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CompTIA A+ Certification Exam: Core 1

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QUESTION 1

An organization has some computers running macOS and some computers running Windows. The computers running macOS also need to run a piece of software that is only available on Windows. Which of the following BEST describes the solution for running Windows software on a computer running macOS?

A. Operating system spoofing

B. Remote software provisioning

C. Indirect software implementation

D. Cross-platform virtualization

Correct Answer: D

Cross-platform virtualization would be the best solution for running Windows software on a computer running macOS. This involves running a virtual machine (VM) on the macOS computer, which emulates a Windows environment and allows the Windows software to be installed and run within the VM. Cross-platform virtualization allows a computer running macOS to run Windows software. It involves creating a virtual machine on the macOS computer and installing a Windows operating system on it. References: CompTIA A+ Certification uide, Ninth Edition, Chapter 1

QUESTION 2

A user reports that a computer has a virus on it. Which of the following is the FIRST step the technician should take?

A. Determine a plan of action to resolve the problem.

B. Run antivirus software to remove the virus from the computer.

C. Ask the user about the symptoms the computer is experiencing.

D. Make a backup of the user\\'s data on an external drive.

Correct Answer: C

Asking the user about the symptoms the computer is experiencing is the first step the technician should take when a user reports that a computer has a virus on it. This step helps the technician to gather information and identify the problem before determining a plan of action to resolve it. Running antivirus software, making a backup of the user\\'s data, or determining a plan of action are not the first steps, but possible actions that can be taken after identifying the problem.

QUESTION 3

A technician receives an alert indicating all VMs are down. After some troubleshooting, the technician discovers the network is out of space. To resolve the issue, the technician decides to add more space. Which of the following network types will the technician be working with?

A. SCSI

B. NAC

C. SAN

D. WISP

Correct Answer: C

A storage area network (SAN) is the type of network that the technician will be working with when adding more space to resolve the issue of all VMs being down due to the network being out of space. A SAN is a network that provides access to consolidated and block-level data storage, which can be used for virtualization and backup purposes. SCSI is a type of interface that connects devices such as hard drives and optical drives to a computer. NAC is a type of security solution that controls access to a network based on policies and device compliance. WISP is a type of internet service provider that delivers wireless broadband access over long distances.

QUESTION 4

A user is having a problem with printing a specific document type.

The network printer OCP shows that the printer is online with no errors. Other users are not having the same issue. The user sends the document to another printer and the document prints.

Which of the following should a technician do FIRST in troubleshooting the problem?

A. Stop and restart the PC print spooler service.

B. Verify the user is sending the document to the correct printer queue.

C. Have each user send the same document to the correct printer queue.

D. Stop and restart the print server queues, and then have the user resend the document.

Correct Answer: B

QUESTION 5

Which of the following is used to connect a headset to a laptop?

A. eSATA

B. BNC

C. RG-6

D. USB

Correct Answer: D

QUESTION 6

The IT department at an insurance brokerage needs to acquire laptops that have built-in fingerprint readers in order to create a more secure environment. Which of the following would be the MOST secure way to implement the fingerprint readers?

A. Grant all registered employees access to each machine.

B. Restrict device access to only the user to whom the laptop is assigned.

C. Limit device access to departments and guest users.

D. Give each team member a USB drive that bypasses the reader to allow guest users lo log in.

Correct Answer: B

The most secure way to implement fingerprint readers would be to restrict device access to only the user to whom the laptop is assigned. This ensures that only authorized personnel have access to the device, reducing the risk of unauthorized access and data breaches.

QUESTION 7

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 8

New memory modules were installed in several Windows desktops but some users are still reporting performance issues. Upon investigation, a systems administrator notices the desktop has not recognized the new memory modules. Which of the following should the systems administrator perform to help resolve this issue?

A. Configure appropriate settings within the BIOS

B. Replace the RAM

C. Modify the boot. ini file.

D. Install the required drivers through the Control Panel

Correct Answer: A

To resolve the issue of new memory modules not being recognized, the systems administrator should configure appropriate settings within the BIOS. This can include enabling memory mapping or setting memory speed and timings.

References:

CompTIA A+ Certification Exam Objectives, 220-1001 Section 1.8 Configure appropriate settings within the BIOS. If new memory modules were installed in several Windows desktops but some users are still reporting performance issues and

the desktop has not recognized the new memory modules, the systems administrator should configure appropriate settings within the BIOS to help resolve this issue.

QUESTION 9

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

Correct Answer: A

Installing an M.2 SSD will improve a workstation\\\'s overall response time for frequently used applications and data without removing the current hard drive. M.2 drives are faster and more efficient than traditional hard drives, making them a good option for increasing overall performance. References: CompTIA A+ Certification ore 1 Exam Objectives - 1.5 Given a scenario, configure storage devices and use appropriate media

QUESTION 10

A remote user called the help desk to report a notification indicating there is limited or no connectivity. The user can access local file folders and other local machines but none of the organization\\\'s servers or network items. Web pages do not appear to function either. Which of the following is the MOST likely cause of the issue?

A. The user\\\'s internet connection is down.

B. The user\\\'s domain account is locked out.

C. The user\\\'s switch has stopped working.

D. The user\\\'s IP address needs to be renewed.

Correct Answer: A

Based on the information provided in the scenario, the most likely cause of the issue is that the user\\\'s internet connection is down (option A). This would explain why the user is unable to access any of the organization\\\'s servers or network items and why web pages are not functioning. However, since the user can still access local file folders and other local machines, it suggests that their local network is still functioning. The user can access local file folders and other local machines but none of the organization\\\'s servers or network items, indicating that the issue is with the user\\\'s internet connection, not with the user\\\'s domain account, switch, or IP address. When a user receives a notification indicating that there is limited or no connectivity, it means that their device is unable to establish a connection to the network. In this scenario, the user can access local file folders and other local machines but is unable to access any of the organization\\\'s servers or network items and web pages are not functioning. This suggests that the

issue is with the user\\'s internet connection. An internet connection allows a device to communicate with other devices and servers outside of its local network. If the internet connection is down or not functioning properly, the device will be unable to access any resources outside of its local network. This would explain why the user in this scenario can still access local resources but is unable to access any of the organization\\'s servers or network items.

QUESTION 11

A technician was called in to look at a user\\'s PC. The user reported the PC was very sluggish. The HDD light on the PC was constantly on without blinking. The PC itself was slow receiving input and took a very long time to load the OS. The technician also noticed updates had failed. Which of the following is MOST likely the cause of these issues?

A. The hard disk drivers have been corrupted

B. The HDD cables need reseating.

C. A RAID disk failed.

D. The HDD has no free space.

Correct Answer: D

If a user\\'s PC is very sluggish, the HDD light on the PC is constantly on without blinking, the PC itself is slow receiving input, and it takes a very long time to load the OS, the HDD has no free space is most likely the cause of these issues. When the hard disk drive (HDD) has no free space, the computer may become slow and unresponsive. The technician should check the amount of free space on the HDD and delete any unnecessary files to free up space.

QUESTION 12

The IT department recently upgrade client computer for the graphics department. A user reports the new computer has not worked since up. It , makes unusual sound when pressing the power button.

A technician verifies the power cable works and the computer is connected properly to both data and power. The monitor powers on but display the message NO source. Which of the following BEST explains the cause of this problem?

A. There is insufficient power to the computer

B. There is back screen on system boot.

C. The computer is overheating.

D. The error beep codes on POST.

Correct Answer: A

QUESTION 13

A technician is troubleshooting a Windows CAD workstation that is running slow. The computer uses RAID 10 and has dual GPU cards. The user states that the same application runs faster on an identical workstation.

Which of the following should the technician perform FIRST to troubleshoot the problem?

A. Replace the write cache battery.

B. Check the event log any cache issues.

C. Clear the RAID configuration file and restart the PC.

D. Replace the RAID controller write cache module.

Correct Answer: B

QUESTION 14

A user indicates that a laptop is not performing well. A technician determines the laptop has a conventional HDD and that installing a SSD will improve the laptop\\'s performance. Which of the following lists of steps describes what the technician should do to complete the upgrade with the LEAST amount of downtime?

A. 1. Remove the HDD and install the SSD in the laptop.

2.

 Install the operating system and necessary applications on the SSD.

3.

 Connect the HDD to the laptop using a USB enclosure.

4.

 Copy over all of the user\\'s data.

B. 1. Leave the HDD in place.

2.

 Install the SSD in an empty drive bay.

3.

 Leave all data intact on the HDD.

4.

 Confirm the SSD is accessible in the operating system.

C. 1. Connect the SSD to the laptop using a USB enclosure.

2.

 Clone the HDD to the SSD using cloning software.

3.

 Remove the HDD.

4.

Install the SSD.

D. 1. Remove the HDD and install the SSD in the laptop.

2.

 Install the operating system and necessary applications on the SSD.

3.

 Install the HDD in a USB enclosure.

4.

 Provide the external HDD for the user to access the old data.

Correct Answer: C

The best way to complete the upgrade with the least amount of downtime is to clone the HDD to the SSD using cloning software, and then replace the HDD with the SSD. This way, the user does not have to reinstall the operating system and applications, or copy over their data manually. The other options would either take more time or result in data loss or inaccessibility. Verified References: [How to Upgrade Your Laptop\\\'s Hard Drive to an SSD].

QUESTION 15

A technician is selling up a projector (or a videoconferencing system. When the user all empts to connect a laptop to the system, the system displays the following error message.

No source found

The user tries multiple cables and inputs on the projector. Which of the following should the user try NEXT?

A. Check the bulb on the projector and replace it with a new one.

B. Check the display settings on the computer and set them to extend/duplicate.

C. Replace the projector with another known-good one and try again.

D. Replace the video card on the machine that is plugged in to the projector, as it has gone bad.

Correct Answer: B

If a user is unable to connect a laptop to a projector or videoconferencing system and sees the error message "No source found," the next step should be to check the display settings on the computer and set them to extend/duplicate. This will ensure that the laptop\\\'s display is being output to the external device. References: CompTIA A+ Certification uide, pg. 514

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