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Practice Questions Core 1
(220-1101) and
Core 2 (220-1102)

David L. Prowse

CompTIA® A+ Practice Questions Exam Cram Core 1 (220-1101) and Core 2 (220-1102)

David L. Prowse

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Introduction

Welcome to *CompTIA A+ Practice Questions Core 1 (220-1101) and Core 2 (220-1102) Exam Cram*. The purpose of this book is to provide you with practice questions that are complete with answers and explanations to help you learn, drill, and review for the CompTIA A+ certification exams. The book offers 480 questions that help you practice each exam domain and help you assess your knowledge before you take the real exams. The detailed answers to every question aid in reinforcing your knowledge about the concepts associated with the CompTIA A+ exams.

Who This Book Is For

The CompTIA A+ exams are designed for individuals with at least 12 months of hands-on experience in a lab or in the field. If you have that experience, this book will be an excellent late-stage study tool. However, if you have not acquired that experience, I recommend that you register for a hands-on A+ course or, at the very least, purchase an A+ study guide such as the *CompTIA A+ Core 1 220-1101 and Core 2 220-1102 Exam Cram* textbook or consider my *CompTIA A+ 220-1101 Complete Video Course* and *CompTIA A+ 220-1102 Complete Video Course*. After you take the course and/or read the study guide, return to this book as your late-stage test preparation to be used just before taking the real exams.

What You Will Find in This Book

In every chapter devoted to practice exams, you will find the following three elements:

- ▶ **Practice Questions:** Each chapter includes 80 questions that help you learn, drill, and review for the exams.
- ▶ **Quick-Check Answer Key:** After you finish answering the questions, you can quickly grade your exam from this section. Only correct answers are given in this section. No explanations are offered yet. Even if you answered a question incorrectly, do not be discouraged. Keep in mind that this is not the real exam. You can always review the topic and revisit the questions again.

- ▶ **Answers and Explanations:** This section provides you with correct answers as well as explanations about the content posed in that question. Use this information to learn why an answer is correct and to reinforce the content in your mind for exam day.

The book also comes with a companion website. It contains a simulated testing environment where you can take all the exams on a computer in study mode or in full practice test mode. It also includes two bonus exams. Create an account and register this book at <http://www.pearsonitcertification.com> to get access to the bonus content. For those who purchased a Kindle edition from Amazon, the access code will be supplied directly by Amazon.

Hints for Using This Book

Complete your exams on a separate piece of paper so that you can reuse the practice questions if necessary. Also, plan to score 90% or higher on each exam before moving on to the next one. The higher you score on these practice questions, the better your chances for passing the real exams.

I am available for questions at my website: <https://dprocomputer.com>.

Companion Website

Register this book to get access to the Pearson IT Certification test engine and other study materials plus additional bonus content. Check this site regularly for new and updated postings written by the author that provide further insight into the most troublesome topics on the exam. Be sure to check the box indicating that you would like to hear from us to receive updates and exclusive discounts on future editions of this product or related products.

To access the companion website, follow these steps:

1. Go to **www.pearsonitcertification.com/register** and log in or create a new account.
2. Enter the ISBN: **9780137658183**.
3. Answer the challenge question as proof of purchase.
4. Click the **Access Bonus Content** link in the Registered Products section of your account page to be taken to the page where your downloadable content is available.

Please note that many of our companion content files (especially image and video files) are very large.

If you are unable to locate the files for this title by following these steps, please visit www.pearsonITcertification.com/contact and select the **Site Problems/Comments** option. Our customer service representatives will assist you.

Pearson Test Prep Practice Test Software

As noted previously, this book comes complete with the Pearson Test Prep practice test software, all the exams from the book. These practice tests are available to you either online or as an offline Windows application. To access the practice exams that were developed with this book, please see the instructions in the card inserted in the sleeve in the back of the book. This card includes a unique access code that enables you to activate your exams in the Pearson Test Prep software.

Accessing the Pearson Test Prep Software Online

The online version of this software can be used on any device with a browser and connectivity to the Internet, including desktop machines, tablets, and smartphones. To start using your practice exams online, simply follow these steps:

- Step 1.** Go to <https://www.PearsonTestPrep.com>.
- Step 2.** Select **Pearson IT Certification** as your product group.
- Step 3.** Enter your email/password for your account. If you don't have an account on PearsonITCertification.com, you need to establish one by going to PearsonITCertification.com/join.
- Step 4.** In the **My Products** tab, click the **Activate New Product** button.
- Step 5.** Enter the access code printed on the insert card in the back of your book to activate your product. The product will now be listed in your **My Products** page.
- Step 6.** Click the **Exams** button to launch the exam settings screen and start your exam.

Accessing the Pearson Test Prep Software Offline

If you wish to study offline, you can download and install the Windows version of the Pearson Test Prep software. There is a download link for this software on

the book's companion website, or you can just enter this link in your browser: <http://www.pearsonitcertification.com/content/downloads/pcpt/engine.zip>.

To access the book's companion website and the software, simply follow these steps:

- Step 1.** Register your book by going to **PearsonITCertification.com/register** and entering the ISBN: **9780137658183**.
- Step 2.** Answer the challenge questions.
- Step 3.** Go to your account page and click the **Registered Products** tab.
- Step 4.** Click the **Access Bonus Content** link under the product listing.
- Step 5.** Click the **Install Pearson Test Prep Desktop Version** link under the Practice Exams section of the page to download the software.
- Step 6.** After the software finishes downloading, unzip all the files on your computer.
- Step 7.** Double-click the application file to start the installation and follow the onscreen instructions to complete the registration.
- Step 8.** After the installation is complete, launch the application and click the **Activate Exam** button on the My Products tab.
- Step 9.** Click the **Activate a Product** button in the Activate Product Wizard.
- Step 10.** Enter the unique access code found on the card in the sleeve in the back of your book and click the **Activate** button.
- Step 11.** Click **Next** and then click **Finish** to download the exam data to your application.
- Step 12.** Start using the practice exams by selecting the product and clicking the **Open Exam** button to open the exam settings screen.

Note that the offline and online versions will sync together, so saved exams and grade results recorded on one version will be available to you on the other as well.

Customizing Your Exams

Once you are in the exam settings screen, you can choose to take exams in one of three modes:

- ▶ **Study mode:** This mode allows you to fully customize your exams and review answers as you are taking an exam. This is typically the mode you would use first to assess your knowledge and identify information gaps.
- ▶ **Practice Exam mode:** This mode locks certain customization options in order to present a realistic exam experience. Use this mode when you are preparing to test your exam readiness.
- ▶ **Flash Card mode:** This mode strips out the answers and presents you with only the question stem. This mode is great for late-stage preparation, when you really want to challenge yourself to provide answers without the benefit of seeing multiple-choice options. This mode does not provide the detailed score reports that the other two modes provide, so it is not the best mode for helping you identify knowledge gaps.

In addition to these three modes, you will be able to select the source of your questions. You can choose to take exams that cover all of the chapters, or you can narrow your selection to just a single chapter or the chapters that make up specific parts in the book. All chapters are selected by default. If you want to narrow your focus to individual chapters, simply deselect all the chapters and then select only those on which you wish to focus in the Objectives area.

You can also select the exam banks on which to focus. Each exam bank comes complete with a full exam of questions that cover topics in every chapter. The exams printed in the book are available to you, as are two additional exams of unique questions. You can have the test engine serve up exams from all banks or just from one individual bank by selecting the desired banks in the exam bank area.

There are several other customizations you can make to your exam from the exam settings screen, such as the time allowed for taking the exam, the number of questions served up, whether to randomize questions and answers, whether to show the number of correct answers for multiple-answer questions, and whether to serve up only specific types of questions. You can also create custom test banks by selecting only questions that you have marked or questions on which you have added notes.

Updating Your Exams

If you are using the online version of the Pearson Test Prep software, you should always have access to the latest version of the software as well as the exam data. If you are using the Windows desktop version, every time you launch the software, it will check to see if there are any updates to your exam data and automatically download any changes made since the last time you used the software. This requires that you be connected to the Internet at the time you launch the software.

Sometimes, due to a number of factors, the exam data might not fully download when you activate your exam. If you find that figures or exhibits are missing, you might need to manually update your exams. To update a particular exam you have already activated and downloaded, simply select the Tools tab and click the Update Products button. Again, this is only an issue with the desktop Windows application.

If you wish to check for updates to the Windows desktop version of the Pearson Test Prep exam engine software, simply select the Tools tab and click the Update Application button. Doing so allows you to ensure that you are running the latest version of the software engine.

Need Further Study?

Consider taking a hands-on A+ course and be sure to see the following companion products to this book:

CompTIA A+ Core 1 220-1101 and Core 2 220-1102 Exam Cram by David L. Prowse (ISBN: 978-0-1376-3754-6)

CompTIA A+ Core 1 220-1101 Complete Video Course by David L. Prowse (ISBN: 978-0-13-790378-8)

CompTIA A+ Core 2 220-1102 Complete Video Course by David L. Prowse

Figure Credit

Figure 9.1 Microsoft Corporation

11

CHAPTER ELEVEN

Wrap-up

This chapter provides the following tools and information to help you be successful when preparing for and taking the CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) exams:

- ▶ Getting Ready and the Exam Preparation Checklist
- ▶ Tips for Taking the Real Exam
- ▶ Beyond the CompTIA A+ Certification

EXAM ALERT

Warning! Don't skip this chapter! I impart some of the most vital things you need to know about taking the real exams here.

Getting Ready and the Exam Preparation Checklist

Anyone can take the CompTIA A+ certification exams; there are no prerequisites, but CompTIA recommends 12 months of experience in a help desk, desktop, or field service job role. If you don't have that experience, be sure to practice as many hands-on labs as you can on real computers or virtual systems.

For more information on the A+ certification, visit the A+ section of CompTIA's website, at <https://www.comptia.org/certifications/a>.

To acquire your A+ certification, you need to pass two exams: 220-1101 and 220-1102. These exams are administered by Pearson VUE (<https://home.pearsonvue.com>). You need to register with Pearson VUE to take the exams.

EXAM ALERT

I strongly suggest that you not take both exams on the same day. Instead, take them a week or so apart (at least). Trust me on this.

Each exam consists of two types of questions:

- ▶ **Multiple choice:** These pose a question to you and ask you to select the correct answer (or answers) from a group of four or more choices. They are quite similar to the questions you've seen throughout this book.
- ▶ **Performance based:** These ask you to answer a question, complete a configuration, or solve a problem in a hands-on fashion. The questions might ask you to drag and drop information to the correct location or complete a simulation in a virtual system.

To master both types of questions, you need to have a deep understanding of the theory, and you also need to know the hands-on steps. So, practice on your actual computers as much as possible. This is, of course, imperative for the exams, but it is even more important for the real world. The more you install, configure, and troubleshoot real systems, the more you will be prepared for job interviews as well as whatever comes your way after you have acquired a position within an organization.

EXAM ALERT

You've been warned! Practice as much as possible on the following:

- ▶ Real desktop/laptop computer hardware and software
- ▶ A SOHO router
- ▶ Smartphone and tablet
- ▶ Printers, displays, and other peripherals
- ▶ Windows, Linux, macOS, Android, and iOS

NOTE

This book does not offer the exact questions that are on the exam. There are two reasons for this:

- ▶ CompTIA reserves the right to change the questions at any time. Any changes, however, will still reflect the content within the current A+ objectives.
- ▶ The contents of the CompTIA A+ exams are protected by a nondisclosure agreement (NDA); anyone who sits an exam has to agree to the NDA before beginning the test. The NDA states that the questions within the exams are not to be discussed with anyone.

Therefore, I cannot tell you exactly what is on the exams, but I do cover all of the objectives within this book to give you the best chance of passing the exams.

You must be fully prepared for the exams, so I created a checklist (see Table 11.1) that you can use to make sure you have covered all the bases. Go through the checklist twice—once for each exam. For each exam, place a check in the status column as you complete each item. Do this first with the 220-1101 exam and then again with the 220-1102 exam. I highly recommend completing each step in order and taking the 220-1101 exam first. Historically, my readers and students have benefited greatly from this type of checklist.

TABLE 11.1 Exam Preparation Checklist

Step	Item	Details	220-1101 Status	220-1102 Status
1.	Attend an A+ course.	(Optional) A hands-on A+ course can do <i>a lot</i> for you when it comes to installing, configuring, and especially troubleshooting. Especially if you don't have the CompTIA recommended experience (12 months), consider taking an A+ class.		
2.	Review your study guide.	Whatever main study guide or guides you used, be sure to review them carefully.		
3.	Complete the practice exams in this book.	Take the 220-1101 practice exams and review them carefully. On the second run-through of this checklist, take the 220-1102 practice exams and review them.		

Step	Item	Details	220-1101 Status	220-1102 Status
		<p>If you score under 90% on any one practice exam, go back and study more.</p> <p>If you have any trouble at this stage, consider getting my book <i>CompTIA A+ Core 1 (220-1101) and Core 2 (220-1102) Exam Cram</i> or another study guide of your choice and read it very carefully.</p>		
4.	Create your own cheat sheet.	See Table 11.2 for an example. Writing down important details helps you commit them to memory. Keep in mind that you will not be allowed to take a cheat sheet into the actual testing room.		
5.	Register for the exam.	<p>Do not register until you have completed the previous steps; you shouldn't register until you are fully prepared. When you are ready, schedule the exam to commence within a couple of days so that you don't forget what you have learned. Registration can be done online. Exams can be taken at a Pearson VUE test center or at home. Register at Pearson VUE (https://home.pearsonvue.com).</p> <p>The site accepts payment by major credit card for the exam fee. (Keep in mind that you need to create an account to be able to sign up for exams.)</p>		
6.	Review practice questions.	Keep reviewing practice questions until the day of the exam. Review your cheat sheet also if you created one.		
7.	Take the exam.	Check off each exam to the right as you pass it. Good luck!		

EXAM ALERT

Do not register for the exam until you are thoroughly prepared. Meticulously complete items 1 through 4 in Table 11.1 before you register to take an exam.

Table 11.2 provides a partial example of a cheat sheet that you can create to aid in your studies. Fill in the appropriate information in the right column. For example, the first step of the six-step troubleshooting methodology is “Identify the problem.”

TABLE 11.2 Example Cheat Sheet

Concept	Fill in the Appropriate Information Here
The six-step A+ troubleshooting methodology	<ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6.
Cloud-based services	
The laser imaging process	
The malware removal process	
Windows log files	
Commands and descriptions (For example: ping – tests to see if other systems on the network are live.)	
* Etc.	

* Continue Table 11.2 in this fashion on paper. The key is to write down various technologies, processes, step-by-step procedures, and so on and commit them to memory. Make separate cheat sheets for the 220-1101 and 220-1102 exams.

Tips for Taking the Real Exam

If you are new to exams, this section is for you. If you have taken exams before, feel free to skip this section or use it as a review.

The exam is conducted on a computer and is multiple choice and performance based. You have the option to skip questions. If you do so, be sure to mark them for review before moving on. Feel free to mark any other questions that you have answered but are not completely sure about. This approach is especially recommended for the performance-based questions. In fact, you might choose to leave all of the performance-based questions until the end. That, of course, is up to you.

When you get to the end of an exam, you will find an item review section that shows you any questions that you did not answer and any that you marked for review. Be sure to answer any questions that were not completed.

The following lists include tips and tricks that I have developed over the years. I've taken at least 20 certification exams over the past two decades, and the following points have served me well.

General Practices for Taking Exams

- ▶ **Pick a good time for the exam:** Keep in mind that you can take the exams at a testing center or from home. It appears that the fewest people are at test centers on Monday and Friday mornings. Consider scheduling during these times. Otherwise, schedule a time that works well for you, when you don't have to worry about anything else. Keep in mind that Saturdays can be busy. Oh, and don't schedule the exam until you are ready. I understand that sometimes deadlines have to be set, but in general, it's best not to register for an exam until you feel confident you can pass it. Things come up in life that can sometimes get in the way of your study time. Keep in mind that most exams can be canceled as long as you give 48 hours' notice. (To be sure, check that time frame when registering.)
- ▶ **Don't overstudy the day before the exam:** Some people like to study hard the day before; some don't. My recommendations are to study from your cheat sheet and maybe run through some quick Q&A, but in general, don't overdo it. It's not a good idea to go into overload mode the day before the exam.
- ▶ **Get a good night's rest:** A good night's sleep (seven to nine hours) before the day of the exam is probably the best way to get your mind ready for an exam.
- ▶ **Eat a decent breakfast:** Eating is good! Breakfast is number two when it comes to getting your mind ready for an exam, especially for a morning exam. Just watch out for the coffee and tea. Too much caffeine—especially if you are not used to it—can be detrimental to the thinking process.
- ▶ **Show up early:** The testing agency recommends that you be present 30 minutes prior to your scheduled exam time, regardless of whether you are taking the exam at a testing center or from home. This is important: Give yourself plenty of time. If you are taking the exam at a testing center, make sure you know where you are going. Know exactly how long it takes to get to the testing center and account for potential traffic and

construction. You don't want to have to worry about getting lost or being late. Stress and fear are mind killers. Work on reducing any types of stress the day before and the day of the exam. By the way, you need extra time prior to the exam because you need to show ID, sign forms, get your personal belongings situated, and be escorted to your seat. Have two forms of (signed) ID ready for the administrator of the test center. Turn off your cell phone or smartphone; they'll check that, too.

- ▶ **Bring earplugs:** You never know when you will get a loud testing center or, worse yet, a loud test-taker next to you. Earplugs help block out any unwanted noise that might show up. This can help at home as well. Just be ready to show your earplugs to the test administrator. Also, if you do plan to use earplugs, consider doing a test run with them beforehand, so that you can become accustomed to them.
- ▶ **Brainstorm before starting the exam:** Write down as much as you can remember from your cheat sheet before starting the exam. The testing center is obligated to give you something to write on; make use of it! Getting all the memorization out of your head and on "paper" first clears the brain somewhat so that it can tackle the questions. (I put *paper* in quotation marks because it probably won't be paper; it could be a mini dry-erase board or something similar.)
- ▶ **Take small breaks while taking the exam:** Exams can be brutal. You have to answer a lot of questions (typically anywhere from 75 to 90 of them) while staring at a screen for an hour or more. Sometimes these screens are old and have seen better days; older flickering monitors can cause strain on your eyes. I recommend taking small breaks and using breathing techniques. For example, after going through every 25 questions or so, close your eyes and slowly take a few deep breaths, holding each one for five seconds and then releasing it slowly. Think about nothing while doing so. Remove the test from your mind during these breaks. This technique takes only about half a minute but can help get your brain refocused. It's almost a Zen type of thing; when I have applied this technique properly, I have gotten a few perfect scores. It's amazing how your mind-set can make or break you.
- ▶ **Be confident:** You've done everything you can to prep: You have studied hard, gone through the practice exams, and created your cheat sheet. These things alone should build confidence. But actually, you just have to be confident for no reason whatsoever. Think of it this way: You are great...I am great... (to quote Dr. Daystrom from *Star Trek*). But truly, there is no disputing this. That's the mentality you must have. You are not

being pretentious about this if you think it to yourself. Acting that way to others...well, that's another matter. So build that inner confidence, and your mind-set should be complete.

Smart Methods for Difficult Questions

- ▶ **Use the process of elimination:** If you are not sure about an answer, first eliminate any answers that are definitely incorrect. You might be surprised how often this approach works. This is one of the reasons it is recommended that you not only know the correct answers to the practice exam questions but also know why the wrong answers are wrong. The testing center should give you something to write on; you can use it to write down the letters of the answers that are incorrect to keep track. Even if you aren't sure about the correct answer to a question, if you can logically eliminate anything that is incorrect, the answer will become apparent. The character Sherlock Holmes expressed this well: "When you have eliminated the impossible, whatever remains, however improbable, must be the truth." There's more to it, of course, but from a scientific standpoint, this method can be invaluable.
- ▶ **Be logical in the face of adversity:** The most difficult questions have two answers that appear to be correct, even though the test question requires you to select only one answer. Real exams do not rely on trick questions. Sometimes you need to slow down, think logically, and compare the two possible correct answers. Also, you must imagine the scenario that the question is a part of. Think through step by step what is happening in the scenario. Write out as much as you can. The more you can visualize the scenario, the more easily you can figure out which of the two answers is the best one.
- ▶ **Follow your gut instinct:** Sometimes a person taking a test just doesn't know the answer; it happens to everyone. If you have read through a question and all the answers and used the process of elimination, sometimes following your gut is all you have left. In some scenarios, you might read a question and instinctively know the answer, even if you can't explain why. Tap into this ability. Some test-takers write down their gut instinct answers before delving into the other answers and then compare their thoughtful answers with their gut instinct answers.
- ▶ **Don't let one question beat you!:** Don't let yourself get stuck on one question, especially a performance-based question. Skip it and return to it later. When you spend too much time on one question, your brain may get

sluggish. The thing with these exams is that you either know the content or you don't. And don't worry too much about it; chances are you are not going to get a perfect score. Remember that the goal is to pass the exams; how many answers you get right beyond passing is irrelevant. If you have gone through this book thoroughly, you should be well prepared. You should have plenty of time to go through all the exam questions with time to spare to return to the ones you skipped and marked.

- ▶ **If all else fails, guess:** Remember that the exams might not be perfect. A question might seem confusing or appear not to make sense. Leave questions like this until the end. After you have gone through all the other techniques mentioned, make an educated, logical guess. Try to imagine what the test is after and why it would be bringing up this topic, as vague or as strange as it might appear.

Wrapping Up the Exam

Review all your answers. If you finish early, use the time allotted to you to review the answers. Chances are you will have time left over at the end, and you should use it wisely. Make sure that everything you have marked has a proper answer that makes sense to you. But try not to overthink. Give the exam your best shot and be confident in your answers. Don't second-guess yourself.

Beyond the CompTIA A+ Certification

A person who passes the CompTIA A+ exams will be certified for three years. To maintain the certification beyond that time, you must either pass the new version of the exams (before the three years is up), pass a higher-level CompTIA exam (such as the Security+ exam), or enroll in the CompTIA Continuing Education Program. This program has an annual fee and requires that you obtain Continuing Education Units (CEUs) that count toward recertification. There are a variety of ways to accumulate CEUs. See CompTIA's website for more information: <https://www.comptia.org/continuing-education>.

After you pass the exams, consider thinking about your technical future. It's important to keep up with new technology and keep your technical skills sharp, and technical growth is important as well. Consider expanding your technical horizons by learning different technologies.

Usually, companies wait at least six months before implementing new operating systems and other applications on a large scale, but you will have to deal with new technology sooner or later—most likely sooner. Windows, macOS, Linux, Android, and iOS are always coming out with new versions. Consider keeping up with the newest versions and obtaining access to the latest software and operating systems. Practice installing, configuring, testing, securing, maintaining, and troubleshooting them.

To keep on top of the various computer technologies, think about subscribing to technology websites, RSS feeds, and periodicals—and read them on a regular basis. Check out streaming video tech channels on the Internet. Join computer Internet forums and attend technology conventions. A technician's skills need to be constantly honed and kept up to date.

Information technology (IT) technicians need to keep learning to foster good growth in the field. Consider taking other certification exams after you complete the A+. The CompTIA A+ certification acts as a springboard to other certifications. For example, the CompTIA Security+ certification takes your skills to another level, evaluating your knowledge of how to secure networks, computers, their applications, and especially the *data*. Now that you know exactly how to go about passing a certification exam, consider earning more certifications to bolster your resume.

The best advice I can give is for you to do what you love. From an IT perspective, I usually break it down by technology, as opposed to by the vendor or certification. For example, you might want to learn more about email systems or securing internetworks or about systems administration or DevOps; or you might prefer to work on databases, build websites, develop apps—who knows! You are limited only by your desire.

I wish you the best of luck on your exams and in your IT career endeavors. Please let me know when you pass your exams. I would love to hear from you! Also, remember that I am available to answer any of your questions about this book via my website: <https://dprocomputer.com>.

Sincerely,

David L. Prowse