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QUESTION 1

What are two capabilities of the CiscoWorks RWAN network management solutions? (Choose two.)

- A. troubleshoots LAN devices
- B. manages VPN connections
- C. centrally manages QoS policies
- D. configures use across network links
- E. troubleshoots performance "bottlenecks"

Correct Answer: DE

QUESTION 2

What is the minimum number of days Cisco hardware and software products are covered under warranty?

- A. 90
- B. 60
- C. 30
- D. 120

Correct Answer: A

QUESTION 3

A typical service contract provides advance replacement of hardware the next business day. Under most warranties, advance replacement shipping is provided within _____ business days from the Return Material's Authorization (RMA) request date.

- A. 10
- B. 14
- C. 3
- D. 7

Correct Answer: A

QUESTION 4

Approximately 75% of all Cisco customers regularly update their Cisco IOS software. What is a potential consequence of not regularly updating Cisco IOS software?



- A. Employee dissatisfaction could increase.
- B. It could take longer to escalate calls within the Cisco Technical Assistance Center (TAC).
- C. A customer may not be able to use all their software on their company network.
- D. A customer could fall behind competitors in the market.

Correct Answer: D

QUESTION 5

Which Cisco device do Internet service providers (ISPs) use to connect their customers to integrated services (data, voice, and video) and to the Internet?

- A. AS5400 universal gateways
- B. Catalyst 6500 Series
- C. BPX 8600 Series
- D. MGX 8000 Series

Correct Answer: A

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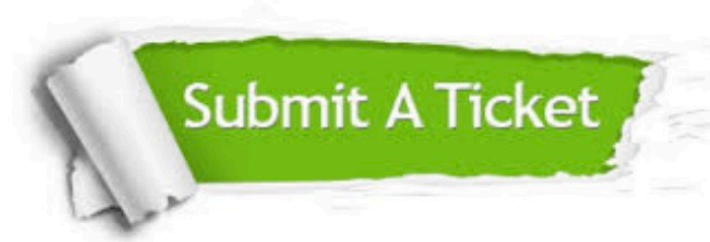
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