CompTIA Network+ certification

1. A user reports they are unable to access a file on a mapped network drive. A technician discovers the server where the file is located did not come back online after last night's power outage and manually powers the server back online. The technician then verifies the user can connect to their file. Which of the following troubleshooting steps should the technician do NEXT?

A. Escalate by following change procedures

B. Establish a plan of action to resolve the problem

C. Document findings, actions, and outcomes

D. Question the user

Answer(s): C

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2. The network interface layer of the TCP/IP model corresponds with which of the following layers of the OSI model? (Select TWO).

☐ A. Transport layer

☐ B. Network layer

☐ C. Session layer

☐ D. Physical layer

☐ E. Presentation layer

☐ F. Data link layer

Answer(s): D F

3. The application layer in the TCP/IP model is comparable to which of the following layers in the OSI model?

A. Layer 2

B. Layer 5

C. Layer 6

D. Layer 7

Answer(s): D

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4. Which of the following is the MOST appropriate to use when routing Internet traffic through multiple ISP connections?

A. BGP

B. SNAT

C. RIP

D. GPG

Answer(s): A

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5. Which of the following DNS records would be queried to locate a company's mail server?

A. A

B. MX

C. AAAA

D. CNAME

Answer(s): B

6. Lisa, a network technician, is attempting to map a FQDN to an internal server at the address of 10.0.0.15 without NAT/PAT. Which of the following is the reason this will ultimately not work?

A. This is a private address which cannot be seen by external users.

B. The address does not have the appropriate subnet mask assigned.

C. This is a public address which can only be seen by internal users.

D. This is a private address which can only be seen by external users.

Answer(s): A

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7. A forward lookup zone converts which of the following?

A. IP addresses to hostnames

B. Hostnames to IP addresses

C. MAC addresses to IP addresses

D. IP Addresses to MAC addresses

Answer(s): B

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8. Multiprotocol Label Switching (MPLS) operates at which of the following layers of the OSI model? (Select TWO).

☐ A. Layer 1

☐ B. Layer 2

☐ C. Layer 3

☐ D. Layer 4

Answer(s): B C

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9. At which of the following layers of the OSI model does ASCII work?

A. Session

B. Transport

C. Presentation

D. Application

Answer(s): C

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10. Which of the following would Joe, a technician, use for a service that needs fast communication and is unaffected by packet loss?

A. UDP

B. ARP

C. ICMP

D. TCP

Answer(s): A

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11. The TCP/IP application layer contains which of the following OSI layers?

A. Layers 1, 5, 6, 7

B. Layers 4, 7

C. Layers 5, 6, 7

D. Layer 7

Answer(s): C

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12. In order for switching loops to be automatically disabled, which of the following needs to be implemented?

A. Routing tables

B. Collision domains

C. Port mirroring

D. Spanning-tree protocol

Answer(s): D

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13. Joe has a small office and is looking to replace his phone system with a lower cost solution that requires minimal in-house support. Which of the following is the BEST choice?

A. Wide Area Network

B. NAT

C. Virtual PBX

D. Virtual LAN

Answer(s): C

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14. Which of the following protocols is commonly used for VoIP technology?

A. Telnet

B. SMTP

C. SIP

D. SNMP

Answer(s): C

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15. If a NIC does not have a link light, there is a failure at which of the following OSI layers?

A. Physical

B. Session

C. Data link

D. Presentation

Answer(s): A

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16. Which of the following protocols would Kurt, a technician, use to synchronize local date and time of a client workstation to that of a server?

A. RTP

B. NTP

C. TFTP

D. ARP

Answer(s): B

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17. Which of the following is the minimum subnet mask to allow 172.16.1.5 and 172.16.4.3 to be on the same subnet?

A. /19

B. /21

C. /22

D. /24

Answer(s): B

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18. A network technician is troubleshooting a user's connectivity problem, and has determined a probable cause. The technician is at which step in the troubleshooting methodology?

A. Verify full system functionality

B. Identify the problem

C. Establish a theory

D. Implement the solution

Answer(s): C

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19. A bridge handles frames at which of the following layers of the OSI model?

A. Network

B. Session

C. Transport

D. Data Link

Answer(s): D

20. Which of the following should be used when throughput to the destination network is a priority?

A. MTU

B. Hop count

C. Reliability of the path

D. Bandwidth

Answer(s): D