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JK0-702

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QUESTION: 1
A user reports that their computer is running considerably slower after visiting a website. The user's PC has a current antivirus package that is running correctly. Which of the following should the technician do FIRST in order to diagnose the problem?

A. Clear the web browser history.
B. Run an anti-spyware tool.
C. Defrag the user's hard drive.
D. Run the CHKDSK utility.

Answer: B

QUESTION: 2
Which of the following protocols would a technician use to run commands on a remote computer?

A. NETBIOS
B. FTP
C. SMTP
D. TELNET

Answer: D

QUESTION: 3
Which of the following groups should a user be added to for the ability to restore files, without granting any ownership privileges?

A. Remote Desktop Users
B. Power Users
C. Administrators
D. Backup Operators

Answer: D

QUESTION: 4

A customer wants to change the file system on a Windows 2000 PC from FAT32 to NTFS without destroying data. Which of the following is correct?

A. From the command line run XCOPY *.* C: /M
B. From the command line run FORMAT C: /FS:NTFS
C. From the command line run XCOPY *.* C: /-Y
D. From the command line run CONVERT C: /FS:NTFS

Answer: D

QUESTION: 5
An inkjet printer has poor color registration. Which of the following should be done FIRST to resolve the problem?

A. Clean the printheads.
B. Replace the toner.
C. Calibrate the device.
D. Replace the drum.

Answer: C

QUESTION: 6
A technician needs to upgrade memory on a laptop with one available memory slot. The type and amount of memory has been confirmed to be correct. Once the new memory is added, the BIOS reports the original memory size. Which of the following is the NEXT step to perform?

A. Replace all of the laptop's memory.
B. Reseat the laptop memory.
C. Perform a Windows Update.
D. Replace the motherboard.

Answer: B

QUESTION: 7
An assistant in a company unexpectedly falls ill the week before a major company merger. The assistant was responsible for maintaining all of the files concerning the merger and used NTFS

permissions on the folders to keep them protected. No one has the passwords but the data must be accessed immediately. Which of the following would be the BEST method for the technician to access this data?

A. Log in as administrator and copy the files to the assistant's manager profile on the computer.
B. Log in as administrator and assign ownership of the files to the assistant's manager.
C. Log in as administrator and assign share rights of the files to the assistant's manager.
D. Log in as administrator and rename the assistant's profile to the manager's profile on the computer.

Answer: B

QUESTION: 8
A customer reports that their sound is not working. They state that the speakers worked previously. Which of the following should the technician check? (Select THREE).

A. Speakers are in regulatory compliance.
B. Speakers are on and the mute is off.
C. Ensure the speakers are on the Windows HCL.
D. Verify the system has enough hard drive space.
E. The audio driver is installed correctly.
F. Speakers are plugged into the correct jack.

Answer: B, E, F

QUESTION: 9
A technician is setting up a secure SOHO network. Which of the following items needs to be setup on the network?

A. SSID, encryption type, MAC security, encryption key
B. SSID, wireless access point, encryption type, encryption key
C. SSID, encryption type, encryption key, a channel
D. SSID, WEP 128, MAC security, a channel

Answer: C

QUESTION: 10
Which of the following is the effective bandwidth of a 100BASE-TX network card when full-duplex is enabled?

A. 50MBps
B. 100MBps
C. 200MBps
D. 1000MBps

Answer: C

QUESTION: 11
A user is having trouble printing. The technician determines that the print queue has stalled and the print spooler service has stopped. Which of the following can be used to restart the print spooler?

A. Start>All Programs>Printing>Restart Spooler.
B. Restart the computer.
C. Start>Control Panel>Printers and Faxes>right click the name of the affected printer>Restart Spooler.
D. Start>Control Panel>Administrative Tools>Services>Select Print Spooler>Start.

Answer: D

QUESTION: 12
When using a cable select configuration for multiple ATA hard drives, which of the following pin numbers is used to communicate the drive that is selected as master?

A. 20
B. 21
C. 28
D. 39

Answer: C

QUESTION: 13

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and many others.. See complete list Here