



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

CompTIA A+ Certification Exam: Core 1

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### QUESTION 1

A user reports that a laptop is not connecting to the corporate wireless network. A technician confirms with a smartphone that the corporate wireless network is available and can be accessed. The technician observes that the Ethernet connection to the corporate network is working. The technician disconnects the Ethernet cable.

Which of the following should the technician do NEXT to troubleshoot this problem?

- A. Confirm that the laptop wireless card is turned on.
- B. Confirm that the laptop is in range for the access point.
- C. Confirm that the correct wireless network is selected.
- D. Confirm the user's network login ID and password.

Correct Answer: A

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### QUESTION 2

A department sends in a ticket to report a printer is not working. The responding technician sees paper stuck to the fuser, which is much hotter than normal. The (user was just installed a few weeks ago, as indicated by the service history). Which of the following should the technician do NEXT?

- A. Disable the printer for repairs.
- B. Install a printer roller kit.
- C. Remove the paper and let the fuser cool down.
- D. Replace the paper with thicker paper stock.

Correct Answer: C

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### QUESTION 3

A technician is replacing an older video card with a new high-end video card in a workstation. The installation was successful, the new card seated properly, and power is connected. However, upon booting, the computer now emits several beeps and will not boot, but shows no error messages. Which of the following is MOST likely the cause of this issue?

- A. The BIOS is out-of-date
- B. There is not enough PSU output
- C. There is an onboard RAM mismatch
- D. GPU is overlocked
- E. The firmware is out-of-date



Correct Answer: B

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#### QUESTION 4

A startup company is outgrowing its current office space and is requiring employees to work remotely. The company must comply with government-enforced requirements to safeguard all aspects of data, so the IT department plans to maintain complete control over users\' operating systems. Which of the following should the IT department implement?

- A. VDI
- B. IaaS
- C. VPN
- D. SaaS

Correct Answer: A

The IT department should implement VDI. Virtual Desktop Infrastructure (VDI) is a technology that allows users to access a desktop operating system from a remote location. VDI provides complete control over users\' operating systems, which is important for safeguarding data. VDI also provides a secure way to access data from remote locations, which is important for compliance with government-enforced requirements<sup>1</sup>.

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#### QUESTION 5

A technician unboxed a new computer, plugged it in to a UPS, and connected the requested peripherals. The computer lights and fans turn on, but the technician hears three loud, consecutive beeps during boot. Which of the following actions will remediate the issue?

- A. Replacing the power supply
- B. Replacing the UPS
- C. Changing the CMOS battery
- D. Reseating the RAM

Correct Answer: D

Three beeps indicate a "base memory read/write test error". Check out "beep codes" for more information.

[https://en.wikipedia.org/wiki/Power-on\\_self-test#POST\\_beep\\_codes\\_on\\_CompTIA\\_A.2B\\_certification\\_exam](https://en.wikipedia.org/wiki/Power-on_self-test#POST_beep_codes_on_CompTIA_A.2B_certification_exam)

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#### QUESTION 6

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.

Correct Answer: C

<https://www.lifewire.com/fix-it-when-webcam-is-not-working-4588517> If a laptop's external webcam software is running, but it shows no image or video, the first step the technician should perform is to reseat the webcam. Reseating the webcam involves disconnecting it from the motherboard and then reconnecting it. If this doesn't work, the technician should then check the webcam drivers or software. References:

CompTIA A+ Certification All-in-One guide, Tenth Edition by Mike Meyers (Page 502)

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### QUESTION 7

Which of the following charging and data ports has a non-directional connector?

- A. Micro-USB
- B. Mini-USB
- C. USB-A
- D. USB-C

Correct Answer: D

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### QUESTION 8

An insurance company wants to implement cloud computing and would like a cloud solution in which the infrastructure is shared with businesses in the same industry. Which of the following cloud models BEST addresses the company's need?

- A. Community
- B. Private
- C. Public
- D. Hybrid

Correct Answer: A

In a hybrid cloud model, the infrastructure is shared between public cloud services and an on-premise private cloud. This means that the insurance company can benefit from the scalability and cost-effectiveness of public cloud services, while also having the control and security of a private cloud. This allows the company to access resources that are specialized to their industry, while also ensuring that their data and infrastructure are kept secure.

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### QUESTION 9



A user wants to print a large job on both the front and back sides of the paper.

Which of the following settings should the technician advise the user to change in the printer settings?

- A. Collate
- B. Orientation
- C. Duplex
- D. Transparency

Correct Answer: C

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#### QUESTION 10

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

Correct Answer: A

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#### QUESTION 11

A user on the marketing team uses various multimedia applications that consume a lot of memory. The user needs to install more RAM to run these applications effectively. When the user opens the computer case, the user sees four slots in two sets of colors. Which of the following memory types is MOST likely required?

- A. Dual-channel
- B. Triple-channel
- C. Single-channel
- D. Quad-channel
- E. Error correction code RAM

Correct Answer: A

The two sets of colors on the motherboard indicate that it supports dual-channel memory, which doubles the bandwidth available to the memory controller. Dual-channel memory requires two identical memory modules to be installed in pairs in the correct slots to work effectively. In this case, the user can install two identical RAM modules to enable dual-



channel memory, which will provide better performance when using multimedia applications that consume a lot of memory.

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#### QUESTION 12

A company offers several out-of-the-box computer configurations to its clients. A client requests several new computers for its newest location, which will be used by guests to check in upon arrival and fill out contact information. Which of the following configurations would BEST fit this customer's needs?

- A. Touch-screen kiosk
- B. Thick client
- C. CAD workstation
- D. Virtualized host computer

Correct Answer: A

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#### QUESTION 13

A user is unable to plug a USB 3.0 device into a USB port. Upon inspection, a technician notices the USB 3.0 port appears to be slightly smaller than the other connections. Which of the following is the MOST likely cause?

- A. A foreign object is stuck inside the port
- B. The cable connection utilized the wrong orientation.
- C. The USB cable is physically damaged.
- D. The USB port belongs to a different form factor.

Correct Answer: D

USB 3.0 ports are slightly smaller than other USB connections, so if the port appears to be the wrong size, it is likely that the port belongs to a different form factor. This can be caused by a number of factors, such as the device being too old to support USB 3.0, or the device not having a USB 3.0 port in the first place.

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#### QUESTION 14

A user is attempting to connect a streaming media device to a hotel's free wireless internet. However, the user is unable to pass through the captive portal. Which of the following would MOST likely allow the user to connect the device to the internet?

- A. Connecting to the hotspot on the user's device
- B. Disabling the Wi-Fi security on the device
- C. Asking the hotel to disable the captive portal on the Wi-Fi
- D. Adjusting the date and time stamps on the device to reflect another country



Correct Answer: A

A captive portal is a web page that requires users to agree to terms and conditions, enter credentials, or provide payment information before accessing a wireless network. Some devices, such as streaming media devices, may not have a web browser or a user interface to interact with the captive portal. One possible solution is to connect to the hotspot on the user's device, such as a smartphone or a tablet, and use it as a bridge to access the internet through the wireless network. The user's device can authenticate with the captive portal and share its internet connection with other devices via Wi-Fi, Bluetooth, or USB. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 12)

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#### QUESTION 15

A technician manually configured the wireless connection on the Chief Information Officer's (CIO's) new laptop so it can communicate with the network at the office. The CIO now is having trouble connecting to a guest WiFi hotspot. While the device has a gateway address and says it is connected, the CIO cannot access company email. Which of the following would BEST resolve the issue?

- A. Move the CIO's laptop closer to the access point to obtain a better RF signal
- B. Restart the wireless connection to obtain a self-assigned APIPA address
- C. Assign a different IP address to the device in conflict with the CIO's laptop
- D. Set the network connection to use DHCP instead of a static address
- E. Change the network's SSID to a mobile hotspot to access company email

Correct Answer: D

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