



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

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**QUESTION 1**

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-KmQandsig2=cE2SZ--1xT22N6zLWAILFA)

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**QUESTION 2**

The payroll department works with company financial data and had an incident that involved employee's salary being shared across the network. Which of the following would enforce least privilege?

- A. Paper shredding
- B. Firewalls
- C. RFID employee badges
- D. Directory permissions

Correct Answer: D

**QUESTION 3**

Which of the following types of physical security features a passcode generated from an algorithm?

- A. Key Fob
- B. RFID Badge
- C. Biometrics
- D. RSA Token

Correct Answer: D

**QUESTION 4**

Which of the following boot methods receives the bootstrap files from a network server?

- A. IDS
- B. PAN
- C. PXE
- D. NAT

Correct Answer: C

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**QUESTION 5**

A user calls the helpdesk to report that print jobs coming from a laser printer in the office are losing most of their toner due to being touched by hand smudge. The printer was recently serviced with a new fuser unit. Which of the following problems is MOST likely affecting the printer?

- A. The fuser is not heating up to proper temperature levels necessary.
- B. The pickup rollers are likely dirty and leaving paper dust on all printed pages.
- C. The printer's firmware was not updated with the installation of the new fuser.
- D. The fuser was installed backwards and is not evenly heating printed pages.

Correct Answer: A

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**QUESTION 6**

Ann reports that printouts from the department laser printer have become faded. She has already replaced the toner cartridge. Which of the following is the MOST likely component causing the faded printing?

- A. Transfer roller
- B. Fusing assembly
- C. Registration assembly
- D. Duplexing assembly

Correct Answer: A

Reference:

[http://welcome.solutions.brother.com/BSC/public/us/us/en/faq/faq/000000/000100/000027/faq000127\\_000.html?reg=usandc=usandlang=enandprod=hl8050n\\_all](http://welcome.solutions.brother.com/BSC/public/us/us/en/faq/faq/000000/000100/000027/faq000127_000.html?reg=usandc=usandlang=enandprod=hl8050n_all)

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**QUESTION 7**



A user reports that their PC will not boot after multiple attempts. Which of the following should be the technician's FIRST response?

- A. "Are you able to log in?"
- B. "Do you see lights on the PC?"
- C. "Do you hear a clicking sound?"
- D. "Is the PC plugged in?"

Correct Answer: B

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#### QUESTION 8

Which of the following security measures is usually found in a laptop?

- A. Biometrics
- B. Bollard
- C. Hypervisor
- D. Key fobs

Correct Answer: A

Reference: <http://searchsecurity.techtarget.com/definition/biometrics>

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#### QUESTION 9

The technician is dispatched to a multi-function device that users print and copy from all day. The technician is told pages that are copied all have a line on them on the left hand side of the page. The technician prints a printer test page and does not see the line on the page. The technician's NEXT step would be which of the following?

- A. Replace the toner cartridge to eliminate the lines.
- B. Print from another workstation to recreate the problem.
- C. Close the trouble ticket and document no trouble found.
- D. Copy a printed page to recreate the problem.

Correct Answer: D

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#### QUESTION 10

Which of the following is the MINIMUM group permissions needed to access the share \\myserver\c\$?

- A. Administrator



- B. Remote User
- C. Domain User
- D. Power User

Correct Answer: A

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#### QUESTION 11

A technician is preparing to clean off a malware infection from a Windows XP PC. Which of the following should be disabled prior to starting the cleaning process?

- A. System Properties
- B. System Restore
- C. Remote Desktop
- D. Automatic Updates

Correct Answer: B

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#### QUESTION 12

A user reports they have no display on their laptop. Which of the following would be checked FIRST in order to narrow down the issue?

- A. Swap displays with an extra laptop.
- B. Plug an external monitor into the laptop, press the appropriate function keys, and look for an output display.
- C. If the power indicator lights are lit assume the motherboard is good and order a replacement display.
- D. Remove the display bezel and ensure the display connector is in place.

Correct Answer: B

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#### QUESTION 13

A user, Ann, reports that she suspects her workstation has malware. Joe, the technician, confirms malware exists and starts the process of removing the malware. Which of the following is the FIRST step he should take in removing the malware?

- A. Disable antivirus
- B. Disable system restore
- C. Enable hard drive encryption
- D. Format the hard drive



Correct Answer: B

Reference: <http://antivirus.about.com/od/windowsbasics/a/systemrestore.htm>

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#### QUESTION 14

A technician needs to securely delete all data from a hard drive containing highly sensitive information. Which of the following is the BEST way to delete the data?

- A. Low-level format
- B. Manually select and delete the data within the OS
- C. Delete the partition and re-format
- D. Standard format

Correct Answer: A

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#### QUESTION 15

A consultant is called in to help troubleshoot connectivity problems an office is experiencing with their 802.11a wireless network. The office manager reports that at random times during the day, workers will lose wireless connectivity for different spans of time. There is no pattern to the drops in connectivity. Which of the following causes should the technician explore FIRST in troubleshooting the office issues?

- A. 2.4 GHz portable phone system
- B. Microwave ovens
- C. 5G Hz portable phone system
- D. Two Way RF radios

Correct Answer: C

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