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The CompTIA 220-1101 exam is divided into multiple sections, covering a range of topics that are essential for an IT professional to have a fundamental understanding of. Topics covered in the exam include mobile devices, networking, hardware, virtualization and cloud computing, software troubleshooting, and operating systems. 220-1101 Exam is designed to test the candidate's ability to apply their skills and knowledge to real-world scenarios.

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## CompTIA A+ Certification Exam: Core 1 Sample Questions (Q556-Q561):

### NEW QUESTION # 556

An end user reports that the time and date on a desktop resets after shutdown, and subsequently, the device reboots. The next day, the desktop does not load the OS and is stuck at a black screen with the following message:

Which of the following would be the BEST action to take next?

- A. Reseat the motherboard power connections.
- **B. Replace the CMOS battery.**
- C. Restore the BIOS to factory default settings.
- D. Change the motherboard.

**Answer: B**

### NEW QUESTION # 557

A user submitted a ticket to report an issue with a new printer that is no longer accepting new print jobs. The technician verifies the printer is on and notices the printer LCD screen has the following error message:

Paper Jam, Jam in fuser.

Which of the following is the MOST efficient next step the technician should complete?

- A. Check the printer paper path to locate any obstructions.
- B. Apply a maintenance kit to the printer
- C. Replace the fuser.
- D. Turn the printer on and off to see if the error clears.

**Answer: A**

Explanation:

The MOST efficient next step the technician should complete is to check the printer paper path to locate any obstructions<sup>1</sup>. The error message "Paper Jam, Jam in fuser" indicates that there is a paper jam in the fuser<sup>2</sup>. The fuser is one of the parts of a laser printer most likely to fail without giving any explicit message<sup>2</sup>.

The printer LCD screen indicates a paper jam in the fuser. The most efficient next step the technician should complete is to check the printer paper path to locate any obstructions. Applying a maintenance kit or replacing the fuser may not be necessary if the issue is caused by a paper jam.

### NEW QUESTION # 558

A technician received a help desk ticket from a user who is unable to browse the internet\_ Which of the following troubleshooting steps should the technician perform first?

- A. Test the theory.
- B. Identify the problem
- C. Document the findings.
- D. Establish a plan of action.

**Answer: B**

Explanation:

The correct answer is D. Identify the problem.

The first troubleshooting step that the technician should perform is to identify the problem. This means that the technician should gather information from the user and the system, and analyze the symptoms and the error messages to determine the nature and the scope of the issue. Identifying the problem can help to define the expected outcome, establish a theory of probable cause, and plan a course of action.

The other options are not the first troubleshooting steps, but they are part of the troubleshooting process that should be performed after identifying the problem. Establishing a plan of action (option A) means that the technician should devise a strategy to resolve the issue, based on the theory of probable cause and the available resources. Testing the theory (option C) means that the technician should verify if the theory of probable cause is correct, by performing tests or experiments on the system or its components.

Documenting the findings (option B) means that the technician should record and report the results of each troubleshooting step, as well as the final solution and outcome.

For more information about troubleshooting steps and best practices, you can refer to the following web search results: [Troubleshooting Steps for Beginners], [Troubleshooting Methodology], [How to Troubleshoot Like an Expert].

### NEW QUESTION # 559

A large office is eliminating all personal printers for VIP staff members and replacing these devices with one enterprise MFP. Human resources staff members are concerned about printing confidential documents on the new device. Which of the following best addresses this concern?

- A. Audit logs
- B. Central printer server
- C. Secure print
- D. Wi-Fi direct printing

**Answer: C**

Explanation:

Secure print is the best option to address the concern of printing confidential documents on a shared enterprise multifunction printer (MFP). Secure print requires users to enter a PIN or use an ID card at the printer to release their print jobs. This ensures that documents are only printed when the user is physically present to collect them, preventing sensitive information from being left unattended or viewed by unauthorized individuals.

While a central printer server, audit logs, and Wi-Fi direct printing have their own benefits, they do not provide the same level of immediate security for confidential documents as secure print does. A central printer server centralizes management but does not prevent unauthorized viewing. Audit logs provide a record of activity but do not prevent the initial security breach. Wi-Fi direct printing allows for a direct connection to the printer but does not secure the document during printing.

### NEW QUESTION # 560

A user's phone overheated earlier in the day, which caused the battery to expand in the case Which of the following should the technician advise the user to do first?

- A. Check the phone's health status
- B. Disable VPN on the phone
- C. Turn off the phone
- D. Replace the phone's SIM card

Answer: C

Explanation:

When a phone's battery overheats and expands, it poses a significant safety risk, including the potential for fire or the battery bursting. The first and most critical action is to turn off the device to prevent further chemical reactions within the battery that could exacerbate the situation. Turning off the phone halts its operations, minimizing the heat generation and reducing the risk of further damage or danger. This is a precautionary measure to ensure the user's safety and to prevent any additional harm to the phone itself. It's important for the user to not attempt to charge or use the phone in this condition and to seek professional help or replacement of the battery or device as needed. Reference: Mobile Devices 1101.docx, Safety and Environmental Concerns section.

### NEW QUESTION # 561

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