



# JK0-802<sup>Q&As</sup>

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**QUESTION 1**

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

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**QUESTION 2**

Which of the following commands is used to map a network drive?

- A. NBTSTAT
- B. NET USE
- C. NETMAP
- D. NETSTAT

Correct Answer: B

Reference: [http://www.onlinetoolworks.com/help/SB32AdmnNetwork\\_Drive\\_Mappings\\_and\\_NET\\_U.htm](http://www.onlinetoolworks.com/help/SB32AdmnNetwork_Drive_Mappings_and_NET_U.htm)

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**QUESTION 3**

A customer needs to setup their laptop for use with a proxy server to browse the web at work. Which of the following areas would a technician need to visit to configure this on a Windows 7 system?

- A. System Protection
- B. Security Center
- C. Windows Firewall
- D. Internet Options

Correct Answer: D

Reference: <http://windows.microsoft.com/is-is/windows-vista/using-windows-security-center>

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**QUESTION 4**

An IR printer stops working for half of an office while the other half is able to print. Which of the following should be checked FIRST?

- A. Proper lighting
- B. Paper levels
- C. Physical obstructions
- D. Printer share name

Correct Answer: C

Reference: [https://www.google.com/url?](https://www.google.com/url?sa=t&drct=j&dq=andescr=sandsource=webandcd=3andved=0CEEQFjACandurl=http%3A%2F%2Fwww.ics.uci.edu%2F~lopes%2Fteaching%2Finf241W07%2Fstudents%2520presentations%2Frexchen.ppt&ei=FRVFUtPYF4bm4QSck4GoBA&usg=AFQjCNFFKyH4N_oU7gPBM-ftJki_tA-KmQ&sig2=cE2SZ--1xT22N6zLWAILFA)

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**QUESTION 5**

A network printer has quit printing from all connected customers. No error messages are displayed on the printer and the network connection is working. Which of the following is the FIRST troubleshooting step for the technician to try?

- A. Check port on switch
- B. Reboot the printer
- C. Print configuration page
- D. Clear print queue

Correct Answer: C

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