220-1101 Q&As

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QUESTION 1

A server needs a RAM upgrade, and a technician has been tasked with retrieving the RAM from storage and then installing it.

Whish of the following is the BEST RAM type for the technician to retrieve?

A. SoDIMM

B. DDR4

C. Single channel

D. ECC

Correct Answer: B

QUESTION 2

A user reports that all print jobs sent to a laser printer have random and incorrect characters throughout the pages. Which of the following actions should the technician do to resolve this issue?

A. Replace the fuser.

B. Adjust the rollers.

C. Update the driver.

D. Shake the toner

Correct Answer: C

One of the possible causes of random and incorrect characters appearing on print jobs sent to a laser printer is an outdated or corrupted driver. The driver is a software component that communicates between the operating system and the

printer, and converts data into a format that the printer can understand. If the driver is outdated or corrupted, it may send incorrect or garbled data to the printer, resulting in poor print quality or errors. The technician should update the driver to

the latest version from the manufacturer\\'s website, or uninstall and reinstall it if necessary.

Reference: https://www.comptia.org/training/books/a-core-1-220-1101-study-guide (page 47)

QUESTION 3

A technician is troubleshooting a laptop that has a blank LCD panel. The technician shines a flashlight into the LCD and sees a faint image. Which of the following BEST describes the issue?

A. Defective inverter

B. Incomplete video driver

C. Incorrect input source

D. Burned-out bulb

Correct Answer: A

an inverter is a device that converts DC power from the laptop\\'s battery or AC adapter to AC power for the backlight of the LCD panel. If the inverter is defective, the backlight will not work and the LCD panel will appear blank or very dim. The user can still see a faint image if they shine a flashlight into the LCD because the LCD itself is still working.

QUESTION 4

Which of the following would MOST likely be used to obtain electronic images of a large number of printed documents?

A. NFC device

B. ADF/flatbed scanner

C. Camera/webcam

D. QR scanner

Correct Answer: B

ADF/flatbed scanner would most likely be used to obtain electronic images of a large number of printed documents. References: CompTIA A+ Certification uide, Exam 220-1001, Page 351

QUESTION 5

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.

Correct Answer: B

QUESTION 6

An IT technician is working on a help desk ticket concerning a user\\'s inability to create a virtual machine. The

technician has already checked the RAM and HDD space in the user\\'s machine. Which of the following settings should the technician check NEXT to help troubleshoot the issue?

A. BitLocker

B. MSConfig

C. BIOS

D. Secure Boot

Correct Answer: C

One of the possible settings that could prevent a user from creating a virtual machine is BIOS (Basic Input/Output System). BIOS is a firmware that controls how hardware components interact with each other and with software applications. Some BIOS settings may need to be changed or enabled to allow virtualization, such as VT-x (Intel Virtualization Technology) or AMD-V (AMD Virtualization). The other options are not related to virtualization settings. Verified References: [How To Enable Virtualization In BIOS Settings].

QUESTION 7

A technician is troubleshooting an issue involving lines appearing down copied pages, but printed pages sent directly to the copier render as intended. Which of the following is the MOST likely cause of this issue?

A. Empty imager drum

B. Overheated system fuser

C. Scratched scanner glass

D. Third-party toner

Correct Answer: C

If lines appear down copied pages but printed pages sent directly to copier render as intended, it could be due to scratched scanner glass which can cause lines or streaks on copied pages.

If there are lines appearing on copied pages, but not on printed pages sent directly to the copier, the issue is most likely caused by a scratch on the scanner glass.

References: https://www.pacificoffice.com/how-to-fix-lines-on-copier/

QUESTION 8

Which of the following concepts would be used by an online retailer to quickly add more web servers during peak sales times?

A. Community cloud

B. Rapid elasticity

C. High availability

D. Metered service

Correct Answer: B

Rapid elasticity would be used by an online retailer to quickly add more web servers during peak sales times.
References: CompTIA A+ Certification uide, Exam 220-1001, Page 405

QUESTION 9

Which of the following ports are used for secure sessions? (Select two.)

A. 22

B. 23

C. 25

D. 80

E. 110

F. 443

Correct Answer: AF

QUESTION 10

A computer that contains critical data has not been backed up and will not boot past a S A R T, error that indicates imminent hard disk failure. Which of the following actions should the technician take FIRST?

A. Run diagnostics on the faulty hard drive using a boot disk

B. immediately replace the hard drive generating the SMART error

C. Turn off S M A R T, monitoring in the computer\\'s BIOS settings

D. Attempt to boot the operating system in safe mode

Correct Answer: A

The technician should run diagnostics on the faulty hard drive using a boot disk first when a computer that contains critical data has not been backed up and will not boot past a S M A R T. error that indicates imminent hard disk failure.
References: CompTIA A+ Certification uide, Exam 220-1001, Page 376

QUESTION 11

A technician installed a Cat 5 UTP cable approximately 275ft (84m) from a network switch in an office to a workstation located on a factory floor The technician sees both a flashing green LED and a flashing orange LED on the workstation\\'s NIC. Which of the following should the technician do FIRST?

A. Check the RJ45 end connectors, the jacks, and the ends of the run of the Cat 5 UTP cable for loose connections,

pinched bends, and visible damage.

B. Install a powered hub as close as possible to the halfway point in the Cat 5 UTP cable run.

C. Replace the entire run of Cat 5 UTP cable with Cat 5 STP cable.

D. Upgrade the entire cable run to multimode fiber.

Correct Answer: A

The flashing green LED on the NIC indicates that the NIC is receiving power, and the flashing orange LED indicates that the NIC is attempting to establish a network connection. Since the technician installed a Cat 5 UTP cable for this connection, the issue is most likely related to the cable or the connectors. Therefore, the technician should first check the RJ45 end connectors, the jacks, and the ends of the run of the Cat 5 UTP cable for loose connections, pinched bends, and visible damage.

QUESTION 12

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

A. Switch

B. Router

C. Hub

D. Repeater

Correct Answer: A

QUESTION 13

A technician receives several error alerts on a server after an unexpected reboot. A message states that one or more disks are in a degraded state. When the technician advances to the next error message, it indicates the OS is missing. Which of the following are the MOST likely causes of these errors? (Choose two.)

A. Missing drives in the OS

B. RAID failure

C. Bootable device not found

D. Data loss

E. Controller failure

F. CMOS corruption

G. TPM malfunction

Correct Answer: BC

The message stating that one or more disks are in a degraded state is a clear indication of a RAID failure. RAID stands

for Redundant Array of Independent Disks, and it is a technology used to provide fault tolerance and improve performance by combining multiple hard drives into a single logical unit. The message indicating that the OS is missing is most likely caused by a bootable device not found. This means that the server is unable to boot from the designated boot device, which could be the hard drive, a CD/DVD drive, or a USB flash drive. This could be caused by a faulty boot device, a loose cable, or a misconfiguration in the BIOS or UEFI settings.

QUESTION 14

Users report that all copies produced on a copter have a solid black line, but printing is unaffected. Which of the following is the MOST likely cause?

A. Failing imaging drum

B. A scratch on the scanning bed

C. Bad output tray

D. Damaged (user

Correct Answer: B

A scratch on the scanning bed of a copier can cause a solid black line to appear on all copies, as the scanner cannot read the original document properly through the scratch. The scratch can also reflect light and create noise in the scanned

image. The printing function is unaffected by the scratch, as it does not use the scanning bed. The technician should inspect and clean the scanning bed, and replace it if necessary.

Reference: https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide (page 16)

QUESTION 15

An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chat activity while keeping in contact with the home office.

Which of the following would be the BEST recommendation?

A. Smart watch

B. Fitness monitor

C. Global positioning sensor

D. Portable hotspot

Correct Answer: A

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