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Question 1

Question Type: MultipleChoice

A user's computer frequently freezes and requires multiple hard restarts to recover functionality. A technician confirms the hardware components have not been recently upgraded or replaced. Which of the following should the technician do first to troubleshoot the issue?

Options:

- A- Check the temperature of the CPU.
- B- Update the device driver.
- C- Read the event logs.
- D- Replace the power supply.

Answer:

C

Explanation:

When a computer frequently freezes and requires hard restarts, the first step a technician should take, especially when hardware components have not been recently changed, is to read the event logs. Event logs can provide critical insights into what is causing the system to freeze, including errors and warnings that precede the freeze. This information is essential for diagnosing software or operating system issues that might be causing instability. Checking the temperature or updating drivers might be subsequent steps based on findings from the event logs.

Reference: CompTIA A+ Core 1 (220-1101) troubleshooting section, which emphasizes the importance of using system logs to diagnose issues.

Question 2

Question Type: MultipleChoice

A technician receives a call from a user about a new USB 3.1 docking station. The user claims that their laptop does not charge when connected to the dock. The user confirms that the AC adapter for the dock is plugged in. Which of the following is the most likely cause?

Options:

- A- The dock is not designed to provide power passthrough.
- B- The dock is only connected to a USB 3.0 port.

C- Proper drivers for the dock were not installed.

D- Too many accessories are plugged into the dock.

Answer:

A

Explanation:

If a laptop does not charge when connected to a USB 3.1 docking station despite the AC adapter being plugged in, the most likely reason is that the dock is not designed to provide power passthrough. This means that the dock's primary function is connectivity for peripherals rather than power delivery to the laptop. The other options are possible but less likely if the sole issue is the absence of charging functionality when the dock and its power supply are properly connected.

Reference: CompTIA A+ Core 1 (220-1101) materials, which discuss the functionality and specifications of peripheral devices including docking stations.

Question 3

Question Type: MultipleChoice

A technician is replacing the power supply in a computer. Which of the following safety measures should the technician take to protect the computer?

Options:

- A- Wear an antistatic wrist strap.
- B- Wear protective eyewear.
- C- Wear gloves.
- D- Minimize the use of tools.

Answer:

A

Explanation:

When replacing a power supply in a computer, wearing an antistatic wrist strap is crucial to prevent static electricity from damaging the computer components. Static electricity can easily damage sensitive electronic components within the computer; therefore, using an antistatic wrist strap helps to ground the technician, mitigating the risk of electrostatic discharge. The other options provide general safety but do not address the primary concern of electrostatic discharge in this context.

Reference: CompTIA A+ Core 1 (220-1101) objectives covering best practices for hardware maintenance, including electrostatic discharge prevention.

Question 4

Question Type: MultipleChoice

A user is unable to browse any web pages. However, the user can ping the IP address 8.8.4.4. Which of the following is most likely causing the issue?

Options:

- A- The user does not have permission to view the website.
- B- The website is offline and not responding.
- C- The DNS settings are not configured on the user's device.
- D- The DHCP server is not reachable from the user's device.

Answer:

C

Explanation:

Since the user can ping 8.8.4.4 (an external IP address) but is unable to browse web pages, it indicates that the DNS (Domain Name System) settings may be incorrect or not configured. The DNS system is crucial for translating human-friendly domain names into IP addresses. If DNS settings are incorrect, the browser cannot resolve domain names, thus web pages will not load despite the network itself being reachable via IP. The other options are less likely as they would affect connectivity to external IP addresses or the availability of specific websites.

Reference: CompTIA A+ Core 1 (220-1101) exam objectives in the networking section, specifically relating to DNS and IP configurations.

Question 5

Question Type: MultipleChoice

A large office is eliminating all personal printers for VIP staff members and replacing these devices with one enterprise MFP. Human resources staff members are concerned about printing confidential documents on the new device. Which of the following best addresses this concern?

Options:

- A- Central printer server
- B- Secure print

C- Audit logs

D- Wi-Fi direct printing

Answer:

B

Explanation:

Secure print is the best option to address the concern of printing confidential documents on a shared enterprise multifunction printer (MFP). Secure print requires users to enter a PIN or use an ID card at the printer to release their print jobs. This ensures that documents are only printed when the user is physically present to collect them, preventing sensitive information from being left unattended or viewed by unauthorized individuals.

While a central printer server, audit logs, and Wi-Fi direct printing have their own benefits, they do not provide the same level of immediate security for confidential documents as secure print does. A central printer server centralizes management but does not prevent unauthorized viewing. Audit logs provide a record of activity but do not prevent the initial security breach. Wi-Fi direct printing allows for a direct connection to the printer but does not secure the document during printing.

Question 6

Question Type: MultipleChoice

Some users are unable to access resources on the file server. A technician reviews the server network information and finds the following settings:

```
Name: InternalToolsCentral  
IP: 192.130.230.5  
Mask: 255.255.255.0  
Gateway: 192.130.230.1  
DNS: 8.8.8.8, 4.2.2.1  
Open Ports: 25, 80, 110, 443, 3306
```

Which of the following is the most likely explanation?

Options:

- A- Applicable ports have been closed during routine hardening.
- B- Server gateway settings are incorrect.
- C- The server lost power during a recent storm and did not resume operation.
- D- The route was removed from the border router.

Answer:

B

Explanation:

Given the network information for the server "InternalToolCentral" with an IP address of "192.130.230.5" and a subnet mask of "255.255.255.0", the gateway address should be within the same network range. However, the gateway address is listed as "192.130.230.1", which is correct and within the same subnet. Therefore, the issue is not with the gateway settings.

The DNS servers are listed as "8.8.8.8" and "4.2.2.1", which are public DNS servers and should be able to resolve domain names correctly if they are reachable.

The open ports listed include 25 (SMTP), 80 (HTTP), 110 (POP3), 443 (HTTPS), and 3306 (MySQL), which are standard ports for their respective services.

Considering the provided options and the network settings, the most likely explanation for users being unable to access resources on the file server is: A. Applicable ports have been closed during routine hardening. This could prevent users from connecting to the necessary services on the file server.

Networking best practices and troubleshooting steps as covered in the CompTIA A+ certification materials.

Understanding of network configurations and services related to file server accessibility.

Question 7

Question Type: MultipleChoice

Which of the following should a technician use to terminate an RJ45 port?

Options:

- A- Cable tester
- B- Punchdown tool
- C- Toner probe
- D- Cable stripper

Answer:

B

Explanation:

To terminate an RJ45 port, a technician should use a punchdown tool. This tool is specifically designed to insert and cut (terminate) the wires into a patch panel, keystone jack, or a network surface mount box. The punchdown tool ensures that the wire is properly seated in the terminal block and that the connection is secure. It also trims the excess wire during the termination process, which is not a function that cable testers, toner probes, or cable strippers are designed to perform.

[CompTIA A+ Certification Core 1 220-1101 study materials and learning resources1.](#)

[Networking tools and best practices for hardware and device management as covered in the CompTIA A+ certification guidelines](#)

Question 8

Question Type: MultipleChoice

Which of the following scenarios best illustrate a need for VDI? (Select two).

Options:

- A- An employee needs the ability to work remotely on a non-company-provided computer
- B- A company that needs to store 10PB worth of data
- C- An employee has latency-sensitive workflow requirements
- D- A bank that has security concerns regarding employee activity
- E- A payment processor that is planning on implementing virtual currency
- F- An application developer who needs to configure network settings for an application

Answer:

A, D

Explanation:

VDI (Virtual Desktop Infrastructure) allows users to access a desktop environment that is running on a server in the data center rather than on the local machine. This is particularly useful for employees who need to work remotely on various devices (A), as it provides a consistent and secure environment regardless of the endpoint device. For a bank with security concerns regarding employee activity (D), VDI offers a centralized management of desktops, enhancing security by keeping sensitive data and applications within the data center and not on the local devices, thus reducing the risk of data breaches.

CompTIA A+ Core 1 Exam Objectives Section 4.2: Summarize aspects of client-side virtualization.

Question 9

Question Type: MultipleChoice

Every time a user submits a print job, the user receives an error from the printer requesting A4 paper. No other users in the office are having printing issues. Which of the following is the best way to address the user's issue?

Options:

- A- Reinstall the printer driver on the user's computer.
- B- Print to a different printer in the office.

- C-** Set the printer defaults in the Control Panel to print to letter-sized paper.
- D-** Have the user check the page size on every print job.

Answer:

C

Explanation:

If a user consistently receives an error requesting A4 paper for print jobs, and this issue is isolated to a single user, it's likely that the user's printer settings are configured incorrectly for A4 paper size instead of the standard letter size used in the office. Adjusting the printer defaults in the Control Panel on the user's computer to use letter-sized paper should resolve the issue without needing to reinstall drivers, switch printers, or require the user to check page size for every job.

CompTIA A+ Core 1 Exam Objectives Section 3.6: Given a scenario, deploy and configure multifunction devices/printers and settings.

Question 10

Question Type: MultipleChoice

A help desk technician is installing an SSD upgrade in a laptop. The laptop specifications call for NVMe. Which of the following form factors should the technician most likely install in the laptop?

Options:

A- 2.5

B- 3.5

C- M.2

D- SD

Answer:

C

Explanation:

NVMe (Non-Volatile Memory Express) is an interface protocol built especially for Solid State Drives (SSDs) to utilize the high-speed PCIe bus in computers. M.2 is a form factor that is commonly used for NVMe SSDs due to its compact size and direct connection to the PCIe interface, which is ideal for laptops. The 2.5' and 3.5' form factors are more commonly associated with SATA drives, and SD is a form factor used for removable flash memory cards, not for internal storage solutions like NVMe SSDs.

CompTIA A+ Core 1 Exam Objectives Section 3.3: Given a scenario, select and install storage devices.

Question 11

Question Type: MultipleChoice

An administrator configured multiple networked devices to store data that can be accessed as local storage. Which of the following did the administrator create?

Options:

A- PAN

B- WLAN

C- SAN

D- MAN

Answer:

C

Explanation:

A Storage Area Network (SAN) is a network specifically designed to pool storage resources and make them accessible to servers as if they were locally attached drives. SANs are used in data centers for high-performance storage and retrieval of large volumes of data.

This setup allows multiple networked devices to access shared storage as if it were local, which matches the scenario described. PAN (Personal Area Network), WLAN (Wireless LAN), and MAN (Metropolitan Area Network) serve different purposes and do not primarily focus on shared storage access.

CompTIA A+ Core 1 Exam Objectives Section 2.7: Compare and contrast Internet connection types, network types, and their features.

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