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## CompTIA A+ Certification Exam: Core 1 Sample Questions (Q303-Q308):

### NEW QUESTION # 303

An IT manager is evaluating ticket resolution times. While reviewing the data, the manager notices repetitive issues are taking longer than expected to resolve. Which of the following changes should the manager implement to resolve repetitive issues more quickly?

- A. Require the technicians to verify full system functionality when resolving issues.
- B. Require the technicians to spend more time testing theories to determine the root causes of issues.
- **C. Require the technicians to document the findings, action, and outcomes of issues.**
- D. Require the technicians to gather more information when speaking with users about issues.

**Answer: C**

Explanation:

By documenting the findings, action, and outcomes of issues, the technicians can create a knowledge base that can be used to resolve similar issues in the future more quickly and efficiently. The documentation can also help identify patterns or trends that can lead to preventive measures or root cause analysis. Documenting the issues can also improve communication and collaboration among technicians and users, as well as provide evidence of service quality and performance. Reference: <https://partners.comptia.org/docs/default-source/resources/a-core-1-content-guide> (page 4)

#### NEW QUESTION # 304

A desktop support technician is building a new desktop that features the fastest internal storage. Which of the following BEST suits this request?

- A. M2PCIeNVMeSSD
- B. PCIe SATA HDD
- C. SATASSD
- D. SATA HDD

**Answer: A**

Explanation:

M2PCIeNVMeSSD. M.2 PCIe NVMe SSDs are the fastest internal storage devices available for desktops. They are faster than SATA SSDs and PCIe SATA HDDs.

#### NEW QUESTION # 305

A support technician receives a call stating that a user has added a device to the network. The user used the same configurations from another workstation. When both workstations are turned on, neither can access the network reliably. Which of the following is the most likely cause of the issue?

- A. The DNS server is registering both hostnames.
- B. The security on the switchport needs to be reset.
- C. The new computer has a duplicate IP address.
- D. The network cable was improperly terminated.

**Answer: C**

Explanation:

Comprehensive and Detailed In-Depth Explanation:

If two devices have the same static IP address, an IP conflict occurs. This results in both devices being intermittently disconnected or unable to communicate on the network. It's a common mistake when copying configurations manually.

\* Option B: DNS conflicts wouldn't cause total disconnection - and wouldn't occur just from copying IP settings.

\* Option C: A cable issue would only affect one workstation.

\* Option D: Switchport security issues wouldn't affect both machines simultaneously unless port security was configured very specifically.

CompTIA A+ Core 1 Exam Objective Reference:

\* Objective 2.6: Given a scenario, configure and troubleshoot network connectivity.

#### NEW QUESTION # 306

A user reports that a PC occasionally fails to boot. The user reboots the PC, but the performance is degrading. The technician hears a strange, repetitive, ticking noise coming from the PC. Which of the following should the technician do first?

- A. Reseat the RAM modules.
- B. Inspect the fan.
- C. Check the CD tray.
- D. Try to extract data.

**Answer: D**

Explanation:

Explanation

If a user reports that a PC occasionally fails to boot and makes a strange, repetitive, ticking noise, it indicates that the hard drive is



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