



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

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### QUESTION 1

A technician is asked to repair a Windows 7 computer with boot errors. Which of the following commands may be used?

- A. CHKDSK /r
- B. DEFRAG
- C. SCANDISK /repair
- D. DXDIAG

Correct Answer: A

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### QUESTION 2

Which of the following operating systems can be upgraded using an in-place procedure to Windows 7 Professional x64?

- A. Windows Vista Professional x86
- B. Windows 7 Enterprise x64
- C. Windows 7 Starter x86
- D. Windows 7 Home Premium x64

Correct Answer: D

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### QUESTION 3

Which of the following can be used as an appropriate boot device?

- A. USB drive
- B. HDMI
- C. OEM recovery media
- D. FDISK

Correct Answer: A

Reference: <http://pcsupport.about.com/od/tipstricks/ht/bootusbflash.htm>

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### QUESTION 4

A user calls the corporate helpdesk stating that their battery is not charging. The operating system shows that there is a



problem with the battery. Which of the following should the technician do FIRST to determine what the issue is without erasing the user's unsaved data?

- A. Using a known-good computer of the same type, switch batteries between the two laptops.
- B. Remove the A/C adapter while the system is running and observe if the screen dims.
- C. Completely shut down the laptop, remove the A/C power source and restart the laptop.
- D. Using a known-good computer of the same type, switch A/C adapters between the two laptops.

Correct Answer: A

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#### QUESTION 5

Which of the following Windows XP locations or utilities contains startup commands for programs that are currently running?

- A. MMC
- B. CMD
- C. Task Scheduler
- D. Task Manager

Correct Answer: D

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