Single channel
- D. ECC

Answer: B

NEW QUESTION 121

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.

Answer: EF

NEW QUESTION 122

A user reports being unable to browse the Internet. A technician believes the cause of the issue is related to DNS. Which of the following should the technician perform NEXT?

- A. Test the theory by attempting to browse to a website's known IP address.
- B. Implement preventive measures by manually assigning a DNS server to the PC.
- C. Identify the problem by running the command `ipconfig /flushdns`.
- D. Document the findings in the organization's local knowledge base.

Answer: A

NEW QUESTION 127

A technician is troubleshooting a WiFi issues with a laptop user in a corporate office. The user can connect to web pages without trouble; however, the user cannot connect to the email server or print a locally stored document to the network printer. The technician cannot ping the mail server or the network printer. No other users are experiencing this issue. Which of the following is MOST likely causing the issue?

- A. The laptop has an APIPA address
- B. The laptop is configured to the wrong default gateway
- C. The laptop is connected to the guest WiFi
- D. The laptop is configured with a static IP

Answer: C

NEW QUESTION 132

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

- A. DNS
- B. DHCP
- C. Proxy
- D. Web server

Answer: A

NEW QUESTION 136

A small business owner with a limited budget wants to host a company website and ERP applications in the cloud. Which of the following would be the BEST cloud model to accomplish this task?

- A. DaaS
- B. IaaS
- C. PaaS
- D. SaaS

Answer: C

NEW QUESTION 141

A technician is configuring a new web server and must have over 10TB of fault-tolerant storage, while minimizing the number of failure points. The applications on the server also require the highest performance available. Which of the following configurations would the technician MOST likely select?

- A. RAID 0 with 1500rpm 15TB drives
- B. RAID 1 with 1000rpm 8TB drives
- C. RAID 5 with 7200rpm 5TB drives
- D. RAID 10 with 5400rpm 6TB drives

Answer: D

NEW QUESTION 142

A technician is setting up a new wireless network at a branch office that previously had only wired connectivity with statically assigned IP addresses. After setting up the network, the technician configures a server to provide IP addresses to wireless clients. During testing, the technician is unable to access the Internet or named network resources. The technician receives a valid IP address from the DHCP server and can ping the default gateway. Which of the following should be technician check NEXT to resolve this issue?

- A. Ensure the options are configured to provide a DNS server.
- B. Verify the Windows Firewall is turned off.
- C. Configure the wireless network's SSID to be hidden.
- D. Enable file and printer sharing in the OS.

Answer: A

NEW QUESTION 144

A network administrator must install a device that will proactively stop outside attacks from reaching the LAN. Which of the following devices would BEST meet the organization's needs?

- A. IPS
- B. IDS.
- C. Proxy server
- D. Authentication server.

Answer: A

NEW QUESTION 149

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