

Server+ Exam

**Demo Version
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The whole study guide is arranged according to exam objectives. This study guide is divided into seven Parts. Each part contains the following name and number of questions as shown in the table.

| Part Name | Questions |
|---|------------------|
| 1. Installation | 29 |
| 2. Configuration | 39 |
| 3. Upgrading | 21 |
| 4. Proactive Maintenance | 22 |
| 5. Environment | 11 |
| 6. Troubleshooting and Problem determination | 91 |
| 7. Disaster Recovery | 27 |

Part 1 Installation

Question 1.

Unix is being installed on a server that needs large amounts of memory, but has little physical memory. Which of the following is the best step to increase virtual memory?

- A. Parse the swap file.
- B. Create a large swap partition.
- C. Use a RAMDRIVE to provide virtual RAM.
- D. Use the EMM386.EXE /NOEMS command at startup

Answer: B

Question 2.

The pre-installation plan calls for a particular NIC to be used in all servers. Upon investigation, it is discovered that this NIC is not listed on the HCL of one of the Network OS vendors in a multi-vendor environment. The NIC vendor states nothing about incompatibility with any particular Network OS.

Which of the following is the best way to proceed?

- A. Send the NIC back since it may not work properly.
- B. Contact the affected NIC vendor for compatibility information and test one NIC.
- C. Begin installation immediately, since the NIC vendor did not specify any incompatibility.
- D. Change the installation plan to include a different NIC, because the specified card will not work with the Network OS.

Answer: B

Question 3.

Three servers connected to a KVM (Keyboard Video Mouse) switch are to be installed in a rack. What is the minimum number of standard network cables, KVM cable sets and monitors needed to support this configuration?

- A. 1 standard cable, 2 KVM cable sets, and 1 monitor
- B. 3 standard network cables, 3 KVM cable sets, and 1 monitor
- C. 1 standard network cable, 3 KVM cable sets, and 3 monitors
- D. 3 standard network cables, 4 KVM cable sets, and 1 monitor

Answer: B

Question 4.

While installing a new server, a server technician performed the following actions:

- Inventoried the server hardware components
- Downloaded and applied the latest BIOS and firmware
- Loaded the Network OS and patches

The tape drive failed initialize during Network OS startup. Which of the following is most likely causing the failure?

- A. The tape drive device driver was not enabled in the system BIOS.
- B. The Network OS patches were not applied correctly.
- C. The tape drive is not on the Network OS HCL.
- D. The BIOS and firmware upgrades were not properly applied.

Answer: C

Question 5.

A customer has purchased a new file server and wishes to retire their three-year old file server, making it into a department print server. The print server will run a newer version of the operating system. The print server's hardware is on the new operating system's HCL. However, the customer is having problems keeping the server running reliably. The system log shows operating faults and not all Network OS features are available. Which of the following should be done next to resolve this issue?

- A. Install alternative operating system on the print server.
- B. Inspect hardware and firmware versions and compare to latest revisions.
- C. Install the previous operating system and perform an upgrade to the new version.
- D. Inform the customer that the server is not compatible with the new operating system.

Answer: B

Question 6.

There are 4U of available space in a server rack mount unit. How much space is available to install additional devices?

- A. 4 inches (10.2 cm)
- B. 7 inches (17.8 cm)
- C. 8 inches (20.3 cm)
- D. 14 inches (35.5 cm)

Answer: B

Question 7.

When the installation of a new server is planned, using which of the following is most likely to result in the greatest number of problems when the operating system is installed?

- A. Untested memory
- B. Third-party NICs and SCSI controllers
- C. Server listed on Network OS vendor's HCL
- D. Drivers supplied by Network OS instead of hardware vendor

Answer: B

Question 8.

Two physically identical servers were acquired. One will be used for a mail server and one for a file server.

Both servers were loaded from the same media. Immediately after installation, the system administrator noticed that each server has a Network OS executable file of slightly different size. Which of the following conclusions is most appropriate?

- A. This is a dynamic file.
- B. The file is infected with a virus.
- C. The servers' hard drive sector sizes vary.
- D. The disk controller is failing on one server

Answer: C

Question 9.

Two new servers have been purchased and need to be installed to allow sharing of a single external hard drive enclosure. One of the servers is configured as a local file server, and the other as a database server for a different network. The onsite technician notices that when both servers are running at the same time, they each receive SCSI errors. However, when they are running individually, no errors are reported. What is the best source of information to troubleshoot this issue?

- A. The Network OS vendor 's Website.
- B. The server vendor 's FAQ Website.
- C. The drive enclosure vendor 's user manual.
- D. The SCSI controller vendor 's user manual.

Answer: C

Question 10.

A server, external RAID array, external tape library, and UPS need to be mounted in a rack. Which of the following best describes the recommended installation practice?

- A. Lay out the rack according to the vendor 's specification.
- B. Lay out the rack from top to bottom, installing the lightest equipment first.
- C. Lay out the rack from bottom to top as UPS, RAID controller, tape library, server and then any peripherals.
- D. The order of equipment makes no difference as long as all components fit in the rack, cables reach all equipment, and heat-producing items are the top of the rack.

Answer: C

Question 11.

A technician is verifying a pre-installation plan that calls for a RAID 5 array with a hot spare. The RAID 5 array must be able to store a slow-growing database, currently containing 20 GB of data. The server technician receives four SCSI drives (each 5 GB in size) and an external hot-swappable drive enclosure. The technician needs to report on the availability of the RAID 5 array to support the plan. Which of the following, if anything, is needed for this installation?

- A. One additional 5 GB drive.
- B. Two additional 5 GB drives.
- C. Three additional 5 GB drives.
- D. The current configuration is acceptable.

Answer: C

Question 12.

When following an installation plan, the technician should verify availability of which of the following?

- I. Power source.
 - II. UPS capacity.
 - III. Physical space.
 - IV. Network access.
-
- A. I and II only.
 - B. II and III only.
 - C. I, III, and IV only.
 - D. I, II, III, and IV.

Answer: C

Question 13.

When a server installation is being planned, which of the following resources should be used to obtain the most current hardware compatibility information?

- A. Operating system CD.
- B. Hardware installation CD.
- C. Hardware installation manual.
- D. Operating system vendor Website.

Answer: D

Question 14.

A server with a virus infection was recovered by repartitioning and reformatting the hard disk drive. The Network OS was reinstalled using a boot floppy and the vendor CD-ROM. However, the server was infected again. Which of the following most likely caused the problem?

- A. The file allocation table is infected.
- B. The boot disk is infected.
- C. The vendor CD-ROM is infected.
- D. The active partition is infected.

Answer: B

Question 15.

After a pre-installation walkthrough, the server technician observed that the power outlets, rack dimensions, physical security, and network cabling were all acceptable. However, one factor was missing in the pre-installation planning, so the technician decided not to install the server in this location.

Which of the following factors was missing from the pre-installation planning?

- A. Location
- B. Environment
- C. Wall materials
- D. Electrostatic discharge

Answer: B

Question 16.

A technician must perform a pre-installation check prior to installing a new server that required downloading the most recent BIOS and firmware. What is the best resource for acquiring the BIOS and firmware?

- A. The vendor's Website
- B. The vendor's UDP site
- C. A list server resource
- D. The Network OS Website

Answer: A

Question 17.

After a new server was installed, a large number of errors occurred during in-page operations. The technician noticed that the memory was not correct for the new server. Which of the following steps did the installing technician neglect to perform?

- A. Verification of virtual memory capacity.
- B. Verification of pre-installation plan
- C. Confirmation of fast page mode capability
- D. Use of single, rather than dual, in-line memory modules.

Answer: B

Question 18.

A server room contains 15 servers, a 16-port hub, and a patch panel. All of the equipment is on four folding tables. Each server has its own monitor, keyboard, and mouse. All cables are routed behind the tables and around the perimeter of the room. Which of the following recommendations should be made for improving the server room?

- I. Install a KVM (Keyboard Video Monitor) switch
 - II. Install a network switch
 - III. Install a set of server racks
 - IV. Improve cable routing
- A. I and II only
 - B. III and IV only
 - C. I, II, and IV only
 - D. I, III, and IV only

Answer: D

Question 19.

A company has hired an installation service company to install a server. The SCSI devices are configured to use the same SCSI controller. The installation appeared to be successful. After six hours, the server's SCSI devices are randomly inaccessible. A reboot temporarily resolves the issue.

Which of the following is the most likely cause of this issue?

- A. The devices were not properly terminated.
- B. The system's BIOS was not upgraded prior to installation.
- C. The SCSI adapter is not properly seated in the PCI slot.
- D. The SCSI adapter firmware was not upgraded prior to installation.

Answer: A

Question 20.

A technician is installing the Network OS on a fax server after conducting a pre-installation survey. As part of the plan, the technician performed the following steps:

- Verified the hardware requirements
- Checked the hardware compatibility
- Installed the operating system
- Applied the most current Network OS updates

All items from the plan performed correctly by the technician. The installation proceeds normally but upon testing, it is discovered that the NIC is not functioning. The technician verifies that the cable is connected properly, and that the link light is on. Which of the following should have been included in the pre-installation plan?

- A. Flashing the adapter BIOS
- B. Applying fixes beyond those installed
- C. Getting the latest drivers from the manufacturer

D. Verifying the NIC's Wake-ON-LAN hardware compatibility

Answer: C

Question 21.

Which of the following is the best place to confirm current hardware compatibility with Network OS's HCL?

- A. Hardware documentation
- B. Website for the Network OS
- C. Network OS installation media
- D. Hardware compatibility checking utility

Answer: B

Question 22.

During the check of all equipment, a technician notices that the installation plan requires Network Adapter Fault Tolerance. The server that was received only has one network adapter. Which of the following procedures will provide the maximum level of Network Adapter Fault Tolerance?

- A. Add an additional router
- B. Add an additional network adapter
- C. Replace adapter with a multiprotocol adapter
- D. Replace adapter with a multiport network adapter

Answer: B

Question 23.

Before installing new, pre-tested server hardware, a technician performed the following tasks: Inventoried the hardware, checked the Holland checked the network port. Upon startup of the system, the UPS starts beeping. Which of the following did the technician fail to verify?

- A. The available power.
- B. The presence of a UPS serial cable.
- C. The KVM (Keyboard Video Mouse) installation.
- D. The temperature of the room is within proper parameters.

Answer: A

Question 24.

When planning an installation of a server, Network OS, and a third-party device, the technician notes that the third-party hardware is not on the Network OS vendor's HCL. Under which of the following circumstances would the technician proceed with the installation?

- A. The third party device is Plug-and-Play.
- B. The server hardware vendor is manufactured of the device.
- C. The device manufactured provides a driver for that Network OS.
- D. The Network OS HCL lists a similar device from the same manufacturer.

Answer: C

Question 25.

A new application server arrived configured with an Ultra ATA drive. The pre-installation plan requires that the server technician add a set of ten 18-GB SCSI hard drives and make a SCSI drive the boot drive. The technician installed and configured the drives and rebooted the system.

The server continues to boot from the Ultra ATA drive. Which of the following is the likely cause of this problem?

- A. The SCSI device is not properly terminated.
- B. The SCSI device is not configured as a boot device.
- C. The BIOS automatically routes Int40 to the IDE bus.
- D. The Ultra ATA drive has been set to Master and not Slave.

Answer: B

Question 26.

A client has identified a room to install a new server rack. Which of the following environmental issues is **LEAST** critical to the server specialist?

- A. Heavy dust on the floor.
- B. Discolored ceiling tiles.
- C. A painted concrete floor.
- D. Overhead sprinkler system.

Answer: C

Question 27.

A company's server hardware technician is assigned the responsibility of verifying the readiness of a room in which a new server will be installed. Which of the following areas should the technician verify prior to the installation?

- I. Wall construction and material source
 - II. Power supply availability and stability
 - III. Server manufacturer and Network OS
 - IV. Environment requirements
- A. I and II only
 - B. I and III only
 - C. II and IV only
 - D. II,III,and IV only

Answer: C

Question 28.

A client has set up a new data center. Which of the following is **LEAST** important to install at the new data center?

- A. Raised floor
- B. Dehumidifier/humidifier
- C. Physical locks on all entrances to the data center
- D. Waterless-based sprinkler system in data center.

Answer: D

Question 29.

The company XYZ inc. installs all of their servers using a DOS boot disk with network support. Which of the following operating systems could they install?

- I. Unix
- II. IBM OS/2
- III. Microsoft Windows NT or Windows 2000

IV. Novel NetWare

- A. I and III only.
- B. I and IV only.
- C. I, II and III only.
- D. I, II, III, and IV.

Answer: D

Part 2 Configuration

Question 1.

On a Microsoft Windows 2000 server named XYZ, the DHCP service has been installed and a scope created on a server, but the clients are not getting assigned IP addresses. Which of the following is most likely the problem?

- A. The scope was not activated.
- B. Lease expiration has not been set.
- C. No MAC address is assigned in the scope.
- D. The DHCP service does not have a reservation configured.

Answer: A

Question 2.

A technician is configuring a new server CTIA45 in the "comptia.org" domain using the IP address of 10.10.10.50 with a subnet mask of 255.255.255.0 and a gateway address of 10.10.10.1. The technician is unable to ping the other servers by the IP address. Which two of the following are possible causes and solutions?

- I. The other servers are on the same segment, but using a different subnet mask. Correct the subnet mask by making it match the other servers.
 - II. The DNS hostname entered into the new server is incorrect. Use a different hostname.
 - III. The other servers are on a separate segment and the gateway address is incorrect. Correct the gateway address.
 - IV. The other servers have DNS entries, but the new server does not. Add a new entry to the BIND host file
- A. I and III
 - B. I and IV
 - C. II and III
 - D. II and IV

Answer: A

Question 3.

A file server for a remote network location needs to be remotely powered on so that remote troubleshooting can take place. Which of the following Wake-on-LAN compatible components on the remote file server are necessary to perform this task?

- I. Network OS.
 - II. Network drivers.
 - III. Mainboard
 - IV. NIC.
- A. IV only.
 - B. II and IV only.
 - C. III and IV only.
 - D. I, II, III and IV.

Answer: D

Question 4.

Which of the following IP utilities is most commonly used to verify connectivity to the network layer of the OSI model?

- A. arp
- B. ping
- C. telnet
- D. nbtstat

Answer: B

Question 5.

A server manager logs into a server with his administrator account and installs a third-party diagnostic tool. No installation problems were encountered. Upon starting the tool for the first time, an error code is displayed that is difficult to understand. The manager attempted to reinstall the tool, but received the identical error. Which of the following actions is the most appropriate next step to resolve the problem?

- A. Review the application documentation.
- B. Search the Network OS support Website for the specific error code.
- C. Review the server performance logs for an easier-to-interpret error code.
- D. Install the latest Network OS service patch to correct recently identified bugs.

Answer: A

Question 6.

After a technician installed software on a mission-critical server, the server experienced errors reported to a log file during boot. Which of the following is the best process to determine a course of action?

- A. Delete the log file and see if the problem happens again?
- B. Ignore the log file and test the application, verifying proper operation.
- C. View the log file and the documentation from the previous technician for recent work done to the server.
- D. Refer to the vendor's Web-based knowledge base. If no answer is found, submit a bug report to the vendor.

Answer: C

Question 7.

A Magic Packet is a packet that contains 16 contiguous copies of the receiving network adapter's MAC address.

What technology utilizes this concept?

- A. WOL (Wake-On-LAN)
- B. CLC (Cluster LAN communication)
- C. SMTP (Simple Mail Transport Protocol)
- D. SNMP (Simple Network Management Protocol)

Answer: A

Question 8.

Users suddenly lost connectivity to an existing server. The server technician can ping the loopback address and the server's own IP address. However, no other device on the network can be pinged. The LAN cable is plugged in. Which of the following should the server technician check next?

- A. The router.
- B. The subnet mask.
- C. Link integrity.
- D. The DNS server.

Answer: C

Question 9.

Hot-plug PCI card technology relies on the Network OS to support this feature. Which of the following items is most relevant for implementing this technology?

- A. Adapter BIOS
- B. Server design
- C. Adapter driver
- D. Server manufacturer

Answer: A

Question 10.

Several users have had problems accessing the company's intranet server named SERVER1. A technician has attempted to ping the server and receives the following message:

C:\ ping server1

Unknown host server1

Which of the following should be done next?

- A. A. Try to "tracert server1".
- B. B. Reboot the intranet server.
- C. C. Reload the TCP/IP protocol stack on the server.
- D. D. Put the server in the local machine's host table.

Answer: A

Question 11.

The file servers regularly download antivirus updates from the vendor's FTP server. The automatic updates have not occurred on these servers for the last three updates. Which of the following actions should be taken to isolate this problem?

- I. Verify connectivity to the vendor's FTP server.
 - II. Ping another server on the network.
 - III. Check the server logs for errors.
 - IV. Reboot the server to restart all services.
-
- A. I and II only
 - B. II and IV only
 - C. I, II, and III only
 - D. I, II, III, and IV

Answer: C

Question 12.

After Network OS installation, the clients can log into the new server, but cannot ping the server. Any of the following may cause problem **EXCEPT**

- A. There server has no DNS entry.
- B. TCP/IP is not loaded on the server.

- C. There is no entry in the HOSTS file.
- D. The ping daemon is not loaded on the server.

Answer: D

Question 13.

An e-commerce company has a web server with a network adapter that fails under a heavy load. The server technician finds there is a patch available for the Network OS that corrects the problem. Which of the following steps is **LEAST** important to consider when installing the patch?

- A. Reboot the server.
- B. Reinstall the Network OS.
- C. Install other software patches.
- D. Make a full backup of the system.

Answer: B

Question 14.

Which of the following details is LEAST important to include when the server and network configuration is documented?

- A. Complete network map.
- B. Detailed hardware inventory.
- C. Computer naming convention for all locations.
- D. The name of the technician who performed the installation.

Answer: D

Question 15.

The IT department is responsible for maintaining the company's 25 Web servers. It was determined that two additional Web servers of the same make and model were needed to provide adequate performance. Which of the following actions must be taken to ensure that the new servers are performing as expected?

- A. Download and install the most recent Network OS patches.
- B. Perform a baseline and compare the two new servers to each other.
- C. Download and install the most recent BIOS and firmware on the new servers.
- D. Perform a baseline and compare it to the baselines of previous server installs.

Answer: D

Question 16.

A new server has been installed at the main complex of a company.

- By pinging the local gate ay from the new server,a server technician has verified the presence of a good LAN connection.
- Users from a remote site cannot connect to the new server but can connect to all other servers at the remote site.
- When the technician tries to ping the remote site from the new server,it times out.
- The IP stack was removed and reinstalled but that did not help.
- When pinging the router at the remote site from the ne server,it also times out.

Which of the following is the most appropriate action to take?

- A. Enable DHCP on the server.
- B. Wait for the new server to be recognized by the routers.

- C. Inform the network administrator responsible for routers.
- D. Plug the network cable into a different port in the switch.

Answer: C

Question 17.

As part of the installation of a four-way 400 MHz server, a baseline measurement was recorded. In addition, the latest firmware and Network OS patches were applied. Upon rebooting the server, the drives fail to initialize.

Which of the following actions will offer the best solution to this issue?

- A. Replace the hard drivers.
- B. Search the vendor's Website for known issues.
- C. Check the Network OS README file.
- D. Install the latest Network OS service patch.

Answer: B

Question 18.

A server technician is verifying a new network configuration on a UNIX server and types IPCONFIG at the prompt. Nothing happens. Which of the following commands should have been used to accomplish this?

- A. CONFIG
- B. INETCFG
- C. IFCONFIG
- D. WINIPCFG

Answer: C

Question 19.

Which of the following should be documented for future reference when troubleshooting a hardware configuration?

- I. The initial configuration
- II. Repairs made to the system
- III. Monthly password changes
- IV. Backup procedures

- A. I only
- B. I and II only
- C. III and IV only
- D. I, II, and III only

Answer: B

Question 20.

When a multi-homed server is installed, it is sometimes necessary to block TCP/IP traffic between each subnet.

Which of the following actions will accomplish this?

- A. Add an SNMP trap
- B. Disable IP forwarding
- C. Remove IPX and NetBEUI
- D. Put the cards on the same subnet but use different IP addresses.

Answer: B

Question 21.

Which of the following features of a network printer will **LEAST** affect performance?

- A. Internal RAM
- B. Network protocol
- C. Print server
- D. Connection interface

Answer: B

Question 22.

Some of the users on a customer's network are complaining that they cannot access some servers. Which of the following would be **LEAST** appropriate question to ask upon arriving onsite?

- A. Which servers are not available?
- B. When were the servers last rebooted?
- C. Which users are unable to access the server?
- D. Are any users able to access the unavailable servers?

Answer: B

Question 23.

A company wants to establish measurements and performance checks. The technician recommends that the company start comparing the server baselines to current server performance. Which of the following is the best time to be considered for this analysis?

- A. During non-business hours
- B. During server-backup periods
- C. During planned maintenance periods
- D. During average network utilization

Answer: D

Question 24.

A third-party RAID card has been upgraded to the latest drivers. Since the upgrade, when a cold boot is performed, the connected hard drives are correctly discovered during POST and will boot after a power down, but not after a warm boot of the server. An identical card gives the same results. Which of the following sources of information would be most useful in resolving this problem?

- A. The Network OS vendor's HCL
- B. The Network OS vendor's Website
- C. The server vendor's Website
- D. The adapter vendor's Website

Answer: D

Question 25.

A technician is troubleshooting a failed server that cannot connect to the LAN. There are lights on the network card and server that indicate activity. The technician replaced the network cable, and used assorted Network OS vendor, and third-party diagnostic tools, but the server still fails to connect properly. Which of the following is the best source of assistance to help resolve the problem?

- A. IT manager
- B. IS help desk
- C. Network administrator
- D. Disaster recovery team

Answer: C

Question 26.

The Network OS on a server has recently been updated. Some of the hardware on the system is no longer operating. Which of the following should be done to fix the problem?

- A. Reinstall the old Network OS
- B. Replace the hardware in question.
- C. Test the hardware on another system.
- D. Check for drivers specific to the new Network OS.

Answer: D

Question 27.

During initial installation of a Network OS on a server, the technician configures OEM SCSI and NIC drivers.

After completing the installation, the latest Network OS patch is applied. During the installation of the patch, the technician is prompted to overwrite newer files several times. He does as prompted. When rebooting, the system halts. Which of the following could have prevented this problem?

- I. Reinstalling the SCSI and NIC drivers after the patch
 - II. Not overwriting newer files
 - III. Replacing all overwritten files before rebooting
 - IV. Upgrading OEM drivers from the Web before rebooting
- A. III and IV only
 - B. I,II,and III only
 - C. I,II,and IV only
 - D. I,II,III,and IV

Answer: C

Question 28.

After having five new cables added by a certified cable vendor, a system engineer notices that the new cables have not been labeled on the punch down block. Which of the following uses best industry practice in determining where each network cable terminates?

- A. Use cable tester to trace each new cable to its termination point and label accordingly.
- B. Use network sniffing equipment to determine the MAC address of each cable and label accordingly.
- C. Disconnect each of the net network cables and connect a PC to each termination point. Reconnect the new network cables and label accordingly when the PC is connected to the network.
- D. Do nothing, there is no need to know where the cabling terminates.

Answer: A

Question 29.

A customer has complained about repeated network failures. The server's network cable is frequently found loose or disconnected. Which of the following solutions is **NOT** appropriate solution to the problem?

- A. Replace the cable connector.
- B. Solder the cable to the server.
- C. House the server in a lockable cabinet.
- D. Restrict access to the server to administrators.

Answer: B

Question 30.

A user would like to increase network bandwidth to the server. Which of the following technologies would **NOT** provide bandwidth?

- A. Multi-homing
- B. Load balancing
- C. Port aggregation
- D. Subnetting

Answer: D

Question 31.

A server at a client site failed for the second time last week. The network management software was never alerted that any thresholds had been reached. Which of the following should be done first?

- A. Add more memory to the server.
- B. Verify the SNMP configuration.
- C. Move the server to another subnet.
- D. Replace/Update the mass storage subsystem.

Answer: B

Question 32.

A server hardware technician has installed a new NIC in a server, connected the correct network cabling, and installed the driver included with the NIC. After rebooting the server, the NIC does not function. The technician reviews the vendor's installation manuals and repeats the installation procedures. The technician further confirms that the installation procedure taken was correct, but that the NIC still will not function. Following best practices, what is the next best step to correct this problem?

- A. Remove and reinstall all network protocols.
- B. Reseat the NIC by removing and reinstalling the card.
- C. Remove the defective NIC and return it to the manufacturer.
- D. Search the NIC manufacturer's Website for software patches and updates to the installation guide.

Answer: D

Question 33.

At a company with a file server and a router for Internet access, a user reports that the network is down. None of the users can print or retrieve files. Last night, the company has some work done on the air conditioning ducts in the ceiling. The technician checks the server, router, and hub and everything appears normal. He plugs his laptop into the hub and has no problem connecting, opening, and printing files. What would be the likely explanation for this situation?

- A. DHCP is not working.
- B. There are bad ports on the hub.
- C. The network cabling is damaged.
- D. Users are not logging into the LAN.

Answer: C

Question 34.

In a mixed protocol environment, a local server is viewable throughout the LAN, however, it cannot connect to the Internet. Which of the following diagnostic tools should be used first to determine where the problem exists?

- A. Ping 127.0.0.1 ensure TCP/IP stack is functioning.
- B. Check the error log file of the server to determine what errors have been received.
- C. Use the NSLOOKUP command to determine what host name should be used to access the Internet.
- D. Check the system error log file and the network file to determine if any errors have been encountered.

Answer: A

Question 35.

On Monday morning many users find they are unable to log into the network. The server technician has been at work over the weekend and has no trouble connecting from his workstation. The server is apparently up and running fine. The NICs on the failing workstations have link status-lights lit.

Which of the following actions will most likely correct the problem?

- A. Restart DHCP.
- B. Replace the hub.
- C. Update workstation client software.
- D. Replace the patch cable between server and hub.

Answer: A

Question 36.

Which of the following is NOT a valid reason for documenting the network configuration?

- A. Troubleshooting a network problem.
- B. Allowing users to recheck network design.
- C. Determining how network changes can be made.
- D. Minimizing the learning curve for a new administrator.

Answer: B

Question 37.

A customer company XYZ inc wishes to install the vendor-supplied system-monitoring agents for a server. Which of the following protocols would most likely be a prerequisite for these agents?

- A. SNMP
- B. TFTP
- C. SMTP
- D. DTMF

Answer: A

Question 38.

Which of the following is the LEAST important consideration when baselining a server?

- A. Disk I/O.
- B. Server's role.
- C. CPU utilization.
- D. Memory utilization.

Answer: B

Question 39.

A file server and monitor are connected to a fully charged UPS. UPS software was configured on the server to systematically shut down after 20 minutes of power loss. During a 60-minute power outage, the server and monitor both powered off after 35 minutes. Why did the server not systematically shut down?

- A. The UPS was improperly sized for this configuration.
- B. A standard RS232 cable was used to attach the UPS to the file server.
- C. The Network OS software did not contain the required service patches and upgrades.
- D. The monitor's power cord was plugged into the back of the server.
The monitor experienced a power surge causing the server to reset.

Answer: C

Part 3 Upgrading

Question 1.

A web server was upgraded to enable data striping with parity to improve performance. It has two UltraWide SCSI adapters, two PNP ISA 100 Mbps NICs, and 256 MB of RAM. The CPU utilization is at 52% and users are complaining of sluggish performance. Which of the following actions should be done to fix the bottleneck?

- A. Add more RAM.
- B. Upgrade the CPU.
- C. Add more hard drive space for swap files.
- D. Replace the NICs with units having bus mastering capabilities.

Answer: D

Question 2.

In what order should the following steps for flashing the system BIOS be performed?

- I. Run the BIOS flash utility
- II. Restart the server normally
- III. Record the current BIOS settings
- IV. Boot the server using the BIOS flash disk

- A. III,I,II,IV
- B. III,IV,I,II
- C. IV,I,III,II
- D. IV,III,II,I

Answer: B

Question 3.

When should a new BIOS version be implemented on an existing server?

- A. After the BIOS data expires
- B. When functionality will be affected
- C. Whenever a new version becomes available
- D. Within one year of purchasing the server

Answer: B

Question 4.

A file server has been optimized with the following characteristics:

- 1 GB RAM
- 400 MHz CPU
- 10/100 Ethernet NIC
- Hardware RAID subsystem

The server needs to be reconfigured as a database server. Which of the following upgrades should be added first?

- A. More RAM
- B. An additional NIC
- C. An additional processor

D. An additional tape drive

Answer: C

Question 5.

After a server's processor is upgraded, the server will not POST. What is the most likely cause of this?

- A. The BIOS was not flashed.
- B. The processor is not correctly seated.
- C. The jumper settings on the processor are incorrect.
- D. The original cache size is different from the new cache size.

Answer: B

Question 6.

The company server must be shut down for an upgrade. Which of the following sequences is the best practice when shutting down the server?

- A. Perform backup, notify users before shutdown, then shut down server and peripherals together.
- B. Perform backup, notify users before shutdown, shut down server, then shut down the peripherals.
- C. Notify users before shutdown, shut down server.
- D. Have all users log off the server, shut down all applications, backup the server, shut down the server, then shut down the peripherals.

Answer: D

Question 7.

A server technician has been brought in to perform the following on a server:

- Relocate the server to another room
- Add a SCSI controller and external CD tower to the server
- Apply the latest patch to the Network OS

When preparing for the system upgrade, the technician should perform which of the following first?

- A. Perform system backup
- B. Update the Network OS version
- C. Disconnect the server from the network
- D. Unplug the server from the power source

Answer: A

Question 8.

An EISA server at a client site has an ISA NIC. The administrator has noted that an EISA NIC is available, and wants to upgrade to the EISA NIC. Which two of the following apply to this potential upgrade?

- I. The ISA bus is faster than the EISA bus, therefore there is no performance gain.
- II. The EISA card will need to be configured in the system configuration tool.
- III. The EISA card will process incoming packets faster, due to the faster system bus.
- IV. EISA technology was made for video and should not be used for network I/O.

- A. I and II
- B. I and IV
- C. II and IV
- D. II and III

Answer: D

Question 9.

A server hardware upgrade requires the use of a legacy NIC. Which of the following steps ensures that this upgrade produces no hardware conflicts?

- A. Plug-and-Play should be disabled on the system board.
- B. The Network OS should be configured to run in ISA-compatibility mode.
- C. Verify that system resources are available.
- D. All other expansion cards should be removed from the system before installing the new card.

Answer: C

Question 10.

During a midnight shift a technician upgrades a server two new processors. During the next work shift, users complain that the server is slower than it was the day before. What is the first thing that the current shift's server technician should do to resolve the problem?

- A. Down the server to check if the processor is seated properly.
- B. Check the documentation from the previous shift's installation.
- C. Check the pre-installation checklist that was used for the upgrade.
- D. Call the server support help desk to determine what happened during the install.

Answer: B

Question 11.

A customer has been using a QIC-80 (Quarter-Inch Cartridge) tape drive for their server backups. Due to increased drive capacity they want to upgrade the tape drive to store more data on each tape. Which of the following tape drives allow backward compatibility with their existing QIC-80 tapes and provide additional capacity?

- A. DAT
- B. DDS
- C. DDS-2
- D. TRAVAN

Answer: D

Question 12.

A new hardware RAID controller has been installed but is not recognized by the server BIOS. Which of the following could be done to solve the problem?

- I. Update the system firmware.
- II. Update the RAID controller firmware.
- III. Make the IRQ available.
- IV. Install the Network OS driver.

- A. I and II only.
- B. III and IV only.
- C. I, II, and III only.
- D. I, II, III, and IV.

Answer: A

Question 13.

An operating system vendor has just released a new patch on its Website. Which of the following should be done before installing the patch on the production server?

- I. Read the manual that came with the system.
- II. Test the patch on a test system.
- III. Download the patch and install it on the system.
- IV. Verify the system has the type of problem the patch fixes.

- A. I and IV only.
- B. II and III only.
- C. II and IV only.
- D. I, III, and IV only

Answer: C

Question 14.

A database server named XYZDB is receiving a RAID controller upgrade. The new controller is identical to the existing controller, except that it has a larger cache buffer with its own battery backup.

The network administrators report that they currently perform nightly differential backups of the server.

Which of the following is NOT required before the RAID controller is upgraded?

- A. Backup to tape.
- B. Verify the backups.
- C. Change cache policy.
- D. Schedule server downtime.

Answer: C

Question 15.

A company's file server currently uses an Ultra SCSI controller and Ultra SCSI hard disk drives. The server hardware technician is instructed to improve performance with a new SCSI solution that provides 80 MB/sec transfer rate. Which type of SCSI solution best meets the requirement?

- A. Upgrade the controller and drives to Ultra2 Wide.
- B. Upgrade the controller to Ultra 160 and the drives to Wide SCSI.
- C. Use the existing drives and upgrade the controller to Ultra2 Wide.
- D. Use the existing controller and upgrade the existing drives to Ultra2 Wide.

Answer: A

Question 16.

An engineer at XYZ has installed an SMP-compliant Network OS on a dual-processor server. The BIOS detects two processors, but only one processor is recognized by the Network OS. Which of the following actions should be performed to enable the second processor?

- A. Apply the latest Network OS patches.
- B. Update the BIOS to the current version.
- C. Configure the Network OS kernel for SMP support.
- D. Update the stepping level on the second processor.

Answer: C

Question 17.

After a memory upgrade, a critical server is crashing due to single-bit memory errors. Which of the following would correct this problem?

- A. SDRAM
- B. ECC memory.
- C. EDO memory.
- D. Fast Page Mode memory.

Answer: B

Question 18.

When a system monitoring agent upgrade is performed at XYZ inc, the following tasks should be included in the checklist:

- Obtain the latest Network OS and driver updates.
- Review instructions and FAQs.
- Test and pilot the change.

Which of the following tasks should also be included in the above list?

- A. Compare to the baseline.
- B. Review the Network OS's HCL.
- C. Inform network users of the change.
- D. Review the README file on the Network OS's CD.

Answer: A

Question 19.

A server technician is upgrading the following components in a server:

Internal Devices:

- A video adapter.
- A network adapter.

External Devices:

- An external modem.
- An external tape backup unit.

When should the technician load drivers and test them?

- A. After each device is installed.
- B. After all devices are installed.
- C. After all internal devices are installed, then again after all external devices are installed.
- D. After the video adapter is installed, then install the remaining devices, load drivers and test again.

Answer: C

Question 20.

Due to the increasing number of users, a second NIC is installed in the server XYZApp. When XYZApp is booted, the Network OS fails to load. XYZApp is powered off, then restarted and the Network OS loads, but the tape drive connected to its own SCSI adapter is not functioning.

The administrator performs a system shutdown, removes power from XYZApp, then reseats all of the PCI adapters installed, connects power, then restarts the XYZApp. The network OS loads, the tape driver works, but the server has no network connectivity.

Which of the following has the administrator failed to perform?

- A. Check the HCL for the XYZApp.
- B. Verify sufficient IRQs exist.
- C. Install the driver for the NIC.
- D. Add memory to handle the workload.

Answer: B

Question 21.

A server had two 64-MB DIMMS and a 256 MB DIMM was added. After installing the additional memory, POST errors are generated. What is the most likely cause of the failure

- A. 64 MB DIMMs and 256 MB DIMMS are not compatible.
- B. The server's existing memory is slower than the new memory.
- C. The server has both registered and nonregistered memory installed.
- D. POST messages are normal when mixing DIMM capacities.

Answer: A

Part 4 Proactive Maintenance

Question 1.

Two of the server's data disks in a customer's RAID 5 array fail. The Network OS is mirrored on a separate drive set and RAID controller. According to the company's in-place disaster recovery plan, all data should be restored from onsite tape before recovering from tape stored at the offsite storage location. A full backup and two incremental backups were performed before the crash. What must be done to return the system to operational status?

- A. Replace the two failed disks in the array so the array will start to regenerate itself.
- B. Replace the two failed disks in the array, and then use the last incremental backup to restore the data.
- C. Replace the two failed disks in the array, and then use the full backup and one incremental backup to restore the data.
- D. Replace the two failed disks in the array, and then use the full backup and all (two) incremental backups to restore the data.

Answer: D

Question 2.

A small company is backing up mission-critical data and wants to implement a disaster recovery plan. The network administrator is tasked with developing the disaster recovery plan. Which of the following should be the first step in developing the plan?

- A. Practicing the disaster recover drills.
- B. Exploring disaster prevention techniques.
- C. Create a step-by-step restoration plan.
- D. Determining the Information Technology configuration.

Answer: D

Question 3.

A customer is using a DAT drive for data backup. The drive will backup intermittently, usually stopping towards the end of the backup job. The customer claims to have cleaned the drive just two days ago, but the problem still exists. What should be the next step in troubleshooting the backup problem?

- A. Ask the customer to replace the backup tapes.
- B. Ask the customer to reload the backup tapes.
- C. Replace the tape drive with a known good drive.
- D. Replace the controller with a known good controller.

Answer: A

Question 4.

A company server is connected to a RAID 5 storage subsystem. A drive failure occurs and goes unnoticed.

Three weeks later, an additional drive fails and all data is lost. Which of the following would have prevented the array failure?

- A. Using hot-swappable drives.
- B. Performing regular tape backups.
- C. Flashing the RAID controller BIOS.
- D. Enabling remote notification of the drive failure.

Answer: D

Question 5.

A company that has expanded from two servers to ten servers continues to perform daily full backups. The company would like to significantly reduce the amount of time used to backup the systems, while having the shortest possible restore time in the event of failure. Which of the following solutions would best fit the company's needs?

- A. Maintain the current solution of daily full backups.
- B. Perform an incremental backup every Monday through Sunday.
- C. Perform a full backup every Monday and a differential backup Tuesday through Sunday.
- D. Perform a full backup every Monday and an incremental backup Tuesday through Sunday.

Answer: C

Question 6.

A customer has three identical servers (WEB_01,WEB_02,WEB_03)configured in their web farm.Downtime has been scheduled for the web farm on Friday evening.During software installations WEB_01,the monitoring agents were updated to the latest version. What is the recommended additional procedure,if any,for the web farm?

- A. Update WEB_02 and Web_03 to the same version monitoring agents.
- B. Disable the agents on WEB_02 and WEB_03 until they can be updated.
- C. Configure the agent on WEB_01 to communicate with the older agents on WEB_02 and WEB_03.
- D. No action is required.WEB_02 and WEB_03 will be automatically updated.

Answer: C

Question 7.

A technician tasked with creating backup procedures needs to provide a company with a backup plan. Which of the following provides minimal risk of data loss in the event of a hard drive failure?

- A. Weekly full backup.
- B. Daily incremental with weekly full backup.
- C. Daily differential with weekly full backup,
- D. Weekly full backup to a remote data facility.

Answer: C

Question 8.

A server has lost two disks on its data array running RAID 5.The company deploys a Grandfather-Father-Son (GFS)backup rotation using incremental backups during the week. The company's disaster recovery plan stipulates any data that cannot be recovered from local tape resources must be acquired from the offsite tape storage location. The incremental backup was completed on Wednesday night, shortly before the server crashed. Backup media is still available locally.

Which of the following is the best procedure to recover the data?

- A. The tapes should be recovered from the onsite facility using tapes from Friday's full backup and Wednesday's incremental backup.
- B. The tapes should be recovered from the offsite facility using Friday's full backup and Wednesday's incremental backups.
- C. The tapes should be recovered from the onsite facility using Friday's full backup and Monday, Tuesday, and Wednesday's incremental backups.

- D. The tapes should be recovered from the offsite facility using Friday's full backup and Monday, Tuesday, and Wednesday's incremental backups.

Answer: C

Question 9.

A technician performs daily backups. The backup solution contains a verification tool for every backup. A file server experienced catastrophic failure. Recovery attempts failed. Which of the following can be done to minimize the risk of this happening again?

- A. Install a UPS.
- B. Replace the verification tool.
- C. Develop a plan to test backups.
- D. Install vendor patches for the verification tool.

Answer: C

Question 10.

A customer needs to minimize the amount of time required for each weekday backup. The best choice of daily backup for this customer would be

- A. Daily full
- B. Daily incremental and weekly full
- C. Daily differential and weekly full
- D. Grandfather-Father-Son (GFS)

Answer: B

Question 11.

The server is set to perform a full data backup to a single tape every Friday, and a differential backup Monday through Thursday. Each backup is overwritten to a different tape. Four tape sets are maintained. If the system requires full restoration on Wednesday before the daily backup. How many tapes will be used to restore?

- A. 1
- B. 2
- C. 3
- D. 4

Answer: B

Question 12.

Where are SNMP thresholds set?

- A. ARP Table
- B. SNMP monitor
- C. SNMP service layer
- D. Vendor-provided MIB file

Answer: D

Question 13.

During a test of the disaster recovery plan, it was determined that some servers restored with other servers' data.

Which of the following suggestions is most likely to improve disaster recovery in the future?

- A. Implement a differential backup strategy.
- B. Maintain a printed report with tape backups.
- C. Implement a media rotation scheme for offsite tapes.
- D. Create a database that contains the backup logs stored on an incremental server.

Answer: B

Question 14.

The Vice President of Operations has decided that the company should be running the latest version of the Network OS. A decision was made that the existing Network OS should be removed before the new version is installed. A full backup has been performed. Which of the following should be done first?

- A. Verify the backup
- B. Format the system drive
- C. Partition the data drive
- D. Install the latest Network OS updates.

Answer: A

Question 15.

All of the following need to be checked after an update to an SNMP agent **EXCEPT** that the

- A. PUTs are enabled
- B. MIBs require updating
- C. traps are still configured
- D. SNMP installation is still valid

Answer: D

Question 16.

An administrator using a Grandfather-Father-Son (GFS) backup rotation needs to restore the system to the state it was in two months previously. How many tape sets will be required to perform this operation?

- A. 1
- B. 2
- C. 3
- D. 4

Answer: A

Question 17.

What is the main benefit of using backup tools supplied by the Network OS vendor?

- A. Speed of operation
- B. Backup media availability
- C. Compatibility with operating system
- D. Advanced features over third party programs

Answer: C

Question 18.

Of the following actions, which is the best way to create a server baseline?

- A. Run an SNMP agent continuously for a week.

- B. Run an SNMP agent at random times each day during the week.
- C. Run performance monitoring software continuously for 72 hours.
- D. Run performance monitoring software at the same time each day for a week.

Answer: D

Question 19.

When a performance baseline was created, a peak of 100%CPU utilization was observed more than once. The performance sample was taken at 5-second intervals during normal business hours. The application response time has been acceptable. Which of the following is the most likely reason for this serve behavior?

- A. The CPU is probably faulty.
- B. The system behavior is normal.
- C. The server is unable to handle the required load.
- D. The baseline has to be taken over a 24-hour period.

Answer: D

Question 20.

Users complain that around 3:00 PM each workday, the company's email server operates slowly. What should be done first to determine the cause of the slowdown?

- A. to Check the pagefile size.
- B. Add more RAM to the server and do a new baseline.
- C. Do a network trace to determine any issues with the network.
- D. Check logs determine when maintenance programs are scheduled.

Answer: D

Question 21.

The Human Resources Department added 50 new users to the network. All of them are using the same application located on the main server in the data center. During peak usage hours the response of the application has slowed to an unacceptable level.

The server is configured with two CPUs,1GB of memory, a 100 GB SCSI disk array,and one Fast Ethernet NIC.The performance baselines taken during peak hours are:

| | Historic | Current |
|--------------------------------------|-------------|--------------|
| - Average CPU utilization | 50% | 60% |
| - Average CPU queue | 1.5 | 1.7 |
| - Average network utilization | 25% | 40% |
| - Average network queue | 0.2 | 0.2 |
| - Memory hard page faults | 0.1 pages/s | 0.12 pages/s |
| - Memory soft page faults | 100 pages/s | 200 pages/s |
| - Average disk subsystem utilization | 10% | 8% |
| - Average disk subsystem queue | 0.1 | 0.05 |

Where is the bottleneck most likely located and how can it be resolved?

- A. Memory is the bottleneck.More RAM needs to be installed.
- B. CPUs are the bottleneck.Faster CPUs need to be installed.
- C. The network is the bottleneck.Replace the hub with a switch.
- D. The disk I/O is the bottleneck.Add an additional SCSI controller.

Answer: A

Question 22.

While auditing a client site, the technician notices that the SNMP monitor has a high volume of messages from the servers indicating that each server has reached 5% network utilization. The alerts were configured by the previous administrator. Which of the following actions should be taken?

- A. Raise the SNMP network utilization threshold.
- B. Call in a network cabling expert to resolve the errors.
- C. Subnet the network to decrease the size of the collision domain.
- D. Set a filter on the SNMP monitor to stop displaying the network utilization messages.

Answer: A

Part 5 Environment

Question 1.

When the location of a server is planned, the power source should be checked for which of the following?

- I. AC Voltage
 - II. DC Voltage
 - III. Amperage
 - IV. Ground
-
- A. I and IV only
 - B. II and III only
 - C. II and IV only
 - D. I, III, and IV only

Answer: D

Question 2.

A server is consistently rebooting every day at the same time. Which of the following environmental elements has most likely caused this behavior?

- A. ESD (Electrostatic Discharge)
- B. Humidity
- C. Temperature
- D. Electrical

Answer: D

Question 3.

Which of the following is **NOT** usually a server room environmental issue?

- A. Noise
- B. Rodents
- C. Temperature
- D. Fire suppression system

Answer: B

Question 4.

A technician performing an audit of the server room environment notices a few problems. Which of the following observations should figure most prominently on the audit report?

- A. The server cabinet is unlocked.
- B. There is a trashcan in the server room.
- C. There is a box of spare parts on the floor.
- D. There is a full cup of coffee on top of the server.

Answer: D

Question 5.

A company has a pair of servers: a primary server and a secondary server for failover. The primary server is backed up and verified on a routine basis. Both servers are on a UPS. Which of the following should be done to insure maximum system reliability?

- A. Install redundant NICs in the primary server.
- B. Create SNMP traps to report server hardware failure.
- C. C .Install redundant heartbeat links between the servers.
- D. Routinely test the secondary server in the production environment.

Answer: D

Question 6.

Open access needs to be maintained to the server room so that work flow is not impeded. Data on the servers is extremely sensitive and physical security should be maintained. Which of the following actions most effectively meets these criteria?

- A. Installing alarms on servers.
- B. Disabling removable media drives on the servers.
- C. Placing servers in a locked room with a human guard.
- D. Using lockable server cabinets with keys issued to authorized users.

Answer: D

Question 7.

A technician is called to perform maintenance on a server. While performing his tasks, he notices that the tape backups are located on a bookshelf outside the server room. Which of the following recommendations, if any, should be made to the system administrator?

- A. The tapes should be stored in a lockable cabinet outside the server room.
- B. The bookshelf should be moved inside the server room.
- C. The tapes should be stored in a secure offsite location.
- D. No recommendation is necessary. This is a common practice to allow quick access in the event of a server failure.

Answer: A

Question 8.

Which of the following is the **LEAST** effective method for restricting physical access to servers?

- A. Locking the server cabinet
- B. Requiring complex server passwords
- C. Using biometric identification-based access locks
- D. Installing a monitored alarm system on the server room

Answer: B

Question 9.

A business owner wants a recommendation on who should receive access to secure server rooms. Which of the following is **LEAST** likely to be recommended for having access to server rooms?

- A. Users
- B. System administrators
- C. Data entry supervisors
- D. Database administrators

Answer: A

Question 10.

A customer provided web server hosting for a number of clients. Each server and their storage subsystems must also be secured. Which of the following will provide the required physical access protection?

- A. BIOS passwords.
- B. Server keyboard locks
- C. Cabinets with locking doors.
- D. KVM (Keyboard Video Mouse) switch.

Answer: C

Question 11.

A fan-cooled server rack cabinet contains three servers and a UPS. The temperature in the cabinets is always significantly higher than the room temperature. Which of the following activities would offer the best solution for lowering the temperature inside each of the server cases?

- A. Take the case covers off the three servers.
- B. Install an additional cooling fan to each server.
- C. Install a higher performance CPU fan in each server.
- D. Increase the airflow through the rack cabinet with better fans.

Answer: D

Part 6 Troubleshooting and Problem Determination

Question 1.

A Wake-on-LAN adapter has been installed on a server. However, the server does not wake up as expected. Which of the following should be done to resolve the problem?

- A. Verify SNMP packets
- B. Verify TCP/IP packets
- C. Verify Magic Packets
- D. Verify ACK packets

Answer: C

Question 2.

What should be the first consideration when identifying potential server bottlenecks?

- A. The role of the server.
- B. Amount of installed RAM.
- C. Number of installed processors.
- D. Quantity of installed network adapters.

Answer: A

Question 3.

A customer has a system with two 9-GB drives that are hardware mirrored on an Ultra SCSI RAID controller. Using the same size drives, they would like to plan for 63 GB of storage space. Which of the following would offer a solution with the highest performance?

- A. RAID 5 with 7 additional drives
- B. RAID 5 with 12 additional drives
- C. RAID 0/1 with 7 additional drives
- D. RAID 0/1 with 12 additional drives

Answer: D

Question 4.

The previous month's UPS activity log that is maintained for a server is reviewed. It shows power to the server is repeatedly being lost for about 10 minutes at approximately the same time every Friday night. All system hardware and software diagnostic tests have been unable to locate the cause of the problem.

Who should be contacted regarding the problem?

- A. The UPS manufacturer.
- B. The department manager.
- C. The building maintenance foreman.
- D. The company's outside server consultants.

Answer: C

Question 5.

The server diagnostic tool is reporting a faulty memory module in a non-mission-critical server. What should the technician attempt next?

- A. Buy a new memory module and clear the error in the diagnostic tool.

- B. Check to see if the error moves with the module when it is placed in a different slot.
- C. Replace all the modules in the bank with known good ones and clear the error in the diagnostic tool.
- D. Cold boot the system, clear the error in the diagnostic log, and wait to see if the error occurs again.

Answer: C

Question 6.

After upgrading a server from a software RAID solution to a hardware RAID solution, the administrator notices a substantial increase in performance. Which of the following would best explain the increase?

- A. Hardware solutions support additional RAID levels for improved performance.
- B. Processing is now performed by the controller, resulting in less system CPU usage.
- C. The implementation of hardware RAID would not increase performance of the overall system.
- D. The controller works together with the system CPU, providing improved hard drive seek time.

Answer: B

Question 7.

A server with a preconfigured RAID 5 array is delivered. The four hot-swap drives were shipped in separate packaging. The server is deployed and during POST, the following message appears:

Array configuration has changes please configure array.
Which of the following is the most likely cause?

- A. The array must be configured.
- B. The SCSI drives must be addressed properly.
- C. The SCSI drives are inserted in the wrong order.
- D. The SCSI controller has failed and must be replaced.

Answer: A

Question 8.

A NIC appears to be causing a network broadcast storm. Which of the following is the best tool to determine the source of the problem?

- A. SNMP
- B. Cable tester.
- C. LAN analyzer
- D. Performance monitor.

Answer: C

Question 9.

A server that has been running for several months was scheduled for maintenance and the latest operating system patches were applied. Upon reboot, the message that "no operating system found" was shown. What is the most likely cause?

- A. The master boot record has been corrupted.
- B. The file system has been corrupted by a virus in the patches.
- C. The RAID configuration has not been synchronized in some time.
- D. The operating system patches overwrote the OEM driver for the drive controller.

Answer: D

Question 10.

A company is building a new server. After the operating system is installed and the drivers are configured, the system log contains errors that are difficult to understand. Everything appears to be correctly configured and the drivers are up to date. Which of the following should be done next?

- A. Research the error code.
- B. Obtain an OS patch from the vendor.
- C. Begin disabling services, rebooting each time.
- D. Replace each peripheral one at a time until the errors go away.

Answer: A

Question 11.

A server is maintained by a group of administrators. When a commonly accessed application is used, the server crashes. After discussing the issue with the server team, the technician learns that the problem has happened several times in the recent past. What troubleshooting step should be taken first?

- A. Check the application manufacturer's knowledge base.
- B. Call the software vendor to see if there is a patch to correct this issue.
- C. Call the hardware technical support to see if this is a known hardware limitation.
- D. Check the server's logbook to determine what changed prior to the server's first crash.

Answer: D

Question 12.

A customer is contemplating creating a two-node cluster with a SCSI shared storage configuration to provide quick fault recovery. For which of the following failures will this cluster provide quick fault recovery?

- A. One server in the cluster loses all power.
- B. The computer room loses all power for an hour or more.
- C. The shared SCSI storage system for the cluster loses all power.
- D. The shared SCSI storage system for the cluster loses two disk drives.

Answer: A

Question 13.

An onsite technician is at a client's site to perform a warranty replacement of a FRU (Field Replacable Unit) in Novell IntranetWare 4.11 server. The technician is unsure of how to shut down the server properly. When calling into the help desk, the technician inquired about which commands should be entered before powering off the server. Which commands should the help desk tell the technician to use?

- I. II. Shutdown
 - II. Exit
 - III. Down
 - IV. Killservices
-
- A. I then II
 - B. II then III
 - C. III then II
 - D. IV then I

Answer: C

Question 14.

A system administrator has been notified twice this week that an application has failed, causing a critical server to crash. The server has generated an output file. He decided to run a set of performance monitors on the server to evaluate what is the most likely cause of the crash. What else should be done, if anything, to aid in problem determination?

- A. Cluster the server with another for load balancing.
- B. Send the output file to the application group or vendor for analysis.
- C. Move the application to a new server with more RAM and a faster processor.
- D. Do nothing, because it is probably an anomaly and is unlikely to happen again.

Answer: B

Question 15.

A server technician is called to a customer site to troubleshoot SCSI timeouts. The customer has a mix of Fast-Wide SCSI drives and UltraWide SCSI drives. Which of the following should be performed first?

- A. Run diagnostics and look for information to diagnose the error.
- B. Power cycle the server and drives to start from a known-good position.
- C. Replace the UltraWide drives so that only Fast-Wide drives are in the system.
- D. Recommend that the jumpers on the UltraWide drives be changed to work with Fast-Wide drives on the same bus.

Answer: A

Question 16.

While offsite, a network administrator receives a page from the server that a drive in the array has failed. From the current location, how can the administrator confirm the failure and determine whether corrective action has taken place?

- A. Return to the server site, check the drive, and replace if necessary.
- B. Using a dial-up connection to the server, check the RAID log to confirm the rebuild with the hot spare.
- C. Contact an administrator at the server site and have them stop RAID services, perform a data integrity check, and then restart RAID services.
- D. Using the system management software, stop RAID services, have an administrator at the server site check the drive, and then restart the service.

Answer: B

Question 17.

A customer reports that the new server shows only one of the two installed PCI Ethernet controllers. They request a service call to have one of the controllers replaced. Before ordering the replacement controller, which of the following actions should be taken first?

- A. Remove the drivers for the controllers and reinstall.
- B. Update the controller's drivers to the latest version.
- C. Remove each controller to determine the faulty controller.
- D. Examine controller configuration data and vendor specifications.

Answer: C

Question 18.

After the four pieces of equipment listed below were connected, the UPS went into an overload condition.

Which of the following pieces of equipment is the most likely cause of the problem?

- A. Desktop system
- B. 17" monitor
- C. Laser printer
- D. 48-port hub

Answer: C

Question 19.

A company wants to install an internal Ultra3-compatible controller with two external Ultra2-compatible tape devices. The technician requests two 50-pin cables and two passive (132 ohm) external terminators. Which two of the following must be done to accomplish the installation?

- I. Change the controller to an Ultra2 compatible.
 - II. Change Tape devices to UltraWide compatible.
 - III. Change cables to 68-pin cables
 - IV. Change terminators
- A. I and II
 - B. I and IV
 - C. II and III
 - D. III and IV

Answer: D

Question 20.

An existing UPS has succeeded in preventing immediate, unplanned shutdown, but the run time on a fully-charged battery is too short for a clean shut down of the Network OS. What step should be taken to improve the amount of available battery run time?

- A. Install a higher capacity UPS.
- B. Increase the charge time on the UPS.
- C. Connect the UPS to a dedicated circuit.
- D. Configure the advanced power management on the server.

Answer: A

Question 21.

A file server is experiencing a dramatic increase in memory pages per second and a simultaneous decrease in CPU utilization. Which of the following is most likely the cause?

- A. The server's CPU cache is malfunctioning.
- B. The server is running out of virtual memory.
- C. The server is running out of physical memory.
- D. The server's processor is inadequate for the task.

Answer: A

Question 22.

A small company owns a file server that shuts down frequently. After a great deal of troubleshooting, the server technician discovers the system is overheating and that there is a large buildup of dust in the server. What can be done to improve reliability?

- A. Use compressed air to clean out the server.
- B. Clean the server and set up a cleaning maintenance schedule.
- C. Obtain an air compressor and use it to clean out the server.
- D. Bring in his vacuum from home and use it to clean out the server.

Answer: B

Question 23.

When files on the SYS:volume of a new server were configured, an error is made and the server will no longer boot. Which software is required to recover from the failure and continue configuration?

- A. NetWare CDROM
- B. Unix Boot/Root diskette(s)
- C. OS/2 startup disk and Installation disk.
- D. ERD and/or installation disks with CDROM

Answer: A

Question 24.

A remote email alert has been created to inform three key network personnel when any drive in a RAID array fails. While reviewing recent system events, one technician did not receive email alerts. Which of the following best explains why this happened?

- A. The email server is down.
- B. The technician is not on the same subnet.
- C. The technician 's email address is misspelled.
- D. The technician is not logged on as an administrator.

Answer: C

Question 25.

A Unix/Linux server needs to be powered down so that building power can be serviced. Which of the following command could the server technician use to shutdown the server?

- A. tar
- B. logout
- C. init 0
- D. system stop

Answer: C

Question 26.

A company's server was crushed in a building collapse. Current data backups were stored offsite. The replacement server has been supplied with a DLT drive,rather than the TRAVAN drive that was in the older server. What impact will this have on the recovery of this server?

- A. The administrator will not be able to recover the data.
- B. The administrator must use a TRAVAN drive to recover the data and must buy new tapes for future backups.
- C. The administrator will be able to recover data using the DLT driver,but must buy new tapes for backing up data.
- D. The administrator will be able to recover data using the DLT drive and continue to backup on existing tapes.

Answer: A

Question 27.

RAID and system logs are showing that a drive in a RAID 5 array is reporting PFA (Predictive Failure Analysis) drive failures. Which of the following steps should be taken?

- A. Use the backup program to copy all the data from the drive to the tape. Replace the drive. Restore all of the data from the tape.
- B. Use a cloning utility program to create an exact mirror image of the drive. Replace the drive. Restore the cloned image to the next drive.
- C. Use the RAID utility program to "fail" or take the drive offline. Remove the drive. Replace with a new drive. Using the RAID utility program, rebuild the RAID 5 array.
- D. Use the RAID utility program to "fail" or take the drive offline. Remove the drive. Replace with a new drive. Using the RAID utility program, rebuild the RAID 5 array. Restore the data in the array from the latest backup.

Answer: C

Question 28.

When a RAID 5 array is established, which of the following will provide the fastest read solution?

- A. 3 drives, 10 GB each
- B. 5 drives, 6 GB each
- C. 5 drives, 10 GB each
- D. 10 drives, 3 GB each

Answer: D

Question 29.

What troubleshooting limitation is created by using vendor-specific systems on the hard drives of a server (NTFS, HPFS, Ext2FS)?

- A. They are not recoverable after a crash.
- B. Data cannot be recovered from a corrupt volume.
- C. Log files are not compatible for troubleshooting tools.
- D. Local access is available only from within the Network OS.

Answer: C

Question 30.

XYZ inc recently added a new network adapter to the server but it does not work. The third-party drivers are updated but there is no change. The NIC is certified compatible by the Network OS vendor and passed diagnostics. Which of the following actions should be done next?

- A. Replace the NIC.
- B. Use a debugging tool.
- C. Reinstall the Network OS.
- D. Check Network OS vendor for OS update.

Answer: D

Question 31.

Which of the following should be done to ensure the redundant hardware components will be functional in the event of a failure?

- A. Simulate a hardware failure.

- B. Check the system and health logs for the appropriate systems.
- C. Remove each redundant component and test them in a test server.
- D. Remove each component and test them individually with a multimeter.

Answer: A

Question 32.

A drive in a RAID 5 array has failed. The administrator was not aware of this issue. Users complained about server access being slow. What is the most efficient method of alerting the administrator about the drive failure?

- A. Enable event logs
- B. Configure remote notification
- C. Schedule daily hardware visual checks
- D. Enable Network OS alerts on drive enclosure

Answer: D

Question 33.

Which of the following connectors are used on SCSI cables?

- I. 68-pin VHDCI.
 - II. 36-pin Centronics
 - III. 50-pin Centronics
 - IV. 68-pin High Density
- A. I and III only.
 - B. II and III only.
 - C. I,II,and IV only.
 - D. I,III,and IV only.

Answer: D

Question 34.

A customer's file server is connected to three external storage enclosures. After a new UPS is installed, users complain that they are unable to access their private storage, but they can access public storage. Which of the following most likely caused this problem?

- A. The UPS is not working.
- B. File sharing is disabled.
- C. The server was powered on before all of the external storage enclosures.
- D. Data was corrupted during the installation of the UPS causing missing files.

Answer: C

Question 35.

A company's server technician has installed an external tape device. The drive is connected to the same channel on the SCSI adapter as an internal drive, and termination on the drive is enabled. Upon rebooting, the server does not recognize the tape device. Which of the following is the most likely cause of this failure?

- A. Termination on the SCSI adapter was not disabled.
- B. Termination on the tape device was not disabled.
- C. Termination on the internal drive was not disabled.
- D. A SCSI adapter cannot support both internal and external devices.

Answer: B

Question 36.

During the setup of a new site, an external Ultra2 RAID storage unit is to be installed. Which of the following is **NOT** likely to cause a problem when the external RAID storage unit is installed?

- A. Using passive termination on the enclosure.
- B. Using a SCSI cable between one and five meters in length.
- C. Attaching the subsystem to the server while it is powered up.
- D. Powering off the RAID subsystem when the server is turned on.

Answer: B

Question 37.

A UPS needs to be purchased to protect two new servers that have been ordered. Which of the following is most important to consider when purchasing the UPS?

- A. A .VA rating.
- B. UL rating.
- C. Clamping voltage.
- D. Length of the UPS cord.

Answer: A

Question 38.

A server recently had its video card replaced under warranty by the manufacturer. Since the repair, the system only displays in VGA mode. Which of the following would be the most effective solution to apply first?

- A. Replace the monitor, as it is damaged.
- B. Replace the video card, as it is defective.
- C. Replace the system board, as it is defective.
- D. Replace the device driver, as it is incorrect.

Answer: D

Question 39.

Two servers need a connection between them to establish a heartbeat monitor for a software monitoring tool.

The System Administrator requests that COM1 be used on each server to establish this connection. This technician must obtain a cable to accomplish this task.

Which of the following types of cables is most likely to be used?

- A. DB9 cable
- B. IEEE-1284 cable
- C. Null modem cable
- D. Standard serial cable

Answer: C

Question 40.

A customer uses a 24 GB DAT drive for backup purposes. The drive has been intermittently failing during backup jobs. To resolve the problem, the customer cleaned the drive and purchases new DDS-3, 120m tapes.

The drive now fails on all jobs. Which of the following will most likely resolve this problem?

- A. Use compatible media.
- B. Replace the tape drive.
- C. Replace the SCSI controller.
- D. Clean the drive additional times.

Answer: B

Question 41.

A server error indicates that a service or driver failed during system startup. When a technician tries to start the service manually, it again fails to load and displays a specific error code. Which of the following is the most appropriate next step to resolve the problem?

- A. Reinstall the current patches.
- B. Reboot the server and observe any real-time errors.
- C. Determine if other services or functions also failed to start.
- D. Reinstall the service from the original install disks and apply appropriate patches.

Answer: C

Question 42.

While performing a daily review of the system logs, a server manager notices that the latest error entry in the log indicates that a specific service or function has stopped operating. What should be the next diagnostic step taken by the server manager?

- A. Attempt to manually restart the service or function.
- B. Examine the log for previous instances of this error.
- C. Determine which enterprise functions are being affected by this stoppage.
- D. Erase the log to make it easier to locate the next occurrence of this error.

Answer: B

Question 43.

A working server's monitoring tool identifies a problem with a PCI NIC in the server. Which of the following steps should be performed next?

- A. Assign an IRQ to the card.
- B. Move the card to another slot.
- C. Install an identical spare card.
- D. Install a PC diagnostic tool in the server.

Answer: C

Question 44.

A technician is adding a PCI 2.2-compliant 64-bit, 66-MHz card to a server. Which of the following types of slots can be used for the card?

- I. 32-bit, 33 MHz PCI
 - II. 64-bit, 33 MHz PCI
 - III. 64-bit, 66 MHz PCI
- A. III only
 - B. I and II only
 - C. II and III only
 - D. I, II and III

Answer: D

Question 45.

As the server is powered on, POST errors are observed. How can it be determined which FRU (Field Replacement Unit) to replace?

- A. Review the Network OS logs for subsystem errors
- B. Power off the server, disconnect from power, reconnect, restart.
- C. Look up the error codes in the server documentation for the appropriate part to replace.
- D. Contact the server manufacturer's technical support for known failing components that should be replaced.

Answer: C

Question 46.

The technician receives a call reporting that a server is down. After arriving at the site, the technician realizes the problem is beyond his technical expertise. What should the technician do in this situation?

- A. Review escalation procedures and contact the responsible individual.
- B. Contact a fellow technician and ask that individual to come in to help.
- C. Continue working on the problem, since the solution may present itself in time.
- D. Tell the client that the system will be down until the next business day.

Answer: A

Question 47.

A network server will not boot properly. The server never begins the load of the Network OS and the server technician suspects a POST error. What is the proper way to use a POST diagnostics hardware adapter?

- A. Insert the card into an open bus slot, boot the computer, and the error codes will display on the adapter.
- B. Insert the card into an open bus slot, boot the computer, and the error codes will output on the default printer.
- C. Insert the card into an open bus slot, boot the computer using the supplied floppy disk, and the error codes will be stored on disk.
- D. Connect the adapter to a serial or parallel port, boot the computer, and the error codes will be stored in a memory buffer created by the adapter.

Answer: A

Question 48.

A technician is trying to determine why a remote alert failed on a server at another location. Which of the following steps should be performed to fix the problem?

- I. Reboot remote server.
 - II. Connect to the remote server.
 - III. Logon with administrator privileges.
 - IV. Determine that the alert criterion is configured correctly.
-
- A. I and II only
 - B. III and IV only
 - C. I, II, and IV only
 - D. II, III, and IV only

Answer: D

Question 49.

When files on an NTFS partition on a new server were configured, an error occurs and the server will no longer boot. Which software is required to recover from the failure and continue configuration?

- A. Novell NetWare CD-ROM
- B. Unix Boot/Root diskette(s)
- C. IBM OS/2 Startup disk and Installation disk
- D. ERD and/or installation disks with CD-ROM

Answer: D

Question 50.

A customer asked for 83 hard drives to be used by all four of their database servers. Which technology would best achieve this configuration?

- A. SCSI
- B. IEEE-1394
- C. Ultra DMA
- D. Fibre Channel

Answer: D

Question 51.

A Customer wants to add memory to an existing server while preserving their initial investment. Which of the following actions must be performed before purchasing memory?

- A. Check memory count on POST.
- B. Verify pin count of replacement memory.
- C. Verify the availability of memory slot.
- D. Verify compatibility with existing memory.

Answer: C

Question 52.

A new UPS has been installed with a signal cable that connects the server to the UPS. However, the server cannot communicate with the UPS. Which of the following is the likely cause?

- A. The UPS is the wrong model.
- B. The UPS batteries are not fully charged.
- C. The UPS software is not properly configured.
- D. The UPS is not configured to a power source.

Answer: C

Question 53.

What is the bus length limitation of a single-ended UltraWide SCSI with four devices?

- A. 1.5 meters
- B. 3 meters
- C. 6 meters
- D. 12 meters

Answer: B

Question 54.

A customer asks a technician to install a new Ultra2 SCSI controller to an existing server. The new controller will replace a Fast SCSI controller that is in the server. The only device that will be connected is a Fast SCSI external tape drive. The customer will want to add new SCSI devices in the future. What should the technician tell the customer?

- A. The new configuration will work, however Ultra2 devices may operate at single-ended speeds.
- B. The new configuration will work and Ultra2 devices will operate at Ultra speeds.
- C. The new configuration will work and all devices will operate at Ultra2 speeds.
- D. The new configuration will not work.

Answer: B

Question 55.

A functional server suddenly stops responding to users. Upon a cold reboot of the server, the screen is blank. However, the hard drive and CD-ROM spin up normally. What is most likely causing the problem?

- A. There is a virus problem.
- B. There is an AC power problem.
- C. There is a hardware problem.
- D. There is a software problem.

Answer: D

Question 56.

A server administrator receives an application-specific error message while logged onto a remote server. A review of the remote server's event logs found no reference to the error. The remote application log files also do not mention the specific error. Which of the following would be the most appropriate action for the technician to take next?

- A. Examine the Network OS documentation.
- B. Examine the local application event logs.
- C. Examine the remote server vendor's support Website.
- D. Notify the remote server users that the server must be rebooted.

Answer: B

Question 57.

A client has called to company that their server hums or buzzes. Which of the following is **LEAST** likely to be the problem?

- A. CPU fan
- B. RAID card
- C. Hard drive
- D. Power supply

Answer: B

Question 58.

Users report that the intranet database is slow to respond during peak use times. The database server is on a small 150-user network and is configured with dual processors, 512 MB RAM and a hardware-controlled RAID 5 array with three drives. The server also provides DNS and DHCP

services for the intranet. Which of the following changes can be made to help improve server performance?

- I. Set process affinity
 - II. Add a hard drive to the RAID 5 array
 - III. Move the page file to another partition on the RAID 5 array
 - IV. Move the DNS and DHCP services to another server
- A. I and IV only
 - B. II and III only
 - C. I,II,and IV only
 - D. I,II,III,and IV

Answer: C

Question 59.

Without bringing the server down, which of the following is the first step in removing a NIC that is in a hot- plug PCI slot?

- A. Reload the NIC driver
- B. Power off the PCI slot
- C. Unload the TCP/IP stack.
- D. Disconnect the Wake-on-LAN cable from the NIC.

Answer: B

Question 60.

A failure occurred while a full backup from a tape set was being restored to a server. During a second attempt, the restore failed at the same point. Which of the following is most likely the cause of the failure?

- A. One of the tapes has failed
- B. The tape backup unit is dirty
- C. The tape drive malfunctioning
- D. All tapes in the backup set are corrupt

Answer: A

Question 61.

A company's main server uses an Ultra2-compatible controller with six Ultra2-compatible devices correctly installed and terminated. The technician is required to install and configured two Ultra3 devices. Which of the following is the most likely result?

- A. The new devices will work at Ultra2 speeds after they are configured.
- B. The Ultra2 controller will not allow the new devices to be installed.
- C. The Ultra3 devices are not compatible with the Ultra2 controller and require an adapter.
- D. All devices will function correctly after the cable length is reduced to include the new devices.

Answer: A

Question 62.

Which of the following factors must be considered when deciding which UPS to install?

- A. Maximum load
- B. Processor load
- C. Primary transformer output

D. Acceptable downtime

Answer: D

Question 63.

A customer has requested a server with a SCSI RAID 5 array. When the equipment arrived, the technician notes the SCSI RAID card, cables, and three 40-pin hard drives have been delivered. Which of the following should the technician indicate to the administrator?

- A. All required equipment has arrived.
- B. One more hard drive will be needed.
- C. The wrong hard drives were delivered.
- D. The wrong card and cables were delivered.

Answer: C

Question 64.

A server technician must move a company's two loaded 42U racks to a new location in the building next door.

Which of the following is the best way to accomplish this move?

- A. Load the rack onto a wheeled trolley and move the rack to the new location.
- B. Lower the wheels on the rack, raise the rack feet and move the racks to the new location.
- C. Remove all equipment from the rack and move the racks and equipment to the new location.
- D. Unload enough heavy equipment from the rack to be easily moved and move the racks to the new location.

Answer: C

Question 65.

During POST, the following message appears:
"2 logical drives found".

There are four SCSI hard drives in the server attached to a single RAID controller. None of the drives is configured as a JBOD.

Which of the following most likely explains this message?

- A. Two of the drives have failed.
- B. The drives are not initializing.
- C. The drive controller is misconfigured.
- D. The drives are configured in two separate arrays.

Answer: D

Question 66.

The only free port on a customer's hub (Hub-1) is the uplink port. The customer purchases an additional 12-port hub (Hub-2) and would like to connect the two hubs. Which of the following cable/port combinations should be used?

- A. Straight cable. Hub-1 uplink port to Hub-2 uplink port.
- B. Straight cable. Hub-1 uplink port to Hub-2 regular port.
- C. Crossover cable. Hub-1 uplink port to Hub-2 uplink port.
- D. Crossover cable. Hub-1 uplink port to Hub-2 regular port.

Answer: D

Question 67.

Within a printer pools, print devices can have which of the following characteristics?

- I. Be on the same server
 - II. Use the same IP address
 - III. Have the same make and model
 - IV. Use the same print drivers.
- A. I and IV only
 - B. II and IV only
 - C. I, II, and III only
 - D. I, III, and IV only

Answer: A

Question 68.

When the software on the "/" file system of a new server was configured, an error occurs and the server will no longer boot. Which software is required to recover from the failure and continue configuration?

- A. Novell NetWare CD-ROM
- B. Unix Boot diskette(s)
- C. IBM OS/2 Startup disk and installation disk.
- D. ERD and/or installation disks with CD-ROM.

Answer: B

Question 69.

A technician has created an array composed of four 9-GB hard drives. Two weeks later, the server is working fine; however, the customer calls to complain that the system only recognizes 27 GB of disk space. What would best explain the situation?

- A. The customer is running RAID 5.
- B. One of the hard drives has failed.
- C. One of the logical drives has failed.
- D. The customer is running RAID 5 with a hot spare.

Answer: A

Question 70.

An external SCSI hard drive has been added to a file server. The hard drive has been configured to use an available SCSI ID. The SCSI controllers BIOS is unable to see the drive. Which of the following actions should be performed first to resolve the issue?

- A. Reinitialize the drive
- B. Low-level format the drive
- C. Check and reconfigure termination if necessary
- D. Change the SCSI ID to the lowest available number

Answer: C

Question 71.

A client desires to install a dial-up server for remote access to allow 100 telecommuters to logon to the network for daily file transfers. Which of the following deployment considerations is **LEAST** critical to successful deployment?

- A. Adequate power source.
- B. Availability of modems.
- C. Availability of active phone lines.
- D. Availability of Virtual Private Network (VPN).

Answer: D

Question 72.

ESD (Electrostatic Discharge) can be reduced by installing:

- A. A UPS.
- B. A dehumidifier.
- C. Adequate grounding.
- D. Fluorescent lighting.

Answer: C

Question 73.

A server currently uses an Ultra2 SCSI controller. A directive to install an Ultra ATA 100 drive is ordered by management. Which of the following reasons would prevent a technician from using this drive?

- A. Ultra2 to Ultra 100 requires a converter.
- B. Ultra2 does not support Ultra ATA 100 drives.
- C. Ultra2 uses a 50-pin connector; Ultra ATA 100 uses 68 pins.
- D. Ultra2 uses an 80-pin connector; Ultra ATA 100 uses 40 pins.

Answer: B

Question 74.

A server exists in a remote location. Last week a service/daemon on the server crashed, and while the application fault was logged, no one in the IT department noticed it. Major departmental functions were affected. Which of the following would have allowed the problem to be recognized immediately?

- A. Implementing systems management software.
- B. Routinely logging into the server using remote software.
- C. Routinely monitoring server health, system, and application logs.
- D. Enabling automated system recovery to bring server down after service/daemon halts.

Answer: A

Question 75.

A company's IT department is adding additional CPUs for SMP (symmetrical multiprocessing). Where should they check first to verify that the additional CPUs are recognized?

- A. In the BIOS setup
- B. In the system log
- C. During the Network OS load
- D. In the Network OS monitor utility

Answer: A

Question 76.

A server uses a RAID 5 array, tape drive, NIC, and a Grandfather-Father-Son (GFS) backup scheme. Which of the following will increase the availability of the server?

- A. Change the RAID 5 to RAID 0
- B. Add another NIC for failover
- C. Add another tape drive for failover
- D. Change the differential backup scheme

Answer: B

Question 77.

Which of the following external connection types provides the fastest interface?

- A. SCSI
- B. RS-232
- C. IEEE-1394
- D. USB

Answer: A

Question 78.

When the functionality of a new UPS connected to a server is tested, the UPS does not perform as expected.

The new system is configured to wait one minute and implement an orderly shutdown. The computer remains on several minutes until the UPS loses power and shuts down abruptly. Which of the following should be checked to determine the cause of the problem?

- I. I.A DMA conflict
 - II. Conflict from a serial mouse
 - III. Bad battery array
 - IV. Incorrect polarity setting
- A. only II only
 - B. I and III only
 - C. II and IV only
 - D. III and IV

Answer: C

Question 79.

In the process of adding a network card to a server, a spark was witnessed and the component malfunctioned immediately thereafter. Now the server technician has a new network card and wants to avoid this happening again. The best solution to accomplish this includes which of the following?

- I. Wrist strap and mat
 - II. Rubber gloves
 - III. Avoiding contact with chassis
 - IV. Avoiding contact with the outer edge of the card
- A. I only
 - B. I and III only
 - C. II and IV only
 - D. I, III, and IV only

Answer: A

Question 80.

A company works with an external HVD (high voltage differential) SCSI tape drive connected to the main server used for backup. The technician wants to install a new SE (single-ended) SCSI tape drive to work in the same bus with the old tape unit to reduce backup time. Which of the following is the most likely result of the technician's action?

- A. The difference in potential will cause damage to devices.
- B. The bus will require a special 132-ohm active termination.
- C. Tapes will install correctly, but configuration will be required.
- D. Different bus cable connectors in the devices will not allow the connection.

Answer: D

Question 81.

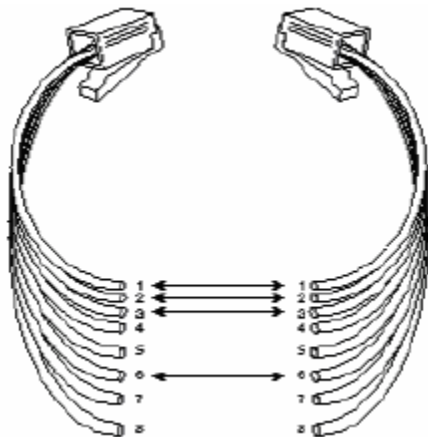
An installation plan requires plugging a 64-bit, 66 MHz, PCI 2.2-compliant SCSI controller into a 32-bit, 33 MHz PCI slot. Which of the following steps, must be performed?

- A. Nothing can be done. 64-bit, 66 MHz cards are not backward-compatible with 32-bit, 33 MHz slots.
- B. 64-bit cards are already compatible with a 32-bit slot. Bus speed compatibility must be set with a jumper on the PCI card.
- C. Remove the perforated cutout on the edge connector of the PCI card. This will allow a 66 MHz card to be plugged into a 33 MHz slot.
- D. Do nothing. The 64-bit, 66 MHz card is compatible with the 32-bit, 33 MHz slot.

Answer: D

Question 82.

Exhibit: Wiring diagram



The wiring diagram reference in the exhibit should be used in which of the following situations?

- A. A network card to a CSU/DSU connection
- B. A network card to a network card connection
- C. A network hub to a network card connection
- D. A network hub to a network hub connection.

Answer: C

Question 83.

A hot-plug PCI card needs to be replaced in a server supporting this technology. Before replacing the card, which of the following actions, if any, must be performed before removing the card from the server?

- A. Shut down the server.
- B. Unplug the power cord from the server.
- C. Remove power to the expansion slot.
- D. No action is required.

Answer: C

Question 84.

A technician is troubleshooting a server problem. Immediately after a reboot, the following error message was received:

"setup did not find any hard drives on the computer"

Which of the following should be checked first?

- A. Determine whether the Network OS is corrupted.
- B. Determine whether the first hard disk crashed.
- C. Check that the SCSI adapter is seen at POST.
- D. Verify that the DMA is not set to the "on" position.

Answer: B

Question 85.

All of the following combinations will result in a valid network connection EXCEPT?

- A. Server to MDI port with straight cable.
- B. Server to MDI-X port with straight cable.
- C. Server to workstation with crossover cable.
- D. MDI hub port to MDI hub port with crossover cable.

Answer: A

Question 86.

After Microsoft Windows NT or Windows 2000 is installed, which of the following is the best step to take in order to optimize virtual-memory speed?

- A. Place the Pagefile.sys on the slave hard drive.
- B. Enlarge the Win386.swp file to twice the physical RAM size.
- C. Place the Pagefile.sys file on a separate hard drive from the operating system.
- D. Decrease the minimum size and increase the maximum size of the Pagefile.sys file.

Answer: C

Question 87.

A server hardware technician has installed an external DLT drive. During the boot process, the device is not recognized by the BIOS. Which steps should be taken to troubleshoot the problem?

- I. Verify that the controller is recognized by the OS.
- II. Make sure that the DLT drive has power.
- III. Verify that the device drivers have been loaded.
- IV. Verify the cabling is connected securely and is the proper type.

- A. III only.

- B. II and IV only.
- C. II and III only.
- D. I, II, and IV only

Answer: B

Question 88.

A customer requires a server that will use the maximum amount of storage space possible while obtaining the greatest performance. Fault tolerance is not an issue for this installation. Which of the following is the best RAID solution for the server?

- A. Ultra2 SCSI using RAID 0.
- B. Ultra2 SCSI using RAID 1.
- C. Ultra2 SCSI using RAID 0/1.
- D. Wide Ultra2 SCSI using RAID 5.

Answer: A

Question 89.

The external peripheral connection with the highest potential data transfer rate is?

- A. USB
- B. SCSI
- C. IEEE-1294
- D. Ultra ATA 100

Answer: B

Question 90.

Which of the following configurations would provide the maximum data throughput to each device?

- A. HVD (High Voltage Differential) and SE (Single Ended) devices on a separate bus.
- B. LVD (Low Voltage Differential) and SE (Single Ended) devices on a separate bus.
- C. HVD (High Voltage Differential) and SE (Single Ended) devices on the same bus.
- D. UltraWide devices on a wide bus.

Answer: B

Question 91.

A server with two processors and six available DIMM memory slots requires additional RAM. Which of the following is the proper procedure for adding additional RAM?

- A. Add additional memory in DIMM slots 3 and 4.
- B. Add additional memory in DIMM slots 7 and 8.
- C. Place all the memory in the slots closest to the fastest processor.
- D. Check server documentation for proper placement of additional memory.

Answer: D

Part 7 Disaster Recovery

Question 1.

A server crashed where the data was locally stored on a RAID 0 configuration. According to the organization's disaster recovery plan, data should be recovered via disk fault tolerance strategies before going to the tape archive. What should be done to recover the lost data?

- A. The data is safe. Replace the failed disk and regenerate the mirror set.
- B. Replace the failed disk in the RAID array and it will regenerate itself automatically.
- C. Replace the failed disk in the RAID array and restore data from the most current backup.
- D. Replace the failed disk when it is convenient, because a copy of the data is on a disk on the second RAID controller.

Answer: C

Question 2.

A company's server room flooded and five years of data were lost. Server administrators implemented a disaster recovery plan before the flood that included a backup process with a daily tape rotation schedule.

Which of the following would have best minimized the impact of the flood?

- A. Establishing a cold site.
- B. Establishing remote notification for flooding.
- C. Installing a raised floor in the server room.
- D. Storing backup tapes at an offsite location.

Answer: D

Question 3.

Which of the following would **NOT** provide redundancy for a server in the event of failure?

- A. RAID 0
- B. RAID 1
- C. Disk duplexing
- D. Network adapter teaming

Answer: A

Question 4.

Which of the two following options would require an update of a disaster recover plan?

- I. Adding new hardware.
- II. A move to a new location.
- III. Replacing failed hardware.
- IV. Adding workstations to the network.

- A. I and II.
- B. I and III
- C. II and IV
- D. III and IV

Answer: A

Question 5.

A server technician discovers that a drive in a RAID 5 array has failed during the night. The array was protected with a hot-spare drive. What is the best first step in restoring the RAID array to its pre-failure state?

- A. Rebuild the RAID 5 array.
- B. Assign another drive as the hot spare in the array.
- C. Replace the defective drive.
- D. Verify completion of rebuilding of RAID array to the hot space.

Answer: C

Question 6.

Which RAID level best provides protection when either two disks fail simultaneously, or when a second disk fails during the reconstruction from the first disk failure?

- A. RAID 0/1
- B. RAID 1
- C. RAID 3
- D. RAID 5

Answer: A

Question 7.

In the event of a single-drive failure of an array, which of the following should be the first step to recovery?

- A. Break the mirror
- B. Restore from backup
- C. Determine the RAID level
- D. Replace the failed drive

Answer: C

Question 8.

Disaster recovery plans should be prepared at what stage of a server installation?

- A. Before deployment
- B. During the annual budget period
- C. After the server is successfully installed and configured
- D. Immediately upon symptoms of problems developing with the backup system.

Answer: C

Question 9.

The hard drive in an organization's certificate authority server has failed. The drive contained the certificate database and certificate revocation list. A replacement hard drive and the appropriate backup tapes from the Grandfather-Father-Son (GFS) rotation are obtained. What should the server technician do first before attempting a restore of the system?

- A. Burn in the new hard drive for at least 24 hours.
- B. Check the certificate authority's Website for software updates.
- C. Locate the organization's server recovery plan.
- D. Determine the default server configuration from the certificate authority's software guide.

Answer: C

Question 10.

A server is required to recover after a single disk failure. Which of the following solutions will provide the required level of fault tolerance?

- I. RAID 0
 - II. RAID 1
 - III. RAID 3
 - IV. RAID 5
-
- A. I and IV only
 - B. II and III only
 - C. I,II,and IV only
 - D. II,III,and IV only

Answer: D

Question 11.

Which of the following is the most important element of an effective disaster recovery plan?

- A. A clear plan for reducing the effects of a disaster.
- B. Adequate personnel to implement the disaster recover plan.
- C. A clear and concise disaster recovery plan stored in hard copy.
- D. A well-documented list of specific vendors used by the company.

Answer: B

Question 12.

Which of the following types of backup media is recommended to maximize storage on a 24 GB DAT drive?

- A. DDS-1
- B. DDS-2
- C. DDS-3
- D. DDS-24

Answer: C

Question 13.

In addition to backup tapes,which of the following should be stored offsite to help facilitate the recovery of a server in the event of a disaster?

- I. Blank backup tapes
 - II. Duplicate tape drives and cables
 - III. Network OS installation CD-ROMs
 - IV. Backup software and drivers
-
- A. I and II only
 - B. II and IV only
 - C. III and IV only
 - D. II,III,and IV only

Answer: D

Question 14.

When a new disaster recovery plan is reviewed, which of the following should be done first?

- A. Test the existing plan.
- B. Identify critical resources at the department level.
- C. Determine the preventive measures to be taken to minimize risks.
- D. Assess the possible amount of down time that could be experienced.

Answer: A

Question 15.

A company experienced a drive failure on one of its email servers and lost all of the data. The company decided to modify the RAID solution on all of its email servers. The servers are currently using RAID 0 on a set of six disk drives. The new solution will be RAID 5 on a set of six disk drives. Which of the following is most likely to result from the new solution?

- A. The solution will create redundancy
- B. The solution will not create redundancy.
- C. The solution will create redundancy and improve disk reads only.
- D. The solution will create redundancy and improve disk read/writes.

Answer: A

Question 16.

A technician performs a full backup of the file servers every Monday at 7:00 PM. The tapes are sent to an offsite storage center the following morning. He uses one tape per server. Differentials are performed daily throughout the rest of the week at 7:00 PM. One of the servers fails Saturday at 5:00 PM and must be recovered.

What would be the best course of action?

- I. Restore the Monday Full backup tape.
 - II. Restore all of the previous week's Differential backup tapes.
 - III. Restore the Friday Differential backup tape.
 - IV. Restore the Saturday Differential backup tape.
- A. III only
 - B. I and II only
 - C. I and III only
 - D. I and IV only

Answer: C

Question 17.

A company maintains all backup tapes in a server room that is not fireproof. Management would like a solution that will offer timely recall and data protection, and has defined timely recall as getting the tape in the hands of the person responsible for recovery, within four hours. Data protection is defined as protection of the backup tapes from fire or flood.

Which of the following is the best solution for this company?

- A. Store the tapes in a fireproof safe at the local facility.
- B. Store the tapes at the administrator's home ten minutes away.
- C. Store the tapes at a remote location one hour away in an unused secured closet.
- D. Store the tapes at a professional storage facility with a two-hour turn-around.

Answer: D

Question 18.

A server has been running without trouble for the past two years. The system has RAID 5 and is backed up and verified on a regular schedule. The server is on UPS and all the components are

secured via key locks in a server room with a raised floor. What else could be done to improve system reliability?

- A. Install a second CPU.
- B. Arrange to store a set of backup tapes offsite.
- C. Apply the latest version of Network OS patch and/or upgrade.
- D. Routinely press the self-test button on the UPS after hours.

Answer: B

Question 19.

A technician is concerned about how natural disasters would affect their existing disaster recovery plan. Which of the following disaster recovery plan modifications should be implemented to address this situation?

- A. Use a remote hotsite.
- B. Use a local media safe.
- C. Stock adequate hardware.
- D. Backup to another local server for redundancy.

Answer: A

Question 20.

In a standard Grandfather-Father-Son (GFS) backup rotation scheme, where is the best place to store the Grandfather media sets when the data is going to be permanently archived?

- A. In a secure onsite storage location
- B. In a secure offsite storage location
- C. In the server room in a fireproof cabinet
- D. In an adjacent room in a fireproof cabinet

Answer: B

Question 21.

After a full backup has completed for the previous day, which of the following would be the most effective method of verifying that the backup tape is useable for restoring the data?

- A. Use the backup software "verify" option.
- B. Read the contents of any text file directly from the backup tape.
- C. View the backup session log file to verify all directories and files are present.
- D. Restore sample data to verify success of the backup.

Answer: A

Question 22.

A company has a new disaster recovery requirement. It states that the media have minimum five-year storage life and capability to back up their 80 GB database. Which of the following technologies would provide the best solution for this company?

- A. DLT
- B. CD-RW discs
- C. WORM discs
- D. QIC-80 Tapes

Answer: A

Question 23.

What is the primary advantage, if any, of implementing RAID 5 over implementing RAID 1?

- A. RAID 5 does not have an advantage over RAID 1.
- B. RAID 5 more efficiently utilizes storage capacity.
- C. RAID 5 provides better data integrity.
- D. RAID 5 generates less processor overhead.

Answer: C

Question 24.

A customer who needs to restore their system from tape has been creating differential backups since their last full backup. How many tape sets will be required to restore the system to the most recent backup?

- A. One, the full backup.
- B. One, the last differential backup.
- C. Two, the full backup and incremental backup.
- D. Two, the full backup and the last differential backup.

Answer: D

Question 25.

While maintaining fault tolerance, which of the following would provide the greatest disk performance?

- A. RAID 0/1
- B. RAID 0
- C. RAID 1
- D. RAID 5

Answer: A

Question 26.

When a RAID 5 array is configured with a hot spare, what is the minimum number of drives required?

- A. 3
- B. 4
- C. 5
- D. 6

Answer: B

Question 27.

A technician with six 9-GB drives available needs to create a fault-tolerant array with a capacity of at least 28 GB. Which of the following RAID options will best fulfill these requirements?

- I. RAID 0
- II. RAID 1
- III. RAID 5
- IV. RAID 0/1

- A. III only.
- B. III and IV only.
- C. I, II, and IV only.

D. II, II, and IV only.

Answer: A