

220-1101^{Q&As}

CompTIA A+ Certification Exam: Core 1

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QUESTION 1

Which of the following peripherals would a company use to take inventory quickly and update price tags for products? (Choose two.)

- A. Barcode scanner
- B. Label printer
- C. Magnetic reader
- D. KVM switch
- E. NFC device
- F. Flatted scanner

Correct Answer: AC

QUESTION 2

A customer's workstation will not boot. A technician runs diagnostics on the system and discovers it is set up in a RAID 0 configuration, and a single SATA hard drive failed. The system was set up for Performance. Once repaired the customer request redundancy be built into the system and an increase in performance. Which of the following describes how the technician should set up the new RAID configuration?

- A. RAID 1 configuration that will utilize new SSD.
- B. RAID 2 configuration that will allow the loss of a hard drive without failure.
- C. RAID 6 configuration that will allow the loss of two hard drives without failure.
- D. RAID 10 configuration utilizing HDD

Correct Answer: D

QUESTION 3

A user acquired a new workstation and is attempting to open multiple large Excel files simultaneously. The user is not experiencing the expected performance when executing such large requests. Which of the following should a technician do FIRST?

- A. Increase the swap partition.
- B. Upgrade the CPU in the workstation.
- C. Upgrade the power supply in the workstation.
- D. Upgrade the RAM in the workstation.

Correct Answer: D

Opening multiple large Excel files simultaneously requires a large amount of RAM. Upgrading the RAM in the workstation should improve performance. References: CompTIA A+ Certification guide, Ninth Edition, Chapter 9

QUESTION 4

A printer technician receives a support request for a laser printer that sometimes cuts off the bottom of the print job. During troubleshooting the technician notices that affected jobs are set for 8.5in x 14in (216mm x 356mm) paper and only print from a particular paper tray. Which of the following actions should the technician perform NEXT?

- A. Verify that the printing trays are correctly set.
- B. Swap printer trays until the print jobs complete as expected.
- C. Replace the tray rollers to ensure proper alignment.
- D. Reset the default to use 8.5in x 11in (216mm x 279mm) paper

Correct Answer: A

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

QUESTION 5

A network administrator receives a ticket following a power outage that states the wireless network is down. The administrator discovers the SSID is broadcasting, but data is not being transmitted. Which of the following should the network administrator do FIRST?

- A. Restart the access point
- B. Reset the access point to default
- C. Change the access point's frequency
- D. Replace the access point's patch cable

Correct Answer: A

QUESTION 6

A small business owner with a limited budget wants to host a company website and ERP applications in the cloud. Which of the following would be the BEST cloud model to accomplish this task?

- A. DaaS
- B. IaaS
- C. PaaS
- D. SaaS

Correct Answer: C

QUESTION 7

A technician needs to provide data redundancy on a user's workstation. Which of the following RAID levels provides redundancy with the FEWEST disks?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

Correct Answer: B

QUESTION 8

A user accidentally spills liquid on a laptop. The user wants the device to be fixed and would like to know how much it will cost. Which of the following steps should the technician take NEXT to verify if the device is repairable before committing to a price? (Choose two.)

- A. Remove the case and organize the parts.
- B. Document the screw locations.
- C. Search the Internet for repair tutorials.
- D. Consult colleagues for advice.
- E. Place the device in rice for a few days.

Correct Answer: AB

QUESTION 9

A laser printer is making humming and grinding noises, and the printouts have ghost images on the pages. Which of the following should be replaced?

- A. Cartridge
- B. Paper
- C. Fuser
- D. Rollers

Correct Answer: C

Explanation: The most likely answer is C. Fuser.

A fuser is a component in a laser printer that uses heat and pressure to fuse the toner powder onto the paper. If the

fuser is damaged or worn out, it can cause humming and grinding noises, as well as ghost images on the printouts.
Ghost

images are faint copies of previous images that appear on the same page. They are caused by the fuser not heating the toner properly, or by the toner sticking to the fuser roller and transferring to the next page¹². To fix this problem, you

should replace the fuser unit with a new one. You can check your printer manual for instructions on how to remove and install the fuser unit. You can also use a diagnostic ruler to measure the distance between the ghost images and

determine if the fuser is the source of the problem². If the ghost images are far apart (between 4cm and 5cm), then the fuser is likely to be faulty.

References:

1: Solved: "Ghost Images" When Printing - HP Support Community

2: How to Fix Ghosting When Using a Laser Printer and Toner Cartridges ?Inksaver

QUESTION 10

An online retailer wants to save money and is considering migrating to the public cloud so peak is over. Which of the following BEST describes this aspect of cloud computing?

- A. Rapid elasticity
- B. Metered utilization
- C. Shared resources
- D. High availability

Correct Answer: A

Rapid elasticity is only suitable for a domain whose resource requirements suddenly up and down for a specific time interval. Referring to the question the online retailer wants to migrate to public cloud services during peak season, then wants it to be removed "automatically" when the peak is over.

QUESTION 11

A technician receives a phone call from a traveling sales representative indicating that the maps application on a phone is not working. The representative runs a speed test on the phone and gets ~10Mbps in both directions. Which of the following settings should the technician check first to troubleshoot the issue?

- A. Airplane mode
- B. PRL
- C. GPS
- D. LTE

Correct Answer: C

GPS (Global Positioning System) is a feature that allows a phone to determine its location by receiving signals from satellites. A maps application relies on GPS to provide accurate directions and navigation. If GPS is turned off or not working properly, the maps application may not function as expected. The other options are not relevant to the issue. Airplane mode is a setting that disables all wireless communication on a phone, including cellular, Wi-Fi, Bluetooth, and GPS. However, since the representative runs a speed test and gets ~10Mbps in both directions, it means that airplane mode is not enabled. PRL (Preferred Roaming List) is a database that contains information about the cellular towers and networks that a phone can connect to. Updating the PRL can improve the phone's signal strength and coverage, but it does not affect the maps application. LTE (Long Term Evolution) is a standard for high-speed wireless communication on mobile devices. It is related to the cellular data speed and quality, but not to the maps application. To troubleshoot the issue, the technician should check the GPS settings on the phone and make sure that it is turned on and has a clear view of the sky. The technician should also verify that the maps application has permission to access the GPS location. If the problem persists, the technician may suggest resetting the network settings, updating the phone's software, or contacting the maps application's support team. References: CompTIA A+ Certification Core 1 Objectives1 The Official CompTIA A+ Core 1 Student Guide (Exam 220-1101) eBook2 How to Fix Google Maps When It's Not Working on Android - MUO3 Apple Maps Not Working? 5 Fixes to Get You Back on the Road (2023)4

QUESTION 12

A technician is setting up a device to use two-factor authentication. Which of the following meets this requirement?

- A. Thumbprint/retinal scan
- B. Password/password
- C. Password/thumbprint
- D. Password/PIN

Correct Answer: C

Two-factor authentication (2FA) is a security process that requires users to provide two different authentication factors to verify their identity. This means that in addition to providing something they know (such as a password or PIN), they must also provide something they have (such as a smart card or token) or something they are (such as a fingerprint or retinal scan).

In this case, the correct answer would be C. Password/thumbprint. This option meets the requirement for two-factor authentication because it combines two different types of authentication factors: something the user knows (the password)

and something the user is (the thumbprint). The other options do not meet the requirement for 2FA because they either use only one type of authentication factor (A and D) or use two instances of the same type of factor (B).

QUESTION 13

An end user reports a printer error that states "Replace filament". With which of the following types of printer is the end user MOST likely having problems?

- A. ink jet
- B. Laser
- C. 3-D

D. Thermal

Correct Answer: C

QUESTION 14

A user keeps a company-provided camera's battery charger plugged into a docking station at a desk. Company policy requires that USB devices be identified and approved by installed peripheral security software. A technician is unable to add a unique identifier to the battery charger's security software. Which of the following should the technician do?

- A. Provide a USB to AC adapter for the battery charger.
- B. Add a powered USB hub to the docking station.
- C. Disable the peripheral security software for this user only.
- D. Replace the battery charger with a USB device that has a unique identifier.

Correct Answer: A

Explanation: The problem in this scenario is that the battery charger is not a USB device, but a device that plugs into a USB port to draw power. Therefore, it does not have a unique identifier that can be recognized by the peripheral security software, which is designed to prevent unauthorized USB devices from accessing the company's network or data. The security software cannot add the battery charger to its whitelist, and may block its power supply or generate alerts. The best solution for this problem is to provide a USB to AC adapter for the battery charger, which is a device that converts the USB power output to an AC power input that can be plugged into a wall outlet. This way, the battery charger does not need to connect to the docking station or the computer, and does not trigger the peripheral security software. The user can still charge the camera's battery without compromising the company's security policy. The other options are not advisable because they either do not solve the problem or create new risks. Option B, adding a powered USB hub to the docking station, may not work if the security software also monitors the hub's ports and detects the battery charger as an unknown device. Option C, disabling the peripheral security software for this user only, is a very bad idea because it exposes the user's computer and the company's network to potential attacks from malicious USB devices. Option D,

replacing the battery charger with a USB device that has a unique identifier, is unnecessary and costly, and may not be compatible with the camera's battery.

References:

CompTIA A+ Core 1 (220-1101) Certification Study Guide, Chapter 9: Security, Section 9.3: Device Security, Page 419

CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Pearson uCertify Course and Labs and Textbook Bundle, Chapter 9: Security, Section 9.3: Device Security, Page 420 CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam

Cram, Chapter 9:

Security, Section 9.3: Device Security, Page 402

QUESTION 15

Which of the following is the best example of SaaS?

- A. A company leases electric vehicles for all of its employees.
- B. An accountant pays an annual fee for the tools the company needs to work.
- C. A car breaks down, and the driver presses a button to call for help.
- D. A consultant hires a web developer to create a website.

Correct Answer: B

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