

# CompTIA

## Exam Questions 220-1201

CompTIA A+ Certification Exam: Core 1



#### NEW QUESTION 1

- (Topic 1)

Which of the following best represents the purpose of NFC?

- A. Wired connections between several devices
- B. Short-distance wireless connections between two devices
- C. Wireless connections between multiple devices at once
- D. Direct connection of two computers for file sharing

**Answer: B**

#### Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

NFC (Near-Field Communication) is a subset of RFID technology designed for very short- range wireless communication, typically within a few centimeters. It is primarily used for contactless transactions, like mobile payments, and can also support peer-to-peer data exchanges. NFC operates at 13.56 MHz and enables devices to communicate when placed near each other.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 7, "Wireless and SOHO Networks", page 400.

#### NEW QUESTION 2

- (Topic 1)

An employee who travels worldwide wants a workstation to perform the same whether the workstation is in the corporate office environment or elsewhere. Which of the following should a technician implement?

- A. Public cloud
- B. VDI
- C. SSH
- D. SaaS

**Answer: B**

#### NEW QUESTION 3

- (Topic 1)

Which of the following involves installing an application on a server so several users can run the application concurrently without the need for local installation?

- A. Client virtualization
- B. Software as a service
- C. Sandboxing
- D. Embedded software

**Answer: A**

#### Explanation:

Client virtualization involves installing an application on a server and enabling multiple users to run the application simultaneously via virtualized sessions. This eliminates the need for individual installations on local machines.

Why Not B (Software as a Service): SaaS delivers software over the internet and does not require local installations but is managed by a third party, not the organization itself.

Why Not C (Sandboxing): Sandboxing is for isolating applications for security testing, not for concurrent user access.

Why Not D (Embedded software): Embedded software is installed on hardware devices, not shared across multiple users.

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

#### NEW QUESTION 4

- (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 5

- (Topic 1)

A technician wants to monitor network statistics for devices communicating with one another on the local subnet Which of the following devices should the technician install.

- A. Managed switch
- B. Router
- C. Access point
- D. Firewall

**Answer:** A

**Explanation:**

A managed switch provides advanced features such as traffic monitoring and VLAN configuration, allowing a technician to view network statistics for devices on the local subnet.

Why Not B (Router): A router connects different networks and directs traffic between them but does not provide detailed subnet-level statistics.

Why Not C (Access point): Access points provide wireless connectivity but lack traffic monitoring features.

Why Not D (Firewall): A firewall filters traffic but is not used for monitoring detailed statistics on a local subnet.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.6, network monitoring tools.

**NEW QUESTION 6**

- (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 7**

- (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 8**

- (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 9

- (Topic 1)

Which of the following types of connectors does an IDE hard drive use for power?

- A. F type
- B. SC
- C. Molex
- D. Lightning

**Answer:** C

#### Explanation:

An IDE hard drive uses a Molex connector for power. This 4-pin connector is a standard for older drives.

Why Not A (F type): F type connectors are used for coaxial cables in video and internet applications.

Why Not B (SC): SC connectors are for fiber optic cables.

Why Not D (Lightning): Lightning connectors are for Apple devices.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.1, cable types and connectors.

#### NEW QUESTION 10

- (Topic 1)

A management team is concerned about enterprise devices that do not have any controls in place. Which of the following should an administrator implement to address this concern?

- A. MDM
- B. MFA
- C. vpn
- D. SSL

**Answer:** A

#### Explanation:

Mobile Device Management (MDM) enables administrators to enforce controls on enterprise devices, such as restricting apps, ensuring compliance, and remotely managing security policies.

Why Not B (MFA): Multi-Factor Authentication secures user access but does not control device configurations.

Why Not C (VPN): VPN secures communication but does not enforce device controls. Why Not D (SSL): SSL secures data in transit but does not provide device management. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.7, device management concepts.

#### NEW QUESTION 10

- (Topic 1)

Which of the following types of RAM is typically used in servers?

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

**Answer:** D

#### Explanation:

ECC (Error-Correcting Code) RAM is commonly used in servers to provide error detection and correction, improving reliability in critical systems. It is designed to detect and correct single-bit errors, ensuring data integrity in environments where stability is paramount. Option A (SODIMM): Incorrect. SODIMM is typically used in laptops, not servers.

Option B (Rambus): Incorrect. Rambus is an outdated RAM type and not commonly used today.

Option C (DDR3): Incorrect. While DDR3 is a type of RAM, it is not specific to servers and does not provide error correction.

References:

CompTIA A+ Core 1 Objectives: 3.2 (RAM types and their uses)

#### NEW QUESTION 11

- (Topic 1)

Which of the following is the best to use when testing a file for potential malware?

- A. Multitenancy
- B. Test development
- C. Cross-platform virtualization
- D. Sandbox

**Answer:** D

#### Explanation:

Comprehensive and Detailed Explanation From Exact Extract:

A sandbox is a secure, isolated environment used to test potentially harmful software or code. It prevents the software from affecting the main system, allowing safe malware testing. This method is standard in cybersecurity best practices.

Reference: "CompTIA A+ Certification All-in-One Exam Guide" by Mike Meyers – Chapter 28, page 1230.

### NEW QUESTION 12

- (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 17

- (Topic 1)

A company needs to keep a record of tasks performed by an application. Which of the following should the company most likely implement as part of a solution?

- A. Fileshare
- B. Syslog
- C. Database
- D. SAN

**Answer:** B

#### **Explanation:**

Syslog is used to log system events and tasks performed by applications, providing a centralized record of activity.

Why Not A (Fileshare): Fileshares store files but are not designed for event logging.

Why Not C (Database): Databases can store logs but are not a logging mechanism themselves.

Why Not D (SAN): A SAN is a storage solution, not a logging tool.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.6, system monitoring and logging.

### NEW QUESTION 20

- (Topic 1)

Users are complaining that the audio from a presenter is choppy and unintelligible. Which of the following is causing the issue?

- A. Webcam
- B. Digitizer
- C. inverter
- D. Microphone

**Answer:** D

#### **Explanation:**

Choppy or unintelligible audio is typically caused by issues with the microphone, such as poor quality, hardware defects, or misconfiguration.

Why Not A (Webcam): The webcam handles video, not audio.

Why Not B (Digitizer): A digitizer relates to touchscreens, not audio. Why Not C (Inverter): Inverters manage power for displays, not audio.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 3.6, audio troubleshooting.

### NEW QUESTION 25

- (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 (MOW): 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 29**

- (Topic 1)

A technician needs to ensure all data communications on all network devices are encrypted when logging in to the console. Which of the following protocols should the technician enable?

- A. SSH
- B. LDAP
- C. FTPS
- D. SMTP

**Answer:** A

**Explanation:**

SSH (Secure Shell) encrypts data communications for secure remote login and management of network devices, ensuring all console connections are encrypted.

Why Not B (LDAP): LDAP is used for directory services and does not encrypt by default. Why Not C (FTPS): FTPS encrypts file transfers, not console communications.

Why Not D (SMTP): SMTP is used for email transmission, not for securing login sessions. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.7, network security protocols.

**NEW QUESTION 33**

- (Topic 1)

Which of the following storage options would a technician most likely recommend to have large amounts of affordable capacity without concern for read times on a desktop computer?

- A. 750GB NVMe M.2 SSD
- B. 2x 1TB PCIe SSD in RAID 1
- C. 2TB SATA 3.5" 5,400rpm HDD
- D. 4TB SAS 2.5" 15,000rpm HDD

**Answer:** C

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:

If performance is not a primary concern and the user requires large, cost-effective storage, a 2TB 5400rpm SATA HDD is ideal. It offers high capacity at a lower price point than SSDs and faster HDDs.

? Option A: NVMe drives offer exceptional speed but are significantly more expensive per GB and not necessary when read/write speed is not a concern.

? Option B: RAID 1 improves redundancy but cuts usable capacity in half and uses expensive SSDs.

? Option D: SAS drives are fast and reliable but are enterprise-grade and expensive

— overkill for desktop use.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 1.3: Given a scenario, install and configure storage devices.

**NEW QUESTION 34**

- (Topic 1)

A support technician receives a call stating that a user has added a device to the network. The user used the same configurations from another workstation. When both workstations are turned on, neither can access the network reliably. Which of the following is the most likely cause of the issue?

- A. The new computer has a duplicate IP address.
- B. The DNS server is registering both hostnames.
- C. The network cable was improperly terminated.
- D. The security on the switchport needs to be reset.

**Answer:** A

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:

If two devices have the same static IP address, an IP conflict occurs. This results in both devices being intermittently disconnected or unable to communicate on the network. It's a common mistake when copying configurations manually.

? Option B: DNS conflicts wouldn't cause total disconnection — and wouldn't occur just from copying IP settings.

? Option C: A cable issue would only affect one workstation.

? Option D: Switchport security issues wouldn't affect both machines simultaneously unless port security was configured very specifically.

CompTIA A+ Core 1 Exam Objective Reference:

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

**NEW QUESTION 35**

- (Topic 1)

A computer is experiencing random shutdowns. A technician notices that the fans on the computer work but are noisy. The CPU temperature is about 122°F (50°C) when the computer is started but rises to 208°F (98°C) when applications are opened. Which of the following would most likely fix this issue?

- A. Replacing the power supply
- B. Installing a high-performance heat sink
- C. Adjusting the fan settings

D. Adding more RAM to the computer

**Answer:** B

**Explanation:**

Comprehensive and Detailed Explanation From Exact Extract:

Excessive heat buildup due to insufficient cooling is a primary cause of unexpected shutdowns. A high-performance heat sink improves thermal transfer, dissipates more heat, and helps maintain CPU temperature within safe limits. When CPU temperatures reach levels like 208°F (98°C), the system may shut down to prevent damage.

Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter – Chapter 1, pages 68–71, discusses CPU cooling and heat sink improvements.

**NEW QUESTION 39**

- (Topic 1)

Which of the following is a benefit of using a VLAN?

- A. It minimizes collision domains.
- B. It provides private access to cloud resources.
- C. It increases network address space.
- D. It enables secure network segmentation.

**Answer:** D

**Explanation:**

A VLAN (Virtual Local Area Network) segments a physical network into separate logical networks, enhancing security by isolating traffic.

Why Not A (Minimizes collision domains): VLANs manage broadcast domains, not collision domains.

Why Not B (Provides private access to cloud resources): VLANs operate within a local network, not cloud-specific.

Why Not C (Increases network address space): VLANs do not affect address space. CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.6, VLAN concepts.

**NEW QUESTION 41**

- (Topic 1)

A technician needs to select PC components with a minimal number of visible internal cables. Which of the following should the technician use?

- A. SATA drive connections
- B. Liquid cooling
- C. Modular power supply
- D. Wireless NIC

**Answer:** C

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:

A modular power supply allows a technician to connect only the power cables that are needed, reducing clutter and improving airflow. This is ideal when aiming for a clean build with minimal visible internal cables.

? Option A (SATA drive connections): Still require both power and data cables, adding to cable count.

? Option B (Liquid cooling): May reduce some bulk from large air coolers, but adds tubing and still needs cabling.

? Option D (Wireless NIC): Adds wireless capability but has no relation to internal cabling cleanliness.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 3.3: Given a scenario, apply the appropriate PC configuration.

**NEW QUESTION 43**

- (Topic 1)

Which of the following drive interfaces is typically used in server systems but not in home computers?

- A. NVMe
- B. SAS
- C. SATA
- D. PCIe

**Answer:** B

**Explanation:**

Comprehensive and Detailed Explanation From Exact Extract:

SAS (Serial Attached SCSI) is a high-performance drive interface commonly found in enterprise environments and servers due to its reliability and speed. While SATA is more common in consumer systems, SAS is specifically designed for mission-critical applications, offering features like full-duplex operation and compatibility with SATA drives. Reference: "CompTIA A+ Certification All-in-One Exam Guide" by Mike Meyers – Chapter 8, "Mass Storage Technologies", page 288.

**NEW QUESTION 48**

- (Topic 1)

Which of the following could a user employ to maximize module bandwidth when selecting memory for a high-end gaming computer?

- A. Error correction
- B. RAM voltage
- C. Channel configuration
- D. Physical module size

**Answer:** C

**Explanation:**

Comprehensive and Detailed In-Depth Explanation:

Channel configuration (e.g., dual-channel, quad-channel) determines how memory modules communicate with the memory controller. Using matched pairs in dual- or quad-channel setups can significantly increase memory bandwidth, improving performance — especially for gaming and video-intensive tasks.

- ? Option A (Error correction): ECC RAM is used in servers for reliability, not performance or gaming.
- ? Option B (RAM voltage): Affects compatibility and overclocking but not bandwidth.
- ? Option D (Physical size): Refers to module form factor (e.g., DIMM, SO-DIMM) and does not impact bandwidth.

CompTIA A+ Core 1 Exam Objective Reference:

- ? Objective 3.2: Given a scenario, install RAM types.

**NEW QUESTION 49**

- (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 50**

- (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 51**

- (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 52

- (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 56

- (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 58

- (Topic 1)

Which of the following resolutions is commonly known as Ultra HD?

- A. 1920x1080
- B. 2048x1080
- C. 3840x2160
- D. 7680x4320

**Answer: C**

#### Explanation:

Comprehensive and Detailed In-Depth Explanation:

Ultra HD (UHD), also referred to as 4K UHD, has a resolution of 3840x2160. It's four times the resolution of standard 1080p (Full HD), offering more screen real estate and sharper images.

? Option A (1920x1080): Full HD (FHD), not UHD.

? Option B (2048x1080): DCI 2K — used in cinema, not common for Ultra HD.

? Option D (7680x4320): Known as 8K UHD, not standard Ultra HD. CompTIA A+ Core 1 Exam Objective Reference:

? Objective 1.7: Compare and contrast display technologies and their features.

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#### NEW QUESTION 60

- (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 61

- (Topic 1)

A company needs to develop a disaster recovery solution based on virtual machines. Which of the following service models is the most suitable?

- A. Infrastructure as a Service
- B. Security as a Service
- C. Platform as a Service
- D. Software as a Service

**Answer:** A

#### Explanation:

Comprehensive and Detailed In-Depth Explanation:

Infrastructure as a Service (IaaS) provides virtualized computing resources over the internet such as servers, storage, and networking. It allows a business to quickly spin up virtual machines and is ideal for disaster recovery and scalable IT infrastructure needs.

? Option B: SecaaS focuses on cloud-delivered security, not infrastructure.

? Option C: PaaS offers development environments, not full virtual infrastructure.

? Option D: SaaS delivers applications over the internet (e.g., email, CRM) — not for disaster recovery.

CompTIA A+ Core 1 Exam Objective Reference:

? Objective 4.1: Compare and contrast cloud computing concepts.

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#### NEW QUESTION 62

- (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 63

- (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 66

- (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

#### NEW QUESTION 70

- (Topic 1)

A customer reports that a text-only document prints with unrecognizable characters. The print preview correctly displays the document. Which of the following is the most likely cause of the issue?

- A. Outdated firmware
- B. Incorrect driver
- C. Bad toner cartridge
- D. Corrupted document file

**Answer:** B

#### NEW QUESTION 72

- (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 74

- (Topic 1)

A technician is troubleshooting a PoE phone that will not turn on. When a laptop is plugged directly into the switchport for the phone the technician sees a data link LED and activity. Which of the following tools should the technician use to verify PoE availability to the phone?

- A. Network tap
- B. Cable tester
- C. Loopback plug
- D. Toner probe

**Answer:** B

#### Explanation:

Reasoning: A cable tester capable of testing Power over Ethernet (PoE) functionality can verify whether the switchport is providing the required power to the phone. This tool measures both the presence of data and the voltage or wattage being provided through the Ethernet cable.

This is the most effective way to confirm that PoE is available on the port.

Why the Other Options Are Incorrect:

\* A. Network tap:

A network tap is primarily used to monitor network traffic, not to test for PoE availability. It cannot verify if power is being supplied through the Ethernet cable.

\* C. Loopback plug:

A loopback plug is used to test the functionality of a network port by creating a loop for transmitted and received signals. It does not measure or verify PoE availability.

\* D. Toner probe:

A toner probe is used for tracing and identifying network cables. It cannot test for PoE functionality.

Practical Example:

A PoE phone might not turn on due to a misconfigured or faulty switchport. Using a cable tester capable of measuring PoE would help the technician determine if the switchport is supplying sufficient power to the phone.

CompTIA A+ Exam Objective Alignment:

Objective 2.1: Identify common networking hardware and tools, including PoE-enabled devices and cable testers.

#### NEW QUESTION 79

- (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 81

- (Topic 1)

A financial institution needs a secure way to protect encryption keys used for unlocking chips on its credit cards. Which of the following should the institution use?

- A. TLS
- B. AMD
- C. HSM
- D. ARM

**Answer:** C

#### Explanation:

A Hardware Security Module (HSM) securely manages cryptographic keys, including those used to protect credit card chips.

Why Not A (TLS): TLS secures data in transit, not encryption key storage. Why Not B (AMD): AMD refers to processors, not security modules.

Why Not D (ARM): ARM is a processor architecture, not a cryptographic security solution. CompTIA A+ Exam Reference: Core 2 (220-1102), Section 2.5, cryptographic hardware.

#### NEW QUESTION 85

- (Topic 1)

Which of the following devices is designed to monitor and filter incoming and outgoing network traffic?

- A. Switch
- B. Access point
- C. Firewall
- D. Hub

**Answer:** C

#### Explanation:

A firewall monitors and filters incoming and outgoing network traffic based on security rules, protecting the network from unauthorized access and threats.

Why Not A (Switch): A switch connects devices within a network but does not monitor or filter traffic.

Why Not B (Access point): An access point provides Wi-Fi connectivity but does not filter traffic.

Why Not D (Hub): A hub simply broadcasts data to all connected devices without filtering traffic.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 2.2, network security concepts.

#### NEW QUESTION 89

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