

## Exam Questions 220-1201

CompTIA A+ Certification Exam: Core 1

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### NEW QUESTION 1

- (Topic 1)

A technician is working on a RAID 1 array that is apparently degraded. The technician verifies the RAM and power are both operating as expected. Which of the following can the technician do to further isolate the issue?

- A. Perform individual drive diagnostics.
- B. Run the chkdsk /i command.
- C. Rebuild the RAID array.
- D. Reconfigure the array as RAID 0.

**Answer:** A

#### Explanation:

Comprehensive and Detailed In-Depth Explanation:

A degraded RAID 1 array usually means one of the drives has failed or is failing. The correct next step is to run diagnostics on each drive to identify the faulty one.

RAID 1 uses mirroring, so one good drive should still contain all the data.

? Option B: chkdsk checks file system integrity, not hardware drive health.

? Option C: Rebuilding should only occur after identifying and replacing a faulty drive.

? Option D: RAID 0 offers no redundancy and would destroy data in this context. CompTIA A+ Core 1 Exam Objective Reference:

? Objective 3.5: Given a scenario, troubleshoot problems related to storage devices.

### NEW QUESTION 2

- (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 3

- (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:

A Community Cloud is 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 4

- (Topic 1)

A new directive mandates the use of a security component to securely allow users to authenticate to systems, access sensitive data, and enter the office. The component must provide an additional factor of authentication alongside user accounts and cannot be something the user owns. Which of the following components best meets these requirements?

- A. Fingerprint reader
- B. Smart card
- C. Secure token
- D. NFC scanner

**Answer:** B

#### Explanation:

A smart card provides an additional factor of authentication by storing secure credentials, such as certificates, that cannot be guessed or replicated. It complements user accounts and is "something you have".

Why Not A (Fingerprint reader): This is "something you are", but the scenario specifically requires a physical token.

Why Not C (Secure token): Secure tokens are also valid but may not integrate as seamlessly into multi-factor authentication for physical and system access.

Why Not D (NFC scanner): An NFC scanner is a device and not a token itself; it reads cards or other credentials.

CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.5, access controls.

#### NEW QUESTION 5

- (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 6

- (Topic 1)

A management team is concerned about enterprise devices that do not have any controls in place. Which of the following should an administrator implement to address this concern?

- A. MDM
- B. MFA
- C. vpn
- D. SSL

**Answer:** A

#### Explanation:

Mobile Device Management (MDM) enables administrators to enforce controls on enterprise devices, such as restricting apps, ensuring compliance, and remotely managing security policies.

Why Not B (MFA): Multi-Factor Authentication secures user access but does not control device configurations.

Why Not C (VPN): VPN secures communication but does not enforce device controls. Why Not D (SSL): SSL secures data in transit but does not provide device management. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.7, device management concepts.

#### NEW QUESTION 7

- (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 8

- (Topic 1)

Which of the following DNS record types is used to direct email to a mail server?

- A. CNAME
- B. SRV
- C. MX
- D. SOA

**Answer:** C

#### Explanation:

An MX (Mail Exchange) record specifies the mail server responsible for receiving email for a domain.

Why Not A (CNAME): CNAME is used for domain aliasing, not for email delivery. Why Not B (SRV): SRV records are used to locate specific services, not mail servers.

Why Not D (SOA): SOA records provide domain information but do not handle email. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.6, DNS record types.

#### NEW QUESTION 9

- (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. This method is standard in cybersecurity best practices.

Reference: "CompTIA A+ Certification All-in-One Exam Guide" by Mike Meyers – Chapter 28, page 1230.

**NEW QUESTION 10**

- (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 a POST failure after a motherboard installation is improperly 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 10**

- (Topic 1)

Which of the following describes the function of an injector?

- A. To provide only data connectivity
- B. To supply power across a cable
- C. To improve wireless performance
- D. To extend a network connection

**Answer:** B

**Explanation:**

Comprehensive and Detailed Explanation From Exact Extract:

A PoE injector is used to add power to an Ethernet cable, enabling the cable to deliver both power and data. This is crucial when connecting to PoE-enabled devices like IP cameras or wireless access points that are far from power outlets.

Reference: "CompTIA A+ Complete Practice Tests" by Jeff T. Parker – Chapter 10, Question 77, page 585.

**NEW QUESTION 15**

- (Topic 1)

Which of the following cable types can be used to transfer data and video?

- A. USB-C
- B. HDMI
- C. DisplayPort
- D. VGA

**Answer:** A

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:

USB-C is a versatile connector capable of transmitting data, video, audio, and power. With standards like DisplayPort over USB-C or Thunderbolt 3/4, it can be used for external displays, file transfers, charging, and more — all through one cable.

? Option B (HDMI): Supports video and audio but not general data transfer.

? Option C (DisplayPort): Similar to HDMI — supports video/audio but not general file transfer.

? Option D (VGA): Legacy analog video only — no data or audio support. CompTIA A+ Core 1 Exam Objective Reference:

? Objective 3.1: Identify common connector types.

**NEW QUESTION 16**

- (Topic 1)

A technician is troubleshooting an all-in-one laser printer that prints a vertical line when making copies and scans. When users print or receive faxes, the output from the printer is correct. Which of the following should the technician examine to determine the cause of the issue?

- A. The pickup rollers
- B. The corona wire
- C. The document feeder
- D. The drum assembly

**Answer:** C

**Explanation:**

Comprehensive and Detailed Explanation From Exact Extract:

Since the issue only occurs during scanning and copying (not printing or faxing), the problem is isolated to the document feeder. A vertical line is typically caused by debris or damage on the glass under the ADF (Automatic Document Feeder), not on components related to printing.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 4, page 261.

**NEW QUESTION 19**

- (Topic 1)

A company needs to keep a record of tasks performed by an application. Which of the following should the company most likely implement as part of a solution?

- A. Fileshare
- B. Syslog
- C. Database
- D. SAN

**Answer:** B

**Explanation:**

Syslog is used to log system events and tasks performed by applications, providing a centralized record of activity.

Why Not A (Fileshare): Fileshares store files but are not designed for event logging.

Why Not C (Database): Databases can store logs but are not a logging mechanism themselves.

Why Not D (SAN): A SAN is a storage solution, not a logging tool.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.6, system monitoring and logging.

**NEW QUESTION 23**

- (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 26**

- (Topic 1)

A technician is installing a new high-end graphics card that uses a 12VHPWR connector. Which of the following is the maximum wattage supported by this power connector?

- A. 400W
- B. 600W
- C. 600W
- D. 700W

**Answer:** C

**Explanation:**

The 12VHPWR connector can supply up to 600 watts of power, designed for high-end graphics cards.

Why Not A (400W): This is less than the connector's maximum capability. Why Not B (600W): This is an invalid option.

Why Not D (700W): The maximum supported power is 600W.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.4, power supply and connectors.

**NEW QUESTION 29**

- (Topic 1)

An SAS RAID array has severely degraded and gone offline. A systems administrator examines the syslog, and the point of failure is not obvious. Which of the following techniques should the administrator use to identify the issue (Select two)?

- A. Run a magnet over each drive.
- B. Check if one of the drives is not level.
- C. Listen for clicking and grinding noises.
- D. Check the OS logs.
- E. Update the RAID controller firmware.
- F. Check the historical SMART data.

**Answer:** CF



**Explanation:**

Clicking and grinding noises indicate mechanical drive failure.

SMART data provides insights into the health and status of drives, helping identify failing components in the RAID array.

Why Not A (Run a magnet): This would damage drives.

Why Not B (Check if one drive is not level): Physical leveling is irrelevant.

Why Not D (Check OS logs): OS logs may provide limited information for RAID arrays. Why Not E (Update RAID controller firmware): While important, it does not diagnose drive failure.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.3, storage troubleshooting.

**NEW QUESTION 30**

- (Topic 1)

A user prints a spreadsheet in duplex mode. The spreadsheet is difficult to read because some of the columns spill onto the second side of the page. Which of the following should the user do to prevent the issue but still print on both sides of the page?

- A. Turn off duplex printing.
- B. Try a smaller font size in the spreadsheet.
- C. Change the page orientation.
- D. Use a different print driver.

**Answer: C**

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:

Changing the page orientation(e.g., fromportrait to landscape) allows wider columns to fit on one side of the page. This maintains readability while continuing to use duplex printing.

? Option A:Disabling duplex defeats the goal of printing on both sides.

? Option B:May help, but could make the document harder to read if the font is too small.

? Option D:Unlikely to resolve formatting issues related to layout and dimensions. CompTIA A+ Core 1 Exam Objective Reference:

? Objective 3.7: Given a scenario, troubleshoot common printer problems.

**NEW QUESTION 35**

- (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 37**

- (Topic 1)

A computer is experiencing random shutdowns. A technician notices that the fans on the computer work but are noisy. The CPU temperature is about 122??F (50??C) when the computer is started but rises to 208??F (98??C) when applications are opened. Which of the following would most likely fix this issue?

- A. Replacing the power supply
- B. Installing a high-performance heat sink
- C. Adjusting the fan settings
- D. Adding more RAM to the computer

**Answer: B**

**Explanation:**

Comprehensive and Detailed Explanation From Exact Extract:

Excessive heat buildup due to insufficient cooling is a primary cause of unexpected shutdowns. A high-performance heat sink improves thermal transfer, dissipates more heat, and helps maintain CPU temperature within safe limits. When CPU temperatures reach levels like 208??F (98??C), the system may shut down to prevent damage.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 1, pages 68–71, discusses CPU cooling and heat sink improvements.

**NEW QUESTION 41**

- (Topic 1)

Which of the following drive interfaces is typically used in server systems but not in home computers?

- A. NVMe
- B. SAS
- C. SATA
- D. PCIe

**Answer: B**

**Explanation:**

Comprehensive and Detailed Explanation From Exact Extract:

SAS (Serial Attached SCSI) is a high-performance drive interface commonly found in enterprise environments and servers due to its reliability and speed. While SATA is more common in consumer systems, SAS is specifically designed for mission-critical applications, offering features like full-duplex operation and compatibility with SATA drives. Reference: "CompTIA A+ Certification All-in-One Exam Guide" by Mike Meyers – Chapter 8, "Mass Storage Technologies", page 288.

#### NEW QUESTION 46

- (Topic 1)

Which of the following devices is used to implement ACL policies for an environment?

- A. Managed switch
- B. Gateway
- C. Repeater
- D. Firewall

**Answer:** D

#### Explanation:

A firewall implements ACLs (Access Control Lists) to filter traffic and enforce policies based on rules such as IP address, port, or protocol.

Why Not A (Managed switch): A managed switch supports VLANs and QoS but does not enforce ACLs at the network perimeter.

Why Not B (Gateway): Gateways connect networks and translate protocols but don't typically implement ACLs.

Why Not C (Repeater): Repeaters extend signal range but don't enforce policies. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.2, firewall concepts.

#### NEW QUESTION 49

- (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 52

- (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 not 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 54

- (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 58**

- (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 62**

- (Topic 1)

A user returns from a trip and discovers a computer that is connected to the LAN times out intermittently Upon investigation, a technician finds the RJ45 pin is not property terminated Which of the following networking tools is most appropriate to fix the issue?

- A. Toner probe
- B. Cable tester
- C. Punchdown
- D. Crimper

**Answer:** D

**Explanation:**

\* D. Crimper:

A crimper is used to terminate an RJ45 cable properly by attaching the connector to the twisted-pair wires.

If the termination is not done correctly, the connection will be intermittent or fail entirely. Incorrect Options:

\* A. Toner probe: Used to locate cables or trace their path, not for terminating RJ45 connectors.

\* B. Cable tester: Useful for testing connectivity but does not fix termination issues.

\* C. Punchdown: Used to connect wires to a patch panel or keystone jack, not for RJ45 connectors.

Key Takeaway: A crimper is the proper tool for fixing an improperly terminated RJ45 connection.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 2.8 – Using appropriate tools for network troubleshooting.

**NEW QUESTION 67**

- (Topic 1)

Which of the following printing initiatives would be best to accomplish environmentally friendly objectives?

- A. Requiring user authentication for printing
- B. Locking down printing to only certain individuals
- C. Modifying duplex settings to double-sided
- D. Changing the print quality settings to best

**Answer:** C

**Explanation:**

Comprehensive and Detailed Step-by-Step Explanation: Modifying duplex settings to double-sided:



Printing on both sides of the paper (duplex printing) reduces paper usage, making it one of the most effective environmentally friendly printing initiatives. It directly minimizes waste and supports sustainability goals in the workplace. Incorrect Options:

- \* A. Requiring user authentication for printing: While this can reduce unnecessary or unauthorized printing, it does not directly address environmental objectives like saving resources.
- \* B. Locking down printing to only certain individuals: Limiting access may reduce printing overall, but it does not actively contribute to environmentally friendly practices like duplex printing.
- \* D. Changing the print quality settings to best: Using the "best" print quality increases toner or ink usage, which is counterproductive to environmentally friendly objectives.

Key Takeaway:

Modifying duplex settings to enable double-sided printing is the best initiative to achieve environmentally friendly goals by reducing paper consumption.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 3.8 – Implementing best practices for environmental impact.

#### NEW QUESTION 69

- (Topic 1)

While reviewing options in the BIOS/UEFI settings page to fix a laptop issue, a support technician notices an option to clear existing TPM keys. Which of the following would most likely happen if the TPM is cleared?

- A. Encrypted hard drives would probably not be accessible.
- B. All security certificates would need to be reinstalled from trusted roots.
- C. The device would need to be reenrolled in the MDM platform
- D. The laptop would need to be registered to the domain as a new client.

**Answer:** A

#### Explanation:

The Trusted Platform Module (TPM) is a hardware-based security feature used to store cryptographic keys, such as those used for encryption, authentication, or device identification. It plays a critical role in ensuring secure operations for encrypted drives, BitLocker, and secure boot processes. Clearing TPM keys involves wiping all stored cryptographic data, which can lead to several consequences depending on what the TPM was being used for. Let's break it down:

Correct Answer A. Encrypted hard drives would probably not be accessible. Encrypted hard drives, such as those secured with BitLocker encryption, rely on the cryptographic keys stored in the TPM to unlock data.

Clearing the TPM will erase these keys, making it impossible for the encrypted drive to decrypt its contents unless a recovery key (separate from the TPM) is available. Without this recovery key, the data will likely become inaccessible.

CompTIA A+ Core 1 Exam Objective Reference: This falls under Objective 3.5, which covers understanding BIOS/UEFI configurations, TPM functions, and securing devices.

Why the Other Options Are Incorrect:

- \* B. All security certificates would need to be reinstalled from trusted roots.

Clearing the TPM does not erase security certificates stored in the operating system or other areas. Certificates are generally managed by the OS or specific applications, not the TPM. Clearing the TPM only affects cryptographic keys and data stored in the TPM chip, so this is incorrect.

- \* C. The device would need to be reenrolled in the MDM platform.

Mobile Device Management (MDM) enrollment typically does not rely on the TPM. While certain enterprise security configurations may involve the TPM, clearing it does not inherently trigger MDM reenrollment unless specifically tied to the MDM configuration.

- \* D. The laptop would need to be registered to the domain as a new client.

While domain registrations may sometimes use TPM for authentication or secure operations, clearing the TPM alone does not require re-registering the device to the domain. The domain registration and authentication process rely more on system-level credentials than the TPM itself.

Practical Example:

A user enables BitLocker on their laptop, which relies on the TPM to store the encryption key. Later, if they clear the TPM via BIOS/UEFI without saving the BitLocker recovery key separately, they will not be able to unlock the hard drive, leading to data loss unless the recovery key is available. This is a common issue when technicians or users inadvertently clear the TPM without understanding its role in encryption.

CompTIA A+ Exam Objective Alignment:

Objective 3.5: Given a scenario, install and configure laptop hardware and components, including UEFI/BIOS security settings (TPM, secure boot, etc.).

This question tests understanding of TPM functionality, encryption technologies, and secure device configurations.

#### NEW QUESTION 71

- (Topic 1)

A computer displays an error message indicating there is insufficient storage when installing applications. The user reports slow application load times. Which of the following replacement components would best resolve this issue?

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

**Answer:** A

#### Explanation:

Comprehensive and Detailed In-Depth Explanation:

Upgrading to a solid-state drive (SSD) provides more storage space and faster read/write speeds, which resolves both the "insufficient storage" error and slow application loads.

? Option B (USB): Not intended for permanent application storage or performance improvements.

? Option C (HDD): Could solve storage capacity but would not improve speed.

? Option D (RAM): Affects multitasking and memory-intensive tasks, not storage capacity directly.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 3.5: Given a scenario, troubleshoot problems related to storage devices.

#### NEW QUESTION 73

- (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 76**

- (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 78**

- (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 by dirty 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 79**

- (Topic 1)

When installing a network printer, a technician needs to ensure the printer is available after a network is restarted. Which of the following should the technician set up on the printer to meet this requirement?

- A. Static IP address
- B. Private address
- C. Wi-Fi on the printer
- D. Dynamic addressing

**Answer:** A

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:

Assigning a static IP address to a network printer ensures it always retains the same address, allowing users and print servers to consistently reach it even after a reboot or network refresh.

? Option B (Private address): Refers to address ranges (e.g., 192.168.x.x) — doesn't guarantee address persistence.

? Option C (Wi-Fi): Is a connection method, not a method of IP assignment.

? Option D (Dynamic addressing): Via DHCP, which can change over time unless reservations are made (less reliable).

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 3.4: Given a scenario, install and configure printers.

**NEW QUESTION 82**

- (Topic 1)

A user connects their laptop to a projector in a conference room. Once connected, the user reports 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 84**

- (Topic 1)

A user reports that their desktop PC does not turn on. Which of the following components would most likely cause the issue?

- A. PSU
- B. GPU
- C. RAM
- D. CPU

**Answer:** A

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:

If a desktop fails to power on entirely, the most probable cause is a faulty Power Supply Unit (PSU). If there are no lights, fans, or POST beeps, the PSU may have failed, cutting off all power to the motherboard and components.

? Option B (GPU): Could prevent video output, but the system would still power on and beep.

? Option C (RAM): Missing or faulty RAM would cause POST errors but not prevent startup entirely.

? Option D (CPU): A bad CPU may cause POST failure, but the system would usually at least power on.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 3.5: Given a scenario, troubleshoot problems related to motherboards, RAM, CPU, and power.

=====

**NEW QUESTION 87**

- (Topic 1)

A company deploys server machines in a public cloud. Which of the following cloud service models is this an example of?

- A. Platform as a service
- B. Anything as a service
- C. Infrastructure as a service
- D. Software as a service

**Answer:** C

**Explanation:**

Comprehensive and Detailed Explanation From Exact Extract:

Infrastructure as a Service (IaaS) provides virtualized computing resources over the internet. This includes virtual servers, storage, and networking. Deploying server machines falls under IaaS since the organization is responsible for managing the OS and applications on top of the infrastructure.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 8, "Virtualization and Cloud Computing", page 488-490. Also found in the 220-1201 objectives, section 4.1.

**NEW QUESTION 90**

- (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 95

- (Topic 1)

A company wants to save printing costs by restricting network printer use. The company implements a solution that requires employees to authenticate to the printer to release print jobs Which of the following has the company implemented?

- A. Access control list
- B. Audit logging
- C. Badging
- D. Print server

Answer: C

Explanation:

Badging is a form of authentication that requires employees to use a badge or ID card to release print jobs. This solution reduces unnecessary printing by ensuring only authorized users print.

Why Not A (Access control list): While ACLs manage permissions, they are not used for physical authentication at printers.

Why Not B (Audit logging): Audit logs track actions but do not restrict printer access. Why Not D (Print server): A print server manages print jobs but doesn't enforce authentication.

CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.5, authentication mechanisms.

NEW QUESTION 98

HOTSPOT - (Topic 2)

A customer built a computer for gaming, sourcing individual components and then assembling the system. The OS starts up, but within a few minutes the machine locks up.

The customer brought the computer to a technician to diagnose the issue.

The diagram shows a computer case with various components labeled. On the left, there is a liquid cooling system with two fans and a pump, labeled 'Liquid Cooling'. Below it is a power supply unit labeled 'Power Supply'. The motherboard is visible with several memory modules labeled 'Memory' and a video card labeled 'Video Card'. The CPU is labeled 'CPU'. On the right, there is a storage drive labeled 'Storage'. Above the storage drive, there is a BIOS system info icon labeled 'BIOS System info'.

**Cause**

Select a cause

- Overheating
- Component incompatibility
- Insufficient power
- Overclocking

**Resolution**

Select a resolution

- Replace PSU with higher wattage model
- Update motherboard firmware
- Install larger radiator
- Lower CPU clock speed
- Increase CPU multiplier
- Run CHKDSK on NVMe drive
- Replace thermal paste
- Decrease CPU voltage
- Raise memory frequency
- Switch motherboard for micro-ATX form factor
- Decrease memory module frequency
- Replace GPU with lower performance model

- A. Mastered
- B. Not Mastered

Answer: A



**Explanation:**

correct answer is "Overclocking" and "Reduce CPU Clock speed" CPU is at 4.5 Ghz when normal is 3.2 Ghz. Overclocking too much can cause freezes, and this is a gaming computer so the user probably took it too far. <http://blog.logicalincrements.com/2018/12/4- troubleshooting-tips-overclocking-pc/>

**NEW QUESTION 101**

SIMULATION - (Topic 2)

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:

default

(Also called the SSID)

Wireless Channel:

6

▼

Disable SSID Broadcast:

☐

802.11g Only Mode:

☐

#### Wireless Security Mode

Security Mode:

Disable Wireless Security (not recommended)

▼

### Laura's Wireless Configuration

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

Turn MAC Filtering ON:

☐

Allow the following MAC Addresses

▼

☐

☐

☐

☐

- A. Mastered
- B. Not Mastered

Answer: A


Explanation:  
solution as

A screenshot of a network settings  
AI-generated content may be incorrect.





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

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



**Wireless Configuration**

Wireless Setup    Network Filter    Administrator Tools

**ADMIN PASSWORD**

Please enter the same password into both boxes for confirmation.

Password:

Verify Password:

Save Settings

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

#### NEW QUESTION 106

HOTSPOT - (Topic 2)

A customer has contacted you about building two new desktops. The first desktop will be a gaming workstation. The customer requirements include:

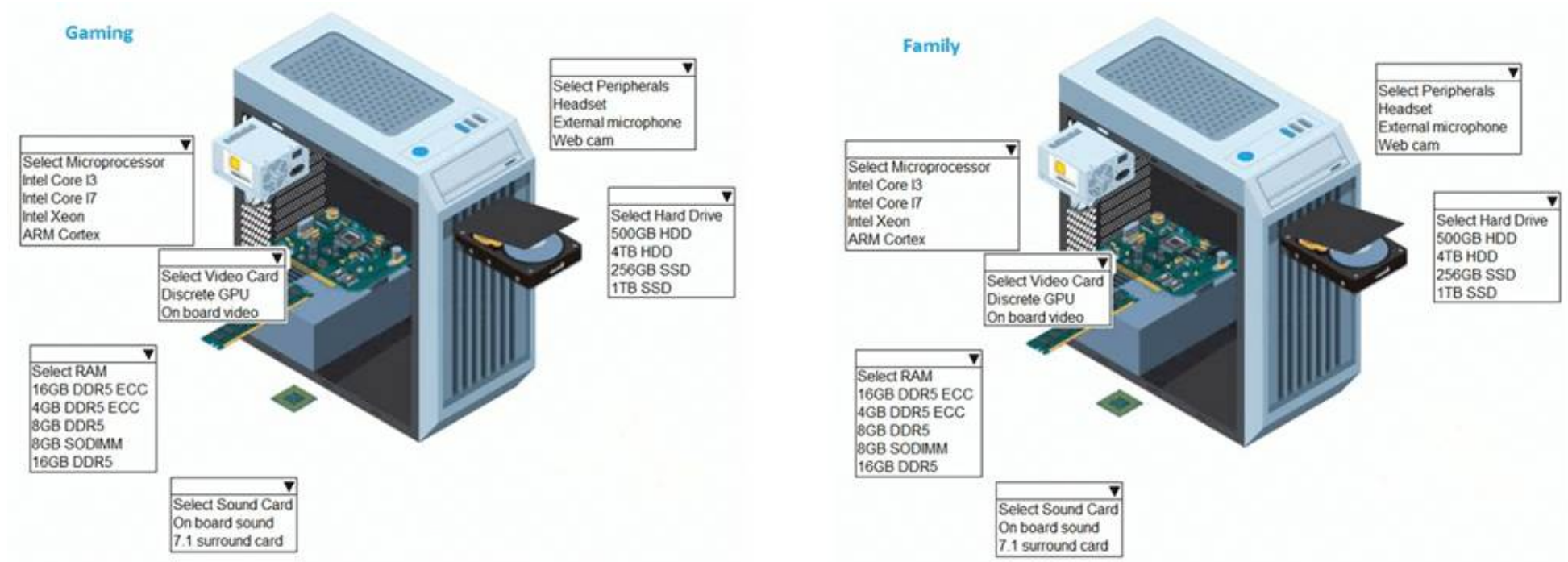
- Playing the newest games at a high frame rate
- Fast game load times
- Enough storage to have several games installed at once
- High-end audio
- No concern about cost

Running the current Windows OS

The second workstation will be a family workstation. The requirements include: Capability for word processing, videoconferencing, and basic web surfing

Minimal cost, as long as it meets the requirements

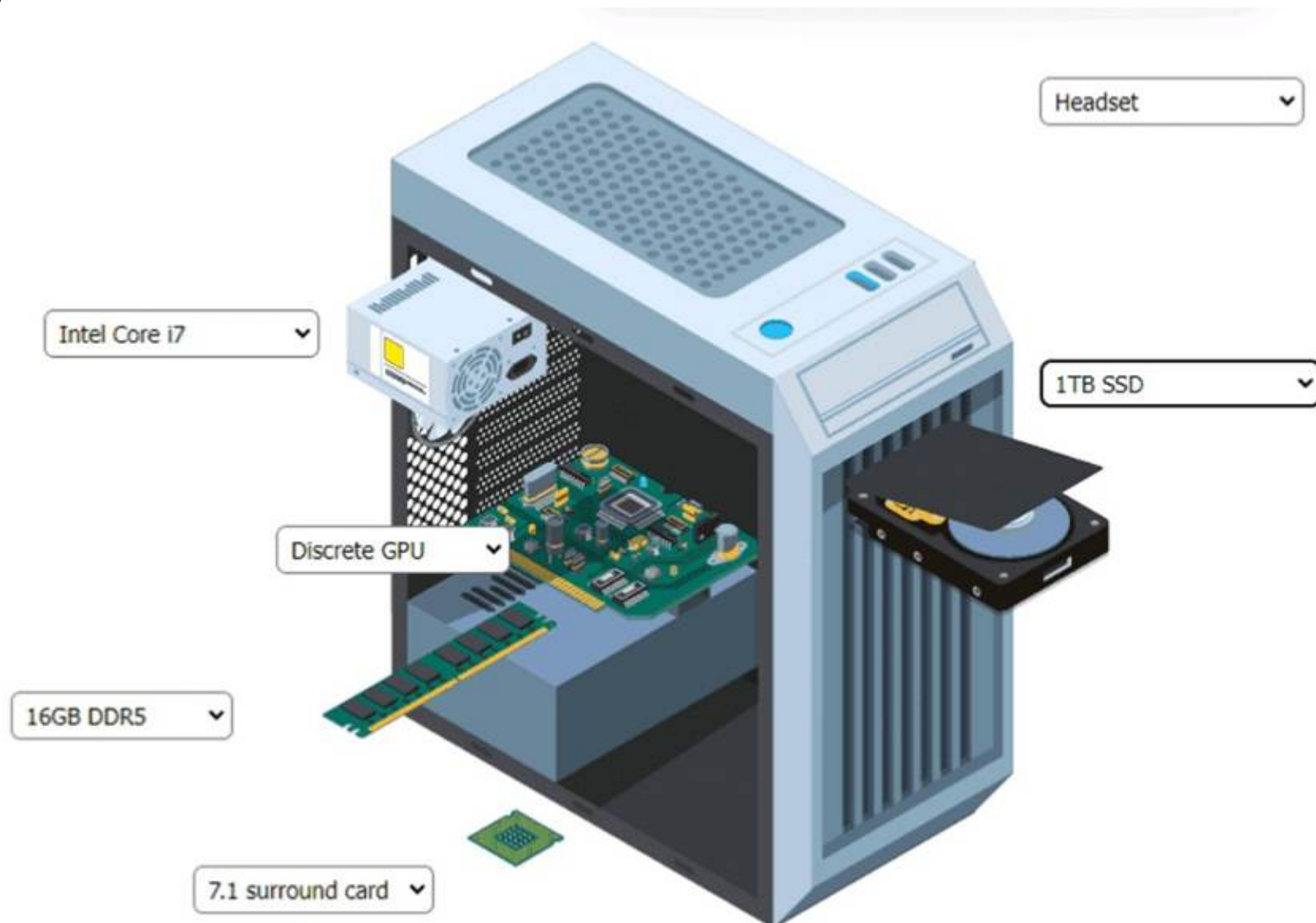
Running the current Windows OS



- A. Mastered
- B. Not Mastered

**Answer: A**

**Explanation:**



A computer tower with a hard drive and a hard drive AI-generated content may be incorrect.

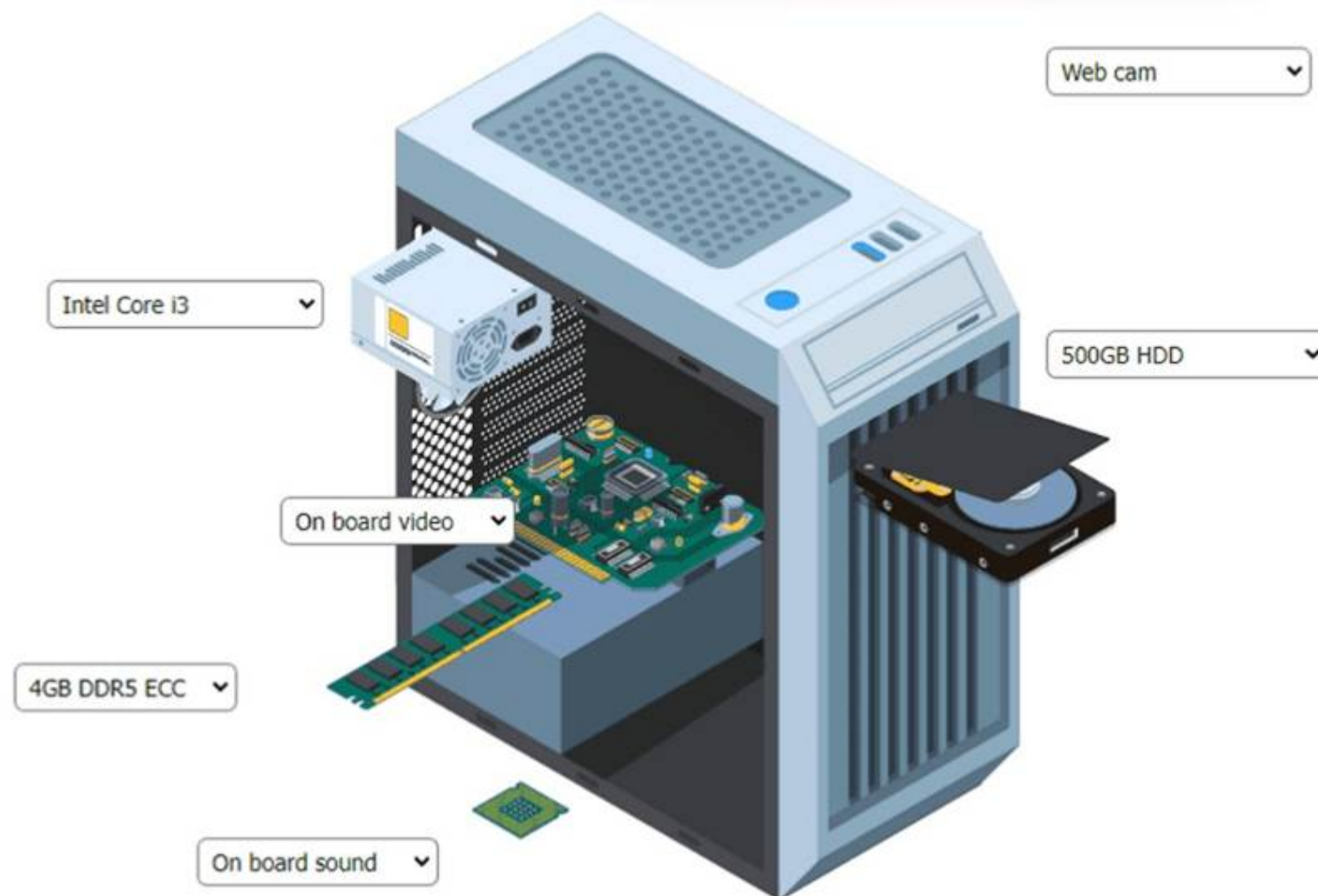


GAMING

FAMILY

Show Question

Reset All Answers



A computer tower with a computer and a hard drive AI-generated content may be incorrect.

#### NEW QUESTION 107

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