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/ [CompTIA A+ 1102 Practice Questions](#)

# CompTIA A+ 1102 Practice Questions

## Question 1

Which of the following symptoms is MOST likely a sign of ransomware?

- A. Internet connectivity is lost.
- B. Battery life is reduced.
- C. Files on devices are inaccessible.
- D. A large number of ads appear.

## Question 2

A technician has been directed to dispose of hard drives from company laptops properly. Company standards require the use of a high-powered magnet to destroy data on decommissioned hard drives. Which of the following data destruction methods should the technician choose?

- A. Degaussing
- B. Drilling
- C. Incinerating
- D. Shredding

## Question 3

A user reports being unable to access the Internet or use wireless headphones on a mobile device. The technician confirms the headphones properly connect to another device. Which of the following should the technician do to solve the issue?

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- A. Turn off airplane mode.
- B. Connect to a different service provider.
- C. Test the battery on the device.
- D. Disable near-field communication.

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**Question 4**

A sales staff member recently left a laptop at a hotel and needs a new one immediately. After remotely wiping the old laptop, a support technician prepares to take a new laptop out of inventory to begin the deployment process. Which of the following should the technician do FIRST?

- A. Recycle all the cardboard and other shipping materials appropriately.
- B. Call the hotel and demand the old laptop be sent back to the repair depot.
- C. Confirm the shipping address for the new laptop with the sales staff member.
- D. Document the serial numbers and usernames for asset management.

**Question 5**

A technician is installing M.2 devices in several workstations. Which of the following would be required when installing the devices?

- A. Air filtration
- B. Heat-resistant gloves
- C. Ergonomic floor mats
- D. Electrostatic discharge straps

**Question 6**

A user's Windows desktop continuously crashes during boot. A technician runs the following command in safe mode and then reboots the desktop:

```
c:\Windows\system32> sfc /scannow
```

Which of the following BEST describes why the technician ran this command?

- A. The user's profile is damaged.
- B. The system files are corrupted.
- C. The hard drive needs to be defragmented.
- D. The system needs to have a restore performed.

**Question 7****CompTIA Global Cookie Settings**

A user calls the IT help desk and explains that all the data on the user's computer is encrypted. The user also indicates that a pop-up message on the screen is asking for payment in Bitcoins to unlock the encrypted data. The user's computer is MOST likely infected with which of the following?

- A. Botnet
- B. Spyware
- C. Ransomware

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D. Rootkit

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### Question 8

A network engineer needs to update a network firewall, which will cause a temporary outage. The network engineer submits a change request form to perform the required maintenance. If the firewall update fails, which of the following is the NEXT step?

- A. Perform a risk analysis.
  - B. Execute a backout plan.
  - C. Request a change approval.
  - D. Acquire end user acceptance.
- 

### Question 9

Which of the following workstation operating systems uses NTFS for the standard filesystem type?

- A. macOS
  - B. Windows
  - C. Chrome OS
  - D. Linux
- 

### Question 10

Which of the following Linux commands will display a directory of files?

- A. chown
  - B. ls
  - C. chmod
  - D. cls
- 

# A+ 1102 Answer Key

Question 1) C. Files on devices are inaccessible.

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Question 2) A. Degaussing

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Question 3) A. Turn off airplane mode.

Question 4) D. Document the serial numbers and usernames for asset management.

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Question 5) D. Electrostatic discharge straps

**Question 6)** B. The system files are corrupted.

**Question 7)** C. Ransomware

**Question 8)** B. Execute a backout plan.

**Question 9)** B. Windows

**Question 10)** B. Is



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