JK0-802^{Q&As}

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QUESTION 1

When a user tries to print, the OS slows down and appears to lock up. Shutting down the Print Spooler Service restores the computer\'s speed, but leaves the user unable to print.

Which of the following should be used FIRST to troubleshoot this problem?

A. Rebuild print spooler files

B. Hardware diagnostic software

C. Event viewer

D. Antivirus software

Correct Answer: C

QUESTION 2

A small business owner is looking to assign users to a Windows group level. They have the following requirements for these users, and stress that they should receive no more privileges than necessary:

The users should not be able to change passwords for higher level accounts.

The users need the ability to install software.

The users cannot create new accounts for others.

Which of the following group levels will BEST meet these needs?

A. Remote Desktop Users

B. Power Users

C. Standard Users

D. Administrators

Correct Answer: B

QUESTION 3

Which of the following operating systems supports full usage of 8GB DDR3 RAM?

A. Windows 7 Professional x86

B. Windows 7 Home Premium x64

C. Windows XP Professional

D. Windows Vista Home Premium x86

Correct Answer: B

Reference: http://www.tomshardware.com/answers/id-1677684/12gb-ram-installed-8gb- showing-windows-ultimate-x64.html

QUESTION 4

A user reports their laptop battery will not charge. Which of the following would be checked FIRST in order to narrow down the issue?

A. Check the AC voltage at the outlet using a multimeter.

B. Remove the battery and power the laptop using the AC adaptor.

C. Remove the battery and place it in another laptop to see if it works.

D. Use a multimeter to check the output voltage from the AC adaptor.

Correct Answer: B

QUESTION 5

While configuring a new email application that uses POP3 for a customer, the technician determines the firewall is blocking the traffic. Which of the following ports should be opened to allow POP3 mail traffic through the firewall?

A. 53

B. 110

C. 443

D. 3389

Correct Answer: B

Reference: http://www.speedguide.net/port.php?port=110

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