



# 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**

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**

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

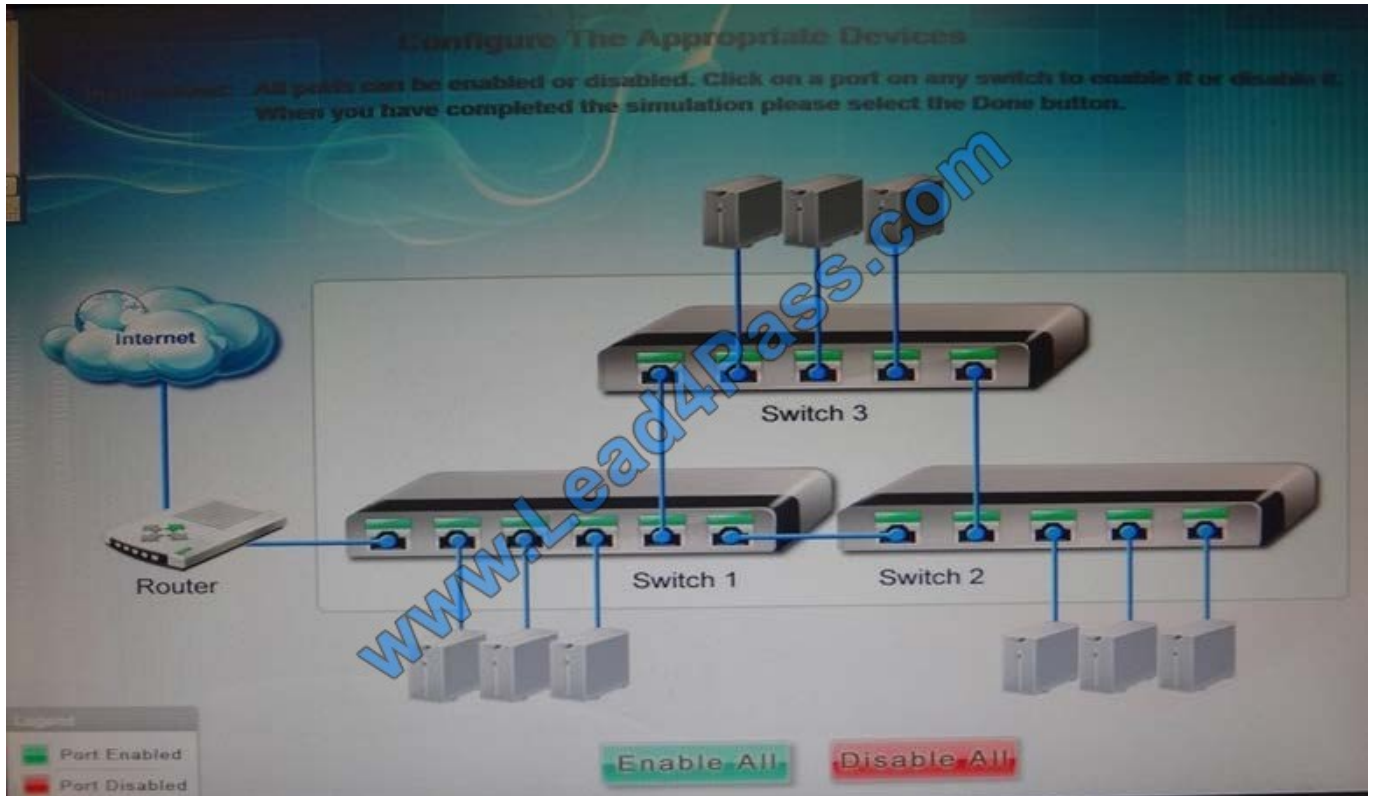
installed according to a consultant



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

#### QUESTION 4

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 5

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	
<input type="checkbox"/>	Multimeter
<input type="checkbox"/>	Toner Probe
<input type="checkbox"/>	Protocol Analyzer
<input type="checkbox"/>	OTDR
<input type="checkbox"/>	Cable Certifier
<input type="checkbox"/>	Crimper
<input type="checkbox"/>	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  
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