Vendor: CompTIA

Exam Code: 220-1201

Exam Name: CompTIA A+ Certification Exam: Core 1

Version: DEMO

QUESTION 1
The display in a conference room has a ghost image that does not match the presentation. Which of the following would test resolve the issue?

A. Adjust the color settings.
B. Correct the keystone.
C. Increase the brightness levels
D. Replace the monitor.

Answer: B
Explanation:
A keystone correction adjusts the image shape when a projector is angled either up or down. When a projector is not positioned directly perpendicular to the screen, the image becomes distorted or offset. Correcting the keystone will resolve alignment issues, ensuring that the presentation matches the display.

QUESTION 2
A salesperson is unable to use a personal device to access emails and calendar features at a client site but was able to use the device while at the office.
Which of the following policies has been enforced on the salesperson's mobile device?

A. MOW
B. MAN
C. MFA
D. MAM

Answer: D
Explanation:
Mobile Application Management (MAM) enforces policies restricting access to apps and services based on location, ensuring security at external sites.

QUESTION 3
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:
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.

QUESTION 4
Which of the following is designed to be used in commercial spaces?

A. USB 3.1 Gen 2
B. Straight tip fiber connector
C. Plenum cabling
D. Cat 8

Answer: C
Explanation:
Plenum cabling is designed for use in commercial spaces where cables run through air ducts or plenum spaces, as it has fire-resistant properties and emits less toxic smoke.

QUESTION 5
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.

QUESTION 6
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.

QUESTION 7
A technician is troubleshooting stylus issues on identical, company-provided tablets. Users can purchase their own accessories. Some users have no issues, but others report that their styluses charge intermittently and die frequently.
Which of the following is the most likely cause of this issue?

A. Certain cases are causing charging issues.
B. The tablets need to be updated.
C. Some of the tablets have manufacturing defects.
D. The malfunctioning styluses need firmware updates.

Answer: A
Explanation:
The most likely cause is third-party or ill-fitting cases obstructing the contact between the stylus and the tablet charging mechanism. Some cases may not be designed with stylus charging in mind, particularly if users are purchasing their own accessories.

QUESTION 8
A customer needs to install a new printer in their network. The customer reports that users had intermittent connectivity issues with previous printers.
Which of the following should the technician configure on the new printer to prevent this issue?

A. Gateway IP address
B. DHCP IP address
C. Static IP address
D. Public IP address

Answer: C
Explanation:
Intermittent connectivity issues with network printers are commonly caused by changing IP addresses when using DHCP. Assigning a static IP address ensures that the printer is always reachable at the same IP address by client machines.

QUESTION 9
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.

QUESTION 10
A technician has discovered that some users are connected to a network that is not available on the user interface.
Which of the following is the most effective tool the technician can use to identify networks that are not broadcasting SSIDs?

A. Cable tester
B. Toner probe
C. Wi-Fi analyzer
D. Loopback plug

Answer: C
Explanation:
A Wi-Fi analyzer is a tool used to detect and analyze wireless networks, even those that are not

broadcasting their SSIDs (hidden networks).
It provides detailed information about nearby networks, including signal strength, channel usage, and security protocols.
In this case, the Wi-Fi analyzer can identify the hidden networks that users are connected to, which are not visible on the standard user interface.

QUESTION 11
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.

QUESTION 12
A user reported performance issues on a computer after a recent OS update A technician is confident that rolling back the system will resolve the issue.
Which of the following steps should the technician take next?

A. Document the findings.
B. Investigate any recent infrastructure changes.
C. Initiate the system restore
D. Verify full system functionality.

Answer: C
Explanation:
If the technician is confident that rolling back the system to a previous restore point will resolve the issue, the next logical step is to initiate the System Restore process. System Restore allows the system to revert to a state before the OS update, which can eliminate the performance issues caused by the update.

QUESTION 13
Several storms cause mission-critical servers to go offline unexpectedly A server also goes offline suddenly due to haroNvare failure Upon assessment the company purchases new UPSs to condition power and allow the OSs to shut down gracefully in the event of a power failure However, the UPSs are delayed due to supply chain issues.
Which of the following can balance a cost-effective solution with uptime requirements?

A. Purchasing backup generators
B. Increasing input voltage
C. Installing redundant PSUs
D. Activating a hot site

Answer: C
Explanation:

Redundant PSUs provide fault tolerance by ensuring that if one power supply fails, another will take over seamlessly.
This is a cost-effective way to increase uptime while waiting for the UPSs to arrive.

QUESTION 14
A user is experiencing multiple issues with an in-place upgrade of a laptop's operating system. The built-in camera is unresponsive, and the user is unable to pair the device with any Bluetooth accessories. Which of the following ate most likely causing three issues? (Select two).

A. Incorrect configuration of the settings
B. OS and device version incompatibility
C. Disabled settings following the upgrade
D. Full storage
E. Outdated drivers
F. Corrupted registry entries

Answer: CE
Explanation:
Outdated drivers: Device functionality issues after an OS upgrade are often caused by incompatible or outdated drivers.
Disabled settings: Some features may be disabled during the upgrade process, requiring re-enablement.

QUESTION 15
A user wants to print files from an overseas office using a shared network folder. The user's laptop has no public-facing internet connectivity.
Which of the following can be used to print from the shared network folder?

A. ADF
B. USB
C. PCL
D. SMB

Answer: D
Explanation:
SMB (Server Message Block)is a protocol used to access files and printers over a network, including across shared network folders. It enables the user to access and print files stored remotely on a shared directory.

QUESTION 16
SIMULATION 3

Laura, a customer, has instructed you to configure her home office wireless access point.
She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible.
Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks.
She requests that the default settings be changed to the following.

Wireless Name: HomeWiFi
Shared Key: CompTIA

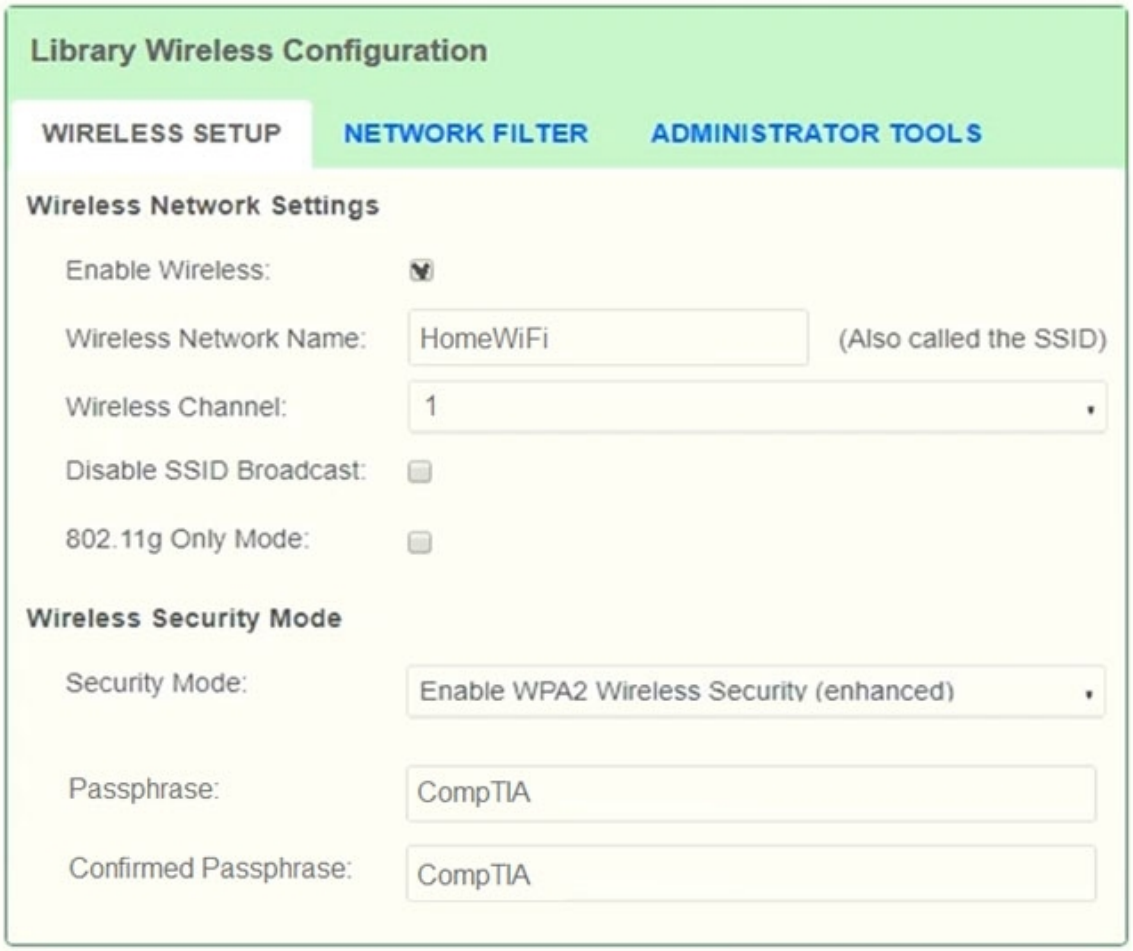
Router Password: Secure$1

Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network.

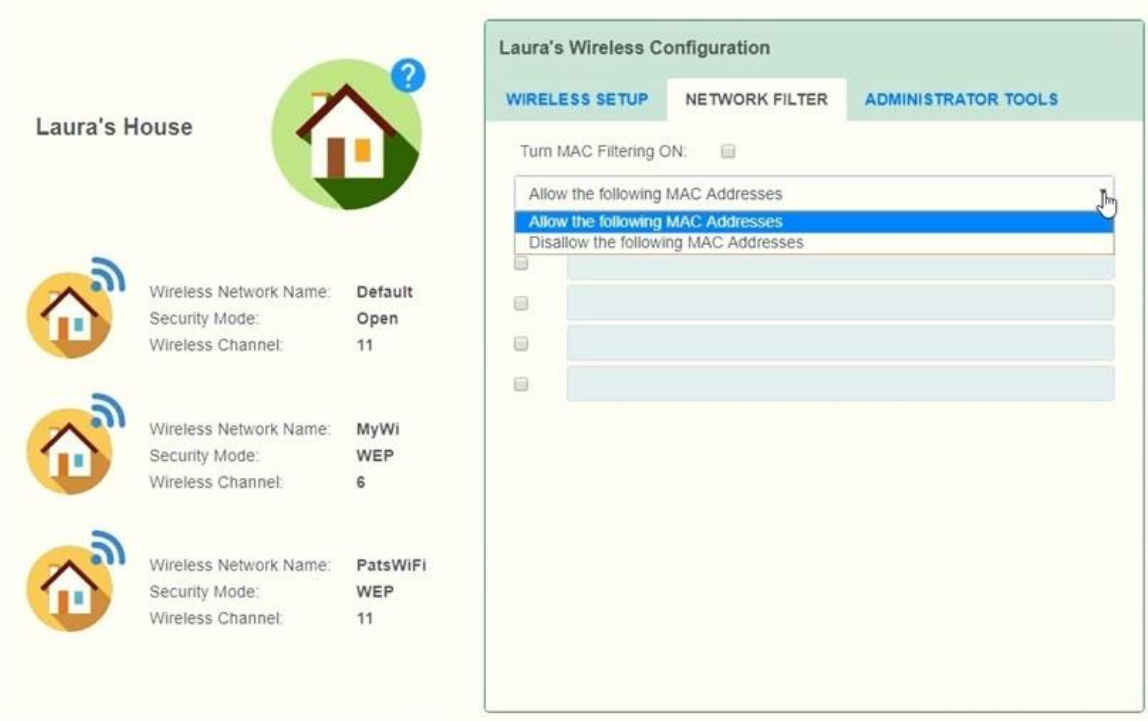
Laptop: IP Address 192.168.1.100
Hardware Address: 00:0A:BF:03:C4:54
Smartphone: IP Address 192.168.1.101
Hardware Address: 09:2C:D0:22:3F:11

INSTRUCTIONS

Configure Laura's wireless network using the network adapter window.
If at any time you would like to bring back the initial state of the situation, please click the Reset All button.



Laura's House
Wireless Network Name: Default
Security Mode: Open
Wireless Channel: 11
Wireless Network Name: MyWi
Security Mode: WEP
Wireless Channel: 6
Wireless Network Name: PatsWiFi
Security Mode: WEP
Wireless Channel: 11
Laura's Wireless Configuration
WIRELESS SETUP
NETWORK FILTER
ADMINISTRATOR TOOLS
Wireless Network Settings
Enable Wireless:
Wireless Network Name: default (Also called the SSID)
Wireless Channel: 6
1 2 3 4 5 6 7 8 9 10 11
Disable SSID Broadcast:
802.11g Only Mode:
Wireless Security Mode
Security Mode: Disable Wireless Security (not recommended)
Disable Wireless Security (not recommended)
Disable Wireless Security (not recommended)
Enable WEP Wireless Security (basic)
Enable WPA Wireless Security (enhanced)
Enable WPA2 Wireless Security (enhanced)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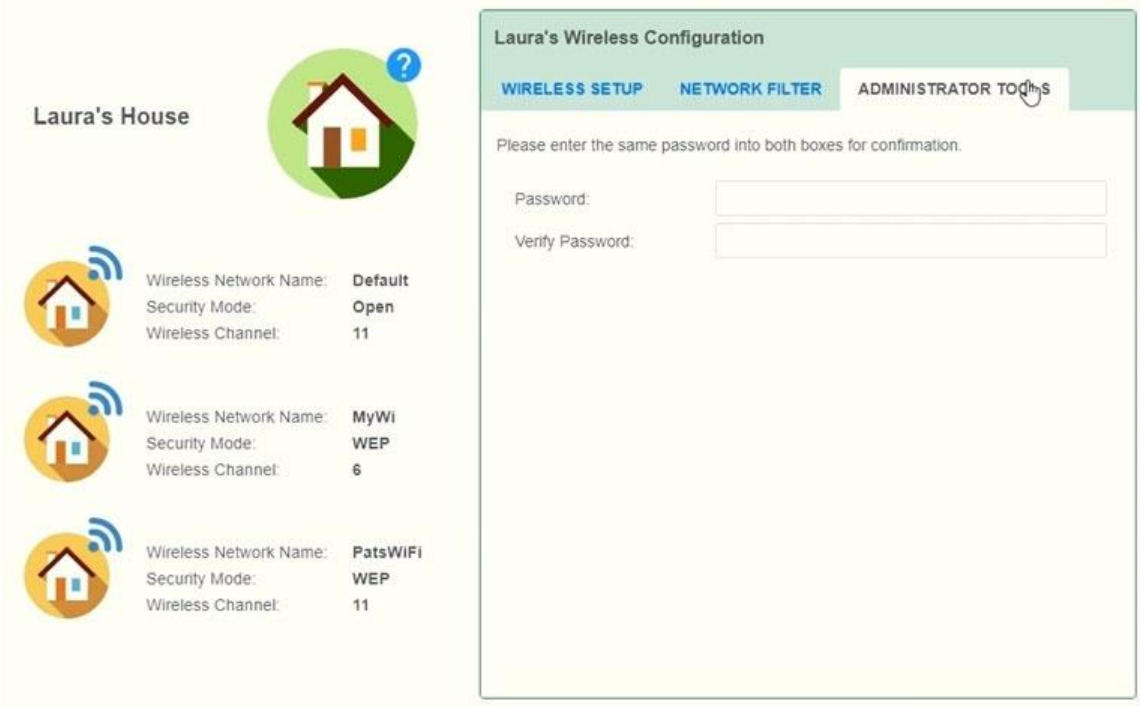
Laura's Wireless Configuration
WIRELESS SETUP
NETWORK FILTER
ADMINISTRATOR TOOLS
Turn MAC Filtering ON:
Allow the following MAC Addresses
Allow the following MAC Addresses
Disallow the following MAC Addresses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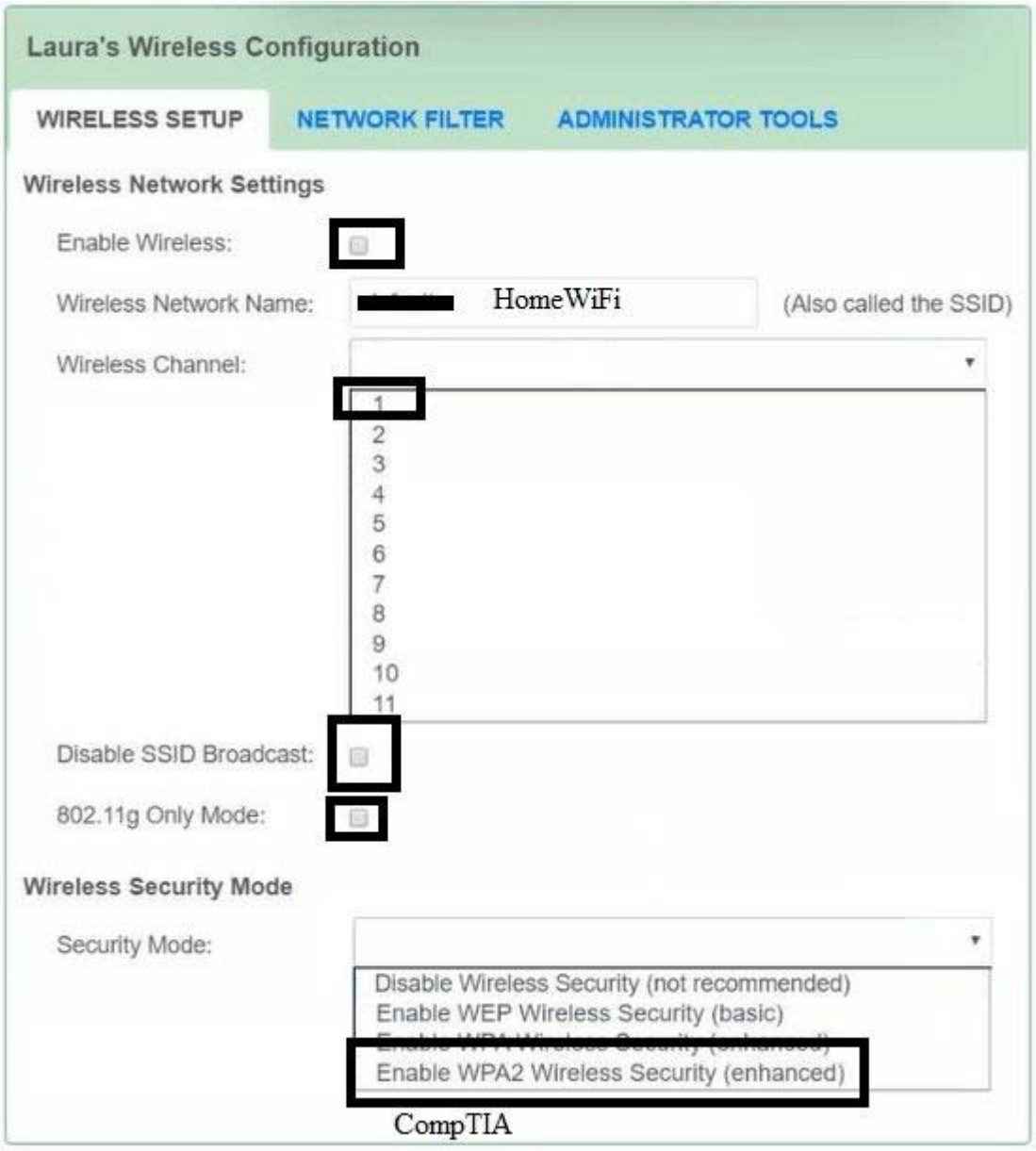
Security Mode: WEP
Wireless Channel: 11
Laura's Wireless Configuration
WIRELESS SETUP
NETWORK FILTER
ADMINISTRATOR TOOLS
Please enter the same password into both boxes for confirmation.
Password:
Verify Password:

Answer: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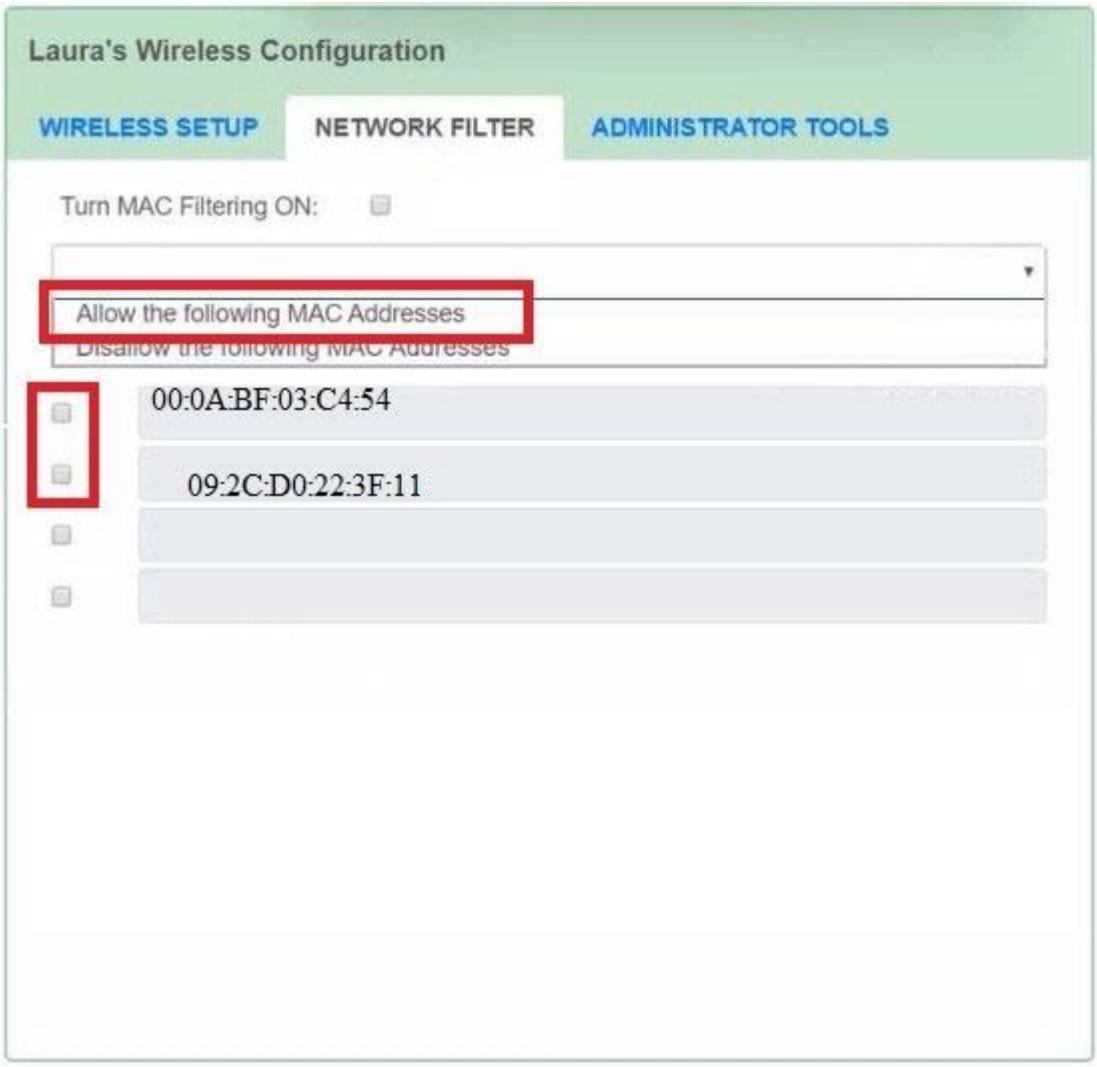
NETWORK FILTER
ADMINISTRATOR TOOLS
Wireless Network Settings
Enable Wireless:
Wireless Network Name:
HomeWiFi
(Also called the SSID)
Wireless Channel:
1
2
3
4
5
6
7
8
9
10
11
Disable SSID Broadcast:
802.11g Only Mode:
Wireless Security Mode
Security Mode:
Disable Wireless Security (not recommended)
Enable WEP Wireless Security (basic)
Enable WPA2 Wireless Security (enhanced)
CompTIA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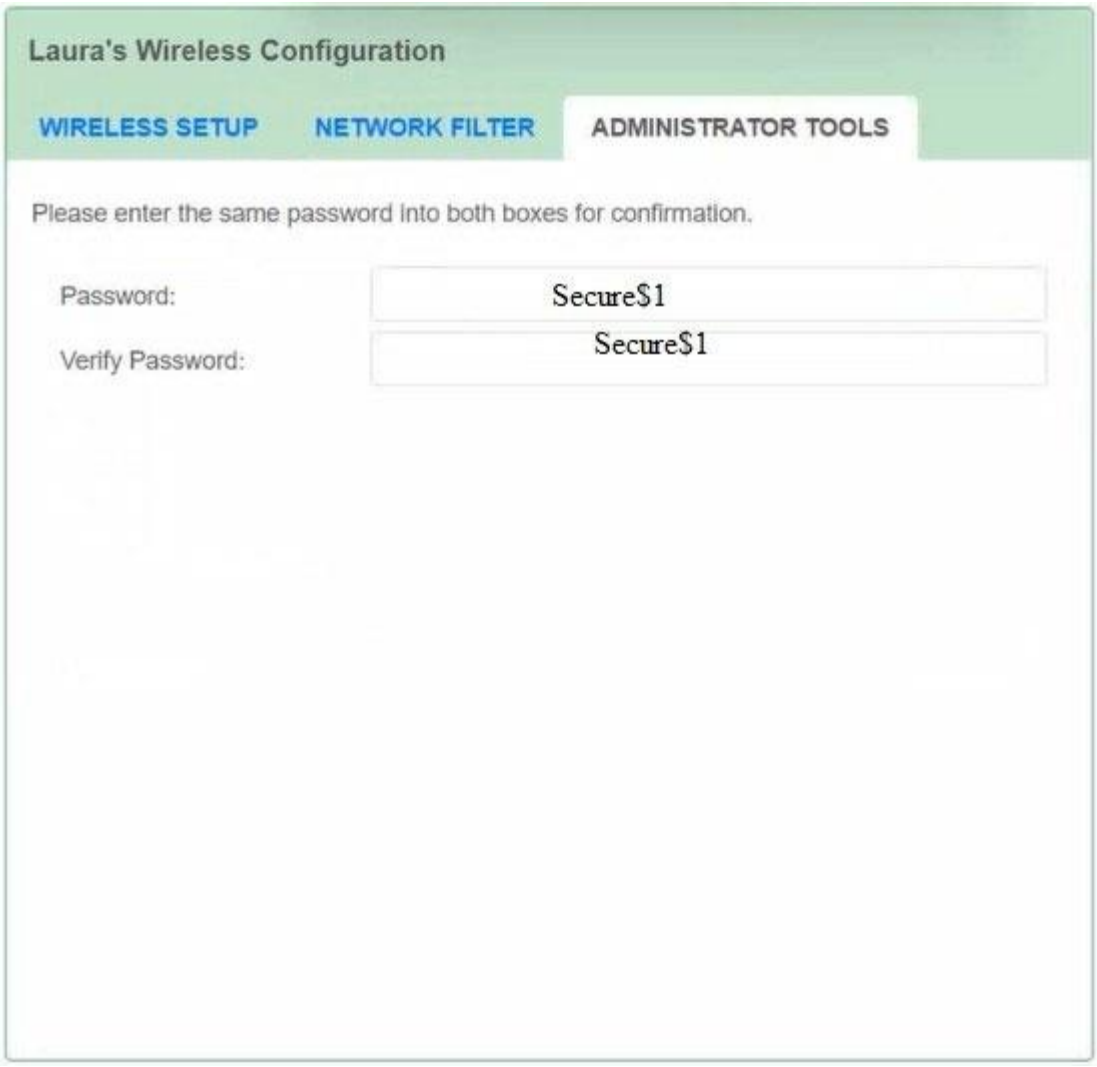
Laura's Wireless Configuration
WIRELESS SETUP
NETWORK FILTER
ADMINISTRATOR TOOLS
Please enter the same password into both boxes for confirmation.
Password:
Secure$1
Verify Password:
Secure$1

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