



# 220-1101<sup>Q&As</sup>

CompTIA A+ Certification: Core 1

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**QUESTION 1**

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

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

Correct Answer: D

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

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

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

not likely the cause as both affected workstations are experiencing the issue. Default gateway: While the default gateway is necessary for internet access, other websites are working, making it less likely to be the root cause.

References:

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

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**QUESTION 2**

A technician needs to fix a computer that received a non-specific error after a scheduled computer restart. Which of the following is the best way to start troubleshooting?

- A. Update all of the firmware.
- B. Roll back all of the recent updates.
- C. Review the system event log.
- D. Search for the error on the internet.

Correct Answer: C

The best way to start troubleshooting a non-specific error after a scheduled computer restart is to review the system event log. The system event log is a record of significant events that occur on the computer, such as errors, warnings, or

information messages. The system event log can help identify the cause of the error and provide possible solutions.



The answer is C.

To learn more about troubleshooting methods and tools, you can refer to the CompTIA A+ Certification Core 1 Objectives<sup>1</sup> or the CompTIA A+ Core 1 (220-1101) Certification Study Guide<sup>2</sup>. These resources cover the topics that are

tested on the CompTIA A+ Core 1 exam, which is one of the two exams required to earn the CompTIA A+ certification. The CompTIA A+ certification validates your skills and knowledge as an entry-level IT professional.

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### QUESTION 3

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

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

Correct Answer: B

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

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### QUESTION 4

Which of the following ports are used for secure sessions? (Select two.)

- A. 22
- B. 23
- C. 25
- D. 80
- E. 110
- F. 443

Correct Answer: AF

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### QUESTION 5

A user's laptop keyboard is not working properly. A technician notices that when the keys for special characters are pressed, other characters appear instead. Which of the following should the technician do first to diagnose the issue?

- A. Check the keyboard layout.



- B. Replace the keyboard.
- C. Update the keyboard drivers.
- D. Change the keyboard language.

Correct Answer: A

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#### QUESTION 6

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

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

Correct Answer: A

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#### QUESTION 7

A company wants to save money by leveraging the cloud while still being able to customize the infrastructure. Which of the following cloud models would best address the company's needs?

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

Correct Answer: C

Explanation: A hybrid cloud model would best address the company's needs of saving money by leveraging the cloud while still being able to customize the infrastructure. A hybrid cloud model is a combination of public and private cloud services, connected by a secure network. A public cloud service is a cloud service that is offered by a third-party provider over the Internet, and is shared by multiple customers. A private cloud service is a cloud service that is dedicated to a single customer, and is hosted either on-premises or by a third-party provider. A hybrid cloud model allows the company to use the public cloud for cost-effective and scalable services, such as storage, backup, or analytics, and use the private cloud for more sensitive or customized services, such as security, compliance, or performance. A hybrid cloud model also enables the company to move workloads between the public and private cloud as needed, depending on the demand, availability, or cost. A hybrid cloud model can provide the company with the best of both worlds: the flexibility and efficiency of the cloud, and the control and customization of the infrastructure.

References: What is Hybrid Cloud? | IBM1 Hybrid Cloud Computing | Microsoft Azure2 Cloud Deployment Models: Explaining and Comparing the 5 Main Models ...3

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**QUESTION 8**

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

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

Correct Answer: B

A scratch on the scanning bed of a copier can cause a solid black line to appear on all copies, as the scanner cannot read the original document properly through the scratch. The scratch can also reflect light and create noise in the scanned

image. The printing function is unaffected by the scratch, as it does not use the scanning bed. The technician should inspect and clean the scanning bed, and replace it if necessary.

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

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**QUESTION 9**

A user's Windows PC is unable to connect to the network at a new branch office that the user is visiting. A technician discovers the PC is unable to ping the local gateway. Which of the following commands should the technician use next?

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

Correct Answer: A

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

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**QUESTION 10**

A technician is troubleshooting a computer that has a loud system fan and randomly freezes and reboots. Which of the following is the most likely cause of these issues?

- A. Failing hard drive
- B. Defective power supply



- C. Incompatible hardware
- D. Overheating processor

Correct Answer: D

Explanation: An overheating processor is the most likely cause of a computer that has a loud system fan and randomly freezes and reboots. A processor generates heat when it performs calculations, and if the heat is not dissipated properly, it can damage the processor or cause it to malfunction. A loud system fan indicates that the fan is working harder to cool down the processor, but it may not be enough to prevent overheating. A computer that freezes and reboots randomly is a common symptom of an overheating processor, as the system tries to protect itself from further damage by shutting down or restarting. The other options are not as likely to cause these issues. A failing hard drive may cause data loss, corruption, or slow performance, but it does not affect the system fan or the processor temperature. A defective power supply may cause the computer to shut down unexpectedly, but it does not cause the system fan to be loud or the processor to overheat. Incompatible hardware may cause the computer to fail to boot, display errors, or crash, but it does not cause the system fan to be loud or the processor to overheat. To troubleshoot and resolve an overheating processor issue, the technician should check and clean the air vents, provide proper ventilation, apply thermal paste, replace the fan or the heat sink, or upgrade the processor if necessary. The technician should also update the BIOS and the device drivers, adjust the power settings, and monitor the system temperature using diagnostic tools.

References: CompTIA A+ Certification ore 1 Objectives1 The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook2 How to Troubleshoot Fan Issues | Dell US3 Why your laptop fan is loud and how to fix it | Asurion4 HP Notebook PCs - Fan is noisy and spins constantly (Windows)5

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## QUESTION 11

A customer asks a technician to help set up a specialized computing system for video editing.

Which of the following should the technician install on the workstation to BEST meet the customer's specifications? (Choose two.)

- A. SSD
- B. Dual monitors
- C. Gigabit NIC
- D. Hypervisor
- E. Docking station
- F. NAS

Correct Answer: AB

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## QUESTION 12

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

- A. Water damage



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

Correct Answer: C

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

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### QUESTION 13

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

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

Correct Answer: D

Explanation: The correct answer is D. SMB share.

SMB stands for Server Message Block, which is a network protocol that allows file and printer sharing among different devices on a local area network (LAN). An SMB share is a folder or drive that is shared using the SMB protocol and can be accessed by authorized users on the network. An MFP device is a multifunction printer that can perform multiple tasks, such as printing, scanning, copying, and faxing. In a SOHO (small office/home office) environment, a user who wants to make sensitive, scanned documents available to other users on the domain can set up an SMB share on the MFP device. This way, the user can scan the documents to the SMB share and grant access permissions to the other users who need to view or edit them. The SMB share can also enable logging, which can record who accessed the documents and at what time they were accessed. The other options are not the best settings for this scenario. Scan to email is a feature that allows the user to scan a document and send it as an email attachment to a recipient. This option may not be secure or convenient for sharing sensitive documents with multiple users on the domain. ADF tray stands for automatic document feeder tray, which is a component of an MFP device that can feed multiple pages of a document into the scanner or copier without manual intervention. This option is not related to sharing or logging scanned documents. PCL stands for Printer Command Language, which is a page description language that controls the layout and printing of documents. This option is not related to sharing or logging scanned documents either.

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### QUESTION 14

Isolating email attachments in a safe place until the attachments can be scanned for malware is defined as:

- A. an approve listing.
- B. a screened subnet.



C. cross-platform virtualization.

D. sandboxing.

Correct Answer: D

Explanation: The correct answer is D. Sandboxing.

Sandboxing is a security technique that isolates email attachments in a safe place until the attachments can be scanned for malware. A sandbox is a virtual environment that mimics the operating system and applications of the user, but prevents any changes or damage to the actual system. A sandbox can also monitor the behavior and activity of the attachments and detect any malicious code or actions<sup>12</sup>. An approve listing is a security technique that allows only trusted or authorized email senders or domains to be received by the user. An approve listing can help reduce spam and phishing emails, but it does not scan or isolate email attachments for malware<sup>3</sup>. A screened subnet is a security technique that creates a buffer zone between the internal network and the internet. A screened subnet uses firewalls and routers to filter and control the traffic that enters and exits the network. A screened subnet can help protect the network from external attacks, but it does not scan or isolate email attachments for malware. Cross-platform virtualization is a technology that allows running multiple operating systems and applications on the same physical machine. Cross-platform virtualization can help improve efficiency, flexibility, and compatibility, but it does not scan or isolate email attachments for malware.

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#### QUESTION 15

A user needs a technician's help connecting a laptop to a projector. The projector is old and only has analog input. Which of the following cable types should the technician use to connect the laptop to the projector?

A. HDMI

B. RS-232

C. VGA

D. DisplayPort

Correct Answer: C

VGA stands for Video Graphics Array, and it is a type of cable that can be used to transmit analog video signals between devices, such as laptops, monitors, or projectors. VGA cables have 15 pins arranged in three rows, and they are usually color-coded blue. VGA cables can support resolutions up to 2048 x 1536 pixels, but they have low quality and limited color depth compared to modern digital standards such as HDMI or DisplayPort. A projector is a device that projects an image or a video onto a large surface, such as a wall or a screen. A projector can have different types of input ports, such as VGA, HDMI, DVI, or USB. A projector can also have different types of output technologies, such as LCD, DLP, or LED. In this scenario, the user needs a technician's help connecting a laptop to a projector. The projector is old and only has analog input. This means that the projector can only accept analog video signals, and not digital ones. Therefore, the technician should use a VGA cable to connect the laptop to the projector, as it is the most common type of analog video cable. The technician should also make sure that the laptop and the projector have compatible VGA ports, and that the laptop's display settings are adjusted to match the projector's resolution and aspect ratio.