1. what the tracert utility does?

2. what the ping utility does?

3. what the nslookup utility does?

4. You want to log in to a server and transfer files. What application will you use?

5. What command can you type from a command prompt to see the hops a packet takes

to get to a destination host?

6. What type of device determines if a cable meets standards specifications?

7. You need to monitor the temperature of your server room. What device should you use?

8. How is crosstalk minimized in twisted-pair cabling?

9. What cable issues should you know and understand for network troubleshooting?

10. If you need to connect two PCs directly together using their network adapters, what type of cable do you need?

#######Choose the correct answer#######

1. Which TCP/IP utility is most often used to test whether an IP host is up and functional?

A. ftp

B. telnet

C. ping

D. netstat

2. Which TCP/IP utility will produce the following result?

Interface: 199.102.30.152

Internet Address Physical Address Type

199.102.30.152 A0�ee�00�5b�0e�ac dynamic

A. arp

B. netstat

C. tracert

D. nbtstat

3. Which Windows utility can you use to connect to a machine 50 miles away to

troubleshoot?

A. Remote desktop

B. netstat

C. arp

D. Wireshark

4. Which TCP/IP utility might produce the following output?

Pinging 204.153.163.2 with 32 bytes of data:

Reply from 204.153.163.2: bytes=32 time=1ms TTL=128

Reply from 204.153.163.2: bytes=32 time=1ms TTL=128

Reply from 204.153.163.2: bytes=32 time=1ms TTL=128

Reply from 204.153.163.2: bytes=32 time<10ms TTL=128

A. tracert

B. ping

C. WINS

D. ipconfig

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5. Which utility can you use to find the MAC and TCP/IP addresses of your Windows

workstation?

A. ping

B. ipconfig

C. ipconfig /all

D. tracert

E. telnet

6. Where is the IDS/IPS software typically placed within a network?

A. Between the internal router and the firewall connected to the ISP

B. Between the printer and the router connected to the ISP

C. Between the computer and the switch configured with VLANs

D. Between the firewall and the router connected to the email server

7. What is the purpose of a port scanner?

A. Scan UDP for closed ports

B. Sweep TCP for closed ports

C. Search the network host for open ports

D. None of the above

8. What is the purpose of wire-map testers?

A. Check copper cable for crossed pairs only

B. Analyze protocols in software

C. Help find unused protocols and remove them from the network

D. Detect transposed wires, opens, and shorts in twisted-pair cables

9. Which of the following can check the speed and condition of the signal on a cable, measure the time it takes to send a signal down the wire and back, and find the exact location of a break?

A. Multimeter

B. TDR

C. Tone generator

D. Event recorder

10. Which device should be used if you need to determine whether your network meets ISO or TIA standards?

A. Angry IP

B. Certifiers

C. Nmap

D. Routing table

11. You have just implemented a solution and you want to celebrate your success. But what should you do next before you start your celebration?

A. Gather more information about the issue.

B. Document the issue and the solution that was implemented.

C. Test the solution and identify other effects it may have.

D. Escalate the issue.

12. You can ping the local router and web server that a local user is trying to reach, but you cannot reach the web page that resides on that server. From step 2 of the troubleshooting model, what is a possible problem that would lead to this situation?

A. Your network cable is unplugged.

B. There is a problem with your browser.

C. Your NIC has failed.

D. The web server is unplugged.

13. When troubleshooting an obscure network problem, what physical conditions should be reviewed to make sure the network device is operating correctly?

A. Excessive heat

B. Low/excessive humidity

C. ESD problems

D. All of the above

14. Which of the following is not a basic physical issue that can occur on a network when a user is connected via cable?

A. Crosstalk

B. Shorts

C. Open impedance mismatch

D. DNS configurations

15. You are troubleshooting a LAN switch and have identified the symptoms. What is the next step you should take?

A. Escalate the issue.

B. Create an action plan.

C. Implement the solution.

D. Determine the scope of the problem.

16. Which network-performance optimization technique can delay packets that meet certain criteria to guarantee usable bandwidth for other applications?

A. Traffic shaping

B. Jitter

C. Logical

D. Load balancing

17. Which of the following is neither a virtualization component nor a service made available through virtualization?

A. Virtual servers

B. SaaS

C. CARP

D. Virtual switches

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18. Which of the following are reasons to optimize network performance? (Choose all that apply.)

A. Maximizing uptime

B. Minimizing latency

C. Using VoIP

D. Using video applications

E. B and D

F. All of the above

19. What term describes technologies that can deliver voice communications over the Internet?

A. Jitter

B. Uptime

C. Voice over Internet Protocol

D. None of the above

20. To optimize performance on your network, which of the following control traffic in some way?

A. QoS

B. Traffic shaping

C. Load balancing

D. Caching services

E. All of the above