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QUESTION 1

Which of the following is a benefit of performing asset management?

- A. Inventory of items for support and warranty
- B. Inventory of the labor and time to fix issues
- C. Inventory of the number of employees
- D. Inventory of system logs

Correct Answer: A

QUESTION 2

A user reports that email does not work. Which of the following ordered steps should the administrator take to address the issue according to the troubleshooting theory?

- A. Reboot the email server, document the findings, collect additional information about the issue, and then determine if the issue affects one or multiple users.
- B. Document the findings, determine if the issue affects one or multiple users, collect additional information about the issue, and then reboot the email server.
- C. Collect additional information about the issue, determine if the issue affects one or multiple users, reboot the email server, and then document the findings.
- D. Collect additional information about the issue, document the findings, determine if the issue affects one or multiple users, and then reboot the email server.

Correct Answer: C

QUESTION 3

A technician is asked to troubleshoot a hardware alert on a server. The server is up and running and all users can access their data. Which of the following could the technician use to find the failed component? (Select TWO).

- A. LEDs
- B. Dataflow diagram
- C. Power supply tester
- D. LCD messages
- E. Cabling diagram

Correct Answer: AD



QUESTION 4

A server administrator is creating a design for a new datacenter. The servers should be configured for maximum availability and also provide caching for user information requests. Which of the following techniques should be used?

- A. Active/Passive
- B. Round robin
- C. Heartbeat
- D. Active/Active
- E. Passive/Passive

Correct Answer: D

QUESTION 5

Joe, a system administrator, is replacing an aging print server. Once he reached the step to join the new server to the existing domain, he kept getting an error and could not complete the step successfully. Which of the following did Joe forget to do?

- A. He did not recreate the printer on the new print server.
- B. He did not migrate the print server database.
- C. He did not restore a full backup of the old print server.
- D. He did not properly configure the network settings.

Correct Answer: D

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