



CompTIA

Exam Questions 220-1201

CompTIA A+ Certification Exam: Core 1

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NEW QUESTION 1

- (Topic 1)

A network administrator must ensure that a printer will still be assigned a specific IP address even if all addresses are depleted. Which of the following network configuration concepts is this describing?

- A. VLAN
- B. Lease
- C. Reservation
- D. Exclusion

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A DHCP reservation binds a specific MAC address to an IP address so the device always receives the same IP from the DHCP server. This ensures network devices like printers maintain consistent connectivity and availability even when the IP pool is low.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 18, page 1252.

NEW QUESTION 2

- (Topic 1)

Several storms cause mission-critical servers to go offline unexpectedly. A server also goes offline suddenly due to a hardware failure. Upon assessment, the company purchases new UPSs to condition power and allow the OSs to shut down gracefully in the event of a power failure. However, the UPSs are delayed due to supply chain issues. Which of the following can balance a cost-effective solution with uptime requirements?

- A. Purchasing backup generators
- B. Increasing input voltage
- C. Installing redundant PSUs
- D. Activating a hot site

Answer: C

Explanation:

* C. Installing redundant PSUs (Power Supply Units):

Redundant PSUs provide fault tolerance by ensuring that if one power supply fails, another will take over seamlessly.

This is a cost-effective way to increase uptime while waiting for the UPSs to arrive. Incorrect Options:

* A. Purchasing backup generators: Generators are costly and are typically used for long-term outages, not as an immediate or cost-effective solution.

* B. Increasing input voltage: This is not a practical solution to hardware failures or power issues.

* D. Activating a hot site: A hot site is an expensive, fully operational backup facility that would not be a cost-effective solution for this scenario.

Key Takeaway: Installing redundant PSUs is a cost-effective way to balance uptime requirements in case of power or hardware failure.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.3 – Power-related troubleshooting.

NEW QUESTION 3

- (Topic 1)

Which of the following provides electricity to devices through network cables?

- A. Edge router
- B. PoE switch
- C. Access point
- D. Patch panel

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A PoE (Power over Ethernet) switch transmits both data and electrical power over Ethernet cables to devices like wireless access points or VoIP phones. This is especially useful in areas where separate power sources are not available.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 5, pages 319–321.

NEW QUESTION 4

- (Topic 1)

A technician receives a tablet that looks like it has a bulge inside. The bulge is pushing the screen away from the backplate. The tablet still turns on when it is plugged in, but the screen looks damaged and turns off when unplugged. Which of the following is the most likely cause of this issue?

- A. Malfunctioning power supply
- B. Damaged charge port
- C. Swollen battery
- D. Broken screen

Answer: C

Explanation:

The most likely cause is a swollen battery, which occurs when the battery's internal components break down, causing a buildup of gas. This results in:

Physical Symptoms: The battery bulges, pushing the screen away.

Operational Symptoms: The device may still power on when connected to a charger but fails to hold a charge due to battery degradation.

Option A (Malfunctioning power supply): Incorrect. Power supply issues affect charging but do not cause physical bulging.

Option B (Damaged charge port): Incorrect. A damaged port can prevent charging but does not explain the bulge.

Option D (Broken screen): Incorrect. A damaged screen does not cause the device to

bulge; it is likely a secondary effect of the swollen battery.

Safety Note: A swollen battery poses a risk of fire or explosion and should be replaced immediately following proper disposal procedures.

References:

CompTIA A+ Core 1 Objectives: 5.5 (Troubleshooting common issues with mobile devices)

NEW QUESTION 5

- (Topic 1)

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

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

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A punchdown tool is specifically used to insert wires into a punchdown block in patch panels, which is typical for Cat 6 and similar cabling. It ensures a secure and correct connection by pushing the wire into a metal groove that slices the insulation.

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

NEW QUESTION 6

- (Topic 1)

A technician is experimenting with network configurations and has connected two laptops to an unmanaged switch. The technician configured one of the laptops with a static IP address of 192.168.1.1 and the other with a static IP address of 192.168.2.2. The laptops are not communicating with each other. Which of the following is the most likely explanation for this issue?

- A. The technician needs to use a hub instead of a switch.
- B. The wireless NICs are malfunctioning.
- C. PoE interferes with intersubnet communication.
- D. The laptops do not have access to a router.

Answer: D

NEW QUESTION 7

- (Topic 1)

A salesperson is unable to use a personal device to access emails and calendar features at a client site but was able to use the device while at the office. Which of the following policies has been enforced on the salesperson's mobile device?

- A. MOW
- B. MAN
- C. MFA
- D. MAM

Answer: D

Explanation:

Mobile Application Management (MAM) enforces policies restricting access to apps and services based on location, ensuring security at external sites.

Why Not A (MOW): "Mobile Only Workplace" (MOW) is not a recognized term in this context.

Why Not B (MAN): Metropolitan Area Network (MAN) is unrelated to mobile device policies. Why Not C (MFA): Multi-Factor Authentication secures user accounts but does not enforce app restrictions.

CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.7, mobile device security policies.

NEW QUESTION 8

- (Topic 1)

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

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

Answer: B

Explanation:

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

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

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

NEW QUESTION 9

- (Topic 1)

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

- A. Shared resources
- B. System sandbox

- C. Test development
- D. Application visualization

Answer: D

Explanation:

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

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

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

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

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

NEW QUESTION 10

- (Topic 1)

Which of the following tools would a technician use to connect wires to an RJ45 connector?

- A. Crimper
- B. Cable stripper
- C. Punchdown
- D. Loopback plug

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A crimper is specifically used to attach RJ45 connectors to the ends of network cables. It presses the connector pins into the cable's wires, establishing a secure electrical

connection. A punchdown tool is used for wiring patch panels or keystone jacks, not for attaching connectors.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 3, "Cables and Connectors", page 162. Also outlined in the 220-1201 objectives under 3.1.

NEW QUESTION 10

- (Topic 1)

A technician has just installed a new SSD into a computer, but the drive is not appearing. Which of the following is most likely the reason's?

- A. The SSD is faulty and should be replaced by the manufacturer
- B. The SSD has not been properly formatted and is not readable
- C. The SSD is incompatible with the motherboard
- D. The SSD has not been installed properly and should be reseated

Answer: D

Explanation:

Improper seating is the most common reason an SSD isn't recognized. Ensuring it is correctly connected resolves the issue.

Why Not A (Faulty SSD): A faulty SSD is possible but less likely than an installation issue. Why Not B (Not formatted): Formatting affects data usability, not drive detection.

Why Not C (Incompatibility): SSD compatibility issues are rare with modern hardware. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.3, storage troubleshooting.

NEW QUESTION 14

- (Topic 1)

A recently installed printer is incorrectly aligning printed documents Which of the following should the technician do first to fix this issue?

- A. Run the maintenance application.
- B. Clean the rollers
- C. Upgrade the firmware
- D. Reinstall the drivers

Answer: A

Explanation:

* A. Run the maintenance application:

Most modern printers include a built-in maintenance application that can calibrate the print heads and correct alignment issues. Running this tool is the first step to address misalignment.

Incorrect Options:

* B. Clean the rollers: Cleaning rollers is typically done to resolve paper feed or jamming issues, not alignment problems.

* C. Upgrade the firmware: While updating firmware is beneficial for performance improvements, it is not the first step for fixing alignment.

* D. Reinstall the drivers: Misaligned printing is usually hardware-related, not a driver issue. Key Takeaway: The maintenance application should be run first to resolve alignment issues in a newly installed printer.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.5 – Printer troubleshooting.

NEW QUESTION 17

- (Topic 1)

A technician is having issues replacing a laptop's wireless card because the cover seems to be stuck Which of the following should the technician do next to troubleshoot this issued

- A. Check the product manual for the procedure
- B. Use a pry tool to force the cover open

- C. Insert the wireless card into the M.2 slot
- D. Try to move the cover by sliding it in all directions.

Answer: A

Explanation:

* A. Check the product manual for the procedure:

When hardware is not easily accessible, always consult the product manual for proper disassembly procedures. Forcing the cover can damage the laptop or void the warranty. Product manuals often provide step-by-step instructions for safely accessing internal components.

Incorrect Options:

* B. Use a pry tool to force the cover open: Forcing the cover can cause physical damage to the device.

* C. Insert the wireless card into the M.2 slot: This step cannot be performed until the cover is properly removed.

* D. Try to move the cover by sliding it in all directions: Randomly sliding the cover can cause damage if the correct removal method is not followed.

Key Takeaway: Always refer to the product manual to ensure safe and proper disassembly of laptop components.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 4.1 – Best practices for laptop hardware installation.

NEW QUESTION 20

- (Topic 1)

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

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

Answer: C

Explanation:

Comprehensive and Detailed Step-by-Step Explanation:

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

RAM Module (Correct Answer):

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

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

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

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

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

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

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

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

Key Takeaway:

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

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

NEW QUESTION 22

- (Topic 1)

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

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

Answer: B

Explanation:

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

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

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

Why the Other Options Are Incorrect:

* A. Ensure the docking station is plugged in:

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

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

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

* D. Connect the laptop directly to the network:

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

Practical Example:

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

CompTIA A+ Exam Objective Alignment:

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

NEW QUESTION 27

- (Topic 1)

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

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

Answer: B

Explanation:

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

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

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

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

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

NEW QUESTION 31

- (Topic 1)

Which of the following services is used to allocate IP addresses in an enterprise-wide environment?

- A. DNS
- B. Syslog
- C. Telnet
- D. DHCP

Answer: D

Explanation:

Dynamic Host Configuration Protocol (DHCP) is a network service used to automatically assign IP addresses and other network configuration details (such as subnet masks and default gateways) to devices on an enterprise-wide network.

Why Not A (DNS): DNS resolves domain names to IP addresses but does not allocate IP addresses.

Why Not B (Syslog): Syslog is used for logging system events, not IP address management.

Why Not C (Telnet): Telnet is a protocol for remote access, not for IP allocation. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.6, DHCP concepts.

NEW QUESTION 36

- (Topic 1)

Which of the following tools is best to track where an Ethernet cable is patched?

- A. Crimper
- B. Punchdown tool
- C. Cable stripper
- D. Toner probe

Answer: D

Explanation:

Comprehensive and Detailed In-Depth Explanation:

A toner probe (also known as a tone generator and probe) is the best tool for tracing and identifying cables in a patch panel or wall jack. The tone generator sends a signal through the wire, and the probe helps locate the cable by detecting the tone.

? Option A (Crimper): Used to attach connectors (e.g., RJ-45), not for tracing cables.

? Option B (Punchdown tool): Used to terminate cables into patch panels or keystone jacks.

? Option C (Cable stripper): Used to remove insulation, not to trace cables. CompTIA A+ Core 1 Exam Objective Reference:

? Objective 5.1: Identify basic cable types, their connectors, and their features.

NEW QUESTION 41

- (Topic 1)

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

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

Answer: D

Explanation:

* D. POST Code Beeps:

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

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

Incorrect Options:

* A. Wrong BIOS configurations: Incorrect BIOS settings may cause boot errors, but they are less likely to cause random BSODs.
* B. Continuous reboots: Continuous reboots could result from multiple hardware or software issues but do not specifically point to RAM.
* C. Distended capacitors: Faulty capacitors typically affect the motherboard, not the RAM. Key Takeaway: POST beep codes are a common diagnostic tool for identifying RAM- related issues.
Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.2 –Troubleshooting RAM and motherboard issues.

NEW QUESTION 43

- (Topic 1)

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

- A. USB 3.1 Gen 2
- B. Straight tip fiber connector
- C. Plenum cabling
- D. Cat 8

Answer: C

Explanation:

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

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

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

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

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

NEW QUESTION 46

- (Topic 1)

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

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

Answer: C

Explanation:

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

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

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

NEW QUESTION 47

- (Topic 1)

A customer needs to install a new printer in their network. The customer reports that users had intermittent connectivity issues with previous printers. Which of the following should the technician configure on the new printer to prevent this issue?

- A. Gateway IP address
- B. DHCP IP address
- C. Static IP address
- D. Public IP address

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Intermittent connectivity issues with network printers are commonly caused by changing IP addresses when using DHCP. Assigning a static IP address ensures that the printer is always reachable at the same IP address by client machines.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 4, "Printers and Multifunction Devices", page 241.

NEW QUESTION 48

- (Topic 1)

A customer reports slow network speeds. Which of the following components is most likely failing?

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

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

A Network Interface Card (NIC) is the hardware responsible for network connectivity. If the NIC is failing or underperforming (e.g., due to a bad driver, hardware fault, or misconfiguration), it can cause slow or unstable network speeds.

? Option A (CPU): A failing CPU affects overall system performance but not specifically network speed.

? Option C (HDD): A slow hard drive causes application lag, but not poor network performance.

? Option D (RAM):Affects multitasking and speed, not network throughput. CompTIA A+ Core 1 Exam Objective Reference:
? Objective 3.5: Given a scenario, troubleshoot problems related to wired and wireless networks.
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NEW QUESTION 50

- (Topic 1)

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

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

Answer: CE

Explanation:

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

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

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

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

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

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

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

NEW QUESTION 52

- (Topic 1)

Which of the following describes the function of an injector?

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

Answer: B

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

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

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

NEW QUESTION 57

- (Topic 1)

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

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

Answer: BD

Explanation:

Comprehensive and Detailed Step-by-Step Explanation:

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

Port 25 (SMTP - Simple Mail Transfer Protocol):

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

SMTP is an essential protocol for email traffic.

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

Port 110 (POP3 - Post Office Protocol v3):

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

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

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

Incorrect Options:

* A. Port 23: This is the Telnet protocol used for remote terminal access. It is not related to email traffic.

* C. Port 67: This port is associated with the DHCP (Dynamic Host Configuration Protocol) server-to-client communications. It is unrelated to email.

* E. Port 137: This port is part of NetBIOS, used for name resolution in legacy Windows environments. It is not relevant to email traffic.

* F. Port 443: This port is used for HTTPS (secure web traffic) and is unrelated to email protocols.

Key Takeaway:The two correct port numbers associated with email traffic are B. 25 (SMTP) for sending emails and D. 110 (POP3) for retrieving emails.

NEW QUESTION 61

- (Topic 1)

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

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

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

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

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

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

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

NEW QUESTION 62

- (Topic 1)

A technician is troubleshooting a desktop PC that is plugged into a UPS. The PC loses the system date/time after every power outage. Which of the following should the technician do to resolve the issue? (Select two).

- A. Run a BIOS update.
- B. Swap out the RAM.
- C. Disable NTP in the OS.
- D. Repair the backup power source.
- E. Replace the CMOS battery
- F. Install a surge protector.

Answer: DE

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

The system date/time is maintained by the CMOS battery when the PC is powered off. If this battery fails, time resets will occur. Additionally, since the system is connected to a UPS, ensuring the UPS is functioning correctly (i.e., the backup power source) is essential. Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 1, page 40.

NEW QUESTION 65

- (Topic 1)

Each floor at a new corporate facility will have four printers available for all users to print from. All of the printers will be connected with RJ45 and not joined to a domain. Which of the following needs to be set up to accomplish this task? (Select two).

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

Answer: AC

Explanation:

To allow multiple users to print to networked printers:

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

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

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

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

NEW QUESTION 69

- (Topic 1)

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

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

Answer: C

Explanation:

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

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

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

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

NEW QUESTION 72

- (Topic 1)

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

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

Answer: CF

Explanation:

Clicking and grinding noises indicate mechanical drive failure.

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

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

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

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

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

NEW QUESTION 77

- (Topic 1)

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

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

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

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

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

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

NEW QUESTION 80

- (Topic 1)

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

High resource usage along with frequent pop-ups are strong signs of a malware infection. The next logical step is to update anti-malware definitions and run a full scan to detect and remove threats.

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

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

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

CompTIA A+ Core 1 Exam Objective Reference:

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

NEW QUESTION 82

- (Topic 1)

Which of the following connectors can be used to charge most modern mobile devices and may have the capacity to send data, audio, and video?

- A. Lightning
- B. USB-C
- C. MicroUSB
- D. MiniUSB

Answer: B

Explanation:

* B. USB-C:

USB-C is a versatile connector that supports charging, high-speed data transfer, and the ability to send audio and video signals (e.g., DisplayPort over USB-C). It is used by most modern mobile devices and laptops because of its fast transfer speeds and power delivery capabilities.

Incorrect Options:

* A. Lightning: Lightning is proprietary to Apple devices and does not natively support video output.

* C. MicroUSB: MicroUSB is outdated and does not support video output.

* D. MiniUSB: MiniUSB is an older standard and does not support modern features like video output or fast charging.

Key Takeaway: USB-C is the most versatile connector for charging and transferring data, audio, and video.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 3.1 – Cable types and features.

NEW QUESTION 85

- (Topic 1)

A customer reports their tablet was recently dropped on the ground. The tablet has a small crack in one corner of the display, and it does not charge when plugged in. Which of the following should a technician do first?

- A. Perform a hard restart.
- B. Replace the battery
- C. Inspect the USB-C port for damage
- D. Run diagnostics on the digitizer

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Physical damage from dropping a tablet may often affect ports or connectors. Before taking deeper diagnostic or replacement steps, it's important to visually inspect the USB-C charging port for damage or debris. If the port is damaged, charging issues can occur regardless of battery health.

Reference: "CompTIA A+ All-in-One Exam Guide, 11th Edition" by Mike Meyers – Chapter 25, "Maintaining and Securing Mobile Devices", page 879.

NEW QUESTION 89

- (Topic 1)

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

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

Answer: D

NEW QUESTION 91

- (Topic 1)

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

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

Answer: C

Explanation:

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

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

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

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

Incorrect Options:

* A. Cable tester: A cable tester is used to test the integrity of physical network cables. It does not detect wireless networks or SSIDs.

* B. Toner probe: A toner probe is used to trace and identify cables within a wiring system. It is not applicable to wireless network analysis.

* D. Loopback plug: A loopback plug is used to test the functionality of a network port or NIC. It is unrelated to identifying hidden wireless networks.

Key Takeaway:

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

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

NEW QUESTION 92

- (Topic 1)

Which of the following is a Bluetooth network an example of?

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

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

Bluetooth is a wireless technology designed for short-range communication between devices. It is a classic example of a Personal Area Network (PAN), which supports communication between devices like smartphones, headsets, keyboards, and mice within a few meters. PANs are smaller in scope compared to LANs or WANs.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 5, "Networking Fundamentals", page 275.

NEW QUESTION 97

- (Topic 1)

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

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

Answer: D

Explanation:

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

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

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

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

NEW QUESTION 98

- (Topic 1)

A user reports that a software application functioned as expected the previous day, but this morning, the user is unable to launch the application. Which of the following describe what the technician should do next?

- A. Research the symptoms
- B. Identify any changes the user has made
- C. Determine which steps need to be performed.
- D. Check the vendor's website for guidance.

Answer: B

Explanation:

Identifying changes made to the system is the next step to troubleshoot why an application no longer launches, as recent changes often cause such issues.

Why Not A (Research the symptoms): Research is broader and should come after identifying changes.

Why Not C (Determine which steps need to be performed): This comes after identifying the issue.

Why Not D (Check the vendor's website): This is a later step if further guidance is needed. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 3.1, troubleshooting methodology.

NEW QUESTION 99

- (Topic 1)

A projector has been shutting down after 30 minutes of use, and it has a strange smell. The technician confirms the power source is not the cause of the issue. Which of the following steps should the technician take next to resolve this issue?

- A. Replace the bulb
- B. Check the projector configuration.
- C. Clean the filter
- D. Adjust the gamma settings.

Answer: C

Explanation:

Reasoning: Projectors have air filters that prevent dust from entering the internal components. A clogged filter can cause the projector to overheat, resulting in shutdowns and even strange smells due to overheating components. Cleaning the filter is a standard troubleshooting step when projectors exhibit overheating symptoms.

Why the Other Options Are Incorrect:

* A. Replace the bulb:

While a failing bulb may eventually cause issues, it would not typically result in a strange smell or repeated shutdowns after a fixed period. Bulb issues usually manifest as dim or flickering images.

* B. Check the projector configuration:

Configuration settings, such as resolution or input options, would not cause overheating or shutdowns. This option does not address the described symptoms.

* D. Adjust the gamma settings:

Gamma settings affect display brightness and contrast but have no impact on overheating or strange smells.

Practical Example:

Dust accumulation in projectors is a common issue, especially in environments with poor air circulation. A clogged filter causes restricted airflow, leading to overheating and automatic shutdowns to protect internal components. Cleaning the filter typically resolves this issue.

CompTIA A+ Exam Objective Alignment:

Objective 5.5: Troubleshoot common video, projector, and display issues.

NEW QUESTION 104

- (Topic 1)

A group of friends is gathering in a room to play video games. One of the friends has a game server. Which of the following network types should the group use so they can all connect to the same server and the internet?

- A. SAN

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

Answer: C

Explanation:

The appropriate network type for this scenario is a Local Area Network (LAN), which is designed for small, localized networks, such as within a single building or room. LANs are ideal for gaming because they provide high-speed, low-latency connections.

Option A (SAN): Incorrect. A Storage Area Network is used for data storage, not for gaming or general networking.

Option B (MAN): Incorrect. A Metropolitan Area Network covers a city or campus, far exceeding the scope needed for a gaming setup in a single room.

Option D (PAN): Incorrect. A Personal Area Network is designed for a single user, such as Bluetooth devices, and would not support multiple devices connecting to a game server. References:

CompTIA A+ Core 1 Objectives: 2.7 (Compare and contrast network types and features)

NEW QUESTION 107

- (Topic 1)

A technician wants to upgrade a computer to a new Windows version. The Windows Upgrade Advisor states that the computer is not compatible with the new Windows version due to a lack of TPM 2.0 support. Which of the following should the technician do next?

- A. Enable the module in the UEFI BIOS.
- B. Install an HSM in the computer.
- C. Perform a clean Install of the new Windows version.
- D. Implement BitLocker on the computer.

Answer: A

Explanation:

TPM 2.0 (Trusted Platform Module) is often disabled by default in the UEFI BIOS. Enabling it is necessary to meet the requirements for certain Windows installations, including Windows 11.

Why Not B (Install an HSM): A Hardware Security Module (HSM) is a separate device used for cryptographic functions and is not related to TPM on the motherboard.

Why Not C (Perform a clean install): A clean installation will not bypass the TPM 2.0 requirement.

Why Not D (Implement BitLocker): BitLocker requires TPM but does not resolve its absence or lack of activation.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.4, BIOS/UEFI configuration.

NEW QUESTION 110

- (Topic 1)

A technician receives a tablet that looks like it has a bulge inside. The bulge is pushing the screen away from the backplate. The tablet still turns on when it is plugged in, but the screen looks damaged and turns off when unplugged. Which of the following is the most likely cause of this issue?

- A. Malfunctioning power supply
- B. Damaged charge port
- C. Deprecated battery
- D. Broken screen

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

A bulging tablet casing is a classic sign of a swollen lithium-ion battery, often caused by age, overheating, or overcharging. This is a dangerous condition, as swollen batteries can rupture or catch fire. It also explains why the tablet only works when plugged in — the battery is no longer holding a charge.

? Option A: Power supply issues wouldn't cause physical bulging.

? Option B: A bad charge port wouldn't cause screen damage or physical distortion.

? Option D: A broken screen could cause display issues, but not the bulging chassis. CompTIA A+ Core 1 Exam Objective Reference:

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

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NEW QUESTION 112

- (Topic 1)

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

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

Answer: C

Explanation:

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

Printing on both sides of the paper (duplex printing) reduces paper usage, making it one of the most effective environmentally friendly printing initiatives.

It directly minimizes waste and supports sustainability goals in the workplace. Incorrect Options:

* A. Requiring user authentication for printing: While this can reduce unnecessary or unauthorized printing, it does not directly address environmental objectives like saving resources.

* B. Locking down printing to only certain individuals: Limiting access may reduce printing overall, but it does not actively contribute to environmentally friendly practices like duplex printing.

* D. Changing the print quality settings to best: Using the "best" print quality increases toner or ink usage, which is counterproductive to environmentally friendly objectives.

Key Takeaway:

Modifying duplex settings to enable double-sided printing is the best initiative to achieve environmentally friendly goals by reducing paper consumption.
Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 3.8 – Implementing best practices for environmental impact.

NEW QUESTION 113

- (Topic 1)

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

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

Answer: A

Explanation:

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

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

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

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

Why the Other Options Are Incorrect:

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

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

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

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

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

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

Practical Example:

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

CompTIA A+ Exam Objective Alignment:

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

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

NEW QUESTION 116

- (Topic 1)

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

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

Which of the following will resolve this issue?

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

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

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

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

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

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

CompTIA A+ Core 1 Exam Objective Reference:

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

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NEW QUESTION 119

- (Topic 1)

A security team wants to implement compliance controls that only permits the installation of company-approved software on user laptops. Which of the following should the IT department deploy?

- A. EDR
- B. VPN
- C. MDM
- D. SaaS

Answer: C

Explanation:

Mobile Device Management (MDM) allows IT departments to enforce compliance controls, such as restricting the installation of unapproved software, on laptops and mobile devices. Why Not A (EDR): Endpoint Detection and Response focuses on detecting and mitigating security threats, not compliance controls. Why Not B (VPN): Virtual Private Networks provide secure connections but do not enforce software installation policies. Why Not D (SaaS): Software as a Service refers to software delivery models and does not enforce compliance controls. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.7, device management and security.

NEW QUESTION 121

- (Topic 1)

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

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

Answer: D

Explanation:

Comprehensive and Detailed In-Depth Explanation:

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

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

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

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

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

NEW QUESTION 124

- (Topic 1)

A user is receiving many unsolicited emails. Which of the following controls can be configured to best reduce these types of emails?

- A. Load balancer
- B. Spam gateway
- C. Mail forwarding
- D. Proxy servers

Answer: B

Explanation:

A spam gateway filters unsolicited emails at the server level, significantly reducing spam before it reaches user inboxes.

Why Not A (Load balancer): Load balancers distribute traffic but don't filter spam. Why Not C (Mail forwarding): Forwarding doesn't filter spam.

Why Not D (Proxy servers): Proxies control web traffic, not email filtering.

CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.10, email security controls.

NEW QUESTION 126

- (Topic 1)

Which of the following is used primarily for archiving data?

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

Answer: C

Explanation:

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

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

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

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

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

NEW QUESTION 131

- (Topic 1)

A user reports that the printouts from a laser printer have lines and smudges on them. The printer is also intermittently misfeeding the paper. Which of the following components should a technician replace to address this issue?

- A. Fuser
- B. Maintenance kit
- C. Corona wire
- D. Toner cartridge

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

A maintenance kit for a laser printer often includes rollers, fuser, and other parts that wear out over time. If the printer is smudging and misfeeding, it's a sign that multiple components are failing, which a maintenance kit is designed to resolve.

? Option A (Fuser): May cause smudging if it's not heating correctly, but it won't resolve paper misfeeds alone.

? Option C (Corona wire): Can cause poor image quality if dirty but doesn't affect paper feeding.

? Option D (Toner cartridge): Can cause streaks if defective, but not paper feed issues.

CompTIA A+ Core 1 Exam Objective Reference:

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

NEW QUESTION 135

- (Topic 1)

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

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

Answer: A

Explanation:

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

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

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

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

NEW QUESTION 138

- (Topic 1)

A technician receives a S.M.A.R.T. error on a PC. When the technician presses the Esc key, the PC continues to turn on without any further issues. Which of the following should the technician do next?

- A. Replace the HDD.
- B. Update the PC's BIOS.
- C. Close the ticket.
- D. Change the NIC.

Answer: A

Explanation:

Comprehensive and Detailed Step-by-Step Explanation:

S.M.A.R.T. (Self-Monitoring, Analysis, and Reporting Technology):

S.M.A.R.T. is a monitoring system integrated into modern HDDs and SSDs that detects and reports on various indicators of drive health and reliability.

A S.M.A.R.T. error indicates that the drive is showing signs of impending failure, even if the PC continues to boot and work normally for the time being.

Next Steps:

The appropriate action is to replace the hard drive (HDD) because a S.M.A.R.T. error is an early warning of possible hardware failure. Ignoring the warning could result in data loss if the drive fails completely.

The technician should also back up the user's data immediately to avoid losing critical information.

Incorrect Options:

* B. Update the PC's BIOS: While keeping the BIOS updated is a good practice, it does not address the S.M.A.R.T. error, which is specific to the HDD.

* C. Close the ticket: Closing the ticket without resolving the issue would be improper, as the S.M.A.R.T. error is a hardware problem that needs to be addressed to prevent future data loss or downtime.

* D. Change the NIC: The NIC (Network Interface Card) is unrelated to the storage system and would not resolve a S.M.A.R.T. error.

Key Takeaway:

A S.M.A.R.T. error is a critical indicator of HDD health issues, and the drive should be replaced as soon as possible. Backing up data is also essential.

Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 5.1 – Troubleshooting hard drives and RAID arrays.

NEW QUESTION 141

- (Topic 1)

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

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

Answer: C

Explanation:

Comprehensive and Detailed In-Depth Explanation:

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

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

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

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

CompTIA A+ Core 1 Exam Objective Reference:

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

NEW QUESTION 142

- (Topic 1)

A systems administrator deploys BitLocker to all devices. However, one of the desktop PCs is not able to encrypt the boot drive. Which of the following should the administrator check?

- A. TPM
- B. CPU
- C. RAM
- D. HDD

Answer: A

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

BitLocker Drive Encryption in Windows requires a Trusted Platform Module (TPM) to encrypt the boot drive securely. The TPM is a dedicated microcontroller designed to secure hardware through integrated cryptographic keys. It validates system integrity during boot and securely stores the encryption keys. If BitLocker cannot find a TPM or it is disabled in BIOS/UEFI, drive encryption cannot proceed.

BitLocker can function without TPM using a USB startup key, but this compromises some security and is not recommended for managed enterprise environments.

Reference:

? "CompTIA A+ Certification All-in-One Exam Guide, Eleventh Edition" by Travis Everett and Andrew Hutz – Chapter 13, page 536–537.

? "CompTIA A+ Guide to Managing and Troubleshooting PCs" by Mark Soper – Chapter 13, page 446–447.

? "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 1, page 36–38

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NEW QUESTION 146

- (Topic 1)

A help desk technician needs to work on a high-volume printer. Users have reported occasional paper jams and smudges appearing on printed documents. Which of the following steps should the technician do next to address these issues?

- A. Perform a full factory reset.
- B. Check and clean the rollers.
- C. Change all the ink or toner cartridges.
- D. Replace the fuser.

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Paper jams and smudging in high-volume printers are often caused by dirty or worn rollers. Rollers are responsible for feeding the paper through the printer. Over time, they accumulate dust, toner residue, or wear out, resulting in misfeeds or jams. Cleaning or replacing them typically resolves this issue.

? Option A (Factory reset): A full reset does not directly address mechanical issues

like dirty rollers or smudging. It's a last resort and more relevant to configuration or software-related issues.

? Option C (Change toner cartridges): While toner quality can affect print quality, it

won't usually cause jams or widespread smudging unless the cartridge is leaking

— which is less likely across multiple users.

? Option D (Replace the fuser): A damaged fuser could cause smudging, but this is

typically after extensive use and is not the first thing to check. Fuser issues also usually present more persistent, uniform smudges.

CompTIA A+ Core 1 Exam Objective Reference:

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

NEW QUESTION 147

- (Topic 1)

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

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

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

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

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

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

CompTIA A+ Core 1 Exam Objective Reference:

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

NEW QUESTION 148

- (Topic 1)

A user is unable to access secure applications on their tablet when working from home a couple days per week, but the applications work when in the office. Which

of the following services most likely needs to be reconfigured to allow for remote work?

- A. Global Positioning System
- B. Mobile device management
- C. Wi-Fi Protected Access
- D. Near-field communication

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Mobile Device Management (MDM) software often controls access to corporate resources based on location, network, or VPN status. If the MDM is not configured to allow access from outside the office or via home networks, the apps may be blocked. This is the most probable cause if apps work only on-premises.

? Option A: GPS is used for location services, not access control.

? Option C: WPA is a Wi-Fi security protocol, not related to access restrictions.

? Option D: NFC enables close-range communication — irrelevant to app access. CompTIA A+ Core 1 Exam Objective Reference:

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

NEW QUESTION 149

- (Topic 1)

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

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

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

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

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

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

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

CompTIA A+ Core 1 Exam Objective Reference:

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

=====

NEW QUESTION 151

- (Topic 1)

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

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

Answer: C

Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

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

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

NEW QUESTION 156

- (Topic 1)

A technician needs to confirm that desktop PCs can be deployed to a global, remote workforce. Which of the following specifications should the technician validate?

- A. Input voltage
- B. BIOS language support
- C. Supply chain security
- D. Power efficiency

Answer: A

Explanation:

Input voltage must be validated to ensure desktop PCs can operate in different regions with varying power standards (e.g., 110V in North America vs. 220V in Europe). Failure to verify input voltage compatibility can lead to hardware damage or operational issues.

Option B (BIOS language support): Incorrect. While language support may be helpful, it is not critical for hardware deployment across regions.

Option C (Supply chain security): Incorrect. This refers to ensuring secure sourcing of components but does not directly impact deployment.

Option D (Power efficiency): Incorrect. Power efficiency may be important for energy savings but is not relevant to regional compatibility.

References:

CompTIA A+ Core 1 Objectives: 3.5 (Power supply requirements)

NEW QUESTION 157

- (Topic 1)

Which of the following networking devices will most likely need to be installed in between the ISP running DOCSIS and the LAN in a SOHO environment?

- A. Switch
- B. Firewall
- C. Cable modem
- D. Router
- E. Access point

Answer: C

Explanation:

Comprehensive and Detailed Step-by-Step Explanation:

To determine the correct device, we need to understand how a DOCSIS (Data Over Cable Service Interface Specification) network functions in a Small Office/Home Office (SOHO) environment:

* C. Cable Modem:

A cable modem is required to convert the signal provided by the ISP (Internet Service Provider) over a DOCSIS network into a format that is usable by the local area network (LAN).

DOCSIS is a standard for high-speed internet over cable television infrastructure, and the cable modem acts as the gateway between the ISP's coaxial network and the LAN. Without the cable modem, devices in the LAN would not be able to access the internet. Reference: CompTIA A+ Core 1 Exam Objectives (220-1201), Domain 2.2 – Compare and contrast Internet connection types, network types, and their features.

Incorrect Options:

* A. Switch:

A switch is used to connect multiple devices within the LAN. It does not connect the LAN to the ISP's DOCSIS network.

* B. Firewall:

While firewalls provide security by managing inbound and outbound traffic, they do not serve as the interface between the ISP and LAN.

* D. Router:

A router directs traffic between different networks (e.g., between a LAN and the internet). However, in a DOCSIS network, the cable modem is the device that first connects to the ISP. Many modern cable modems also include built-in routers, but the modem is the primary device needed.

* E. Access Point:

An access point provides wireless connectivity within the LAN. It does not connect directly to the ISP or handle DOCSIS signals.

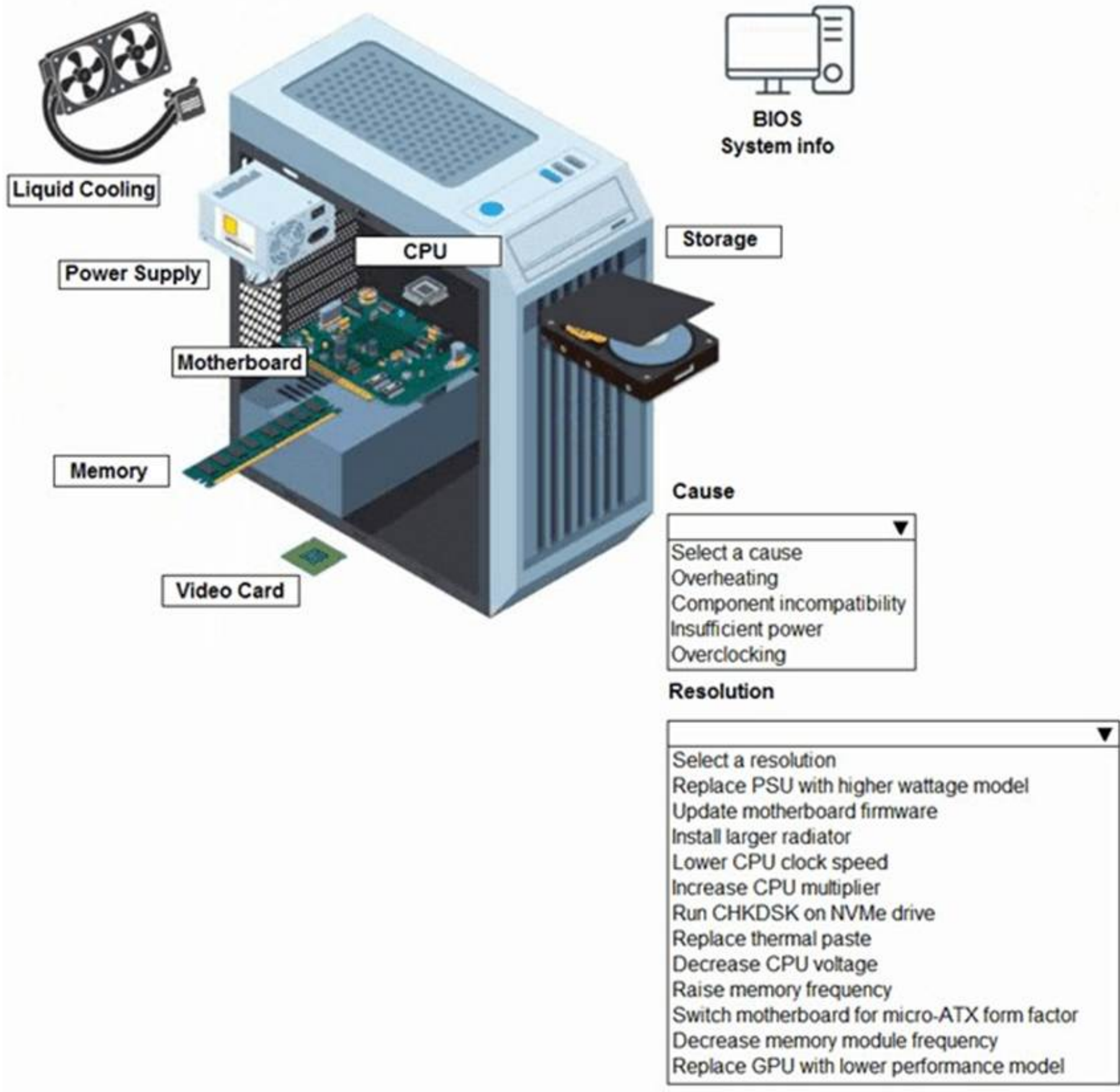
Key Takeaway: The correct device required to interface between the ISP's DOCSIS network and the SOHO LAN is the cable modem.

NEW QUESTION 161

HOTSPOT - (Topic 2)

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

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



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 164

SIMULATION - (Topic 2)

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

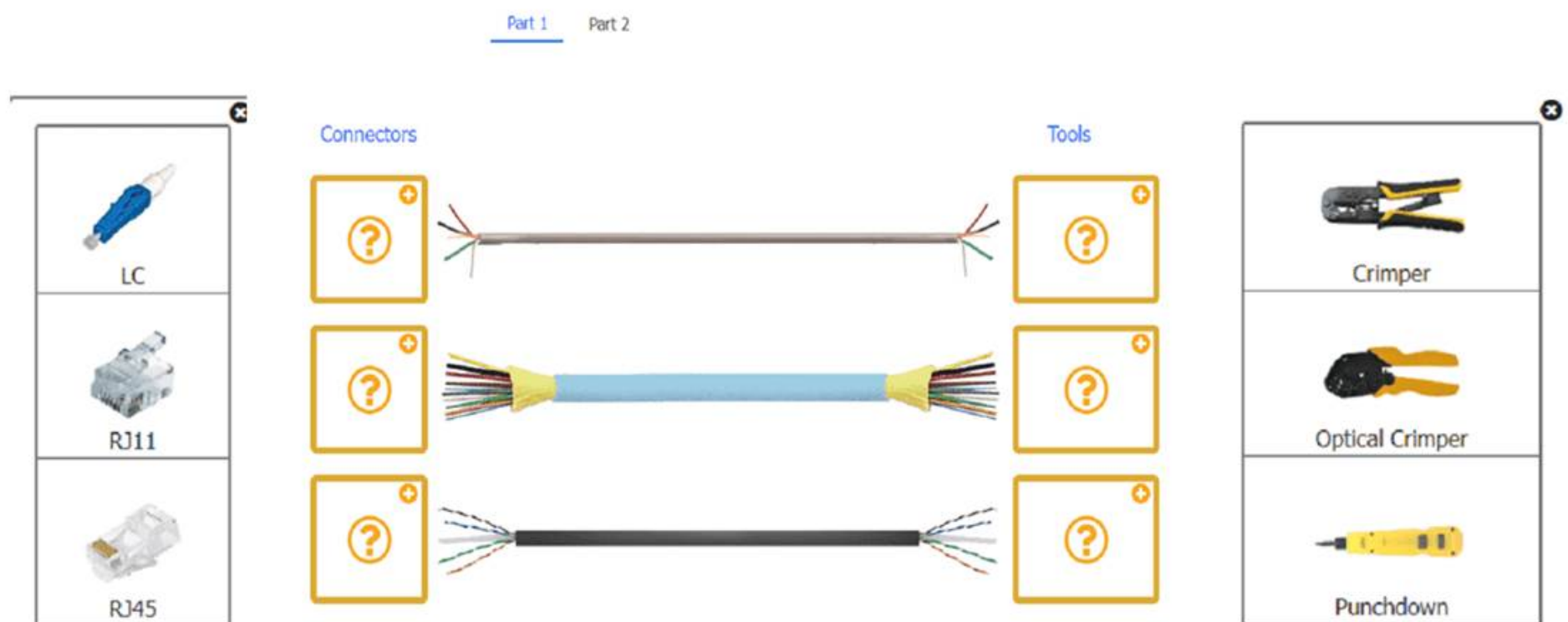
INSTRUCTIONS

Part 1

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

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

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

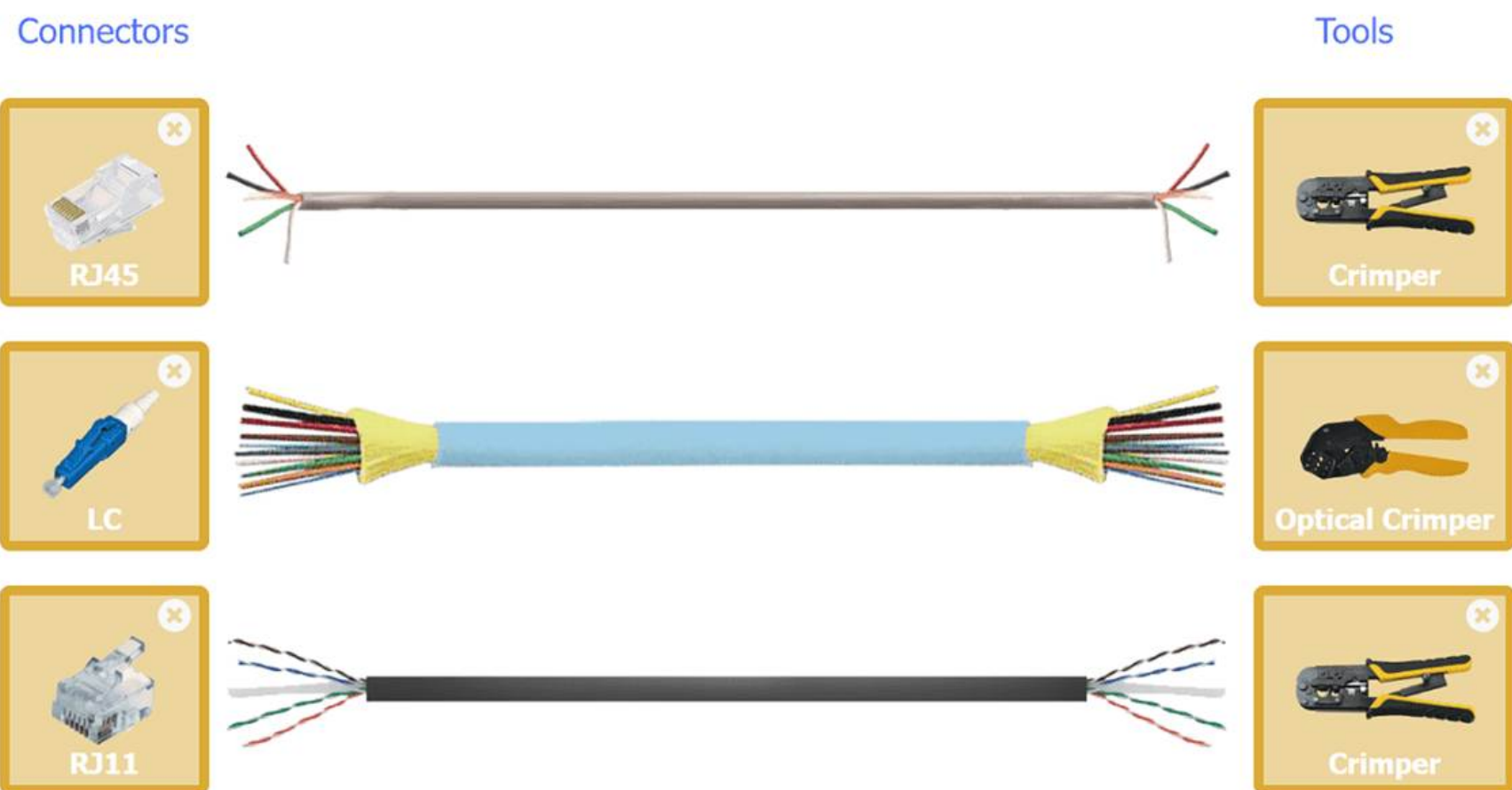


- A. Mastered
- B. Not Mastered

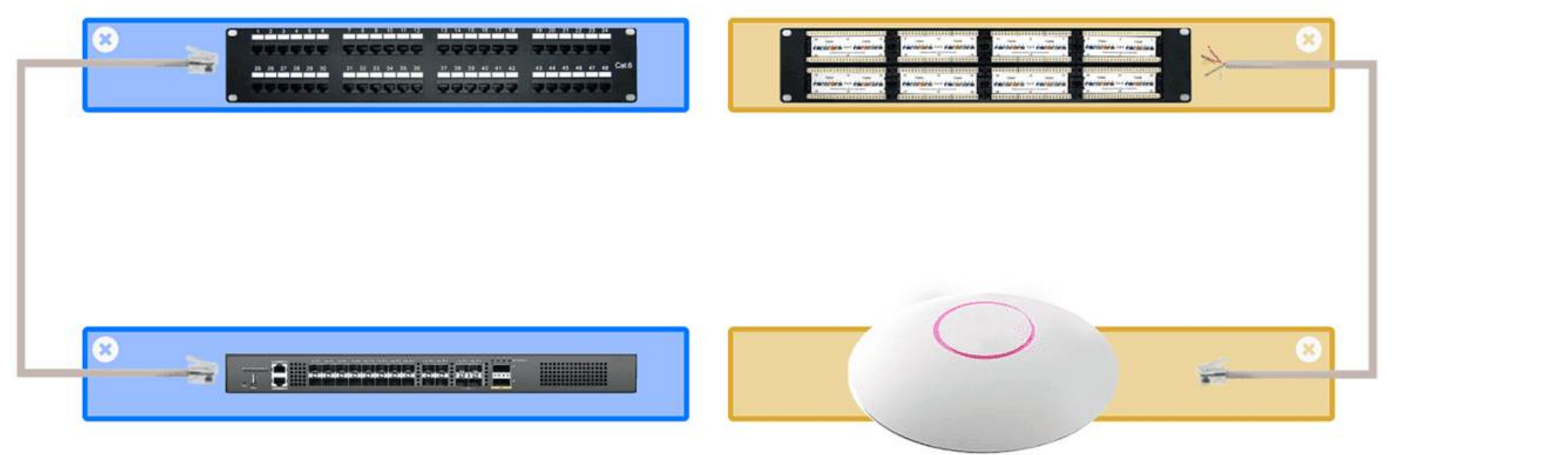
Answer: A

Explanation:

Check the exhibit diagram for both parts.



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



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

NEW QUESTION 167

SIMULATION - (Topic 2)

A user reports poor performance on the application server.

INSTRUCTIONS

Click on Server 1 and Server 2 and review the information presented in each chart to determine which drives need to be replaced.

Select the appropriate replacement drive that should be used, for the least performance degradation to the server.

If at any time you would like to bring back the initial state of the simulation, please click the

Reset All button.

Server 1

Server 2

Status	Name	State	Layout	Bus protocol	Media	Read policy	Write policy	Stripe element size	Disk cache policy
	Server 1	Ready	RAID-5	SAS	HDD	No read ahead	Write back	64KB	Disabled
	Server 2	Degraded	RAID-5	SAS	HDD	No read ahead	Write back	64KB	Disabled

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

The degraded status on Server 2 indicates a RAID-5 issue, typically due to a failed or failing drive. In RAID-5 configurations, when one drive fails, the system can still operate but with reduced performance as parity data is used to rebuild missing data on-the-fly. Recommended Replacement Drive: To minimize performance degradation, the replacement drive should be: SAS HDD with the same specifications (64KB stripe size, no read-ahead, and write-back policy). Matching the configuration exactly ensures seamless integration and optimizes recovery speed in the RAID-5 array. In RAID-5, degraded performance is expected when one drive fails, as parity data needs to rebuild missing information during each read/write process. Replacing the failed drive restores the RAID array to optimal status, reducing the load on existing drives and returning the system to normal read/write performance. The write-back policy and disabled disk cache settings are designed to reduce latency and increase efficiency, essential for handling real-time applications.

A user reports poor performance on the application server.

INSTRUCTIONS

Click on Server 1 and Server 2 and review the information presented in each chart to determine which drives need to be replaced. Select the appropriate replacement drive that should be used, for the least performance degradation to the server.

Server 1

Server 2



Status	Name	State	Layout	Bus protocol	Media	Read policy	Write policy	Stripe element size	Disk cache policy
✓	Server 1	Ready	RAID-5	SAS	HDD	No read ahead	Write back	64KB	Disabled
⚠	Server 2	Degraded	RAID-5	SAS	HDD	No read ahead	Write back	64KB	Disabled

A computer server with many black and silver parts

AI-generated content may be incorrect.A computer server with many black boxes Description automatically generated with medium confidence


Server 1

Status	Name	State	Size	Media	Speed	Failure predicted
✓	Physical disk 1:2	Online	4TB	HDD	15k rpm	Yes
✓	Physical disk 1:3	Online	4TB	HDD	15k rpm	No
✓	Physical disk 1:4	Online	4TB	HDD	15k rpm	No
✓	Physical disk 1:5	Online	4TB	HDD	15k rpm	No

A screen shot of a computer

AI-generated content may be incorrect.A screen shot of a computer Description automatically generated

Server 1, Drive bay 3



Size	Interface	Rotational speed
4TB v	HDD	15k rpm

A computer screen shot of a computer
AI-generated content may be incorrect.A computer screen shot of a computer Description automatically generated


Server 1, Drive bay 4



Size	Interface	Rotational speed
4TB v	HDD	15k rpm

A computer screen shot of a computer
AI-generated content may be incorrect.A computer screen shot of a computer Description automatically generated


Server 1, Drive bay 5



Size	Interface	Rotational speed
4TB v	HDD	15k rpm

A computer screen shot of a computer
AI-generated content may be incorrect.A computer screen shot of a computer Description automatically generated

Server 2, Drive bay 2




Size	Interface	Rotational speed
2TB v	HDD	7200rpm
8TB	SAS	5400rpm
4TB	SATA	7200rpm
2TB	SATA	SSD
1TB	SAS	10k rpm
4TB	SAS	15k rpm
4TB	SAS	10k rpm
4TB	SATA	SSD

Layout	Bus protocol	Media
RAID-5	SAS	HDD
RAID-5	SAS	HDD

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

Server 2, Drive bay 3



Size	Interface	Rotational speed
2TB v	HDD	7200rpm
8TB	SAS	5400rpm
4TB	SATA	7200rpm
2TB	SATA	SSD
1TB	SAS	10k rpm
4TB	SAS	15k rpm
4TB	SAS	10k rpm
4TB	SATA	SSD

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

NEW QUESTION 170
HOTSPOT - (Topic 2)
A technician is diagnosing several device issues reported by employees.
INSTRUCTIONS
Click on each device to review the issue. Then select the appropriate issue and solution from the drop-down menu. Each option may be used more than once.



Select an issue

Select a solution



Select an issue

Select a solution



Select an issue

Select a solution



Select an issue

Select a solution



Select an issue

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Select an issue

Select a solution



Select an issue

Select a solution

A. Mastered
 B. Not Mastered

Answer: A

Explanation:



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

NEW QUESTION 173

HOTSPOT - (Topic 2)

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

Playing the newest games at a high frame rate Fast game load times

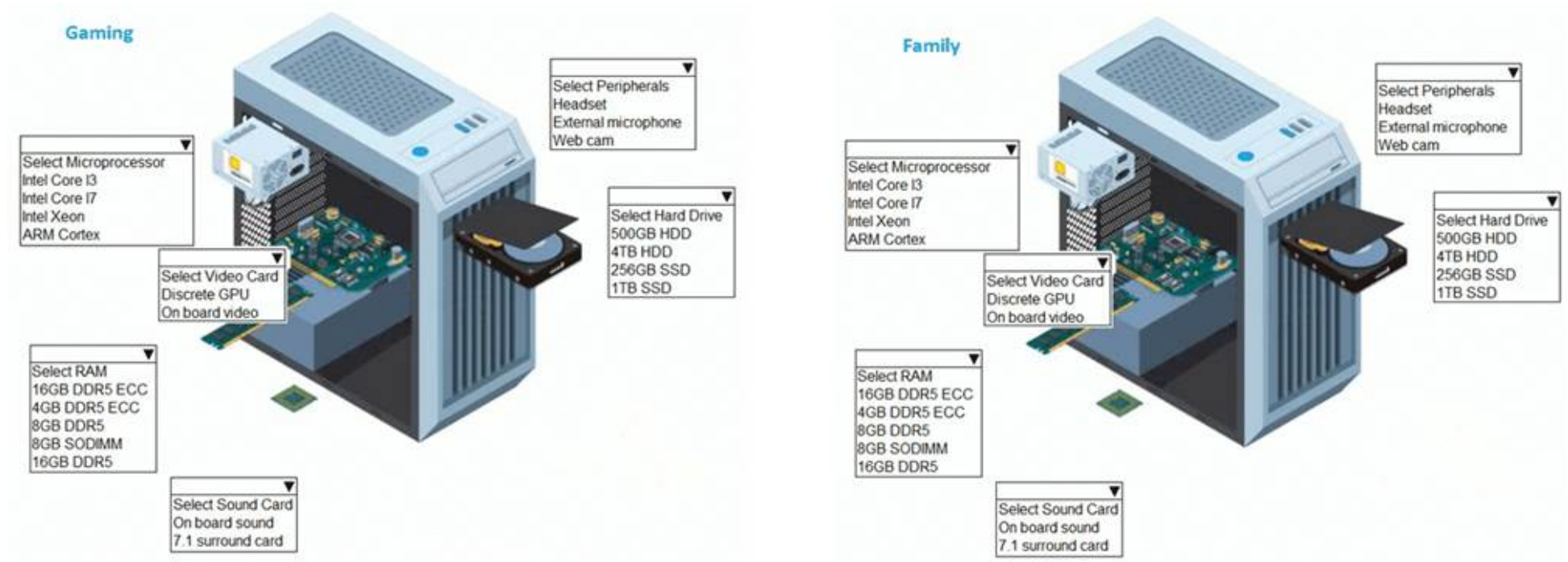
Enough storage to have several games installed at once High-end audio

No concern about cost

Running the current Windows OS

The second workstation will be a family workstation. The requirements include: Capability for word processing, videoconferencing, and basic web surfing Minimal cost, as long as it meets the requirements

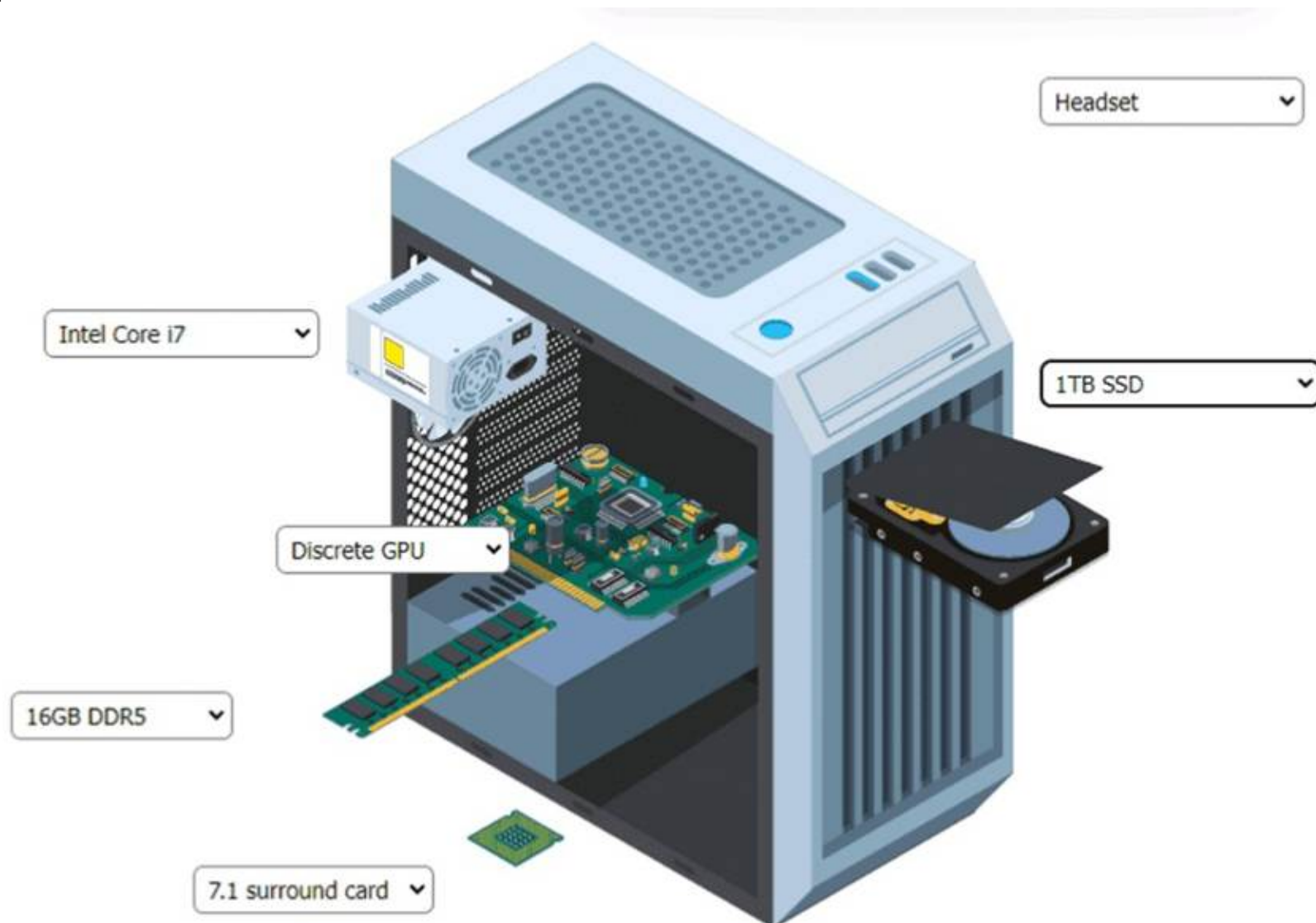
Running the current Windows OS



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



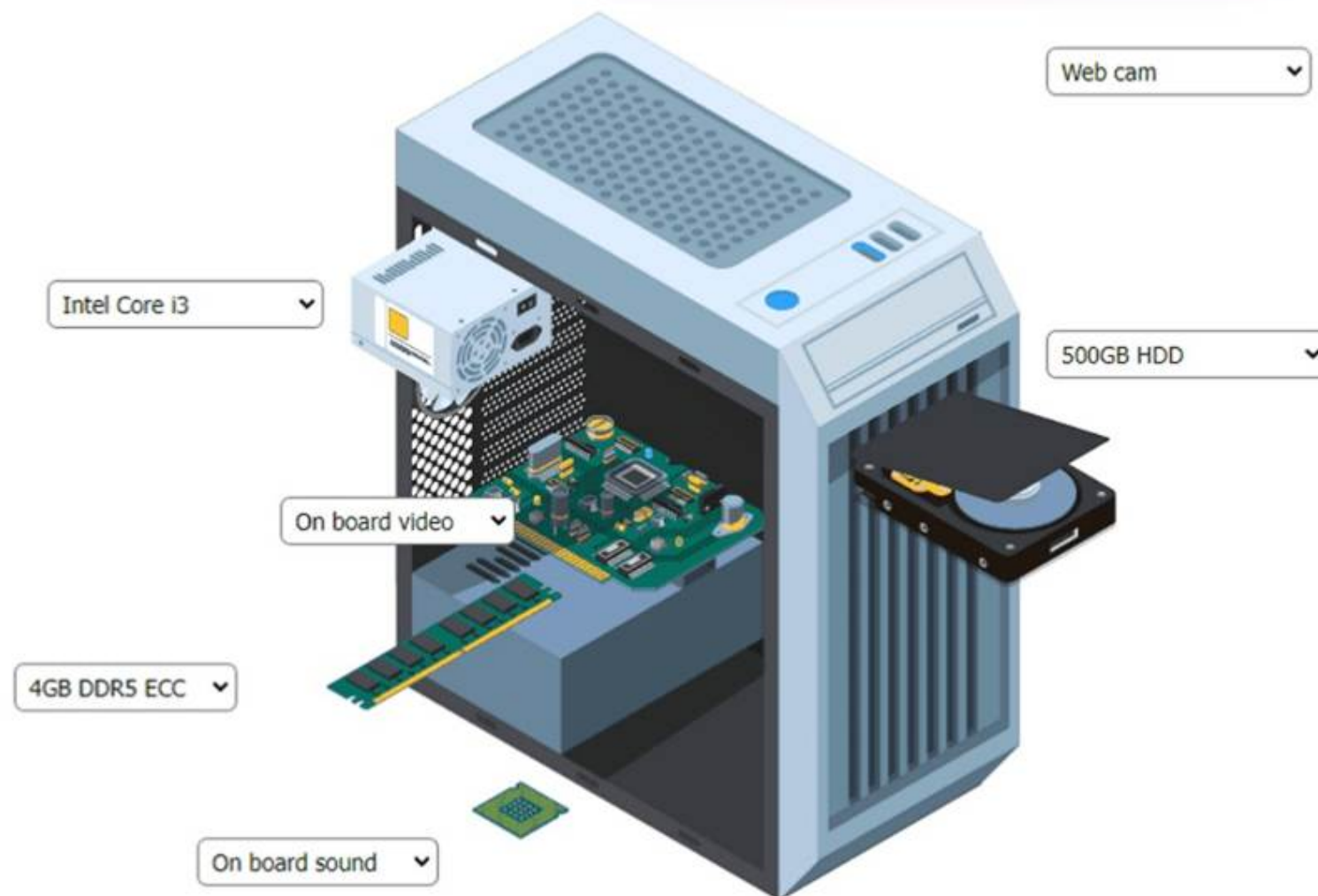
A computer tower with a hard drive and a hard drive AI-generated content may be incorrect.

GAMING

FAMILY

Show Question

Reset All Answers



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

NEW QUESTION 175

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