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Free Questions for 220-1201

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Questions # 1:

A customer reports that the output from their thermal receipt printer has vertical white lines. Which of the following would most likely resolve this issue?

Options:

A.

Replacing the ink cartridge

B.

Using the correct paper type

C.

Installing a maintenance kit

D.

Cleaning the heating element

Answer

D

Explanation

Thermal printers create images using a heated print head on specially coated thermal paper. Vertical white lines indicate that part of the heating element is dirty or blocked, preventing heat transfer to the paper. Cleaning the print head (heating element) will restore full functionality.

Option A: Thermal printers do not use ink or toner, so this is not applicable.

Option B: Wrong paper could cause blank output, but consistent vertical lines point to the print head.

Option C: Maintenance kits are typically for laser printers, not thermal printers.

CompTIA A+ Core 1 Exam Objective Reference:

Objective 3.7: Given a scenario, troubleshoot common printer problems.

Questions # 2:

A user reports that scanned or copied pages from an MFP show vertical lines down the page. The printer processes print jobs correctly. What should the technician do?

Options:

A.

Replace the transfer roller

B.

Remove the pickup rollers

C.

Clean the glass bed

D.

Apply a maintenance kit



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Answer

C

Explanation

CompTIA A+ teaches that vertical lines on scanned or copied documents but not printed documents indicate a dirty or smudged scanner glass or ADF glass strip. Dust, ink smears, or debris create a line because the scanning sensor repeatedly passes over the same contaminated area.

If printing works normally, internal printer components such as the transfer roller or pickup rollers are not at fault. Maintenance kits apply to internal wear components like rollers, belts, or fusers not scanning artifacts.

Cleaning the scanner glass or ADF strip directly addresses this common problem. The A+ exam frequently includes troubleshooting questions about print vs. scan artifacts, and this scenario is a classic example.

Therefore, the correct solution is to clean the glass bed (or ADF strip).

Questions # 3:

A user connects their laptop to a projector in a conference room. Once connected, the user reports the screen is smaller at the bottom than at the top. The user tries restarting the laptop and then disconnecting and reconnecting the cable to the projector. Which of the following should a technician do to resolve the issue?

Options:

A.

Replace the HDMI cable.

B.

Power cycle the projector.

C.

Adjust the keystone

D.

Increase the resolution.

Answer

C

Explanation

A distorted image where the screen is not symmetrical (wider at the top or bottom) is typically due to keystone distortion. Adjusting the projector's keystone settings corrects this trapezoidal effect caused by an angled projection.

[Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter - Chapter 3, page 152., , , ,]

Questions # 4:

Which of the following is the best to use when testing a file for potential malware?

Options:

A.

Multitenancy

B.

Test development

C.

Cross-platform virtualization

D.

Sandbox



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Answer

D

Explanation

A sandbox is a secure, isolated environment used to test potentially harmful software or code. It prevents the software from affecting the main system, allowing safe malware testing. This method is standard in cybersecurity best practices.

[Reference: "CompTIA A+ Certification All-in-One Exam Guide" by Mike Meyers - Chapter 28, page 1230., , , , ,]

Questions # 5:

Which of the following allows for a beam of light to transmit data through a flexible cable?

Options:

A.

Coaxial

B.

HDMI

C.

Thunderbolt

D.

Single-mode fiber



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Answer

D

Explanation

Single-mode fiber (as well as multi-mode fiber) transmits data using beams of light, allowing for high-speed data transfer over flexible fiber-optic cables.

From CompTIA A+ 220-1101 Official Study Guide, Objective 2.1 - Networking media:

“Fiber optic cables transmit data using light. Single-mode fiber is used for long-distance, high-speed communication.”

Verified Source:

CompTIA A+ Core 1 (220-1101) Official Study Guide, Chapter 2: Networking Media

CompTIA Exam Objectives 220-1101, Domain 2.1

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Questions # 6:

Users working with large files back up the files to external hard drives. One user's files take longer to back up than other users' files. The user has tried backing up the files to other users' drives with the same results. Which of the following steps should the technician take first to correct this issue?

Options:

A.

Replace the hard drive's USB cable.

B.

Defragment the user's external hard drive.

C.

Update the storage drivers on the user's system.

D.

Instruct the user to compress the files.

Answer

B

Explanation

If a hard drive is heavily fragmented, file read/write operations can take significantly longer, causing slow backup speeds. Defragmenting the drive organizes the data for more efficient access.

Why Not A (Replace the hard drive's USB cable): A faulty cable would typically cause disconnections or errors, not just slower speeds.

Why Not C (Update the storage drivers): This might help if the issue is with system drivers, but the described symptoms point to a fragmentation issue.

Why Not D (Compress the files): Compression reduces file size but does not address the root cause of the slow backups.

CompTIA A+ Exam Reference: Core 2 (220-1102), Section 3.1, storage troubleshooting.

Questions # 7:

An IT specialist is setting up a new, custom computer. The specialist wants to minimize the number of power cables to keep the internal components organized and uncluttered. Which of the following power supply types should the specialist use?

Options:

A.

Modular

B.

Redundant

C.

Linear

D.

External

Answer

A

Explanation

A modular power supply allows the user to connect only the cables needed, reducing clutter and improving organization inside the case.

From CompTIA A+ 220-1101 Official Study Guide, Objective 3.3 – Power supplies:

“Modular power supplies provide detachable cables, allowing users to use only the required connections for a neater build.”

Verified Source:

CompTIA A+ Core 1 (220-1101) Official Study Guide, Chapter 3: Power Supplies

CompTIA Exam Objectives 220-1101, Domain 3.3

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Questions # 8:

A technician needs to figure out why a laser printer is intermittently not feeding paper to print. The technician verifies the issue by running several copy-and-print tests. Which of the following should the technician do next?

Options:

A.

Update the printer drivers.

B.

Select the correct paper size.

C.

Clean the pickup rollers.

D.

Replace the toner cartridge.

Answer

C

Explanation

When a laser printer intermittently fails to feed paper, the most common hardware cause is worn or dirty pickup rollers. These rollers grab the paper from the tray and move it into the printer. Over time, dust, paper debris, or worn rubber reduces their effectiveness, causing feeding issues.

From the CompTIA A+ 220-1101 Official Study Guide, Objective 4.3 - Troubleshoot printing problems:

“If the printer is not picking up paper correctly or is experiencing paper jams, check and clean or replace the pickup rollers and separation pads as these are responsible for feeding paper into the print path.”

Other options like updating drivers, selecting paper size, or replacing toner will not resolve a mechanical paper feed problem.

Verified Source:

CompTIA A+ Core 1 (220-1101) Official Study Guide, Chapter 4: Troubleshooting Printing Problems

CompTIA Exam Objectives 220-1101, Domain 4.3

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Questions # 9:

A customer reports their tablet was recently dropped on the ground. The tablet has a small crack in one corner of the display, and it does not charge when plugged in. Which of the following should a technician do first?

Options:

A.

Perform a hard restart.

B.

Replace the battery

C.

Inspect the USB-C port for damage

D.

Run diagnostics on the digitizer

Answer

C

Explanation



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Physical damage from dropping a tablet may often affect ports or connectors. Before taking deeper diagnostic or replacement steps, it's important to visually inspect the USB-C charging port for damage or debris. If the port is damaged, charging issues can occur regardless of battery health.

[Reference: "CompTIA A+ All-in-One Exam Guide, 11th Edition" by Mike Meyers - Chapter 25, "Maintaining and Securing Mobile Devices", page 879., , , ,]

Questions # 10:

Each floor at a new corporate facility will have four printers available for all users to print from. All of the printers will be connected with RJ45 and not joined to a domain. Which of the following needs to be set up to accomplish this task? (Select two).

Options:

A.

Printer shares

B.

DHCP server

C.

Print server

D.

Printer subnet

E.

SMB configuration



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F.

Printer Wi-Fi settings

Answer

A, C

Explanation



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To allow multiple users to print to networked printers:

Printer shares enable users to access printers shared on the network.

Print servers manage print jobs and provide centralized control of printing.

Why Not B (DHCP server): DHCP is unrelated to print management.

Why Not D (Printer subnet): Subnets group devices but don't manage printing.

Why Not E (SMB configuration): SMB is for file sharing, not specifically print management.

Why Not F (Printer Wi-Fi settings): These settings are irrelevant since the printers use Ethernet.

CompTIA A+ Exam Reference: Core 2 (220-1102), Section 4.6, printer configuration.

Questions # 11:

A technician is troubleshooting an all-in-one laser printer that prints a vertical line when making copies and scans. When users print or receive faxes, the output from the printer is correct. Which of the following should the technician examine to determine the cause of the issue?



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Options:

A.

The pickup rollers

B.

The corona wire

C.

The document feeder

D.

The drum assembly

Answer

C

Explanation



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Since the issue only occurs during scanning and copying (not printing or faxing), the problem is isolated to the document feeder. A vertical line is typically caused by debris or damage on the glass under the ADF (Automatic Document Feeder), not on components related to printing.

[Reference: "CompTIA A+ Complete Study Guide" by Quentin Docter - Chapter 4, page 261., , , , ,]

Questions # 12:

A user wants to print files from an overseas office using a shared network folder. The user's laptop has no public-facing internet connectivity. Which of the following can be used to print from the shared network folder?

Options:

A.

ADF

B.

USB

C.

PCL

D.

SMB



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Answer

D

Explanation

SMB (Server Message Block) is a protocol used to access files and printers over a network, including across shared network folders. It enables the user to access and print files stored remotely on a shared directory.

Option A (ADF): Automatic Document Feeder hardware, not a network protocol.

Option B (USB): Used for direct physical connections, not for printing over networks.

Option C (PCL): Printer Command Language relates to printer drivers, not file sharing or access.

CompTIA A+ Core 1 Exam Objective Reference:

Objective 3.4: Given a scenario, install and configure printers.

Questions # 13:

Which storage device is best suited for a high-performance gaming laptop requiring fast data access?

Options:

A.

1TB SATA 2.5" HDD

B.

512GB NVMe M.2 SSD

C.

750GB SATA III HDD

D.

1TB SAS SSD

Answer

B

Explanation

Gaming laptops prioritize speed, low latency, fast read/write times, and quick loading. CompTIA A+ explains that NVMe M.2 SSDs provide the fastest consumer storage available due to their use of the PCIe bus, which delivers significantly higher performance compared to SATA-based drives.

HDDs (Options A and C) are mechanical and have slow seek times, making them unsuitable for high-performance gaming. SAS SSDs (Option D) are enterprise-grade, rarely used in laptops, and require SAS controllers not found in consumer systems.

Thus, a 512GB NVMe M.2 SSD offers the best performance, fastest boot times, rapid texture loading, and optimal gaming responsiveness fully aligning with A+ hardware performance recommendations.

Questions # 14:

Which of the following best characterizes the use of a virtual machine as a sandbox?

Options:

A.

Run an application on multiple workstations without installation.

B.

Explore how an application behaves in a different environment

C.

Migrate a currently used legacy application from physical to virtual

D.

Create a firewall where the sandbox acts as a perimeter network.

Answer

B

Explanation

A sandbox in virtualization allows testing an application in an isolated environment to observe its behavior without affecting the host system.

Why Not A (Run an application on multiple workstations): This describes application virtualization, not sandboxing.

Why Not C (Migrate a legacy application): This is about virtualization for legacy support, not testing.

Why Not D (Create a firewall): A firewall does not act as a sandbox for application testing.

CompTIA A+ Exam Reference: Core 1 (220-1201), Section 4.2, virtualization and sandboxing.

Questions # 15:

Which of the following technologies is most used in portable devices?

Options:

A.

ECC

B.

RAID

C.

SATA

D.

SODIMM

Answer

D

Explanation

Portable devices such as laptops, small-form-factor computers, and mini-PCs use SODIMM

(Small Outline DIMM) memory modules. CompTIA A+ explains that SODIMMs are physically smaller and consume less power than standard DIMMs, making them ideal for mobile systems where space and energy efficiency are critical. Unlike ECC memory, which is primarily used in servers, or RAID which is a storage redundancy methodology rather than a memory type SODIMM is specifically designed for compact computing devices. SATA is a storage interface, not a memory form factor.

The A+ study guide clearly lists SODIMM as the standard laptop memory type because of its compact footprint and compatibility with mobile motherboard layouts. This makes SODIMM the most widely implemented memory technology in portable devices.

Questions # 16:

The Chief Information Security Officer asks a technician to inventory desktop PCs to determine which ones meet the requirements for Secure Boot. The technician must also configure the PCs for non-user-controllable keys. Which of the following are necessary to meet the enhanced security requirements? (Select two).

Options:

- A.
VDI
- B.
BIOS password
- C.
TPM
- D.
UEFI
- E.
Disabled boot drive
- F.
USB permissions

Answer

C, D

Explanation

Comprehensive and Detailed Explanation From Exact Extract (Aligned With CompTIA A+ 220-1201 Study Guide)

To run **Secure Boot**, the system must have:

✓ UEFI firmware (not legacy BIOS)

Secure Boot is a UEFI feature that validates bootloaders using digitally signed keys stored in secure firmware.

✓ TPM (Trusted Platform Module)

The TPM stores cryptographic keys in tamper-resistant hardware, enabling secure key management that **cannot be altered by normal users**.

CompTIA materials describe TPM as essential for enhanced platform security and for storing validated boot keys when Secure Boot is enabled.

Together, **UEFI + TPM** provide:

Verified boot loader

Hardware-level key protection

Prevention of unauthorized OS tampering

Non-user-controllable secure key storage

Why the other options are incorrect

A. VDI - Virtual desktops; unrelated to Secure Boot hardware requirements.

B. BIOS password - Helps protect firmware settings but is not required for Secure Boot.

E. Disabled boot drive - Irrelevant to Secure Boot.

F. USB permissions - Not part of Secure Boot requirements.

Final Answer: C, D

A group of friends is gathering in a room to play video games. One of the friends has a game server. Which of the following network types should the group use so they can all connect to the same server and the internet?

Options:

- A.
SAN
- B.
MAN
- C.
LAN
- D.
PAN



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Answer

C

Explanation

The appropriate network type for this scenario is a Local Area Network (LAN), which is designed for small, localized networks, such as within a single building or room. LANs are ideal for gaming because they provide high-speed, low-latency connections.

Option A (SAN): Incorrect. A Storage Area Network is used for data storage, not for gaming or general networking.

Option B (MAN): Incorrect. A Metropolitan Area Network covers a city or campus, far exceeding the scope needed for a gaming setup in a single room.

Option D (PAN): Incorrect. A Personal Area Network is designed for a single user, such as Bluetooth devices, and would not support multiple devices connecting to a game server.

[References:, CompTIA A+ Core 1 Objectives: 2.7 (Compare and contrast network types and features), , , , , ,]

Questions # 18:

Which of the following cloud models would multiple organizations in the same industry most likely use?

Options:

A.

Public

B.

Hybrid

C.

Community

D.

Private



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Answer

C

Explanation

A Community Cloud is designed for use by several organizations with shared concerns (e.g., security, compliance, jurisdiction). It's common in industries like healthcare or finance where multiple entities benefit from a common infrastructure with shared policies.

Option A (Public): Open to general public or large industry group less secure.

Option B (Hybrid): Mix of public and private does not imply industry collaboration.

Option D (Private): Dedicated to a single organization.

CompTIA A+ Core 1 Exam Objective Reference:

Objective 2.1: Compare and contrast cloud computing concepts.

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