

# CompTIA

## Exam Questions 220-1001

CompTIA A+ Certification Exam: Core 1



#### NEW QUESTION 1

A technician upgraded the memory on a server from two 8GB sticks to eight 32GB. The server memory is now at full capacity per the user guide. When the technician powers on the system, only 128 GB of memory is recognized by the OS and the BIOS. The technician decides to upgrade to the latest version of the firmware on the system, which does not help. Next, the technician installs the memory in sets of 64GB at a time. Each individual set of 64GB is fully recognized by the server.

Which of the following will not allow the server to recognize all of the memory installed at the same time?

- A. The power supply is not supplying enough power for the memory.
- B. The memory has too many ECC errors and is shutting down
- C. The server is overheating when all of the memory is installed.
- D. The server needs DDR4 memory, and DDR3 is installed.

**Answer:** D

#### NEW QUESTION 2

A technician was called to check an unexpected clicking noise on a desktop that has become more frequent every time a video editing application is loaded. The system fans have been replaced, but the clicking noise remains. Diagnostics have been run on the video card.

Which of the following should the technician do FIRST?

- A. Replace the hard drive.
- B. Replace the video card.
- C. Do a System Restore.
- D. Perform a full data backup.
- E. Scan the system for viruses.

**Answer:** D

#### NEW QUESTION 3

A client needs to upgrade the hard drive on a laptop and would like one that is fast and has drop protection. Which of the following is the BEST option for the client?

- A. 5400rpm HDD
- B. 7200rpm HDD
- C. NVMe SSD
- D. Hybrid HDD/SSD

**Answer:** C

#### NEW QUESTION 4

Which of the following terminates a coaxial cable?

- A. DB9
- B. RJ45
- C. RG-59
- D. RS-232

**Answer:** C

#### NEW QUESTION 5

Which of the following channels would commonly be used on an 802.11 wireless network?

- A. 6
- B. 17
- C. 802
- D. 8080

**Answer:** A

#### NEW QUESTION 6

After setting up a DHCP server and a DNS server a technician would like to centralize all of the events generated by the two servers so they can be viewed in one dashboard. Which of the following is a data source used to populate the dashboard?

- A. Netstat
- B. Host file
- C. Perfmon
- D. Syslog

**Answer:** B

#### NEW QUESTION 7

Which of the following devices can be used to connect multiple devices within broadcasting to every network port?

- A. Unmanaged switch
- B. Hub
- C. Firewall

D. Cable modern

**Answer:** A

#### NEW QUESTION 8

Joe, a user, wants his desktop RAID configured to allow the fastest speed and the most storage capacity. His desktop has three hard drives. Which of the following RAID types should a technician configure to achieve this?

- A. 1
- B. 5
- C. 10

**Answer:** A

#### NEW QUESTION 9

The graphics has an issue with printing certain files. The printer does not print the complete image on larger files. A technician verifies the network speed of the printer is set to 1GB and that regular text files print without issue. Which of the following is the MOST likely cause of this problem?

- A. The printer needs more RAM
- B. The print server is timing out
- C. The users are not printing in post-script mode
- D. The printer network connection is set to half duplex

**Answer:** A

#### NEW QUESTION 10

Ann, a user, needs to attend several day-long conferences and wants to ensure her mobile device will have enough power for these events. She is concerned about wall outlet availability at the conferences and needs to continuously use her device for important updates. Which of the following should a technician recommend to BEST accommodate Ann's needs?

- A. Wireless charging pad
- B. Built-in battery case
- C. Extra charging cords
- D. Airplane mode

**Answer:** A

#### NEW QUESTION 10

The network administrator has changed the IP address of ComputerA from 192.168.1.20 to 10.10.10.20 and now Jane, a user, is unable to connect to file shares on ComputerA from ComputerB using the computer name.

##### INSTRUCTIONS

Using the available tools, resolve the connectivity issues. After troubleshooting the issue, verify a successful connection.

If at any time you would like to bring back the initial state of the simulation? please click the Reset All button.

- A. Mastered
- B. Not Mastered

**Answer:** A

##### Explanation:

Need to flush the DNS cache on Computer B:

Type in ipconfig/flushdns

#### NEW QUESTION 11

An administrator has configured a server to host virtualizes instances. The requirements of each VM must be able to scale automatically depending on peak and off-peak usage. Which of the following terms BEST describes this type of cloud concept?

- A. Over provisioning
- B. Measured pooling
- C. Resources pooling
- D. Rapid elasticity

**Answer:** A

#### NEW QUESTION 12

A user's laptop is shutting down unexpectedly. The technician discovers the shutdowns only happen when the laptop is moved from one room to another. The technician reseated the hard drive, memory, battery, and LCD cable, but the laptop continues to shut down. Which of the following is the MOST probable cause of the issue?

- A. Residual energy on the motherboard
- B. System overheating
- C. Distended capacitors
- D. Loose battery connection
- E. CMOS battery failure

**Answer: D**

#### NEW QUESTION 13

Which of the following resources in the MOST critical when using cloud file-storage synchronization applications?

- A. Disk speed
- B. I/O bandwidth
- C. RAM utilization
- D. CPU utilization

**Answer: B**

#### NEW QUESTION 18

Which of the following is an APIPA address?

- A. 162.200.1.1
- B. 167.100.1.1
- C. 168.254.0.1
- D. 169.254.1.1

**Answer: D**

#### NEW QUESTION 22

A technician wants the number of virtual machines hosting a web application in the public cloud environment to scale based on real-time traffic on the website. Which of the following should the technician configure?

- A. Resource pooling
- B. Rapid elasticity
- C. Measured service
- D. High availability

**Answer: B**

#### NEW QUESTION 26

A technician is upgrading a user's smartphone and wants to move all of the applications and contact information quickly to the new device. Which of the following connection types would work BEST to do this?

- A. NFC
- B. IR
- C. OTG
- D. Bluetooth

**Answer: A**

#### NEW QUESTION 31

The ability for new computers to be automatically connected to the network is provided by the:

- A. DHCP server
- B. DNS server
- C. proxy server
- D. TACACS server

**Answer: A**

#### NEW QUESTION 35

A technician replaced a broken LED screen on a mobile computer. The operating system can be seen perfectly on screen, but the touch screen is non-responsive. Which of the following are the MOST probable root causes for the given failure? (Choose three.)

- A. The hardware replacement used is a non-touch-screen.
- B. The touch screen must be calibrated after a replacement.
- C. The digitizer cable is not seated properly on the motherboard.
- D. The new touch-screen drivers must be installed.
- E. The replacement part is dead-on-arrival.
- F. The LCD panel firmware must be updated.
- G. The grounding screws are not securely attached.

**Answer:** ACD

**NEW QUESTION 37**

A server administrator set up a VM to be used in a lab setting. A technician is setting up thin-client computers to access this VM. Which of the following tasks are required to complete the project? (Choose three.)

- A. Connect the device to a printer.
- B. Install the operating system.
- C. Install a USB keyboard and mouse.
- D. Connect the device to the network.
- E. Install the latest system updates.
- F. Install the latest device drivers.
- G. Connect the device to a monitor.
- H. Install the necessary applications.

**Answer:** DEH

**NEW QUESTION 42**

A user reports being unable to browse the internet. A technician believes the cause of the issue is related to DNS. Which of the following should the technician perform NEXT?

- A. Test the theory attempting to browse to a website known IP address.
- B. Implement preventive measures by manually assigning a DNS server to the PC.
- C. Identify the problem by running the command ipconfig / flushdns.
- D. Document the finding in the organization local knowledge base.

**Answer:** C

**NEW QUESTION 43**

A technician is configuring a high-performance workstation. The technician needs to choose storage for the boot drive with the highest performance possible. Which of the following drive types BEST meets this requirement?

- A. MicroSD
- B. 15K rpm
- C. NVMe
- D. USB flash

**Answer:** C

**NEW QUESTION 47**

Which of the following networking protocols would be BEST track packages through a sorting facility?

- A. RFID
- B. NFC
- C. Bluetooth
- D. Zigbee

**Answer:** D

**NEW QUESTION 50**

Which of the following resource types would be BEST suited to saving photographs from a mobile device with limited onboard storage?

- A. Cloud file services
- B. Virtual desktop
- C. Off-site email
- D. Resource pooling

**Answer:** A

**NEW QUESTION 55**

Which of the following is the MOST likely cause for a network PC to have an APIPA address?

- A. DHCP failure
- B. DNS resolution
- C. Duplicate IP address
- D. Cleared ARP cache

**Answer:** A

**NEW QUESTION 57**

A technician is setting up a Windows mobile device for a user who had trouble reading text on a previous device, especially at night. Which of the following adjustments would be MOST appropriate?

- A. Use the magnifier.
- B. Increase the resolution.

- C. Use haptic feedback.
- D. Utilize text-to-speech.

**Answer:** A

**NEW QUESTION 61**

A SOHO user wants a multifunction device to be set up for the office printer. Additionally, scanning and fax capability must be set up for office employees only. Guest WiFi access will open. Which of the following configuration changes will BEST meet the user's request? (Choose two.)

- A. Enable user authentication.
- B. Disable remote printing.
- C. Configure the print server.
- D. Enable cloud settings.
- E. Disable the wireless network.
- F. Connect to a wired network.

**Answer:** AC

**NEW QUESTION 63**

A technician is dispatched to troubleshoot a slow performance issue on a PC. Upon arrival, the technician immediately opens Task Manager and sees that CPU and RAM performance are within normal ranges. The technician then checks and verifies the speed and duplex settings and performance on the network card. The technician then temporarily disables the antivirus to see if performance is affected, and it is not. After re-enabling the antivirus, which of the following is the NEXT best stop for the technician to take?

- A. Check to see if insufficient hard drive space is causing the issue
- B. Update the operating system, drivers, and firmware on the PC
- C. Log into the PC with another user profile and test performance
- D. Shut down the PC, unplug the power for 30 seconds, and then boot the PC

**Answer:** A

**NEW QUESTION 68**

A user is experiencing email problems and explains to a technician that all emails with graphics or images do not display the graphics. Which of the following configurations would correct this behavior?

- A. Change the email settings in antivirus.
- B. Change the security settings of the email client.
- C. Change the firewall security settings.
- D. Change the email proxy settings.
- E. Change the trusted sites in the browser settings.

**Answer:** B

**NEW QUESTION 69**

In a virtual environment, which of the following allows all the VMs to have RAM allocated for use?

- A. Resource pooling
- B. Measured service
- C. Virtual application streaming
- D. Synchronization

**Answer:** A

**NEW QUESTION 73**

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

**Answer:** C

**NEW QUESTION 75**

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. Channels
- B. Frequency
- C. Antenna power level
- D. SSID

**Answer:** A

**NEW QUESTION 78**

Which of the following is used to connect a headset to a laptop?

- A. eSATA
- B. BNC
- C. RG-6
- D. USB

**Answer:** D

#### NEW QUESTION 79

Following a recent malware infection, a user is unable to access network shares from the local server. A technician verifies the device is able to connect to the Internet and the hosted email provider off-site. The technician also confirms the local server is online. Additionally, a malware scan reports the user's computer is clean. Which of the following is the best NEXT step to troubleshoot the issue?

- A. Verify the DNS servers are configured properly on the device.
- B. Assign a static IP address on the wired network connection.
- C. Run a speed test on the network to check for slow transfer speeds.
- D. Confirm the network connection is not using a link-local address.
- E. Replace the Ethernet cable as it is causing limited connectivity.

**Answer:** C

#### NEW QUESTION 84

An administrator is configuring a virtualization workstation that will host several mission-critical VMs for the human resources department. The workstation will be required to support multiple users at once, and large amounts of data will be accessed daily. Which of the following components will BEST meet these requirements? (Select THREE).

- A. Quad-core CPU
- B. Solid-state drives
- C. Additional RAM
- D. Redundant PSUs
- E. RAID 0 array
- F. High-end GPU
- G. RAID 6 array

**Answer:** ACG

#### NEW QUESTION 89

A technician is troubleshooting what appears to be a RAM issue on a PC. Which of the following symptoms would indicate if this is a RAM issue?

- A. POST code beeps
- B. Distended capacitors
- C. Continuous reboots
- D. Wrong BIOS time

**Answer:** C

#### NEW QUESTION 90

Which of the following devices performs forwarding decisions based on MAC addresses?

- A. Switch
- B. Router
- C. Hub
- D. Repeater

**Answer:** A

#### NEW QUESTION 91

Joe, a user, recently purchased a new multifunction printer and attempted to install it himself. He informed a technician that the printer is on his list of printers, but he is unable to print. The technician sees that the printer is listed as a generic printer under Devices and Printers. Which of the following should the technician do NEXT?

- A. Reboot the computer into safe mode and try to print a test page.
- B. Download the correct drivers from the manufacturer's website and install them.
- C. Unplug the USB cable from the printer and try another USB slot on the PC.
- D. Set the printer as the default within the device properties.

**Answer:** B

#### NEW QUESTION 96

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



**Answer:** D

**NEW QUESTION 97**

A user wants to build a computer with a high-end CPU, plenty of RAM, and a high-end graphics card for online gaming. The user wants to verify that the graphics card is compatible with the motherboard. Which of the following connection types would the user MOST likely utilize to connect the video card to the motherboard?

- A. PCIe
- B. ISA
- C. AGP
- D. USB

**Answer:** A

**NEW QUESTION 98**

A technician is hired to install network cable in a crawl space running the length of a hallway. To do so without a fire code violation, which of the following types of cable should the technician run?

- A. Plenum
- B. Fiber
- C. Shielded
- D. Coaxial

**Answer:** A

**NEW QUESTION 99**

A user brings in a smartphone for repair. The device is unable to send/receive calls or connect to WiFi. All applications on the device are working unless they require connectivity.

Which of the following is MOST likely causing the problem?

- A. Airplane mode
- B. Tethering
- C. Disabled hotspot
- D. VPN

**Answer:** A

**NEW QUESTION 102**

The network administrator has changed the IP address of ComputerA from 192.168.1.20 to 10.10.10.20 and now jane, a user, is unable to connect to file shares on ComputerA from ComputerB using the computer name.

**INSTRUCTIONS**

Using the available tools, resolve the connectivity issues. After troubleshooting the issue, verify a successful connection.

If at any time you would like to bring back the initial state of the simulation? please click the Reset All button.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

We need to flush the DNS to have the new IP address assigned to the same computer name. Use the ipconfig/flushdns command.

**NEW QUESTION 106**

A user notices the system clock is changed every morning. The computer is shut down daily. A technician checks the time zone and finds it is correct, and then checks the BIOS settings and finds the time to be incorrect. Which of the following is MOST likely the problem?

- A. The CMOS pattering does not have a charge.
- B. Daylight savings time is not enabled.
- C. BIOS time is set to universal time coordinated.
- D. The NTP server has gone off line.



**Answer:** A

**NEW QUESTION 108**

Which of the following Internet connection types often terminates at a switching center and then requires the use of a different media for the last mile to the customer?

- A. ISDN
- B. DSL
- C. Fiber
- D. Cable

**Answer:** B

**NEW QUESTION 112**

The cloud model that represents a company maintaining some data in on-premise storage and some data in cloud-based storage is known as:

- A. hybrid
- B. private
- C. public
- D. community

**Answer:** A

**NEW QUESTION 115**

Which of the following IEEE 802.11 standards includes the use of MIMO technology?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

**Answer:** D

**NEW QUESTION 117**

A user states the department laser printer continues to display a paper jam error message despite the jam being cleared. Which of the following should a technician do to troubleshoot this problem?

- A. Check the paper path for blocked sensors
- B. Replace the duplex assembly
- C. Run the printer's internal diagnostics
- D. Verify the pickup rollers are in working order

**Answer:** A

**NEW QUESTION 118**

A technician is setting up a WiFi-enabled thermostat for a customer, but the customer is concerned about IoT devices getting hacked. Which of the following BEST address the customer's concerns? (Choose two.)

- A. Use the latest encryption standard on the wireless network and set a strong password.
- B. Enable two-factor authentication for the IoT device's cloud account, if it is available.
- C. Separate the IoT thermostat by segregating it in a DMZ network.
- D. Disable wireless access on the thermostat to make it unshakable.
- E. Upgrade the customer's router to the latest version to improve network security.
- F. Upgrade the customer's wireless network encryption to WPA.

**Answer:** AC

**NEW QUESTION 122**

A user purchases a wireless printer and sets it up in an office. The user installs all necessary software for the printer on the computer and connects the printer to the guest wireless network. However, when the user attempts to print to the printer, nothing happens. Which of the following will resolve the issue?

- A. Set up the user's computer to act as a print server.
- B. Configure the printer to use the Internet printing protocol.
- C. Ensure the user's computer is set to DHCP.
- D. Connect the printer to the company wireless network.

**Answer:** D

**NEW QUESTION 125**

Multiple users report that the network printer, which is connected through the print server, is not printing. Which of the following should a technician do FIRST to remedy this situation?

- A. Replace the USB cable.
- B. Reinstall the drivers on users' PCs.

- C. have users restart their PCs.
- D. Clear the print queue.

**Answer:** D

#### NEW QUESTION 128

A technician is buying a PC that will host three VMs running at the same time with the current configuration. The technician believes there might be a need to run several additional VMs in the near future. Which of the following resources would be the MOST important to upgrade to allow for the additional VMs?

- A. CPU
- B. SSD
- C. NIC
- D. RAM

**Answer:** B

#### NEW QUESTION 130

Users report they have to select the output tray at the printer, even though the correct tray is selected in the print dialog. Which of the following should a technician perform FIRST to attempt to solve the problem?

- A. Check the user's account for the correct printing privileges.
- B. Reinstall the driver on the print server.
- C. Update the firmware on the commercial office printer.
- D. Run Windows Update on the affected computers.

**Answer:** B

#### NEW QUESTION 133

A technician is troubleshooting network connectivity issues after a new wireless router was installed in an office. Users who connect to the new router are unable to access LAN resources. Which of the following is the MOST likely cause of the issue?

- A. There are conflicting DHCP servers on the network
- B. There are conflicting ARP records
- C. There are conflicting gateways on the network
- D. There are conflicting IP protocols

**Answer:** A

#### NEW QUESTION 136

A user notices a laser printer is picking up multiple sheets of paper from one of its paper trays. The problem started last week and has gotten worse. Which of the following is MOST likely the cause of this problem?

- A. Separation pad
- B. Feed roller
- C. Registration roller
- D. Duplex assembly

**Answer:** A

#### NEW QUESTION 141

A technician is troubleshooting a flickering screen on a laptop. After reseating the video cable and replacing the whole screen, the flickering issue remains the same. Which of the following steps should the technician take to try to isolate and fix the screen flickering issue prior to replacing the screen? (Select TWO).

- A. Update all device drivers on the computer
- B. Uninstall video-related programs, even the ones not running
- C. Update chipset and video drivers
- D. Configure the laptop to work on a high-performance state
- E. Flash the GPU RAM
- F. Check the behavior on an external monitor

**Answer:** AD

#### NEW QUESTION 145

A user's smartphone has been slow recently. A technician sees the phone was purchased two months ago, and it is top of the line. About a month ago, a new OS update was installed. To address the issue, the technician runs a hardware diagnostic on the device, and it reports no problems. Which of the following is MOST likely the cause of the performance issue on the device?

- A. Too many applications are running updates
- B. The device is currently running in airplane mode
- C. The internal memory is failing on the device
- D. The OS update is too resource intensive for the device

**Answer:** A

#### NEW QUESTION 150

A server needs a RAM upgrade, and a technician has been tasked with retrieving the RAM from storage and then installing it. Which of the following is the BEST RAM type for the technician to retrieve?

- A. SoDIMM
- B. DDR4
- C. Single channel
- D. ECC

**Answer:** B

#### NEW QUESTION 151

Which of the following is designed to function BEST in harsh lighting conditions?

- A. Large tablet
- B. E-reader
- C. Smart watch
- D. Virtual reality headset

**Answer:** D

#### NEW QUESTION 154

A user reports being unable to browse the Internet. A technician believes the cause of the issue is related to DNS. Which of the following should the technician perform NEXT?

- A. Test the theory by attempting to browse to a website's known IP address.
- B. Implement preventive measures by manually assigning a DNS server to the PC.
- C. Identify the problem by running the command `ipconfig /flushdns`.
- D. Document the findings in the organization's local knowledge base.

**Answer:** A

#### NEW QUESTION 158

A technician is troubleshooting a WiFi issue with a laptop user in a corporate office. The user can connect to web pages without trouble; however, the user cannot connect to the email server or print a locally stored document to the network printer. The technician cannot ping the mail server or the network printer. No other users are experiencing this issue. Which of the following is MOST likely causing the issue?

- A. The laptop has an APIPA address
- B. The laptop is configured to the wrong default gateway
- C. The laptop is connected to the guest WiFi
- D. The laptop is configured with a static IP

**Answer:** C

#### NEW QUESTION 159

Which of the following services provides the ability to resolve UNC to appropriate IP addresses?

- A. DNS
- B. DHCP
- C. Proxy
- D. Web server

**Answer:** A

#### NEW QUESTION 163

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

**Answer:** AC

#### NEW QUESTION 168

Ann, an accountant, reports that after turning on her new laptop, she received a message stating her IP address is already in use on the system. She tried going back to her old desktop, which she now only uses for email, but received the same message. The technician checks the account and sees a comment that Ann requires a special network setup to connect to the banking software. Which of the following should the technician do to resolve the issue?

- A. Remove the static IP configuration from the desktop.
- B. Set the laptop configuration to DHCP to prevent conflicts.
- C. Replace the network card in the laptop, as it may be defective.
- D. Bridge the LAN connection between the laptop and the desktop.

**Answer:** B

#### NEW QUESTION 172

A technician is setting up a new SOHO router for a home user. The user has a media server to be accessible from the Internet while the user is traveling. Which of the following should the technician configure to allow access to the server from the Internet?

- A. Port forwarding
- B. NAT
- C. MAC filtering
- D. QoS

**Answer:** A

#### NEW QUESTION 173

A network administrator has discovered an amber indicator light on one of the redundant PSUs of a production server that went offline. Which of the following is the FIRST step in troubleshooting this issue?

- A. Check the connectivity of the power cable.
- B. Check the battery backup system
- C. Check the power settings of the server.
- D. Check the fans of the server

**Answer:** B

#### NEW QUESTION 177

A technician is setting up a new wireless network at a branch office that previously had only wired connectivity with statically assigned IP addresses. After setting up the network, the technician configures a server to provide IP addresses to wireless clients. During testing, the technician is unable to access the Internet or named network resources. The technician receives a valid IP address from the DHCP server and can ping the default gateway. Which of the following should be technician check NEXT to resolve this issue?

- A. Ensure the options are configured to provide a DNS server.
- B. Verify the Windows Firewall is turned off.
- C. Configure the wireless network's SSID to be hidden.
- D. Enable file and printer sharing in the OS.

**Answer:** A

#### NEW QUESTION 179

A customer reports being unable to access email on desktop workstation, however, other office application are working. A technician determines the computer has an IP address of 169.254.1.10. The technician learns from the customer that the computer recently was moved across the room. Which of the following troubleshooting steps should technician take NEXT?

- A. Check the default gateway
- B. Verify physical Ethernet connections
- C. Test web browser functional
- D. Restrict the computer
- E. Resolve the IP address conflict

**Answer:** E

#### NEW QUESTION 181

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