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QUESTION 1   Which of the following BIOS boot methods allows a system to boot from a remote server? A.   PXE   B.   DVD   C.   USB   D.   SATAAnswer: A   Explanation: http://technet.microsoft.com/en-us/magazine/2008.07.desktopfiles.aspx   QUESTION 2   Which of the following helps to prevent virus infections from USB flash drives?   A.   Strong passwords   B.   Password protected screen savers   C.   Disabling the guest account   D.   Disabling the autorun feature   Answer: D   Explanation: http://support.microsoft.com/kb/967715   QUESTION 3   Which of the following settings MUST be configured in order to turn on a VoIP phone?   A.   PoE   B.   Flow control   C.   VPN   D.   Duplex speed   Answer: A   Explanation: http://www.voip-info.org/wiki/view/Cisco+POE   QUESTION 4   A user is trying to access an application on their home machine from work. The user sets up port forwarding on their router but is still unable to connect to the application. Which of the following should be the user's NEXT step in resolving this issue?   A.   Configure Wake-on-LAN for the NIC on the Work PC.   B.   Configure a firewall exception on the Home PC.   C.   Switch the Work PC network from "Work" to "Home".   D.   Disable the Windows firewall on the Home PC.   Answer: B   Explanation: http://windows.microsoft.com/is-is/windows7/open-a-port-in-windows-firewall   QUESTION 5   Which of the following security threats are MOST often delivered via email? (Select TWO).   A.   Rootkits   B.   Phishing   C.   Shoulder surfing   D.   Social engineering   E.   Spam   Answer: BE   Explanation: http://www.securelist.com/en/threats/spam   QUESTION 6   The customer reports their PC freezes up everyday around the same time. Which of the following utilities would be BEST to check for any error codes?   A.   Windows Updates   B.   Task Scheduler   C.   Event Viewer   D.   Performance Monitor   Answer: C   Explanation: http://support.microsoft.com/kb/308427   QUESTION 7   A user is looking for the Application Data directory in their profile but cannot see it. Which of the following Control Panel options would correct this?   A.   System   B.   Display   C.   User Accounts   D.   Folder Options   Answer: D   Explanation: http://windows.microsoft.com/is-is/windows7/change-folder-options   QUESTION 8   While configuring a new email application that uses POP3 for a customer, the technician determines the firewall is blocking the traffic. Which of the following ports should be opened to allow POP3 mail traffic through the firewall?   A.   53   B.   110   C.   443   D.   3389   Answer: B   Explanation: http://www.speedguide.net/port.php?port=110   QUESTION 9   A user has downloaded and installed a browser add-on that causes the browser to hang. The PC has very slow system response when rebooted. Which of the following should a technician do to troubleshoot this problem?   A.   Run System Restore, update antivirus program, and run an antivirus scan.   B.   Remove all Internet temporary files, run an antivirus scan, and reboot using Last Known Good Configuration.   C.   Remove all temporary files, turn off System Restore, update and run an antivirus scan.   D.   Run an antivirus scan, Run Disk Cleanup, and reboot into Safe Mode.   Answer: C   Explanation: This might be the sign of a virus infecting the system. First, remove all temporary Internet files on your computer. Viruses are downloaded through software or a webpage. And normally it resides in Temporary Internet Files folder. Now turn off system restore because you don't want to load a previous state on the computer with the virus still lingering the digital wild. Run an antivirus program to clean infected files.   20% Free Passleader 220-802 Certification Dumps With One Year Free Update

http://www.passleader.com/220-802.html]   QUESTION 10   A large magnet is placed too close to a CRT monitor. Which of the following will MOST likely occur?   A.   Dead pixels   B.   Flickering image   C.   No image on screen   D.   Distorted image   Answer: D   Explanation: QUESTION 11   In which of the following locations would a technician go to show file extensions?   A.   Security Center   B.   Folder Options   C.   Display   D.   System   Answer: B   Explanation: http://windows.microsoft.com/en-us/windows/show-hide-file-name-extensions#show-hide-file-name-extensions=windows-vista   QUESTION 12   After being relocated to an enclosed position under a desk, a computer experiences intermittent shutdowns. Which of the following conditions is MOST likely the cause?   A.   Power surges   B.   Overheating   C.   APIPA addressing   D.   RF interference   Answer: B   Explanation:

http://lifehacker.com/5570909/how-to-prevent-your-computer-from-overheating-and-why-its-important QUESTION 13   A technician is fixing a very slow computer. Antivirus and Malware programs have been run, and some detections have been removed. After running Disk Cleanup, the system still seems to be slow, especially with multiple programs running. Which of the following should the technician do NEXT? A.   Run CHKDSK   B.   Manually erase all cookies   C.   Go back to the latest restore point   D.   Run defrag Answer: D   Explanation: http://windows.about.com/od/maintainandfix/ss/SBSdefragWin7.htm QUESTION 14   A technician needs to use a command line tool to determine the network name and the IP address of a resource. Which of the following command line tools will provide an IP address when given a name? A.   verify   B.   tracert   C.   ipconfig   D.   nslookup Answer: D   Explanation: http://www.computerhope.com/nslookup.htm QUESTION 15   A user wants to configure their network to support VoIP. Which of the following would BEST support a VoIP installation? A.   QoS   B.   POTS   C.   Wake-on-LAN   D.   VPN Answer: A   Explanation: http://www.petri.co.il/voip-quality-of-service-basics.htm QUESTION 16   A user is concerned about an issue with iOS. The user MOST likely has which of the following devices? A.   iCloud   B.   Android Phone   C.   iPhone   D.   Windows Tablet Answer: C   Explanation: http://en.wikipedia.org/wiki/IOS QUESTION 17   A user has installed a legacy application in Windows 7 and reports that only some of the functionality in it is operational. Another user is using the same application on a different Windows 7 machine and doesn't report those problems. Which of the following features in Windows 7 may be responsible for this problem? A.   System Protection settings   B.   User Account Control   C.   Action Center   D.   Data Execution Prevention Answer: B   Explanation: http://windows.microsoft.com/en-us/windows7/products/features/user-account-control QUESTION 18   A user reports that they are getting frequent delayed write messages throughout the day and are experiencing sluggish performance. The technician suspects that the issue relates to the hard disk drive. Which of the following would BEST help validate the diagnosis? A.   System information   B.   Event viewer   C.   POST card   D.   SMART status Answer: D   Explanation: http://www.howtogeek.com/134735/how-to-see-if-your-hard-drive-is-dying/ QUESTION 19   A user states that they are having a problem with their word processor on their laptop. Whenever they attempt to type letters with their right hand, numbers and symbols show up instead. Which of the following would address this issue? A.   Switch to a standardized font   B.   Restore regional settings to default   C.   Toggle the function + num lock combination   D.   Connect a full sized external keyboard Answer: C   Explanation: http://forum.notebookreview.com/windows-os-software/43702-holding-fn-key-toggle- numlock.html QUESTION 20   Which of the following security threats is defined by its self propagating characteristic? A.   Virus   B.   Rootkit   C.   Trojan   D.   Worm Answer: D   Explanation: http://www.pcworld.com/article/111965/article.html   20% Free Passleader 220-802 Certification Dumps With One Year Free Update **http://www.passleader.com/220-802.html**]