

# JK0-801<sup>Q&As</sup>

CompTIA A+ Certification Exam (JK0-801)

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#### **QUESTION 1**

A PC technician must upgrade memory from 2 GB to 4 GB in twenty Windows 7 notebook computers. Some of the laptops have DDR2 memory, and some have DDR3. The memory purchased for the upgrade is DDR3.

Which of the following is the MOST likely outcome of this upgrade?

- A. The DDR2 notebooks will work with DDR3 provided the DDR2 is installed in the first DIMM positions.
- B. The DDR3 notebooks are the only ones that will accept the new memory.
- C. The DDR2 memory will fit into the DIMM positions and work.
- D. The DDR3 memory will not work correctly unless the CAS (CL) values are the same.

Correct Answer: B

#### **QUESTION 2**

In reference to express card types (e.g. Express Card 34 and Express Card 54), which of the following BEST describes what the numbers indicate?

- A. Size of the memory allocation
- B. Size of the expansion slot
- C. The IEEE specification that it originated from
- D. Number of available communication channels

Correct Answer: B

### **QUESTION 3**

A user calls the helpdesk because a solution that was previously suggested by another technician did not solve the user\\'s issue. Which of the following is the MOST appropriate response?

- A. "Please hold while I transfer you to the previous technician, so a proper solution can be met."
- B. "Please explain the issue and I will work to resolve it."
- C. "My supervisor is the appropriate person to speak with about your issue."
- D. "Let me help you to resolve this issue, since that technician does not know how to fix it."

Correct Answer: B

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#### **QUESTION 4**

Which of the following network topologies would MOST	likely be used to provide redundancy	at each network device to
support data transmissions?		

- A. Mesh
- B. Ring
- C. PBX
- D. Bus

Correct Answer: A

#### **QUESTION 5**

Which of the following protocols would be MOST important in preserving digital evidence of criminal activity during an investigation?

- A. Change control management
- B. Chain of custody
- C. Channel escalation
- D. MSDS documents

Correct Answer: B

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