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QUESTION 1

A technician troubleshoots a computer that has intermittent network connectivity and notices the termination point is loose. The technician also observes that the patch cable has already been replaced.

Which of the following should the technician do NEXT?

- A. Use a tone generator to trace the cable
- B. Use a multimeter to determine if PoE is available on the switchport
- C. Use a cable crimper to replace the RJ45 connector on the patch cable
- D. Use a punchdown tool to reseat the copper in the wall jack
- Correct Answer: D

QUESTION 2

At which of the following OSI model layers does the Layer 2 Tunneling Protocol operate?

- A. Application
- B. Session
- C. Transport
- D. Data link
- Correct Answer: D

QUESTION 3

Which of the following DHCP settings would be used to ensure a device gets the same IP address each time it is connected to the network?

- A. Scope options
- B. Reservation
- C. Exclusion
- D. Relay
- E. Pool

Correct Answer: A



QUESTION 4

A network technician is planning to upgrade an end-of-life network switch and wants to reuse as much of the existing infrastructure as possible. The end-of-life switch uses a GBIC, but the new switch will use an SFP. Which of the following will the network technician MOST likely need to perform before completing the upgrade?

- A. Reterminate the fiber with ST connectors.
- B. Reterminate the fiber with SC connectors.
- C. Reterminate the fiber with LC connectors.
- D. Reroute the fiber through a media converter.

Correct Answer: C

QUESTION 5

A network engineer performed a migration to a new mail server. The engineer changed the MX record, verified the change was accurate, and confirmed the new mail server was reachable via the IP address in the A record. However, users are not receiving email. Which of the following should the engineer have done to prevent the issue from occurring?

A. Change the email client configuration to match the MX record.

- B. Reduce the TTL record prior to the MX record change.
- C. Perform a DNS zone transfer prior to the MX record change.
- D. Update the NS record to reflect the IP address change.

Correct Answer: B

TTL (Time To Live): TTL is a value in a DNS record that determines the amount of time it can be cached by DNS resolvers and other devices on the internet. When making changes to DNS records, reducing the TTL beforehand helps minimize the time it takes for the changes to propagate throughout the internet.

MX Record Change: Changing the MX (Mail Exchange) record directs email traffic to the specified mail server. However, DNS changes take time to propagate across the internet due to caching. If the TTL is set too high, old records may be cached for an extended period, leading to email delivery issues.

QUESTION 6

A network administrator is downloading a large patch that will be uploaded to several enterprise switches simultaneously during the day\\'s upgrade cycle. Which of the following should the administrator do to help ensure the upgrade process will be less likely to cause problems with the switches?

- A. Confirm the patch\\'s MD5 hash prior to the upgrade
- B. Schedule the switches to reboot after an appropriate amount of time.
- C. Download each switch\\'s current configuration before the upgrade



D. Utilize FTP rather than TFTP to upload the patch

Correct Answer: A

The network administrator should confirm the patch\\'s MD5 hash prior to the upgrade to help ensure the upgrade process will be less likely to cause problems with the switches. MD5 (Message Digest 5) is a cryptographic hash function that produces a 128-bit hash value for any given input. It can be used to verify the integrity and authenticity of a file by comparing its hash value with a known or expected value. If the hash values match, it means that the file has not been corrupted or tampered with during transmission or storage. If the hash values do not match, it means that the file may be damaged or malicious and should not be used for the upgrade.

References: https://www.cisco.com/c/en/us/support/docs/security-vpn/secure-shell-ssh/15292-scp.html

QUESTION 7

A network technician recently installed 35 additional workstations. After installation, some users are unable to access network resources. Many of the original workstations that are experiencing the network access issue were offline when the new workstations were turned on. Which of the following is the MOST likely cause of this issue?

- A. Incorrect VLAN setting
- B. Insufficient DHCP scope
- C. Improper NIC setting
- D. Duplicate IP address
- Correct Answer: B

QUESTION 8

Which of the following ports should be used to securely receive mail that is synchronized across multiple devices?

A. 25

- B. 110
- C. 443
- D. 993

Correct Answer: D

QUESTION 9

A network administrator wants to test the throughput of a new metro Ethernet circuit to verify that its performance matches the requirements specified m the SLA. Which of the following would BEST help measure the throughput?

A. iPerf

B. Ping



- C. NetFlow
- D. Netstat

Correct Answer: A

iPerf is a tool that is commonly used to measure network throughput. It works by sending a stream of data packets between two devices on a network and measuring the amount of data that can be transferred over a given period of time. This allows you to test the performance of a network connection and determine whether it is capable of meeting the throughput requirements specified in the Service Level Agreement (SLA).

Ping, NetFlow, and Netstat are all useful tools for troubleshooting and monitoring networks, but they are not designed specifically for measuring throughput. Ping is used to test the reachability of a host on a network, NetFlow is used to collect data about network traffic, and Netstat is used to display information about active network connections.

QUESTION 10

A network technician needs to install network devices in a new building. The building will be a pan of the corporate network and has the connection to the core network already. Which of the following devices must be configured in the new building?

- A. Firewall
- B. Switch
- C. Modem
- D. IDS

Correct Answer: C

QUESTION 11

Which of the following OSI model layers is where conversations between applications are established, coordinated, and terminated?

- A. Session
- B. Physical
- C. Presentation
- D. Data link

Correct Answer: A

The session layer is where conversations between applications are established, coordinated, and terminated. It is responsible for creating, maintaining, and ending sessions between different devices or processes. The physical layer deals with the transmission of bits over a medium. The presentation layer formats and translates data for different applications. The data link layer provides reliable and error-free delivery of frames within a network.

Reference: https://www.techtarget.com/searchnetworking/definition/OSI#:~:text=The%20session%20layer,and%20termi nates%20conversations%20between%20applications



QUESTION 12

A network administrator needs to provide evidence to confirm that recent network outages were caused by increased traffic generated by a recently released application. Which of the following actions will BEST support the administrator\\'s response?

- A. Generate a network baseline report for comparison.
- B. Export the firewall traffic logs.
- C. Collect the router\\'s NetFlow data.
- D. Plot interface statistics for dropped packets.

Correct Answer: C

NetFlow data provides information on network traffic, including the source and destination IP addresses, port numbers, and type of traffic, as well as bandwidth and volume of data transferred. This information can help the administrator determine if there was an increase in traffic from the recently released application and if it was the cause of the network outages.

QUESTION 13

A user in a branch office reports that access to all files has been lost after receiving a new PC. All other users in the branch can access fileshares. The IT engineer who is troubleshooting this incident is able to ping the workstation from the branch router, but the machine cannot ping the router. Which of the following is MOST likely the cause of the incident?

- A. Incorrect subnet mask
- B. Incorrect DNS server
- C. Incorrect IP class
- D. Incorrect TCP port

Correct Answer: A

QUESTION 14

A user stores large graphic files. The time required to transfer the files to the server is excessive due to network congestion. The user\\'s budget does not allow for the current switches to be replaced. Which of the following can be used to provide FASTER transfer times?

A. Half duplex

- B. Jumbo frames
- C. LACP
- D. 802.1Q



Correct Answer: B

QUESTION 15

Which of the following is true about an IP address if the first bit is a one and the second bit is a zero?

- A. The address is a Class A address.
- B. The address is a Class B address.
- C. The address is a Class C address.
- D. The address is a Class D address.

Correct Answer: B

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