JK0-802^{Q&As}

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QUESTION 1

A user reports that they accidentally unplugged their CMOS battery. The unit was reinstalled, but all subsequent boot attempts have resulted in a BSOD. Which of the following should be the FIRST item checked by the technician?

A. Whether the boot order now has the optical drive in position one

B. If the BIOS can detect the hard drive at all

C. Whether the SATA power cable was unplugged

D. AHCI IDE setting under SATA options in the BIOS

Correct Answer: D

QUESTION 2

A manager asks a technician to find a way to deploy images to all new computers from a central location. Which of the following would be used to accomplish this?

A. SCSI

B. CDFS

C. PXE

D. IDS

Correct Answer: C

QUESTION 3

Laptops and tablets have which of the following in common?

A. Solid state drives

B. Contain an accelerometer

C. No field serviceable parts

D. Not upgradable

Correct Answer: A

Reference: http://www.computerworld.com/s/article/9229514/SSDs_still_no_threat_to_notebook_hard_ drives

QUESTION 4

A technician has a client\\'s laptop that is randomly shutting down. Which of the following is the FIRST step of the

troubleshooting theory that the technician will perform to resolve the laptop\\'s issue?

A. Document finding, actions, and outcomes

B. Identify the problem

C. Establish a theory

D. Establish a plan of action to resolve the problem

Correct Answer: B

Reference: http://compcamp.blogspot.com/2011/10/comptia-six-step-troubleshooting.html

QUESTION 5

Social engineering makes use primarily of which of the following techniques, to bypass common corporate security barriers?

A. Grayware installation

B. Worm transmission

C. Human interaction

D. Malware installation

Correct Answer: C

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