

Exam Questions 220-1001

CompTIA A+ Certification Exam: Core 1

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NEW QUESTION 1

A user logs on a PC and receives a message stating there is a duplicate IP address on the network. After a system restart, the user notices the same error. Which of the following is the MOST probable cause of the error?

- A. The user is still logged into another device.
- B. The user has set a static IP address.
- C. The user has moved to a different office.
- D. The user has wireless and wired connections.

Answer: B

NEW QUESTION 2

The graphics has an issue with printing certain files. The printer does not print the complete image on larger files. A technician verifies the network speed of the printer is set to 1GB and that regular text files print without issue. Which of the following is the MOST likely cause of this problem?

- A. The printer needs more RAM
- B. The print server is timing out
- C. The users are not printing in post-script mode
- D. The printer network connection is set to half duplex

Answer: A

NEW QUESTION 3

Ann, a user, needs to attend several day-long conferences and wants to ensure her mobile device will have enough power for these events. She is concerned about wall outlet availability at the conferences and needs to continuously use her device for important updates. Which of the following should a technician recommend to BEST accommodate Ann's needs?

- A. Wireless charging pad
- B. Built-in battery case
- C. Extra charging cords
- D. Airplane mode

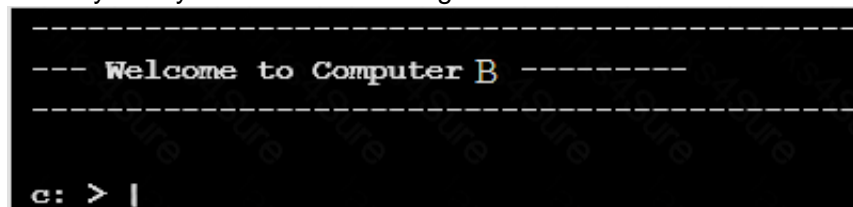
Answer: A

NEW QUESTION 4

The network administrator has changed the IP address of ComputerA from 192.168.1.20 to 10.10.10.20 and now Jane, a user, is unable to connect to file shares on ComputerA from ComputerB using the computer name.

INSTRUCTIONS

Using the available tools, resolve the connectivity issues. After troubleshooting the issue, verify a successful connection.
If at any time you would like to bring back the initial state of the simulation? please click the Reset All button.

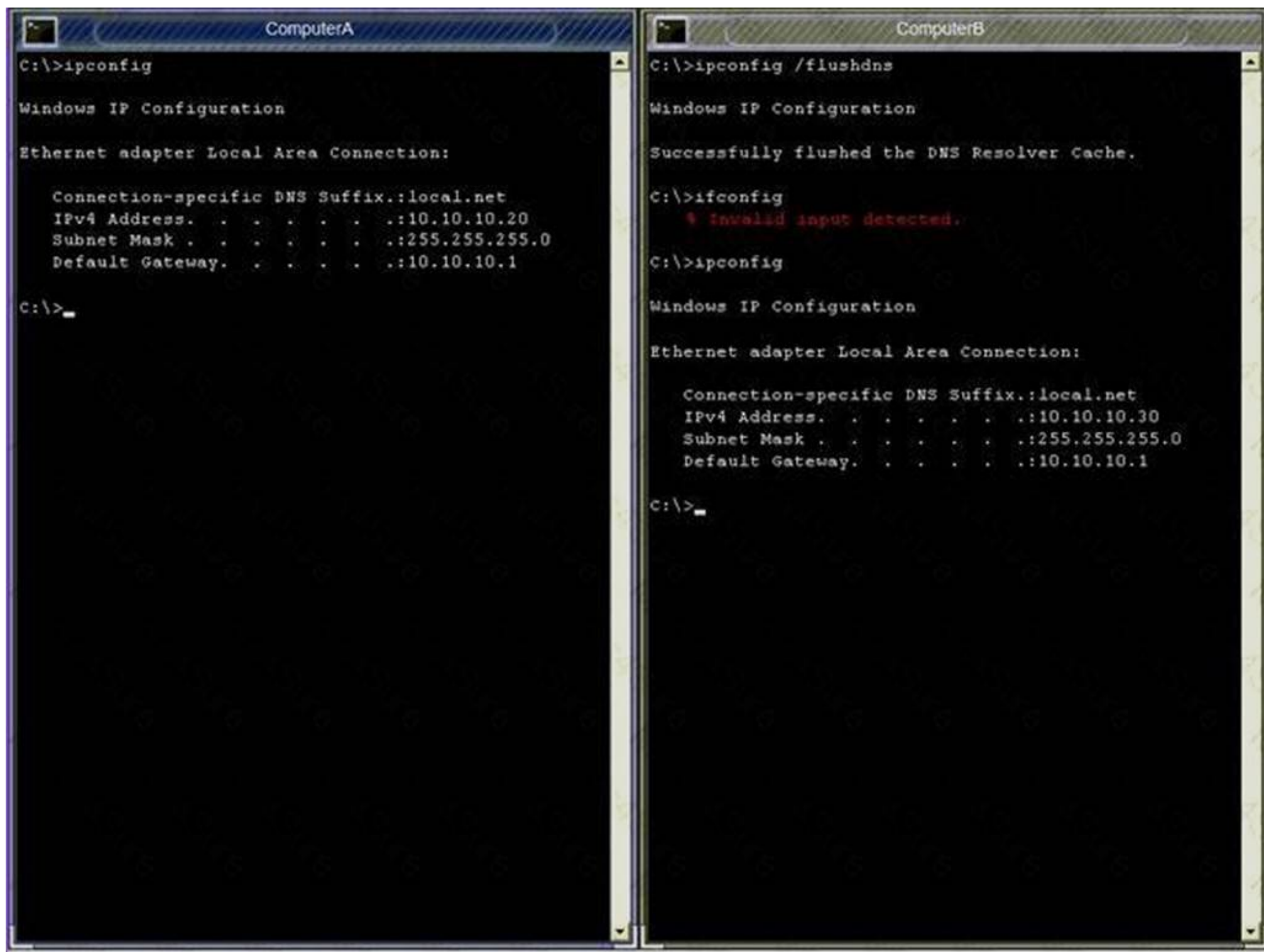


- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Need to flush the DNS cache on Computer B:



Type in ipconfig/flushdns

NEW QUESTION 5

A user is unable to access websites and has reported connectivity issues with pop-ups on the screen. A technician removes malware, and then is able to ping the router and access the websites.

Which of the following NEXT steps should the technician perform in troubleshooting this issue? (Choose two.)

- A. Documents findings, actions, and outcomes.
- B. Reboot the device to verify the fix.
- C. Reconnect the device to the network.
- D. Verify the settings in IPConfig.
- E. Research the problem based on symptoms.
- F. Run a virus scan.

Answer: AF

NEW QUESTION 6

Which of the following connector types is used to terminate household telephone cabling?

- A. RG-6
- B. RJ-11
- C. RJ-45
- D. RG-59

Answer: B

NEW QUESTION 7

A customer recently moved a high-end graphics card from a known-working computer to a different computer. The computer works without issue when viewing email and web pages or when using certain applications. However, when a game with high-end graphics requirements is opened, the program will run for a few minutes before the computer shuts down. Which of the following is MOST likely causing the problem?

- A. Power supply wattage
- B. Video RAM
- C. CPU frequency
- D. Monitor resolution

Answer: A

NEW QUESTION 8

Which of the following is an APIPA address?

- A. 162.200.1.1
- B. 167.100.1.1
- C. 168.254.0.1
- D. 169.254.1.1

Answer: D

NEW QUESTION 9

A printer stops working in the billing department and cannot be repaired. A new printer has been ordered and a technician is tasked with allowing other users to print to the billing manager's printer until the new printer arrives. The manager's printer is currently used via USB connection, and there are no network jacks available for use.

Which of the following is the BEST way for the technician to allow access to the printer?

- A. Create a share on the manager's computer and give the users rights to the share.
- B. Install the printer on the users' desktops and point it to the IP address of the manager's computer.
- C. Purchase a wireless printer so the users can access the printer via network.
- D. Provide flash drives to the users so they can transfer data to the manager's computer for printing.

Answer: C

NEW QUESTION 10

A technician receives a cellular from a manager. The technician is instructed to download a service manual directly from the Internet to a laptop. However, there is no WiFi signal or wired Ethernet. Which of the following would be the MOST appropriate connections for the technician to use?

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

Answer: A

NEW QUESTION 10

A technician is determining the specifications for a desktop computer that will be used at trade shows all over the world. The computer will have the maximum amount of RAM. The CPU, GPU, and storage will be typical of a business workstation.

Which of the following system parameters is the MOST important for the technician to consider when choosing a power supply?

- A. input voltage
- B. Efficiency rating
- C. 12V rail amperage
- D. Number of SATA connectors

Answer: A

NEW QUESTION 14

The ability for new computers to be automatically connected to the network is provided by the:

- A. DHCP server
- B. DNS server
- C. proxy server
- D. TACACS server

Answer: A

NEW QUESTION 15

Which of the following devices would enable a VLAN user to communicate with a user in another VLAN?

- A. Router
- B. Access point
- C. Repeater
- D. Bridge

Answer: A

NEW QUESTION 20

A user wants to print a large job on both the front and back sides of the paper.

Which of the following settings should the technician advise the user to change in the printer settings?

- A. Collate
- B. Orientation
- C. Duplex

D. Transparency

Answer: C

NEW QUESTION 21

Which of the following BEST describes the purpose of an IPv4 subnet mask?

- A. It defines where network and host bits exist
- B. It is used to find the default gateway on a LAN
- C. It gives users the ability to send and receive data.
- D. It allows the ability, when needed, to bridge subnets.

Answer: A

NEW QUESTION 26

A SOHO user wants a multifunction device to be set up for the office printer. Additionally, scanning and fax capability must be set up for office employees only. Guest WiFi access will open.

Which of the following configuration changes will BEST meet the user's request? (Choose two.)

- A. Enable user authentication.
- B. Disable remote printing.
- C. Configure the print server.
- D. Enable cloud settings.
- E. Disable the wireless network.
- F. Connect to a wired network.

Answer: AC

NEW QUESTION 30

A technician manually configured the wireless connection on the Chief Information Officer's (CIO's) new laptop so it can communicate with the network at the office. The CIO now is having trouble connecting to a guest WiFi hotspot. While the device has a gateway address and says it is connected, the CIO cannot access company email. Which of the following would BEST resolve the issue?

- A. Move the CIO's laptop closer to the access point to obtain a better RF signal
- B. Restart the wireless connection to obtain a self-assigned APIPA address
- C. Assign a different IP address to the device in conflict with the CIO's laptop
- D. Set the network connection to use DHCP instead of a static address
- E. Change the network's SSID to a mobile hotspot to access company email

Answer: D

NEW QUESTION 31

A technician is dispatched to troubleshoot a slow performance issue on a PC. Upon arrival, the technician immediately opens Task Manager and sees that CPU and RAM performance are within normal ranges. The technician then checks and verifies the speed and duplex settings and performance on the network card. The technician then temporarily disables the antivirus to see if performance is affected, and it is not. After re-enabling the antivirus, which of the following is the NEXT best stop for the technician to take?

- A. Check to see if insufficient hard drive space is causing the issue
- B. Update the operating system, drivers, and firmware on the PC
- C. Log into the PC with another user profile and test performance
- D. Shut down the PC, unplug the power for 30 seconds, and then boot the PC

Answer: A

NEW QUESTION 35

A user is experiencing email problems and explains to a technician that all emails with graphics or images do not display the graphics. Which of the following configurations would correct this behavior?

- A. Change the email settings in antivirus.
- B. Change the security settings of the email client.
- C. Change the firewall security settings.
- D. Change the email proxy settings.
- E. Change the trusted sites in the browser settings.

Answer: B

NEW QUESTION 38

Company management wants to be able to give users the ability to work remotely during periods of bad weather. Which of the following should be enabled to allow the workforce to do this?

- A. NAT
- B. VLAN
- C. VPN
- D. HIPS

Answer: C

NEW QUESTION 40

A technician has been asked to fix a problem with a projector. The projector lamp turns off for brief periods during a demonstration. After the technician replaced the lamp, the problem continued with an added message that appears just before the lamp turns off. Which of the following MOST likely need to be performed? (Choose two.)

- A. Reset the lamp life counter
- B. Replace the cooling fan
- C. Adjust the brightness
- D. Update the laptop video driver
- E. Install a higher lumen lamp
- F. Change the video resolution

Answer: AB

NEW QUESTION 41

Which of the following devices can utilize VLANs to secure networks?

- A. Switch
- B. Hub
- C. Repeater
- D. Bridge

Answer: A

NEW QUESTION 46

A technician is troubleshooting what appears to be a RAM issue on a PC. Which of the following symptoms would indicate if this is a RAM issue?

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

Answer: C

NEW QUESTION 48

Which of the following devices performs forwarding decisions based on MAC addresses?

- A. Switch
- B. Router
- C. Hub
- D. Repeater

Answer: A

NEW QUESTION 52

Joe, a user, recently purchased a new multifunction printer and attempted to install it himself. He informed a technician that the printer is on his list of printers, but he is unable to print. The technician sees that the printer is listed as a generic printer under Devices and Printers. Which of the following should the technician do NEXT?

- A. Reboot the computer into safe mode and try to print a test page
- B. Download the correct drivers from the manufacturer's website and install them
- C. Unplug the USB cable from the printer and try another USB slot on the PC
- D. Set the printer as the default within the device properties

Answer: B

NEW QUESTION 56

A user is connected to a docking station with an optical drive and is trying to back up personal files to removable media, but is encountering write errors. Which of the following is MOST likely cause of the errors?

- A. The disk has already been finalized
- B. The files are encrypted
- C. There is a corrupt file on the hard drive
- D. The files are not compatible with the type of disk used

Answer: A

NEW QUESTION 58

Which of the following server types caches previously visited web pages for faster access in the future?

- A. Proxy server
- B. Web hosting server
- C. DNS server
- D. Branch cache server

Answer: D

NEW QUESTION 63

The touch-screen feature on a Windows device has stopped working. Which of the following should the technician check FIRST?

- A. Device Manager
- B. Performance Monitor
- C. System configuration
- D. Digitizer settings

Answer: D

NEW QUESTION 64

A network administrator is attempting to access the firewall while inside the datacenter. Which of the following peripherals must be connected to do so?

- A. KVM
- B. Touchpad
- C. Mouse
- D. Keyboard

Answer: A

NEW QUESTION 65

Which of the following technologies can be used for wireless payments?

- A. NFC
- B. Bluetooth
- C. IR
- D. LTE

Answer: A

NEW QUESTION 66

A user wants to build a computer with a high-end CPU, plenty of RAM, and a high-end graphics card for online gaming. The user wants to verify that the graphics card is compatible with the motherboard. Which of the following connection types would the user MOST likely utilize to connect the video card to the motherboard?

- A. PCIe
- B. ISA
- C. AGP
- D. USB

Answer: A

NEW QUESTION 68

A technician is replacing the LCD panel in a laptop. Which of the following components is MOST likely to be damaged accidentally during the repair?

- A. Bezel
- B. Hinge
- C. Motherboard
- D. Digitizer

Answer: D

NEW QUESTION 69

About one week ago, access to files on a network server became significantly slower. Today, network files are completely unavailable. A technician is able to make a remote connection to the server. Which of the following should the technician check NEXT?

- A. RAID 5 array
- B. NIC configuration
- C. Available storage space
- D. RAM utilization

Answer: A

NEW QUESTION 74

A user states the department laser printer continues to display a paper jam error message despite the jam being cleared. Which of the following should a technician do to troubleshoot this problem?

- A. Check the paper path for blocked sensors
- B. Replace the duplex assembly
- C. Run the printer's internal diagnostics
- D. Verify the pickup rollers are in working order

Answer: A

NEW QUESTION 79

A technician is setting up a WiFi-enabled thermostat for a customer, but the customer is concerned about IoT devices getting hacked. Which of the following BEST address the customer's concerns? (Choose two.)

- A. Use the latest encryption standard on the wireless network and set a strong password.
- B. Enable two-factor authentication for the IoT device's cloud account, if it is available.
- C. Separate the IoT thermostat by segregating it in a DMZ network.
- D. Disable wireless access on the thermostat to make it unshakable.
- E. Upgrade the customer's router to the latest version to improve network security.
- F. Upgrade the customer's wireless network encryption to WPA.

Answer: AC

NEW QUESTION 84

A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to the guest wireless network. However, when the user attempts to print to the printer, nothing happens. Which of the following will resolve the issue?

- A. Set up the user's computer to act as a print server.
- B. Configure the printer to use the Internet printing protocol.
- C. Ensure the user's computer is set to DHCP.
- D. Connect the printer to the company wireless network.

Answer: D

NEW QUESTION 87

A technician is setting up a VM for use in testing software deployments. The VM is offline, but the hypervisor is not. Which of the following settings should the technician change to resolve this issue?

- A. Virtual security
- B. Virtual storage
- C. Virtual CPU
- D. Virtual switch
- E. Virtual RAM

Answer: C

NEW QUESTION 89

Company management wants to give users the ability to work from home during periods of bad weather. Which of the following would enable the workforce to do this?

- A. NAT
- B. VLAN
- C. VPN
- D. HIPS

Answer: C

NEW QUESTION 91

A technician would like to install an internal storage drive for a computer. Which of the following cable connectors would MOST likely be used to transfer data? (Select TWO).

- A. USB-C
- B. IDE
- C. SATA
- D. USB-A
- E. Motex
- F. Lightning

Answer: BC

NEW QUESTION 92

A company has very strict rules regarding proprietary information leaving the premises. All computers host proprietary information. A technician is called to repair a computer on-site at the company's corporate office. The technician identifies the troubleshooting steps to create a plan of action. The technician determines the computer needs to be taken off-site for repair. Which of the following should the technician do NEXT?

- A. Check corporate policies for guidance.
- B. Get authorization from the manager.
- C. Delete proprietary data before leaving the building.
- D. Remove the HDD and send the device for repair.

Answer: A

NEW QUESTION 96

A technician is buying a PC that will host three VMs running at the same time with the current configuration. The technician believes there might be a need to run several additional VMs in the near future. Which of the following resources would be the MOST important to upgrade to allow for the additional VMs?

- A. CPU
- B. SSD
- C. NIC
- D. RAM

Answer: B

NEW QUESTION 98

Users report they have to select the output tray at the printer, even though the correct tray is selected in the print dialog. Which of the following should a technician perform FIRST to attempt to solve the problem?

- A. Check the user's account for the correct printing privileges.
- B. Reinstall the driver on the print server.
- C. Update the firmware on the commercial office printer.
- D. Run Windows Update on the affected computers.

Answer: B

NEW QUESTION 101

A technician is troubleshooting network connectivity issues after a new wireless router was installed in an office. Users who connect to the new router are unable to access LAN resources. Which of the following is the MOST likely cause of the issue?

- A. There are conflicting DHCP servers on the network
- B. There are conflicting ARP records
- C. There are conflicting gateways on the network
- D. There are conflicting IP protocols

Answer: A

NEW QUESTION 104

A user notices a laser printer is picking up multiple sheets of paper from one of its paper trays. The problem started last week and has gotten worse. Which of the following is MOST likely the cause of this problem?

- A. Separation pad
- B. Feed roller
- C. Registration roller
- D. Duplex assembly

Answer: A

NEW QUESTION 107

Which of the following connector types can be plugged into a device both right-side up and upside down?

- A. USB
- B. USB-C
- C. Mini-USB
- D. Micro-USB

Answer: B

NEW QUESTION 108

A technician is troubleshooting a flickering screen on a laptop. After reseating the video cable and replacing the whole screen, the flickering issue remains the same. Which of the following steps should the technician take to try to isolate and fix the screen flickering issue prior to replacing the screen? (Select TWO).

- A. Update all device drivers on the computer
- B. Uninstall video-related programs, even the ones not running
- C. Update chipset and video drivers
- D. Configure the laptop to work on a high-performance state
- E. Flash the GPU RAM
- F. Check the behavior on an external monitor

Answer: AD

NEW QUESTION 112

An employee's mobile device no longer charges, and the employee believes the battery is bad. A technician tests the mobile device and finds it will charge on a wireless charging pad but not when it is connected to a charging cable. Other devices charge without issue when the cable is used. Which of the following should the technician perform FIRST to resolve the issue?

- A. Clean out the charging port on the device
- B. Replace the mobile device's battery
- C. Issue a new charging cable to the employee
- D. Send the device for service and give the employee a loaner

Answer: A

NEW QUESTION 113

A user's smartphone has been slow recently. A technician sees the phone was purchased two months ago, and it is top of the line. About a month ago, a new OS update was installed. To address the issue, the technician runs a hardware diagnostic on the device, and it reports no problems. Which of the following is MOST likely the cause of the performance issue on the device?

- A. Too many applications are running updates
- B. The device is currently running in airplane mode
- C. The internal memory is failing on the device
- D. The OS update is too resource intensive for the device

Answer: A

NEW QUESTION 114

A company is concerned about security of sensitive data on a laptop a user frequently takes off-site Which of the following enables hardware encryption to secure user data?

- A. BIOS password
- B. Hibernation mode
- C. Trusted Platform Module
- D. Screen-saver lock

Answer: C

NEW QUESTION 118

A technician is configuring a new web server and must have over 10TB of fault-tolerant storage, while minimizing the number of failure points. The applications on the server also require the highest performance available. Which of the following configurations would the technician MOST likely select?

- A. RAID 0 with 1500rpm 15TB drives
- B. RAID 1 with 1000rpm 8TB drives
- C. RAID 5 with 7200rpm 5TB drives
- D. RAID 10 with 5400rpm 6TB drives

Answer: D

NEW QUESTION 123

A network administrator must install a device that will proactively stop outside attacks from reaching the LAN. Which of the following devices would BEST meet the organization's needs?

- A. IPS
- B. IDS.
- C. Proxy server
- D. Authentication server.

Answer: A

NEW QUESTION 124

Which of the following is considered a connection-oriented protocol?

- A. UDP
- B. TCP
- C. SSH
- D. HTTP

Answer: B

NEW QUESTION 127

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