220-1201 Dumps

CompTIA A+ Certification Exam: Core 1

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NEW QUESTION 1
- (Topic 1)
A human resources department uses a network shared with other departments to produce a variety of printed resources for legal retention. The human resources department only wants Its members to have access to these materials. Which of the following should the technician Implement?

A. Security groups
B. Audit logs
C. Time-of-day access
D. Print server

Answer: A

Explanation:
Security groups are used to manage access permissions to network resources, ensuring only authorized HR department members can access the shared materials.
Why Not B (Audit logs): Audit logs monitor activity but do not restrict access.
Why Not C (Time-of-day access): Time-of-day access limits when users can access resources but doesn??t specify user permissions.
Why Not D (Print server): A print server manages print jobs but does not control file access. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.5, access control and permissions.

NEW QUESTION 2
- (Topic 1)
Several storms cause mission-critical servers to go offline unexpectedly A server also goes offline suddenly due to haroNvare failure Upon assessment the company purchases new UPSs to condition power and allow the OSs to shut down gracefully in the event of a power failure However, the UPSs are delayed due to supply chain issues Which of the following can balance a cost-effective solution with uptime requirements?

A. Purchasing backup generators
B. Increasing input voltage
C. Installing redundant PSUs
D. Activating a hot site

Answer: C

Explanation:
* C. Installing redundant PSUs (Power Supply Units):
Redundant PSUs provide fault tolerance by ensuring that if one power supply fails, another will take over seamlessly.
This is a cost-effective way to increase uptime while waiting for the UPSs to arrive. Incorrect Options:
* A. Purchasing backup generators: Generators are costly and are typically used for long- term outages, not as an immediate or cost-effective solution.
* B. Increasing input voltage: This is not a practical solution to hardware failures or power issues.
* D. Activating a hot site: A hot site is an expensive, fully operational backup facility that would not be a cost-effective solution for this scenario.
Key Takeaway: Installing redundant PSUs is a cost-effective way to balance uptime requirements in case of power or hardware failure.
Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.3 – Power-related troubleshooting.

NEW QUESTION 3
- (Topic 1)
Which of the following provides electricity to devices through network cables?

A. Edge router
B. PoE switch
C. Access point
D. Patch panel

Answer: B

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A PoE (Power over Ethernet) switch transmits both data and electrical power over Ethernet cables to devices like wireless access points or VoIP phones. This is especially useful in areas where separate power sources are not available.
Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 5, pages 319–321.

NEW QUESTION 4
- (Topic 1)
Which of the following utilizes specialized ports on a laptop to expand the local connection options?

A. NFC adapter
B. Docking station
C. Port replicator
D. USB dongle

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Adocking stationconnects to a laptop??sproprietary port or USB-C/Thunderbolt, providing access tomultiple additional ports(USB, Ethernet, video, audio, etc.). It allows users to transform a laptop into a full desktop workstation.
? Option A (NFC adapter):Used for short-range communication, not port expansion.
? Option C (Port replicator):Similar to a dock but usually less powerful and often lacks charging or video output.
? Option D (USB dongle):Adds a single function (like Wi-Fi or storage), not full port expansion.

CompTIA A+ Core 1 Exam Objective Reference:
? Objective 1.4: Given a scenario, configure settings and use cases for laptops and mobile devices.
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NEW QUESTION 5
- (Topic 1)
When turning on a workstation, a technician observes the following message: "Bootable device not found."
The technician verifies the correct boot order in the BIOS. Which of the following steps should the technician take next?

A. Reformat the HDD.
B. Run HDD diagnostics.
C. Reseat the RAM.
D. Replace the HDD.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
If the system reports??Bootable device not found??, and the BIOS is configured correctly, the next step is to run diagnostics on the hard drive to check for physical or logical failure. It could be a sign of a failing drive or corrupt boot sector.
? Option A:Reformatting the drive would erase data — not a diagnostic step.
? Option C:RAM does not affect whether a drive is bootable.
? Option D:Replacing the drive should only be done after diagnostics confirm failure. CompTIA A+ Core 1 Exam Objective Reference:
? Objective 3.5: Given a scenario, troubleshoot problems related to storage devices.

NEW QUESTION 6
- (Topic 1)
Which of the following cloud models would multiple organizations in the same industry most likely use?

A. Public
B. Hybrid
C. Community
D. Private

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:
ACommunity Cloudis designed for use by several organizations with shared concerns (e.g., security, compliance, jurisdiction). It??s common in industries like healthcare or finance where multiple entities benefit from a common infrastructure with shared policies.
? Option A (Public):Open to general public or large industry group — less secure.
? Option B (Hybrid):Mix of public and private — does not imply industry collaboration.
? Option D (Private):Dedicated to a single organization. CompTIA A+ Core 1 Exam Objective Reference:
? Objective 2.1: Compare and contrast cloud computing concepts.

NEW QUESTION 7
- (Topic 1)
A technician has just installed a new SSD into a computer, but the drive is not appearing. Which of the following is most likely the reason's?

A. The SSD is faulty and should be replaced by the manufacturer
B. The SSD has not been properly formatted and is not readable
C. The SSD is incompatible with the motherboard
D. The SSD has not boon installed properly and should be reseated

Answer: D

Explanation:
Improper seating is the most common reason an SSD isn??t recognized. Ensuring it is correctly connected resolves the issue.
Why Not A (Faulty SSD): A faulty SSD is possible but less likely than an installation issue. Why Not B (Not formatted): Formatting affects data usability, not drive detection.
Why Not C (Incompatibility): SSD compatibility issues are rare with modern hardware. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.3, storage troubleshooting.

NEW QUESTION 8
- (Topic 1)
A recently installed printer is incorrectly aligning printed documents Which of the following should the technician do first to fix this issue?

A. Run the maintenance application.
B. Clean the rollers
C. Upgrade the firmware
D. Reinstall the drivers

Answer: A

Explanation:
* A. Run the maintenance application:
Most modern printers include a built-in maintenance application that can calibrate the print heads and correct alignment issues. Running this tool is the first step to address misalignment.
Incorrect Options:

* B. Clean the rollers: Cleaning rollers is typically done to resolve paper feed or jamming issues, not alignment problems.
* C. Upgrade the firmware: While updating firmware is beneficial for performance improvements, it is not the first step for fixing alignment.
* D. Reinstall the drivers: Misaligned printing is usually hardware-related, not a driver issue. Key Takeaway: The maintenance application should be run first to resolve alignment issues in a newly installed printer.
Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.5 – Printer troubleshooting.

NEW QUESTION 9
- (Topic 1)
A technician is having issues replacing a laptop's wireless card because the cover seems to be stuck Which of the following should the technician do next to troubleshoot this issued

A. Check the product manual for the procedure
B. Use a pry tool to force the cover open
C. Insert the wireless card into the M.2 slot
D. Try to move the cover by sliding it in all directions.

Answer: A

Explanation:
* A. Check the product manual for the procedure:
When hardware is not easily accessible, always consult the product manual for proper disassembly procedures. Forcing the cover can damage the laptop or void the warranty. Product manuals often provide step-by-step instructions for safely accessing internal components.
Incorrect Options:
* B. Use a pry tool to force the cover open: Forcing the cover can cause physical damage to the device.
* C. Insert the wireless card into the M.2 slot: This step cannot be performed until the cover is properly removed.
* D. Try to move the cover by sliding it in all directions: Randomly sliding the cover can cause damage if the correct removal method is not followed.
Key Takeaway: Always refer to the product manual to ensure safe and proper disassembly of laptop components.
Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 4.1 – Best practices for laptop hardware installation.

NEW QUESTION 10
- (Topic 1)
The display in a conference room has a ghost image that does not match the presentation Which of the following would test resolve the issue?

A. Adjust the color settings.
B. Correct the keystone.
C. Increase the brightness levels
D. Replace the monitor.

Answer: B

Explanation:
* B. Correct the keystone:
A keystone correction adjusts the image shape when a projector is angled either up or
down. When a projector is not positioned directly perpendicular to the screen, the image becomes distorted or offset. Correcting the keystone will resolve alignment issues, ensuring that the presentation matches the display.
Incorrect Options:
* A. Adjust the color settings: This is used for improving color balance and has no impact on ghosting or mismatched images.
* C. Increase the brightness levels: Brightness changes the visibility of the image but does not address ghosting or alignment.
* D. Replace the monitor: Replacing the monitor is unnecessary unless there is hardware failure, which is not indicated here.
Key Takeaway: Keystone correction is essential to resolve alignment and distortion issues in projected images.
Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 3.4 – Display troubleshooting.

NEW QUESTION 10
- (Topic 1)
A technician needs to move a workstation to a different logical network segment. Which of the following technologies should the technician use?

A. DHCP
B. VLAN
C. DNS
D. VPN

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
AVLAN (Virtual LAN)is used to logically segment a network without requiring physical separation. It enables grouping devices based on function or department regardless of their physical location.
? Option A (DHCP):Assigns IP addresses dynamically but doesn??t create network
segments.
? Option C (DNS):Resolves domain names to IP addresses, not used for network segmentation.
? Option D (VPN):Provides secure remote access but does not relate to logical segmentation within a local network.
CompTIA A+ Core 1 Exam Objective Reference:
? Objective 2.3: Explain common logical networking concepts.

NEW QUESTION 15
- (Topic 1)
Which of the following types of connectors does an IDE hard drive use for power?

A. F type

B. SC
C. Molex
D. Lightning

Answer: C

Explanation:
An IDE hard drive uses a Molex connector for power. This 4-pin connector is a standard for older drives.
Why Not A (F type): F type connectors are used for coaxial cables in video and internet applications.
Why Not B (SC): SC connectors are for fiber optic cables.
Why Not D (Lightning): Lightning connectors are for Apple devices.
CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.1, cable types and connectors.

NEW QUESTION 20
- (Topic 1)
A help desk technician inspects a laptop keyboard because a single key has stopped working. The technician checks the keyboard for debris. Which of the following actions should the technician do next to troubleshoot the issue cost-effectively?

A. Replace the keyboard.
B. Replace the key switch
C. Replace the circuit board.
D. Replace the keycap

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
If only one key is not functioning and debris has been checked, replacing the individual keycap is the most cost-effective next step. It's a simple, low-cost option before considering more extensive repairs like replacing the entire keyboard.
Reference: "CompTIA A+ Complete Practice Tests" by Jeff T. Parker – Chapter 1, Question 10, page 8.

NEW QUESTION 24
- (Topic 1)
Users working with large files back up the files to external hard drives. One user's files take longer to back up than other users' files. The user has tried backing up the files to other users' drives with the same results. Which of the following steps should the technician take first to correct this issue?

A. Replace the hard drive's USB cable.
B. Defragment the user's external hard drive.
C. Update the storage drivers on the user's system.
D. Instruct the user to compress the files.

Answer: B

Explanation:
If a hard drive is heavily fragmented, file read/write operations can take significantly longer, causing slow backup speeds. Defragmenting the drive organizes the data for more efficient access.
Why Not A (Replace the hard drive's USB cable): A faulty cable would typically cause disconnections or errors, not just slower speeds.
Why Not C (Update the storage drivers): This might help if the issue is with system drivers, but the described symptoms point to a fragmentation issue.
Why Not D (Compress the files): Compression reduces file size but does not address the root cause of the slow backups.
CompTIA A+ Exam Reference: Core 2 (220-1102), Section 3.1, storage troubleshooting.

NEW QUESTION 25
- (Topic 1)
Which of the following cloud models exclusively utilizes a local data center?

A. Private
B. Public
C. Hybrid
D. Community

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:
APrivate Cloudis operated solely for a single organization. It ishosted on-premises or in a dedicated off-site data center, giving the company full control over data, security, and compliance — often hosted in theorganization??s own local data center.
? Option B (Public):Hosted by third-party providers and shared by multiple clients.
? Option C (Hybrid):Combines private and public cloud resources.
? Option D (Community):Shared by several organizations with similar goals. CompTIA A+ Core 1 Exam Objective Reference:
? Objective 4.1: Compare and contrast cloud computing concepts.
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NEW QUESTION 29
- (Topic 1)
A customer needs to install a new printer in their network. The customer reports that users had intermittent connectivity issues with previous printers. Which of the following should the technician configure on the new printer to prevent this issue?

A. Gateway IP address
B. DHCP IP address

C. Static IP address
D. Public IP address

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Intermittent connectivity issues with network printers are commonly caused by changing IP addresses when using DHCP. Assigning a static IP address ensures that the printer is always reachable at the same IP address by client machines.
Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 4, "Printers and Multifunction Devices", page 241.

NEW QUESTION 32
- (Topic 1)
Which of the following is the best to use when testing a file for potential malware?

A. Multitenancy
B. Test development
C. Cross-platform virtualization
D. Sandbox

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A sandbox is a secure, isolated environment used to test potentially harmful software or code. It prevents the software from affecting the main system, allowing safe malware testing. Thismethod is standard in cybersecurity best practices.
Reference: "CompTIA A+ Certification All-in-One Exam Guide" by Mike Meyers – Chapter 28, page 1230.

NEW QUESTION 37
- (Topic 1)
After a technician installs a new motherboard, the computer will not start and fails POST. The technician verifies the power supply is functioning as expected, and the CPU is installed correctly. Which of the following steps should the technician complete next?

A. Flash the BIOS.
B. Check the CMOS battery.
C. Reseat the RAM.
D. Reinstall the old motherboard.

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:
A common reason for aPOST failureafter a motherboard installation isimproperly seated RAM. The system requires working memory to successfully complete POST. Reseating (removing and reinserting) the RAM ensures it's making proper contact with the motherboard.
? Option A:Flashing the BIOS is not possible if the system won??t POST.
? Option B:A dead CMOS battery can cause BIOS settings to reset, but it usually won??t prevent POST entirely.
? Option D:Reinstalling the old motherboard is premature — basic troubleshooting steps should be completed first.
CompTIA A+ Core 1 Exam Objective Reference:
? Objective 3.5: Given a scenario, troubleshoot problems related to motherboards, RAM, CPU, and power.

NEW QUESTION 39
- (Topic 1)
A technician is troubleshooting issues occurring on a user's mobile device. Applications and the OS have slow response times, even when performing simple tasks, such as writing an email. Additionally, new applications occasionally fail to launch. Which of the following should the technician do next?

A. Move the device to a room with a colder temperature.
B. Close unnecessary programs.
C. Reset to factory default settings.
D. Check the battery health of the device.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
The symptoms — slow response and failed app launches — indicate that thedevice's memory or processing resources are overutilized. Closing unnecessary apps can free up RAM and CPU resources, improving performance.
? Option A:Overheating may cause sluggishness, but that??s not indicated here.
? Option C:Factory reset is a last resort, not the next logical step.
? Option D:Battery health would affect uptime, not system speed. CompTIA A+ Core 1 Exam Objective Reference:
? Objective 1.6: Given a scenario, configure basic mobile device network connectivity and application support.

NEW QUESTION 41
- (Topic 1)
Users are complaining that the audio from a presenter is choppy and unintelligible Which of the following is causing the issue?

A. Webcam
B. Digitizer
C. inverter
D. Microphone

Answer: D

Explanation:
Choppy or unintelligible audio is typically caused by issues with the microphone, such as poor quality, hardware defects, or misconfiguration.
Why Not A (Webcam): The webcam handles video, not audio.
Why Not B (Digitizer): A digitizer relates to touchscreens, not audio. Why Not C (Inverter): Inverters manage power for displays, not audio.
CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.6, audio troubleshooting.

NEW QUESTION 44
- (Topic 1)
A support technician receives a call stating that a user has added a device to the network. The user used the same configurations from another workstation. When both workstations are turned on, neither can access the network reliably. Which of the following is the most likely cause of the issue?

A. The new computer has a duplicate IP address.
B. The DNS server is registering both hostnames.
C. The network cable was improperly terminated.
D. The security on the switchport needs to be reset.

Answer: A

Explanation:
Comprehensive and Detailed In-Depth Explanation:
If two devices have thesame static IP address, anIP conflictoccurs. This results in both devices being intermittently disconnected or unable to communicate on the network. It??s a common mistake when copying configurations manually.
? Option B:DNS conflicts wouldn??t cause total disconnection — and wouldn't occur just from copying IP settings.
? Option C:A cable issue would only affect one workstation.
? Option D:Switchport security issues wouldn't affect both machines simultaneously unless port security was configured very specifically.
CompTIA A+ Core 1 Exam Objective Reference:
? Objective 2.6: Given a scenario, configure and troubleshoot network connectivity.

NEW QUESTION 46
- (Topic 1)
A customer reports their tablet was recently dropped on the ground. The tablet has a small crack in one corner of the display, and it does not charge when plugged in. Which of the following should a technician do first?

A. Perform a hard restart.
B. Replace the battery
C. Inspect the USB-C port for damage
D. Run diagnostics on the digitizer

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
Physical damage from dropping a tablet may often affect ports or connectors. Before taking deeper diagnostic or replacement steps, it's important to visually inspect the USB-C charging port for damage or debris. If the port is damaged, charging issues can occur regardless of battery health.
Reference: "CompTIA A+ All-in-One Exam Guide, 11th Edition" by Mike Meyers – Chapter 25, "Maintaining and Securing Mobile Devices", page 879.

NEW QUESTION 47
- (Topic 1)
Which of the following could a user employ to maximize module bandwidth when selecting memory for a high-end gaming computer?

A. Error correction
B. RAM voltage
C. Channel configuration
D. Physical module size

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Channel configuration(e.g.,dual-channel,quad-channel) determines how memory modules communicate with the memory controller. Usingmatched pairs in dual- or quad-channel setupscan significantlyincrease memory bandwidth, improving performance — especially for gaming and video-intensive tasks.
? Option A (Error correction):ECC RAM is used in servers for reliability, not performance or gaming.
? Option B (RAM voltage):Affects compatibility and overclocking but not bandwidth.
? Option D (Physical size):Refers to module form factor (e.g., DIMM, SO-DIMM) and does not impact bandwidth.
CompTIA A+ Core 1 Exam Objective Reference:
? Objective 3.2: Given a scenario, install RAM types.

NEW QUESTION 50
- (Topic 1)
A user reports that a software application functioned as expected the previous day, but this morning, the user is unable to launch the application. Which of the following describe what the technician should do next?

A. Research the symptoms
B. Identify any changes the user has made
C. Determine which steps need to be performed.
D. Check the vendor's website for guidance.

Answer: B

Explanation:
Identifying changes made to the system is the next step to troubleshoot why an application no longer launches, as recent changes often cause such issues.
Why Not A (Research the symptoms): Research is broader and should come after identifying changes.
Why Not C (Determine which steps need to be performed): This comes after identifying the issue.
Why Not D (Check the vendor's website): This is a later step if further guidance is needed. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 3.1, troubleshooting methodology.

NEW QUESTION 55
- (Topic 1)
A projector has been shutting down after 30 minutes of use, and it has a strange smell The technician confirms the power source is niot the cause of the issue Which of the following steps should the technician take next to resolve this issue?

A. Replace the bulb
B. Check the projector configuration.
C. Clean the filter
D. Adjust the gamma settings.

Answer: C

Explanation:
Reasoning: Projectors have air filters that prevent dust from entering the internal components. A clogged filter can cause the projector to overheat, resulting in shutdowns and even strange smells due to overheating components. Cleaning the filter is a standard
troubleshooting step when projectors exhibit overheating symptoms.
Why the Other Options Are Incorrect:
* A. Replace the bulb:
While a failing bulb may eventually cause issues, it would not typically result in a strange smell or repeated shutdowns after a fixed period. Bulb issues usually manifest as dim or flickering images.
* B. Check the projector configuration:
Configuration settings, such as resolution or input options, would not cause overheating or shutdowns. This option does not address the described symptoms.
* D. Adjust the gamma settings:
Gamma settings affect display brightness and contrast but have no impact on overheating or strange smells.
Practical Example:
Dust accumulation in projectors is a common issue, especially in environments with poor air circulation. A clogged filter causes restricted airflow, leading to overheating and automatic shutdowns to protect internal components. Cleaning the filter typically resolves this issue.
CompTIA A+ Exam Objective Alignment:
Objective 5.5: Troubleshoot common video, projector, and display issues.

NEW QUESTION 60
- (Topic 1)
A user routinely connects and disconnects multiple devices from a laptop. Which of the following options should a technician recommend to facilitate ease of user mobility?

A. Serial interfaces
B. Docking station
C. Network switch
D. USB hub

Answer: B

Explanation:
Reasoning: A docking station is designed to provide a central connection point for multiple peripherals, such as monitors, keyboards, mice, and network cables. It allows users to quickly connect or disconnect all devices by simply docking or undocking their laptop, improving mobility and reducing wear and tear on individual ports.
Why the Other Options Are Incorrect:
* A. Serial interfaces:
Serial interfaces are outdated and rarely used in modern laptops or peripherals. They are not practical for facilitating the connection of multiple devices.
* C. Network switch:
A network switch is used to connect multiple devices to a network, but it does not simplify the connection of peripherals to a laptop.
* D. USB hub:
A USB hub can extend the number of available USB ports but lacks the full functionality of a docking station, such as video output or Ethernet connectivity.
Practical Example:
A user with a laptop, external monitors, keyboard, and mouse can use a docking station to connect all devices with a single action, instead of plugging in each device manually.
CompTIA A+ Exam Objective Alignment:
Objective 5.2: Explain device interfaces, connection types, and usage of docking stations.

NEW QUESTION 64
- (Topic 1)
A group of friends is gathering in a room to play video games. One of the friends has a game server. Which of the following network types should the group use so they can all connect to the same server and the internet?

A. SAN
B. MAN
C. LAN
D. PAN

Answer: C

Explanation:
The appropriate network type for this scenario is a Local Area Network (LAN), which is designed for small, localized networks, such as within a single building or room. LANs are ideal for gaming because they provide high-speed, low-latency connections.
Option A (SAN): Incorrect. A Storage Area Network is used for data storage, not for gaming or general networking.
Option B (MAN): Incorrect. A Metropolitan Area Network covers a city or campus, far exceeding the scope needed for a gaming setup in a single room.
Option D (PAN): Incorrect. A Personal Area Network is designed for a single user, such as Bluetooth devices, and would not support multiple devices connecting to a game server. References:
CompTIA A+ Core 1 Objectives: 2.7 (Compare and contrast network types and features)

NEW QUESTION 67
- (Topic 1)
A technician wants to upgrade a computer to a new Windows version. The Windows Upgrade Advisor states that the computer is not compatible with the new Windows version due to a lack of TPM 2.0 support. Which of the following should the technician do next?

A. Enable the module in the UEFI BIOS.
B. Install an HSM in the computer.
C. Perform a clean Install of the new Windows version.
D. Implement BitLocker on the computer.

Answer: A

Explanation:
TPM 2.0 (Trusted Platform Module) is often disabled by default in the UEFI BIOS. Enabling it is necessary to meet the requirements for certain Windows installations, including Windows 11.
Why Not B (Install an HSM): A Hardware Security Module (HSM) is a separate device used for cryptographic functions and is not related to TPM on the motherboard.
Why Not C (Perform a clean install): A clean installation will not bypass the TPM 2.0 requirement.
Why Not D (Implement BitLocker): BitLocker requires TPM but does not resolve its absence or lack of activation.
CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.4, BIOS/UEFI configuration.

NEW QUESTION 71
- (Topic 1)
A technician receives a tablet that looks like it has a bulge inside. The bulge is pushing the screen away from the backplate. The tablet still turns on when it is plugged in, but the screen looks damaged and turns off when unplugged. Which of the following is the most likely cause of this issue?

A. Malfunctioning power supply
B. Damaged charge port
C. Deprecated battery
D. Broken screen

Answer: C

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Abulging tablet casingis a classic sign of aswollen lithium-ion battery, often caused by age, overheating, or overcharging. This is adangerous condition, as swollen batteries can rupture or catch fire. It also explains why the tablet only works when plugged in — the battery is no longer holding a charge.
? Option A:Power supply issues wouldn??t cause physical bulging.
? Option B:A bad charge port wouldn??t cause screen damage or physical distortion.
? Option D:A broken screen could cause display issues, but not the bulging chassis. CompTIA A+ Core 1 Exam Objective Reference:
? Objective 1.4: Given a scenario, configure settings and use cases for laptops and mobile devices.
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NEW QUESTION 73
- (Topic 1)
A security team wants to implement compliance controls that only permits the installation of company-approved software on user laptops. Which of the following should the IT department deploy?

A. EDR
B. VPN
C. MDM
D. SaaS

Answer: C

Explanation:
Mobile Device Management (MDM) allows IT departments to enforce compliance controls, such as restricting the installation of unapproved software, on laptops and mobile devices. Why Not A (EDR): Endpoint Detection and Response focuses on detecting and mitigating security threats, not compliance controls.
Why Not B (VPN): Virtual Private Networks provide secure connections but do not enforce software installation policies.
Why Not D (SaaS): Software as a Service refers to software delivery models and does not enforce compliance controls.
CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.7, device management and security.

NEW QUESTION 75
- (Topic 1)
A user reports that the printouts from a laser printer have lines and smudges on them. The printer is also intermittently misfeeding the paper. Which of the following components should a technician replace to address this issue?

A. Fuser
B. Maintenance kit
C. Corona wire

D. Toner cartridge

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Amaintenance kitfor a laser printer often includesrollers, fuser, and other partsthat wear out over time. If the printer issmudging and misfeeding, it's a sign thatmultiple components are failing, which a maintenance kit is designed to resolve.
? Option A (Fuser):May cause smudging if it's not heating correctly, but it won??t
resolve paper misfeeds alone.
? Option C (Corona wire):Can cause poor image quality if dirty but doesn??t affect paper feeding.
? Option D (Toner cartridge):Can cause streaks if defective, but not paper feed issues.
CompTIA A+ Core 1 Exam Objective Reference:
? Objective 3.4: Given a scenario, install and configure printers.

NEW QUESTION 76
- (Topic 1)
Which of the following network services is used to assign an IP address to a network host?

A. DHCP
B. DNS
C. LDAP
D. SMTP

Answer: A

Explanation:
DHCP (Dynamic Host Configuration Protocol) is the service used to automatically assign IP addresses to network hosts. It dynamically manages the distribution of IP addresses and configuration details (like subnet mask, gateway, and DNS servers), ensuring no two devices are assigned the same address on the network.
Option B (DNS): Incorrect. DNS translates domain names into IP addresses but does not assign them.
Option C (LDAP): Incorrect. LDAP is a protocol used for accessing and maintaining directory services, such as user information and permissions.
Option D (SMTP): Incorrect. SMTP is used for sending and receiving email, not for IP address assignment.
References:
CompTIA A+ Core 1 Objectives: 2.5 (Network configuration)

NEW QUESTION 80
- (Topic 1)
A user wants to print files from an overseas office using a shared network folder. The user's laptop has no public-facing internet connectivity. Which of the following can be used to print from the shared network folder?

A. ADF
B. USB
C. PCL
D. SMB

Answer: D

Explanation:
Comprehensive and Detailed In-Depth Explanation:
SMB (Server Message Block)is a protocol used to access files and printers over a network, including across shared network folders. It enables the user to access and print files stored remotely on a shared directory.
? Option A (ADF):Automatic Document Feeder — hardware, not a network protocol.
? Option B (USB):Used for direct physical connections, not for printing over networks.
? Option C (PCL):Printer Command Language — relates to printer drivers, not file sharing or access.
CompTIA A+ Core 1 Exam Objective Reference:
? Objective 3.4: Given a scenario, install and configure printers.

NEW QUESTION 82
- (Topic 1)
A technician receives a S.M.A.R.T. error on a PC. When the technician presses the Esc key, the PC continues to turn on without any further issues. Which of the following should the technician do next?

A. Replace the HDD.
B. Update the PC's BIOS.
C. Close the ticket.
D. Change the NIC.

Answer: A

Explanation:
Comprehensive and Detailed Step-by-Step Explanation:
S.M.A.R.T. (Self-Monitoring, Analysis, and Reporting Technology):
S.M.A.R.T. is a monitoring system integrated into modern HDDs and SSDs that detects and reports on various indicators of drive health and reliability.
A S.M.A.R.T. error indicates that the drive is showing signs of impending failure, even if the PC continues to boot and work normally for the time being.
Next Steps:
The appropriate action is to replace the hard drive (HDD) because a S.M.A.R.T. error is an early warning of possible hardware failure. Ignoring the warning could result in data loss if the drive fails completely.
The technician should also back up the user's data immediately to avoid losing critical information.
Incorrect Options:
* B. Update the PC's BIOS: While keeping the BIOS updated is a good practice, it does not address the S.M.A.R.T. error, which is specific to the HDD.

* C. Close the ticket: Closing the ticket without resolving the issue would be improper, as the S.M.A.R.T. error is a hardware problem that needs to be addressed to prevent future data loss or downtime.
* D. Change the NIC: The NIC (Network Interface Card) is unrelated to the storage system and would not resolve a S.M.A.R.T. error.
Key Takeaway:
A S.M.A.R.T. error is a critical indicator of HDD health issues, and the drive should be replaced as soon as possible. Backing up data is also essential.
Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.1 – Troubleshooting hard drives and RAID arrays.

NEW QUESTION 83
- (Topic 1)
A systems administrator deploys BitLocker to all devices. However, one of the desktop PCs is not able to encrypt the boot drive. Which of the following should the administrator check?

A. TPM
B. CPU
C. RAM
D. HDD

Answer: A

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
BitLocker Drive Encryption in Windows requires aTrusted Platform Module (TPM)to encrypt the boot drive securely. The TPM is a dedicated microcontroller designed to secure hardware through integrated cryptographic keys. It validates system integrity during boot
and securely stores the encryption keys. If BitLocker cannot find a TPM or it is disabled in BIOS/UEFI, drive encryption cannot proceed.
BitLocker can function without TPM using a USB startup key, but this compromises some security and is not recommended for managed enterprise environments.
Reference:
? "CompTIA A+ Certification All-in-One Exam Guide, Eleventh Edition" by Travis Everett and Andrew Hutz – Chapter 13, page 536–537.
? "CompTIA A+ Guide to Managing and Troubleshooting PCs" by Mark Soper – Chapter 13, page 446–447.
? "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 1, page 36–38
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NEW QUESTION 86
- (Topic 1)
A customer reports that a text-only document prints with unrecognizable characters. The print preview correctly displays the document. Which of the following is the most likely cause of the issue?

A. Outdated firmware
B. Incorrect driver
C. Bad toner cartridge
D. Corrupted document file

Answer: B

NEW QUESTION 91
- (Topic 1)
A help desk technician needs to work on a high-volume printer. Users have reported occasional paper jams and smudges appearing on printed documents. Which of the following steps should the technician do next to address these issues?

A. Perform a full factory reset.
B. Check and clean the rollers.
C. Change all the ink or toner cartridges.
D. Replace the fuser.

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Paper jams and smudging in high-volume printers are often caused bydirty or worn rollers. Rollers are responsible for feeding the paper through the printer. Over time, they accumulate dust, toner residue, or wear out, resulting in misfeeds or jams. Cleaning or replacing them typically resolves this issue.
? Option A (Factory reset):A full reset does not directly address mechanical issues
like dirty rollers or smudging. It??s a last resort and more relevant to configuration or software-related issues.
? Option C (Change toner cartridges):While toner quality can affect print quality, it
won??t usually cause jams or widespread smudging unless the cartridge is leaking
— which is less likely across multiple users.
? Option D (Replace the fuser):A damaged fuser could cause smudging, but this is
typically after extensive use and is not the first thing to check. Fuser issues also usually present more persistent, uniform smudges.
CompTIA A+ Core 1 Exam Objective Reference:
? Objective 3.7: Given a scenario, troubleshoot common printer problems.

NEW QUESTION 92
- (Topic 1)
A user connects their laptop to a projector in a conference room. Once connected, the userreports the screen is smaller at the bottom than at the top. The user
tries restarting the laptop and then disconnecting and reconnecting the cable to the projector. Which of the
following should a technician do to resolve the issue?

A. Replace the HDMI cable.
B. Power cycle the projector.
C. Adjust the keystone
D. Increase the resolution.

Answer: C

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
A distorted image where the screen is not symmetrical (wider at the top or bottom) is typically due to keystone distortion. Adjusting the projector's keystone settings corrects this trapezoidal effect caused by an angled projection.
Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 3, page 152.

NEW QUESTION 94
- (Topic 1)
A user is unable to access secure applications on their tablet when working from home a couple days per week, but the applications work when in the office. Which of the following services most likely needs to be reconfigured to allow for remote work?

A. Global Positioning System
B. Mobile device management
C. Wi-Fi Protected Access
D. Near-field communication

Answer: B

Explanation:
Comprehensive and Detailed In-Depth Explanation:
Mobile Device Management (MDM)software often controls access to corporate resources based onlocation, network, or VPN status. If the MDM is not configured to allow access from outside the office or via home networks, the apps may be blocked. This is the most probable cause if apps work only on-premises.
? Option A:GPS is used for location services, not access control.
? Option C:WPA is a Wi-Fi security protocol, not related to access restrictions.
? Option D:NFC enables close-range communication — irrelevant to app access. CompTIA A+ Core 1 Exam Objective Reference:
? Objective 1.6: Given a scenario, configure basic mobile device network connectivity and application support.

NEW QUESTION 99
- (Topic 1)
A technician needs to confirm that desktop PCs can be deployed to a global, remote workforce. Which of the following specifications should the technician validate?

A. Input voltage
B. BIOS language support
C. Supply chain security
D. Power efficiency

Answer: A

Explanation:
Input voltage must be validated to ensure desktop PCs can operate in different regions with varying power standards (e.g., 110V in North America vs. 220V in Europe). Failure to verify input voltage compatibility can lead to hardware damage or operational issues.
Option B (BIOS language support): Incorrect. While language support may be helpful, it is
not critical for hardware deployment across regions.
Option C (Supply chain security): Incorrect. This refers to ensuring secure sourcing of components but does not directly impact deployment.
Option D (Power efficiency): Incorrect. Power efficiency may be important for energy savings but is not relevant to regional compatibility.
References:
CompTIA A+ Core 1 Objectives: 3.5 (Power supply requirements)

NEW QUESTION 104
- (Topic 1)
A financial institution needs a secure way to protect encryption keys used for unlocking chips on its credit cards Which of the following should the institution use?

A. TLS
B. AMD
C. HSM
D. ARM

Answer: C

Explanation:
A Hardware Security Module (HSM) securely manages cryptographic keys, including those used to protect credit card chips.
Why Not A (TLS): TLS secures data in transit, not encryption key storage. Why Not B (AMD): AMD refers to processors, not security modules.
Why Not D (ARM): ARM is a processor architecture, not a cryptographic security solution. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.5, cryptographic hardware.

NEW QUESTION 105
- (Topic 1)
Which of the following networking devices will most likely need to be installed in between the ISP running DOCSIS and the LAN in a SOHO environment?

A. Switch
B. Firewall
C. Cable modem
D. Router
E. Access point

Answer: C

Explanation:
Comprehensive and Detailed Step-by-Step Explanation:
To determine the correct device, we need to understand how a DOCSIS (Data Over Cable Service Interface Specification) network functions in a Small Office/Home Office (SOHO) environment:
* C. Cable Modem:
A cable modem is required to convert the signal provided by the ISP (Internet Service Provider) over a DOCSIS network into a format that is usable by the local area network (LAN).
DOCSIS is a standard for high-speed internet over cable television infrastructure, and the cable modem acts as the gateway between the ISP's coaxial network and the LAN. Without the cable modem, devices in the LAN would not be able to access the internet. Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 2.2 – Compare and contrast Internet connection types, network types, and their features.
Incorrect Options:
* A. Switch:
A switch is used to connect multiple devices within the LAN. It does not connect the LAN to the ISP's DOCSIS network.
* B. Firewall:
While firewalls provide security by managing inbound and outbound traffic, they do not serve as the interface between the ISP and LAN.
* D. Router:
A router directs traffic between different networks (e.g., between a LAN and the internet). However, in a DOCSIS network, the cable modem is the device that first connects to the ISP. Many modern cable modems also include built-in routers, but the modem is the primary device needed.
* E. Access Point:
An access point provides wireless connectivity within the LAN. It does not connect directly to the ISP or handle DOCSIS signals.
Key Takeaway:The correct device required to interface between the ISP's DOCSIS network and the SOHO LAN is the cable modem.

NEW QUESTION 107
- (Topic 1)
A user is having issues when charging a device with a Lightning cable. The cable is not recognized when it is plugged into the device. This issue is usually resolved by flipping the cable over. This issue does not occur with other devices of the same type. Which of the following would most likely cause the issue?

A. The device needs to be restarted.
B. The battery may be swelling and needs inspection.
C. The cable is failing and needs to be replaced
D. The charging port is dirty or damaged

Answer: D

Explanation:
Comprehensive and Detailed Explanation From Exact Extract:
When a Lightning cable works only when flipped a certain way or doesn??t function consistently, it is typically due to debris or damage in the charging port.
Cleaning the port or inspecting it for wear resolves the issue.
Reference: "CompTIA A+ Complete Practice Tests" by Jeff T. Parker – Chapter 1, Question 7, page 7.

NEW QUESTION 108
SIMULATION - (Topic 2)
A user reports poor performance on the application server.
INSTRUCTIONS
Click on Server 1 and Server 2 and review the information presented in each chart to determine which drives need to be replaced.
Select the appropriate replacement drive that should be used, for the least performance degradation to the server.
If at any time you would like to bring back the initial state of the simulation, please click the
Reset All button.

Status	Name	State	Layout	Bus protocol	Media	Read policy	Write policy	Stripe element size	Disk cache policy
☑	Server 1	Ready	RAID-5	SAS	HDD	No read ahead	Write back	64KB	Disabled
⚠	Server 2	Degraded	RAID-5	SAS	HDD	No read ahead	Write back	64KB	Disabled

A. Mastered
B. Not Mastered

Answer: A

Explanation:
The degraded status on Server 2 indicates a RAID-5 issue, typically due to a failed or failing drive. In RAID-5 configurations, when one drive fails, the system can still operate but with reduced performance as parity data is used to rebuild missing data on-the-fly. Recommended Replacement Drive:
To minimize performance degradation, the replacement drive should be:
SAS HDD with the same specifications (64KB stripe size, no read-ahead, and write-back policy).
Matching the configuration exactly ensures seamless integration and optimizes recovery speed in the RAID-5 array.
In RAID-5, degraded performance is expected when one drive fails, as parity data needs to rebuild missing information during each read/write process. Replacing the failed drive restores the RAID array to optimal status, reducing the load on existing drives and returning the system to normal read/write performance. The write-back policy and disabled disk cache settings are designed to reduce latency and increase efficiency, essential for handling real-time applications.
A user reports poor performance on the application server.
INSTRUCTIONS
Click on Server 1 and Server 2 and review the information presented in each chart to determine which drives need to be replaced. Select the appropriate replacement drive that should be used, for the least performance degradation to the server.

Status	Name	State	Layout	Bus protocol	Media	Read policy	Write policy	Stripe element size	Disk cache policy
☑	Server 1	Ready	RAID-5	SAS	HDD	No read ahead	Write back	64KB	Disabled
⚠	Server 2	Degraded	RAID-5	SAS	HDD	No read ahead	Write back	64KB	Disabled

A computer server with many black and silver parts
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Server 1

Status	Name	State	Size	Media	Speed	Failure predicted
☑	Physical disk 1:2	Online	4TB	HDD	15k rpm	Yes
☑	Physical disk 1:3	Online	4TB	HDD	15k rpm	No
☑	Physical disk 1:4	Online	4TB	HDD	15k rpm	No
☑	Physical disk 1:5	Online	4TB	HDD	15k rpm	No

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Server 1, Drive bay 3

Size	Interface	Rotational speed
4TB ∨	HDD	15k rpm

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Server 1, Drive bay 4

Size	Interface	Rotational speed
4TB ∨	HDD	15k rpm

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Server 1, Drive bay 5

Size	Interface	Rotational speed
4TB ∨	HDD	15k rpm

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Server 2, Drive bay 2

Size	Interface	Rotational speed
2TB ∨	HDD	7200rpm
8TB	SAS	5400rpm
4TB	SATA	7200rpm
2TB	SATA	SSD
1TB	SAS	10k rpm
4TB	SAS	15k rpm
4TB	SAS	10k rpm
4TB	SATA	SSD

Layout	Bus protocol	Me
RAID-5	SAS	HD
RAID-5	SAS	HD

A screenshot of a computer
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A screenshot of a computer
AI-generated content may be incorrect.A screenshot of a computer Description automatically generated

NEW QUESTION 113
HOTSPOT - (Topic 2)
A technician is diagnosing several device issues reported by employees.
INSTRUCTIONS
Click on each device to review the issue. Then select the appropriate issue and solution from the drop-down menu. Each option may be used more than once.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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NEW QUESTION 117
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