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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 switchB. Status in Device ManagerC.

Available hard drive spaceD. Laptop battery levelsAnswer: AExplanation:

<http://www.tomshardware.co.uk/forum/30338-35-external-wifi-antenna-laptop>QUESTION 213Which of the following supports IP telephony devices without requiring external power?A. VPNB. PoEC. QoS D. WEPAnswer: BExplanation:

<http://www.metrolinedirect.com/what-is-power-over-ethernet.html>QUESTION 214A 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 unpluggedB. USB 2.0 is plugged into USB 1.1 portC. RAM not seated properlyD. Optical media was left in the driveAnswer:

CExplanation:<http://antony492.com/unseated-ram/>QUESTION 215A 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. QoSB. GigabitC. PoE D. Wake-on-LANAnswer: CExplanation:<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 historyB. Firewall settingsC. User privilegesD.

Proxy settingsAnswer: DExplanation:

<http://windows.microsoft.com/en-us/windows-vista/change-proxy-settings-in-internet-explorer>QUESTION 217Which 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 218A

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

replaced?A. Paper trayB. FuserC. TonerD. Drum**Answer: B**QUESTION 219Which of the following commands should

Karen, a technician, use to examine and restore protected system files?A. SFCB. RECOVERC. REPLACED. COPY**Answer: A**QUESTION 220Which of the following tools would be used to connect CAT5e cabling to a patch panel?A. Punch downB.

Wire strippersC. Loopback plugsD. CrimperAnswer: AExplanation:http://en.wikipedia.org/wiki/Punch_down_tool

QUESTION 221A 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 softwareB. Disable screen saversC. Conduct a daily security auditD. Assign security rights based on job

rolesE. Use strong passwordsAnswer: DEExplanation: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 222A 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 settingsB. Device boot orderC. PXE

boot settingsD. Hard drive cableAnswer: BExplanation:<http://pcsupport.about.com/od/fixtheproblem/ss/bootorderchange.htm>

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