

220-1201 Dumps

CompTIA A+ Certification Exam: Core 1

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NEW QUESTION 1

- (Topic 1)

Which of the following best represents the purpose of NFC?

- A. Wired connections between several devices
- B. Short-distance wireless connections between two devices
- C. Wireless connections between multiple devices at once
- D. Direct connection of two computers for file sharing

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

NFC (Near-Field Communication) is a subset of RFID technology designed for very short- range wireless communication, typically within a few centimeters. It is primarily used for contactless transactions, like mobile payments, and can also support peer-to-peer data exchanges. NFC operates at 13.56 MHz and enables devices to communicate when placed near each other.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 7, "Wireless and SOHO Networks", page 400.

NEW QUESTION 2

- (Topic 1)

Several storms cause mission-critical servers to go offline unexpectedly A server also goes offline suddenly due to hardware 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)

A technician is troubleshooting stylus issues on identical, company-provided tablets. Users can purchase their own accessories. Some users have no issues, but others report that their styluses charge intermittently and die frequently. Which of the following is the most likely cause of this issue?

- A. Certain cases are causing charging issues.
- B. The tablets need to be updated.
- C. Some of the tablets have manufacturing defects.
- D. The malfunctioning styluses need firmware updates.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The most likely cause is third-party or ill-fitting cases obstructing the contact between the stylus and the tablet charging mechanism. Some cases may not be designed with stylus charging in mind, particularly if users are purchasing their own accessories.

? Option B: A software update might fix OS-related issues, but would not typically affect physical charging.

? Option C: If some devices had defects, the issue would likely be consistent, not isolated to some users.

? Option D: Firmware issues could be a factor but are less likely than physical obstructions when users are using different accessories.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 1.4: Given a scenario, configure settings and use cases for laptops and mobile devices.

NEW QUESTION 4

- (Topic 1)

Which of the following should a technician use to terminate a Cat 6 cable to a patch panel?

- A. Punchdown tool
- B. Crimper
- C. Toner probe
- D. Network tap

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A punchdown tool is specifically used to insert wires into a punchdown block in patch panels, which is typical for Cat 6 and similar cabling. It ensures a secure and

correct connection by pushing the wire into a metal groove that slices the insulation.

Reference: "CompTIA A+ Certification All-in-One Exam Guide" by Mike Meyers – Chapter 18, page 758.

NEW QUESTION 5

- (Topic 1)

The output from a dot matrix printer has become lighter over time. Which of the following should a technician do to fix the issue?

- A. Clean the printhead.
- B. Replace the ribbon.
- C. Install a maintenance kit.
- D. Calibrate the alignment.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Dot matrix printers use an inked ribbon that physically contacts the paper through tiny pins. Over time, the ribbon wears out or dries up, resulting in faded or light print output. Replacing the ribbon restores print quality.

? Option A: Cleaning helps with image clarity, not ink density.

? Option C: Maintenance kits apply to laser printers, not dot matrix.

? Option D: Calibration affects print position, not darkness. CompTIA A+ Core 1 Exam Objective Reference:

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

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NEW QUESTION 6

- (Topic 1)

A customer reports a problem connecting to network resources. After asking open-ended questions, the technician determines the issue likely exists on the remote server. Which of the following should the technician do next?

- A. Document the findings.
- B. Test the theory
- C. Gather information
- D. Establish a plan of action

Answer: B

Explanation:

After determining the issue is likely on the remote server, the technician should test the theory to confirm the root cause before proceeding.

Why Not A (Document the findings): Documentation comes after confirming the issue. Why Not C (Gather information): Information gathering is already completed.

Why Not D (Establish a plan of action): This is done after confirming the issue. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 3.1, troubleshooting methodology.

NEW QUESTION 7

- (Topic 1)

A company uses vital legacy software that does not run in the current OS version. Which of the following will best support the software while keeping the OS current?

- A. Shared resources
- B. System sandbox
- C. Test development
- D. Application virtualization

Answer: D

Explanation:

Application virtualization allows legacy software to run in a virtualized environment while the operating system remains current. It isolates the application from the OS, ensuring compatibility without downgrading the OS.

Why Not A (Shared resources): This relates to resource sharing, not application compatibility.

Why Not B (System sandbox): Sandboxes isolate applications for security testing, not compatibility.

Why Not C (Test development): Test environments are used for development, not running legacy applications.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 4.2, virtualization concepts.

NEW QUESTION 8

- (Topic 1)

A technician wants to monitor network statistics for devices communicating with one another on the local subnet. Which of the following devices should the technician install?

- A. Managed switch
- B. Router
- C. Access point
- D. Firewall

Answer: A

Explanation:

A managed switch provides advanced features such as traffic monitoring and VLAN configuration, allowing a technician to view network statistics for devices on the local subnet.

Why Not B (Router): A router connects different networks and directs traffic between them but does not provide detailed subnet-level statistics.

Why Not C (Access point): Access points provide wireless connectivity but lack traffic monitoring features.

Why Not D (Firewall): A firewall filters traffic but is not used for monitoring detailed statistics on a local subnet.
CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.6, network monitoring tools.

NEW QUESTION 9

- (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 been 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 10

- (Topic 1)

A technician is troubleshooting a computer that has random BSOD alerts and intermittently freezes during normal use. Performance degrades as the day goes on. No new software or hardware changes have been implemented. Freezing occurs under performance-intensive operations. Which of the following hardware components is most likely at fault?

- A. Video card
- B. HDD
- C. RAM module
- D. TPM

Answer: C

Explanation:

Comprehensive and Detailed Step-by-Step Explanation:

Random BSODs (Blue Screen of Death), intermittent freezing, and degraded performance under load are common symptoms of failing or faulty RAM (Random Access Memory). Here's the reasoning:

RAM Module (Correct Answer):

Faulty or failing RAM can cause random BSODs due to memory errors when the system attempts to read or write to corrupted memory locations.

Intermittent freezing, especially under performance-intensive operations, can occur because the CPU relies heavily on RAM for active processing tasks.

Over time, heat generated during usage can exacerbate RAM instability, leading to progressively worse performance throughout the day.

Solution: The technician should run a memory diagnostic tool, such as Windows Memory

Diagnostic or MemTest86, to confirm if the RAM is at fault. Incorrect Options:

* A. Video Card: A faulty video card can cause graphical glitches, screen artifacts, or crashes, but it is unlikely to cause system-wide performance degradation and random freezing under normal operations unless the issue is specific to GPU-intensive tasks (e.g., gaming or video rendering).

* B. HDD: A failing hard drive can cause system slowdowns and freezing, but it typically produces other symptoms such as read/write errors, boot failures, or clicking sounds. HDD issues do not usually cause BSODs unless critical system files are corrupted.

* D. TPM (Trusted Platform Module): A TPM is a hardware-based security module used for encryption and secure authentication. It does not affect performance or cause BSODs or freezing under normal operation.

Key Takeaway:

The symptoms described (random BSODs, intermittent freezing, and degraded performance under load) are most likely caused by faulty or failing RAM. Memory diagnostic tools should be used to confirm the issue.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.2 – Troubleshooting problems related to motherboards, RAM, CPUs, and power.

NEW QUESTION 10

- (Topic 1)

A user brings a laptop to work every morning, correctly seats it in the docking station and then opens the laptop to begin work with no issues. After the user left the laptop at home during a two-week vacation the laptop is no longer working. Upon returning to the office, the user reports that the keyboard and display are no longer working. Which of the following should the technician ask the user to do first?

- A. Ensure the docking station is plugged in.
- B. Press and release the laptop power button.
- C. Plug the laptop in and let it charge overnight
- D. Connect the laptop directly to the network.

Answer: B

Explanation:

Reasoning: Many docking stations provide power and functionality only when the laptop is properly powered on. If the laptop was powered off (e.g., during the vacation), docking it will not automatically turn it on. The technician should first ensure the laptop is powered on by pressing the power button.

This is a common troubleshooting step when laptops in docking stations appear non-functional.

Relevance to CompTIA A+ Core 1: This falls under Objective 5.2, which covers diagnosing and resolving common laptop and mobile device issues.

Why the Other Options Are Incorrect:

* A. Ensure the docking station is plugged in:

While ensuring power to the docking station is important, the scenario specifies that the issue occurred after a vacation. The likelihood of the docking station losing power coincidentally during the vacation is low. Verifying the laptop's power state should be the first step.

* C. Plug the laptop in and let it charge overnight:

There is no indication the laptop's battery is drained. While charging could resolve a dead battery, the user is more likely experiencing an issue where the laptop is powered off but docked, so charging overnight is not the best first step.

* D. Connect the laptop directly to the network:

A network connection will not resolve the primary issue of the keyboard and display not working. Addressing the laptop's power state is a higher priority.

Practical Example:

If a user returns from a vacation and places a powered-off laptop into a docking station, it may not automatically power on. Pressing the power button ensures the laptop is operational and communicating with the docking station.

CompTIA A+ Exam Objective Alignment:

Objective 5.2: Troubleshooting common laptop issues, including power, display, and peripheral connectivity.

NEW QUESTION 13

- (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 17

- (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 19

- (Topic 1)

A user experiences a random BSOD while using a computer, but the operating system recovers as expected. Which of the following symptoms would indicate the issue is related to RAM?

- A. Wrong BIOS configurations
- B. Continuous reboots
- C. Distended capacitors
- D. POST code beeps

Answer: D

Explanation:

* D. POST Code Beeps:

During the Power-On Self-Test (POST), the BIOS performs checks on system hardware, including RAM. If the RAM is faulty, POST may produce a series of beep codes indicating memory issues.

These beep codes are often the first sign of RAM-related problems, especially if the BSOD occurs randomly.

Incorrect Options:

* A. Wrong BIOS configurations: Incorrect BIOS settings may cause boot errors, but they are less likely to cause random BSODs.

* B. Continuous reboots: Continuous reboots could result from multiple hardware or software issues but do not specifically point to RAM.

* C. Distended capacitors: Faulty capacitors typically affect the motherboard, not the RAM. Key Takeaway: POST beep codes are a common diagnostic tool for identifying RAM-related issues.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.2 – Troubleshooting RAM and motherboard issues.

NEW QUESTION 20

- (Topic 1)

Which of the following is designed to be used in commercial spaces?

- A. USB 3.1 Gen 2
- B. Straight tip fiber connector

- C. Plenum cabling
- D. Cat 8

Answer: C

Explanation:

Plenum cabling is designed for use in commercial spaces where cables run through air ducts or plenum spaces, as it has fire-resistant properties and emits less toxic smoke.

Why Not A (USB 3.1 Gen 2): USB is for peripheral connections, not large-scale commercial installations.

Why Not B (Straight tip fiber connector): Fiber connectors are for high-speed connections but are not specifically for commercial spaces.

Why Not D (Cat 8): While Cat 8 is high-speed, it is not uniquely suited for commercial spaces like plenum cabling.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.1, cabling standards.

NEW QUESTION 25

- (Topic 1)

A user is experiencing multiple issues with an in-place upgrade of a laptop's operating system. The built-in camera is unresponsive, and the user is unable to pair the device with any Bluetooth accessories. Which of the following are most likely causing these issues? (Select two).

- A. Incorrect configuration of the settings
- B. OS and device version incompatibility
- C. Disabled settings following the upgrade
- D. Full storage
- E. Outdated drivers
- F. Corrupted registry entries

Answer: CE

Explanation:

Outdated drivers: Device functionality issues after an OS upgrade are often caused by incompatible or outdated drivers.

Disabled settings: Some features may be disabled during the upgrade process, requiring re-enablement.

Why Not A (Incorrect configuration): This is unlikely given the issues arose only after the upgrade.

Why Not B (OS and device incompatibility): Upgrades check for compatibility before installation.

Why Not D (Full storage): Storage issues typically prevent installation, not device functionality.

Why Not F (Corrupted registry entries): While possible, this is less common than the selected answers.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.5, troubleshooting OS upgrades.

NEW QUESTION 30

- (Topic 1)

Which of the following types of RAM is typically used in servers?

- A. SODIMM
- B. Rambus
- C. DDR3
- D. ECC

Answer: D

Explanation:

ECC (Error-Correcting Code) RAM is commonly used in servers to provide error detection and correction, improving reliability in critical systems. It is designed to detect and correct single-bit errors, ensuring data integrity in environments where stability is paramount. Option A (SODIMM): Incorrect. SODIMM is typically used in laptops, not servers.

Option B (Rambus): Incorrect. Rambus is an outdated RAM type and not commonly used today.

Option C (DDR3): Incorrect. While DDR3 is a type of RAM, it is not specific to servers and does not provide error correction.

References:

CompTIA A+ Core 1 Objectives: 3.2 (RAM types and their uses)

NEW QUESTION 33

- (Topic 1)

Which of the following port numbers are associated with email traffic? (Select two).

- A. 23
- B. 25
- C. 67
- D. 110
- E. 137
- F. 443

Answer: BD

Explanation:

Comprehensive and Detailed Step-by-Step Explanation:

To answer this question, we need to identify the port numbers associated with email protocols used in client-server communication.

Port 25 (SMTP - Simple Mail Transfer Protocol):

This port is primarily used for sending emails between mail servers and from mail clients to mail servers (sending outbound mail).

SMTP is an essential protocol for email traffic.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 2.5 – Explain basic wired and wireless networking concepts, including ports and protocols.

Port 110 (POP3 - Post Office Protocol v3):

POP3 is used for retrieving emails from a mail server. It is commonly used for downloading email messages to a local client, after which the messages are deleted from the server.

While not as commonly used today (due to IMAP being preferred), POP3 is still a recognized email protocol, and its association with port 110 makes it a valid

answer.
Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 2.5 – Explain basic wired and wireless networking concepts, including ports and protocols.
Incorrect Options:
* A. Port 23: This is the Telnet protocol used for remote terminal access. It is not related to email traffic.
* C. Port 67: This port is associated with the DHCP (Dynamic Host Configuration Protocol) server-to-client communications. It is unrelated to email.
* E. Port 137: This port is part of NetBIOS, used for name resolution in legacy Windows environments. It is not relevant to email traffic.
* F. Port 443: This port is used for HTTPS (secure web traffic) and is unrelated to email protocols.
Key Takeaway: The two correct port numbers associated with email traffic are B. 25 (SMTP) for sending emails and D. 110 (POP3) for retrieving emails.

NEW QUESTION 38

- (Topic 1)

A technician recently updated the firmware on a dual-BIOS motherboard. Following the update, the system has been stuck in a boot loop and cannot start an OS from any internal or external device. The technician cannot access the UEFI menu either. Which of the following should the technician do next?

- A. Enable the secondary configuration.
- B. Downgrade the firmware via USB.
- C. Start a warranty repair of the motherboard.
- D. Reapply thermal paste to the CPU.

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Dual-BIOS motherboards contain two firmware chips. If the primary BIOS becomes corrupted, the system can failover to the secondary BIOS. Most boards allow manual enabling of the secondary BIOS via a physical switch or jumper.

? Option B: Downgrading firmware may not be possible if the system won't POST or access UEFI.

? Option C: Not necessary until both BIOS chips are non-functional.

? Option D: Thermal paste affects heat dissipation, not BIOS/boot behavior. CompTIA A+ Core 1 Exam Objective Reference:

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

NEW QUESTION 40

- (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 the device'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 42

- (Topic 1)

A user reported performance issues on a computer after a recent OS update. A technician is confident that rolling back the system will resolve the issue. Which of the following steps should the technician take next?

- A. Document the findings.
- B. Investigate any recent infrastructure changes.
- C. Initiate the system restore.
- D. Verify full system functionality.

Answer: C

Explanation:

* C. Initiate the system restore:

If the technician is confident that rolling back the system to a previous restore point will resolve the issue, the next logical step is to initiate the System Restore process. System Restore allows the system to revert to a state before the OS update, which can eliminate the performance issues caused by the update.

Incorrect Options:

* A. Document the findings: Documentation is important but should occur after resolving the issue.

* B. Investigate any recent infrastructure changes: This is unnecessary if the issue is already attributed to the OS update.

* D. Verify full system functionality: This step should be performed after the System Restore is completed.

Key Takeaway: When confident that rolling back will resolve the issue, the technician should proceed with initiating a System Restore to revert the OS.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.4 – Troubleshooting OS problems.

NEW QUESTION 46

- (Topic 1)

Each floor at a new corporate facility will have four printers available for all users to print from. All of the printers will be connected with RJ45 and not joined to a

domain Which of the following needs to be set up to accomplish this task? (Select two).

- A. Printer shares
- B. DHCP server
- C. Print server
- D. Printer subnet
- E. SMB configuration
- F. Printer Wi-Fi settings

Answer: AC

Explanation:

To allow multiple users to print to networked printers:

Printer shares enable users to access printers shared on the network. Print servers manage print jobs and provide centralized control of printing. Why Not B (DHCP server): DHCP is unrelated to print management.

Why Not D (Printer subnet): Subnets group devices but don't manage printing.

Why Not E (SMB configuration): SMB is for file sharing, not specifically print management. Why Not F (Printer Wi-Fi settings): These settings are irrelevant since the printers use Ethernet.

CompTIA A+ Exam Reference: Core 2 (220-1102), Section 4.6, printer configuration.

NEW QUESTION 51

- (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 55

- (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 59

- (Topic 1)

A user reports slow internet browsing. The technician finds high CPU and memory usage, and pop-ups occur every minute. Which of the following should the technician do next?

- A. Escalate to the network team to check end-to-end connectivity.
- B. Download and install the latest drivers.
- C. Update the anti-malware signatures and scan the system.
- D. Check the wireless settings and validate the DHCP configuration.

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

High resource usage along with frequentpop-upsare strong signs of amalware infection. The next logical step is touupdate anti-malware definitionsandrun a full scantodetect and remove threats.

? Option A:Network performance is likely not the root cause — local system behavior points to malware.

? Option B:Drivers affect hardware functionality; they don't resolve malware-related slowness.

? Option D:DHCP issues usually cause IP conflicts or no network access, not CPU spikes or pop-ups.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 4.2: Given a scenario, detect, remove, and prevent malware using appropriate tools and methods.

NEW QUESTION 62

- (Topic 1)

A technician needs to ensure all data communications on all network devices are encrypted when logging in to the console. Which of the following protocols should the technician enable?

- A. SSH
- B. LDAP
- C. FTPS
- D. SMTP

Answer: A

Explanation:

SSH (Secure Shell) encrypts data communications for secure remote login and management of network devices, ensuring all console connections are encrypted.

Why Not B (LDAP): LDAP is used for directory services and does not encrypt by default. Why Not C (FTPS): FTPS encrypts file transfers, not console communications.

Why Not D (SMTP): SMTP is used for email transmission, not for securing login sessions. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.7, network security protocols.

NEW QUESTION 67

- (Topic 1)

Which of the following storage options would a technician most likely recommend to have large amounts of affordable capacity without concern for read times on a desktop computer?

- A. 750GB NVMe M.2 SSD
- B. 2x 1TB PCIe SSD in RAID 1
- C. 2TB SATA 3.5" 5,400rpm HDD
- D. 4TB SAS 2.5" 15,000rpm HDD

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

If performance is not a primary concern and the user requires large, cost-effective storage, a 2TB 5400rpm SATA HDD is ideal. It offers high capacity at a lower price point than SSDs and faster HDDs.

? Option A: NVMe drives offer exceptional speed but are significantly more expensive per GB and not necessary when read/write speed is not a concern.

? Option B: RAID 1 improves redundancy but cuts usable capacity in half and uses expensive SSDs.

? Option D: SAS drives are fast and reliable but are enterprise-grade and expensive

— overkill for desktop use.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 1.3: Given a scenario, install and configure storage devices.

NEW QUESTION 68

- (Topic 1)

Which of the following is a benefit of using a VLAN?

- A. It minimizes collision domains.
- B. It provides private access to cloud resources.
- C. It increases network address space.
- D. It enables secure network segmentation.

Answer: D

Explanation:

A VLAN (Virtual Local Area Network) segments a physical network into separate logical networks, enhancing security by isolating traffic.

Why Not A (Minimizes collision domains): VLANs manage broadcast domains, not collision domains.

Why Not B (Provides private access to cloud resources): VLANs operate within a local network, not cloud-specific.

Why Not C (Increases network address space): VLANs do not affect address space. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.6, VLAN concepts.

NEW QUESTION 73

- (Topic 1)

A technician is putting RJ45 connectors on Cat 6 cables. Which of the following tools should the technician use to secure the connectors?

- A. Loopback plug
- B. Wire cutters
- C. Punchdown
- D. Crimping

Answer: D

NEW QUESTION 75

- (Topic 1)

A technician has discovered that some users are connected to a network that is not available on the user interface. Which of the following is the most effective tool the technician can use to identify networks that are not broadcasting SSIDs?

- A. Cable tester
- B. Toner probe
- C. Wi-Fi analyzer
- D. Loopback plug

Answer: C

Explanation:

Comprehensive and Detailed Step-by-Step Explanation: Wi-Fi Analyzer:

A Wi-Fi analyzer is a tool used to detect and analyze wireless networks, even those that are not broadcasting their SSIDs (hidden networks).

It provides detailed information about nearby networks, including signal strength, channel usage, and security protocols.

In this case, the Wi-Fi analyzer can identify the hidden networks that users are connected to, which are not visible on the standard user interface.

Incorrect Options:

- * A. Cable tester: A cable tester is used to test the integrity of physical network cables. It does not detect wireless networks or SSIDs.
- * B. Toner probe: A toner probe is used to trace and identify cables within a wiring system. It is not applicable to wireless network analysis.
- * D. Loopback plug: A loopback plug is used to test the functionality of a network port or NIC. It is unrelated to identifying hidden wireless networks.

Key Takeaway:

The most effective tool for identifying hidden wireless networks is a Wi-Fi analyzer, as it can detect networks that are not broadcasting their SSIDs.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 2.5 – Explain basic wired and wireless networking concepts, including Wi-Fi tools and protocols.

NEW QUESTION 80

- (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 83

- (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 88

- (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 90

- (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 properly 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 95

- (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:

A bulging tablet casing is a classic sign of a swollen lithium-ion battery, often caused by age, overheating, or overcharging. This is a dangerous 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 96

- (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 98

- (Topic 1)

An end user's domain password expires while they are working from home. The end user tries to reset the password using Ctrl+Alt+Delete and then receives the following message:

Configuration information could not be read from the domain controller, either because the machine is unavailable or because access is denied.

Which of the following will resolve this issue?

- A. Restart the computer.
- B. Connect to the VPN.
- C. Reset the account in Active Directory.
- D. Join the Wi-Fi network.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

To change a domain password from a remote location, the system must communicate with the domain controller. Since the user is working from home, they need to connect to the corporate VPN to establish that secure connection. Without it, the password change cannot be authenticated.

? Option A: Restarting will not resolve the lack of connection to the domain controller.

? Option C: Resetting the password in AD could help, but doesn't let the user reset it themselves.

? Option D: The user may already be on Wi-Fi; the issue is with connecting to the corporate network, not local.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 1.6: Given a scenario, configure basic mobile device network connectivity and application support.

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NEW QUESTION 102

- (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 106

- (Topic 1)

A customer reports that the output from their thermal receipt printer has vertical white lines. Which of the following would most likely resolve this issue?

- A. Replacing the ink cartridge
- B. Using the correct paper type
- C. Installing a maintenance kit
- D. Cleaning the heating element

Answer: D

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Thermal printers create images using a heated print head on specially coated thermal paper. Vertical white lines indicate that part of the heating element is dirty or blocked, preventing heat transfer to the paper. Cleaning the print head (heating element) will restore full functionality.

? Option A: Thermal printers do not use ink or toner, so this is not applicable.

? Option B: Wrong paper could cause blank output, but consistent vertical lines point to the print head.

? Option C: Maintenance kits are typically for laser printers, not thermal printers. CompTIA A+ Core 1 Exam Objective Reference:

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

NEW QUESTION 111

- (Topic 1)

Which of the following is used primarily for archiving data?

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

- D. LAN
- E. WAN

Answer: C

Explanation:

A Storage Area Network (SAN) is primarily used for data archiving and large-scale storage. SANs provide high-speed, block-level storage for enterprise environments.

Why Not A (PAN): Personal Area Networks are for connecting personal devices like phones and smartwatches.

Why Not B (MAN): Metropolitan Area Networks are for city-wide data communication, not storage.

Why Not D (LAN): Local Area Networks are for general connectivity, not dedicated storage. Why Not WAN: Wide Area Networks are for connecting geographically dispersed networks, not storage.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.7, network types and purposes.

NEW QUESTION 112

- (Topic 1)

A company needs to develop a disaster recovery solution based on virtual machines. Which of the following service models is the most suitable?

- A. Infrastructure as a Service
- B. Security as a Service
- C. Platform as a Service
- D. Software as a Service

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Infrastructure as a Service (IaaS) provides virtualized computing resources over the internet such as servers, storage, and networking. It allows a business to quickly spin up virtual machines and is ideal for disaster recovery and scalable IT infrastructure needs.

? Option B: SecaaS focuses on cloud-delivered security, not infrastructure.

? Option C: PaaS offers development environments, not full virtual infrastructure.

? Option D: SaaS delivers applications over the internet (e.g., email, CRM) — not for disaster recovery.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 4.1: Compare and contrast cloud computing concepts.

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NEW QUESTION 115

- (Topic 1)

Which of the following would prevent a virtual machine from communicating with any endpoints on a network or the internet?

- A. VDI
- B. Private cloud
- C. Sandbox
- D. Type 1 hypervisor

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

A sandbox is an isolated virtual environment used to test or run applications securely without risk to the host or network. It prevents the VM from communicating with external systems, making it ideal for testing malware or suspicious software.

? Option A (VDI): Virtual Desktop Infrastructure allows network communication; it does not restrict it.

? Option B (Private cloud): Refers to a cloud deployment model, not a communication barrier.

? Option D (Type 1 hypervisor): Runs VMs directly on hardware and does not inherently block communication.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 4.1: Compare and contrast cloud computing concepts.

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NEW QUESTION 119

- (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:

A maintenance kit for a laser printer often includes rollers, fuser, and other parts that wear out over time. If the printer is smudging and misfeeding, it's a sign that multiple 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 124

- (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 125

- (Topic 1)

Each time a user tries to print, the paper becomes stuck at the last stage of the print job and the user has to pull the paper out of the printer. Which of the following is the most likely cause?

- A. Rollers
- B. Tray assembly
- C. Toner
- D. Printhead

Answer: A

Explanation:

If paper gets stuck at the last stage of printing, the rollers responsible for moving the paper through the printer are likely worn out or dirty.

Why Not B (Tray assembly): The tray assembly manages paper loading, not feeding during the print process.

Why Not C (Toner): Toner is unrelated to paper jams.

Why Not D (Printhead): Printheads manage ink/toner distribution, not paper movement. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 4.6, printer troubleshooting.

NEW QUESTION 129

- (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 134

- (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 135

- (Topic 1)

A technician is troubleshooting a connectivity issue on a network computer. The technician runs ipconfig in a command prompt and receives the following IP address:169.254.0.6. Which of the following is most likely the type of IP address being assigned?

- A. DHCP reservation assignment
- B. Dynamic assignment
- C. Self-assignment
- D. Static assignment

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

An IP address starting with 169.254.x.x is a self-assigned address (also called APIPA – Automatic Private IP Addressing). It's used when a client device cannot contact a DHCP server. This address allows limited communication on the local network segment but no internet access.

? Option A: DHCP reservations assign specific IPs from the DHCP server — they don't result in APIPA.

? Option B: Dynamic assignment from DHCP assigns valid IPs in the proper subnet, not 169.254.x.x.

? Option D: Static IPs are manually set and would not fall in the 169.254.x.x range unless set incorrectly.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 2.6: Given a scenario, configure and troubleshoot network connectivity.

NEW QUESTION 137

- (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 139

- (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 140

- (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 144

- (Topic 1)

A technician is troubleshooting a PoE phone that will not turn on. When a laptop is plugged directly into the switchport for the phone the technician sees a data link LED and activity. Which of the following tools should the technician use to verify PoE availability to the phone?

- A. Network tap
- B. Cable tester
- C. Loopback plug
- D. Toner probe

Answer: B

Explanation:

Reasoning: A cable tester capable of testing Power over Ethernet (PoE) functionality can verify whether the switchport is providing the required power to the phone. This tool measures both the presence of data and the voltage or wattage being provided through the Ethernet cable.

This is the most effective way to confirm that PoE is available on the port.

Why the Other Options Are Incorrect:

* A. Network tap:

A network tap is primarily used to monitor network traffic, not to test for PoE availability. It cannot verify if power is being supplied through the Ethernet cable.

* C. Loopback plug:

A loopback plug is used to test the functionality of a network port by creating a loop for transmitted and received signals. It does not measure or verify PoE availability.

* D. Toner probe:

A toner probe is used for tracing and identifying network cables. It cannot test for PoE functionality.

Practical Example:

A PoE phone might not turn on due to a misconfigured or faulty switchport. Using a cable tester capable of measuring PoE would help the technician determine if the switchport is supplying sufficient power to the phone.

CompTIA A+ Exam Objective Alignment:

Objective 2.1: Identify common networking hardware and tools, including PoE-enabled devices and cable testers.

NEW QUESTION 148

- (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 149

- (Topic 1)

Which of the following best characterizes the use of a virtual machine as a sandbox?

- A. Run an application on multiple workstations without installation.
- B. Explore how an application behaves in a different environment
- C. Migrate a currently used legacy application from physical to virtual
- D. Create a firewall where the sandbox acts as a perimeter network.

Answer: B

Explanation:

A sandbox in virtualization allows testing an application in an isolated environment to observe its behavior without affecting the host system.

Why Not A (Run an application on multiple workstations): This describes application virtualization, not sandboxing.

Why Not C (Migrate a legacy application): This is about virtualization for legacy support, not testing.

Why Not D (Create a firewall): A firewall does not act as a sandbox for application testing. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 4.2, virtualization and sandboxing.

NEW QUESTION 154

- (Topic 1)

A user prints a job from a laser printer. The user wipes the page, and the words and images come off of it. The technician replaces the toner cartridge, but the issue persists. Which of the following components should the technician replace next?

- A. Fuser
- B. Drum
- C. Developer roller
- D. Discharge lamp

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

In laser printers, the fuser unit is responsible for melting the toner onto the paper using heat and pressure. If the toner rubs off easily, it's a clear sign the fuser is failing or not heating properly. Replacing the fuser will ensure the toner bonds correctly to the paper.

? Option B (Drum): Transfers the image, but doesn't fuse the toner.

? Option C (Developer roller): Applies toner to the drum — wouldn't cause toner to rub off.

? Option D (Discharge lamp): Prepares the drum for a new image; not related to toner adhesion.

CompTIA A+ Core 1 Exam Objective Reference:

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

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NEW QUESTION 158

- (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 161

- (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 163

- (Topic 1)

Which of the following can a user utilize to share their mobile phone connection with their laptop?

- A. IR
- B. NFC
- C. Wi-Fi Direct
- D. Tethering

Answer: D

Explanation:

Tethering refers to sharing a mobile phone's internet connection with another device, such as a laptop, either through USB, Bluetooth, or Wi-Fi. Tethering effectively turns the mobile phone into a personal hotspot for internet access.

Option A (IR): Incorrect. Infrared (IR) is used for short-range communication, such as remote controls, but it does not support internet sharing.

Option B (NFC): Incorrect. Near-field communication (NFC) is used for close-proximity data transfer, not for internet sharing.

Option C (Wi-Fi Direct): Incorrect. Wi-Fi Direct enables device-to-device communication but does not inherently provide internet sharing.

References:

CompTIA A+ Core 1 Objectives: 1.4 (Configure basic mobile-device network connectivity)

NEW QUESTION 168

SIMULATION - (Topic 2)

A technician is installing a wireless access point and is required to run all cabling and make patch cords if necessary.

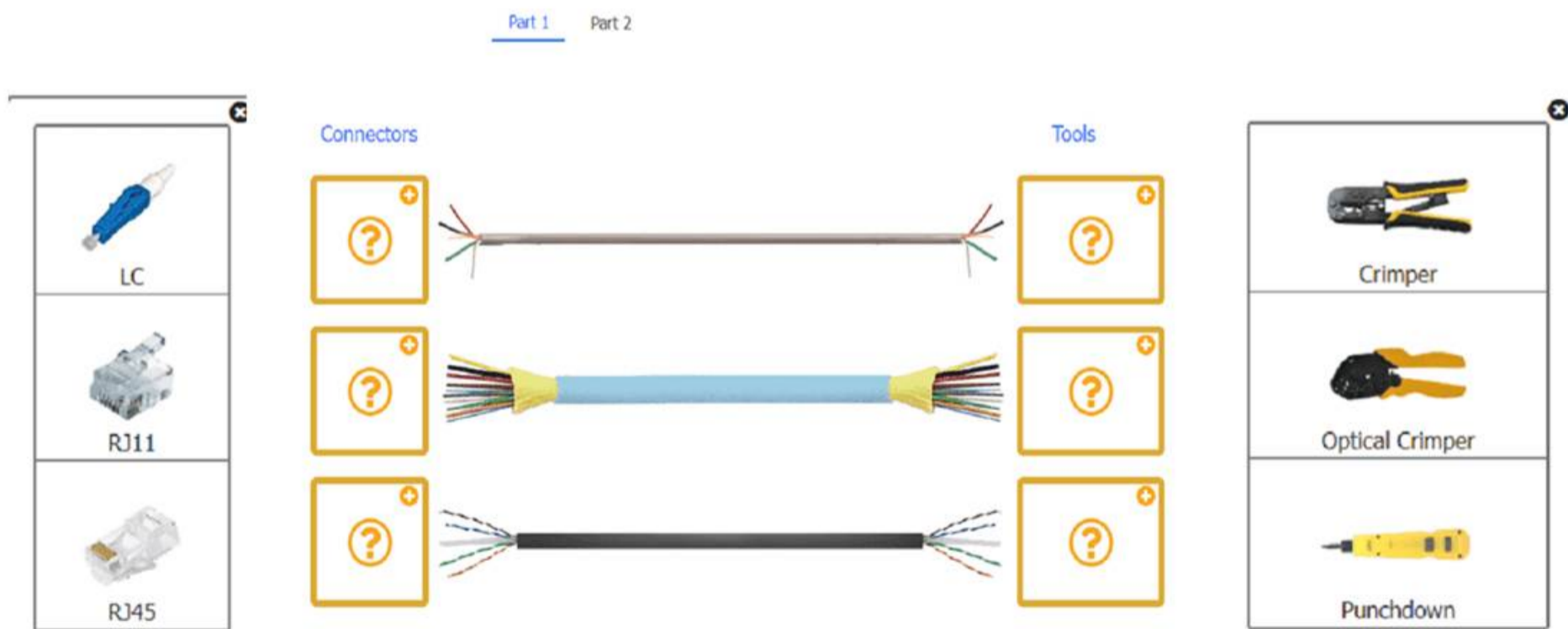
INSTRUCTIONS

Part 1

For each cable type, click the (+) to select the appropriate connector and tool. part 2

An access point was moved and no longer has connectivity. Connect the access point, patch panel, and switch by clicking the (+) to select the appropriate cable end for each corresponding location to create a link.

The link will be visible after making the second selection of each pair. Cable ends may be used multiple times, and all placeholders will be filled.



- A. Mastered
- B. Not Mastered

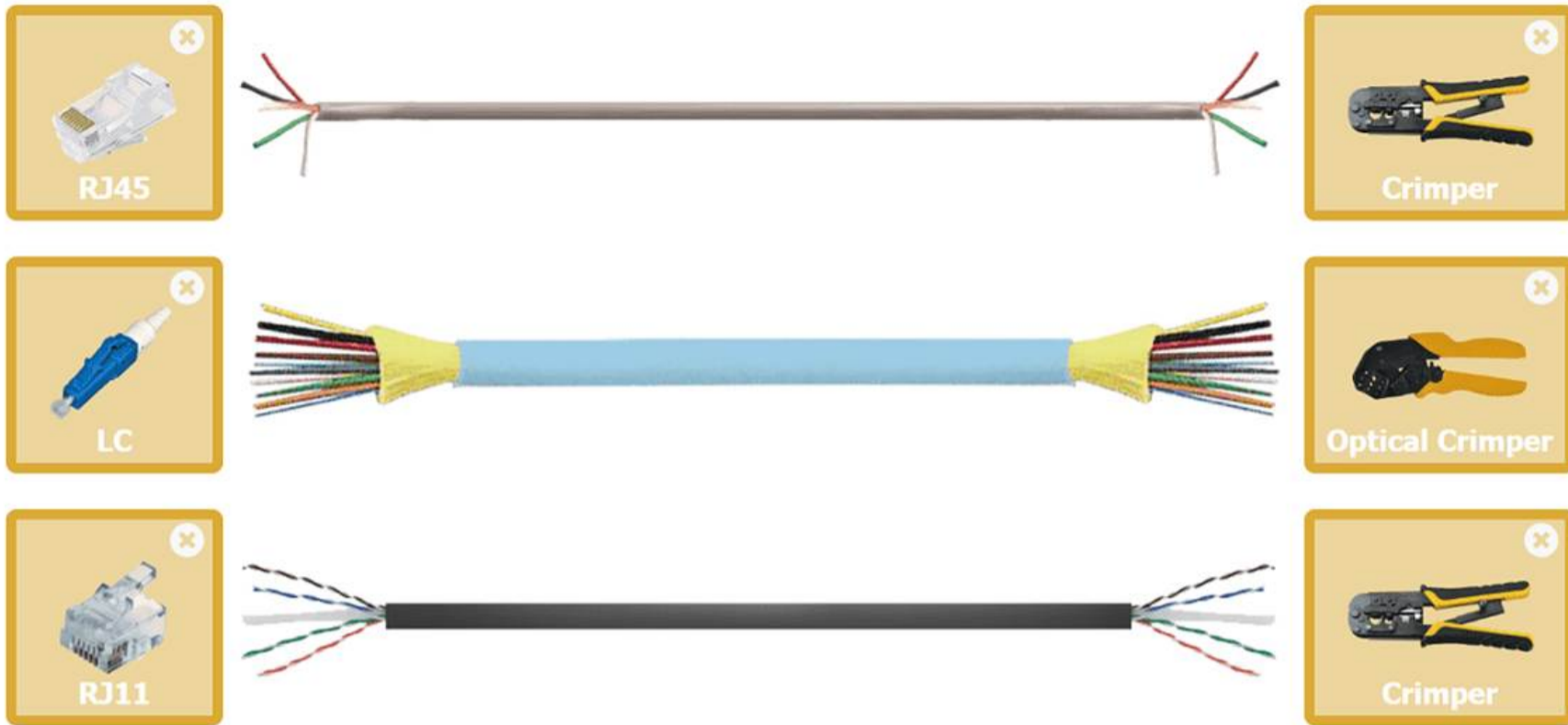
Answer: A

Explanation:

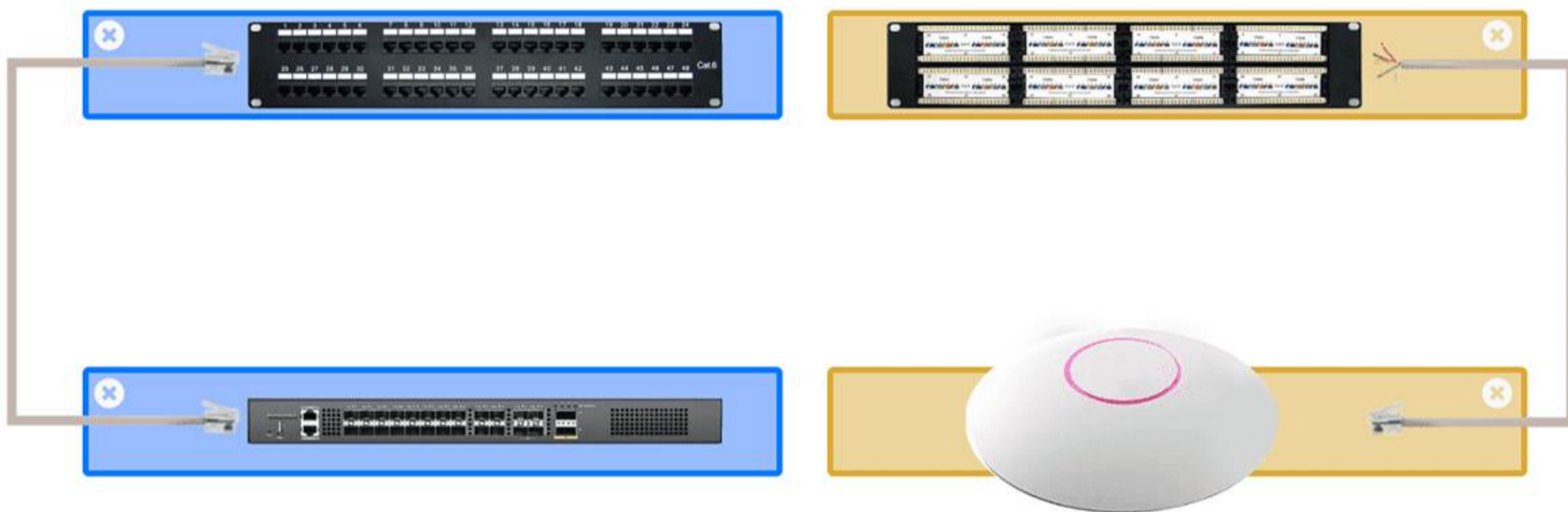
Check the exhibit diagram for both parts.

Connectors

Tools



A close-up of several cables
AI-generated content may be incorrect.
Part 2

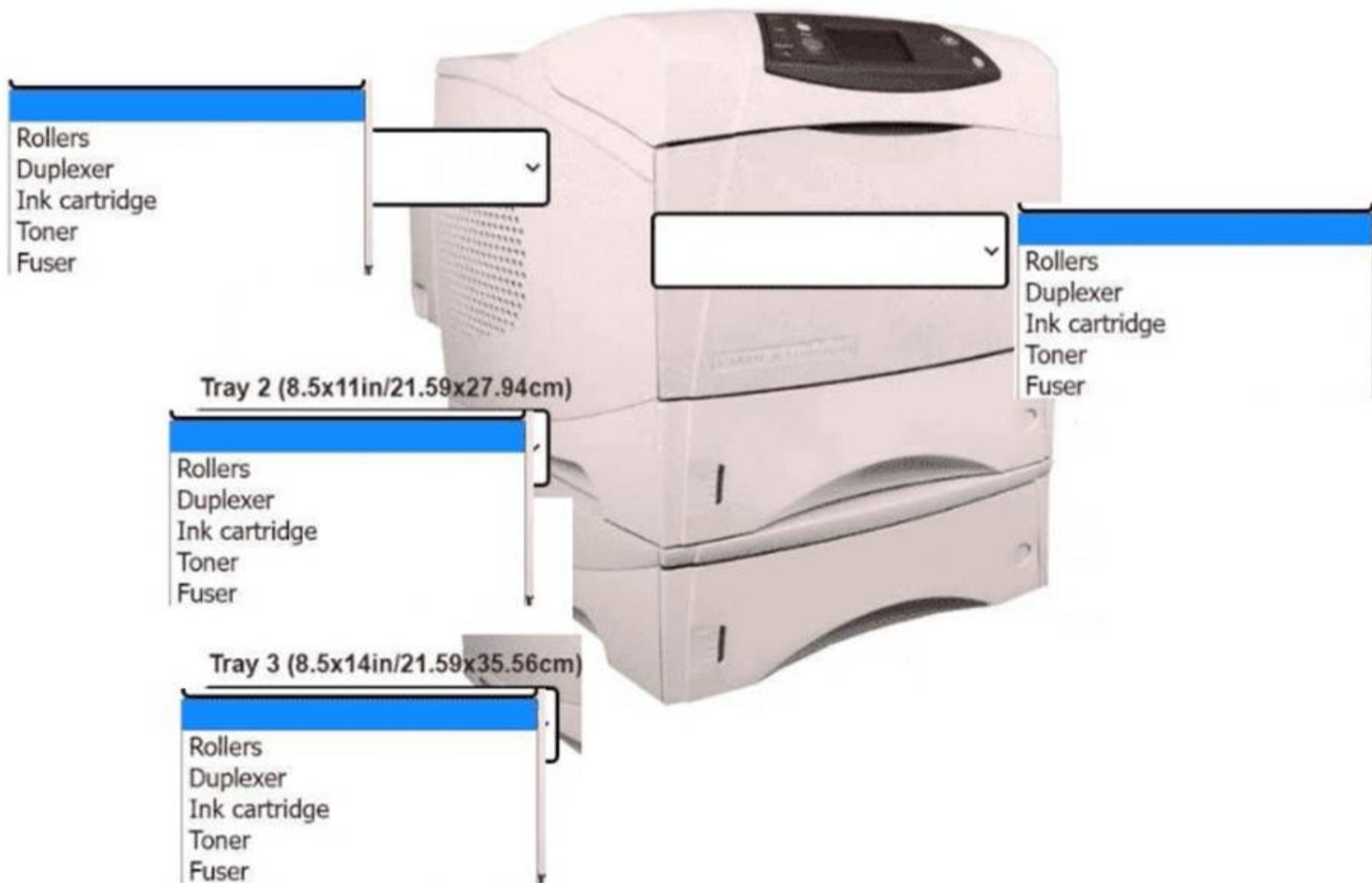


A group of different colored rectangular objects
AI-generated content may be incorrect.

NEW QUESTION 172

HOTSPOT - (Topic 2)

An office manager reports that a printer is experiencing performance issues. Printouts are smudging when they are handled, and, recently whenever they need to print legal sized documents, the paper jams before anything is printed on it. The following paper sizes are used: Letter (8.5x11in/21.59x27.94cm) Legal (8.5x14in/21.59x35.56cm) Oversized (11x17in/27.94x43.18cm)



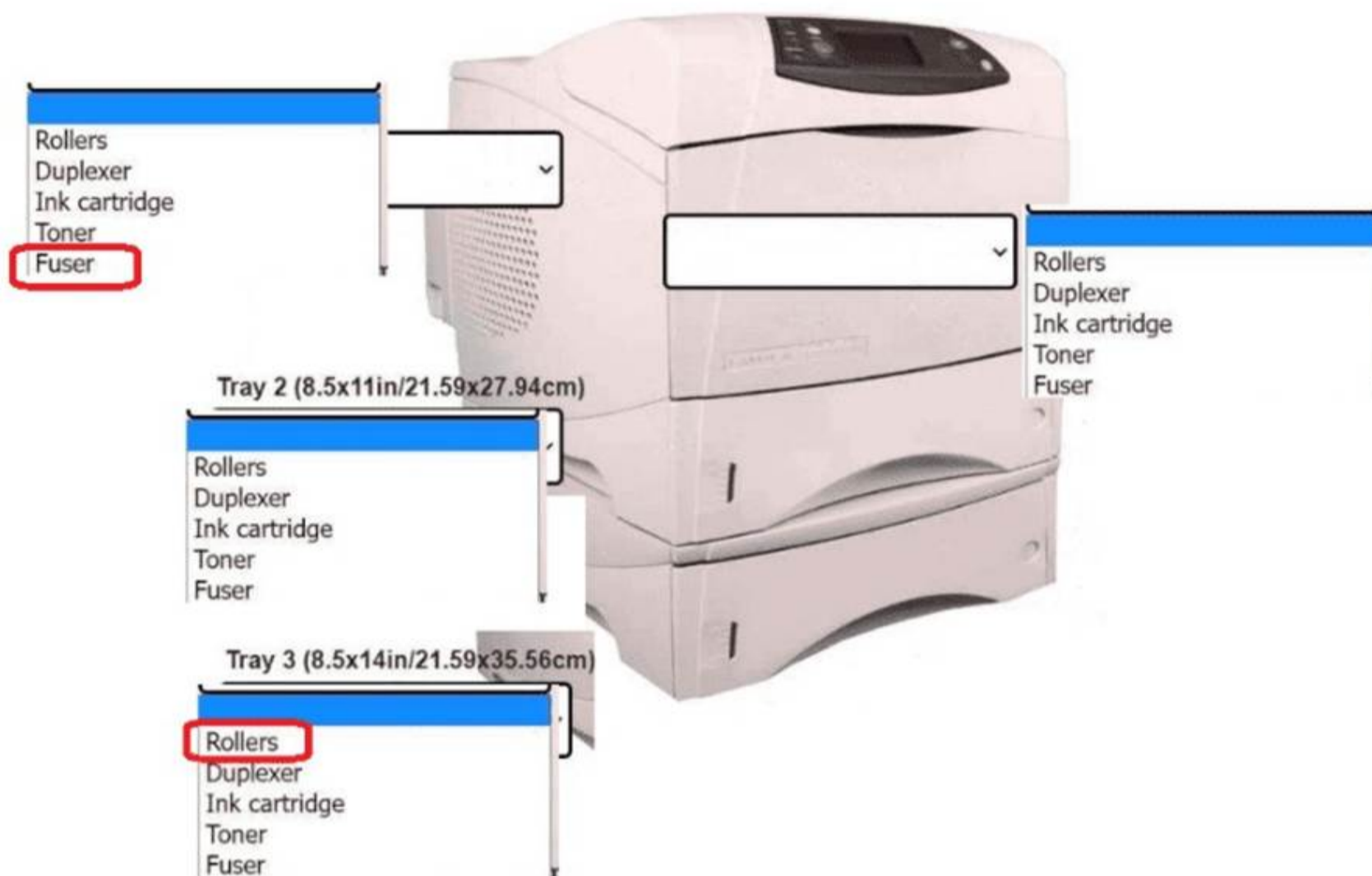
INSTRUCTIONS

Using the dropdown menus, select from the available printer parts to replace only the faulty components on the office printer to resolve the stated issues. If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



A printer with text boxes
AI-generated content may be incorrect.

NEW QUESTION 177

SIMULATION - (Topic 2)

A small ISP has hired a new technician Joe, the new technician, is being trained to configure customers* home networks The trailing instructor gives me technician a starter kit with cables, cable ends, and other network equipment and asks mm to build a working network.

The computer should be connected to have internet connectivity and the phone should be connected to have a dial tone.

INSTRUCTIONS

Use the appropriate cables. cable ends, tools and equipment to configure the network ana connect an components accordingly

There are 3 steps and the simulation starts on step 1.

SOHO Starter Kit Step 1 Step 2 Show Question Reset All Answers

Connectors

- RJ11
- RJ45
- F Connector

Tools

- Wire cutters
- Strippers
- Crimper

SOHO Starter Kit Step 1 Step 2 Show Question Reset All Answers

Cables

- RJ45 to RJ45 patch cord
- Coaxial cable
- RJ45 to RJ45 patch cord

Wall ISP Service Outlet

POTS

SOHO Router

Phone Service LAN 1-4 WAN

Cable Modem

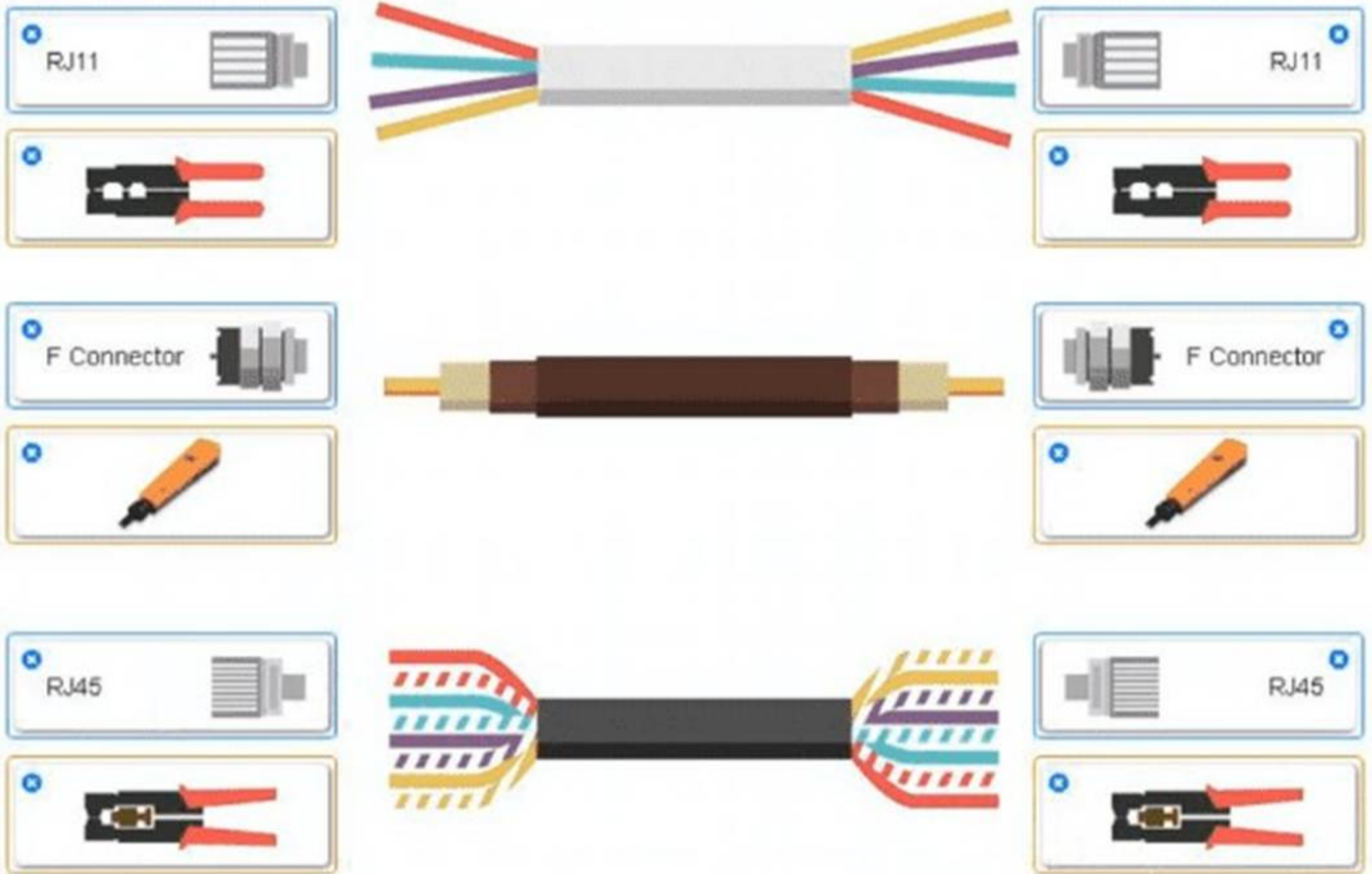
Home PC

- A. Mastered
- B. Not Mastered

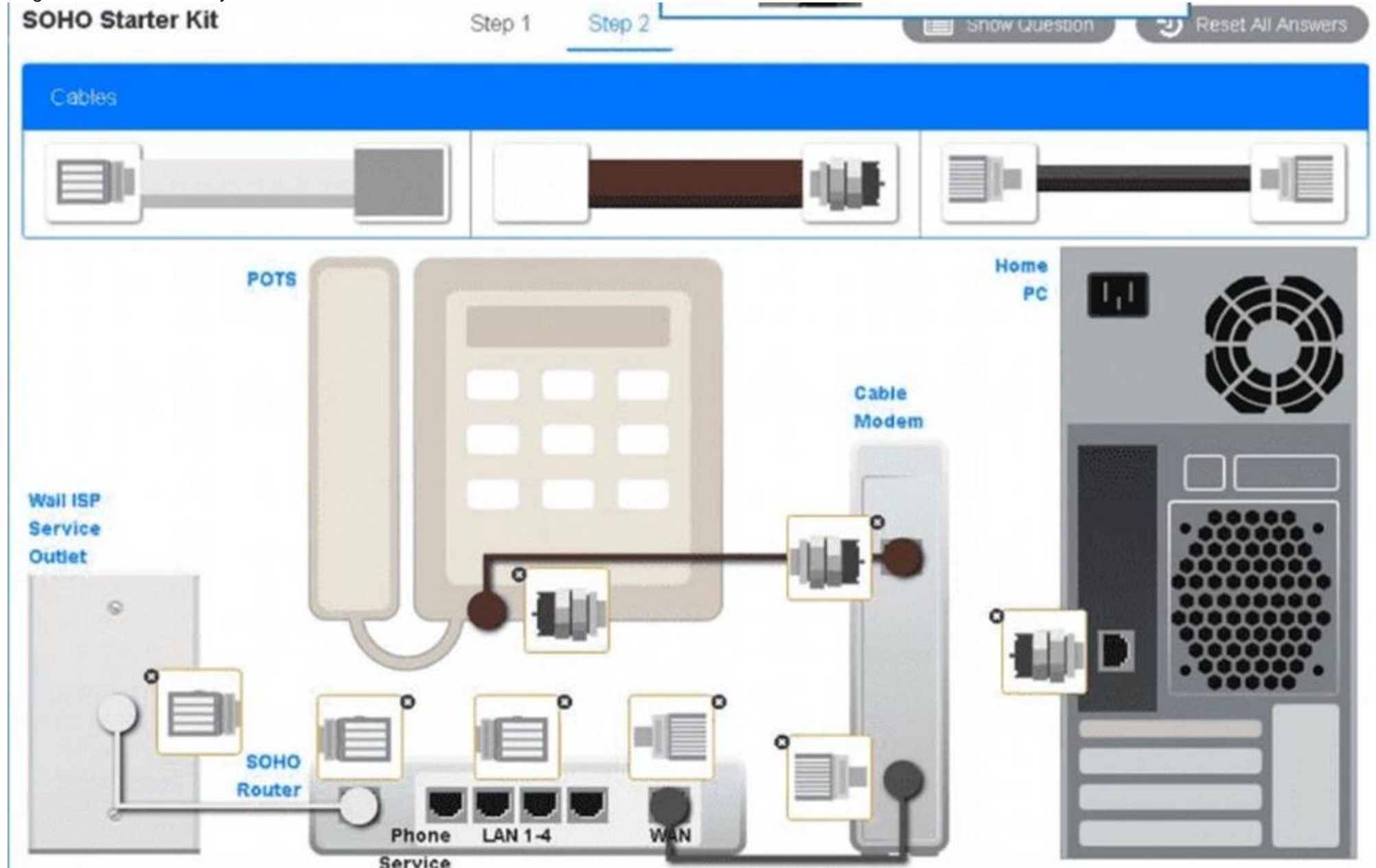
Answer: A

Explanation:

Answer of both steps below.



A group of wires with different colors
AI-generated content may be incorrect.



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

NEW QUESTION 180

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