



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

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### QUESTION 1

An unauthorized user observing system security procedures is known as:

- A. A worm.
- B. Shoulder surfing.
- C. Phishing.
- D. Spyware.

Correct Answer: B

Reference: <http://www.lifelock.com/education/id-theft-types/shoulder-surfing/>

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### QUESTION 2

Which of the following Control Panel utilities would be BEST to use to remove a Windows 7 application?

- A. Folder Options
- B. Add/Remove Programs
- C. Programs and Features
- D. Administrator Tools

Correct Answer: C

Reference: <http://windows.microsoft.com/en-us/windows/uninstall-change-program>

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### QUESTION 3

A user states that they have noticed longer wait times when opening applications. Which of the following should the technician perform in order to BEST resolve this issue?

- A. Remove all startup entries
- B. Perform a chkdsk /x command
- C. Defragment the hard drive
- D. Convert the drive from FAT32 to NTFS

Correct Answer: C

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### QUESTION 4



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A user has just installed an old CRT monitor on their home PC, and is connected to the onboard VGA port. The user notes that the display has a green tint at all times. Which of the following is the MOST likely cause of the issue?

- A. Old video card drivers
- B. Loose video cable
- C. Monitor
- D. Video card

Correct Answer: B

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#### QUESTION 5

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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