

CompTIA

Exam Questions 220-1101

CompTIA A+ Certification Exam: Core 1



NEW QUESTION 1

- (Topic 2)

Which of the following is a method that can be used to securely connect a remote user's laptop to a corporate server?

- A. WAN
- B. VPN
- C. SSL
- D. DHCP

Answer: B

Explanation:

A Virtual Private Network (VPN) is a secure method for connecting a remote user's laptop to a corporate server. VPNs use encryption to protect data transmitted over the internet.

NEW QUESTION 2

- (Topic 2)

A technician was called in to look at a user's PC. The user reported the PC was very sluggish. The HDD light on the PC was constantly on without blinking. The PC itself was slow receiving input and took a very long time to load the OS. The technician also noticed updates had failed. Which of the following is MOST likely the cause of these issues?

- A. The hard disk drivers have been corrupted
- B. The HDD cables need reseating.
- C. A RAID disk failed.
- D. The HDD has no free space.

Answer: D

Explanation:

If a user's PC is very sluggish, the HDD light on the PC is constantly on without blinking, the PC itself is slow receiving input, and it takes a very long time to load the OS, the HDD has no free space is most likely the cause of these issues. When the hard disk drive (HDD) has no free space, the computer may become slow and unresponsive.

The technician should check the amount of free space on the HDD and delete any unnecessary files to free up space.

NEW QUESTION 3

- (Topic 2)

A technician is replacing the RAM on an entry-level server with hot-swappable components. Which of the following should the technician do NEXT?

- A. Replace the RAM while the server is at a cool temperature
- B. Replace the RAM while the server is running
- C. Power down the server completely and then replace the RAM
- D. Verify that the OS supports hot swapping the RAM

Answer: D

Explanation:

Verify that the OS supports hot swapping the RAM. Before replacing the RAM on an entry-level server with hot-swappable components, the technician should verify that the operating system supports hot swapping of RAM.

NEW QUESTION 4

- (Topic 2)

Which of the following is used to implement network security policies for an environment?

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

Answer: C

Explanation:

It is designed to protect an organization's network infrastructure and data from unauthorized access, while allowing legitimate traffic to pass through. Firewalls can be configured to enforce security policies that block certain types of traffic, limit access to specific network resources, and prevent attacks such as malware and phishing.

A firewall is a network security system that monitors and controls incoming and outgoing network traffic based on predetermined security rules. It establishes a barrier between a trusted internal network and an untrusted external network, such as the Internet. Firewalls are used to implement network security policies for an environment by controlling access to the network and protecting it from unauthorized access.

A firewall is used to implement network security policies. It monitors incoming and outgoing traffic based on predetermined security rules and can block traffic that does not meet the defined criteria. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition by Mike Meyers (Chapter 6, page 243)

NEW QUESTION 5

- (Topic 2)

A technician is troubleshooting a computer that is not completing POST and gets stuck at the manufacturer logo screen. All internal, removable parts have been disconnected and only the minimum parts necessary to POST were reconnected. However, the symptoms remain the same. Which of the following should the technician try NEXT?

- A. Test the RAM in different slots, one at a time.

- B. Remove and test the power supply.
- C. Replace the motherboard.
- D. Change the CMOS battery.

Answer: A

Explanation:

Every computer has a CMOS battery and when you remove that battery, your computer will work almost the same as before. The only difference is you won't be able to save any settings in the BIOS, which includes the date and time. If your PC is not booting after removing CMOS, you need to make sure that you have your CPU and RAM connected because it's not possible for your system to boot without those.. Your motherboard and computer will be able to boot just fine even without a CMOS battery present. The only issue is all your BIOS settings will be reset and the time and date will be inaccurate. You will also be unable to save BIOS settings.

NEW QUESTION 6

- (Topic 2)

A hardware technician is configuring a laptop, and the network administrator requires the network settings to be static. The technician successfully pings the servers by IP address but cannot ping the UNC path. Which of the following is the cause of this issue?

- A. Domain Name System
- B. Gateway
- C. Subnet
- D. IP address

Answer: A

Explanation:

The cause of the issue is likely due to a DNS resolution issue. While the technician can ping the servers by IP address, they cannot ping the UNC path, indicating an issue with the name resolution. This can be resolved by configuring the correct DNS server settings.

NEW QUESTION 7

- (Topic 2)

A technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient. Which of the following would MOST likely cause the insufficiency? (Select TWO).

- A. Replacing the HDD with an SSD
- B. Upgrading the firmware
- C. Adding an optical drive
- D. Adding more RAM
- E. Adding a CMOS battery
- F. Upgrading the graphics card

Answer: DF

Explanation:

If a technician made several upgrades to a computer and then determined the power supplied by the PSU is insufficient, the upgraded graphics card and adding more RAM would most likely cause the insufficiency. Upgrading the graphics card and adding more RAM can increase the power consumption of a computer, which can cause the power supplied by the PSU to be insufficient.

Adding more RAM and upgrading the graphics card are the most likely causes of the insufficiency of power supplied by the PSU. These upgrades require more power to operate efficiently and can cause the PSU to become insufficient.

NEW QUESTION 8

- (Topic 2)

A technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter. The new computer does not have a 9-pin serial port. Which of the following ports can an adapter be installed on in order to connect to the point-of-sale system?

- A. HDMI
- B. Bluetooth
- C. USB
- D. Lightning

Answer: C

Explanation:

A USB to 9-pin serial adapter can be used to connect the new computer to the point-of-sale system using a USB port. USB is a common and versatile port type found on most computers.

If a technician is replacing a computer with a connected point-of-sale system using a 9-pin serial adapter and the new computer does not have a 9-pin serial port, an adapter can be installed on the USB port in order to connect to the point-of-sale system. A USB-to-serial adapter can be used to connect a serial device to a USB port on a computer.

NEW QUESTION 9

- (Topic 2)

A technician is configuring a new CAD workstation that has four large hard drives. The workstation will be used to edit large, critical files, so the storage configuration should be both fast and redundant. Which of the following RAID levels BEST meets these requirements?

- A. 1
- B. 5
- C. 10

Answer: D

Explanation:

RAID 10 combines the benefits of RAID 0 and RAID 1. It uses a striped configuration across multiple disks (similar to RAID 0) to provide high-speed read and write access. Additionally, it also mirrors the striped array onto a second set of drives (similar to RAID 1), providing redundancy in case of a drive failure.

NEW QUESTION 10

- (Topic 1)

A technician is tasked with installing additional RAM in a desktop computer. Which of the following types of RAM is MOST likely to be used?

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

Answer: B

Explanation:

DDR3 is the most commonly used RAM type in modern desktop computers. It is faster and more energy efficient than its predecessors, and offers larger capacity modules. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 5

NEW QUESTION 10

- (Topic 2)

A desktop support technician is tasked with upgrading a laptop so that it has the fastest data access possible. Which of the following BEST satisfies this requirement?

- A. mSATASSD
- B. M.2NVMeSSD
- C. 2.5SATASSD
- D. 2.5SASHHD

Answer: B

Explanation:

M.2 NVMe SSD provides the fastest data access possible for a laptop. It is a high-performance solid-state drive that connects directly to the motherboard through an M.2 slot.

NEW QUESTION 13

- (Topic 1)

A user brings an older laptop to the help desk and reports issues with the keyboard. Upon inspection, the technician does not see any external damage but notices that many keystrokes do not register in a word processor. The laptop works fine when the technician tests it with an external keyboard. Which of the following actions would MOST likely resolve the issue?

- A. Disable the sticky keys feature.
- B. Clean the keyboard.
- C. Reset the BIOS settings to default.
- D. Charge the laptop.

Answer: B

Explanation:

The most likely action that would resolve the issue is to clean the keyboard. Sometimes dust, hair, and other debris can affect keyboard functionality. The technician can try to clean the keyboard as much as possible, which may be enough to get the keyboard back in working order

NEW QUESTION 16

- (Topic 2)

A user who works with sensitive data has a computer configured with hard drive encryption. The TPM is active and hosting the encrypted key. After an upgrade to the motherboard, RAM and video card the hard drive is not booting and data cannot be accessed from the hard drive. Which of the following should the technician do to enable the system to boot again and get access to the stored data?

- A. Use data recovery software to find and recover the hard drive information
- B. Access the BIOS and select to rebuild the degraded RAID array
- C. Boot into the BIOS and enable the TPM on the new motherboard.
- D. Return the replaced motherboard back to the computer

Answer: C

Explanation:

After upgrading the motherboard, the TPM may need to be enabled in the BIOS in order to access the encrypted key and boot the system. Enabling the TPM on the new motherboard should allow the system to boot and provide access to the encrypted data. References: CompTIA A+ Certification Exam Guide, 220-1001, Chapter 13

NEW QUESTION 21

- (Topic 1)

An administrator is configuring a corporate-owned smartphone for a new manager. The company requires the ability to wipe the phone's data remotely in the event of loss or theft and the capability to approve applications installed on the phone. Which of the following tools would BEST meet this need?

- A. Tethering to a corporate-owned laptop
- B. WPA2-Enterprise wireless

- C. Corporate enterprise email
- D. Mobile device management

Answer: D

Explanation:

Mobile Device Management (MDM) is a software solution that allows companies to manage and secure mobile devices used in the corporate environment. MDM provides features such as remote data wipe, application management, and device security policies to ensure data protection and compliance with company policies. References: CompTIA A+ Certification Exam Objectives 220-1001 - Mobile device hardware and operating systems - 2.8

NEW QUESTION 24

- (Topic 1)

A company has a dot matrix printer that uses carbon paper. The company reports that the first page is printing too light, although the following pages are still legible. Which of the following MOST likely needs to be fixed?

- A. The print drum is worn and loose causing the printing to be light in places
- B. The ribbon is low on ink or missing and must be replaced to get proper output
- C. The heating element has failed, and a new one needs to be installed for proper transfer
- D. The wrong type of filament is loaded, preventing it from sticking correctly
- E. The fuser assembly is not calibrated properly, causing it to impact the paper too hard

Answer: B

Explanation:

Dot Matrix printers do not use heat, they use a pin striking an inked ribbon (for the first copy, the subsequent copies are handled by the carbon paper) The ribbon is low on ink or missing and must be replaced to get proper output in a dot matrix printer that uses carbon paper. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 361

NEW QUESTION 29

- (Topic 1)

A technician installed a Cat 5 UTP cable approximately 275ft (84m) from a network switch in an office to a workstation located on a factory floor The technician sees both a flashing green LED and a flashing orange LED on the workstation's NIC. Which of the following should the technician do FIRST?

- A. Check for loose connections, pinched bends, and physical damage.
- B. Install a powered hub as close as possible to the halfway point in the Cat 5 UTP cable run.
- C. Replace the entire run of Cat 5 UTP cable with Cat 5 STP cable.
- D. Upgrade the entire cable run to multimode fiber.

Answer: A

Explanation:

The flashing green and orange LEDs on the NIC indicate connection issues. The technician should first check for loose connections, pinched bends, and physical damage, which are the most common causes of connection problems. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 14

NEW QUESTION 34

- (Topic 1)

A technician is monitoring all outbound traffic in a SOHO. Which of the following is the MOST cost-effective solution to monitor the traffic?

- A. Spectrum analyzer
- B. Network tap
- C. Lookback plug
- D. Toner probe

Answer: B

Explanation:

A network tap is used to intercept the signals passing over a cable and send them to a packet or protocol analyzer. Taps are either powered or unpowered:

NEW QUESTION 36

- (Topic 1)

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

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

Answer: D

Explanation:

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

Enabling VT-d (Virtualization Technology for Directed I/O) in the server's BIOS settings is required for the hypervisor to run properly. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 11

NEW QUESTION 39

- (Topic 1)

A technician logs on to a PC and inserts an encrypted USB drive. When opening File Explorer, the technician cannot see the USB drive. Which of the following tools should the technician use to see all drives?

- A. DiskPart
- B. Diskmgmt
- C. Disk Cleanup
- D. BitLocker

Answer: B

Explanation:

The tool that the technician should use to see all drives is Diskmgmt. Diskmgmt is a Windows utility that allows you to manage disk drives and partitions on your computer. It can be used to view all drives, including USB drives, that are connected to the computer¹².

NEW QUESTION 44

- (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 48

- (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 50

SIMULATION - (Topic 1)

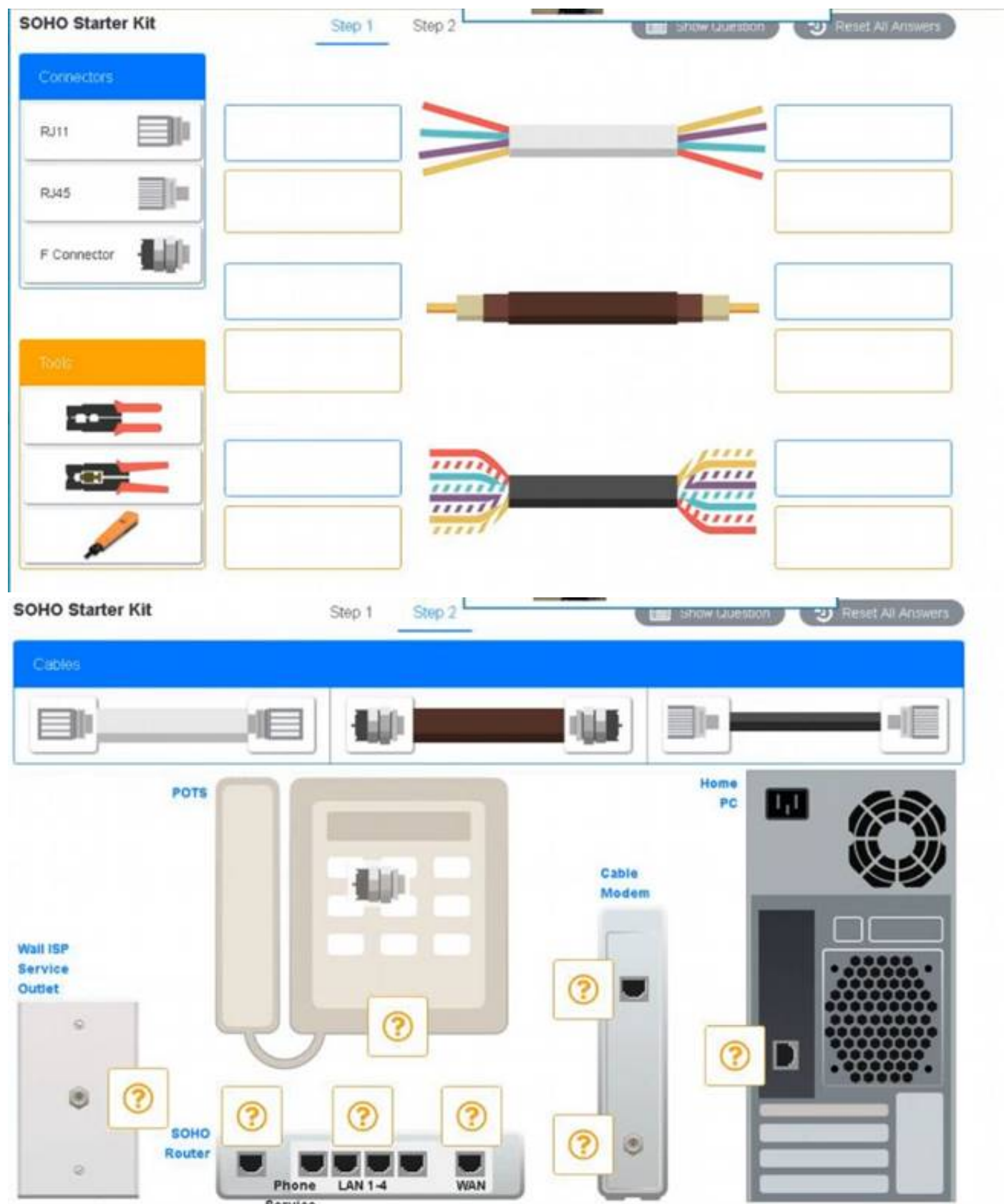
A small ISP has hired a new technician Joe, the new technician, is being trained to configure customers* home networks The trailing instructor gives me technician a starter kit with cables, cable ends, and other network equipment and asks mm to build a working network.

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

INSTRUCTIONS

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

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

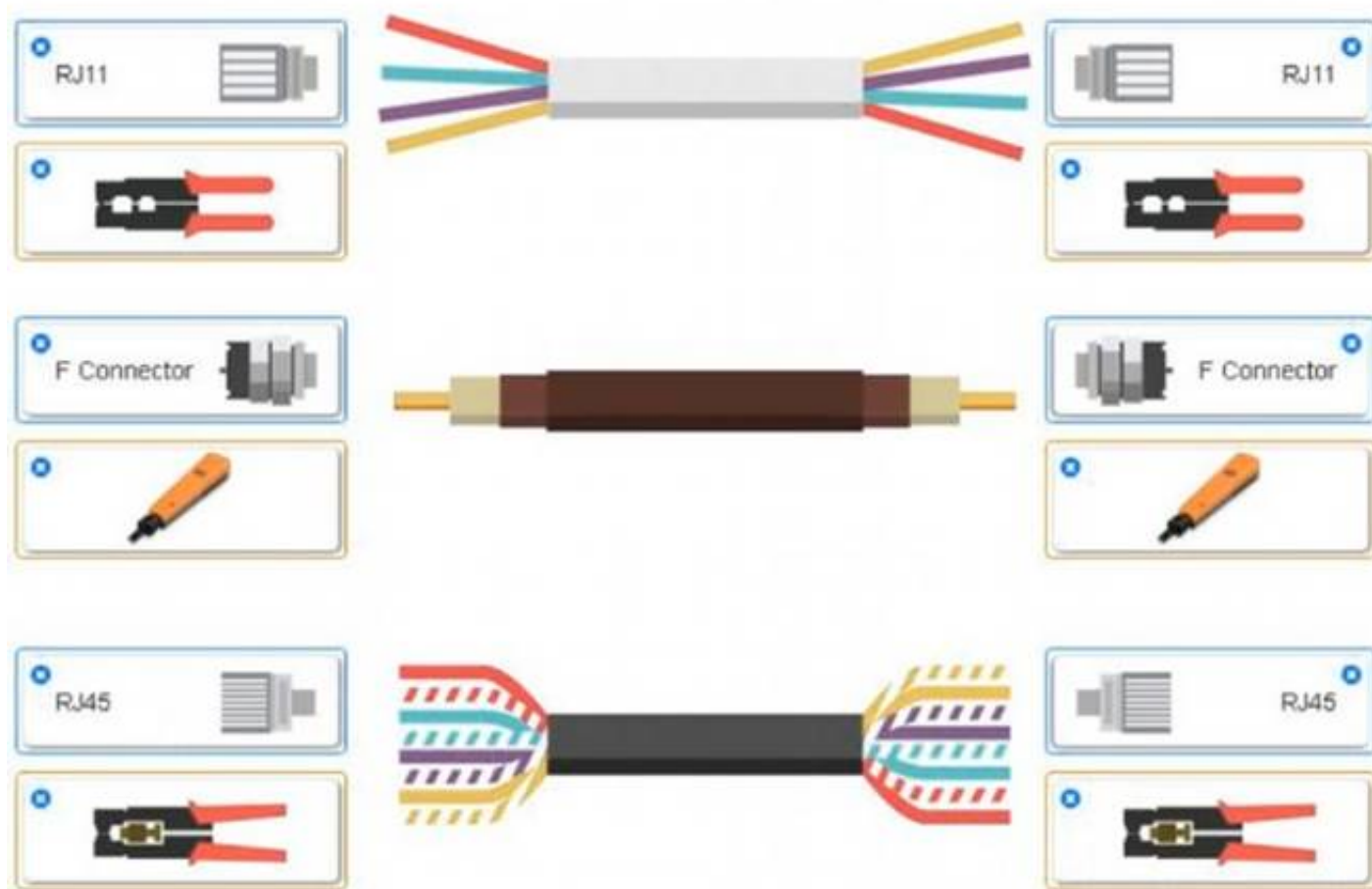


- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer of both steps below.



A picture containing text, screenshot, indoor
Description automatically generated



Diagram Description automatically generated with medium confidence

NEW QUESTION 53

- (Topic 1)

A user submitted a support ticket that states all of the printouts from a laser printer appear to have double images imposed on them. A review of past printer support tickets shows that maintenance kit has not been installed in more than a year. Which of the following printer consumables is MOST likely causing the issue?

- A. Separation pad
- B. Transfer roller
- C. Ink cartridge
- D. Fuser

Answer: D

Explanation:

<https://www.vingle.net/posts/4651722>

NEW QUESTION 57

- (Topic 1)

Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

- A. Community cloud
- B. Rapid elasticity

- C. High availability
- D. Metered service

Answer: B

Explanation:

Rapid elasticity would be used by an online retailer to quickly add more web servers during peak sales times. References: CompTIA A+ Certification Exam Guide, Exam 220-1001, Page 405

NEW QUESTION 62

- (Topic 1)

An IT manager discovered that hundreds of pages of printed materials are being recycled each day because the materials are left on the printer tray instead of being picked up by users. Which of the following would BEST prevent this waste?

- A. Send friendly reminders to not print unnecessarily.
- B. Enable duplex printing to reduce paper utilization.
- C. Bill each department for the excess material cost.
- D. Require a code or badge before releasing a print job.

Answer: D

Explanation:

By requiring a code or badge before releasing a print job, it ensures that only authorized personnel can collect the printouts. This method is effective in preventing waste and in keeping sensitive documents confidential. Sending reminders, enabling duplex printing, and billing departments are useful strategies for reducing paper utilization but may not necessarily prevent waste caused by uncollected printouts.

Requiring a code or badge before releasing a print job is the best solution to prevent the waste of printed materials, as it ensures that only the user who initiated the print job is able to pick up the printed materials. This can be achieved by implementing print release software or requiring users to enter a PIN code at the printer. References: CompTIA A+ Certification Exam Objectives 1001, 2.10

NEW QUESTION 63

- (Topic 1)

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

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

Answer: D

Explanation:

The issue described in the question is most likely due to an incorrect configuration of the printer's duplex settings. To enable automatic duplex printing, the technician needs to read the printer's installation manual to understand how to configure the printer's duplex settings correctly. Once the settings are configured, the printer should be able to print on both sides of the paper automatically.

To fix the issue of a newly installed printer capable of automatically printing on both sides of the paper but only printing on both sides manually, the technician should read the installation manual and configure duplex settings. Duplex printing settings can be configured in the printer driver software, which can be accessed through the printer settings in the Control Panel. Installing the most recent firmware upgrade available for the printer, contacting the vendor for a hardware replacement, or reinstalling the printer software and drivers and restarting the printer will not resolve the issue.

NEW QUESTION 67

- (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 69

- (Topic 1)

A technician is upgrading a faulty motherboard that was ordered by an end user for an old, high-end desktop computer. However, the technician is unable to install the CPU into the socket. Upon closer inspection, the technician notices the pins on the CPU do not line up with the socket. Which of the following would be the best course of action for the technician to take NEXT?

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

Answer: C

Explanation:

In this situation, the best course of action for the technician to take NEXT would be C. Verify the socket type and manufacturer. If the pins on the CPU do not line up with the socket on the motherboard, it is likely that there is a compatibility issue between the two components. The technician should verify that the socket type and manufacturer of the motherboard match those of the CPU to ensure that they are compatible.

NEW QUESTION 72

- (Topic 1)

An online retailer wants to save money and is considering migrating to the public cloud so peak is over. Which of the following BEST describes this aspect of cloud computing?

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

Answer: A

Explanation:

Rapid elasticity is only suitable for a domain whose resource requirements suddenly up and down for a specific time interval. Referring to the question the online retailer wants to migrate to public cloud services during peak season, then wants it to be removed "automatically" when the peak is over.

NEW QUESTION 74

- (Topic 1)

A Microsoft Windows user is preparing to work in another country and needs to comply with corporate policy for data protection when copying files to portable media. Which of the following solutions would MOST likely satisfy this requirement?

- A. A USB 3.1 flash drive with BitLocker to Go installed
- B. An SD memory card with NTFS
- C. An xD memory card with ext3
- D. A portable hard drive with FAT32

Answer: A

Explanation:

Using a USB 3.1 flash drive with BitLocker to Go installed is the best option for complying with corporate policy for data protection when copying files to portable media. References: CompTIA A+ Certification Exam Guide, Ninth Edition, Chapter 12

NEW QUESTION 76

- (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 77

- (Topic 1)

A customer reports that a computer is never able to reach more than a 100Mbps transfer data rate, even when using a Gigabit LAN card. While troubleshooting, the technician notices the network cable needs to be replaced. Which of the following cable categories is limiting the transfer speed?

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

Answer: A

Explanation:

Cat 5 cable is limited to a maximum data transfer rate of 100Mbps, while Cat 5e, Cat 6, and Cat 6a cables support Gigabit Ethernet (1000Mbps) and higher speeds. Even though the LAN card is capable of Gigabit speeds, it cannot achieve that speed when using a Cat 5 cable. Upgrading to a Cat 5e or higher cable would allow the computer to achieve Gigabit speeds. References: CompTIA A+ Certification Exam: Core 1 - Page 196

NEW QUESTION 81

- (Topic 1)

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

- A. Missing drives in the OS
- B. RAID failure
- C. Bootable device not found

- D. Data loss
- E. Controller failure
- F. CMOS corruption
- G. TPM malfunction

Answer: BC

Explanation:

The message stating that one or more disks are in a degraded state is a clear indication of a RAID failure. RAID stands for Redundant Array of Independent Disks, and it is a technology used to provide fault tolerance and improve performance by combining multiple hard drives into a single logical unit. The message indicating that the OS is missing is most likely caused by a bootable device not found. This means that the server is unable to boot from the designated boot device, which could be the hard drive, a CD/DVD drive, or a USB flash drive. This could be caused by a faulty boot device, a loose cable, or a misconfiguration in the BIOS or UEFI settings.

NEW QUESTION 86

- (Topic 1)

A technician needs to fix a Cat 5 cable issue. The cable, which is connected to a network jack, fails when it is moved around. Which of the following items must the technician use to fix the issue? (Select TWO).

- A. Scissors
- B. Network tap
- C. Magnetized screwdriver
- D. Tone generator
- E. RJ45 connector
- F. Crimper

Answer: EF

Explanation:

To fix a Cat 5 cable issue where the cable fails when it is moved around, the technician would need to use an RJ45 connector (option E) and a crimper (option F). The technician can use the crimper to attach a new RJ45 connector to the end of the cable, which should resolve the issue.

An RJ45 connector (option E) is a type of connector commonly used for Ethernet networking. It is an 8-position, 8-contact (8P8C) modular plug and jack that is used to terminate Cat 5 and other types of twisted pair cables. A crimper (option F) is a tool used to attach connectors to the ends of cables. In this case, the technician would use the crimper to attach a new RJ45 connector to the end of the Cat 5 cable.

When a cable fails when it is moved around, it often indicates that there is a problem with the connector at the end of the cable. By attaching a new RJ45 connector using a crimper, the technician can ensure that the cable has a secure and reliable connection.

NEW QUESTION 90

- (Topic 1)

A technician is upgrading a legacy wireless router for a home user. After installing the new router and configuring the SSID to be the same, none of the devices will connect to the network. Which of the following should the technician check NEXT?

- A. DHCP pool configuration
- B. MAC filtering list
- C. Wireless protocol settings
- D. DNS servers

Answer: B

Explanation:

The technician should check the MAC filtering list next as the new router may have a different MAC address than the old router. References: CompTIA A+ Certification Exam Guide, Exam 220-1101, Page 332

NEW QUESTION 92

- (Topic 1)

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

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

Answer: B

Explanation:

eSATA is the best choice for adding external storage as it offers a fast transfer rate and is specifically designed for external storage devices. SCSI is an older interface that is rarely used today, PCIe is typically used to add expansion cards to a computer, and NVMe is a newer interface for high-speed solid-state storage, but it is typically used for internal storage devices.

NEW QUESTION 93

- (Topic 1)

A technician goes to a classroom to troubleshoot a projector that occasionally powers off.

The technician recreates the issue and notices the projector will not power back on until approximately 15 minutes have passed. After 15 minutes of being powered on, the projector shuts off again. Which of the following should the technician perform NEXT to resolve the issue?

- A. Clean the filter.
- B. Adjust the standby timeout.
- C. Check the power cable connection.

D. Replace the bulb.

Answer: A

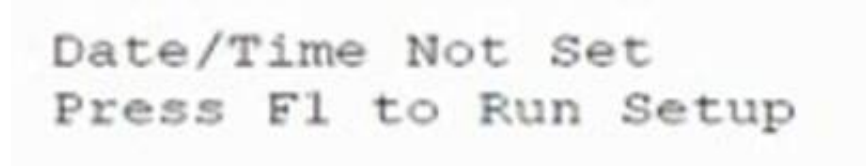
Explanation:

Based on the given information, it seems that the projector is experiencing issues with overheating or a faulty power supply. The fact that it shuts off and cannot be turned back on until it has cooled down for 15 minutes suggests that the projector is overheating or there is a problem with the power supply. Therefore, the next logical step would be to clean the filter to ensure proper ventilation and airflow, as a dirty filter can cause overheating.

NEW QUESTION 98

- (Topic 1)

An end user reports that the time and date on a desktop resets after shutdown, and subsequently, the device reboots. The next day, the desktop does not load the OS and is stuck at a black screen with the following message:



Which of the following would be the BEST action to take next?

- A. Change the motherboard.
- B. Reseat the motherboard power connections.
- C. Replace the CMOS battery.
- D. Restore the BIOS to factory default settings.

Answer: C

NEW QUESTION 102

- (Topic 1)

Which of the following components enables the input on a mobile device's touch screen?

- A. OLED
- B. Digitizer
- C. Inverter
- D. CMOS sensor

Answer: B

Explanation:

The digitizer is the component that enables input on a mobile device's touch screen. It is a transparent layer that sits over the screen and detects the location of touch inputs. OLED (Organic Light Emitting Diode) is a type of display technology. Inverter is a component used in older LCD displays to provide power to the backlight. CMOS (Complementary Metal-Oxide-Semiconductor) sensor is a type of image sensor used in digital cameras and smartphones to capture images. References: CompTIA A+ Certification Exam: Core 1 - Page 177

NEW QUESTION 105

- (Topic 2)

The owner of a restaurant reports that wireless network connections are lost intermittently throughout the day. Which of the following steps should a technician take to troubleshoot the issue? (Select TWO).

- A. Identify the location of devices that utilize 2.4GHz.
- B. Check to see if the phones are IJTP or STP lines.
- C. Test to see if the copper electrical Wires are causing interference.
- D. Map all of the wireless signals in the restaurant.
- E. Verify T568B is being used in the wiring closet patch panel.
- F. Schedule timed router reboots throughout the day.

Answer: AD

Explanation:

The correct answers are A. Identify the location of devices that utilize 2.4GHz and D. Map all of the wireless signals in the restaurant. In order to troubleshoot the issue, the technician should first identify the location of devices that utilize the 2.4GHz frequency, as this can cause interference with the wireless signal. Additionally, the technician should map all of the wireless signals in the restaurant in order to identify any potential sources of interference. Checking to see if the phones are IJTP or STP lines, testing to see if the copper electrical wires are causing interference, verifying T568B is being used in the wiring closet patch panel, and scheduling timed router reboots throughout the day are not necessary steps for troubleshooting this issue.

NEW QUESTION 109

- (Topic 2)

A technical lead wants to migrate all common business applications, including email and fileshares, to the cloud. Which of the following cloud concepts should be used?

- A. MaaS
- B. PaaS
- C. SaaS
- D. IaaS

Answer: C

Explanation:

The cloud concept that should be used for migrating all common business applications, including email and fileshares, to the cloud is Software as a Service (SaaS).

NEW QUESTION 114

- (Topic 2)

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

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

Answer: C

Explanation:

If a workstation shuts down unexpectedly during a burn-in test, overheating is the most likely cause. This is because a burn-in test is designed to stress the components of the workstation, which can generate a lot of heat. Therefore, overheating is the correct answer. References: CompTIA A+ Certification Exam Guide, Ninth Edition, page 120

NEW QUESTION 116

- (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 117

- (Topic 2)

A user is installing a new display on a desktop computer that only has a single DVI port for video input and a single HDMI port for video output. Which of the following does the technician need to complete the setup?

- A. Digital-to-analog converter
- B. A/V switcher
- C. DisplayPort to HDMI adapter
- D. DVI to HDMI cable

Answer: D

Explanation:

The technician will need to connect the DVI port on the computer to the new display's HDMI port. To do this, a DVI to HDMI cable will be needed. This type of cable will allow the computer's DVI video signal to be transmitted to the new display's HDMI port.

A digital-to-analog converter (DAC) is used to convert a digital signal to an analog signal. An A/V switcher is used to switch between multiple audio and video sources and display them on a single monitor or display. A DisplayPort to HDMI adapter is used to convert a DisplayPort signal to an HDMI signal, but it is not necessary in this scenario as the computer has a DVI port and not a DisplayPort.

Reference: CompTIA A+ Core 1 Exam Guide, page 199.

NEW QUESTION 120

- (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 125

- (Topic 2)

To control costs a company provides a limited number of users with company phones. One of these users opens a support ticket because the phone no longer allows internet browsing over a cellular connection. The user acknowledges that the phone worked before the user's child streamed several movies using the device. Which of the following describes why the phone cannot browse the Internet?

- A. The child accidentally connected to a neighbor's WLAN
- B. The company's group policy disabled the device
- C. The device has a data cap and has reached that limit
- D. The device's plan has been unpaid

Answer: C

Explanation:

It is common for companies to place a data cap on the devices they provide to their employees, to control costs. If a user has exceeded the data cap, the phone may no longer allow internet browsing over a cellular connection. This is usually because the cellular data usage has exceeded the allotted amount for the particular plan the device is on, and the service provider has temporarily suspended the data connection.

It is unlikely that the child accidentally connected to a neighbor's WLAN because this would not affect the cellular data connection. Similarly, it is unlikely that the company's group policy has disabled the device, as this would likely affect all devices under the same policy. If the device's plan has been unpaid, the service provider would likely temporarily suspend all services, not just the cellular data connection.

Reference: CompTIA A+ Core 1 Exam Guide, page 329.

NEW QUESTION 129

- (Topic 2)

A thermal punier that is used 10 print order buckets m a factory has been experiencing Issues following the failure of the alt conditioner during the summer. Each ticket has blank spots or is missing text. Which of the following would MOST likely solve these Issues?

- A. Restore function to the air conditioner.
- B. Clean the heating element.
- C. Replace the paper rolls.
- D. Install new toner.

Answer: A

Explanation:

it appears that option A, restoring function to the air conditioner, would most likely solve the thermal printer issue in the described scenario. The failure of the air conditioner during the summer could likely have caused high humidity or heat in the factory, which can affect the printing quality of thermal printers by causing blank spots or missing text. By restoring function to the air conditioner, the temperature and humidity in the factory can be controlled, which can help eliminate these printing issues. However, it is still possible that any of the other options listed could also potentially solve the issue, so it is best to assess the situation further and try different solutions if necessary.

NEW QUESTION 133

- (Topic 2)

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

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

Answer: D

Explanation:

A Storage Area Network (SAN) is a dedicated, high-speed network that connects servers to data storage devices. SANs are used in server rooms to provide high-speed storage access to virtual servers.

NEW QUESTION 134

- (Topic 2)

A user is trying to play a DVD on a projector. The user can hear the audio; however, the projector is showing an error message that states:

HDMI Blocked due to Copy Protection

Which of the following is the MOST likely cause of the error?

- A. The HDMI cannot carry the signal from the DVD to the projector.
- B. The user needs to switch from HDMI to a cable standard such as DisplayPort.
- C. The projector does not support the necessary HDCP protocol.
- D. The user needs to enable cony-protected sources in the projector's settings.

Answer: C

Explanation:

The Official CompTIA® A+® Core 1 and Core 2 Student Guide (Exams 220-1001 and 220-1002) | 193 Protected content. If you encounter an error that indicates unauthorized content or an HDCP error: • DVI, HDMI, DisplayPort, and Thunderbolt all provide support for the Digital Rights Management (DRM) mechanism High-bandwidth Digital Content Protection (HDCP). HDCP allows a content source (such as a Blu-ray disc) to disable itself if the display adapter and monitor and/or speaker system do not support HDCP and fail to authenticate themselves with the playback source. There have been various iterations of HDCP (at time of writing the current version is 2.2) and backward- compatibility can be problematic as authentication may fail between devices that support different versions of the standard.

NEW QUESTION 135

- (Topic 2)

The Chief Executive Officer wants to ensure company data is stored in a manner that provides the company with complete control over how the data is managed.

Which of the following is the BEST cloud deployment model for this request?

- A. Community
- B. Hybrid
- C. Public

D. Private

Answer: D

Explanation:

A private cloud deployment model provides the company with complete control over how the data is managed. This is because a private cloud is managed solely by the organization and resides on-premises or in a data center. Therefore, a private cloud deployment model is the best option for this scenario.

NEW QUESTION 136

- (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 139

- (Topic 2)

A technician is troubleshooting a smartphone that has a large dark area on the screen. The screen has no damage to indicate that it is cracked. Which of the following BEST describes why a blot is on the screen?

- A. Digitizer damage
- B. Improper charging
- C. Ambient light sensor damage
- D. Liquid damage

Answer: A

Explanation:

A blot on the screen of a smartphone is most likely caused by damage to the digitizer, which is the part of the device responsible for interpreting touch input. Improper charging is unlikely to cause a blot on the screen, as is damage to the ambient light sensor. Liquid damage is a possibility, but it is more likely to cause discoloration or other physical damage to the screen.

NEW QUESTION 141

- (Topic 2)

A company wants to give third-party developers access to the corporate network through desktop environments that the company can control. Which of the following can BEST achieve these requirements?

- A. Sandbox
- B. VDI
- C. Private cloud
- D. SaaS

Answer: B

Explanation:

VDI is a technology that allows a company to provide desktop environments to third-party developers while still maintaining control over the corporate network. VDI creates virtual desktops on a remote server, and each user gets their own desktop environment that is isolated from the other users. This allows the company to maintain control over the corporate network, as the virtual desktops are not directly connected to the corporate network.

NEW QUESTION 144

- (Topic 2)

Which of the following allows a switch to be divided into separate logical networks?

- A. VLAN
- B. SSL VPN
- C. NAT
- D. RADIUS

Answer: A

Explanation:

A Virtual LAN (VLAN) is a network topology that allows a switch to be divided into separate logical networks. This allows for the creation of multiple broadcast domains within a single physical network, improving network segmentation and security. With VLANs, you can segment your network so that different departments, applications, or users are isolated from each other, improving network security and performance.

NEW QUESTION 145

- (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 146

- (Topic 2)

A technician responds to a help desk ticket that indicates a user's workstation is not booting. The technician initially suspects a failed hard drive. The technician performs diagnostics and confirms the hard drive is fully operational.

Which of the following steps should the technician complete NEXT?

- A. Reinstall the operating system.
- B. Configure a new RAID array.
- C. Report the status of the drive and close the ticket.
- D. Consider another possible cause of the issue.
- E. Restore the latest backup of the system.

Answer: D

Explanation:

Since the hard drive appears to be functioning normally, the technician should investigate other potential causes of the issue. This could include checking the BIOS settings, verifying the connections to the hard drive, and testing the RAM. Once these steps have been completed, the technician can then take the necessary steps to resolve the issue.

NEW QUESTION 148

- (Topic 2)

A university student was able to boot from a live Linux CD on a computer in a shared space on campus. Which of the following will BEST prevent this type of action from occurring in the future?

- A. Require TPM security features.
- B. Set a boot password.
- C. Disable all media options.
- D. Enable secure boot.

Answer: D

Explanation:

Enabling secure boot will verify the digital signature of the bootloader and operating system, ensuring that the system only boots from trusted and authorised sources. This can prevent booting from an unauthorised live CD or other external media. The best way to prevent booting from a live Linux CD on a computer in a shared space on campus is to enable secure boot. Secure boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs.

Secure Boot is a feature that ensures that the system only runs software that is signed by an authorized party. This means that the system will not boot from any unauthorized media, including live Linux CDs. Secure Boot is an important security feature designed to prevent malicious software from loading when your PC starts up (boots)1.

Bootting from a live Linux CD is a process that allows you to run a Linux operating system from a CD or DVD without installing it on your hard drive. This can be useful for testing or troubleshooting purposes. To boot from a live Linux CD, you need to insert the CD or DVD into your computer's CD/DVD drive and restart your computer. Most systems are set up to automatically boot from the CD/DVD drive, but if your system is not set up this way, you may need to change a system setting to boot from a Linux CD/DVD23.

NEW QUESTION 150

- (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 154

- (Topic 2)

A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. Which of the following should the technician do to remove the old filament and load the new one?

- A. Preheat the nozzle to melting temperature.

- B. Cut a sharp angle on the end of the strand.
- C. Push the filament along until resistance is felt.
- D. Withdraw the filament and remove the spool.

Answer: D

Explanation:

A technician is working on a help desk ticket for a user who wants the filament replaced in a 3-D printer. To remove the old filament and load the new one, the technician should preheat the nozzle to melting temperature. After the nozzle is heated, the technician should withdraw the filament and remove the spool. Then, cut a sharp angle on the end of the new strand, and push it along until resistance is felt.

NEW QUESTION 155

- (Topic 2)

A technician installed a new router at a small office. After the Installation, the technician notices that all devices have a 169.254.x.x IP address. Printers and fileshares are still working, but PCs cannot access the Internet. Which of the following should the technician configure on the router to enable devices to connect to the internet?

- A. APIPA
- B. DNS
- C. DHCP
- D. SMB

Answer: C

Explanation:

To enable devices to connect to the internet after installing a new router at a small office, the technician should configure DHCP (Dynamic Host Configuration Protocol) on the router. DHCP is a network protocol that automatically assigns IP addresses and other network configuration parameters to devices on a network. By configuring DHCP on the router, the technician can ensure that all devices on the network are assigned a valid IP address that allows them to connect to the internet.

If all devices have a 169.254.x.x IP address, this suggests that the router is not assigning IP addresses to the devices using DHCP (Dynamic Host Configuration Protocol). Configuring the DHCP settings on the router can enable the devices to receive IP addresses automatically and access the internet. References: CompTIA A+ Certification All-in-One Exam Guide, Tenth Edition, Chapter 14

NEW QUESTION 157

- (Topic 2)

A technician is troubleshooting an old desktop system that randomly shows a Windows BSOD or powers off unexpectedly. All system temperatures are within normal limits. Which of the following should the technician do NEXT?

- A. Visually inspect the motherboard capacitors.
- B. Verify all case fans are operational.
- C. Check that the BIOS version supports the installed CPU.
- D. Compare the software requirements with the installed RAM.

Answer: A

Explanation:

BSODs can be caused by poorly written device drivers or malfunctioning hardware, such as faulty memory, power supply issues, overheating of components, or hardware running beyond its specification limits. In the Windows 9x era, incompatible DLLs or bugs in the operating system kernel could also cause BSODs.

NEW QUESTION 161

- (Topic 2)

A new version of Windows was released and a piece of software vital to the engineering department will not run on the new version. Which of the following is the BEST option to enable this department to be able to continue using this software?

- A. Do not upgrade any workstations within the organization.
- B. Upgrade all workstations and provide a virtual environment for the legacy software.
- C. Upgrade all workstations except those used by the engineering department.
- D. Purchase new workstations for the engineering department.

Answer: B

Explanation:

Upgrading all workstations and providing a virtual environment for the legacy software is the best option, as it allows the engineering department to continue using the vital software while also upgrading to the latest version of Windows. This also ensures that the rest of the organization can take advantage of the latest software and security features.

NEW QUESTION 165

- (Topic 2)

A technician receives a ticket that states a mobile payment device is having Issues with Its contactless payment feature. The device is not detecting payment options. Which of the following Is the MOST likely cause of the Issue?

- A. NFC
- B. Bluetooth
- C. Wi-Fi
- D. Lightning adapter

Answer: A

Explanation:

NFC (Near Field Communication) is the technology used for contactless payment features on mobile payment devices. If a mobile payment device is having issues with its contactless payment feature and is not detecting payment options, it is most likely due to an issue with the NFC functionality of the device. The contactless payment feature on a mobile payment device uses NFC (Near Field Communication) to detect payment options. If the device is not detecting payment options, the issue may be related to a problem with the NFC feature. References: <https://www.techopedia.com/definition/31790/near-field-communication-nfc>

NEW QUESTION 170

- (Topic 2)

A new employee has been issued a company laptop. The employee requests an accessory with a single power source that has wired network connectivity and supports a keyboard, mouse, speakers, and dual monitors. Which of the following accessories should the systems administrator deploy to BEST meet the new user's needs?

- A. Poe switch
- B. USB-C hub with power delivery
- C. Docking station with DisplayPort
- D. KVM switch with audio

Answer: C

Explanation:

A docking station is a hardware accessory that allows laptops to connect to multiple peripherals and devices with a single connection. A docking station with DisplayPort would provide the necessary connectivity for the dual monitors, and it can also support the required peripherals such as the keyboard, mouse, and speakers. In addition, it will provide a wired network connectivity for faster and more reliable network access.

NEW QUESTION 172

- (Topic 3)

A customer called the help desk to request information about how to increase the volume on a laptop using only a keyboard. Which of the following keys would MOST likely allow this to be done?

- A. Alt
- B. Fn
- C. Tab
- D. Ctrl

Answer: B

Explanation:

To increase the volume on a laptop using only a keyboard, a user can press and hold down the Fn key while pressing one of the function keys (usually F1-F12) that has an icon representing volume up.

NEW QUESTION 173

- (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 176

- (Topic 3)

An end user needs to upgrade the hard drive on a laptop and wants one that is fast and shock resistant. Which of the following is the BEST option for this end user?

- A. Hybrid HDD/SSD
- B. 5,400rpm HDD
- C. 7,200rpm HDD
- D. NVMe SSD

Answer: D

Explanation:

A non-volatile memory express (NVMe) solid state drive (SSD) is the best option for an end user who wants to upgrade the hard drive on a laptop and wants one that is fast and shock resistant. NVMe SSDs use flash memory and PCIe interface to achieve high performance and low latency. SSDs are also more shock resistant than hard disk drives (HDDs) because they have no moving parts. Hybrid HDD/SSD combines both technologies but does not offer the same speed or capacity as pure SSDs. A 5,400rpm HDD or a 7,200rpm HDD are slower and less shock resistant than SSDs.

NEW QUESTION 178

- (Topic 3)

A technician is on site troubleshooting a customer's laptop. The technician needs to download a software update but the company's proxy is blocking updates. Which of the following would be the MOST appropriate action for the technician to take to get the update?

- A. Connect to a hotspot
- B. Request a traffic exemption.
- C. Change the DNS address to 1.1.1.1
- D. Update the Group Policy settings

Answer: B

Explanation:

If a technician is on site troubleshooting a customer's laptop and needs to download a software update but the company's proxy is blocking updates, the most appropriate action for the technician to take would be to request a traffic exemption from the company's IT department.

NEW QUESTION 180

- (Topic 3)

Which of the following video cables can carry an audio signal?

- A. HDMI
- B. S-Video
- C. VGA
- D. DVI

Answer: A

Explanation:

This is because HDMI (High-Definition Multimedia Interface) is a digital video cable that can also carry audio signals¹. HDMI cables are commonly used to connect devices like Blu-ray players, game consoles, and streaming boxes to HDTVs and monitors. The other options are not capable of carrying audio signals. VGA (Video Graphics Array) is an analog video cable that only carries RGBHV signals². S-Video (Super Video) is another analog video cable that carries separate luminance and chrominance signals¹. DVI (Digital Visual Interface) is a digital video cable that can carry either analog or digital signals, but not audio¹.

NEW QUESTION 183

- (Topic 3)

A field technician for an airport receives a support ticket that states customers are having issues viewing a screen that displays information about departing flights. While checking the case history, the technician sees that all flight information screens were recently moved when the terminal gates were remodeled. Which of the following actions should the technician perform after verifying the screen has power?

- A. Ensure the input connections to the screen are secure.
- B. Swap cables with a screen that works.
- C. Check to see if the device outputting the data is turned on.
- D. Determine if the screen is compatible with the output device.

Answer: A

Explanation:

The technician should ensure the input connections to the screen are secure ¹. The screen may not be receiving the signal from the device outputting the data if the input connections are not secure¹. Swapping cables with a screen that works is not likely to be the correct option¹

NEW QUESTION 184

- (Topic 3)

Which of the following does a DHCP reservation MOST likely apply to?

- A. Smart TV
- B. Mobile device
- C. Workstation
- D. Printer

Answer: D

Explanation:

A DHCP reservation is a feature that allows a DHCP server to assign a specific IP address to a specific device on a network, based on its MAC address. This ensures that the device always receives the same IP address, even if it is disconnected or rebooted. A DHCP reservation is most likely applied to a printer, as it can make it easier for users to find and connect to the printer on the network, without having to change the printer settings or deal with IP address conflicts.

Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 84)

NEW QUESTION 186

- (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 190

- (Topic 3)

A customer brings a phone to a repair shop because it is experiencing extreme slowness and applications are crashing. A technician attempts to install a diagnostic application, but the installation fails. Which of the following should the technician do FIRST to troubleshoot the issue?

- A. Check the storage space.
- B. Inspect the screen for damage.
- C. Install the latest updates.
- D. Recalibrate the digitizer.

Answer: A

Explanation:

One of the possible causes of extreme slowness and application crashes on a phone is low or insufficient storage space. This can affect the performance and functionality of the phone, as well as prevent new applications from being installed or updated. The technician should check the storage space on the phone and see if there is enough free space available for the diagnostic application and other operations. The technician should also advise the customer to delete or move any unnecessary or unused files, apps, or data from the phone to free up some space. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 10)

NEW QUESTION 194

- (Topic 3)

A bank wants to leverage cloud computing but would like a cloud solution in which infrastructure is isolated from other businesses. Which of the following cloud models would BEST address the bank's need?

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

Answer: C

Explanation:

A private cloud is a cloud computing model that provides services and resources to a specific organization or group over a private network. A private cloud can offer more security and control than other cloud models, as well as customized infrastructure that suits the organization's needs. A bank would most likely choose a private cloud model to leverage cloud computing while maintaining isolation from other businesses. A public cloud is a cloud computing model that provides services and resources to anyone over the internet. A hybrid cloud is a combination of public and private cloud services that share data and resources.

NEW QUESTION 198

- (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 203

- (Topic 3)

A user is unable to perform contactless payments with a phone. Which of the following functions is MOST likely causing the issue?

- A. NFC
- B. Hotspot
- C. Bluetooth
- D. USB

Answer: A

Explanation:

Near field communication (NFC) is a function that enables contactless payments with a phone by allowing it to communicate with compatible devices within close proximity. If NFC is not working properly, the user will not be able to perform contactless payments with the phone. Hotspot is a feature that allows a device to share its internet connection with other devices via Wi-Fi, Bluetooth, or USB. Bluetooth is a wireless technology that allows devices to connect and exchange data over short distances. USB is a standard interface that connects devices such as keyboards, mice, flash drives, etc.

NEW QUESTION 204

- (Topic 3)

Which of the following components houses the MX record?

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

Answer: A

Explanation:

The domain name system (DNS) is the component that houses the MX record. The MX record is a type of DNS record that specifies which mail server is responsible for receiving email messages for a domain name. VLAN is an acronym for virtual local area network, which is a logical subdivision of a network that allows devices to communicate as if they were on the same physical segment. DHCP is an acronym for dynamic host configuration protocol, which is a network protocol that assigns IP addresses and other configuration parameters to devices on a network automatically. SMTP is an acronym for simple mail transfer protocol, which is a network protocol that allows sending and receiving email messages over TCP/IP networks

NEW QUESTION 205

- (Topic 3)

A user uploads a file to a storage location that is accessible via a web browser and a client application. The user's coworkers can access the file as well. The service that the file is stored with is provided by a third party for a monthly fee. The third party's service is available to any business or consumer who would like to use the service. Which of the following BEST describes the type of service that is in use?

- A. Hybrid cloud
- B. Infrastructure as a service
- C. Public cloud
- D. Private cloud

Answer: C

Explanation:

A public cloud is a cloud computing model that provides services and resources to anyone over the internet. The service that the user uploads a file to is an example of a public cloud service, as it is accessible via a web browser and a client application, allows multiple users to access the file, and is provided by a third party for a monthly fee. A hybrid cloud is a combination of public and private cloud services that share data and resources. Infrastructure as a service is a cloud computing model that provides servers, storage, networking, and software over the internet. Private cloud is a cloud computing model that provides services and resources to a specific organization or group over a private network

NEW QUESTION 207

- (Topic 3)

A user reports a tablet restarts on its own every five to ten minutes. In addition, the tablet has intermittent issues with charging. The technician gives the user a new power adapter and charging cable, and the technician also tries resetting the OS. but the issue persists. Which of the following is the MOST likely cause of the issue?

- A. Water damage
- B. Incorrect OS version
- C. Faulty battery
- D. Damaged charging port

Answer: C

Explanation:

A faulty battery could cause a tablet to restart on its own and have intermittent issues with charging. Water damage could also cause these symptoms, but it is not the most likely cause unless there is evidence of liquid exposure. Incorrect OS version could cause compatibility or performance issues, but not charging problems. Damaged charging port could prevent the tablet from charging, but not cause it to restart randomly.

NEW QUESTION 210

- (Topic 3)

Which of the following cloud-computing concepts describes an application that is hosted on the internet but can be used and configured as needed internally per organization?

- A. Hybrid cloud
- B. Public cloud
- C. IaaS
- D. SaaS
- E. PaaS

Answer: E

Explanation:

Platform as a service (PaaS) is a cloud-computing concept that describes an application that is hosted on the internet but can be used and configured as needed internally per organization. PaaS provides a platform for developing, testing, deploying, and managing applications without having to maintain the underlying infrastructure or software. Hybrid cloud is a combination of public and private cloud services that share data and resources. Public cloud is a cloud computing model that provides services and resources to anyone over the internet. Infrastructure as a service (IaaS) is a cloud computing model that provides servers, storage, networking, and software over the internet

NEW QUESTION 213

- (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 217

- (Topic 3)

A virtual file server in the cloud is configured to automatically add compute resources during times of high load on the server. Which of the following describes this cloud feature?

- A. File synchronization
- B. High availability
- C. Rapid elasticity
- D. Shared resources

Answer: C

Explanation:

Rapid elasticity is a cloud feature that allows cloud services to scale up or down automatically according to demand or load on the server, without requiring manual intervention or configuration changes by users or administrators. This enables cloud services to provide optimal performance and efficiency at all times, as well as reducing costs by only using resources when needed. Reference: <https://www.comptia.org/training/books/a-core-1-220-1101-study-guide> (page 98)

NEW QUESTION 219

- (Topic 3)

A technician is working to connect an RS-232 serial signature pad to a customer's ultralightweight laptop. Which of the following should the technician use to install the device?

- A. Port replicator
- B. Wi-Fi Direct
- C. Hotspot
- D. USB-C cable

Answer: D

Explanation:

A USB-C cable is the best option for installing an RS-232 serial signature pad to an ultralightweight laptop. USB-C is a universal connector that supports various protocols and devices, including serial devices. A port replicator is a device that expands the connectivity options of a laptop by providing additional ports. Wi-Fi Direct is a wireless technology that allows devices to connect directly without a router or access point. Hotspot is a feature that allows a device to share its internet connection with other devices via Wi-Fi, Bluetooth, or USB.

NEW QUESTION 222

- (Topic 3)

Which of the following cables should be used to terminate ST connectors on each end?

- A. Optical fiber
- B. Coaxial
- C. Shielded twisted pair
- D. HDMI

Answer: A

Explanation:

Optical fiber is the type of cable that should be used to terminate ST connectors on each end. ST connectors are commonly used for fiber optic cables, which transmit data using light pulses. Coaxial, shielded twisted pair, and HDMI are not types of cables that use ST connectors, but different types of connectors and transmission methods.

NEW QUESTION 223

- (Topic 3)

Using the output below:

```
IPv4 Address: 172.25.1.39
Subnet Mask: 255.255.255.0
Router: 172.25.1.252
Name Server: 172.25.1.4
```

Which of the following is the default gateway?

- A. 172.25.1.252
- B. 172.25.1.39
- C. 172.25.1.4
- D. 255.255.255.0

Answer: A

Explanation:

The default gateway is the IP address of the router or device that connects a network to another network or the internet. In the output below, the default gateway is 172.25.1.252, as shown in the line "Default Gateway : 172.25.1.252". The other IP addresses are not default gateways, but either local IP addresses (172.25.1.39 and 172.25.1.4) or subnet masks (255.255.255.0).

NEW QUESTION 226

- (Topic 3)

An administrator chose a shared-tenant model for a cloud deployment. Which of the following is the MOST likely reason the administrator chose this model?

- A. Cost savings
- B. Highly available
- C. Dedicated hardware
- D. Increased security

Answer: A

Explanation:

The shared-tenant model for a cloud deployment, also known as a multi-tenant model, allows multiple customers to use the same resources and infrastructure of the cloud service provider, with each customer's data and applications isolated from one another. This model is often chosen for cost savings, as resources are shared and users only pay for what they use. Therefore, the MOST likely reason that an administrator chose this model is A. Cost savings.

NEW QUESTION 227

- (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 232

- (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 233

- (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 237

- (Topic 3)

Which of the following BEST describes a lab environment in which virtual machines can be created, rebooted, and shut down without affecting the production network?

- A. SCADA
- B. Sandbox
- C. Honeypot
- D. Hybrid cloud

Answer: B

Explanation:

A sandbox is a lab environment in which virtual machines can be created, rebooted, and shut down without affecting the production network. This allows for testing and experimentation without the risk of damaging the production environment¹²³..

NEW QUESTION 242

- (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 245

- (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 248

- (Topic 4)

A user reports that a printer pulls multiple sheets of paper from the paper tray instead of a single sheet. Which of the following should a technician investigate to resolve this issue? (Select two).

- A. Toner cartridge
- B. Tractor feed
- C. Pickup roller
- D. Separation pad
- E. Duplexer
- F. Fuser

Answer: CD

Explanation:

The correct answers are C. Pickup roller and D. Separation pad.

A pickup roller is a rubber wheel that grabs the paper from the paper tray and feeds it into the printer. A separation pad is a small piece of cork or rubber that

prevents more than one sheet of paper from being fed at a time. If the pickup roller or the separation pad is worn out, dirty, or damaged, it can cause the printer to pull multiple sheets of paper instead of a single sheet. This can lead to paper jams, misprints, or wasted paper. To resolve this issue, a technician should investigate the condition of the pickup roller and the separation pad and replace them if necessary. The technician should also clean the paper tray and make sure the paper is loaded correctly and not stuck together. A toner cartridge is a component that contains the toner powder used to create the printout on a laser printer. A tractor feed is a mechanism that uses sprockets to move continuous paper through a dot matrix printer. A duplexer is a device that allows a printer to print on both sides of the paper automatically. A fuser is a part of a laser printer that melts the toner onto the paper using heat and pressure. None of these components are related to the issue of pulling multiple sheets of paper from the paper tray.

Reference: Types of Printers—What You Need to Know for the CompTIA A+ Exams

NEW QUESTION 251

- (Topic 4)

Which of the following is the best reason to set up a virtual sandbox?

- A. To run a test application that communicates with the test environment
- B. To analyze the effects of malware in a safe manner
- C. To host an application that multiple remote users can access
- D. To test an application in Windows and Linux concurrently

Answer: B

Explanation:

A virtual sandbox is an isolated environment that mimics the characteristics of a real system, but does not affect or interact with it¹. A virtual sandbox can be used to run potentially unsafe or malicious code and observe its behavior without risking harm to the host machine or network². This is useful for cybersecurity researchers who want to test and analyze malware samples, such as viruses, worms, ransomware, etc., and understand how they work and how to prevent or mitigate them³.

NEW QUESTION 255

- (Topic 4)

A user attempts to connect a laptop to a projector but receives the following message from the projector: Out of Range. Which of the following needs to be addressed first?

- A. Change the resolution settings.
- B. Check the video cable and replace it if necessary.
- C. Set the computer's display settings to extend/duplicate.
- D. Verify that the laptop video card driver is the most up-to-date version.

Answer: A

Explanation:

The most likely answer is A. Change the resolution settings.

The error “Out of Range” normally means that the resolution being output by the computer is not compatible with the projector. The resolution is the number of pixels that are displayed on the screen. If the resolution is too high for the projector, it may not be able to display the image correctly or at all¹².

To resolve this issue, you should try lowering the resolution settings on your laptop to match the native resolution of the projector or a lower one. You can do this by following these steps¹:

- Right-click on an empty area of your desktop and select Display settings.
- Under Scale and layout, click on Display resolution and choose a lower option from the drop-down menu.
- Click Apply and then Keep changes.
- Reconnect your laptop to the projector and check if the image is displayed properly.

If changing the resolution settings does not help, you may need to check other factors,

such as the video cable, the display settings, or the video card driver. However, these are less likely to cause the “Out of Range” error than the resolution settings.

NEW QUESTION 258

- (Topic 4)

An engineer is setting up two-factor authentication so users can access a company's human resources system. Which of the following should the engineer require users to do?

- A. Use a mobile authenticator application.
- B. Connect to the company's Wi-Fi.
- C. Connect through the VPN.
- D. Use a bastion server.

Answer: A

Explanation:

Two-factor authentication (2FA) is a method of verifying a user's identity by requiring two pieces of evidence: something the user knows (such as a password) and something the user has (such as a device). A mobile authenticator application is a software program that runs on a smartphone or tablet and generates a one-time code or token that the user can enter along with their password to access a system. This adds an extra layer of security to prevent unauthorized access.

References

- The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101), page 13-14
- CompTIA A+ Certification Exam Core 1 Objectives, page 9, objective 2.5
- What is Two-Factor Authentication?

NEW QUESTION 261

- (Topic 4)

Which of the following are benefits of application virtualization? (Select two).

- A. The network works more quickly.
- B. Applications are easier to learn.

- C. RAM works more efficiently.
- D. The overall IT cost goes down.
- E. OS performance is superior.
- F. Upgrading applications is easier.

Answer: DF

Explanation:

The correct answers are D. The overall IT cost goes down and F. Upgrading applications is easier.

Application virtualization is a technology that allows users to run applications without installing them on their devices. The applications are stored and executed on a remote server, and the users can access them through a network connection. Application virtualization has several benefits, such as¹²:

- The overall IT cost goes down: Application virtualization reduces the need for hardware, software, and maintenance costs, as the applications are centralized and managed on the server side. This also saves energy and space, as fewer physical machines are required to run the applications. Additionally, application virtualization can reduce licensing costs, as the applications can be delivered on-demand and based on usage.
- Upgrading applications is easier: Application virtualization simplifies the process of updating and patching applications, as the changes can be made on the server side and pushed to the users instantly. This eliminates the need for manual installation and configuration on each device, and ensures that all users have the latest version of the applications.

Other benefits of application virtualization include¹²³:

- Allows the running of legacy apps: Application virtualization can enable users to run applications that are developed for older or incompatible operating systems, such as Windows 7 or XP. This can extend the lifespan of legacy applications and avoid compatibility issues.
- Enables cross-platform operations: Application virtualization can allow users to run applications that are designed for different platforms, such as Windows apps on iOS, Android, macOS, or Chrome OS. This can increase the accessibility and mobility of the applications and enhance the user experience.
- Improves security and compliance: Application virtualization can isolate the applications from the underlying operating system and hardware, preventing malware or unauthorized access from affecting them. This can also protect the data and settings of the applications from being tampered with or lost. Furthermore, application virtualization can help enforce compliance policies and regulations, as the applications can be controlled and monitored by the server.

References:

1: 5 Benefits of Virtualization - IBM Blog

2: Benefits of Application Virtualization - AppsAnywhere 3: What is Application Virtualization? | VMware Glossary

NEW QUESTION 266

- (Topic 4)

A technician installed a high-end graphics card in a desktop, and now, the desktop randomly shuts down during operations. Which of the following should the technician do next?

- A. Confirm the power supply is grounded.
- B. Check the power supply wattage rating.
- C. Check whether the power supply is redundant.
- D. Confirm the power cables are well connected.

Answer: B

Explanation:

The correct answer is B. Check the power supply wattage rating.

A possible cause of the desktop randomly shutting down during operations is that the power supply is not able to provide enough power for the high-end graphics card. The power consumption of today's graphics cards has increased a lot, and the top models demand between 110 and 270 watts from the power supply¹.

Therefore, the technician should check the power supply wattage rating and make sure it is sufficient for the graphics card and the rest of the components.

Confirming the power supply is grounded, checking whether the power supply is redundant, or confirming the power cables are well connected are not likely to solve this problem.

NEW QUESTION 270

- (Topic 4)

A user calls the help desk about a 4K monitor that will not output an image from a desktop. The monitor was working previously but now shows a black screen with a message stating a signal is not detected. The desktop is connected via HDMI, and the monitor has an empty DVI port. Which of the following steps should the technician perform first?

(Select two).

- A. Check the version of the HDMI cable.
- B. Check the input source.
- C. Set up the desktop for DVI.
- D. Replace the HDMI cable.
- E. Install OS updates.
- F. Initiate a system restore.

Answer: AB

Explanation:

The first steps that the technician should perform are A. Check the version of the HDMI cable and B. Check the input source.

A possible cause of the problem is that the HDMI cable is not compatible with the 4K resolution of the monitor. HDMI cables have different versions that support different features and bandwidths. For example, HDMI 1.4 supports up to 4K at 30 Hz, while HDMI 2.0 supports up to 4K at 60 Hz¹. The technician should check the version of the HDMI cable and make sure it matches the specifications of the monitor and the desktop. Another possible cause of the problem is that the monitor is not set to the correct input source. The input source is the option that allows the monitor to switch between different video signals from different ports, such as HDMI, DVI, VGA, or DisplayPort². The technician should check the input source and make sure it is set to HDMI, since that is how the desktop is connected to the monitor. The input source can usually be changed using the buttons or menu on the monitor itself².

NEW QUESTION 275

- (Topic 4)

A user has been unable to configure a smart device to play audio on a new Bluetooth speaker. A technician confirms that Bluetooth is enabled on both devices. Which of the following should the technician do to ensure the pairing is successful?

- A. Enable and configure MFA on the smart device.
- B. Synchronize all data to the cloud.
- C. Enable location services on the smart device to find the speaker.
- D. Enter the appropriate PIN code on the smart device.

Answer: D

Explanation:

To pair a Bluetooth speaker with a smart device, the user needs to enter the PIN code that is provided by the speaker manufacturer or displayed on the speaker itself. This is a security measure to prevent unauthorized pairing and access. Enabling and configuring MFA, synchronizing data to the cloud, or enabling location services are not required for Bluetooth pairing.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 14.

NEW QUESTION 279

- (Topic 4)

Which of the following services allows a remote user to access network resources?

- A. WLAN
- B. SAN
- C. DHCP
- D. VPN

Answer: D

Explanation:

The correct answer is D. VPN.

A VPN (Virtual Private Network) is a service that allows a remote user to access network resources securely over the internet. A VPN creates an encrypted tunnel between the user's device and the VPN server, which acts as a gateway to the network. The user can then access the network resources as if they were directly connected to the network, without exposing their traffic to eavesdropping, interception, or censorship.

A VPN can provide remote users with access to various services on a company network, such as file and print services, client/server applications, and remote network administration¹. A VPN can also protect the user's privacy and identity online by masking their IP address and location.

References:

•Remote Access to a Network - NETWORK ENCYCLOPEDIA, section "Remote access typically gives remote users access to the following services on a company network".

NEW QUESTION 283

- (Topic 4)

A company's cloud server has recently become unresponsive due to overwhelming e- commerce traffic Which of the following cloud technologies could be dynamically assigned to mitigate this issue?

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

Answer: D

NEW QUESTION 285

- (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 (220-1001) Certification Study Guide], page 78

•How to use the ipconfig command on Windows 10

•How to Ping the Windows Network Router

NEW QUESTION 287

- (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 288

- (Topic 4)

A technician is installing the RAM for a graphs workstation. Which of the following is special purpose memory used by graphic controllers?

- A. SRAM
- B. MicroDIMM
- C. VRAM
- D. Unbuffered DIMM

Answer: C

Explanation:

VRAM (Video Random Access Memory) is a special-purpose memory type used by graphics controllers to store image data that is displayed on the screen. VRAM is faster and more expensive than regular RAM, and it allows the graphics controller to access the image data directly without involving the CPU or the system memory. VRAM can improve the performance and quality of graphics-intensive applications, such as video editing, gaming, and 3D rendering.

References:

- Ram Flashcards | Quizlet, question “Which of the following is a special-purpose memory type used by graphics controllers?”.
- Nvidia Unveils Big Accelerator Memory: Solid-State Storage for GPUs, paragraph 4.
- US5801706A - Special purpose memory for graphics and display apparatus ..., abstract.

NEW QUESTION 293

- (Topic 4)

Which of the following twisted pair cables supports 10GBASE-T data transmission speed?

- A. Cat 3
- B. Cat 5
- C. Cat 5e
- D. Cat 6a

Answer: D

Explanation:

The correct answer is D. Cat 6a.

Cat 6a (augmented) is a type of twisted pair cable that supports 10GBASE-T data transmission speed. 10GBASE-T is an Ethernet standard that can deliver 10 gigabits per second (Gbps) over copper cables. Cat 6a can support this speed up to a distance of 100 meters, which is the same as Cat 5e and Cat 6 for lower speeds. Cat 6a has better shielding and crosstalk prevention than Cat 6, which makes it more suitable for high- frequency signals.

Cat 3, Cat 5, and Cat 5e are not capable of supporting 10GBASE-T data transmission speed. Cat 3 can only support up to 10 Mbps, Cat 5 can only support up to 100 Mbps, and Cat 5e can only support up to 1 Gbps. These cables have lower bandwidth, higher attenuation, and more interference than Cat 6a.

Reference: Network Cables - CompTIA A+ 220-1101 - 3.1 - Professor Messer IT Certification Training Courses

NEW QUESTION 296

- (Topic 4)

A technician is installing a storage solution for a computer that requires data redundancy with the fewest drives possible. Which of the following would best meet this requirement?

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

Answer: B

NEW QUESTION 297

- (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 301

- (Topic 4)

A user needs to upgrade the power supply of an older workstation to properly power a new graphics card. Which of the following criteria should the technician check to ensure the power supply will support the upgraded workstation? (Select two).

- A. Efficiency rating

- B. Heat dissipation
- C. Wattage
- D. Form factor
- E. Fan type
- F. Modular cabling

Answer: CD

Explanation:

The technician should check the wattage and the form factor of the power supply to ensure it will support the upgraded workstation. These are the two most important criteria for choosing a compatible and adequate power supply.

? Wattage: The wattage of a power supply is the maximum amount of power it can deliver to the components of the workstation. The wattage of the power supply should match or exceed the total power consumption of the components, especially the new graphics card, which is usually the most power-hungry part. If the power supply does not have enough wattage, it may cause instability, crashes, or damage to the workstation. To estimate the power consumption of the components, the technician can use a power supply calculator tool, such as the ones found in the web search results¹²³. The technician should also add some headroom to the wattage, such as 20% to 50%, to account for peak power consumption, future upgrades, or power supply degradation.

? Form factor: The form factor of a power supply is the physical size and shape of the unit. The form factor of the power supply should fit in the case of the workstation and match the mounting holes and screws. The most common form factor for desktop power supplies is ATX, which measures 150 x 86 x 140 mm. However, some older or smaller workstations may use different form factors, such as SFX, TFX, or FlexATX. The technician should check the specifications of the workstation case and the power supply to ensure they have the same form factor.

Other criteria, such as efficiency rating, heat dissipation, fan type, and modular cabling, are not essential for supporting the upgraded workstation, but they may affect the performance, noise, or aesthetics of the power supply. The efficiency rating is the percentage of input power that is converted to output power, and it indicates how much power is wasted as heat. The heat dissipation is the ability of the power supply to cool itself and prevent overheating. The fan type is the design and size of the fan that cools the power supply, and it affects the noise level and airflow of the unit. The modular cabling is the feature that allows the user to detach unused cables from the power supply, and it helps to reduce clutter and improve airflow inside the case.

References:

- ? How to Choose the Right Power Supply for Your PC - Lifewire⁴
- ? How to Choose a Power Supply: 7 Steps (with Pictures) - wikiHow⁵
- ? How to pick the best PC power supply - PCWorld⁶
- ? Power Supply Calculator – PSU Wattage Calculator | Newegg¹
- ? Power Supply Calculator | Cooler Master²
- ? Power Supply Calculator - PSU Calculator | OuterVision³

NEW QUESTION 305

- (Topic 4)

A technician configured a new SOHO router for a small business. The ISP gave the technician an IP address on the router's WAN port. Which of the following addresses did the technician most likely configure on the router?

- A. 10.1.50.30
- B. 19.45.7.28
- C. 169.254.168.10
- D. 172.22.40.6

Answer: B

Explanation:

This is an example of a public IP address that can be assigned by an ISP to a router's WAN (Wide Area Network) port. A public IP address is a globally unique and routable address that allows a device to communicate with other devices on the internet. A private IP address, such as 10.1.50.30 or 172.22.40.6, is a non-routable address that is used within a local network and cannot be directly accessed from the internet. A link-local IP address, such as 169.254.168.10, is a self-assigned address that is used when a device cannot obtain a valid IP address from a DHCP server.

Reference: [CompTIA A+ Core 1 (220-1101) Certification Study Guide], page 27.

NEW QUESTION 310

- (Topic 4)

A technician needs to determine where a printer is connected on a patch panel. Which of the following is the best tool for the technician to use to locate the port?

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

Answer: A

Explanation:

The correct answer is A. Toner probe.

A toner probe is an electronic test instrument that can help trace wires and locate the port where a printer is connected on a patch panel. A toner probe consists of two parts: a tone generator and a tone detector. The tone generator sends a signal through the cable, and the tone detector picks up the signal at the other end. By using a toner probe, a technician can identify which port on the patch panel corresponds to the printer cable.

A loopback plug is a device that can test the functionality of a network port by sending and receiving signals from the same port. A loopback plug is not useful for locating ports on a patch panel.

A cable tester is a device that can verify the integrity and continuity of a cable by checking for open, short, or miswired connections. A cable tester can also measure the length and resistance of a cable. A cable tester is not useful for locating ports on a patch panel.

A Wi-Fi analyzer is a software or hardware tool that can monitor and analyze wireless networks by scanning for available channels, signal strength, security settings, and other parameters. A Wi-Fi analyzer is not useful for locating ports on a patch panel. Reference: compTIA A+ Core 1 - Hardware And Network Troubleshooting - ExamGuides.com

NEW QUESTION 313

- (Topic 4)

A technician is troubleshooting a wireless network issue. The users are all connected to the network, but the throughput is slow, and connections often drop. Which of the following should the technician check first?

- A. Encryption cipher
- B. Channel interference
- C. Number of connected devices
- D. Antenna type

Answer: B

Explanation:

The first thing that the technician should check when troubleshooting a wireless network issue with slow throughput and frequent connection drops is the channel interference. Channel interference is a common cause of poor Wi-Fi performance, as it occurs when multiple wireless networks or devices use the same or overlapping frequency bands, resulting in signal degradation, congestion, or collision. Channel interference can affect both 2.4 GHz and 5 GHz networks, but it is more likely to happen on the 2.4 GHz band, as it has fewer and narrower channels than the 5 GHz band.

To check for channel interference, the technician can use a Wi-Fi analyzer tool, such as the ones found in the web search results¹²³, to scan the wireless environment and identify the best channel to use for the network. A Wi-Fi analyzer tool can display various information, such as the network name (SSID), signal strength (RSSI), channel number, frequency, bandwidth, and security type. The technician can look for the following indicators of channel interference:

? High network density: If there are many wireless networks or devices in the vicinity, they may compete for the same or adjacent channels, causing interference and congestion. The technician can look for the number of networks or devices on each channel and avoid the crowded ones.

? Channel overlap: If there are wireless networks or devices that use the same or partially overlapping channels, they may interfere with each other and degrade the signal quality. The technician can look for the channel width and frequency of each network and avoid the overlapping ones. For example, on the 2.4 GHz band, the technician should use only the non-overlapping channels 1, 6, and 11, and avoid the channels in between.

? Signal interference: If there are other sources of electromagnetic radiation or noise that operate on the same or similar frequency bands as the wireless network, they may interfere with the wireless signals and cause distortion or loss. The technician can look for the signal strength and quality of each network and avoid the ones that are weak or noisy. For example, some common sources of signal interference

are microwave ovens, cordless phones, Bluetooth devices, or baby monitors. To fix the channel interference issue, the technician can try the following solutions:

? Change the channel of the wireless network: The technician can use the Wi-Fi analyzer tool to find the least congested and most optimal channel for the network, and then change the channel settings on the router or the access point. The technician should also consider using the 5 GHz band instead of the 2.4 GHz band, as it offers more and wider channels and less interference.

? Relocate the router or the access point: The technician can move the router or the access point to a different location, away from potential sources of interference or obstacles that may block or weaken the wireless signals, such as walls, furniture, or metal objects. The technician should also place the router or the access point in a central and elevated position, to provide better coverage and signal quality for the network.

? Upgrade the router or the access point: The technician can replace the router or the access point with a newer and more advanced model, that supports the latest Wi-Fi standards, such as Wi-Fi 6 (802.11ax) or Wi-Fi 5 (802.11ac). These standards offer higher data rates, lower latency, and better performance in dense and noisy environments, compared to the older standards, such as Wi-Fi 4 (802.11n) or Wi-Fi 3 (802.11g).

References:

- ? How to Fix Wi-Fi Connection Drops - Lifewire⁴
- ? How to Fix When Wi-Fi Keeps Disconnecting on Windows ¹¹⁵
- ? How to Fix Wi-Fi Connection Drops - Lifewire⁶
- ? How to Fix Wi-Fi Connection Drops - Lifewire⁷
- ? How to Fix Wi-Fi Connection Drops - Lifewire⁸

NEW QUESTION 315

- (Topic 4)

A user is having trouble accessing files on the network. A technician suspects the issue is a result of a failed NIC_ Which of the following steps should the technician take to troubleshoot this issue?

- A. Document key findings, actions, and outcomes
- B. Establish a theory of probable cause.
- C. Test the theory to determine the cause_
- D. Identify the problem and act
- E. Verify system functionality

Answer: C

Explanation:

The answer is C. Test the theory to determine the cause.

According to the CompTIA A+ troubleshooting methodology, the steps to troubleshoot any problem are:

- ? Identify the problem and act
- ? Establish a theory of probable cause
- ? Test the theory to determine the cause
- ? Establish a plan of action to resolve the problem and implement the solution
- ? Verify system functionality and implement preventive measures
- ? Document key findings, actions, and outcomes

In this scenario, the technician has already identified the problem (trouble accessing files on the network) and established a theory of probable cause (a failed NIC). The next step is to test the theory to determine the cause, which involves verifying whether the NIC is working properly or not.

Some possible ways to test the theory are:

- ? Check the physical connection and status of the NIC port and cable¹²
- ? Check the link state and speed of the NIC using ethtool or ip commands²
- ? Check the configuration and state of the NIC using nmcli, teamdctl, or teamnl commands²
- ? Check the driver and firmware of the NIC using lspci, modinfo, or dmesg commands²
- ? Check the logs for any errors or warnings related to the NIC using journalctl or grep commands²
- ? Uninstall and reinstall the NIC driver using Device Manager or modprobe commands¹³
- ? Replace the NIC or cable with a known good one and test again¹³

If any of these tests confirm that the NIC is faulty, then the technician can proceed with the next step of establishing a plan of action to resolve the problem and implement the solution. If none of these tests reveal any issues with the NIC, then the technician can eliminate it as a probable cause and look for other possible causes. Therefore, option C is the correct answer.

NEW QUESTION 317

- (Topic 4)

A user is requesting a headset that can be physically connected to a laptop for online conference calls. Which of the following connections should the headset use?

- A. Bluetooth
- B. DVI
- C. Thunderbolt
- D. USB

Answer: D

Explanation:

A USB (universal serial bus) connection is the most suitable option for a headset that can be physically connected to a laptop for online conference calls. A USB connection is a digital interface that can transfer both power and data between devices using a standard cable. A USB headset can plug into any available USB port on the laptop and communicate with the audio and microphone drivers without requiring additional software or hardware. A USB headset can also offer enhanced features, such as inline controls, noise cancellation, surround sound, or LED lighting, depending on the model and manufacturer.

Other connections, such as Bluetooth, DVI, or Thunderbolt, are not appropriate for a headset that can be physically connected to a laptop. Bluetooth is a wireless technology that uses radio waves to pair devices over a short distance, and it requires a battery or a charger for the headset. DVI (digital visual interface) is a video interface that can transmit digital or analog signals between a display device and a video source, and it is not compatible with audio or microphone devices.

Thunderbolt is a high-speed interface that can support multiple protocols, such as DisplayPort, USB, or PCI Express, and it requires a special cable and port that may not be available on all laptops.

References:

? How to set up and use a headset on Windows 10 | Windows Central¹

? How to Connect a Headset to a Computer²

? USB - Wikipedia

NEW QUESTION 319

- (Topic 4)

A technician is unable to connect to a network device via SSH_ Which of the following cables should the technician use as an alternative connection method with a laptop?

- A. Serial
- B. HDMI
- C. Parallel
- D. Lightning

Answer: A

Explanation:

The correct answer is A. Serial.

A serial cable is a type of cable that can be used to connect a laptop to a network device via a serial port. A serial port is a physical interface that allows data transmission between devices using serial communication, which is a method of sending data one bit at a time over a single wire. Serial ports are often used for console access to network devices, such as routers, switches, firewalls, or servers, when other methods of connection, such as SSH (Secure Shell), are not available or not working.

SSH is 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 reasons.

HDMI (High-Definition Multimedia Interface) is a type of cable that can be used to transmit audio and video signals between devices, such as laptops, monitors, TVs, or projectors. HDMI cables support high-definition video and audio formats, and can also carry Ethernet and power signals. HDMI cables are not suitable for connecting to network devices via SSH, as they are designed for multimedia purposes.

Parallel cables are a type of cable that can be used to connect devices that use parallel communication, which is a method of sending data multiple bits at a time over multiple wires. Parallel cables are often used for connecting printers or scanners to computers, but they are not commonly used for network devices or SSH connections.

Lightning cables are a type of cable that can be used to connect Apple devices, such as iPhones, iPads, or iPods, to computers or chargers. Lightning cables support data transfer and power delivery, and can also be used with adapters to connect to other types of ports, such as USB or HDMI. Lightning cables are not compatible with network devices or SSH connections, as they are specific to Apple products.

Therefore, the only cable that can be used as an alternative connection method with a laptop when SSH is not working is a serial cable. Serial cables can provide console access to network devices and allow configuration and troubleshooting commands to be executed. For more information about SSH and its alternatives, you can refer to the following web search results: Alternatives to SSH, How To Configure Custom Connection Options for your SSH Client, Understanding the SSH Encryption and Connection Process, How to Use Public Key Authentication with SSH.

NEW QUESTION 321

- (Topic 4)

Which of the following internet connection types would be the most readily available for users located on unimproved land that lacks infrastructure?

- A. Fiber
- B. Cable
- C. DSL
- D. Satellite

Answer: D

Explanation:

Satellite internet is the most widely available internet connection type, as it does not depend on cables or wires. It can reach remote areas that lack infrastructure for other types of internet connections¹. References: Satellite Internet

NEW QUESTION 324

- (Topic 4)

Which of the following explains how using a cloud infrastructure can provide rapid elasticity?

- A. Shared resources can reduce overhead.
- B. Customers can limit the use of a resource
- C. High availability of services can be provided
- D. Systems can be provisioned according to demand.

Answer: D

Explanation:

Systems can be provisioned according to demand. This is the essence of rapid elasticity, which is one of the essential characteristics of cloud computing. Rapid elasticity means that cloud services can be scaled up or down quickly and automatically, depending on the changing needs of the customers. This provides flexibility, efficiency, and cost-effectiveness for both the customers and the providers. According to the CompTIA Core1 objectives, one of the benefits of cloud computing is rapid elasticity. A research paper on cloud elasticity also defines it as the ability to dynamically adjust the amount of resources allocated to a service in response to its workload variation.

NEW QUESTION 326

- (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 329

- (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 332

- (Topic 4)

A technician is installing a WAP in the company break room. The new access point should have a rating of higher than 50Mbps and minimal range to avoid interference with other access points. Which of the following 802.11 standards should the technician select?

- A. Ac
- B. B
- C. G
- D. n

Answer: A

Explanation:

Ac stands for 802.11ac, which is a wireless networking standard that operates in the 5 GHz frequency band and offers a maximum data rate of 1.3 Gbps. 802.11ac is also backward compatible with 802.11a, 802.11b, 802.11g, and 802.11n standards. If a technician wants to install a WAP (wireless access point) in the company break room that has a rating of higher than 50 Mbps and minimal range to avoid interference with other access points, they should select the 802.11ac standard.

NEW QUESTION 333

- (Topic 4)

A technician is troubleshooting a phone with limited internet connectivity. The technician has identified the phone on the Wi-Fi network and confirmed that it responds to pings. However, the phone is still unable to open comp.tia.org. Which of the following should the technician check next?

- A. Jailbreak status
- B. DNS servers
- C. Airplane mode
- D. Certificate store

Answer: B

Explanation:

DNS servers are responsible for translating domain names into IP addresses, which are used to access websites. If the phone has limited internet connectivity, it might be because the DNS servers are not working properly or are blocked by the network. The technician should check the DNS settings on the phone and try to use a different DNS server, such as Google DNS (8.8.8.8 or 8.8.4.4) or Cloudflare DNS (1.1.1.1 or 1.0.0.1).

References

- 9 Best Ways to Fix Wi-Fi Showing Limited Connectivity in Android
- 7 Easy Ways to Fix Limited Wi-Fi Connectivity on Android
- How to Fix Limited Connectivity Issue in Android Wi-Fi

NEW QUESTION 337

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