> ➢ **Vendor:** CompTIA

> ➢ **Exam Code:** 220-1101

> ➢ **Exam Name:** CompTIA A+ 220-1101 (Core 1) Exam

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Question: 42

A technician needs to add storage to a workstation. The workstation does not have room to add any internal storage, so the technician plans to add an external storage device. Which of the following connection types should the technician MOST likely use?

A. SCSI
B. eSATA
C. PCIe
D. NVMe

Answer: B

Explanation:

Question: 43

Upon booting a workstation, a technician hears a distinct clicking sound after power is applied to the motherboard. Which of the following would MOST likely be the cause?

A. RAID
B. SSD
C. S.M.A.R.T
D. HDD

Answer: D

Explanation:

Question: 44

A user failed to gain access to a building's entrance after security measures at the entrance were upgraded last week. The company implemented the 13.56MHz frequency short band, and users can now utilize their mobile devices to authenticate. Which of the following has to be enabled for the mobile device to authenticate?

A. Bluetooth
B. Biometrics
C. NFC
D. PIN

Answer: C

Explanation:

Question: 45

A user brings an older laptop to the help desk and reports issues with the keyboard. Upon inspection, the technician does not see any external damage but notices that many keystrokes da not register in a word processor. The laptop works fine when the technician tests it with an external keyboard. Which of the following actions would MOST likely resolve the issue?

A. Disable the sticky keys feature.
B. Clean the keyboard.
C. Reset the BIOS settings to default.
D. Charge the laptop.

Answer: C

Explanation:

Question: 46

An administrator is configuring a corporate-owned smartphone for a new manager. The company requires the ability to wipe the phone's data remotely in the event of loss or theft and the capability to approve applications installed on the phone. Which of the following tools would BEST meet this need?

A. Tethering to a corporate-owned laptop
B. WPA2-Enterpise wireless
C. Corporate enterprise email
D. Mobile device management

Answer: D

Explanation:

Question: 47

A technician identified an issue on a workstation, obtained details from the user, and made a backup of the system. Which of the following should the technician do NEXT?

A. Determine the next steps to resolve the issue and document it.
B. Design a plan of action to resolve the issue and implement the solution.
C. Document the findings, actions, and outcomes.
D. Establish a theory of probable cause, researching internally or externally as needed.

Explanation:

An swer: A

Question: 48

A user contacts the help desk in reference to a failing thumbprint scanner. The user states the scanner was functioning correctly yesterday. Which of the following troubleshooting steps should be performed FIRST after the ticket has been filed?

A. Inquire about possible changes.
B. File a damage report.
C. Requisition a new scanner.
D. Attempt to clean the scanner.

Answer: D

Explanation:

Question: 49

A user submitted a support ticket that states all of the printouts from a laser printer appear to have double images imposed on them. A review of past printer support tickets shows that maintenance kit has not been installed in more than a year. Which of the following printer consumables is MOST likely causing the issue?

A. Separation pad
B. Transfer roller
C. Ink cartridge
D. Fuser

Answer: D

Explanation:

Question: 50

An end user reports that the time and date on a desktop resets after shutdown, and subsequently, the device reboots. The next day, the desktop does not load the OS and is stuck at a black screen with the following message:

```
Date/Time Not Set
Press F1 to Run Setup
```

Which of the following would be the BEST action to take next?

A. Change the motherboard.
B. Reseat the motherboard power connections.
C. Replace the CMOS battery.

D. Restore the BIOS to factory default settings.

Answer: C

Explanation:

Question: 51

An organization is looking to upgrade the processing ability for its computers. Most users report that whenever multiple applications are being utilized, the system's response time slows down drastically. When only one application is open, the response time is acceptable. Which of the following should be upgraded FIRST?

A. SSD
B. CPU
C. HDD
D. RAM

Answer: C

Explanation:

Question: 52

Which of the following BEST describes the main function of a web server?

A. Storing files and controlling user access
B. Setting up personal mailboxes and calendars
C. Providing IP addresses and printing services
D. Hosting home pages and business portals

Answer: D

Explanation:

Question: 53

Client-side virtualization guest machines have security requirements similar to physical machines, but they also need to ensure separation from other guest machines. Which of the following BEST describes this client-side guest security requirement?

A. Isolation
B. Authentication
C. Hardening
D. Authorization

Answer: A

Explanation:

Question: 54

A technician goes to a classroom to troubleshoot a projector that occasionally powers off. The technician recreates the issue and notices the projector will not power back on until approximately 15 minutes have passed. After 15 minutes of being powered on. the projector shuts off again. Which of the following should the technician perform NEXT to resolve the issue?

A. Clean the filter.
B. Adjust the standby timeout.
C. Check the power cable connection.
D. Replace the bulb.

Answer: A

Explanation:

Question: 55

A user in a medical office contacts a technician regarding a printer that is used to print A4-sized labels. After the labels are printed, they mistakenly contain white space in the middle of the page. Which of the following would MOST likely be the cause?

A. Contaminated fuser
B. Worn rollers
C. A misfeed
D. Page orientation

Answer: A

Explanation:

Question: 56

A technician needs to improve a workstation's overall response time for frequently used applications and data without removing the current hard drive. Which of the following storage devices should the technician install to BEST accomplish the objective?

A. M.2
B. SAS
C. HDD
D. SCSI

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Answer: A

Explanation:

Question: 57

A user reports issues with a smartphone after dropping it. The icons on the screen all look normal, but when the user touches the email icon, for example, nothing happens. Which of the following is MOST likely the cause?

A. Digitizer issues
B. Overheating
C. Broken screen
D. Malware

Answer: A

Explanation:

Question: 58

While using a popular videoconferencing program, the user selects a webcam, but the software is unable to open the webcam. The webcam was working the previous day. Which of the following should be done to address this issue?

A. Close other video software and retry.
B. Adjust the conference software to a compatible resolution.
C. Switch the video from the webcam to "conference" mode.
D. Reseat or replace the webcam.

Answer: C

Explanation:

Question: 59

A small office has a wireless network with several access points for roaming laptop use. Users occasionally report that the wireless connection drops or becomes very slow. Users have confirmed that this issue only happens when connected to the office wireless network. Which of the following would MOST likely be the cause?

A. Hidden SSID
B. Device interference
C. Ethernet port flapping
D. High ISP latency

Answer: B

Explanation:

Question: 60

A developer is requesting permission to utilize client-side visualization. The developer would like to write code in a setting isolated from other infrastructure to avoid negative impacts of experimental code. Which of the following provides the BEST solution for the developer?

A. Cross-platform functionality
B. Software compatibility
C. Test case development
D. Sandbox environment

Answer: D

Explanation:

Question: 61

A laptop PC user is reporting issues with the hard drive. A filesystem check shows that all files are accessible and the filesystem is clean. After the check, the PC still issues a hard drive error message. Which of the following is the MOST likely cause of the error?

A. S.M.A.R.T failure
B. IOPS failure
C. DIMM failure
D. RAID failure

Answer: A

Explanation:

Question: 62

A user takes a tablet to a technician because the cursor on it keeps drifting. The technician notices the screen does not appear to be damaged. Which of the following is the MOST likely cause of the cursor issue?

A. The screen is physically damaged.
B. The screen rotation is incorrect.
C. The touch-pen battery is depleted.
D. The screen needs to be recalibrated.

Explanation:

Question: 63

A laptop's external webcam software is running, but it shows no image or video. Which of the following should a technician perform FIRST?

A. Research new webcam firmware.
B. Restart the computer and run system diagnostics.
C. Reseat the webcam.
D. Reinstall the webcam software and drivers.

Answer: C

Explanation:

Question: 64

Which of the following describes the main difference between T568A and T568B cabling standards?

A. The T568B data transfer rate is higher than T568A.
B. The green and the orange cables are interchanged.
C. T568A is used in blue cables, and T568B is used in green cables.
D. The standards use different cable connectors.

Answer: A

Explanation:

Question: 65

A user reboots a machine. On rebooting, the user hears one beep, and then an error message is displayed. Which of the following are MOST likely causing this issue? (Select TWO).

A. RAM module
B. Graphics card
C. CPU
D. Boot order
E. USB flash drive
F. Power supply

Answer: A, D

Explanation: