JK0-019^{Q&As}

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QUESTION 1

A customer\\'s email server is not sending emails. Arrange the troubleshooting steps in the order the technician should perform them:

Select and Place:

1	Implement the solution
2	Verify full system functionality
3	Establish a theory of probable cause
4	Determine if any recent changes have been made to the server
5	Document findings, actions, and outcomes
6	Establish a plan of action to resolve the problem
7	Test the theory to determine cause
8	Implement preventative measures

Correct Answer:

1	Determine if any recent changes have been made to the server	Implement the solution
2	Establish a theory of probable cause	Verify full system functionality
3	Test the theory to determine cause	Establish a theory of probable cause
4	Establish a plan of action to resolve the problem	Determine if any recent changes have been made to the server
5	Implement the solution	Document findings, actions, and outcomes
6	Verify full system functionality	Establish a plan of action to resolve the problem
7	Implement preventative measures	Test the theory to determine cause
8	Document findings, actions, and outcomes	Implement preventative measures

QUESTION 2

Drag and drop each networking tool to the MOST appropriate descriptor. Each tool may only be used once.

Select and Place:

Used to verify known good patch cables		
Used to correct open short on a cable		
Used to determine which port a CAT6 cable is connected to		
Used to verify functionality after a NIC is installed		
Used to terminate a cable at a 110 block		

Correct Answer:

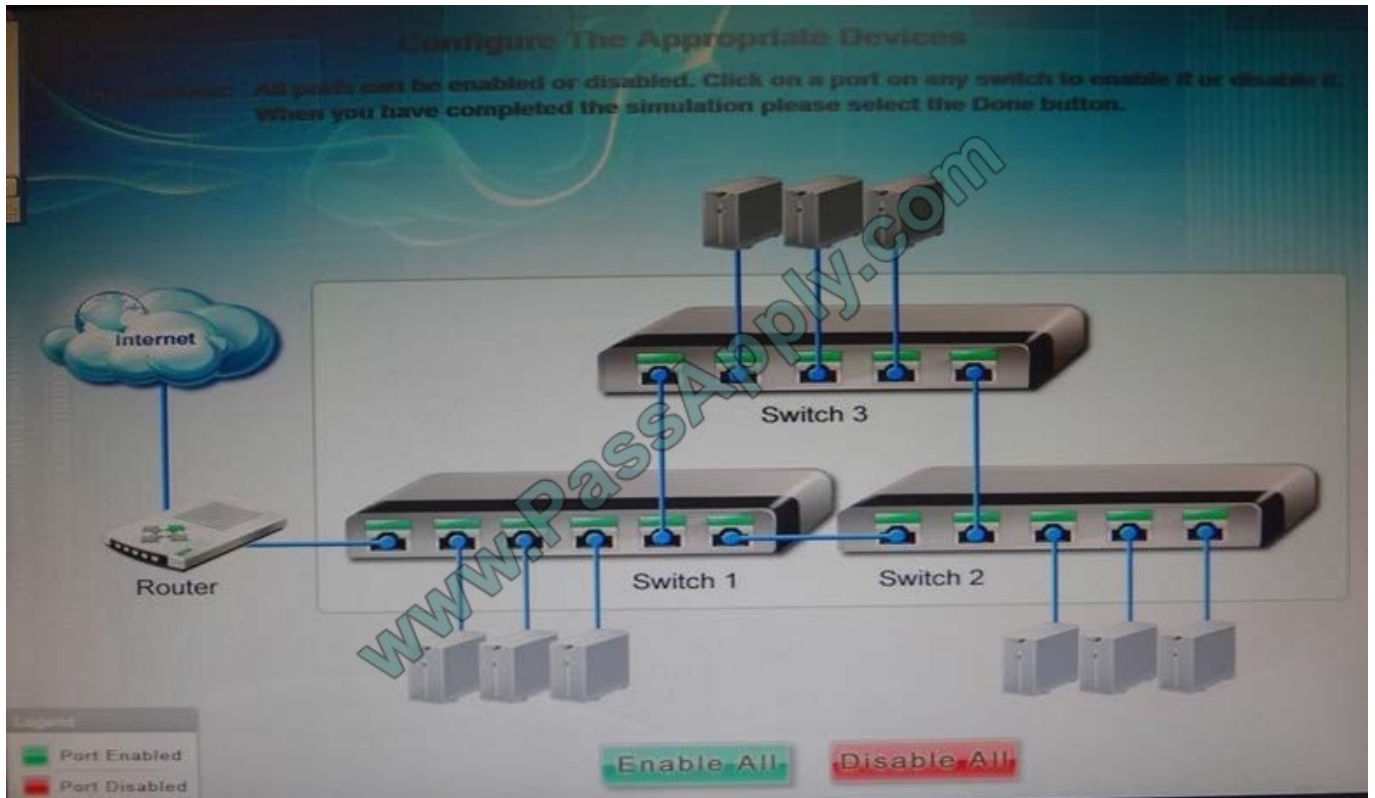|	
Used to verify known good patch cables	
Used to correct open short on a cable	
Used to determine which port a CAT6 cable is connected to	
Used to verify functionality after a NIC is installed	
Used to terminate a cable at a 110 block	

QUESTION 3

Workstations are unable to access the internet after a recent power outage. Configure the appropriate devices to ensure All workstations have internet connectivity.

Correct Answer: The switches are not connected properly. Connect Switch 1 to switch three on the last port and then connect the last port of the switch 3 to the first port of switch 2. In this way the switches will be connected properly. Click Enable All to enable the switches

QUESTION 4

Wireless network users recently began experiencing speed and performance issues after access point 2 (AP2) was replaced due to faulty hardware. The original network was

installed according to a consultant

Correct Answer: AP2 configuration is not correct. The wireless mode should be

QUESTION 5

Drag and drop the following maximum speeds to their corresponding wireless standards. Tokens can be used more than once.

Select and Place:

Wireless Standard	Maximum Speed
802.11a	
802.11b	
802.11g	
802.11n	

10Mbps

11Mbps

54Mbps

56Mbps

>100Mbps

Correct Answer:

Wireless Standard	Maximum Speed	
802.11a	54Mbps	10Mbps
802.11b	11Mbps	11Mbps
802.11g	54Mbps	54Mbps
802.11n	>100Mbps	56Mbps
		>100Mbps

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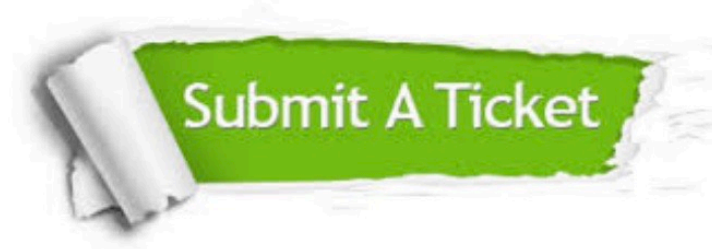
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