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Vendor:CompTIA

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(JK0-802)

Version:Demo

QUESTION 1

A technician would like to ensure all previous data is erased before reloading Windows 7 Home Premium onto a laptop. Which of the following procedures would accomplish this?

- A. Virtual RAID configuration
- B. Quick format
- C. New partition
- D. Full format

Correct Answer: D

<http://pcsupport.about.com/od/toolsofthetrade/tp/erase-hard-drive.htm>

QUESTION 2

A user cannot open a browser on their system. Which of the following commands will most likely resolve the issue?

- A. FIXMBR
- B. SFC
- C. bootrec
- D. RD

Correct Answer: A

QUESTION 3

Joe, a user, reports that each time his laptop is logged in to the company's headquarters, his system time changes. After Joe returns home, he adjusts the clock, which stays set correctly until the computer is again at the company's headquarters. No other users have reported any issues. Which of the following is MOST likely occurring?

- A. The domain time controller is incorrect
- B. The laptop firmware needs to be updated
- C. The laptop has a malware infection
- D. The laptop's time zone is incorrectly set

Correct Answer: D

QUESTION 4

A technician has found bad sectors on a hard drive. Which of the following command line tools could MOST likely remap bad sectors to fix this hard drive issue?

- A. FIXMBR
- B. CHKDSK
- C. DISKPART
- D. FDISK

Correct Answer: B

QUESTION 5

Which of the following requires desktop software to synchronize contacts with the PC?

- A. iPhone
- B. Android
- C. Android tablet
- D. A vehicle GPS device

Correct Answer: A

QUESTION 6

A technician is trying to request a new IP address to a customer's computer through the command prompt. Which of the following commands should the technician use?

- A. ipconfig /flushdns
- B. ipconfig /renew
- C. ipconfig /all
- D. ipconfig /release

Correct Answer: B

Reference: <http://www.wikihow.com/Refresh-Your-IP-Address-on-a-Windows-Computer>

QUESTION 7

A user wishes to access their contacts from their Android phone. Which of the following methods will provide the MOST up-to-date contact information on the user's phone on a daily basis?

- A. Enable contact synchronization by setting up their email account on the phone.

- B. Download all their contacts in a .csv file and import them into the phone via a USB laptop connection.
- C. Enable Bluetooth and transfer the contacts from their laptop to the cell phone.
- D. Enable email synchronization and email the contacts to the user account for download.

Correct Answer: A

Reference: <http://www.wikihow.com/Sync-Android-Contacts-With-Gmail>

QUESTION 8

A user is running a RAID 0 array and has problems with one of the drives. Which of the following actions will the technician take NEXT?

- A. Replace the failing drive and let the RAID recover.
- B. Add an additional drive to the array and let the RAID recover.
- C. Replace the drive; all the data is lost and cannot be recovered.
- D. Remap the RAID array to another drive letter to recover the data.

Correct Answer: C

QUESTION 9

A technician has developed training material to ensure employees physically secure company laptops from being stolen. Which of the following is a preventative directive that MUST be included in the training material?

- A. RFID tags must be attached to all laptops and receivers to all doors to alert when a laptop leaves the designated area.
- B. Biometrics devices must be installed on all laptops.
- C. All computers must be equipped with privacy filters.
- D. Employees must remember to lock their office doors when leaving even for a short period of time.

Correct Answer: D

QUESTION 10

A technician is setting up new partitions on a 1TB drive for the purpose of running multiple operating systems. Which of the following represents the MAXIMUM number of primary partitions the drive can hold?

- A. 4
- B. 8
- C. 64

D. 1024

Correct Answer: A

QUESTION 11

A company has decided that all remote users need to use two-factor authentication to increase security.

Several remote users have reported losing the RSA token and have replaced it several times. Which of the following is the solution for these users?

- A. Use biometrics instead of the RSA token.
- B. Remove the RSA token requirement for any user that has lost an RSA token.
- C. Give the users with lost RSA tokens RFID badges instead.
- D. Attach the RSA token to the lid of the laptop.

Correct Answer: A

QUESTION 12

A user reports their network connection has limited or no connectivity. Which of the following should a technician check FIRST?

- A. The proper NIC drivers are installed
- B. The APIPA address has the proper gateway
- C. The Proxy settings in Internet Options
- D. The Ethernet cable is connected properly

Correct Answer: D