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CompTIA A+ 220-1101 and 220-1102 Practice Questions

CompTIA A+ certification is split into two exams – Core 1 (220-1101) and Core 2 (220-1102) – each covering different domains of IT knowledge. Below is a curated selection of realistic multiple-choice practice questions for each major domain of **220-1101** and **220-1102**, complete with answers and brief explanations. These questions reflect the style and content of the real exams, targeting key concepts in the domains of Mobile Devices, Networking, Hardware, Virtualization/Cloud, Hardware/Network Troubleshooting (for 1101) and Operating Systems, Security, Software Troubleshooting, Operational Procedures (for 1102) [1] [2] . The questions are inspired by reputable A+ study sources (Professor Messer, ExamCompass, Crucial Exams, Mike Meyers, etc.) that the CompTIA community trusts for exam preparation. Citations and community insights are provided to highlight why these sources and practice questions are valued by A+ candidates.

CompTIA A+ 220-1101 (Core 1) – Practice Questions by Domain

Exam 220-1101 Domains (Core 1): Mobile Devices (15%), Networking (20%), Hardware (25%), Virtualization & Cloud Computing (11%), Hardware & Network Troubleshooting (29%) [1] . Each domain is represented below with sample question(s) and explanations.

Mobile Devices (Laptops, Tablets, Smartphones)

Sample Question: A technician notices that a customer's smartphone battery is bulging and the phone's case is swollen. Which of the following actions should the technician take *FIRST*?
- **A)** Puncture the battery carefully to release the built-up gas
- **B)** Continue using the device until the battery fully discharges
- **C)** Power off the device and replace the swollen battery safely as per EPA guidelines
- **D)** Freeze the phone to cool down the battery before using it again

Answer & Explanation: The correct answer is **C)**. A swollen or bulging battery is dangerous – it can leak or catch fire – so the device should be turned off immediately and the battery replaced/disposed of properly (through a hazardous e-waste facility) rather than used further [3] . Puncturing or applying extreme temperatures to a swollen lithium battery is unsafe. The technician should *not* attempt to discharge or use the device; the proper procedure is to handle the swollen battery with care (e.g. wearing safety gear) and dispose of it according to hazardous waste guidelines [3] . (In practice, manufacturers and CompTIA guidelines emphasize **not** puncturing or mishandling swollen batteries and to **replace/Recycle** them promptly for safety [3] .)

Networking

Sample Question: A desktop PC is set to obtain an IP address automatically via DHCP. The user reports no internet access, and the `ipconfig` output shows an IP of `169.254.x.x`. The network cable and switch port are known-good. Which of the following is the *most likely* cause?

- **A)** The DNS server is unreachable, causing name resolution to fail
- **B)** The DHCP server is down or unreachable, so the PC self-assigned an APIPA address
- **C)** The default gateway IP is misconfigured on the PC
- **D)** A duplicate IP address conflict exists on the network

Answer & Explanation: The symptoms indicate an **APIPA** address (`169.254.*.*`), which Windows assigns when a DHCP server cannot be reached. This means the PC did not get an IP from DHCP [4] [5]. The most likely cause is that **the DHCP server is down or not reachable (B)**, forcing the PC to self-assign an Automatic Private IP Address. This results in no internet access beyond local subnet. By contrast, DNS issues (A) would still show a valid IP (not 169.254), a wrong gateway (C) or IP conflict (D) would not usually cause a 169.254 address. The APIPA address **169.254.x.x** is a clear sign of missing DHCP lease [4] [5]. Resolving this would involve checking the DHCP server or network connection to it.

Hardware (PC Components, Peripherals, Printers)

Sample Question: A user's laser printer is producing vertical black streaks on every printed page. Which of the following components is *most likely* causing this issue?
- **A)** The fuser unit is overheating
- **B)** A worn or dirty drum unit (imaging drum)
- **C)** The paper feed rollers are worn out
- **D)** Low quality or thin paper causing jams

Answer & Explanation: B) A worn or dirty **drum unit** is the most likely culprit for black vertical streaks on laser printer output. Streaking on laser prints is usually caused by a spent toner cartridge or a worn imaging drum [6]. In laser printers, the drum (or toner cartridge in some designs) can develop lines or debris that manifest as vertical streaks on prints. While a failing fuser can cause smudges or spots (especially if not fusing toner properly), persistent straight vertical lines are characteristic of drum issues [6]. Replacing or cleaning the drum unit (or combined toner/drum cartridge, depending on the model) typically resolves the streaking.

Virtualization and Cloud Computing

Sample Question: A technician is deploying a solution on a cloud service. They have to **install the operating system, then install the application and its data** on the provided cloud server. Which type of cloud service model is the technician using?
- **A)** SaaS – Software as a Service
- **B)** PaaS – Platform as a Service
- **C)** IaaS – Infrastructure as a Service
- **D)** DaaS – Desktop as a Service

Answer & Explanation: This scenario describes **Infrastructure as a Service (IaaS)** (Option **C**). With IaaS, the cloud provider supplies the infrastructure – **virtual hardware/VMs, storage, networking** – but the customer is responsible for the **OS, runtime, and applications** [7]. In the question, the technician is installing the OS and software on a cloud server, meaning the service provided was essentially a blank virtual machine. By contrast, PaaS provides a pre-configured platform (OS and runtime) for deploying applications (you wouldn't install the OS in PaaS), and SaaS is a fully vendor-managed software solution (no customer-installed OS or app – you just use the software via cloud). DaaS (Desktop as a Service) usually

refs to virtual desktop infrastructure provided as a service. The key is that in IaaS the customer manages OS and above, which matches the question [8] .

Hardware and Network Troubleshooting

Sample Question: A user's custom-built PC powers on, but **no display and no beeps** are observed. After some troubleshooting, the technician finds that the motherboard's 24-pin power connector was not fully seated. Upon correcting this, the system boots normally. Which step of the troubleshooting process does this scenario illustrate?
- **A)** Establish a theory of probable cause
- **B)** Test the theory and determine next steps
- **C)** Implement the solution and verify functionality
- **D)** Document findings and outcomes

Answer & Explanation: This scenario shows the technician implementing a fix and **verifying that it resolved the problem**, which corresponds to **Step C: Implement the solution and verify full system functionality**. In the CompTIA troubleshooting methodology, after identifying a likely cause (the unseated power connector) and testing that theory, the next step is to implement the fix and ensure the issue is resolved [9] . Here, reseating the power connector was the fix implemented, and the PC booted normally (functionality verified). The final step would be documentation (D), which comes after confirming the solution. Initially, the technician would have gone through establishing and testing a theory (Steps A and B) – for example, suspecting a power issue – but the question specifically describes the resolution step and the successful boot, which is the **implementation and verification phase** of troubleshooting.

(Note: Hardware/Network troubleshooting questions often present a scenario and ask for next steps or best solutions. In practice, always follow CompTIA's structured methodology: identify the problem, establish a theory, test the theory, implement the fix, verify full functionality, and document the outcome.)

CompTIA A+ 220-1102 (Core 2) – Practice Questions by Domain

Exam 220-1102 Domains (Core 2): Operating Systems (31%), Security (25%), Software Troubleshooting (22%), Operational Procedures (22%) [2] . Below are sample questions for each domain with answers and explanations.

Operating Systems

Sample Question: Which of the following file systems is *commonly used* by modern Windows operating systems for the system partition, and supports features like file permissions and encryption?
- **A)** NTFS
- **B)** FAT32
- **C)** ext4
- **D)** APFS

Answer & Explanation: A) NTFS (New Technology File System) is the primary file system used by modern Windows OS for hard drive partitions, offering advanced features like NTFS permissions, encryption (EFS),

disk quotas, etc. Windows supports FAT32 and exFAT as well (mostly for removable media or backward compatibility), but NTFS is the default for system volumes due to its robustness. The ext4 file system is used by Linux, and APFS is used by macOS; neither ext4 nor APFS is natively supported for use as a Windows system volume. In fact, Windows natively supports **NTFS, FAT32, and exFAT** file systems [10] . NTFS was introduced by Microsoft and is **specific to Windows** in terms of design (though Linux/macOS can sometimes read NTFS, Windows is where it's primarily used) [10] . Therefore, NTFS is the best answer. (FAT32 and exFAT are older or special-purpose Windows file systems, ext4 and APFS are exclusive to Linux and Apple, respectively.)

Security

Sample Question: A user receives a text message that appears to be from their bank, warning of a "suspicious login" and providing a link to verify their account. The user is being directed to a fake site via SMS. What type of security attack is this?
- **A)** Phishing
- **B)** Vishing
- **C)** Smishing
- **D)** Spoofing

Answer & Explanation: This scenario is describing **SMS-based phishing**, known as **Smishing** (Option **C**). Smishing combines "SMS" + "phishing" and refers to fraudulent text messages crafted to trick individuals into clicking malicious links or revealing personal info [11] . In the example, the attacker is impersonating a bank via SMS to deceive the user – a classic smishing tactic. Traditional **phishing** (A) usually refers to email-based scams. **Vishing** (B) is voice phishing (phone calls). **Spoofing** (D) is a broader term for faking an identity (which is happening here too), but the best specific term for SMS/text phishing is **Smishing** [11] . The takeaway: Anytime you get an unsolicited text with a link asking for personal or financial data, it's likely a smishing attempt and should be handled with the same caution as email phishing.

Software Troubleshooting

Sample Question: After a recent video driver update, a user's Windows 10 PC now crashes with a blue screen (BSOD) during boot. Which of the following is the *BEST* way to quickly restore the system to a working state without losing user files?
- **A)** Boot into Safe Mode and roll back the display driver to the previous version
- **B)** Perform a clean install of Windows, keeping nothing
- **C)** Replace the graphics card with a known-good model
- **D)** Boot to the Recovery Console and run `diskpart`

Answer & Explanation: A) Booting into **Safe Mode** and **rolling back the driver** is the best first step. Safe Mode starts Windows with minimal drivers, allowing the technician to undo or remove the faulty driver. In Windows 10, you can press Shift + Restart to access advanced startup options and get into Safe Mode, then use Device Manager to **roll back** or uninstall the problematic video driver. This preserves user files and most settings [9] . System Restore is another option if a restore point was created before the update, but among the given choices, Safe Mode + driver rollback is explicitly focused on the driver issue. A clean OS reinstall (B) is overkill and would wipe programs/settings. Replacing hardware (C) isn't warranted unless the card itself failed (here the timing suggests the new driver is the issue, not the physical GPU). Using `diskpart` (D) in Recovery Console is unrelated – that tool manages disk partitions, not driver problems.

This scenario aligns with CompTIA's recommended troubleshooting steps: if a newly installed driver causes boot errors, use **Safe Mode, Last Known Good Configuration, or System Restore** to revert the change [9] . Rolling back the driver in Safe Mode addresses the root cause (the bad update) while avoiding data loss.

Operational Procedures

Sample Question: A help desk technician is on a support call with an **angry customer** whose internet is not working. The customer is yelling and frustrated. What is the *BEST* approach for the technician to handle this situation?
- **A)** Remain calm and professionally acknowledge the customer's frustration, listening actively to concerns
- **B)** Raise your voice to assert control over the conversation and tell the customer to calm down
- **C)** Immediately escalate the call to a supervisor because the customer is upset
- **D)** Argue with the customer only if they are factually wrong, to correct their misunderstanding

Answer & Explanation: A) The technician should **stay calm, show empathy, and actively listen** to the customer's concerns. This is a core customer service skill in IT support. Acknowledging the customer's frustration (e.g. "I understand how upsetting it is to lose your internet, and I'm here to help resolve this") can help defuse the situation [12] . Keeping a composed tone and positive attitude, without arguing or talking over the client, is crucial [12] [13] . The goal is to reassure the customer that you understand the urgency and are working on a solution. Tactics like raising your voice or telling them to "calm down" (Option B) are likely to escalate anger [14] . Immediately escalating (C) isn't the best first step either – often the front-line tech should attempt to de-escalate; escalation is a last resort if the situation cannot be resolved or the customer asks for a supervisor. Arguing with or correcting the customer harshly (D) will break trust and is unprofessional. According to CompTIA's objectives on communication, **effective communication and professionalism** include using a polite tone, not interrupting, avoiding jargon, showing empathy, and taking ownership of problems [12] [13] . In summary: **listen, empathize, apologize for inconvenience, and then solve the problem.** This approach usually calms the client and leads to a better service experience.

Trusted Practice Question Resources (Community Opinions)

Preparing for A+ is made easier by practicing with high-quality question banks. The CompTIA study community frequently mentions the following resources as **trusted for realistic practice questions**:

- **Professor Messer's Practice Exams:** Professor James "Messer" is highly respected for his free video courses, and his **paid A+ practice exam book** is considered "top tier" by many examinees [15] . Students praise these practice questions for matching the **feel, style, and difficulty** of the actual exams without using real exam items [16] . Professor Messer himself notes that his practice exams are designed to cover relevant exam topics without overcomplicating the scenarios [17] . Community feedback indicates these exams are an excellent readiness gauge – if you score well on Messer's tests, you're likely ready for the real A+ [18] .

- **ExamCompass:** ExamCompass offers **free online A+ practice tests** organized by exam domains and subtopics. The community often recommends ExamCompass for the sheer volume of questions and coverage of all objectives [19] . Learners report that ExamCompass quizzes are sometimes a bit

more detailed or "wordy" than the actual exam, which can make the real test feel easier in comparison [20] . Despite the difference in style (ExamCompass questions tend to be straightforward concept checks rather than long scenarios), they are great for drilling knowledge on ports, hardware specs, acronyms, etc. In one user's experience, *"ExamCompass tests were harder than the actual exam"* (particularly for Core 1) [20] , so scoring well on them can boost confidence. Overall, ExamCompass is valued for **concept reinforcement** and identifying weak areas, especially since it's free and no registration is required.

- **Crucial Exams:** CrucialExams.com provides free CompTIA A+ practice questions with detailed explanations. The app/website is appreciated for mimicking the exam interface and for analytics that help gauge performance by topic [21] . One Reddit user mentioned that Crucial Exams' questions were *"more varied in scope"* and helped reveal knowledge gaps even after scoring high on other practice exams [21] . The community view is that using **multiple sources** is best, and Crucial Exams can complement other practice tests by adding variety. (Do note that 220-1101/1102 were retired in 2025 and replaced by 220-1201/1202 [22] , but Crucial Exams and others have updated their banks accordingly – the core concepts remain the same.)

- **Mike Meyers' Total Seminars Practice Tests:** Mike Meyers is the author of the famous **All-in-One CompTIA A+ Certification Guide**, and his company Total Seminars provides practice questions (in books and a test engine called Total Tester). These questions are known for being **comprehensive and covering every exam objective**, since they align with the content of his textbook. Many learners use Meyers' book questions for chapter review and report that they are quite accurate to real-world scenarios and facts needed for the exam. Community feedback often suggests combining Meyers' training with other sources: e.g., *"Mike Meyers' course plus Jason Dion's practice exams is a sure pass"* [23] . In essence, Meyers' practice questions are trusted for solid coverage, though some find them a bit easier or more straightforward than actual exam wording. They serve as a good knowledge check, especially when used alongside more challenging banks.

- **Jason Dion's Practice Exams (Udemy):** Although not mentioned in the original query, it's worth noting (as per community consensus) that Jason Dion's A+ practice exams on Udemy are widely used and respected. Many Reddit users rank them alongside Professor Messer's as extremely helpful. Dion's exams are known for being a tad more difficult or at least differently worded, which can make the actual exam feel more familiar [24] . For instance, it's commonly advised that if you consistently score ~85% or above on Dion's practice tests, you're likely ready for the real exam [25] [26] . His questions often include scenario-based wording similar to CompTIA's style, which is why they're recommended to augment other study materials [24] .

Why these sources? The A+ community favors the above resources because they have **proven track records**. Professor Messer and Mike Meyers are CompTIA veterans whose content maps tightly to exam objectives, ensuring no topic is missed. ExamCompass and Crucial Exams provide *quantity* and *coverage*, which is great for drilling concepts (and they're free). Jason Dion and Professor Messer's paid practice exams provide *quality* in terms of exam-like scenario questions and rationales. According to one top contributor, using a combination of these – e.g., Messer's videos and exams, plus Dion's or ExamCompass for extra questions – covers all bases for the A+ [15] [19] .

Ultimately, the **most trusted practice questions** are those that *closely mirror the real exam content and difficulty*. By practicing with a curated mix of the above, candidates can build both the knowledge and test-

taking skills needed to confidently tackle the A+ 220-1101 and 220-1102 exams. Good luck with your certification! ✔

Sources: CompTIA A+ official exam domain objectives [1] [2] ; Professor Messer's advice and pop quiz examples [3] [16] ; ExamCompass practice tests and user discussions [10] [20] ; Crucial Exams and Reddit feedback [21] ; Mike Meyers and Jason Dion community recommendations [15] [24] ; general tech references for explanations [6] [4] [11] [12] .

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