

CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1



NEW QUESTION 1

- (Topic 2)

A user on the marketing team uses various multimedia applications that consume a lot of memory. The user needs to install more RAM to run these applications effectively. When the user opens the computer case, the user sees four slots in two sets of colors. Which of the following memory types is MOST likely required?

- A. Dual-channel
- B. Triple-channel
- C. Single-channel
- D. Quad-channel
- E. Error correction code RAM

Answer: A

Explanation:

The two sets of colors on the motherboard indicate that it supports dual-channel memory, which doubles the bandwidth available to the memory controller. Dual-channel memory requires two identical memory modules to be installed in pairs in the correct slots to work effectively. In this case, the user can install two identical RAM modules to enable dual-channel memory, which will provide better performance when using multimedia applications that consume a lot of memory.

NEW QUESTION 2

- (Topic 2)

A technician is investigating the output shown on a monitor. The output is clear, but it has a pink hue. The technician has replaced the video card and updated the graphics drivers. Which of the following would be the MOST likely cause?

- A. Physical cabling issues
- B. Burned-out bulb
- C. Display burn-in
- D. Incorrect data source

Answer: A

Explanation:

The pink hue is most likely caused by physical cabling issues the output on a monitor is clear but has a pink hue, it could be due to an issue with the physical cabling connecting the monitor to the computer. The video signal may be degraded or distorted due to a damaged or loose cable. The technician should check and replace the cable if necessary to resolve the issue.

NEW QUESTION 3

- (Topic 2)

A user is researching hard drives to upgrade a PC and has decided to purchase a NVMe drive. Which of the following Should the user confirm are available on the PC before making the purchase? (Select TWO).

- A. SATA
- B. M.2
- C. PCIe
- D. SAS
- E. SCSI
- F. DRAM

Answer: BC

Explanation:

NVMe (Non-Volatile Memory Express) drives are high-speed solid-state drives that utilize the PCIe (Peripheral Component Interconnect Express) interface to connect to the motherboard. Before purchasing an NVMe drive, the user should confirm that the PC has an available M.2 slot for the drive and that the PC has a PCIe interface for the M.2 slot. SATA (Serial ATA) is an older interface for hard drives and is not compatible with NVMe drives. SAS (Serial Attached SCSI) is a newer interface for hard drives and is typically used for enterprise-level storage systems. SCSI (Small Computer System Interface) is a parallel interface for hard drives that is primarily used in high-end workstations and servers. DRAM (Dynamic Random Access Memory) is a type of memory commonly used in computers, but it is not relevant to the storage of data on a hard drive.

Reference: CompTIA A+ Core 1 Exam Guide, page 267.

NEW QUESTION 4

- (Topic 1)

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

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

Answer: B

Explanation:

If users are experiencing decreased bandwidth and connectivity issues in a Wi-Fi mesh network, the technician should use a Wi-Fi analyzer to determine whether the channel in use is overcrowded and to identify which channel the mesh network should use for best performance. References: CompTIA A+ Certification Study Guide, Tenth Edition, pg. 308

NEW QUESTION 5

- (Topic 1)

A colleague has a laptop that has been working as expected for several years wall outlet. The MOST likely component that needs to be replaced is the:

- A. power adapter.
- B. battery.
- C. system fan.
- D. hard drive.

Answer: B

Explanation:

Based on the information provided in the question, the MOST likely component that needs to be replaced is A. power adapter. If a laptop has been working as expected for several years but suddenly stops working when it is plugged into a wall outlet, it is possible that the power adapter has failed and is no longer able to provide power to the laptop. In this case, replacing the power adapter would likely resolve the issue.

The other components listed in the options (battery, system fan, and hard drive) could also potentially fail and cause issues with a laptop's performance. However, based on the specific scenario described in the question (the laptop suddenly stops working when plugged into a wall outlet), it seems most likely that the issue is related to the power adapter.

If the laptop has been working as expected for several years and suddenly stops working, the power adapter is the most likely component that needs to be replaced. Over time, the power adapter can become worn or damaged, resulting in a loss of power to the laptop. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 3

NEW QUESTION 6

- (Topic 1)

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

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

Answer: B

Explanation:

The symptoms suggest that the charging cable falls out of the phone, indicating that the charge port may contain foreign objects such as lint, which can interfere with the connection between the charging cable and the phone.

NEW QUESTION 7

- (Topic 1)

Several users who share a multifunction printer in an office have reported unintended, thin, vertical lines that cover the entire height of every page printed from the printer. Which of the following steps should a technician complete in order to MOST likely resolve this issue?

- A. Replace the printer paper with a new ream.
- B. Clear the print spooler on each computer.
- C. Reinstall the printer driver on each computer
- D. Perform the drum-cleaning procedure.

Answer: D

Explanation:

Thin, vertical lines on every printed page are usually caused by a dirty drum or toner cartridge. Performing the drum-cleaning procedure will likely resolve the issue. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 18

NEW QUESTION 8

- (Topic 1)

Which of the following describes the main difference between T568A and T568B cabling standards?

- A. The T568B data transfer rate is higher than T568A.
- B. The green and the orange cables are interchanged.
- C. T568A is used in blue cables, and T568B is used in green cables.
- D. The standards use different cable connectors.

Answer: B

Explanation:

he main difference between T568A and T568B cabling standards is that the green and orange cables are interchanged¹². T568A is designed for backward compatibility with older telephone wires, while T568B is designed for better signal isolation and noise protection for newer networking systems and products³. T568A is used in blue cables, and T568B is used in green cables¹. The standards use the same cable connectors³.

NEW QUESTION 9

- (Topic 1)

A user submitted a ticket to report an issue with a new printer that is no longer accepting new print jobs. The technician verifies the printer is on and notices the printer LCD screen has the following error message:

Paper Jam, Jam in fuser.

Which of the following is the MOST efficient next step the technician should complete?

- A. Apply a maintenance kit to the printer

- B. Check the printer paper path to locate any obstructions.
- C. Turn the printer on and off to see if the error clears.
- D. Replace the fuser.

Answer: B

Explanation:

The MOST efficient next step the technician should complete is to check the printer paper path to locate any obstructions¹. The error message “Paper Jam, Jam in fuser” indicates that there is a paper jam in the fuser². The fuser is one of the parts of a laser printer most likely to fail without giving any explicit message². The printer LCD screen indicates a paper jam in the fuser. The most efficient next step the technician should complete is to check the printer paper path to locate any obstructions. Applying a maintenance kit or replacing the fuser may not be necessary if the issue is caused by a paper jam.

NEW QUESTION 10

- (Topic 1)

A user connects a smartphone to a laptop. Which of the following types of networks has the user created?

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

Answer: A

Explanation:

When a user connects a smartphone to a laptop, they create a Personal Area Network (PAN). A PAN is a type of network used for communication between devices in close proximity to each other, typically within a range of a few meters or less. This type of network is commonly used for wireless communication between personal devices, such as connecting a smartphone to a laptop for file sharing or internet access. References: CompTIA A+ Certification Exam Objectives - 220-1001: 1.1 Explain common connectors and their uses.

NEW QUESTION 10

- (Topic 1)

A technician powers on a PC and its monitor and sees the following error message: No input signal detected
The display lights on the computer are on. Which of the following is a possible solution?

- A. Changing the BIOS settings
- B. Changing the connector setting on the monitor
- C. Checking the power plug on the monitor
- D. Checking the power plug on the PC

Answer: B

Explanation:

Changing the connector setting on the monitor is a possible solution for a PC and its monitor that display the error message "No input signal detected". This error can be caused by an incorrect input selected on the monitor, so changing the connector setting to the correct input should resolve the issue. References: CompTIA A+ Certification Exam Objectives 1001, 1.10

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NEW QUESTION 14

- (Topic 1)

A remote user reports connectivity issues with the local internet provider. Even after a technician reboots the modem supplied by the ISP, the issue persists. Which of the following would BEST establish the connection in minimal time?

- A. Radio frequency ISP
- B. Neighbor's Wi-Fi
- C. Mobile hotspot
- D. Fiber optic

Answer: C

Explanation:

Using a mobile hotspot is the best way to establish an internet connection in minimal time for a remote user who is experiencing connectivity issues with the local internet provider. A mobile hotspot can be set up quickly and provides a reliable connection using cellular data. References: CompTIA A+ Certification Exam Objectives 1001, 3.4

NEW QUESTION 19

- (Topic 1)

In which of the following places is a laptop's wireless antenna MOST likely located?

- A. Near the network interface card
- B. Underneath the battery
- C. Integrated into the motherboard
- D. In the bezel of the lid

Answer: D

Explanation:

According to Dell Community, the Wi-Fi antenna is located in the top of the LCD display housing. It consists of two elements, fed by two cables, a white main designated on the Wi-Fi card by a white triangle, and a black auxiliary designated on the Wi-Fi card by a black triangle1.

NEW QUESTION 23

- (Topic 1)

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

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

Answer: A

Explanation:

A smartphone that takes more than a day to fully charge may be due to a charger that is not powerful enough. The technician should verify that the charger is rated for the smartphone's battery capacity and that it is providing the correct voltage and amperage123.

NEW QUESTION 27

- (Topic 1)

A company wants to use client-side visualization for application testing. Which of the following configurations would BEST support this goal?

A)

CPU 2.5GHz - 4 cores
16GB DDR4 RAM
1TB SSD

B)

CPU 3.2GHz - 1 core
16GB DDR4 RAM
4TB SSD

C)

CPU 2.5GHz - 2 cores
16GB DDR4 RAM
4x 1TB HDD RAID 5

D)

CPU 3.2GHz - 4 cores
8GB DDR4 RAM
500GB HDD

- A. Option A
- B. Option B
- C. Option C
- D. Option D

Answer: A

NEW QUESTION 30

- (Topic 1)

A technician installed new firmware on the company's laser printers and has since been receiving multiple calls that information is garbled and looks like code. Only printers with the new firmware are having this issue. Which of the following steps should the technician complete NEXT?

- A. Change the language settings on the printers
- B. Reboot all the machines having the issues
- C. Reboot all the printers.
- D. Install an updated printer driver on the print server

Answer: D

Explanation:

The MOST efficient next step the technician should complete is to install an updated printer driver on the print server12. The issue of information being garbled and looking like code could be related to a compatibility issue with the new firmware and the existing printer driver1. The printer driver is responsible for converting the print job data into a format that the printer can understand and print2.

NEW QUESTION 31

- (Topic 1)

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

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

Answer: A

Explanation:

The most likely reason that the technician is unable to select the channel with almost no RF pollution is that it is reserved for licensed band use. Some channels are reserved for specific purposes and require a license to use. These licensed bands are typically used for critical infrastructure, public safety, or military operations, and unlicensed devices are not allowed to use them. References: CompTIA A+ Certification Exam Objectives - 220-1001: 3.3 Compare and contrast common networking hardware devices.

NEW QUESTION 36

- (Topic 1)

A laptop's external webcam software is running, but it shows no image or video. Which of the following should a technician perform FIRST?

- A. Research new webcam firmware.
- B. Restart the computer and run system diagnostics.
- C. Reseat the webcam.
- D. Reinstall the webcam software and drivers.

Answer: C

Explanation:

<https://www.lifewire.com/fix-it-when-webcam-is-not-working-4588517>

If a laptop's external webcam software is running, but it shows no image or video, the first step the technician should perform is to reseat the webcam. Reseating the webcam involves disconnecting it from the motherboard and then reconnecting it. If this doesn't work, the technician should then check the webcam drivers or software. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Page 502)

NEW QUESTION 39

- (Topic 1)

Client-side virtualization guest machines have security requirements similar to physical machines, but they also need to ensure separation from other guest machines. Which of the following BEST describes this client-side guest security requirement?

- A. Isolation
- B. Authentication
- C. Hardening
- D. Authorization

Answer: A

Explanation:

Client-side virtualization guest machines require isolation from other guest machines to maintain their security. Isolation ensures that each virtual machine is separated from others and runs its own operating system and applications, making it less vulnerable to attacks from other guest machines. References: CompTIA A+ Certification Exam Objectives 220-1002 - Virtualization and cloud computing - 4.1

NEW QUESTION 44

- (Topic 1)

A remote user called the help desk to report a notification indicating there is limited or no connectivity. The user can access local file folders and other local machines but none of the organization's servers or network items. Web pages do not appear to function either. Which of the following is the MOST likely cause of the issue?

- A. The user's internet connection is down.
- B. The user's domain account is locked out.
- C. The user's switch has stopped working.
- D. The user's IP address needs to be renewed.

Answer: A

Explanation:

Based on the information provided in the scenario, the most likely cause of the issue is that the user's internet connection is down (option A). This would explain why the user is unable to access any of the organization's servers or network items and why web pages are not functioning. However, since the user can still access local file folders and other local machines, it suggests that their local network is still functioning.

The user can access local file folders and other local machines but none of the organization's servers or network items, indicating that the issue is with the user's internet connection, not with the user's domain account, switch, or IP address.

When a user receives a notification indicating that there is limited or no connectivity, it means that their device is unable to establish a connection to the network. In this scenario, the user can access local file folders and other local machines but is unable to access any of the organization's servers or network items and web pages are not functioning. This suggests that the issue is with the user's internet connection.

An internet connection allows a device to communicate with other devices and servers outside of its local network. If the internet connection is down or not functioning properly, the device will be unable to access any resources outside of its local network. This would explain why the user in this scenario can still access local resources but is unable to access any of the organization's servers or network items.

NEW QUESTION 45

- (Topic 1)

Which of the following describes the operational difference between hubs and switches when transmitting data to a specific computer inside the network?

- A. Switches only send data to the specific computer, while hubs send data to all computers inside the network.
- B. Switches compress data while hubs send uncompressed data
- C. Switches receive data and route it to all computers inside the network while hubs receive data and do not route
- D. Switches scramble data, while hubs send data in the original form.

Answer: A

Explanation:

Switches only send data to the specific computer, while hubs send data to all computers inside the network. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 323

NEW QUESTION 50

- (Topic 1)

A user takes a tablet to a technician because the cursor on it keeps drifting. The technician notices the screen does not appear to be damaged. Which of the following is the MOST likely cause of the cursor issue?

- A. The screen is physically damaged.
- B. The screen rotation is incorrect.
- C. The touch-pen battery is depleted.
- D. The screen needs to be recalibrated.

Answer: D

Explanation:

The most likely cause of the cursor issue is that the screen needs to be recalibrated. This can happen when the tablet is used for a long time or when the tablet is dropped or bumped. Recalibrating the screen will help the tablet recognize the touch input more accurately¹².

NEW QUESTION 54

- (Topic 2)

A technician is installing new power supplies for the application engineering team's workstations. The management team has not yet made a decision about installing dual graphics cards, but they want to proceed with the project anyway. Which of the following power supplies would provide the BEST solution?

- A. 1000W 24-pin modular power supply
- B. 220VAC 9000J surge protector
- C. 500W redundant power supply
- D. 2000VA uninterruptible power supply

Answer: A

Explanation:

A 1000W 24-pin modular power supply provides enough power to support a dual graphics card configuration, which requires a significant amount of power. A modular power supply allows the technician to connect only the cables that are necessary for the current configuration, reducing cable clutter and improving airflow inside the case. This makes it easier to install and maintain the power supply.

NEW QUESTION 59

- (Topic 2)

A startup is looking to immediately expand its data center but does not have the personnel or space to manage everything internally. The organization has multiple small offices and remote users with large computational and storage-solution requirements. Funding is not an issue for the company. Which of the following can BEST accomplish the company's goals?

- A. SaaS
- B. IaaS
- C. ISP
- D. SON

Answer: B

Explanation:

IaaS is a cloud computing model where a third-party provider hosts infrastructure components such as servers, storage, and networking on behalf of customers. This allows the startup to immediately expand its data center without the need for additional personnel or space to manage everything internally. Additionally, IaaS allows remote users to easily access the required computational and storage resources from multiple small offices. Infrastructure as a Service (IaaS) can provide the startup with the necessary computational and storage solutions without the need for internal management. IaaS allows organizations to rent computing resources from a third-party provider instead of owning and maintaining them in-house.

NEW QUESTION 62

- (Topic 2)

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

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

Answer: C

Explanation:

Once the technician has determined that the power supply is likely to be defective, they should establish a plan of action to resolve the problem. This may include replacing the power supply or further testing to confirm that it is indeed defective. After establishing a plan of action, the technician should implement the solution and verify that it has resolved the issue.

NEW QUESTION 63

- (Topic 2)

Which of the following 802.11 standards supports both 5GHz and 2.4GHz channel frequencies?

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

Answer: B

Explanation:

802.11ac is the 802.11 standard that supports both 5GHz and 2.4GHz channel frequencies. 802.11ac is the latest wireless networking standard that operates in both the 5GHz and 2.4GHz frequency bands. It provides higher wireless network speeds and better reliability compared to previous standards, such as 802.11a, 802.11b, and 802.11g. The 802.11a standard operates exclusively in the 5GHz band, while the 802.11b and 802.11g standards operate exclusively in the 2.4GHz band.

NEW QUESTION 66

- (Topic 2)

A network technician has been tasked with creating a patch cable. The RJ45 connectors will not stay attached to the cable. Which of the following tools is needed to fix this issue?

- A. Cable tester
- B. Crimper
- C. Punchdown tool
- D. Loopback plug

Answer: B

Explanation:

A crimper is a tool that is used to crimp (attach) an RJ45 connector onto the end of a patch cable. The crimper applies pressure to the connector to make a permanent connection between the connector and the cable, ensuring that the connector will stay attached to the cable.

A cable tester is used to test the connectivity of a network cable. A punchdown tool is used to terminate network cables in a patch panel or keystone jack. A loopback plug is a diagnostic tool that is used to test network interfaces by simulating network traffic. Reference: CompTIA A+ Core 1 Exam Guide, page 92.

NEW QUESTION 67

- (Topic 2)

A company needs to support a 10Gbps throughput. Which of the following is the MINIMUM cable category that could be used?

- A. Cat 5
- B. Cat 5e
- C. Cat 6
- D. Cat 6a

Answer: D

Explanation:

The minimum cable category that could be used to support a 10Gbps throughput is Cat 6a. Cat 6a cable is required with 10 Gigabit Ethernet for reliable performance with cable lengths up to 100 metres. However, lower-specification cables can often be successfully used, particularly with the shorter cable lengths required in a typical home.

NEW QUESTION 68

- (Topic 2)

Which of the following is the SAFEST way to replace RAM on a server that has a redundant power supply?

- A. Unplug one power cable.
- B. Verify the RAM temperature.
- C. Utilize a grounding strap.
- D. Replace the RAM while the server is running.

Answer: C

Explanation:

Utilizing a grounding strap is the safest way to replace RAM on a server that has a redundant power supply. This ensures that no static electricity is transferred to any of the server components, which could cause permanent damage. The other options are not the correct methods for replacing RAM. Unplugging one power cable is not recommended, as it could cause the server to go offline and disrupt any services that are running. Verifying the RAM temperature is not necessary and does not provide any additional safety measures, and replacing the RAM while the server is running is not recommended, as it could cause system instability.

NEW QUESTION 72

- (Topic 2)

A client wants to connect an external keyboard to an Android tablet. Which of the following connection types are appropriate for this task? (Select TWO).

- A. DVI
- B. Infrared
- C. Lightning
- D. USB-C
- E. PS/2
- F. Bluetooth

Answer: DF

Explanation:

The appropriate connection types for connecting an external keyboard to an Android tablet are USB-C and Bluetooth.

NEW QUESTION 76

- (Topic 2)

A technician is inspecting a projector that is displaying fuzzy images. Which of the following actions would provide the BEST solution?

- A. Adjusting the lens
- B. Changing the filter
- C. Replacing the video cable
- D. Reseating the lamp

Answer: A

Explanation:

Adjusting the lens is the best solution to improve image quality in a projector. The lens can become misaligned over time or during transportation, causing the image to appear fuzzy.

NEW QUESTION 78

- (Topic 2)

Which of the following would MOST likely be used to connect one or more devices to the internet in a SOHO?

- A. Hub
- B. Ethernet gateway
- C. Wireless access point
- D. Router

Answer: D

Explanation:

A router is a device that connects one or more networks, such as a home or small office network, to the internet. It allows multiple devices to share a single internet connection and provides network address translation (NAT) to enable communication between the devices on the local network and the internet. A hub, Ethernet gateway, or wireless access point does not provide this functionality.

A router is the most likely device to be used to connect one or more devices to the internet in a SOHO. A router can provide network address translation (NAT), firewall protection, and other features that are important for securing and managing a network. References: CompTIA A+ Certification Exam Guide, pg. 355

NEW QUESTION 80

- (Topic 2)

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

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

Answer: A

Explanation:

The user should configure the print job to use the Duplex option, which will print on both sides of the paper and reduce the amount of paper used.

NEW QUESTION 84

- (Topic 2)

A user wants a second monitor installed on a laptop. The VGA/DVI or HDMI cables have already been connected. Which of the following should the technician do to configure the laptop to show both screens?

- A. Power cycle the laptop.
- B. Plug in the monitor to the USB port.
- C. Adjust the monitor display settings.
- D. Power cycle the monitor.

Answer: C

Explanation:

To configure the laptop to show both screens, the technician should adjust the monitor display settings. On Windows 10 or 11, the technician can select the Start menu, then open Settings, then select Display. The PC should automatically detect the monitors and show the desktop. If the monitors are not detected, the technician can select Multiple displays, then Detect. The technician can then use the dropdown list next to the image of the desktop to choose how the screen will project across the displays.

NEW QUESTION 87

- (Topic 2)

Vertical streaks are appearing on the output of a laser printer. Which of the following items is the MOST likely cause?

- A. Roller
- B. Drum
- C. Transfer belt
- D. Ribbon

Answer: B

Explanation:

Vertical or horizontal lines—Marks that appear in the same place (referred to as repetitive defects) are often due to dirty feed rollers (note that there are rollers in the toner cartridge and fuser unit too) or a damaged or dirty photosensitive drum.

Vertical streaks on a laser printer output are usually caused by a damaged or worn-out drum, which is responsible for transferring toner to the paper. If the drum is damaged, toner may accumulate on certain parts of the drum, leading to streaks on the printed output. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 15

NEW QUESTION 89

- (Topic 2)

A technician installs a new printer for a workstation and tries to print a test page, but the page does not print. The technician looks at the print queue and notices that the printer is called 'Generic Printer.' Which of the following BEST describes what the technician should do to fix this issue?

- A. Connect the printer with a USB cable rather than over the network.
- B. Install the appropriate printer drivers for the OS.
- C. Install the correct toner in the printer.
- D. Set the printer trays to allow duplex printing

Answer: B

Explanation:

The technician should install the appropriate printer drivers for the OS to enable the computer to communicate with the printer. The generic printer name suggests that the drivers are missing or not installed correctly.

NEW QUESTION 91

- (Topic 2)

Which of the following cloud models maintains access, even when a local internet outage occurs?

- A. Private
- B. SaaS
- C. Community
- D. Public

Answer: A

Explanation:

In a private cloud model, the cloud infrastructure is maintained within a company's own data center and is used exclusively by that company. Private clouds offer the advantage of maintaining access even when a local internet outage occurs, since the cloud infrastructure is not dependent on a public network connection. Software as a Service (SaaS) is a cloud model in which software applications are hosted by a third-party provider and made available to customers over the internet. SaaS is not designed to maintain access in the event of a local internet outage.

A community cloud is a shared infrastructure that is used by multiple organizations, typically from the same industry or with similar requirements. Community clouds are not designed to maintain access in the event of a local internet outage.

A public cloud is a cloud infrastructure that is maintained by a third-party provider and is made available to the public over the internet. Public clouds are not designed to maintain access in the event of a local internet outage.

Reference: CompTIA A+ Core 1 Exam Guide, page 258.

NEW QUESTION 93

- (Topic 3)

A technician needs to configure a printer for network communications Which of the following must the technician configure? (Select THREE).

- A. PCL
- B. Dots per Inch
- C. Gateway
- D. Subnet mask
- E. MAC address
- F. IMEI
- G. IP address
- H. Drivers

Answer: CDG

Explanation:

To configure a printer for network communications, the technician must configure its network settings, such as gateway, subnet mask, and IP address. The gateway is the IP address of the router or device that connects the printer to other networks or the internet. The subnet mask is a value that defines which part of the IP address identifies the network and which part identifies the host or device on that network. The IP address is a unique identifier that allows the printer to communicate with other devices.

NEW QUESTION 95

HOTSPOT - (Topic 3)

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

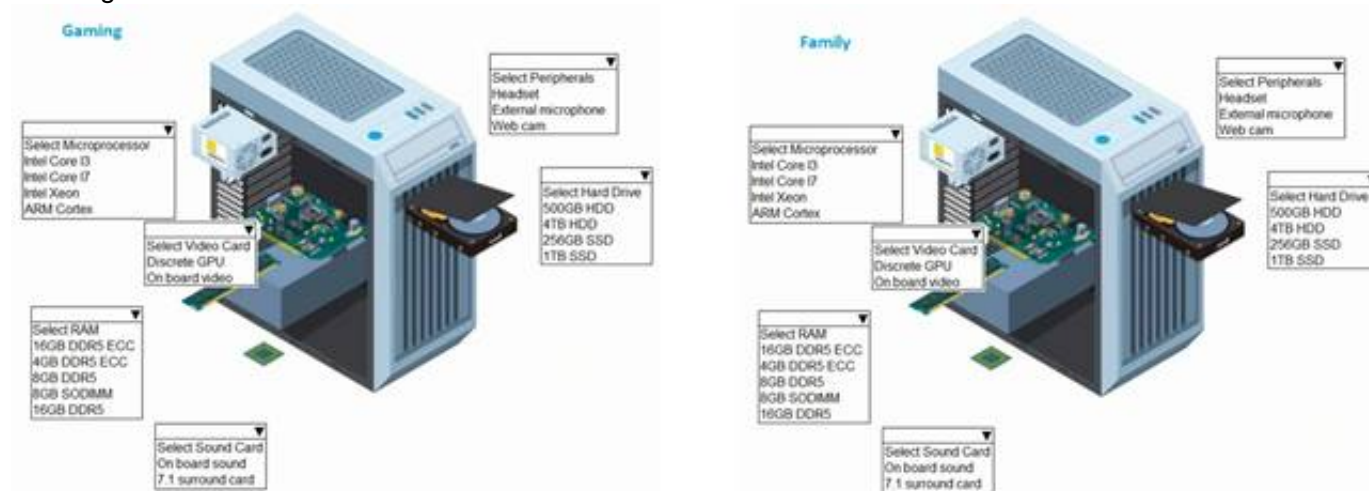
Enough storage to have several games installed at once High-end audio

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

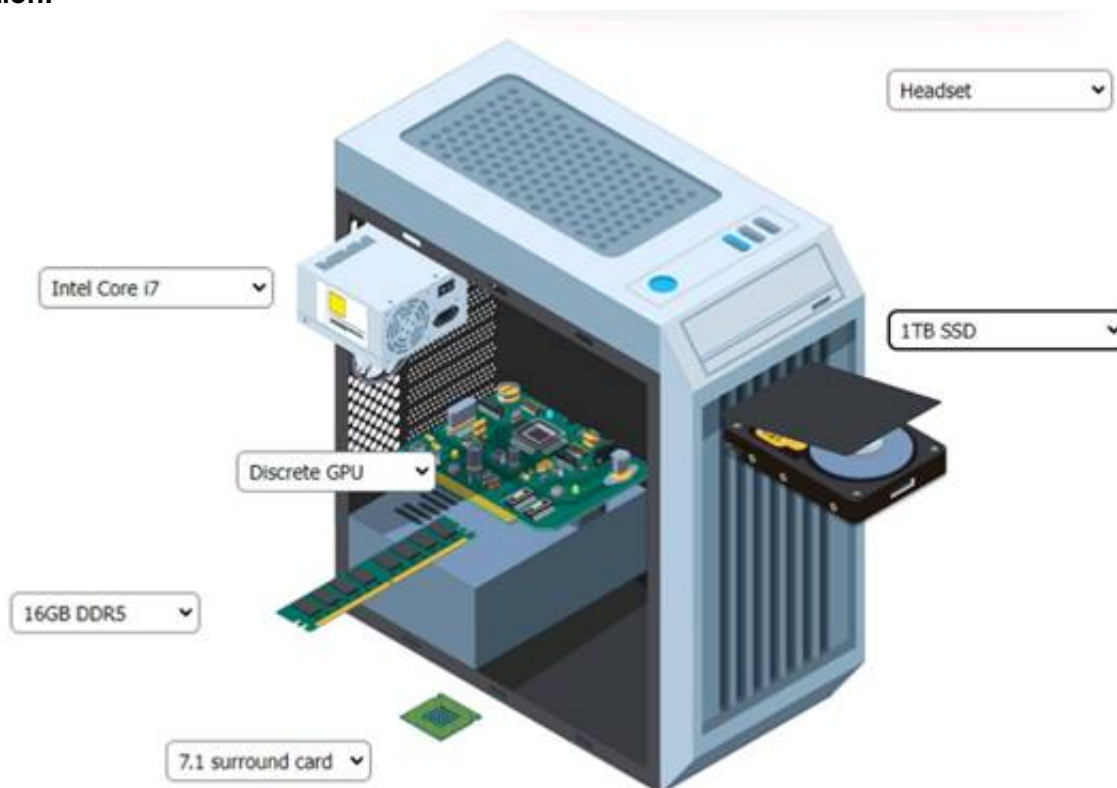
Running the current Windows OS



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 96

- (Topic 3)

A technician is replacing all RJ45 cables in a customer environment. Which of the following are the BEST tools to execute the task? (Select TWO).

- A. Optical fiber tester
- B. Scissors
- C. Cable tester
- D. Crimper
- E. Coaxial cable
- F. Screwdriver

Answer: CD

Explanation:

A cable tester and a crimper are the best tools to execute the task of replacing all RJ45 cables in a customer environment. A cable tester can be used to check the continuity and quality of a cable, and a crimper can be used to attach RJ45 connectors to the ends of a cable. An optical fiber tester is a tool that can be used to test fiber optic cables, which are not RJ45 cables. Scissors are not a tool for replacing cables, but for cutting them. A coaxial cable is a type of cable that has a single copper conductor at its center, which is not an RJ45 cable either. A screwdriver is not a tool for replacing cables, but for fastening or loosening screws.

NEW QUESTION 98

- (Topic 3)

A user's Windows computer started running slowly after the installation of a CAD program. The computer has intermittent timeouts and often has to be rebooted to restore functionality. The computer seems to work correctly if the application is not running. Which of the following should the technician do NEXT to help troubleshoot the issue? (Select TWO).

- A. Replace the video card.
- B. Research the requirements of the application.
- C. Install a new case fan.
- D. Run chkdsk on the HDD.
- E. Check the Event Viewer logs.
- F. Reinstall the application.

Answer: BE

Explanation:

The technician should research the requirements of the CAD program to see if the computer meets them or needs any upgrades or updates to run it properly. The technician should also check the Event Viewer logs to see if there are any errors or warnings related to the application or system performance that could indicate the cause of the problem or suggest a solution. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (pages 43, 47)

NEW QUESTION 99

- (Topic 3)

A user reports that a computer has a virus on it. Which of the following is the FIRST step the technician should take?

- A. Determine a plan of action to resolve the problem.
- B. Run antivirus software to remove the virus from the computer.
- C. Ask the user about the symptoms the computer is experiencing.
- D. Make a backup of the user's data on an external drive.

Answer: C

Explanation:

Asking the user about the symptoms the computer is experiencing is the first step the technician should take when a user reports that a computer has a virus on it. This step helps the technician to gather information and identify the problem before determining a plan of action to resolve it. Running antivirus software, making a backup of the user's data, or determining a plan of action are not the first steps, but possible actions that can be taken after identifying the problem.

NEW QUESTION 100

- (Topic 3)

A printer technician receives a support request for a laser printer that sometimes cuts off the bottom of the print job. During troubleshooting the technician notices that affected jobs are set for 8.5in x 14in (216mm x 356mm) paper and only print from a particular paper tray. Which of the following actions should the technician perform NEXT?

- A. Verify that the printing trays are correctly set.
- B. Swap printer trays until the print jobs complete as expected.
- C. Replace the tray rollers to ensure proper alignment.
- D. Reset the default to use 8.5in x 11in (216mm x 279mm) paper

Answer: A

Explanation:

Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 16)

NEW QUESTION 105

- (Topic 3)

An IT manager is evaluating ticket resolution times. While reviewing the data, the manager notices repetitive issues are taking longer than expected to resolve. Which of the following changes should the manager implement to resolve repetitive issues more quickly?

- A. Require the technicians to spend more time testing theories to determine the root causes of issues.
- B. Require the technicians to verify full system functionality when resolving issues.
- C. Require the technicians to gather more information when speaking with users about issues.
- D. Require the technicians to document the findings, action, and outcomes of issues.

Answer: D

Explanation:

By documenting the findings, action, and outcomes of issues, the technicians can create a knowledge base that can be used to resolve similar issues in the future more quickly and efficiently. The documentation can also help identify patterns or trends that can lead to preventive measures or root cause analysis. Documenting the issues can also improve communication and collaboration among technicians and users, as well as provide evidence of service quality and performance. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 4)

NEW QUESTION 109

- (Topic 3)

A business purchased a new multifunction printer that will be used to photocopy documents with hundreds of pages. A technician is configuring the printer. Which of the following features should the technician ensure is set up?

- A. SMB
- B. PCL
- C. ADF
- D. SSH

Answer: C

Explanation:

Automatic document feeder (ADF) is a feature that allows a multifunction printer to photocopy documents with hundreds of pages automatically without requiring manual intervention. ADF scans multiple pages from a stack of documents and feeds them into the printer one by one. SMB is a network protocol that allows file sharing and printer access among different devices on a network. PCL is a printer language that controls how data is formatted for printing. SSH is a network protocol that allows secure remote access to another device over an encrypted connection.

NEW QUESTION 113

- (Topic 3)

Every time a user sends a print job, the user must walk over to the printer and press OK before the job will print. The same issue is occurring for multiple users. Which of the following is the MOST likely cause of the issue?

- A. The wrong network printer queue is being used.
- B. The network printer is on the wrong VLAN.
- C. A The default paper type has been changed.
- D. The print server has outdated print drivers.

Answer: C

Explanation:

The message prompting to press "OK" indicates that the printer is waiting for a user input. This suggests that there is some issue with the printer settings, and the most probable cause is that the default paper type has been changed, and the printer needs the user to confirm the paper type before proceeding with the print job. This is a common issue that can occur when the default paper type is not set correctly or has been changed without the user's knowledge.

NEW QUESTION 117

- (Topic 3)

A company would like to take advantage of the cost savings of cloud computing by only paying for the resources used. Which of the following will BEST address this need?

- A. Shared resources
- B. Rapid elasticity
- C. Metered utilization
- D. High availability

Answer: C

Explanation:

Metered utilization is a cloud feature that allows cloud providers to charge customers based on their actual consumption of resources, such as CPU time, storage space, bandwidth, or transactions. This enables customers to pay only for the resources they use, rather than a fixed or flat rate, which can reduce costs and increase efficiency. Metered utilization can also provide more transparency and accountability for both cloud providers and customers, as they can track and monitor their resource usage and billing. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 97)

NEW QUESTION 120

- (Topic 3)

Which of the following handles touch-screen operation on a mobile device?

- A. Stylus
- B. Liquid crystal display
- C. Processor
- D. Digitizer

Answer: D

Explanation:

A digitizer is a component that handles touch-screen operation on a mobile device. It is a layer of material that detects and converts the touch of a finger or a stylus into an electrical signal that can be processed by the device. A digitizer works with a display screen to create a touch-screen interface that allows a user to interact with the device by touching pictures or words on the screen.

NEW QUESTION 124

- (Topic 3)

A technician is troubleshooting an issue involving lines appearing down copied pages, but printed pages sent directly to the copier render as intended. Which of the following is the MOST likely cause of this issue?

- A. Empty imager drum
- B. Overheated system fuser
- C. Scratched scanner glass
- D. Third-party toner

Answer: C

Explanation:

If lines appear down copied pages but printed pages sent directly to copier render as intended, it could be due to scratched scanner glass which can cause lines or streaks on copied pages.

If there are lines appearing on copied pages, but not on printed pages sent directly to the copier, the issue is most likely caused by a scratch on the scanner glass. References: <https://www.pacificoffice.com/how-to-fix-lines-on-copier/>

NEW QUESTION 129

- (Topic 3)

A help desk technician receives a ticket stating a printer has jammed several times today. The technician removes the jammed paper and notices the paper supply is low and the paper in the tray is wrinkled. Which of the following MOST likely caused the paper jams?

- A. High latency
- B. Page orientation
- C. Driver mismatch
- D. Multipage misfeed

Answer: D

Explanation:

A multipage misfeed is when more than one sheet of paper feeds into the printer at once, causing paper jams or misprints. A multipage misfeed can be caused by low paper supply or wrinkled paper in the tray, as reported by the user in this case. High latency is not related to paper jams, but to network delays or slow performance. Page orientation refers to whether the page is printed in portrait or landscape mode, which does not affect paper jams either. Driver mismatch could cause printing errors or compatibility issues, but not paper jams.

NEW QUESTION 134

- (Topic 3)

A user's track pad has stopped working. Which of the following should the user do to resolve the track pad's functionality?

- A. Reinstall the mouse drivers
- B. Use the Function key.
- C. Calibrate the digitizer
- D. Configure the mouse settings.

Answer: B

Explanation:

The correct answer is B. Use the Function key.

The explanation is that some laptops have a Function key (Fn) that can be used to toggle the track pad on or off. This can be useful if the user wants to use an external mouse instead of the track pad, or if the track pad is accidentally activated by palm movements. The user should look for a Fn key on their keyboard and a track pad icon on one of the other keys, such as F5 or F9, and press them together to enable or disable the track pad.

NEW QUESTION 137

- (Topic 3)

A laptop does not have any audio output from the built-in speakers. The Windows Device Manager shows a down arrow for the audio device. Which of the following will correct this audio issue?

- A. Replacing the speakers
- B. Increasing the volume
- C. Enabling the audio device
- D. Updating the driver

Answer: C

Explanation:

Enabling the audio device is the correct action to correct an audio issue where a laptop does not have any audio output from the built-in speakers and Windows Device Manager shows a down arrow for the audio device. A down arrow indicates that the audio device is disabled and needs to be enabled by right-clicking on it and selecting Enable device. Replacing the speakers, increasing the volume, or updating the driver are unlikely to solve the issue if the audio device is disabled.

NEW QUESTION 138

DRAG DROP - (Topic 3)

A natural disaster occurred, and the storage system for the development team is unrecoverable. The technician is preparing replacement storage arrays that include a hypervisor with the capacity to support several virtual machines. Two separate bays are available, and both should be utilized.

Requirements for the primary array include the following:

- No need to be scalable
- Very fast on reads
- Fault tolerance of one drive
- Ability to function with only one drive
- Easily recoverable data
- High redundancy
- Minimum number of drives

Requirements for the secondary array include the following:

- Fault tolerance of one drive
- Total space of 600GB
- Best write performance
- Minimum number of drives

Instructions:

Drag and Drop the appropriate Hard Drives. Then Open each array to complete the configuration.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Primary Array:

? Drag and drop two 120 GB SSD hard drives to the primary array bay.

? Open the primary array and select RAID 1 as the RAID level. RAID 1 provides fault tolerance of one drive, ability to function with only one drive, easily recoverable data, high redundancy, and very fast on reads. It also does not need to be scalable and uses the minimum number of drives (two) for RAID 1.

? Confirm the configuration and close the primary array. Secondary Array:

? Drag and drop two 300 GB SSD hard drives to the secondary array bay.

? Open the secondary array and select RAID 0 as the RAID level. RAID 0 provides the best write performance and uses the minimum number of drives (two) for RAID 0. It also provides a total space of 600 GB (300 GB x 2), which meets the requirement.

? Confirm the configuration and close the secondary array.

You have completed the configuration of the storage arrays.

NEW QUESTION 139

- (Topic 3)

Users report that all copies produced on a copier have a solid black line, but printing is unaffected. Which of the following is the MOST likely cause?

- A. Failing imaging drum
- B. A scratch on the scanning bed
- C. Bad output tray
- D. Damaged (user)

Answer: B

Explanation:

A scratch on the scanning bed of a copier can cause a solid black line to appear on all copies, as the scanner cannot read the original document properly through the scratch. The scratch can also reflect light and create noise in the scanned image. The printing function is unaffected by the scratch, as it does not use the scanning bed. The technician should inspect and clean the scanning bed, and replace it if necessary. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 16)

NEW QUESTION 143

- (Topic 3)

A salesperson is using a weather application on a mobile device. The application appears to be draining the device's battery very quickly. Which of the following is the BEST action for the salesperson to take in order to view weather forecasts while traveling?

- A. Enable the GPS service to ensure accurate location detection.
- B. Update the PRL when getting to a new location.
- C. Configure less location checks using cellular location services,
- D. use the offices' Wi-Fi IP addresses as the geolocation mechanism.

Answer: C

Explanation:

The best action for the salesperson to take in order to view weather forecasts while traveling and minimize the battery drain on their mobile device is to configure fewer location checks using cellular location services. This can be done by adjusting the settings for the weather application to limit how often it checks for updates and uses location services. This will help to conserve the battery on the device and keep the application from consuming too much power.

NEW QUESTION 146

- (Topic 3)

A software developer used client-side virtualization on a server to configure a web application. Although the application is working locally on the software developer's PC, other users on the LAN are not able to access the application. Which of the following would allow other users to access the application?

- A. Bridge networking

- B. Application virtualization
- C. Virtual desktop
- D. Site-to-site VPN

Answer: A

Explanation:

Client-side virtualization is used to run an application or process on a separate virtual machine, isolated from the main operating system. To allow other users on the LAN to access the application, the software developer should configure a bridge networking connection between the virtual machine and the LAN. This will allow the virtual machine to communicate with other computers on the network. Application virtualization, virtual desktop, and site-to-site VPN are not necessary steps for allowing other users to access the application.

NEW QUESTION 149

- (Topic 3)

A technician is working with a user to set up scanning. The user requires the scans to be viewable on the network for the entire department. Which of the following settings on the MFP should the technician edit to BEST address the user's request?

- A. Scan to email
- B. Server message block
- C. Secured prints
- D. Web services
- E. Printer share

Answer: B

Explanation:

Server message block (SMB) is the setting on the multifunction printer (MFP) that the technician should edit to best address the user's request of making the scans viewable on the network for the entire department. SMB is a network protocol that allows file sharing and printer access among different devices on a network. The technician can configure the MFP to scan to a shared folder on the network using SMB. Scan to email is a feature that allows the MFP to send scanned documents as email attachments, which may not be viewable by everyone in the department. Secured prints is a feature that allows the MFP to print documents only after entering a PIN or password, which does not address the user's request. Web services is a feature that allows the MFP to access online services such as cloud storage or email, which may not be viewable by everyone in the department either. Printer share is not a setting on the MFP, but a feature that allows a device to share its printer with other devices on a network

NEW QUESTION 154

- (Topic 3)

A user is having an issue with the touch screen on a mobile device. When the user touches the screen, the intended target is not selected. Which of the following would be the BEST action for a technician to take to resolve the issue?

- A. Calibrate the touch screen.
- B. Reset the mobile device.
- C. Replace the LED screen.
- D. Update the mobile device.

Answer: A

Explanation:

Calibrating the touch screen is the best action to resolve the issue of inaccurate touch input. Calibration adjusts the touch screen's sensitivity and alignment to match the user's touch. Resetting the mobile device could erase user data and settings and may not fix the touch screen issue. Replacing the LED screen or updating the mobile device are unnecessary and costly actions that may not solve the problem.

NEW QUESTION 158

- (Topic 3)

A technician is upgrading a computer OS from Windows 7 to Windows 10. During the OS installation, the system is not able to find the hard drive. Which of the following can the technician do to MOST likely fix the issue?

- A. Change the partition to MBR
- B. Load the HDD drivers using a flash drive.
- C. Upgrade the RAM modules.
- D. Replace the hard drive.

Answer: B

Explanation:

Loading the hard disk drive (HDD) drivers using a flash drive is the most likely action that can fix the issue of a computer not being able to find the hard drive during an OS installation from Windows 7 to Windows 10. The HDD may have a different interface or controller than what Windows 10 supports by default, such as SATA or RAID, which would require loading additional drivers during the installation process. The technician can use a flash drive to load the drivers from another device or source. Changing the partition to MBR, upgrading the RAM modules, or replacing the hard drive are not likely to fix the issue, as they are not related to the HDD drivers

NEW QUESTION 160

- (Topic 3)

A technician is troubleshooting a laptop that is unable to browse the internet when connected to the company's wireless network. The technician has verified network connectivity is functional when using an Ethernet cable. Which of the following should the technician use to check if the laptop's wireless NIC is functional?

- A. Hotspot
- B. Near-field communication
- C. Ethernet tap
- D. Spectrum analyzer

Answer: A

Explanation:

A hotspot is a wireless access point that provides internet access to devices that are connected to it. The technician can use a hotspot to check if the laptop's wireless NIC is functional by connecting the laptop to the hotspot and then trying to browse the internet. If the laptop is able to browse the internet, then the wireless NIC is functional. Near-field communication (NFC) is a wireless technology that allows two devices to communicate with each other when they are in close proximity. NFC is not typically used to check if a wireless NIC is functional.

An Ethernet tap is a device that is used to monitor network traffic. An Ethernet tap is not typically used to check if a wireless NIC is functional.

A spectrum analyzer is a device that is used to measure the frequency spectrum of a signal. A spectrum analyzer is not typically used to check if a wireless NIC is functional. Therefore, the correct answer is A. Hotspot.

NEW QUESTION 163

- (Topic 3)

A user has noticed high CPU temperatures when gaming. The user would like to lower the CPU temperature, and cost is not an issue. Which of the following should the user do to BEST cool the CPU while keeping noise to a minimum?

- A. Upgrade the thermal paste.
- B. Use a copper heat sink.
- C. Upgrade the CPU fan.
- D. Install liquid cooling.

Answer: D

Explanation:

Liquid cooling is a method of cooling the CPU by circulating a liquid through a closed loop that absorbs heat from the CPU and transfers it to a radiator. Liquid cooling is more effective and quieter than air cooling, which uses a fan and a heat sink. However, liquid cooling is also more expensive and complex to install. Upgrading the thermal paste, using a copper heat sink, or upgrading the CPU fan are ways to improve air cooling, but they will not lower the CPU temperature as much as liquid cooling. References: <https://www.comptia.org/certifications/a#examdetails> <https://www.comptia.org/blog/what-is-liquid-cooling>

NEW QUESTION 165

- (Topic 3)

A user reports that a printer is leaving streaks on printed pages. The paper type and the toner have been replaced. Which of the following should the technician check NEXT to resolve the issue?

- A. System board
- B. Paper tray
- C. Memory
- D. Fuser

Answer: D

Explanation:

This is because the fuser is the part of the printer that heats and melts the toner onto the paper. If the fuser is defective or dirty, it can cause streaks or smudges on printed pages. The system board and the memory are not related to the quality of the print output. The paper tray may cause paper jams or misfeeds, but not streaks on the paper.

NEW QUESTION 167

- (Topic 3)

Which of the following components houses the MX record?

- A. DNS
- B. VLAN
- C. DHCP
- D. SMTP

Answer: A

Explanation:

The MX record is housed in the DNS (Domain Name System) which is responsible for translating domain names into IP addresses and vice versa. The MX record specifies the mail server responsible for accepting email messages on behalf of a domain name and is a resource record in the DNS123.

NEW QUESTION 169

- (Topic 4)

A user tries to turn on a computer but gets the following error message: Bootable device not found. The computer had no issues yesterday Which of the following is the most likely reason for this error?

- A. The HDD is malfunctioning.
- B. The mouse and keyboard are not connected.
- C. A misconfigured boot device is in the BIOS.
- D. The network cable is unplugged

Answer: A

Explanation:

The most likely reason for this error is A. The HDD is malfunctioning.

A bootable device not found error usually indicates that the system cannot access or detect the hard disk that contains the operating system files. This could be due to a physical or logical damage to the hard disk, such as bad sectors, corrupted partitions, or faulty cables. According to the web search results, some possible causes and solutions for this error are:

- ? Hard drive connection issue: Check the cabling and power supply to the hard drive and make sure they are properly connected¹².
- ? Corrupt hard drive partitions: Use a Windows installation media to scan and repair the corrupt system files using the System File Checker (SFC) tool¹.
- ? Damaged hard drive: Replace the hard drive with a new one and reinstall the operating system².
- ? Incorrect boot sequence in the BIOS: Enter the BIOS or UEFI settings menu and change the boot order to make sure that the system drive is in the first position¹³.
- ? Damaged MBR (Master Boot Record): Use a Windows installation media to repair the Windows bootloader using the Diskpart tool¹.

NEW QUESTION 171

- (Topic 4)

A technician is troubleshooting a burning smell on a desktop computer. The technician determines that the odor is coming from inside the device. Which of the following should the technician do first?

- A. Unplug the computer.
- B. Locate a fire extinguisher.
- C. Call the fire department.
- D. Remove the desktop cover.

Answer: A

Explanation:

A burning smell on a desktop computer is a serious issue that indicates a hardware malfunction or failure. It can be caused by overheating, a faulty power supply, a malfunctioning motherboard, or a short circuit¹². If left unchecked, it can damage the components, cause a fire, or harm the user.

The first thing the technician should do when troubleshooting a burning smell on a desktop computer is to unplug the computer from the power source. This will stop the flow of electricity and prevent further damage or fire. The technician should also wear protective gloves and eye wear to avoid contact with any hot or hazardous parts.

The other options are less likely to be the first step in troubleshooting, because:

- Locating a fire extinguisher is a good precaution, but it should not be done before unplugging the computer. The fire extinguisher should only be used if there is visible smoke or flames coming from the computer, and only after unplugging it and ensuring that it is safe to do so.
- Calling the fire department is an extreme measure that should only be done if there is an actual fire that cannot be controlled by the fire extinguisher. It should not be done before unplugging the computer and trying to identify and fix the problem.
- Removing the desktop cover is a necessary step to inspect the internal components and find the source of the burning smell. However, it should not be done before unplugging the computer, as it can expose the technician to live wires and electric shocks.

For more information and tips on how to troubleshoot a burning smell on a desktop computer, you can visit these links:

- How to find the source of a burning smell in my computer?
- Burning Smell From PC? 10 Reasons Why It Could Happen

NEW QUESTION 175

- (Topic 4)

A customer is reporting that some of the keys at the bottom edge on a laptop are hard to press and the track pad buttons require significant force to click. The technician inspects the laptop and does not notice any cracks or other damage to the chassis or screen. Which of the following is the most likely cause of the issue?

- A. The customer dropped the laptop.
- B. The digitizer has failed.
- C. The battery is swollen.
- D. An open bottle of rubbing alcohol fell onto the keyboard.

Answer: C

Explanation:

A swollen battery is the most likely cause of the issue that the customer is reporting. A swollen battery is a battery that has expanded in size due to a chemical reaction, gas buildup, or overheating. A swollen battery can cause pressure on the laptop's chassis, keyboard, track pad, and other components, making them hard to press or click. A swollen battery can also pose a fire hazard and damage the laptop's performance and lifespan. The other options are not as likely or relevant to the issue. Dropping the laptop may cause cracks or other visible damage to the chassis or screen, but the technician did not notice any. The digitizer is the part of the laptop that converts touch input into digital signals, and it has nothing to do with the keyboard or the track pad buttons. An open bottle of rubbing alcohol falling onto the keyboard may cause liquid damage, corrosion, or short circuits, but it would not affect the track pad buttons or the bottom edge of the keyboard.

To troubleshoot and resolve the issue, the technician should remove the battery from the laptop and inspect it for signs of swelling, such as bulging, deformation, or leakage. The technician should also check the laptop's chassis, keyboard, and track pad for any signs of damage or warping caused by the battery. The technician should then replace the swollen battery with a new one that is compatible with the laptop's model and specifications. The technician should also dispose of the swollen battery properly and safely, following the local regulations and guidelines.

References:

- ? CompTIA A+ Certification Exam Core 1 Objectives¹
- ? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook²
- ? How to Fix a Swollen Laptop Battery - Lifewire³
- ? How to Tell If Your Laptop Battery Is Swollen - Techwalla⁴

NEW QUESTION 177

- (Topic 4)

A technician assembled a new PC. After a few minutes, the computer slows down and then shuts itself off. Which of the following is the most likely cause of the failure?

- A. Thermal paste was not used.
- B. The GPU needs additional power.
- C. The memory is insufficient.
- D. The motherboard is incompatible.

Answer: A

Explanation:

The most likely cause of the failure is A. Thermal paste was not used.

Thermal paste, also known as thermal grease or thermal compound, is a substance that is applied between the CPU and the heat sink to improve the heat transfer and cooling of the CPU. Thermal paste fills the gaps and irregularities between the CPU and the heat sink, creating a better contact and reducing the thermal resistance .

According to some web search results , some signs and symptoms of not using thermal paste or using it incorrectly are:

- The CPU overheats and slows down or shuts down to prevent damage
- The CPU fan spins faster and louder to try to cool down the CPU
- The PC performance drops or becomes unstable
- The PC crashes or displays errors or blue screens

To fix this issue, the technician should apply thermal paste properly between the CPU and the heat sink, following these steps :

- Turn off the PC and unplug it from the power source
- Open the PC case and locate the CPU fan and heat sink
- Remove the CPU fan and heat sink from the motherboard
- Clean the surfaces of the CPU and heat sink with a lint-free cloth and alcohol
- Apply a small amount of thermal paste (about the size of a grain of rice) in the center of the CPU
- Reattach the heat sink and CPU fan to the motherboard, making sure they are aligned and secured
- Close the PC case and plug it back to the power source

The GPU needs additional power, the memory is insufficient, or the motherboard is

incompatible are not likely causes of the failure, since they would not cause the PC to overheat and shut down after a few minutes. The GPU needs additional power if it has a high power consumption that exceeds the capacity of the power supply or the PCIe slot. The memory is insufficient if it cannot handle the applications or tasks that are running on the PC. The motherboard is incompatible if it does not support the CPU, RAM, or other components that are installed on it. These issues may cause poor performance, errors, or crashes, but not overheating and shutting down.

NEW QUESTION 178

- (Topic 4)

A regularly used laser printer is printing vertical lines on each page_ Which of the following should the technician do first?

- A. Lower the printing contrast.
- B. Change the paper type
- C. Install a new fuser.
- D. Replace the toner cartridge

Answer: D

Explanation:

The answer is D. Replace the toner cartridge.

Vertical lines on a laser printer output are usually caused by a faulty or empty toner cartridge, a dirty or damaged drum unit, or a clogged or obstructed laser glass.

According to the web search results, some possible steps to troubleshoot and resolve this issue are:

? Check the toner level and replace the toner cartridge if it is low or empty¹.

? Remove the toner cartridge and inspect the drum unit for any signs of damage, such as scratches, cracks, or toner buildup. Clean the drum unit with a soft cloth or replace it if it is damaged²³.

? Locate the laser glass, which is a narrow strip of glass under the scanner lid or inside the printer. Clean the laser glass with a lint-free cloth moistened with water and remove any dust, dirt, or debris that might block the laser beam²⁴.

NEW QUESTION 182

- (Topic 4)

Which of the following server roles does RADIUS perform?

- A. DNS
- B. AAA
- C. Mail server
- D. Syslog

Answer: B

Explanation:

AAA stands for Authentication, Authorization, and Accounting, and it is a framework that provides security services for network access control. Authentication verifies the identity of a user or device that requests access to a network resource. Authorization determines what level of access or privileges are granted to a user or device based on their identity or role. Accounting tracks and records the usage of network resources by users or devices for billing or auditing purposes. RADIUS (Remote Authentication Dial-In User Service) is a protocol that implements AAA functions by communicating with a central server that stores user credentials and policies.

NEW QUESTION 185

- (Topic 4)

Which of the following 802.11 Wi-Fi protocols utilizes the 5.0GHz frequency and has the BEST speed and reception?

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

Answer: B

Explanation:

802.11 ax is a wireless networking protocol that utilizes the 5.0GHz frequency and has the best speed and reception among the options given. 802.11 ax offers higher data rates, lower latency, increased capacity, and improved power efficiency than previous protocols. It is also known as Wi-Fi 6 or High Efficiency Wireless (HEW). 802.11a also uses the 5.0GHz frequency, but it is an older protocol that has lower speed and reception than 802.11 ax. 802.11b/g/n use the 2.4GHz frequency, which is more crowded and prone to interference than the 5.0GHz frequency. 802.11n can use both frequencies, but it is also slower and less efficient than 802.11 ax. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 82)

NEW QUESTION 188

- (Topic 4)

A user needs to connect a laptop to the internet while traveling on a train. Which of the following features should be enabled on the user's phone?

- A. Bluetooth
- B. Near-field communication
- C. Hotspot
- D. Roaming

Answer: C

Explanation:

A hotspot is a feature that allows a phone to share its cellular data connection with other devices via Wi-Fi, Bluetooth, or USB. This can be useful when traveling on a train, where Wi-Fi networks may not be available or reliable. A hotspot can provide internet access to a laptop or other devices that need to connect to the web.

Bluetooth is a wireless technology that allows devices to communicate over short distances, usually within 10 meters. It can be used to pair devices such as headphones, speakers, keyboards, mice, etc. However, it cannot be used to share internet access from a phone to a laptop.

Near-field communication (NFC) is a wireless technology that allows devices to exchange data by touching or bringing them close together, usually within 4 cm. It can be used for applications such as contactless payments, smart cards, digital tickets, etc. However, it cannot be used to share internet access from a phone to a laptop.

Roaming is a feature that allows a phone to use another carrier's network when the home network is not available. This can be useful when traveling abroad, where the home network may not have coverage or agreements with local operators. However, roaming can incur additional charges and may not provide the same speed or quality of service as the home network. Roaming does not affect the ability of the phone to share internet access with other devices via hotspot.

NEW QUESTION 189

- (Topic 4)

A technician is asked to purchase and install a line-of-sight wireless system that provides a stable network connection between two buildings. Which of the following needs to be considered prior to purchasing the system?

- A. IP address range
- B. SSID broadcast
- C. Firewall rules
- D. Regulatory power limits

Answer: D

Explanation:

A line-of-sight wireless system is a type of wireless communication that requires a clear and unobstructed path between the transmitter and the receiver. This can be achieved by using directional antennas that focus the radio signals in a narrow beam. A line-of-sight wireless system can provide a stable network connection between two buildings that are within the range and visibility of each other.

However, before purchasing and installing a line-of-sight wireless system, one of the factors that needs to be considered is the regulatory power limits. The power limit is the maximum amount of radio frequency (RF) energy that a transmitter can emit. Different countries and regions have different regulations and standards for the allowable power levels of wireless devices. Exceeding the power limit can cause interference with other wireless services, such as aviation, radio, television, etc. It can also pose health and safety risks to humans and animals.

Therefore, a technician should check the local laws and regulations for the power limits of the wireless system before buying and installing it. The technician should also use a proper tool to measure the actual power output of the transmitter and adjust it accordingly. The technician should also ensure that the transmitter and receiver are aligned properly and have a clear line of sight without any obstacles.

The other options are not relevant to the line-of-sight wireless system. The IP address range is a set of numerical identifiers that are assigned to devices on a network. It does not affect the physical transmission of wireless signals. The SSID broadcast is a feature that allows a wireless network to announce its name and availability to nearby devices. It does not affect the stability of the network connection between two buildings. The firewall rules are a set of policies that control the incoming and outgoing traffic on a network. They do not affect the line-of-sight wireless system.

References:

- ? Wireless line-of-sight, non-line-of-sight, beyond-line-of-sight propagation
- ? Point-to-point Wi-Fi bridging between buildings—the cheap and easy way
- ? How Does Wireless Internet, or Line of Sight Internet Work?
- ? Line-of-Sight Transmission - Engineering LibreTexts
- ? What is Line of Sight (LoS)? - Definition from Techopedia

NEW QUESTION 192

- (Topic 4)

A systems administrator is working to ensure access to corporate laptops is limited to authorized users. The administrator has already implemented a password policy. Which of the following would be the best option to help the administrator secure the corporate resources?

- A. Trusted Platform Module
- B. Biometric scanner
- C. Laptop lock
- D. Encryption

Answer: B

Explanation:

The best option to help the administrator secure the corporate resources is B. Biometric scanner.

A biometric scanner is a device that can authenticate a user's identity based on their physical or behavioral characteristics, such as fingerprint, iris, face, voice, or signature. A biometric scanner can provide a high level of security and convenience for accessing corporate laptops, as it can prevent unauthorized users from accessing the devices and eliminate the need to remember passwords.

The other options are not the best options for this scenario. A Trusted Platform Module (TPM) is a chip that can store encryption keys and other sensitive data on a laptop. A TPM can enhance the security of data and devices, but it does not limit access to authorized users by itself. A TPM can work with a password or a biometric scanner to provide multifactor authentication. A laptop lock is a device that can physically secure a laptop to a desk or other object using a cable and a lock. A laptop lock can deter theft or tampering, but it does not prevent unauthorized users from accessing the laptop if they have the password or the key.

Encryption is a process that can protect data on a laptop by transforming it into an unreadable format using a key. Encryption can prevent unauthorized users from accessing or modifying the data, but it does not prevent them from accessing the laptop itself.

NEW QUESTION 194

- (Topic 4)

After a corporate office upgraded its Ethernet wiring, a number of users are unable to access the internet. A technician establishes a theory for troubleshooting the issue and tests it, but the theory is incorrect. Which of the following should the technician do next?

- A. Document the findings.
- B. Gather additional details.
- C. Escalate the problem.
- D. Identify user changes.

Answer: B

Explanation:

The correct answer is B. Gather additional details.

According to the CompTIA troubleshooting process for the A+ certification exams¹, the technician should gather additional details after testing a theory that is incorrect. This step helps to identify the problem more accurately and establish a new theory of probable cause. The other options are not appropriate for this stage of the troubleshooting process. Documenting the findings, escalating the problem, and identifying user changes are steps that should be done later in the process, after determining the cause and implementing a solution¹.

NEW QUESTION 197

- (Topic 4)

A technician is preparing to set up a gaming computer with the following components:

- Discrete, high-end graphics card
- Video capture card
- High-end processor
- Multiple hard drives
- USB 3.0 hub
- Sound card

Which of the following options is the most important for the technician to consider before building the gaming computer?

- A. Redundant power supply
- B. Modular power supply
- C. 20-pin v
- D. 24-pin power adapter
- E. Power supply wattage rating

Answer: D

Explanation:

The correct answer is D. Power supply wattage rating.

The power supply wattage rating is the most important factor to consider before building a gaming computer, as it determines how much power the system can draw from the wall and how much power the components can consume. A power supply with a low wattage rating may not be able to support the high-end graphics card, processor, and other devices, resulting in poor performance, instability, or damage¹².

To find the optimal power supply wattage rating for a gaming computer, the technician should calculate the total power consumption of all the components and add some

headroom for future upgrades or overclocking. The technician can use online calculators such as Cooler Master Power Calculator or Seasonic Wattage Calculator to estimate the power requirements of the system³.

NEW QUESTION 201

- (Topic 4)

A user's laptop will not turn on for a meeting in a conference room. However, the laptop turns on correctly when connected to the external monitor, mouse, and keyboard at the user's desk. Which of the following should a technician do to ensure that the laptop functions everywhere in the office?

- A. Reinstall the laptop's operating system.
- B. Enable a remote desktop account.
- C. Issue a peripheral set for use in the conference room.
- D. Replace the laptop's battery.

Answer: D

Explanation:

A laptop's battery is the component that provides power to the laptop when it is not connected to an external power source, such as a wall outlet or a docking station. A laptop's battery can wear out over time, losing its capacity and ability to hold a charge. This can cause the laptop to not turn on or shut down unexpectedly when it is not plugged in . According to some web search results , some signs and symptoms of a failing laptop battery are:

- The laptop does not turn on or turns off suddenly when it is not connected to an external power source
- The laptop shows a low battery warning or a red X over the battery icon even when it is fully charged
- The laptop takes longer to charge or does not charge at all
- The laptop feels hot or the battery bulges or leaks

To fix this issue, the technician should replace the laptop's battery with a new one that is compatible with the laptop model and specifications. The technician should also dispose of the old battery properly, following the environmental and safety guidelines .

Reinstalling the laptop's operating system, enabling a remote desktop account, or issuing a peripheral set for use in the conference room are not effective solutions for this issue, since they do not address the root cause of the problem, which is the faulty battery. Reinstalling the operating system may erase the user's data and settings, and it may not improve the laptop's performance or power management. Enabling a remote desktop account may allow the user to access their files and applications from another device, but it does not solve the problem of the laptop not turning on. Issuing a peripheral set for use in the conference room may provide the user with an external monitor, mouse, and keyboard, but it does not guarantee that the laptop will work without an external power source.

NEW QUESTION 205

- (Topic 4)

A user's Windows PC is unable to connect to the network at a new branch office that the user is visiting. A technician discovers the PC is unable to ping the local

gateway. Which of the following commands should the technician use next?

- A. ipconfig
- B. cd config
- C. ifconfig
- D. show config

Answer: A

Explanation:

ipconfig is a command-line tool that displays the current configuration of the network interfaces on a Windows PC. It can also be used to release and renew the IP address, flush the DNS cache, and display the routing table. If the PC is unable to ping the local gateway, the technician should use ipconfig to check the IP address, subnet mask, default gateway, and DNS servers of the PC. The technician can also use ipconfig /renew to request a new IP address from the DHCP server, or ipconfig /flushdns to clear the DNS cache.

References

- [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 78
- How to use the ipconfig command on Windows 10
- How to Ping the Windows Network Router

NEW QUESTION 206

- (Topic 4)

Which of the following solutions can help users who have the current Windows operating systems run legacy applications that are not supported under the latest applications?

- A. AppLocker
- B. Type 1 hypervisors
- C. Sandbox
- D. Application virtualization

Answer: D

NEW QUESTION 209

- (Topic 4)

A technician needs to upgrade the power supply of a workstation that contains a high-end graphics card, 16 hyperthreaded cores, and multiple hard drives. Which of the following should the technician use to determine the appropriate power supply for the workstation?

- A. The manufacturer's specifications for the components
- B. The wattage of the current power supply
- C. The wattage of the motherboard
- D. The capacity of the hard drives
- E. The number of hyperthreaded cores

Answer: A

Explanation:

The manufacturer's specifications for the components are the best source of information to determine the appropriate power supply for the workstation. The manufacturer's specifications will list the power requirements and recommendations for each component, such as the graphics card, the CPU, the hard drives, and the motherboard. By adding up the power consumption of each component, the technician can estimate the total wattage needed for the workstation. The technician should also consider some extra headroom for future upgrades or peak loads. The technician can then choose a power supply that meets or exceeds the total wattage and has the right connectors and form factor for the workstation.

NEW QUESTION 212

- (Topic 4)

Which of the following devices would a punchdown tool most likely be utilized on?

- A. Cable modem
- B. Managed switch
- C. POE injector
- D. Patch panel

Answer: D

Explanation:

A patch panel is a device that connects multiple network cables in an organized and convenient way. A patch panel has a number of ports that correspond to different cables, such as Ethernet, coaxial, or fiber-optic cables. A patch panel can help simplify the wiring and management of a network, as well as provide flexibility and scalability for adding or changing network devices.

A punchdown tool is a tool that can be used to terminate network cables into a patch panel. A punchdown tool has a blade that cuts and pushes the wires into the slots or contacts of the patch panel. A punchdown tool can help create a secure and reliable connection between the network cables and the patch panel.

NEW QUESTION 213

- (Topic 4)

A user is experiencing an issue when trying to use a wireless headset with a mobile phone. The device was previously paired with the phone but is unable to connect when switched on. Which of the following should the user enable on the phone to remediate the issue?

- A. Bluetooth
- B. Near-field communication
- C. Tether
- D. Wi-Fi

Answer: A

Explanation:

The correct answer is A. Bluetooth.

Bluetooth is a wireless technology that allows devices to communicate with each other over short distances. It is commonly used for connecting wireless headsets, speakers, keyboards, mice, and other peripherals to mobile phones, laptops, and other devices.

To use a Bluetooth device with a mobile phone, the user needs to enable Bluetooth on both devices and pair them together. Pairing is a process of exchanging security codes and creating a trusted connection between the devices. Once paired, the devices can automatically connect when they are in range and turned on. If the user is experiencing an issue when trying to use a wireless headset with a mobile phone, the first thing to check is whether Bluetooth is enabled on both devices. If Bluetooth is turned off, the devices will not be able to connect or communicate with each other.

To enable Bluetooth on a mobile phone, the user can follow these steps:

- Check in quick settings: Select the Network, Sound, or Battery icons () on the right side of the taskbar, look for the Bluetooth quick setting, then select Bluetooth to turn it on. You'll see "Not connected" if your Windows 11 device isn't connected to any Bluetooth accessories.

- Check in Settings: Select Start > Settings > Bluetooth & devices . Make sure Bluetooth is turned on.

These steps are based on Windows 11 operating system¹. The exact steps may vary depending on the type and model of the mobile phone and its operating system.

If Bluetooth is enabled on both devices but they still cannot connect, the user can try some other troubleshooting steps, such as:

- Turn off your Bluetooth device, wait a few seconds, then turn it back on.
- Make sure your Bluetooth device is in range of your mobile phone.
- Remove the Bluetooth device from your mobile phone's list of paired devices, then add it again.
- Update the Bluetooth driver on your mobile phone or the firmware on your Bluetooth device.
- Restart your mobile phone or reset your Bluetooth device.

For more details and tips on how to fix Bluetooth problems in Windows 11² or other operating systems¹, you can visit the links provided.

NEW QUESTION 217

- (Topic 4)

The output from print jobs a user submitted to a laser printer is missing the color yellow. The user has already attempted a cleaning cycle. Which of the following parts most likely needs to be replaced?

- A. Fuser
- B. Ink cartridge
- C. Imaging drum
- D. Toner tank
- E. Resin

Answer: C

Explanation:

An imaging drum is a component of a laser printer that transfers the toner to the paper. It is sensitive to light and can wear out over time, resulting in poor print quality or missing colors. If the cleaning cycle does not resolve the issue, the imaging drum may need to be replaced¹.

A fuser is a component of a laser printer that heats and melts the toner onto the paper. It does not affect the color output of the printer, but it can cause paper jams, smudges, or wrinkles if it is defective².

An ink cartridge is a component of an inkjet printer, not a laser printer. A laser printer uses toner, which is a dry powder, instead of ink, which is a liquid. An ink cartridge would not be compatible with a laser printer³.

A toner tank is a container that holds the toner for a laser printer. It can be either integrated with the imaging drum or separate from it. If the toner tank is empty or low, the printer will display a warning message and the print quality will deteriorate. However, if only one color is missing, the problem is more likely with the imaging drum than the toner tank⁴.

Resin is a material that is used in some types of 3D printers, not laser printers. Resin printers use a liquid resin that is cured by a light source to create solid objects. Resin has nothing to do with laser printing⁵.

NEW QUESTION 218

- (Topic 4)

A technician is preparing a redesigned conference room for a presentation. The presenter connects a laptop to the LCD projector, but a "No input source" error message is displayed on the LCD projector's screen. However, the presentation is working on the laptop's LCD screen when in mirroring mode on the docking station. Which of the following troubleshooting steps should the technician take first?

- A. Replace the LCD projector.
- B. Reboot the laptop.
- C. Update the display drivers.
- D. Check the physical cabling.

Answer: D

Explanation:

One of the possible causes of the error message "No input source" is that the LCD projector is not receiving any signal from the connected device, such as a laptop¹. This could be due to a loose or faulty cable or connector, or an incorrect input source selected on the projector². Therefore, the first troubleshooting step that the technician should take is to check the physical cabling and make sure it is properly connected and secured¹².

NEW QUESTION 220

- (Topic 4)

A graphic designer wants to purchase a laptop that provides the most accurate color spectrum available when viewed from as many different angles as possible. Which of the following display types would best meet the graphic designer's requirements?

- A. LCD
- B. Plasma
- C. OLED
- D. VGA

Answer: C

Explanation:

Graphic design



Explore

The correct answer is C. OLED.

OLED stands for Organic Light-Emitting Diode, and it is a type of display technology that uses organic compounds to create light and color. Unlike LCD (Liquid Crystal Display) or Plasma displays, OLED does not require a backlight or a filter to produce images. This means that OLED can offer higher contrast, wider color gamut, and better viewing angles than other display types.

LCD displays use liquid crystals that are sandwiched between two polarizing filters and illuminated by a backlight. The liquid crystals can change their orientation and block or allow light to pass through the filters. LCD displays can have different panel types, such as IPS (In-Plane Switching), VA (Vertical Alignment), or TN (Twisted Nematic), which affect the color accuracy, response time, and viewing angles of the display.

Plasma displays use gas-filled cells that are electrically charged to create plasma, which emits ultraviolet light. The ultraviolet light then excites phosphors that emit visible light and color. Plasma displays can produce deep blacks and high contrast, but they are also prone to image retention, screen burn-in, and high power consumption.

VGA stands for Video Graphics Array, and it is not a display type but a video interface standard that was introduced in 1987. VGA can transmit analog signals from a computer to a monitor, but it has low resolution and limited color depth compared to modern digital standards such as HDMI or DisplayPort.

Therefore, OLED is the best display type for graphic designers who want the most accurate color spectrum and the widest viewing angles. OLED displays can also be thinner and lighter than LCD or Plasma displays, which makes them ideal for laptops. However, OLED displays are also more expensive and less durable than other display types, and they may suffer from image retention or burn-in over time.

NEW QUESTION 223

- (Topic 4)

A technician plans to upgrade a laptop's RAM from 4GB to 16GB. Which of the following should the technician do?

- A. Purchase the same architecture of RAM.
- B. Configure the laptop's BIOS settings for the RAM upgrade.
- C. Purchase RAM with the same CAS latency.
- D. Purchase the same brand of RAM.

Answer: A

Explanation:

The most important factor to consider when upgrading a laptop's RAM is the architecture of the RAM, which determines the type, speed, and capacity of the memory modules. The architecture of the RAM must match the architecture of the laptop's motherboard and processor, otherwise the RAM will not be compatible or function properly. The architecture of the RAM includes the DDR generation (such as DDR3 or DDR4), the form factor (such as SO-DIMM), the pin count (such as 204 or 260), the voltage (such as 1.35V or 1.5V), and the frequency (such as 1600MHz or 2400MHz).

The other options are not as crucial or relevant for the RAM upgrade. The brand of the RAM does not matter as long as the RAM meets the specifications of the laptop and is of good quality. The CAS latency of the RAM is a measure of the delay between the memory controller requesting data and the RAM delivering it, and it affects the performance of the RAM. However, the CAS latency is not a fixed value and can vary depending on the frequency and voltage of the RAM. Therefore, purchasing RAM with the same CAS latency is not necessary or sufficient for compatibility. The laptop's BIOS settings are usually configured to automatically detect and adjust to the RAM upgrade, and do not need to be manually changed by the technician.

References:

- ? CompTIA A+ Certification Exam Core 1 Objectives1
- ? The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook2
- ? How to Upgrade the RAM in Your Laptop | Tom's Hardware3
- ? How to Upgrade RAM on a Laptop | Crucial.com4

NEW QUESTION 225

- (Topic 4)

Which of the following ports allows for secure communications?

- A. 20
- B. 22
- C. 23
- D. 25

Answer: B

Explanation:

The correct answer is B. 22.

Port 22 is the default port for SSH (Secure Shell), a protocol that allows secure and encrypted remote login and command execution over a network. SSH uses public key cryptography to authenticate the client and the server, and to encrypt the data exchanged between them. SSH can be accessed through different ports,

depending on the configuration of the server and the client. The default port for SSH is 22, but it can be changed to any other port for security reasons¹. Port 20 is the default port for FTP (File Transfer Protocol) data transfer, a protocol that allows file transfer between a client and a server over a network. FTP uses two ports: one for data transfer (port 20) and one for control commands (port 21). FTP does not provide encryption or authentication, and it is vulnerable to various attacks, such as packet sniffing, spoofing, or brute force. To secure FTP connections, protocols such as FTPS (FTP over SSL) or SFTP (SSH File Transfer Protocol) can be used². Port 23 is the default port for Telnet, a protocol that allows remote login and command execution over a network. Telnet does not provide encryption or authentication, and it sends data in plain text, which can be easily intercepted or modified by attackers. Telnet is considered obsolete and insecure, and it should be replaced by SSH or other secure protocols³. Port 25 is the default port for SMTP (Simple Mail Transfer Protocol), a protocol that allows sending and receiving email messages over a network. SMTP does not provide encryption or authentication, and it can be exploited by spammers or hackers to send malicious or unwanted emails. To secure SMTP connections, protocols such as SMTPS (SMTP over SSL) or STARTTLS (Transport Layer Security) can be used. Therefore, port 22 is the only port that allows for secure communications by default, as it uses SSH protocol. For more information about ports and their security, you can refer to the following web search results: How to secure your TCP/IP ports, What is an SSL port? A technical guide for HTTPS, HTTPS Port: What It Is, How to Use It, and More (2023).

NEW QUESTION 228

- (Topic 4)

A technician tries installing different toners to fix a printer that is printing blank pages, but the issue persists. Which of the following is most likely causing the issue?

- A. Printer drum
- B. Printer ink
- C. Environmental temperature
- D. Corrupted printer drivers

Answer: A

Explanation:

A printer drum is a component of a laser printer that transfers the toner to the paper. It is a cylindrical metal or plastic piece that is coated with a photosensitive material. The drum is charged by a laser beam, which creates an electrostatic image of the document to be printed. The toner then sticks to the charged areas of the drum, and the drum rolls over the paper, transferring the toner to the paper and creating the printout¹.

If the printer drum is damaged, worn out, or dirty, it may not be able to transfer the toner properly, resulting in blank pages. According to some web search results²³, some signs that a printer drum needs to be replaced are:

- Faint, light, faded, or blank printed pages
- Streaks, spots, or lines on the printed pages
- Error messages indicating a drum problem

To fix this issue, the technician may need to clean or replace the printer drum. Some web search results¹² provide instructions on how to perform a manual drum cleaning or replacement.

Printer ink is not a likely cause of the issue, since the user has already tried installing different toners and the issue persists. Toner is the powder used by laser printers, while ink is the liquid used by inkjet printers. They are not interchangeable⁴.

Environmental temperature is not a likely cause of the issue, since most printers can operate in a wide range of temperatures. However, extreme temperatures may affect the quality and performance of some printers. For example, high temperatures may cause ink to dry out or toner to clump, while low temperatures may cause ink to freeze or toner to become brittle.

Corrupted printer drivers are not a likely cause of the issue, since they would affect the communication between the printer and the computer, not the printing process itself. Corrupted printer drivers may cause errors, delays, or incorrect outputs, but not blank pages.

NEW QUESTION 233

- (Topic 4)

A technician is setting up storage in a server that only has SAS connectors for storage. The technician wants the server to utilize RAID 10 for increased performance. Which of the following storage types should the technician install?

- A. NVMe M.2
- B. Mechanical
- C. mSATA
- D. Optical

Answer: B

Explanation:

SAS stands for Serial Attached SCSI, which is a type of interface that connects storage devices to servers or workstations. SAS supports both mechanical hard disk drives (HDDs) and solid state drives (SSDs), but not other types of storage devices, such as NVMe M.2, mSATA, or optical drives¹².

RAID stands for Redundant Array of Independent Disks, which is a method of combining multiple storage devices into a logical unit that provides improved performance, reliability, or both. RAID 10 is a combination of RAID 1 (mirroring) and RAID 0 (striping), which means that data is written across two or more striped sets of mirrored drives³⁴. Therefore, the only type of storage device that the technician can install in a server that only has SAS connectors and wants to use RAID 10 is mechanical HDDs. Mechanical HDDs use spinning platters and moving heads to store and access data, and they are usually cheaper and have larger capacities than SSDs, but they are also slower and more prone to failure .

References:

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 3: Hardware, Section 3.3: Storage Devices, Page 131

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.2: Storage Interfaces, Page 97

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 3: Hardware, Section 3.4: RAID, Page 143

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3:

Storage, Section 3.4: RAID, Page 104

? CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 3: Hardware, Section 3.3: Storage Devices, Page 129

? CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram, Chapter 3: Storage, Section 3.3: Hard Disk Drives, Page 99

NEW QUESTION 235

- (Topic 4)

A technician has verified full system functionality and implemented preventive measures. Which of the following represents the NEXT step the technician should take according to the best practice methodology?

- A. Establish a theory of probable cause.

- B. Document the findings, actions, and outcomes.
- C. Perform a format and system restore.
- D. Refer to the vendor's instructions for guidance.

Answer: B

Explanation:

The best practice methodology for troubleshooting is to follow these steps:

- ? Identify the problem.
 - ? Establish a theory of probable cause.
 - ? Test the theory to determine cause.
 - ? Establish a plan of action to resolve the problem and implement the solution.
 - ? Verify full system functionality and implement preventive measures.
 - ? Document the findings, actions, and outcomes. Since the technician has already verified full system functionality and implemented preventive measures, the next step is to document the findings, actions, and outcomes. Verified
- References: CompTIA A+ Certification Exam Objectives, page 8.

NEW QUESTION 240

- (Topic 4)

Which of the following is most likely used to control door access?

- A. DMCA
- B. DRM
- C. RFID
- D. VPN

Answer: C

Explanation:

RFID stands for Radio Frequency Identification, and it is a technology that uses electromagnetic fields to identify and track objects that have RFID tags attached to them. RFID tags are small devices that store information and can be read by RFID readers. RFID is most likely used to control door access because it allows for contactless and convenient authentication of authorized personnel. For example, an employee can use an RFID card or key fob to unlock a door by holding it near an RFID reader installed on the door. The reader will scan the tag and verify its ID number with the access control system, which will grant or deny access based on the predefined rules and permissions. RFID is a common and widely used type of door access control system, as it offers security, efficiency, and flexibility.

References:

Some additional references for the answer are: IP Door Access Control - Kintronics

Door Access Control: A Complete Guide | Swiftlane

Best Door Access Control System: How It Works & Features - ButterflyMX

NEW QUESTION 241

- (Topic 4)

An administrator is replacing 15,000rpm hard drives in a server. Which of the following is the interface type the drives most likely use?

- A. IDE
- B. SAS
- C. eSATA
- D. SATA

Answer: B

Explanation:

SAS stands for Serial Attached SCSI, which is a bit serial interface successor to SCSI sponsored by ANSI and introduced in 2004¹. SAS is the most common interface for enterprise HDDs, especially those with high performance and high reliability requirements, such as 15,000rpm drives²³. SAS offers faster data transfer speeds, lower power consumption, and better scalability than other interfaces¹.

NEW QUESTION 243

- (Topic 4)

In a SOHO environment, a user wants to make sensitive, scanned documents available to other users on the domain. The logs need to indicate who accessed the documents and at what time they were accessed. Which of the following settings should a technician set up on the MFP device?

- A. Scan to email
- B. ADF tray
- C. PCL
- D. SMB share

Answer: D

Explanation:

The correct answer is D. SMB share.

SMB stands for Server Message Block, which is a network protocol that allows file and printer sharing among different devices on a local area network (LAN). An SMB share is a folder or drive that is shared using the SMB protocol and can be accessed by authorized users on the network. An MFP device is a multifunction printer that can perform multiple tasks, such as printing, scanning, copying, and faxing.

In a SOHO (small office/home office) environment, a user who wants to make sensitive, scanned documents available to other users on the domain can set up an SMB share on the MFP device. This way, the user can scan the documents to the SMB share and grant access permissions to the other users who need to view or edit them. The SMB share can also enable logging, which can record who accessed the documents and at what time they were accessed .

The other options are not the best settings for this scenario. Scan to email is a feature that allows the user to scan a document and send it as an email attachment to a recipient. This option may not be secure or convenient for sharing sensitive documents with multiple users on the domain. ADF tray stands for automatic document feeder tray, which is a component of an MFP device that can feed multiple pages of a document into the scanner or copier without manual intervention. This option is not related to sharing or logging scanned documents. PCL stands for Printer Command Language, which is a page description language that controls the layout and printing of documents. This option is not related to sharing or logging scanned documents either.

NEW QUESTION 246

- (Topic 4)

A technician recently installed a new printer that is being shared over the network via a 64-bit Windows Print Server. Two users, who have computers with a legacy OS, are unable to print to this new printer. Which of the following should the technician do to resolve this issue?

- A. Enable 32-bit drivers on the Print Server.
- B. Enable Print Spooler and restart the computer.
- C. Run Windows Update on the users' computers.
- D. Update the computers to a 64-bit driver.

Answer: A

Explanation:

The correct answer is A. Enable 32-bit drivers on the Print Server.

A print server is a computer or device that manages the printing requests from multiple clients over a network. A print server can share one or more printers with different types of clients, such as Windows, Mac, or Linux. However, to ensure compatibility and functionality, the print server must have the appropriate drivers for each printer and each client¹.

A driver is a software component that enables the communication and interaction between a device and an operating system. A driver must match the specifications and features of the device, as well as the architecture and version of the operating system. A driver that is incompatible with either the device or the operating system may cause errors, malfunctions, or performance issues².

In this scenario, the technician installed a new printer that is being shared over the network via a 64-bit Windows Print Server. This means that the print server has a 64-bit operating system and a 64-bit driver for the printer. However, two users who have computers with a legacy OS (an older or outdated operating system) are unable to print to this new printer. This may be because their computers have a 32-bit operating system and require a 32-bit driver for the printer.

To resolve this issue, the technician should enable 32-bit drivers on the Print Server. This means that the technician should install and configure a 32-bit driver for the printer on the print server, in addition to the existing 64-bit driver. This way, the print server can support both 64-bit and 32-bit clients, and allow them to print to the same printer^{3,4}.

To enable 32-bit drivers on a Windows Print Server, the technician can follow these steps⁴:

- ? On the print server, open Control Panel and select Devices and Printers.
- ? Right-click on the printer that needs a 32-bit driver and select Printer Properties.
- ? Click on the Sharing tab and check the box that says Share this printer.
- ? Click on Additional Drivers and check the box that says x86 (for 32-bit).
- ? Click OK and follow the instructions to install and configure the 32-bit driver.

For more information about print servers, drivers, and compatibility issues, you can refer to the following web search results: What is a Print Server?, What is a Device Driver?, How to Install Additional Drivers for Shared Printers, How to Enable 32-Bit Drivers on Windows Server.

NEW QUESTION 251

- (Topic 4)

After an IT department implements SSL redirection, users report being unable to access a random number generator opened within a web browser. Which of the following should a technician do first to troubleshoot this issue?

- A. Ensure that the computer supports secure socket communication.
- B. Report the affected user accounts to the IT department.
- C. Reset the web browser cache.
- D. Check to see whether the website is HTTPS enabled.

Answer: D

Explanation:

The first step to troubleshoot this issue is to check if the website that hosts the random number generator is HTTPS enabled. This means that the website supports secure communication using SSL certificates and encryption. If the website is not HTTPS enabled, it may not be compatible with the SSL redirection implemented by the IT department. SSL redirection is a technique that automatically redirects HTTP requests to HTTPS, ensuring that the data exchanged between the web browser and the website is protected. However, some websites may not have SSL certificates or may have expired or invalid ones, which can cause errors or warnings when trying to access them via HTTPS. Therefore, the technician should check the website's URL and see if it starts with https:// or http://. If it is the latter, the technician should try to manually change it to https:// and see if the website loads correctly. If it does not, the technician should contact the website owner or administrator and ask them to enable HTTPS or update their SSL certificates. References:

Some additional references for the answer are:

How To Fix HTTP and HTTPS Redirect Issue | Sitechecker Nginx SSL Certificate and HTTPS Redirect Errors | DigitalOcean ERR_TOO_MANY_REDIRECTS · Cloudflare SSL/TLS docs How to Fix SSL Redirect Loop | Hostinger Help Center

NEW QUESTION 254

- (Topic 4)

A customer wants to archive a large number of photos and does not plan to retrieve them often. The customer wants a storage option that is the least expensive per gigabyte. Which of the following should the technician suggest?

- A. NVMe SSD
- B. SCSI RAID
- C. 15,000rpm SAS
- D. 5,400rpm HDD

Answer: D

Explanation:

The correct answer is D. 5,400rpm HDD.

A 5,400rpm HDD (Hard Disk Drive) is a type of storage device that uses spinning magnetic disks to store data. A 5,400rpm HDD is the least expensive per gigabyte among the options given, as it has a lower rotational speed and performance than other types of HDDs or SSDs (Solid State Drives). A 5,400rpm HDD is suitable for archiving a large number of photos that are not accessed frequently, as it can offer high capacity and reliability at a low cost.

the average cost per gigabyte of a 5,400rpm HDD is around \$0.02 to \$0.03¹², while the average cost per gigabyte of the other options are:

- ? NVMe SSD: \$0.10 to \$0.15^{3,4}
- ? SCSI RAID: \$0.20 to \$0.30⁵
- ? 15,000rpm SAS: \$0.30 to \$0.40

Therefore, a 5,400rpm HDD is the cheapest option among the four. Reference: CompTIA A+ Core 1: RAM & Storage Solutions Flashcards

NEW QUESTION 259

- (Topic 4)

A technician is troubleshooting a network issue and needs to check the status of a local network device in the least disruptive manner possible_ Which of the following tools should the technician use to accomplish this task?

- A. Network tap
- B. Cable tester
- C. Multimeter
- D. Tone generator

Answer: A

Explanation:

A network tap is a device that can be used to monitor and analyze the traffic and data that pass through a network. A network tap can be inserted between two network devices, such as a switch and a router, and capture the packets that flow in both directions. A network tap can then send a copy of the packets to another device, such as a laptop or a server, for inspection and troubleshooting. A network tap can help diagnose and resolve network issues, such as performance, security, or configuration problems.

A network tap is the least disruptive tool for checking the status of a local network device, because it does not interfere with the normal operation of the network. A network tap does not alter or block the packets that it captures, and it does not introduce any latency or noise to the network. A network tap can also operate in stealth mode, which means that it is invisible to the network devices and cannot be detected by hackers or attackers.

NEW QUESTION 261

- (Topic 4)

An engineer is installing a 500W power supply in a server that requires continuous availability. Which of the following is the most suitable type of power supply for the application?

- A. Redundant
- B. Modular
- C. Switched-mode
- D. Semi-modular

Answer: A

Explanation:

A redundant power supply is a type of power supply that consists of two or more independent units that can provide power to the same device or system. A redundant power supply can increase the reliability and availability of the device or system, because if one unit fails, the other unit can take over and continue to provide power without interruption. A redundant power supply is often used in servers that require continuous availability, such as web servers, database servers, or file servers.

NEW QUESTION 262

- (Topic 4)

A team is having issues with paper jams on a printer that the team shares with other teams.

The team that is having issues prints legal-sized documents, and the other teams print letter-sized documents. Which of the following is most likely the issue?

- A. Worn rollers
- B. Page orientation
- C. Tray settings
- D. Multipage misfeed

Answer: C

Explanation:

The most likely issue is C. Tray settings.

Tray settings are the configuration options that tell the printer what size and type of paper is loaded in each tray. If the tray settings do not match the actual paper size and type, the printer may not be able to feed the paper correctly and cause paper jams.

In this scenario, the team that is having issues prints legal-sized documents, which are 8.5 x 14 inches, while the other teams print letter-sized documents, which are 8.5 x 11 inches. If the printer's tray settings are set to letter size by default, the printer may not recognize the legal-sized paper and try to pull it as if it were letter-sized paper. This can result in paper jams or misaligned printing.

To fix this issue, the team should check and adjust the tray settings on the printer to match the paper size and type they are using. They can also use a separate tray for legal-sized paper and another tray for letter-sized paper, and make sure to select the correct tray when printing.

The other options are less likely to cause the issue, because:

- Worn rollers are the rubber parts that grip and move the paper through the printer. They can wear out over time and lose their traction, causing paper jams or misfeeds. However, worn rollers would affect all teams and all paper sizes, not just one team and one paper size.
- Page orientation is the direction of the paper, either portrait or landscape. It can affect how the document is printed on the paper, but not how the paper is fed into the printer. Page orientation can be changed in the print settings or in the document itself, but it would not cause paper jams unless the paper size is also incorrect.
- Multipage misfeed is when more than one sheet of paper is pulled into the printer at once, causing a jam. This can happen if the paper is too thin, too thick, or too slippery, or if there is too much or too little paper in the tray. However, multipage misfeed would also affect all teams and all paper sizes, not just one team and one paper size.

For more information and tips on how to prevent and fix paper jams, you can visit these links:

- Fix Paper Jam Errors | HP® Support
- Common Causes of Paper Jams and How to Fix Them - 1ink.com

NEW QUESTION 267

- (Topic 4)

When a page that was printed on a laser printer is touched. the image on the paper smears. Which of the following is most likely the cause of this issue?

- A. Duplexing assembly

- B. Fuser
- C. Toner
- D. Transfer belt

Answer: B

Explanation:

The fuser is the part of a laser printer that uses heat and pressure to fuse the toner to the paper. If the fuser is defective or not hot enough, the toner may not adhere properly and smear when touched. The duplexing assembly, toner, and transfer belt are not related to this issue.

Reference: Official CompTIA learning resources CompTIA A+ Core 1 and Core 2, page 11.

NEW QUESTION 269

- (Topic 4)

A technician is trying to fix a computer that fails to boot even when all the RAM is removed. Which of the following should the technician do next to troubleshoot the issue?

- A. Inspect the motherboard for swollen capacitors.
- B. Replace the CMOS battery_
- C. Swap the power supply if it is inoperable.
- D. Check to see if the HDD power connectors are well seated

Answer: C

Explanation:

The next step that the technician should do to troubleshoot the issue is C. Swap the power supply if it is inoperable.

A power supply is a device that converts the alternating current (AC) from the wall outlet into direct current (DC) that the computer components can use. A power supply is essential for the computer to boot and function properly. A faulty or inadequate power supply can cause various issues, such as no power, no display, random shutdowns, or beeping sounds.

In this scenario, the technician is trying to fix a computer that fails to boot even when all the RAM is removed. RAM stands for Random Access Memory, and it is a type of memory that stores data and instructions for the processor to access and process. RAM is also essential for the computer to boot and function properly. A faulty or incompatible RAM can cause various issues, such as no boot, no display, blue screen, or beeping sounds.

One of the basic troubleshooting techniques for a computer that fails to boot is to remove all the RAM modules and try to boot with one module at a time in different slots. This can help to identify if the problem is caused by a bad RAM module or a bad RAM slot. If the computer still fails to boot even when all the RAM is removed, it means that the problem is not related to the RAM, but to another component.

The next step that the technician should do is to swap the power supply if it is inoperable. This means that the technician should test the power supply with a multimeter or a power supply tester, and replace it with a known good one if it is faulty or insufficient. This can help to determine if the problem is caused by a bad power supply or a bad motherboard. The other options are not the next steps that the technician should do, because they are less likely or less effective.

Inspecting the motherboard for swollen capacitors (option A) may be helpful if the problem is caused by a damaged or defective motherboard, but it requires opening the computer case and visually examining the motherboard components. Replacing the CMOS battery (option B) may be necessary if the problem is caused by a low or dead CMOS battery, but it usually affects only the BIOS settings and not the boot process. Checking to see if the HDD power connectors are well seated (option D) may be useful if the problem is caused by a loose or faulty HDD connection, but it usually affects only the data access and not the boot process.

For more information about troubleshooting power supply and boot issues, you can refer to the following web search results: [How to Troubleshoot a Computer That Won't Turn On], [How to Test a Power Supply Using a Multimeter], [How to Fix a Computer That Shows No Sign of Power], [How to Troubleshoot Beep Codes].

NEW QUESTION 270

- (Topic 4)

Which of the following is the primary function of a DNS service?

- A. To dynamically assign network addresses to hosts
- B. To translate domain names to IP addresses
- C. To authenticate users to remote servers
- D. To serve files over the network

Answer: B

NEW QUESTION 271

- (Topic 4)

Which of the following wireless networking protocols will support both 2.4GHz and 5GHz devices?

- A. 802.11ac
- B. 802.11 ax
- C. 802.11b
- D. 802.11g

Answer: B

Explanation:

802.11 ax is a wireless networking protocol that supports both 2.4GHz and 5GHz devices, as well as backward compatibility with previous 802.11 standards.

802.11 ax offers higher data rates, lower latency, increased capacity, and improved power efficiency than previous protocols. It is also known as Wi-Fi 6 or High Efficiency Wireless (HEW). Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 82)

NEW QUESTION 272

- (Topic 4)

A technician is attempting to log in to a local company portal. When the technician types the URL into the address bar, the browser is unable to resolve and display the web page. The technician tries at another workstation, and the result is the same. Other web pages are not having any issues. Which of the following should the technician check first?

- A. DHCP reservations
- B. Static IP addresses
- C. Default gateway
- D. DNS entries

Answer: D

Explanation:

The technician is unable to access the company portal website, but other websites work fine. This suggests an issue with resolving the specific URL of the company portal, which is a function of DNS.

Here's why other options are not the most likely cause:

DHCP reservations: This is not relevant as the issue persists even when the technician tries a different workstation, indicating a problem beyond individual device configuration. Static IP addresses: Similar to DHCP reservations, static IPs are not likely the cause as both affected workstations are experiencing the issue.

Default gateway: While the default gateway is necessary for internet access, other websites are working, making it less likely to be the root cause.

References:

CompTIA A+ Certification Core 1 220-1101 Study Guide, Chapter 4: Networking, Section 4.2 Addressing and Naming

NEW QUESTION 275

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