

Chapter 8 - QUIZ – Network Troubleshooting

1. Match each the items on the left to the appropriate diagram type on the right.

A. Cable type	➔	Physical diagram
B. IP address and subnet	➔	Logical diagram
C. Connection type	➔	Logical diagram
D. Device ID	➔	Logical diagram
E. Operating system version	➔	Physical diagram
F. Device type and model	➔	Physical diagram
G. Routing protocols	➔	Logical diagram
H. Connector type	➔	Physical diagram
2. What is one symptom of a Physical Layer problem?
A. High CPU utilization
B. Excessive broadcasts
C. Slow STP convergence
D. Routing loops
3. A network administrator has received the output "Serial0 is up, line protocol is down" from the **show interface s0** command. At what layer is this problem most likely being caused?
A. Physical Layer
B. Data Link Layer
C. Network Layer
D. Transport Layer
4. Which statement is true concerning network models?
A. While similar to the O S I model in construction, the TCP/IP model has more layers.
B. The Network Access layer in the O S I model incorporates both Physical and Data Link layers in the TCP/IP model.
C. Both users and Application Layer processes interact with software applications that contain a communications component in the O S I model.
D. TCP/IP communications only relate to the TCP/IP model.
5. Which three protocols could be involved in Network Layer problems? (Choose three.)
A. DNS
B. EIGRP
C. IP
D. RIP
E. TCP
F. UDP
6. Match the Application Layer protocol on the left with the port number it is commonly associated with on the right.

A. FTP	➔	20 and 21
B. HTTP	➔	80
C. POP3	➔	110
D. SMTP	➔	25
E. SNMP	➔	161
F. Telnet	➔	23

7. A technician has been asked to troubleshoot a simple network problem that seems to be caused by software. Which troubleshooting approach should be suggested?
- A. Bottom-up
 - B. Top-down
 - C. Divide and conquer
 - D. Middle-out
8. Which three questions are appropriate to ask when gathering information from a user? (Choose three.)
- A. What does work?
 - B. Who did you call after the problem appeared?
 - C. When was the problem first noticed?
 - D. When does the problem occur?
 - E. What is your password?
 - F. What did you do after the problem occurred?
9. Which network troubleshooting tool can be used to test the physical medium for defects, such as near-end crosstalk?
- A. Cable analyzer
 - B. Cable tester
 - C. Digital multimeter
 - D. Baseline tool
10. Which three documents are needed to efficiently diagnose and correct network problems? (Choose three.)
- A. Network management command reference
 - B. Network configuration tables
 - C. Network device installation guide
 - D. Network topology diagrams
 - E. End-system configuration tables
 - F. Service provider documentation
11. What are three steps for establishing a network baseline? (Choose three.)
- A. Determine the type of network management traffic to be collected and evaluated.
 - B. Determine the types of data to be collected and evaluated.
 - C. Identify devices and ports to be monitored.
 - D. Identify the virtual interfaces, V LAN's, and virtual routing tables to be monitored.
 - E. Determine the number of baseline tests to establish a typical picture of the network.
 - F. Determine the duration for baseline testing to establish a typical picture of the network.
12. What is associated with the first step in correcting Application Layer problems?
- A. Analyzing existing symptoms.
 - B. Making a backup of configurations.
 - C. Making the initial hardware or software changes.
 - D. Pinging the default gateway to verify Layer 1 to Layer 3 functionality.