



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

CompTIA A+ Certification Exam: Core 1

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**QUESTION 1**

Ann, a user, reports that after setting up a new WAP in her kitchen she is experiencing intermittent connectivity issues. Which of the following should a technician check FIRST?

- A. Correct WiFi password
- B. Frequency
- C. Antenna power level
- D. SSID

Correct Answer: D

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**QUESTION 2**

Which of the following components houses the MX record?

- A. DNS
- B. VLAN
- C. DHCP
- D. SMTP

Correct Answer: A

The domain name system (DNS) is the component that houses the MX record. The MX record is a type of DNS record that specifies which mail server is responsible for receiving email messages for a domain name. VLAN is an acronym for virtual local area network, which is a logical subdivision of a network that allows devices to communicate as if they were on the same physical segment. DHCP is an acronym for dynamic host configuration protocol, which is a network protocol that assigns IP addresses and other configuration parameters to devices on a network automatically. SMTP is an acronym for simple mail transfer protocol, which is a network protocol that allows sending and receiving email messages over TCP/IP networks

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**QUESTION 3**

Which of the following Ethernet cables would BEST support an application that requires a 600 Mbps throughput at the lowest price point?

- A. Cat 3
- B. Cat 5
- C. Cat 5e
- D. Cat 6

Correct Answer: C

**QUESTION 4**

A tier one technician has spent the past thirty minutes troubleshooting an Issue With an end user's network connection After a solution was implemented, the end user rebooted the system, tested the Issue, and confirmed the Issue was resolved.

Which of the following should the technician do NEXT?

- A. Document the findings, actions, and solution in the company knowledge base
- B. Advise the user to try the solution before contacting the help desk if the Issue happens again
- C. Establish a theory of probable cause
- D. Escalate the Issue to the tier two support team for resolution.

Correct Answer: A

According to the Official CompTIA A+ Core 1 Study Guide (220-1101) 1, the correct answer is A. Document the findings, actions, and solution in the company knowledge base. The explanation is that after resolving an issue, a technician should always document what was done and how it was fixed. This helps to create a record of the problem and its solution for future reference and also to share knowledge with other technicians.

<https://www.comptia.org/training/books/acore-1-220-1101-study-guide> By documenting the findings, actions, and solution in the company knowledge base, it will help to ensure that if the Issue happens again, the technician or a different technician will be able to quickly and easily find the solution and resolve the Issue. Additionally, it is important to document the solution so that the same Issue does not need to be troubleshot multiple times in the future.

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**QUESTION 5**

A technician is tasked with installing additional RAM in a desktop computer. Which of the following types of RAM is MOST likely to be used?

- A. SODIMM
- B. DDR3
- C. ECC
- D. VRAM

Correct Answer: B

DDR3 is the most commonly used RAM type in modern desktop computers. It is faster and more energy efficient than its predecessors, and offers larger capacity modules. References: CompTIA A+ Certification uide, Ninth Edition, Chapter 5