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QUESTION 1

During an OS migration, a technician is unable to find compatible current software for a specialized hardware device. Which of the following actions should the technician take to complete the migration?

- A. Restrict user access.
- B. Virtualize the application.
- C. Replace the PC.
- D. Upgrade the BIOS to UEFI.

Correct Answer: B

Virtualizing the application is the best action that a technician can take to complete the OS migration when there is no compatible current software for a specialized hardware device. Virtualizing the application means running the application in a virtual machine (VM) that emulates the previous OS environment that supports the application and the hardware device. This way, the technician can avoid the need to replace the PC or the hardware device, or to restrict user access to the application. Virtualizing the application also allows the technician to benefit from the new OS features and security updates, while maintaining the functionality and compatibility of the application and the hardware device. The other options are not as effective or feasible for this scenario. Restricting user access may prevent unauthorized or accidental changes to the application or the hardware device, but it does not solve the compatibility issue or allow the OS migration to proceed. Replacing the PC or the hardware device may be costly, time-consuming, or impractical, especially if the hardware device is rare, expensive, or customized. Upgrading the BIOS to UEFI may improve the boot speed, security, and compatibility of the PC, but it does not guarantee that the application or the hardware device will work with the new OS. References: CompTIA A+ Certification ore 1 Objectives1 The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook2 How to Run Old Programs on Windows 10 - MakeUseOf3 How to Run Windows 10 in a Virtual Machine - PCMag4

QUESTION 2

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

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

Correct Answer: D

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

QUESTION 3

Ann, a user, reports that after setting up a new WAP in her kitchen she is experiencing intermittent connectivity issues. Which of the following should a technician check FIRST?

- A. Correct WiFi password
- B. Frequency
- C. Antenna power level
- D. SSID

Correct Answer: D

QUESTION 4

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

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

Correct Answer: C

Explanation: An imaging drum is a component of a laser printer that transfers the toner to the paper. It is sensitive to light and can wear out over time, resulting in poor print quality or missing colors. If the cleaning cycle does not resolve the issue, the imaging drum may need to be replaced¹. A fuser is a component of a laser printer that heats and melts the toner onto the paper. It does not affect the color output of the printer, but it can cause paper jams, smudges, or wrinkles if it is defective². An ink cartridge is a component of an inkjet printer, not a laser printer. A laser printer uses toner, which is a dry powder, instead of ink, which is a liquid. An ink cartridge would not be compatible with a laser printer³. A toner tank is a container that holds the toner for a laser printer. It can be either integrated with the imaging drum or separate from it. If the toner tank is empty or low, the printer will display a warning message and the print quality will deteriorate. However, if only one color is missing, the problem is more likely with the imaging drum than the toner tank⁴. Resin is a material that is used in some types of 3D printers, not laser printers. Resin printers use a liquid resin that is cured by a light source to create solid objects. Resin has nothing to do with laser printing⁵.

QUESTION 5

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

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

Correct Answer: C

Explanation: The next step that the technician should do to troubleshoot the issue is C. Swap the power supply if it is inoperable. A power supply is a device that converts the alternating current (AC) from the wall outlet into direct current (DC) that the computer components can use. A power supply is essential for the computer to boot and function properly. A faulty or inadequate power supply can cause various issues, such as no power, no display, random shutdowns, or beeping sounds. In this scenario, the technician is trying to fix a computer that fails to boot even when all the RAM is removed. RAM stands for Random Access Memory, and it is a type of memory that stores data and instructions for the processor to access and process. RAM is also essential for the computer to boot and function properly. A faulty or incompatible RAM can cause various issues, such as no boot, no display, blue screen, or beeping sounds. One of the basic troubleshooting techniques for a computer that fails to boot is to remove all the RAM modules and try to boot with one module at a time in different slots. This can help to identify if the problem is caused by a bad RAM module or a bad RAM slot. If the computer still fails to boot even when all the RAM is removed, it means that the problem is not related to the RAM, but to another component. The next step that the technician should do is to swap the power supply if it is inoperable. This means that the technician should test the power supply with a multimeter or a power supply tester, and replace it with a known good one if it is faulty or insufficient. This can help to determine if the problem is caused by a bad power supply or a bad motherboard. The other options are not the next steps that the technician should do, because they are less likely or less effective. Inspecting the motherboard for swollen capacitors (option A) may be helpful if the problem is caused by a damaged or defective motherboard, but it requires opening the computer case and visually examining the motherboard components. Replacing the CMOS battery (option B) may be necessary if the problem is caused by a low or dead CMOS battery, but it usually affects only the BIOS settings and not the boot process. Checking to see if the HDD power connectors are well seated (option D) may be useful if the problem is caused by a loose or faulty HDD connection, but it usually affects only the data access and not the boot process. For more information about troubleshooting power supply and boot issues, you can refer to the following web search results: [How to Troubleshoot a Computer That Won't Turn On], [How to Test a Power Supply Using a Multimeter], [How to Fix a Computer That Shows No Sign of Power], [How to Troubleshoot Beep Codes].

QUESTION 6

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

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

Correct Answer: C

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

QUESTION 7

Given the following output from a cable tester:

=====

= Open

=12345678=

=12 45 78=

=====

Which of the following tools should the technician use to resolve this issue? (Select two).

- A. Loopback plug
- B. Network tap
- C. Toner probe
- D. Crimper
- E. Punchdown tool
- F. Wi-Fi analyzer

Correct Answer: DE

The output from the cable tester indicates that there is an open fault in the cable, which means that one or more of the wires in the cable are not connected properly or are broken. The open fault affects the wires 3, 4, and 6, which are used for transmitting and receiving data in Ethernet networks. The open fault can cause network connectivity issues, such as no link, slow speed, or packet loss¹². To resolve this issue, the technician should use a crimper and a punchdown tool, which are tools that are used to attach connectors to cables or wires to patch panels. A crimper is a tool that squeezes or crimps a connector, such as an RJ-45, to the end of a cable, ensuring that the wires are securely inserted into the pins of the connector. A punchdown tool is a tool that pushes or punches a wire into a slot on a patch panel, creating a connection between the wire and the panel. Both tools can be used to fix or replace the faulty wires or connectors that cause the open fault¹². The other options are not as effective or relevant as a crimper and a punchdown tool. A loopback plug is a tool that is used to test the functionality of a network port or device, by sending and receiving signals from the same port or device. A loopback plug can help diagnose network problems, such as faulty ports or devices, but it cannot fix the open fault in the cable¹². A network tap is a tool that is used to monitor or capture network traffic, by creating a copy of the data that passes through a network link. A network tap can help analyze network performance, security, or troubleshooting, but it cannot fix the open fault in the cable¹². A toner probe is a tool that is used to trace or identify a cable or wire, by sending and detecting an audible tone along the cable or wire. A toner probe can help locate or label network cables or wires, but it cannot fix the open fault in the cable¹². A Wi-Fi analyzer is a tool that is used to scan or measure wireless networks, by displaying information such as signal strength, channel, encryption, etc. A Wi-Fi analyzer can help optimize or troubleshoot wireless networks, but it cannot fix the open fault in the cable¹². References: Network Tools - CompTIA A+ 220-1101 - Professor Messer IT ... CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 5: Networking, Section 5.5: Network Tools, Page 249 CompTIA A+ Core 1 (220-1101) and Core 2 (2201102) ram, Chapter 5: Networking, Section 5.5: Network Tools, Page 213 CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Pearson uCertify Course and Labs and Textbook Bundle, Chapter 5: Networking, Section 5.5: Network Tools, Page 250

QUESTION 8

A user returns to work after a two-week vacation and cannot connect to an internal server. The remote drives were working the last time the user accessed them. Which of the following steps should the technician take next?

- A. Conduct external research on the server software vendor's website.
- B. Reference the server vendor's documentation for guidance.

- C. Confirm a theory and determine the next steps to resolve the issue.
- D. Determine if any infrastructure changes have been made.

Correct Answer: D

Explanation: The first step in troubleshooting any network connectivity issue is to identify the scope and source of the problem. The technician should check if any infrastructure changes have been made during the user's absence, such as updates, patches, configuration changes, or hardware replacements. These changes could affect the network settings, firewall rules, permissions, or compatibility of the user's device or the server. The technician should also verify if other users or devices can access the server or if the problem is isolated to the user's device. By determining if any infrastructure changes have been made, the technician can narrow down the possible causes and formulate a theory to test. References Chapter 5: Hardware and Network Troubleshooting How to fix HTTP 500 internal server error? Remote desktop connection: An internal error has occurred

QUESTION 9

Which of the following peripheral types is MOST likely to be used to input actions into a PC?

- A. Webcam
- B. Mouse
- C. Monitor
- D. Optical drive

Correct Answer: B

QUESTION 10

A user reports that a laptop correctly connects to the internet when docked at the office but is unable to access the internet when at home. Which of the following should the technician do first?

- A. Contact the user's home ISP
- B. Give the user a dock to use at home.
- C. Disable network security settings.
- D. Enable the wireless adapter.

Correct Answer: D

Explanation: A wireless adapter is a device that allows a laptop to connect to a wireless network, such as a home Wi-Fi router. A wireless adapter can be either internal or external, and it can be enabled or disabled by the user or the operating

system. If the wireless adapter is disabled, the laptop will not be able to access the internet when it is not connected to a wired network, such as the office dock. The technician should do the following steps to enable the wireless adapter:

Check the physical switch or button on the laptop that controls the wireless adapter. Some laptops have a switch or button on the side, front, or keyboard that can turn on or off the wireless adapter. Make sure the switch or button is in

the on

position.

Check the software settings for the wireless adapter. In Windows 10, you can do this by clicking on the network icon in the system tray, and then clicking on the Wi-Fi icon. Make sure the Wi-Fi is turned on. You can also go to Settings >

Network and Internet > Wi-Fi and make sure the Wi-Fi is turned on. Check the device manager for the wireless adapter. In Windows 10, you can do this by right-clicking on the Start menu and selecting Device Manager. Expand the Network

adapters category and look for your wireless adapter. Make sure it is enabled and has no errors. You can right-click on it and select Enable device or Update driver if needed. If none of these steps work, there may be a hardware or software

problem with the wireless adapter that requires further troubleshooting or replacement.

QUESTION 11

A technician installed a new SSD in a computer that needed additional storage. The technician properly formatted and partitioned the drive. The BIOS recognizes the drive, but the drive does not appear as an available drive in My Computer. Which of the following should the technician do to resolve the issue?

- A. Replace the defective drive.
- B. Make sure a drive letter has been assigned.
- C. Check Device Manager.
- D. Initialize the disk in Disk Management.

Correct Answer: D

QUESTION 12

An administrator notices that on an intermittent basis the virtual machines are running slowly. The virtual machines are correctly sized, and the hardware has enough free resources to cope with demand.

Which of the following is most likely the cause?

- A. The physical servers are not able to draw enough power
- B. The physical servers do not have enough network bandwidth.
- C. The physical servers are throttling due to overheating
- D. The physical servers are contending for resources

Correct Answer: C

The physical servers are throttling due to overheating. This means that the servers are reducing their performance to prevent damage from excessive heat. This can cause the virtual machines to run slowly, as they depend on the physical servers' resources. To avoid this, the servers need adequate cooling and ventilation, as well as monitoring of their temperature and fan speed. According to the CompTIA Core1 objectives, one of the environmental factors that can affect system performance is overheating. A research paper on thermal management of servers also states that

overheating can lead to performance degradation, reliability issues, and energy inefficiency.

QUESTION 13

A technician unboxed a new computer, plugged it in to a UPS, and connected the requested peripherals. The computer lights and fans turn on, but the technician hears three loud, consecutive beeps during boot. Which of the following actions will remediate the issue?

- A. Replacing the power supply
- B. Replacing the UPS
- C. Changing the CMOS battery
- D. Reseating the RAM

Correct Answer: D

Three beeps indicate a "base memory read/write test error". Check out "beep codes" for more information.

https://en.wikipedia.org/wiki/Power-on_self-test#POST_beep_codes_on_CompTIA_A.2B_certification_exam

QUESTION 14

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

Correct Answer: A

QUESTION 15

An IT technician is inspecting the internal components of a desktop computer to assess a suspected power issue with the motherboard. Which of the following connectors should the IT technician inspect further?

- A. RJ45
- B. Straight tip
- C. DB9
- D. Molex

Correct Answer: D

The connector that the IT technician should inspect further is Molex. The Molex connector is used to provide power to the motherboard and other components in the computer. If there is a suspected power issue with the motherboard, the IT technician should inspect the Molex connector to ensure that it is properly connected and providing power to the motherboard1

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