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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 \(page 4\)](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

suffering from a mechanical failure, also known as the click of death. This means that the hard drive is likely to fail completely soon and lose all the data stored on it. Therefore, the technician should try to extract or backup the data as soon as possible before replacing the hard drive with a new one.

NEW QUESTION # 307

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. Indirect software implementation
- B. Remote software provisioning
- C. Operating system spoofing
- D. Cross-platform virtualization

Answer: D

Explanation:

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.

NEW QUESTION # 308

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