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CompTIA 220-1101 exam consists of 90 multiple-choice and performance-based questions that must be completed within 90 minutes. 220-1101 exam is computer-based and is administered at Pearson VUE testing centers worldwide. 220-1101 Exam is designed to assess the candidate's ability to install, configure, and maintain hardware and software, troubleshoot common issues, and perform basic networking tasks.

## CompTIA A+ Certification Exam: Core 1 Sample Questions (Q469-Q474):

### NEW QUESTION # 469

Laura, a customer, has instructed you to configure her home office wireless access point.

She plans to use the wireless network for finances and has requested that the network be setup with the highest encryption possible. Additionally, Laura knows that her neighbors have wireless networks and wants to ensure that her network is not being interfered with by the other networks.

She requests that the default settings be changed to the following.

Wireless Name: HomeWiFi

Shared Key: CompTIA

Router Password: Secure\$1

Finally, Laura wants to ensure that only her laptop and Smartphone can connect to the network.

Laptop: IP Address 192.168.1.100

Hardware Address: 00:0A:BF:03:C4:54

Smartphone: IP Address 192.168.1.101

Hardware Address: 09:2C:D0:22:3F:11

INSTRUCTIONS

Configure Laura's wireless network using the network adapter window.

If at any time you would like to bring back the initial state of the situation, please click the Reset All button.

☐

**Answer:**

Explanation:

☐

### NEW QUESTION # 470

A user reports the following:

1. When accessing large images, PC performance is degraded.
2. When accessing small text files, PC performance is as expected.

Which of the following is the most likely cause of the performance issues?

- A. HDD fragmentation
- B. RAID controller failure
- C. Insufficient power supply
- D. RAID array configuration errors

**Answer: A**

Explanation:

HDD fragmentation is a condition where the data on a hard disk drive (HDD) is not stored in contiguous clusters, but scattered across different physical locations on the disk. This happens when files are created, modified, or deleted over time, leaving gaps and fragments of data on the disk. HDD fragmentation can affect the performance of the PC, especially when accessing large files that require more disk operations to read or write<sup>12</sup>.

According to some web search results<sup>123</sup>, some signs and symptoms of a heavily fragmented HDD are:

- \* Longer load times for files and programs
- \* Graphics-heavy apps and games take too long to load new windows or process new environments
- \* Reduced disk space and efficiency
- \* Increased disk noise and temperature
- \* Accelerated disk wear and failure

To fix this issue, the user can use a tool called Disk Defragmenter, which is built-in in Windows. Disk Defragmenter rearranges the fragmented data on the HDD so that it is stored in contiguous clusters, improving the disk performance and reliability<sup>1</sup>. Disk Defragmenter can run on a schedule or manually by following these steps<sup>1</sup>:

- \* Open Disk Defragmenter by clicking the Start button. In the search box, type Disk Defragmenter, and then, in the list of results, click Disk Defragmenter.
- \* Under Current status, select the disk you want to defragment.
- \* To determine if the disk needs to be defragmented or not, click Analyze disk. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
- \* Once Windows is finished analyzing the disk, you can check the percentage of fragmentation on the disk in the Last Run column. If the number is above 10%, you should defragment the disk.
- \* Click Defragment disk. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
- \* Disk Defragmenter might take from several minutes to a few hours to finish, depending on the size and degree of fragmentation of your hard disk. You can still use your computer during the defragmentation process.

### NEW QUESTION # 471

A technician attempts to join a Windows client to a domain but receives the following error:

An attempt to resolve the hostname has failed.

The technician generates the display shown below utilizing ipconfig /all.

Which of the following is the most likely reason for the error?

- **A. DNS**
- B. Physical address
- C. Subnet mask
- D. IPv4 address
- E. Default gateway

**Answer: A**

Explanation:

The most likely reason for the error is that the DNS server is not configured correctly. The technician should check the DNS server settings and make sure they are correct.

DNS, or Domain Name System, is a service that translates domain names, such as `www.example.com`, into IP addresses, such as `192.168.1.1`, that computers use to communicate with each other. DNS is essential for joining a Windows client to a domain, which is a logical group of computers that share a common directory and security policy. A domain name, such as `example.com`, identifies the domain and its members on the network.

To join a Windows client to a domain, the client needs to resolve the hostname of the domain controller, which is the server that manages the domain and its resources. The client sends a DNS query to the DNS server, asking for the IP address of the domain controller. The DNS server responds with the IP address, and the client uses it to establish a connection with the domain controller and complete the domain join process.

However, if the DNS server is not configured correctly, the client may not be able to resolve the hostname of the domain controller, and receive the error: An attempt to resolve the hostname has failed. This can happen if the DNS server is not reachable, not authoritative, or not updated. For example, the DNS server may have an incorrect IP address, a wrong DNS suffix, a missing or outdated DNS record, or a firewall blocking the DNS traffic.

To fix the error, the technician should verify that the DNS server settings on the client and the domain controller are correct and consistent. The technician can use the `ipconfig /all` command to display the DNS server settings, such as the IPv4 address, the subnet mask, the default gateway, and the DNS suffix. The technician can also use the `nslookup` command to test the DNS resolution and the `ping` command to test the connectivity. The technician should make sure that the client and the domain controller are using the same DNS server, and that the DNS server can resolve the hostname of the domain controller.

References:

- \* How to Resolve the "Temporary failure in name resolution" Error1
- \* Strict hostname resolution configured but no hostname was set2
- \* Error: Hostname Not Resolved to an IP Address - HostGator3
- \* The Host Name Could Not be Resolved in DNS4
- \* Troubleshoot DNS name resolution on the Internet - Windows Server5

#### **NEW QUESTION # 472**

An administrator is responding to a network server outage. The administrator has logged in to the server to troubleshoot the outage.

Which of the following is the first step the administrator should take when attempting to troubleshoot the issue?

- A. Upgrade the server firmware.
- **B. Analyze the error logs.**
- C. Check the physical connections.
- D. Document the results.

**Answer: B**

Explanation:

The correct answer is B. Analyze the error logs.

Error logs are files that record the events and errors that occur on a server or a network device. They can provide valuable information about the cause and the time of the outage, as well as any warnings or alerts that preceded it. Analyzing the error logs can help the administrator narrow down the possible sources of the problem and identify the best course of action to resolve it.

The first step in troubleshooting a network is to identify the problem1. As a part of this step, the administrator should gather information about the current state of the network using the network troubleshooting tools that are available1. One of these tools is the error log viewer, which can be accessed through the server's operating system or a network monitoring software. The administrator should look for any entries that indicate a failure, a crash, a timeout, or an exception in the error logs. The administrator

should also note the date and time of the entries, as well as the severity and the frequency of the errors.

The other options are less likely to be the first step in troubleshooting, because:

\*Documenting the results is an important step in troubleshooting, but it should be done after identifying and resolving the problem, not before. Documenting the results can help the administrator keep track of the actions taken, the changes made, and the outcomes achieved. It can also help prevent future problems by providing a reference for best practices and lessons learned<sup>1</sup>.

\*Checking the physical connections is another important step in troubleshooting, but it should be done after analyzing the error logs, not before. Physical connections are the cables and ports that link the server to other devices on the network. They can affect the quality and stability of the network signal. If the error logs do not indicate any software or configuration issues, then checking the physical connections can help determine if there is any damage or interference in the hardware<sup>2</sup>.

\*Upgrading the server firmware is a possible solution for some network problems, but it should not be done as a first step in troubleshooting, unless there is a clear indication that the firmware is outdated or corrupted.

Firmware is a type of software that controls the basic functions of a hardware device. Upgrading the firmware can improve performance, security, and compatibility, but it can also introduce new bugs or conflicts with other software or hardware components. Therefore, upgrading the firmware should be done with caution and only after backing up data and settings<sup>3</sup>.

For more information and tips on how to troubleshoot network issues, you can visit these links:

\*A Guide to Network Troubleshooting - CompTIA

\*What is Network Troubleshooting? How to Fix Network Issues - SolarWinds

\*Network Troubleshooting - Methodology, Steps & Techniques - DNSstuff

### NEW QUESTION # 473

A technician is troubleshooting a thermal receipt printer that will not print. Which of the following should the technician do first to restore functionality?

- A. Update the printer driver on the computer.
- B. Replace the thermal printhead.
- C. Make sure the thermal head is heating up.
- D. Flip the paper roll orientation.

**Answer: D**

Explanation:

A thermal receipt printer uses heat to print on thermal paper, which has a special coating that reacts to heat and produces black marks. If the paper roll is inserted in the wrong orientation, the printer will not be able to print anything on the paper. Therefore, the first thing the technician should do is to check if the paper roll is loaded correctly, with the paper feeding under, not over. This is a common and easy mistake to fix, and it does not require any software or hardware changes.

References

\*Troubleshooting Your Thermal Printer Problems - Thermal POS Receipt Printer Tips & Tricks, paragraph 2

\*POS Thermal Receipt Printer Troubleshoot - Not Printing Evenly, video at 0:15

\*Receipt Printer Troubleshooting - Shopfront, bullet point 2

### NEW QUESTION # 474

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