Exam Report: 16.2.5 Practice Questions

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Overall Performance

Your Score: 10%

Passing Score: 80%

View results by: Objective Analysis Individual Responses

Individual Responses

Question 1: Incorrect

You are a network administrator for your company. A frantic user calls you one morning exclaiming that nothing is working. What should you do next in your troubleshooting strategy?

- Establish what has changed.
- Establish the symptoms.
- ~~Identify the affected area.~~
- Recognize the potential effects of the problem.

Explanation

Currently, you have no idea what problem the user is having. For all you know, the user's electric pencil sharpener could be malfunctioning. You need to establish the symptoms first.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm NP05_4-9 #7]

Question 2: Incorrect

You are a network administrator for your company. A user calls and tells you that after stepping on the network cable in her office, that she can no longer access the network.

You go to the office and see that one of the user's stiletto heels has broken and exposed some of the wires in the Cat 5 network cable. You make another cable and attach it from the wall plate to the user's computer.

What should you do next in your troubleshooting strategy?

- Document the solution.
- Recognize the potential effects of the solution.
- ~~Establish what has changed.~~
- Test the solution.

Explanation

After you implement a solution, you should always test it. Sometimes more than one problem exists, or your solution may not have solved the problem. In this example, you may have incorrectly set the wires in the network cable you just made, or the user may have jarred the computer and damaged the NIC when she stepped on the cable.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm NP05_4-9 #49]

Question 3: Incorrect

A router periodically goes offline. Once it goes offline, you find that a simple reboot puts the router back online.

After doing some research, you find that the most likely cause of the problem is a bug in the router

software. A new patch is available from the manufacturer that is supposed to eliminate the problem. What should you do next?

- Document the problem and the solution.
- ~~Identify the affected areas.~~
- Apply the patch to the router.
- Identify possible effects of the solution.

Explanation

Based on the troubleshooting process, you should create an action plan and identify possible effects of implementing the solution. For example, you might consider how long the router will be offline to apply the patch, how long it will take to implement the solution, and what problems that might occur during the process.

Take the action to fix the problem only after you have created the plan, identified the effects, and determined the best time to implement the fix. Document the solution after the problem is fixed and verified. Identifying the affected areas is part of the process you take before arriving at a probable solution.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm NP09_4-6 #MCS1]

Question 4: Incorrect

Users report that the network is down. As a help desk technician, you investigate and determine that a specific router is configured so that a routing loop exists.

What should you do next?

- Document the problem.
- Fix the problem.
- Determine if escalation is needed.
- ~~Create an action plan.~~

Explanation

After identifying the most probable cause, escalate the problem if it is beyond your ability to fix or if it is out of your scope of management. For example, the problem might be in a router configuration that you are not authorized to correct. When forwarding the problem on to someone else, be sure to describe the nature of the problem, the actions you have already taken, and the symptoms that lead you to believe the problem is outside of your area of responsibility.

If you decide that escalation is not necessary, you can then create an action plan that includes the fix and identifying possible effects of implementing the fix. After the solution has been implemented, verify that it works and that there were no unforeseen consequences. Finally, document the problem and the solution.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm NP09_4-6 #MCS2]

Question 5: Incorrect

A user reports that she can't connect to the Internet. After some investigation, you find that the wireless router has been misconfigured. You are responsible for managing and maintaining the wireless access point.

What should you do next?

- Create an action plan.
- ~~Document the problem.~~
- Fix the problem.
- Determine if escalation is needed.

Explanation

At this point, you should create an action plan and account for side effects of the proposed plan. Identifying the affects ahead of time helps you put measures into place to eliminate or reduce any potential negative consequences.

Escalation is not necessary because you are already in charge of managing the wireless access point, and the problem is isolated to that device. Fix the problem only after creating the action plan and identifying possible effects. Document the problem and the solution after the problem has been fixed and the solution has been verified.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm NP09_4-6 #MCS3]

Question 6: Correct

A user is unable to connect to the network. You investigate the problem and determine that the network adapter is defective. You replace the network adapter and verify that it works.

What should you do next?

- Document the problem and solution.
- Determine if escalation is necessary.
- Identify the results and effects of the solution.
- Create an action plan.

Explanation

After implementing and testing the solution, identify the results and effects of the solution. Make sure that the solution has fully fixed the problem and has not caused any other problems.

Document the problem and solution after it has been fixed and verified. Determine if escalation is needed and create an action plan before implementing the solution.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm NP09_4-6 #MCS4]

Question 7: Incorrect

A user reports that he can't connect to a specific website. You go to the user's computer and reproduce the problem.

What should you do next?

- Determine if escalation is necessary.
- Identify the affected areas of the network.
- ~~Establish the most probable cause.~~
- Determine if anything has changed.

Explanation

After identifying the problem, identify the affected area and determine how large the problem is. For example, is the problem limited to this one user, or does it affect all users or a group of users?

After identifying the affected area, find out if anything has changed that might cause the problem. At this point, you should have enough information that you can select a probable cause and determine if escalation is necessary.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm NP09_4-6 #MCS5]

Question 8: Incorrect

A user reports that she can't connect to a server on your network. You check the problem and find out that all users are having the same problem.

What should you do next?

- ~~Identify the affected areas of the network.~~
- Establish the most probable cause.
- Create an action plan.
- Determine what has changed.

Explanation

At this point, you have identified the symptoms and the scope of the problem. In this scenario, you have determined that the problem affects all users. The next step is to determine what might have changed that could have caused the problem.

You have already identified the affected area because you know that the problem affects all users. Before you can choose a probable cause, do additional work to see what might have changed. After selecting a probable cause, determine if escalation is required. Then create an action plan and fix the problem.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm NP09_4-6 #MCS6]

Question 9: Incorrect

When troubleshooting network issues, it's important to carry out tasks in a specific order.

Drag the trouble shooting task on the left to the correct step on the right.

Step 1 [ ] Identify the problem.
Step 2 [ ] Establish a theory of probable cause.
Step 3 [ ] Test the theory to determine the cause.
Step 4 [ ] Establish a plan of action.
Step 5 [ ] Implement the solution or escalate.
Step 6 [ ] Verify full system functionality.
Step 7 [ ] Document findings, actions, and outcomes.

Explanation

The following is a general approach to network troubleshooting:

1. Identify the problem.
2. Establish a theory of probable cause.
3. Test the theory to determine the cause.
4. Establish a plan of action to resolve the problem and identify potential effects.
5. Implement the solution or escalate as necessary.
6. Verify full system functionality and, if applicable, implement preventative measures.
7. Document findings, actions, and outcomes.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm *NP15_PERF-BASED_01]

Question 10: Incorrect

Match each troubleshooting command on the left with its function on the right. Each utility may be used once, more than once, or not at all.

Tests connectivity between two network hosts by sending IPv4 ICMP Echo Request packets without modifying the TTL parameter.

ping

Computes lost/sent packet statistics for each hop in the route between two hosts.

pathping

Used on Linux systems to identify the route between two IPv6 hosts.

traceroute6

Used on Windows systems to identify the route between two IPv4 hosts.

~~ping~~ tracert

Tests connectivity between two network hosts by sending IPv6 ICMP Echo Request packets without modifying the TTL parameter.

ping -6

Explanation

Several commonly used network troubleshooting commands include the following:

- The **pathping** command combines the tracert and ping utilities to identify problems at a router or a network link. Unlike tracert or traceroute, pathping can track lost/sent packet statistics for each hop in the route between two hosts. The pathping command is only available on Windows.
- The **ping** command sends an IPv4 ICMP echo request/reply packet to a remote host. A response from the remote host indicates that both hosts are correctly configured and a connection exists between them. The ping command is available on Windows and Linux.
- The **ping -6** command sends an IPv6 ICMP echo request/reply packet to a remote host. A response from the remote host indicates that both hosts are correctly configured and a connection exists between them. The ping -6 command is only available on Windows. On Linux, you would use **ping6** instead.
- The **tracert** command uses ICMP packets to test the path between two IPv4 networks. Responses from each hop on the route are measured three times to provide an accurate representation of how long the packet takes to reach, and be returned by, the destination device. The tracert command is only available on Windows. On Linux, you would use **traceroute** instead.
- The **traceroute6** command is used on Linux systems to identify the route between two IPv6 hosts.

References

LabSim for Network Pro, Section 16.2.
[netpro18v5_all_questions_en.exm RT NP15_4.2-1]