



# JK0-019<sup>Q&As</sup>

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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	<input type="text"/>	Implement the solution
2	<input type="text"/>	Verify full system functionality
3	<input type="text"/>	Establish a theory of probable cause
4	<input type="text"/>	Determine if any recent changes have been made to the server
5	<input type="text"/>	Document findings, actions, and outcomes
6	<input type="text"/>	Establish a plan of action to resolve the problem
7	<input type="text"/>	Test the theory to determine cause
8	<input type="text"/>	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

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 3

You have been tasked with testing a CAT5 cable. A summary of the test results can be found on the screen.

Step 1: Select the tool that was used to create the cable test results.

Step 2: Interpret the best results and select the options that explains the results.



Step 2: Interpret the best results and select the options that explains the results.

**Cable Test**

Step 1: Select the tool that was used to create the cable test results.

Cable Test Result		
1, 2	Open	7ft
3, 6	Short	7ft
4, 5	Open	7ft
7, 8	Open	7ft

Tool Choices:

- Multimeter
- Toner Probe
- Protocol Analyzer
- OTDR
- Cable Certifier
- Crimper
- Punch Down Tool

Step 2: Interpret the test results and select the option that explains the results.  
After you are done with your analysis, click the 'Submit Cable Test Analysis' button.

- Correctly crimped cable
- Incorrectly crimped cable

Correct Answer: Cable certifier

#### QUESTION 4

Drag and drop the fiber cable connection types to the appropriate image.

Select and Place:





The image shows a matching exercise with five fiber optic connectors and their corresponding labels. The connectors are arranged in a row from left to right: FC, LC (single), LC (duplex), SC, and ST. Below each connector is a square box for the answer. The labels are in grey boxes below the boxes. A large watermark 'www.PassApply.com' is overlaid diagonally across the image.

				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
FC	LC (single)	LC (duplex)	SC	ST

Correct Answer:



ST

SC

LC (single)

LC (duplex)

FC



**QUESTION 5**

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







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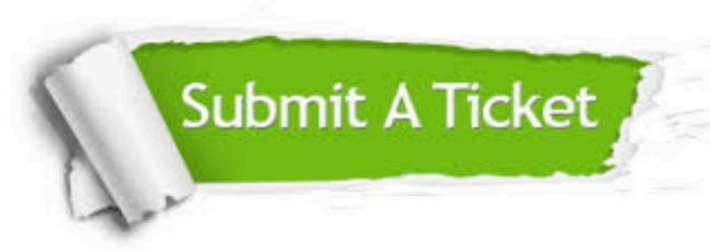
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