JK0-802$^{Q\&As}$

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QUESTION 1

A remote user reports that their laptop will not power up. The technician has the user reseat the power connections to the wall, the power supply, and the laptop. If it still does not power up, which of the following actions should be performed NEXT?

A. Completely discharge the battery to recondition it.

B. Check for a green light on the power supply and then reboot.

C. Remove the battery and power up.

D. Ensure the power adapter is the correct wattage.

Correct Answer: C

QUESTION 2

A customer calls a technician frequently for the same problem. Which of the following troubleshooting steps MUST the technician perform NEXT to attempt to permanently solve this issue?

A. Establish a plan of action to resolve the problem and implement the solution.

B. Document findings, actions, and outcomes.

C. Verify full system functionality and implement preventive measures.

D. Identify the problem or symptoms.

Correct Answer: C

QUESTION 3

SIMULATION

A Windows 7 machine appears to have a failure. Every time it is rebooted, the message "BOOTMGR is missing" appears. You have previously inserted a Windows 7 installation DVD into the DVD-ROM. Please repair this failure without overwriting the customers\\' local user profiles.

Instructions:

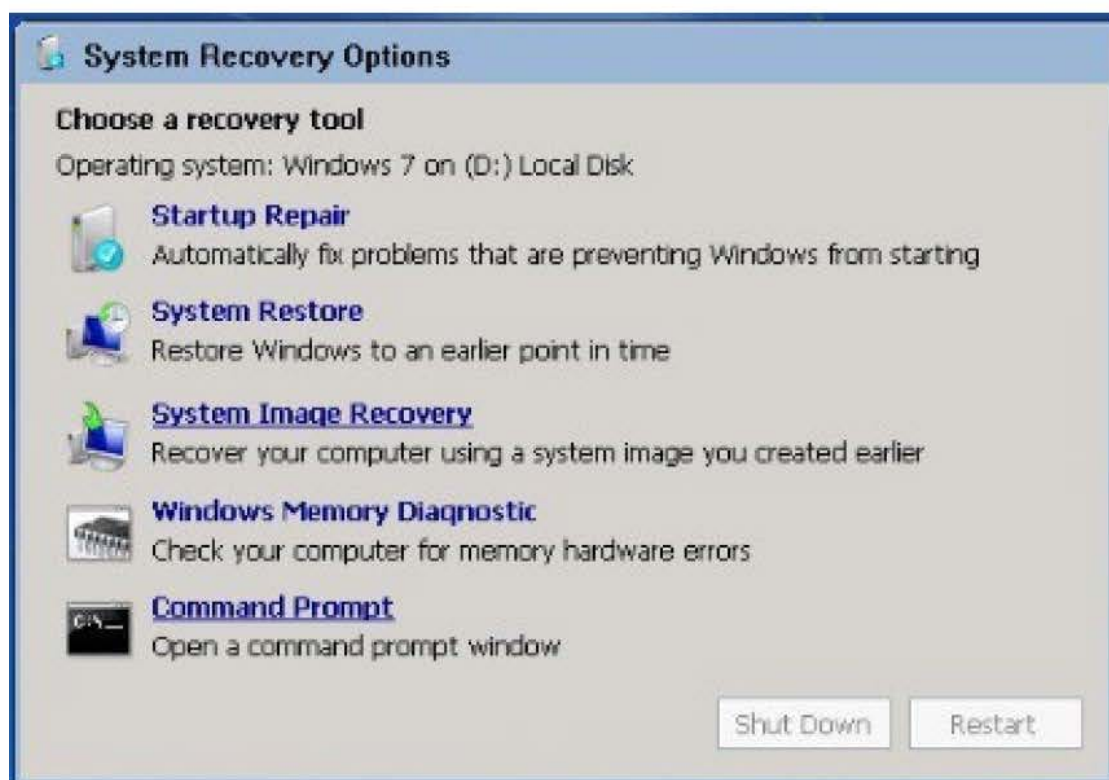Launch the simulation to repair the failure

Type Help in command line to show list of available commands

When you have completed the simulation, please select the done button.

Correct Answer:

Explanation: Please check the below images for detailed steps to do:

```
Command Prompt                                              [ _ ][ □ ][ X ]

Microsoft Windows [Version 6.1.7600]

X:\Sources>_
```

```
Command Prompt                                              [ _ ][ □ ][ X ]

Microsoft Windows [Version 6.1.7600]

X:\Sources>bootrec /fixboot
The operation completed successfully.

X:\Sources>_
```

QUESTION 4

A technician has one computer and needs to create a multiboot to test all Windows environments. Which of the following shows the BEST order for installing the operating systems?

A. Windows XP Professional, Windows Vista Business, Windows 7 Professional

B. Windows Vista Business, Windows 7 Professional, Windows XP Professional

C. Windows 7 Professional, Windows Vista Business, Windows XP Professional

D. Windows 7 Professional, Windows XP Professional, Windows Vista Business

Correct Answer: A

QUESTION 5

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

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