

CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1



NEW QUESTION 1

A department sends in a ticket to report a printer is not working. The responding technician sees paper stuck to the fuser, which is much hotter than normal. The (user was just installed a few weeks ago. as indicated by the service history. Which of the following should the technician do NEXT?

- A. Disable the printer for repairs.
- B. Install a printer roller kit.
- C. Remove the paper and let the fuser cool down.
- D. Replace the paper with thicker paper stock.

Answer: C

NEW QUESTION 2

A help desk technician thinks a desktop PC has failed due to a defective power supply. Which of the following steps should the technician take NEXT?

- A. Inquire about environmental or infrastructure changes.
- B. Conduct external or internal research based on symptoms.
- C. Establish a plan of action to resolve the problem and implement the solution.
- D. Document the findings, actions, and outcomes.

Answer: B

Explanation:

<https://spryzensecurity.medium.com/what-is-troubleshooting-methodology-40cec6b6494>

NEW QUESTION 3

A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

- A. SCSI
- B. eSATA
- C. PCIe
- D. NVMe

Answer: B

NEW QUESTION 4

An online retailer would like to add capacity to support increased sales. Additional servers have been installed. Which of the following should be used to ensure each new server is being properly utilized?

- A. Virtualization
- B. Clustering
- C. Load balancer
- D. Round-robin DNS

Answer: C

Explanation:

<https://www.resonatenetworks.com/2020/04/29/clustering-vs-load-balancing-whats-the-difference/>

NEW QUESTION 5

Which of the following network types would be used in a server room to connect virtual servers to high-speed storage?

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

Answer: D

NEW QUESTION 6

A technician is commissioning a workstation that is required to have mirrored storage, utilizing two 4TB drives that support one failure. Which of the following BEST meets these requirements?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Answer: B

NEW QUESTION 7

A Wi-Fi mesh network has been optimized to eliminate poor coverage areas, yet users still experience decreased bandwidth and connectivity issues. Which of the following actions should the technician take NEXT?

- A. Relocate any large, dense, solid, and metal objects, such as mirrors and file cabinets, in the mesh network coverage area to the perimeter so that wireless reflections, absorptions, and occlusions are minimized.
- B. Use a Wi-Fi analyzer to determine whether the channel in use is overcrowded and to identify which channel the mesh network should use for best performance.
- C. Use the signal strength indicator on a mobile device to roam the coverage area and generate a heat map to isolate zones with weak signals.
- D. Turn off broadcasting of the SSID on the mesh network so that other networks cannot see it.

Answer: B

NEW QUESTION 8

An organization has some computers running macOS and some computers running Windows. The computers running macOS also need to run a piece of software that is only available on Windows. Which of the following BEST describes the solution for running Windows software on a computer running macOS?

- A. Operating system spoofing
- B. Remote software provisioning
- C. Indirect software implementation
- D. Cross-platform virtualization

Answer: D

NEW QUESTION 9

A technician is working on a critical warehouse machine that will not turn on. The technician has determined the power supply for the machine failed. The warehouse manager is looking for a solution that will prevent downtime in the future. Which of the following devices should the technician install to meet this requirement?

- A. Grounded power supply
- B. Modular power supply
- C. 220V power supply
- D. Redundant power supply

Answer: D

Explanation:

A redundant power supply is a device that provides two or more power supplies connected in parallel so that when one fails, the other one will take over to ensure continuous power. This is ideal for critical warehouse machines that require a reliable power source and are at risk of downtime in the event of a power failure. Installing a redundant power supply will help to reduce the chances of an unexpected power outage and keep the machine running.

NEW QUESTION 10

A user submits a help desk ticket regarding a smartphone that will no longer accept its charging cable. The assigned technician notices the phone does not have a protective case, and the user constantly transport the phone in a pocket. The technician attempts to use a secondary charger, but the cable falls out of the phone. Which of the following is the MOST likely cause of the issue?

- A. The phone requires a firmware update to address charging issues.
- B. The charge port contains foreign objects, such as lint.
- C. The phone's battery has swelled, preventing the utilization of the charge port.
- D. The phone has experienced water damage, thus the battery is not charring.

Answer: B

NEW QUESTION 10

Which of the following would an administrator use to migrate virtual machines from on premises to the cloud?

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

Answer: A

NEW QUESTION 12

Which of the following network services allows a networked device to always be assigned the same IP address based on the device's MAC address?

- A. DHCP
- B. LDAP
- C. UTM
- D. DNS

Answer: A

NEW QUESTION 14

A technician is setting up a laptop with an encrypted hard drive. The laptop will securely store a PIN that the user will input at log-on. Which of the following must be installed to set up this configuration?

- A. TPM
- B. HSM
- C. UEFI
- D. ARM

Answer: A

Explanation:

TPM stands for Trusted Platform Module, and it is a special chip installed on a computer's motherboard that stores encryption keys, passwords, and digital certificates. It can also securely store a user's PIN, allowing them to access the laptop without having to enter the PIN every time they log on. TPM is a secure way to store and protect sensitive data, making it ideal for use in laptops that need to securely store a PIN.

NEW QUESTION 18

A technician recently discovered the root cause of an application error that several users have been experiencing. The technician updated the configurations on the affected machines and verified full functionality was restored for all users, which of the following actions should the technician perform NEXT?

- A. Write a knowledge base article in the ticketing software to expedite future Incidents.
- B. Submit a bug report to the developer of the application, along with the steps taken to resolve the Issue.
- C. Work with the developer to proactively collect the application logs to identify future errors of this type.
- D. Send an email communication to the company about the issue and the steps taken to resolve it.

Answer: A

Explanation:

CompTIA 6-Step Troubleshooting Process:

- * 1. Identify the problem.
- * 2. Establish a theory of probable cause. (Question the obvious)
- * 3. Test the theory to determine cause.
- * 4. Establish a plan of action to resolve the problem and implement the solution.
- * 5. Verify full system functionality and if applicable implement preventative measures.
- * 6. Document findings, actions, and outcomes.

NEW QUESTION 22

A help desk technician has been tasked with installing an IP phone in a small office with an unmanaged switch. When connected to an RJ45 receptacle, the phone does not boot. Which of the following is the QUICKEST way to resolve this issue?

- A. Upgrade the Ethernet cable to the latest specification.
- B. Replace the phone.
- C. Install a PoE injector.
- D. Change ports on the switch.

Answer: C

Explanation:

<https://intellinetnetwork.eu/pages/what-is-a-poe-injector>

NEW QUESTION 27

The help desk received a ticket regarding issues with a laser printer. The printer has had repairs previously for scanning issues. Currently, the printed text is not adhering properly to the paper. Which of the following should be replaced to resolve this issue?

- A. Fuser
- B. Waste container
- C. Roller
- D. Toner

Answer: D

NEW QUESTION 30

An organization is looking to upgrade the processing ability for its computers. Most users report that whenever multiple applications are being utilized, the system's response time slows down drastically. When only one application is open, the response time is acceptable. Which of the following should be upgraded FIRST?

- A. SSD
- B. CPU
- C. HDD
- D. RAM

Answer: D

Explanation:

'Upgrading to a faster CPU will improve your PC's single-application performance, making games run more smoothly, for example. Adding more RAM to your PC increases its multitasking capacity, but won't necessarily improve its single-application performance'

NEW QUESTION 35

Which of the following BEST describes the main function of a web server?

- A. Storing files and controlling user access
- B. Setting up personal mailboxes and calendars
- C. Providing IP addresses and printing services
- D. Hosting home pages and business portals

Answer: D

NEW QUESTION 37

An office manager reports that a printer is experiencing performance issues. Printouts are smudging when they are handled, and, recently, whenever the manager tries to print oversized documents, the paper jams before anything is printed on it.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

A picture containing text, electronics, printer Description automatically generated

NEW QUESTION 39

A technician is diagnosing a workstation that shuts down unexpectedly during a butn-in test. Which of the following is the MOST likely cause for this symptom?

- A. Faulty CMOS battery
- B. OS update issue
- C. Overheating
- D. Faulty RAM

Answer: C

NEW QUESTION 42

A user on a SOHO network is unable to watch online videos, even at 240 pixels. The technician runs ipconfig from the user's computer and records the following:

```
Connection-specific DNS Suffix .: lan
Link-local IPv6 Address . . . . .: fe80::1585:7fb2:b05f:7102%12
IPv4 Address. . . . .: 192.168.1.131
Subnet Mask . . . . .: 255.255.255.0
Default Gateway . . . . .: 192.168.1.1
```

The technician then connects a test laptop to the router via the user's Cat 5 cable and records the following information:

```
Download: 85 mbps
Upload: 22 mbps
Ping: 28 ms
```

Which of the following is MOST likely causing the user's issue?

- A. Incorrect IP address
- B. Faulty NIC
- C. Misconfigured default gateway
- D. Bad network cable

Answer: B

NEW QUESTION 44

A company just bought a printer capable of automatically printing on both sides of the paper After installation, however, the technician can only print on both sides of the paper manually. Which of the following should the technician do to fix the issue?

- A. Install the most recent firmware upgrade available for the printer.
- B. Contact the vendor for a hardware replacement.
- C. Reinstall the printer software and drivers, and then restart the printer.
- D. Read the installation manual and configure duplex settings.

Answer: D

NEW QUESTION 47

A user visits the desk to report that a smartphone takes more than a day to fully charge. The user has already tested multiple wall outlets and swapped the charging cable, but the results are the same. Which of the following should the technician do FIRST?

- A. Verify the power rating of the charger.
- B. Ensure all unnecessary connectivity features are disabled.
- C. Check that all missing smartphone OS updates are applied.
- D. Complete a factory reset of the phone

Answer: A

NEW QUESTION 52

A technician replaced a motherboard on a server, and now the 64-bit hypervisor is not loading correctly. Which of the following needs to be enabled for the hypervisor to run?

- A. Hardware prefetcher
- B. Hyperthreading
- C. vPro
- D. VT-d

Answer: D

Explanation:

https://techlibrary.hpe.com/docs/iss/proliant-gen10-uefi/s_enabling_VT-d.html

NEW QUESTION 53

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.
- 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 use

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.

NEW QUESTION 58

A user creates a support ticket to report a conference room projector that does not work. The user says that even though the provided cables are being used, the projector screen shows the following error message:

No signal input

Which of the following describes the FIRST action that should be taken?

- A. Verify that the projector is turned on.
- B. Verify that the user is using an approved OS.
- C. Replace the projector bulb.
- D. Check the video cable and replace it if necessary.

Answer: D

Explanation:

The most common reasons you may be seeing the "No Signal" message: The projector and the source device are not connected correctly.

NEW QUESTION 60

A technician receives several error alerts on a server after an unexpected reboot. A message states that one or more disks are in a degraded state. When the technician advances to the next error message, it indicates the OS is missing. Which of the following are the MOST likely causes of these errors? (Choose two.)

- A. Missing drives in the OS
- B. RAID failure
- C. Bootable device not found
- D. Data loss
- E. Controller failure
- F. CMOS corruption
- G. TPM malfunction

Answer: BC

NEW QUESTION 64

A technician is upgrading a faulty motherboard that was ordered by an end user for an old, high-end desktop computer. However, the technician is unable to install

the CPU into the socket. Upon closer inspection, the technician notices the pins on the CPU do not line up with the socket. Which of the following would be the best course of action for the technician to take NEXT?

- A. Try to set as many pins as possible.
- B. Install an adaptor to create a universal socket.
- C. Verify the socket type and manufacturer.
- D. Find a compatible motherboard for the CPU.

Answer: C

Explanation:

you need to know the socket type before you can go and find the replacement motherboard

NEW QUESTION 67

A user that works in sales is reporting that the output on each page printed from a laser has duplicate images. Which of the following should be performed FIRST to eliminate the ghost images?

- A. Change the paper weight setting.
- B. Replace the printer's fuser.
- C. Upgrade the printer firmware.
- D. Clean the toner drums and rollers

Answer: C

NEW QUESTION 71

The IT department at an insurance brokerage needs to acquire laptops that have built-in fingerprint readers in order to create a more secure environment. Which of the following would be the MOST secure way to implement the fingerprint readers?

- A. Grant all registered employees access to each machine.
- B. Restrict device access to only the user to whom the laptop is assigned.
- C. Limit device access to departments and guest users.
- D. Give each team member a USB drive that bypasses the reader to allow guest users to log in.

Answer: B

NEW QUESTION 75

Laura, a customer, has instructed you to configure her home office wireless access point.

She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible.

Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks.

She requests that the default settings be changed to the following. Wireless Name: HomeWiFi

Shared Key: CompTIA Router Password: Secure\$1

Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network. Laptop: IP Address 192.168.1.100

Hardware Address: 00:0A:BF:03:C4:54 Smartphone: IP Address 192.168.1.101 Hardware Address: 09:2C:D0:22:3F:11 INSTRUCTIONS

Configure Laura's wireless network using the network adapter window.

If at any time you would like to bring back the initial state of the situation, please click the Reset All button.



Laura's Wireless Configuration

WIRELESS SETUP **NETWORK FILTER** **ADMINISTRATOR TOOLS**

Wireless Network Settings

Enable Wireless: ☒

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

Wireless Security Mode


Security Mode:




WPA2

Passphrase:

Confirmed Passphrase:

Laura's House



	Wireless Network Name: Default Security Mode: Open Wireless Channel: 11
	Wireless Network Name: MyWi Security Mode: WEP Wireless Channel: 6
	Wireless Network Name: PatsWiFi Security Mode: WEP Wireless Channel: 11

Laura's Wireless Configuration

WIRELESS SETUP **NETWORK FILTER** **ADMINISTRATOR TOOLS**

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Laura's Wireless Configuration

WIRELESS SETUP **NETWORK FILTER** **ADMINISTRATOR TOOLS**

Wireless Network Settings

Enable Wireless: ☐

Wireless Network Name: (Also called the SSID)

Wireless Channel:

Disable SSID Broadcast: ☐

802.11g Only Mode: ☐

Wireless Security Mode

Security Mode:

Laura's Wireless Configuration

WIRELESS SETUP **NETWORK FILTER** **ADMINISTRATOR TOOLS**

Turn MAC Filtering ON: ☐

<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:
solution as



Wireless Configuration

Wireless Setup

Network Filter

Administrator Tools

WIRELESS NETWORK SETTINGS:

Enable Wireless:

☒

Wireless Network Name:

HomeWiFi

(Also called the SSID)

Wireless Channel:

1

Disable SSID Broadcast:

☐

802.11g Only Mode:

☐

WIRELESS SECURITY MODE:

Security Mode:

Enable WPA2 Wireless Security (enhanced)

WPA2:


Passphrase:

CompTIA

Confirmed Passphrase:

CompTIA

Save Settings



Wireless Configuration

Wireless Setup

Network Filter

Administrator Tools

☒ Turn MAC Filtering ON

Allow the following MAC Addresses

MAC Address

☒ 00:0A:BF:03:C4:54

☒ 09:2C:D0:22:3F:11

☐

☐

Save Settings

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The image shows a 'Wireless Configuration' window with three tabs: 'Wireless Setup', 'Network Filter', and 'Administrator Tools'. The 'Administrator Tools' tab is selected, showing an 'ADMIN PASSWORD' section. It instructs the user to 'Please enter the same password into both boxes for confirmation.' There are two input fields: 'Password:' and 'Verify Password:', both containing the text 'Secure\$1'. A 'Save Settings' button is at the bottom right.

NEW QUESTION 77

A user sends a print job to a network printer, and the print job uses double the amount of paper as expected. Which of the following should the user configure to get the expected result?

- A. Duplex
- B. Collate
- C. Landscape
- D. Transparency

Answer: A

NEW QUESTION 80

A technician just finished assembling a new PC for a client. Upon POST, the device presents an unspecified beep code and turns off automatically after five seconds. The technician double-checks the bill of materials for the new build and confirms all items have been installed. Which of the following should the technician do NEXT?

- A. Ensure thermal paste is being used on the CPU.
- B. Check to make sure that any video cards have auxiliary power cabling connected.
- C. Verify the header panel connector is properly connected.
- D. Spot-check that the I/O shield for the motherboard is properly installed.

Answer: C

Explanation:

The technician should verify the header panel connector is properly connected. A beep code is a diagnostic tool used by motherboards to indicate issues with hardware components. This beep code may be indicating an issue with the connection between the motherboard and the case's header panel connector. This connector is responsible for providing power to the system and any connected peripherals. Therefore, the technician should verify the connection is secure and properly connected before attempting any other troubleshooting steps.

NEW QUESTION 82

A user reports that a PC occasionally fails to boot. The user reboots the PC, but the performance is degrading. The technician hears a strange, repetitive, ticking noise coming from the PC. Which of the following should the technician do FIRST?

- A. Try to extract data.
- B. Reseat the RAM modules.
- C. Inspect the fan.
- D. Check the CD tray.

Answer: A

NEW QUESTION 83

A user calls the help desk for assistance configuring an Android phone with a new NFC-enabled speaker that will be used for an upcoming conference call. The

user was unable to direct the phone's audio to the NFC speaker. Which of the following sequences should the help desk technician walk the customer through to accomplish this task?

- A. Enable NFC on the speake
- B. Ensure the speaker is less than 33ft (10m) from the Android phon
- C. On the phone's Bluetooth settings menu for Connected Devices, select Pair New Devic
- D. Tap to accept the connection to the speaker when the prompt is displayed on the phone's screen.
- E. Enable NFC and Bluetooth on the Android phon
- F. From the Android phone's Bluetooth settings menu for Connected Devices, select the Previously Connected Devices optio
- G. Select a listed device that most closely matches the speake
- H. Tap lo accept the connection lo the speaker when the prompt is displayed on the phone's screen.
- I. Enable NFC and Bluetooth on the Android phon
- J. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displaye
- K. Accept the connection to the speaker when the prompt is displayed on the phone's screen.
- L. Enable Wi-Fi on the speake
- M. Enable Wi-Fi on the Android phon
- N. Tap and hold the Android phone to the spot on the speaker where the NFC logo is displaye
- O. Accept the connection to the speaker when the prompt is displayed on the phone's screen.

Answer: A

NEW QUESTION 85

A user acquired a new workstation and is attempting to open multiple targe Excel files simultaneously. The user is not experiencing the expected performance when executing such large requests. Which of the following should a technician do FIRST?

- A. Increase the swap partition.
- B. Upgrade the CPU in the workstation.
- C. Upgrade the power supply in the workstation.
- D. Upgrade the RAM in the workstation.

Answer: D

NEW QUESTION 88

Which of the following is the MAXIMUM power PoE+ provides?

- A. 15.4W
- B. 30W
- C. 60W
- D. 95W

Answer: B

Explanation:

The earliest PoE switches from a few years ago generated 15 Watts per port (IEEE 802.3af). Today, most use the PoE+ standard (IEEE 802.3at), which generates up to 30 Watts per port. That's plenty for most devices that people want to connect

NEW QUESTION 93

A small office has a wireless network with several access points for roaming laptop use. Users occasionally report that the wireless connection drops or becomes very slow. Users have confirmed that this issue only happens when connected to the office wireless network. Which of the following would MOST likely be the cause?

- A. Hidden SSID
- B. Device interference
- C. Ethernet port flapping
- D. High ISP latency

Answer: B

NEW QUESTION 98

Which of the following standards supports MIMO technology?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Answer: D

NEW QUESTION 102

Which of the following are default ports for HTTP and HTTPS traffic? (Select TWO).

- A. 23
- B. 25
- C. 80
- D. 143
- E. 389
- F. 443

Answer: CF

NEW QUESTION 107

While implementing a non-carrier-grade wireless backhaul, a technician notices the current channel selection is extremely polluted with various RF signals. Upon performing a spectral analysis, the technician discovers a channel containing almost no RF pollution. Unfortunately, the technician is unable to select that channel. Which of the following is the MOST likely reason for this issue?

- A. The channel is reserved for licensed band use.
- B. The channel selection is defective; contact the manufacturer.
- C. The channel must be unlocked by the vendor.
- D. The device requires a firmware update to unlock the channel.

Answer: D

NEW QUESTION 112

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