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customer reports that their wireless laptop cannot connect after removing it from its carrying case. The laptop boots and the user is able to log in. Which of the following should be checked FIRST? A. External antenna switch B. Status in Device Manager C.

Available hard drive space D. Laptop battery levels Answer: A Explanation:

<http://www.tomshardware.co.uk/forum/30338-35-external-wifi-antenna-laptop> QUESTION 213 Which of the following supports IP telephony devices without requiring external power? A. VPN B. PoE C. QoS D. WEP Answer: B Explanation:

<http://www.metrolinedirect.com/what-is-power-over-ethernet.html> QUESTION 214 A customer is concerned about a computer that repeatedly beeps when attempting to power on. Which of the following is MOST likely the cause? A. Network cable is unplugged B. USB 2.0 is plugged into USB 1.1 port C. RAM not seated properly D. Optical media was left in the drive Answer:

C Explanation: <http://antony492.com/unseated-ram/> QUESTION 215 A customer wants to use VoIP phones without having to plug

them into an electrical outlet. Which of the following switch features would a technician recommend? A. QoS B. Gigabit C. PoE D. Wake-on-LAN Answer: C Explanation: <http://www.metrolinedirect.com/what-is-power-over-ethernet.html> QUESTION 216

A customer reports that after a technician cleaned up a rogue antivirus program, the customer cannot browse the web. Which of the following should the technician check to resolve the situation? A. Browsing history B. Firewall settings C. User privileges D.

Proxy settings Answer: D Explanation:

<http://windows.microsoft.com/en-us/windows-vista/change-proxy-settings-in-internet-explorer> QUESTION 217 Which of the following is true when Bob, a technician, is setting default security permissions on a folder? A. There are no significant changes to other files. B. The created folder inherits the most restrictive permissions within the folder. C. The permissions are inherited by all files and folders within that folder. D. All folders within that folder are given a restrictive password. Answer: C QUESTION 218 A

color laser printer is producing pages where the ink smears when touched. Which of the following components should be

replaced? A. Paper tray B. Fuser C. Toner D. Drum Answer: B QUESTION 219 Which of the following commands should

Karen, a technician, use to examine and restore protected system files? A. SFC B. RECOVER C. REPLACED. COPY Answer: A

QUESTION 220 Which of the following tools would be used to connect CAT5e cabling to a patch panel? A. Punch down B.

Wire strippers C. Loopback plugs D. Crimper Answer: A Explanation: http://en.wikipedia.org/wiki/Punch_down_tool

QUESTION 221 A user has a perimeter firewall and up-to-date antivirus software. The user is asking what else they can do to

improve their security. Which of the following will have the MOST impact on network security? (Select TWO). A. Install

additional antivirus software B. Disable screen savers C. Conduct a daily security audit D. Assign security rights based on job

roles E. Use strong passwords Answer: D Explanation: To improve security, assign security rights based on job roles. You need to

give least amount of privilege to users so that they can do their jobs without having access to resources that have nothing to do with

their job roles. QUESTION 222 A user states that when they power on their computer, they receive a "Non-bootable drive" error. The

user works with external storage devices to transport data to their computer. The user stated that the computer worked fine the day

before. Which of the following should be checked FIRST to resolve this issue? A. Jumper settings B. Device boot order C. PXE

boot settings D. Hard drive cable Answer: B Explanation: <http://pcsupport.about.com/od/fixtheproblem/ss/bootorderchange.htm>

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