

# 300-370<sup>Q&As</sup>

Troubleshooting Cisco Wireless Enterprise Networks

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#### **QUESTION 1**

An engineer is troubleshooting reports from a Cisco 7925 user that is experiencing consistent gaps in audio when roaming from one area of the facility to another. Packet analysis shows that the phone is flapping between two access points due to poor SNR.

Which action fixes this issue?

- A. Add access points to the areas that have a noise floor below -90 dBm.
- B. Adjust the roaming threshold of the WLC to -67 dBm for improved access point performance.
- C. Use coverage hole detection to allow the access points to compensate for the poor roaming.
- D. Redesign the area for sufficient overlap with access points running at reduced power levels.

Correct Answer: C

### **QUESTION 2**

Refer to the exhibit.

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```
Cisco-WLC2 Gig 0/1 168 H AIR-CT550
CCNP-W#sh run | b interface
                                        LACInterface0/3/1
GigabitEthernet0/1
                                        Cisco-WLC1 Gig 0/2 123 H AIR-CT500 Gig
interface GigabitEthernet0/1
                                         0/0/1
                                         Cisco-WLC1 Gig 0/4 123 H AIR-CT500 Gig
switchport trunk encapsulation dot1q
switchport mode trunk
                                         0/0/2
channel-group 1 mode on
                                         Cisco-WLC1 Gig 0/2 123 H AIR-CT500
                                         LACInterface0/3/1
                                         APO1 Fas 0/48 150 T I AIR-AP126 Gig 0.1
interface GigabitEthernet0/2
switchport trunk encapsulation dot10
                                         IDF1 Fas 0/38 160 R S I WS-C3560- Fas
                                         0/22
switchport mode trunk
channel-group 1 mode on
                                         CCNP-W#sh ether
interface GigabitEthernet0/3
                                         CCNP-W#sh etherchannel su
switchport trunk encapsulation dotlq
                                        CCNP-W#sh etherchannel summary
switchport mode trunk
                                        Flags: D - down P - bundled in port-
channel-group 2 mode on
                                        channel
                                        I - stand-alone s - suspended
interface GigabitEthernet0/4
                                        H - Hot-standby (LACP only)
switchport trunk encapsulation dot1q
                                        R - Layer3 S - layer2
switchport mode trunk
                                        U - in use f - failed to allocate
channel-group 2 mode on
                                         aggregator
CCNP-W#
                                        M - not in use, minimum links not met
                                        u - unsuitable for bundling
CCNP-W#sh cdp neighbors
                                        w - waiting to be aggregated
Capability Codes: R - Router, T - Trans
                                        d - default port
Bridge, B - Source Router Bridge
S - Switch, H - Host, I - IGMP, r -
                                        Number of channel-groups in use: 2
repeater, P - Phone,
                                         Number of aggregators: 2
D - remote, C - CVTA, M - Two-port Mac
Relay
                                        Group Port-channel Protocol Ports
                                         Device ID Local Intrfce Holdtme
Capability Platform Port ID
                                        1 Po2 (SU) - Gi0/1(P) Gi0/3(P)
Cisco-WLC2 Gig 0/1 168 H AIP-CT550 Gig
                                        2 Po2 (SU) - Gi0/2(P) Gi0/4(P)
0/0/1
Cisco-WLC2 Gig 0/3 168 H AIP-CT550 Gig
                                        CCNP-W#
0/0/2
```



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An access point joins the secondary wireless controller but not the primary wireless controller. Another access point has joined the controller and is working fine. The network engineer can ping the wireless controller and the access point from the core switch.

Which option is the cause of the issue?

- A. The trunk ports are missing a spanning tree configuration.
- B. The EtherChannel configuration is incorrect.
- C. The port channels configured with the wrong negotiation protocol.
- D. The trunk port configuration is incorrect.

Correct Answer: B

#### **QUESTION 3**

Which three details are contained within the LWAPP discovery response sent by each WLC to enable the LAP to choose a WLC? (Choose three.)

- A. the controller sysName
- B. an AP-manager IP address
- C. the WLC IOS version
- D. the mobility domain name
- E. the master controller flag
- F. the DNS server address

Correct Answer: ABE

#### **QUESTION 4**

Refer to the exhibit. Which configuration must be addresses to correct this issue?

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```
*Dec 12 00:59:44.069: %CAPMAP-3-EVENTLOG: Go Join the next controller
*Dec 12 00:59:44.069: %CAPMAP-3-EVENTLOG: Selected MWAR 'REMOTE' (index 0).
*Dec 12 00:59:44.069: %CAPMAP-3-EVENTLOG: Ap mgr count=1
*Dec 12 00:59:44.069: %CAPMAP-3-EVENTLOG: Go Join a capwap controller
*Dec 12 00:59:44.069: %CAPMAP-3-EVENTLOG: Choosing AP Mgr with index 0, IP =
0xA0AC8FE , Load = 4..
*Dec 12 00:59:44.069: %CAPMAP-3-EVENTLOG: Synchronizing time with AC time.
*Dec 12 00:58:39:324: %PKI-3-CERTIFICATE_INVALID_WOT_YET_VALID: Certificate
chain validation has failed. The certificate (SN: 46469F4C0000000A4C34) is
not yet valid Validity period starts on 22:50:55 UTC Aug 30 2012
*Dec 12 00:58:39.324: %CAPWAP-3-ERRORLOG: Certificate verification failed!
*Dec 12 00:58:39.324: DTLS CLIENT ERROR: ../capwap/capwap wtp dtls.c:352
Certificate verified failed!
*Dec 12 00:58:39.324: %DTLS-4-BAD-CERT: Certificate verification failed. Peer
IP: 10.10.200.254
*Dec 12 00:58:39.324: %DTLS-5-SEND_ALERT: Send FATAL : Bad certificate Alert
to 10.10.200.254:5246
*Dec 12 00:58:39.324; *DTLS-3-BAD RECORD: Erroneous record received from
10.10.200.254: Malformed Certificate
*Dec 12 00:58:39.324: %DTLS-5-SEND_ALERT: Send FATAL: Close notify Alert to
10.10.200.254:5246
*Dec 12 00:58:39.324: %CAPWAP-3-ERRORLOG: Invalid event 38 & state 3
combination
```

A. self-signed certificate

B. DHCP Option 43

C. Network Time Protocol

D. AP authorization list

Correct Answer: A

#### **QUESTION 5**

While reviewing CleanAir data in Cisco Prime Infrastructure, an engineer notices that a wideband jammer is not sending its Interferer Security Trap correctly. The engineer determines that the default severity level has been changed. Which value does the engineer select to reset the severity level to its factory setting?

A. informational

B. major

C. minor

D. warning

E. critical

Correct Answer: D

### **QUESTION 6**

You detect a coverage hole in some part of the network. After troubleshooting, you find out that the Cisco 3702i AP is not using all of its transmission power, and hence is not using the 4x4 spatial stream.

Which cause of the problem is true?

- A. The upstream switch is not PoE-capable.
- B. The AP antennas have been damaged.
- C. The AP is not 4x4-capable.
- D. The PoE source is not injecting the adequate quantity of power.

Correct Answer: D

#### **QUESTION 7**

An engineer has received an alarm on a wireless LAN controller and is unsure of its meaning. The engineer attempted to ping the wireless LAN controller interfaces. Which troubleshooting methodology does this action demonstrate?

- A. bottom-up
- B. follow the path
- C. shoot from the hip
- D. top-down
- E. divide and conquer

Correct Answer: E

#### **QUESTION 8**

Drag and drop the IP address range on the left onto the specific purpose for multicast groups on the right. Not all options are used.

Select and Place:

224.0.1.0 through 238.255.255.255

214.0.0.0 through 224.0.0.255

239.0.0.0. through 239.255.x.y/16

224.0.0.0 through 224.0.0.255

239.0.0.0 through 240.255.x.y/16

Limited scope

Reserved link local

Globally scoped

Correct Answer:

239.0.0.0. through 239.255.x.y/16

224.0.0.0 through 224.0.0.255

224.0.1.0 through 238.255.255.255

214.0.0.0 through 224.0.0.255

239.0.0.0 through 240.255.x.y/16

#### **QUESTION 9**

Refer to the exhibit. Why did Client 00:25:84:61:92:7d not get a response from the RADIUS server?

Authentication Summary

Logged At: September 6,2011 10:13:40:753 AM

RADIUS Status: RADIUS Request dropped: 11036 The Mess of Authenticator RADIUS attribute is invalid.

NAS Failure:

Wost Recent Traps

RADIUS server 192:168:150:10:1812 deactivated in global list

RADIUS server 192:168:150:10:1812 failed to respond to request (ID 140) for client 00:25:84:61:92:7d / RADIUS server 192:168:150:10:1812 deactivated in global list

RADIUS server 192:168:150:10:1812 failed to respond to request (ID 139) for client 00:25:84:61:92:7d /

- A. The RADIUS server rejected the username that was provided by the client.
- B. The shared-secret keys on the controller and on the RADIUS server do not match.
- C. The wireless controller does not have IP connectivity to the RADIUS server.
- D. The client and the RADIUS server did not agree on the EAP type so the RADIUS server dropped the packet.

Correct Answer: B

#### **QUESTION 10**

When implementing interface groups, how are the IP addresses sourced via DHCP for wireless clients?

- A. through the primary interface of the group
- B. through round robin between interfaces
- C. through interface group definition
- D. through the interface receiving the first response

Correct Answer: B

### **QUESTION 11**

A training class has 15 laptops connecting to the WLAN using the same Active Directory training credentials. Users report that they cannot connect until someone else logs off. At any one time, only half of the class connect to the internet. Which option must be checked first?

- A. Maximum Allowed Clients
- B. Client Exclusion
- C. Co-channel interference
- D. DHCP address pool



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Correct Answer: A

#### **QUESTION 12**

All corporate-issued devices in your network have been configured with EAP-TLS authentication. They authenticate via wireless to an instance of Cisco ISE and AD authorization for the user profiles is un-configured. Which impact occurs to the authentication when a user\\'s Active Directory username and password expires?

- A. The ISE prompts the user for the new password.
- B. The user must change the password manually on their WLAN profile.
- C. The WLAN profile must be forgotten and reconfigured.
- D. WLAN connectivity is not impacted because EAP-TLS uses certificates.

Correct Answer: D

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