

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

CompTIA A+ Certification Exam: Core 1

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**QUESTION 1**

A company needs to support a 10Gbps throughput. Which of the following is the MINIMUM cable category that could be used?

- A. Cat 5
- B. Cat 5e
- C. Cat 6
- D. Cat 6a

Correct Answer: C

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**QUESTION 2**

A user reports being unable to access the network. A help desk technician notices an APIPA on the user's workstation. Which of the following services should the technician investigate first?

- A. RADIUS
- B. DHCP
- C. AAA
- D. DNS

Correct Answer: B

DHCP (Dynamic Host Configuration Protocol) is a network service that automatically assigns IP addresses and other configuration parameters to devices that request them. DHCP simplifies the management of IP addresses and avoids conflicts and errors<sup>67</sup>. An APIPA (Automatic Private IP Addressing) is a feature of Windows that assigns a default IP address in the range of 169.254.x.x to a device when it cannot obtain a valid IP address from a DHCP server. An APIPA indicates that there is a problem with the DHCP service or the network connectivity between the device and the DHCP server<sup>89</sup>. Therefore, the technician should investigate the DHCP service first to check if it is running, configured correctly, and has enough available IP addresses to assign. The other services are not directly related to the IP address assignment. RADIUS (Remote Authentication Dial-In User Service) is a protocol that provides centralized authentication, authorization, and accounting for network access<sup>10</sup>. AAA (Authentication, Authorization, and Accounting) is a framework that controls the access and usage of network resources<sup>11</sup>. DNS (Domain Name System) is a service that resolves domain names into IP addresses<sup>12</sup>. References

6: What is DHCP (Dynamic Host Configuration Protocol)? - Definition from WhatIs.com

7: How DHCP works - Windows Server | Microsoft Docs

8: What is APIPA (Automatic Private IP Addressing)? - Definition from WhatIs.com

9: How to Fix an IP Address Conflict

10: What is RADIUS (Remote Authentication Dial-In User Service)? - Definition from WhatIs.com

11: What is AAA (authentication, authorization, and accounting)? - Definition from WhatIs.com

12: What is DNS (Domain Name System)? - Definition from WhatIs.com

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### QUESTION 3

A technician installed new firmware on the company's laser printers and has since been receiving multiple calls that information is garbled and looks like code. Only printers with the new firmware are having this issue. Which of the following steps should the technician complete NEXT?

- A. Change the language settings on the printers
- B. Reboot all the machines having the issues
- C. Reboot all the printers.
- D. Install an updated printer driver on the print server

Correct Answer: D

The issue of information being garbled and looking like code could be related to a compatibility issue with the new firmware and the existing printer driver. The printer driver is responsible for converting the print job data into a format that the printer can understand and print. If the new firmware is not compatible with the existing driver, it could cause the printed output to be incorrect.

To resolve this issue, the technician should install an updated printer driver on the print server that is compatible with the new firmware. This will ensure that the driver is able to correctly translate the print job data into a format that the printer can understand and produce accurate printed output.

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### QUESTION 4

A technician is troubleshooting a phone with limited internet connectivity. The technician has identified the phone on the Wi-Fi network and confirmed that it responds to pings. However, the phone is still unable to open [comptia.org](https://www.comptia.org). Which of the following should the technician check next?

- A. Jailbreak status
- B. DNS servers
- C. Airplane mode
- D. Certificate store

Correct Answer: B

DNS servers are responsible for translating domain names into IP addresses, which are used to access websites. If the phone has limited internet connectivity, it might be because the DNS servers are not working properly or are blocked by the network. The technician should check the DNS settings on the phone and try to use a different DNS server, such as Google DNS (8.8.8.8 or 8.8.4.4) or Cloudflare DNS (1.1.1.1 or 1.0.0.1).

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### QUESTION 5

A user receives the following error when trying to reboot a computer:

```
System RAID Controller FW v1.2
A disk member in an array has failed or is not responding
Port      Device ID  Description                Status
sata0     disk0      Generic 500 SATA III       OK
sata1     disk1      Generic 500 SATA III       Not Found
```

Which of the following is the MOST likely cause of this error message?

- A. Corrupted bootloader
- B. Faulty RAID controller
- C. Failed hard drive
- D. Incorrect storage device driver

Correct Answer: C

The error message "Reboot and Select Proper Boot Device" indicates that the computer cannot find the boot device that contains the operating system<sup>12</sup>. This can happen if the hard drive that stores the operating system is damaged or failed, and the BIOS cannot detect it or read from it<sup>23</sup>. A failed hard drive can also cause other symptoms such as clicking noises, corrupted files, or slow performance<sup>4</sup>.

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#### QUESTION 6

Which of the following is a method that can be used to securely connect a remote user's laptop to a corporate server?

- A. WAN
- B. VPN
- C. SSL
- D. DHCP

Correct Answer: B

A Virtual Private Network (VPN) is a secure method for connecting a remote user's laptop to a corporate server. VPNs use encryption to protect data transmitted over the internet.

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#### QUESTION 7

A systems administrator needs to set up a multifunction printer for the legal department. The legal department deals with sensitive documents and requires a secure method of releasing print jobs. Which of the following should the systems administrator configure to meet the department's security requirements?

- A. SMB settings
- B. User authentication

C. Audit logging

D. Wired connection

Correct Answer: B

Explanation: This option requires the user to enter a PIN code or swipe a smart card before the printer releases their print job. This way, the user can verify their identity and ensure that no one else can access their sensitive documents. The other options are not as secure or effective as user authentication. SMB settings are used to share files and printers over a network, but they do not provide a secure method of releasing print jobs. Audit logging records the details of each print job, but it does not prevent unauthorized access to the printed documents. Wired connection reduces the risk of wireless interference or hacking, but it does not guarantee that the print jobs are only retrieved by the intended recipient.

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### QUESTION 8

A user's desktop computer is connected via an Ethernet cable and often drops the connection. When the computer does connect, the network speeds are normal. No other network users on the same floor are reporting issues. The administrator verified that all authentication systems are working as intended and the Ethernet cable was replaced. Which of the following is the most likely cause of the issue?

A. Slow network speeds

B. Port flapping

C. Limited connectivity

D. 802.1X configuration

Correct Answer: B

Explanation: Port flapping, also known as link flapping, is a network issue that causes a switch port's state to fluctuate between up and down within short periods of time. This instability affects network connectivity and performance. Port flapping can be caused by various factors, such as faulty cables, hardware issues, configuration issues, or other network issues<sup>12</sup>. In this scenario, the user's desktop computer is connected via an Ethernet cable and often drops the connection, while no other network users on the same floor are reporting issues. The administrator verified that all authentication systems are working as intended and the Ethernet cable was replaced. Therefore, the most likely cause of the issue is port flapping on the switch port that connects to the user's computer. References

1: Port flapping ?Definition, common causes, and troubleshoot ...

2: Solved: Port Flapping Issue - Cisco Community

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### QUESTION 9

A company would like to take advantage of the cost savings of cloud computing by only paying for the resources used. Which of the following will BEST address this need?

A. Shared resources

B. Rapid elasticity

C. Metered utilization

D. High availability

Correct Answer: C

Metered utilization is a cloud feature that allows cloud providers to charge customers based on their actual consumption of resources, such as CPU time, storage space, bandwidth, or transactions. This enables customers to pay only for the resources they use, rather than a fixed or flat rate, which can reduce costs and increase efficiency. Metered utilization can also provide more transparency and accountability for both cloud providers and customers, as they can track and monitor their resource usage and billing.

Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 97)

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### QUESTION 10

A technician responds to a user who has reported that a laptop is too hot. The technician notices the laptop is not able to sit level on the workspace. What of the following BEST describes the issue with the laptop?

- A. The docking station is improperly installed.
- B. The hard drive is disconnected.
- C. The CPU fan is too powerful.
- D. The battery is damaged.

Correct Answer: D

A damaged battery can cause a laptop to overheat and swell, making it unable to sit level on the workspace. A swollen battery can also pose a fire hazard and damage other components of the laptop, such as the motherboard or keyboard. The technician should replace the battery as soon as possible and dispose of it properly according to local regulations. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-series-combined-content-guide> (page 25)

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### QUESTION 11

A user, who is attempting to give a presentation via a projector in a conference room, reports the projector has video but no audio. Which of the following will MOST likely resolve the issue?

- A. Changing the input on the projector to VGA
- B. Changing the output on the PC to DVI
- C. Modifying the projector's refresh rate
- D. Utilizing an HDMI connection

Correct Answer: D

The issue of video but no audio on a projector in a conference room can be resolved by utilizing an HDMI connection between the PC and the projector. HDMI supports both video and audio signals and is commonly used to connect a PC to a projector for presentations. Changing the input on the projector to VGA, changing the output on the PC to DVI, or

modifying the projector's refresh rate will not resolve the issue. References: CompTIA A+ Certification Exam: Core 1 - Objective

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## QUESTION 12

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

Correct Answer: C

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## QUESTION 13

Which of the following describes the operational difference between hubs and switches when transmitting data to a specific computer inside the network?

- A. Switches only send data to the specific computer, while hubs send data to all computers inside the network.
- B. Switches compress data while hubs send uncompressed data
- C. Switches receive data and route it to all computers inside the network while hubs receive data and do not route
- D. Switches scramble data, while hubs send data in the original form.

Correct Answer: A

Switches only send data to the specific computer, while hubs send data to all computers inside the network. References: CompTIA A+ Certification guide, Exam 220-1001, Page 323

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## QUESTION 14

A customer's laptop display has suddenly become very dim. The image of the display can only be seen with a bright, external light, as adjusting the brightness/contrast controls does not cause much change.

Which of the following components MOST likely needs to be replaced?

- A. LCD panel
- B. Inverter
- C. Video card
- D. Digitizer

Correct Answer: B

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## QUESTION 15

A customer has a Wi-Fi-capable laptop to use when traveling for work

Which of the following will allow the laptop to stay connected when the user travels?

- A. Cellular card
- B. Wi-Fi extender
- C. Bluetooth
- D. GPS

Correct Answer: A

A cellular card is a device that allows a laptop to connect to the internet using a cellular network, such as 4G or 5G. A cellular card can provide internet access when the user travels and does not have access to a Wi-Fi network. A cellular card may require a subscription plan from a cellular service provider. A Wi-Fi extender is a device that boosts the signal of an existing Wi-Fi network, but it does not provide internet access by itself. Bluetooth is a wireless technology that allows devices to communicate over short distances, but it does not provide internet access either. GPS is a satellite-based system that provides location and navigation information, but it does not provide internet access as well.

References: <https://www.comptia.org/blog/what-is-a-cellular-card>

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