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Swap hard drive and rebuild arrayAnswer: DExplanation: http://www.tomshardware.com/forum/254643-32-replace-failed-raid-configuration QUESTION 377When removing the top case from a laptop, which of the following, besides hand tools, should a technician have on hand to assure correct disassembly and reassembly? (Select TWO). A.   A multimeter and a toner probe.B.   A large cloth to spread the screws and disassembled parts on. C.   A writing pad for documentation and a marker to label cables.D.   A manufacturer's technical manual for the model of the laptop.E.   A container with separated areas to store different size screws. Answer: DEExplanation: http://computertutorflorida.com/2012/09/laptop-best-practices/ QUESTION 378A user states that when they logon to their computer sometimes they get an IP conflict error. The user computer is configured with a static IP. Which of the following is the problem? A. Duplicate IP exist on the networkB.   DHCP server needs to be rebootedC.   Network adapter driver needs to be updatedD.   Bad network adapter Answer: AExplanation:http://support.microsoft.com/kb/120599 QUESTION 379A user has recently installed Windows 7 on a computer. They ran Windows updates, updated the firmware and installed a printer. The user accessed a P2P application and now they are getting a large amount of browser pop-ups. Which of the following is MOST likely the cause of the pop-ups? A.   PhishingB.   MalwareC.   Proxy redirectD.   Firmware Answer: BExplanation: http://www.webroot.com/us/en/home/resources/articles/pc-security/malware-spam QUESTION 380Users are reporting that their laser printer is picking up multiple pages. The printer has very high utilization. Which of the following should be performed to resolve this issue? A.   Use a maintenance kitB.   Calibrate the printerC.   Replace the tonerD.   Replace the fuser Answer: A Explanation:http://en.wikipedia.org/wiki/Laser_printing#Laser_printer_maintenance QUESTION 381Which of the following statements is true about XP mode in Windows 7? A.   Windows XP mode was only available in Windows Vista and it is not available in Windows 7.B.   Only the Professional and the Ultimate versions support Windows XP mode.C.   All versions of Windows 7 support Windows XP mode when the feature is installed.D.   Only the Ultimate version of Windows 7 supports Windows XP mode. Answer: BExplanation:http://windows.microsoft.com/en-us/windows7/install-and-use-windows-xp-mode-in- windows-7 QUESTION 382Which of the following is true about a file when it is copied from an NTFS to a FAT32 partitions? A. The file owner is preservedB.   All of the file permissions are lostC.   All file permissions must be reassignedD.   The file name becomes case insensitive Answer: BExplanation: http://serverfault.com/questions/11304/why-does-file-copy-from-ntfs-to-fat32-change-a- files-modified-date QUESTION 383A technician wants to ensure that only authorized administrators can make configuration changes to the company's wireless router. Which of the following MUST the technician change to prevent unauthorized users from modifying the access point configuration? A.   MAC address filtersB.   Manufacturer passwordC.   Default SSIDD.   Configure encryption Answer: BExplanation: http://pcsupport.about.com/od/windows7/f/default-password-windows-7.htm QUESTION 384If a customer wants to create a multi-boot PC with different editions of Windows, which of the following is MOST important to consider? A.   Using multiple partitionsB.   Using multiple hard drivesC.   Using a single partitionD.   Using a PXE boot scheme Answer: AExplanation: http://windows.microsoft.com/en-us/windows-vista/install-more-than-one-operating- system-multiboot QUESTION 385Which of the following utilities would a technician use on a Windows Vista or Windows 7 machine to configure what applications are allowed to send/receive data over the LAN connection? A.   Users and GroupsB.   Windows FirewallC.   Registry EditorD.   Task Scheduler Answer: BExplanation:http://windows.microsoft.com/en-us/windows7/products/features/windows-firewall QUESTION 386A customer needs to setup their laptop for use with a proxy server to browse the web at work. Which of the following areas would a technician need to visit to configure this on a Windows 7 system? A.   System ProtectionB.   Security CenterC.   Windows FirewallD.   Internet Options Answer: DExplanation: http://windows.microsoft.com/is-is/windows-vista/using-windows-security-center QUESTION 387Which of the following mobile device sync methods is easiest for the end user but requires more configuration on the part of the technician? A.   Dock syncB. Encrypted wired syncC.   Wireless syncD.   Wired sync Answer: CExplanation:

http://www.pcworld.com/article/242242/how_to_use_wireless_sync_in_ios_5.html QUESTION 388A PC is powering on but the only activity a technician can see is spinning fans. Which of the following components would MOST likely be at fault for such a condition? (Select TWO). A.   SATA controllerB.   CPUC.   MemoryD.   Hard driveE.   Sound card Answer: BCExplanation:
http://www.techrepublic.com/forums/questions/computer-booting-problem-fan-spin-no-display/ QUESTION 389A user realizes they left their mobile phone in a taxi minutes after the car departs. Which of the following should be done to BEST ensure none of the private data on the phone is accessed? A.   Passcode LockB.   GPS TrackingC.   Remote BackupD.   Remote Wipe Answer: D Explanation:
https://espace.cern.ch/mmmservices-help/ManagingYourMailbox/QuotaArchivingAndRecovery/Pages/WipingMobilePhones.aspx
QUESTION 390A user's PC has four hard drives in a RAID setup. After a single drive fails, the system will no longer boot and even rescue disks cannot see or access the volume. Which of the following RAID types was the user MOST likely using? A.   0B.   1C.   5D.   6 Answer: AExplanation:http://www.thegeekstuff.com/2010/08/raid-levels-tutorial/ QUESTION 391A technician suspects that a recent virus they removed may have corrupted a necessary systemfile. Which of the following utilities can the technician use to verify the integrity of these critical files? A.   msconfigB.   sfcC.   regsrv32D.   fixmbr Answer: BExplanation:
http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en- us/system_file_checker.mspx?mfr=true QUESTION 392A corporate end user reports that random keys on their laptop are sticking. After taking the laptop in for repair a technician discovers that soda has been spilled inside the keyboard, possibly reaching other components inside the laptop. Which of the following should the technician do? A.   Spray the sticky spots with compressed air and then scrape them offB.   Let the end user know that they are responsible for replacing the keyboardC.   Replace the keyboard and clean the interior of the laptop if necessaryD.   Run the keyboard through a dishwasher cycle and dry thoroughly Answer: CExplanation:
http://www.maximumpc.com/article/howtos/howto_recover_sodaspill_disaster QUESTION 393Which of the following System Tools would be the BEST one to perform a regular archiving of information on a PC? A.   ROBOCOPYB.   XCOPYC.   BackupD.   System Restore Answer: CExplanation:http://windows.microsoft.com/en-us/windows7/products/features/backup-and-restore
QUESTION 394A user states they have to reset the date and time on their computer every day. Which of the following hardware needs to be replaced to resolve this issue? A.   ProcessorB.   Hard driveC.   CMOS batteryD.   Memory Answer: CExplanation:
http://en.wikipedia.org/wiki/Nonvolatile_BIOS_memory#CMOS_battery QUESTION 395A user reports that they are receiving intermittent BSOD error messages. Which of the following tools should a technician use to determine which hardware is failing? A.   POST cardB.   Memory diagnosticsC.   Performance monitorD.   Loopback plug Answer: BExplanation:
http://pcsupport.about.com/od/findbyerrormessage/tp/stop_error_list.htm QUESTION 396Which of the following is the correct UNC path to use when mapping a network drive? A.   \sharepasswordB.   \shareserverC.   \serverusernameD.   \servershare Answer: DExplanation:http://windows.microsoft.com/is-is/windows7/create-a-shortcut-to-map-a-network-drive QUESTION 397 Which of the following can be used to remove a virus from a computer? A.   Anti-spyware softwareB.   Anti-malware softwareC. System RestoreD.   Event Viewer Answer: BExplanation:http://www.techopedia.com/definition/25873/anti-malware QUESTION 398A technician is called to assist a customer. The customer reports when they powered on the system, they heard a loud noise, saw a spark, and smelled a burning smell. Which of the following should the technician advise the customer to do FIRST? A.   Power on the system, to see if it happens again.B.   Immediately notify the fire department.C.   Unplug the system from the power source.D. Turn off the circuit breaker to the building. Answer: CExplanation:When you hear a loud noise and see a spark with a burning smell, unplug the system immediately from power source. This might be the case of high voltage frying the innards of the system. QUESTION 399Which of the following operating systems is capable of fully utilizing more than 4GB of system RAM? A. Windows Vista UltimateB.   Windows 7 32-bitC.   Windows 7 64-bitD.   Windows XP Professional Answer: CExplanation:
http://www.zdnet.com/blog/hardware/max-memory-limits-for-64-bit-windows-7/4254 QUESTION 400A /all switch is MOST likely to be used with which of the following commands? A.   NETB.   NBTSTATC.   PINGD.   IPCONFIG Answer: DExplanation:
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