Exam Code: 050-658
Service and Support

Demo Version

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1. Eliminating user error is part of which troubleshooting step?
A. Quick Fix
B. Executing a plan
C. User satisfaction
D. Gathering basic information
Answer: A

2. Monitoring baseline performance is part of which troubleshooting step?
A. Quick Fix
B. User satisfaction
C. Gathering basic information
D. Developing a plan to isolate the problem
Answer: C

3. A user's workstation hangs intermittently. You are assigned to work with him to resolve the problem and have taken the following steps:
1. Checked user and system records to gather information to assess what might be wrong.
2. Worked on the system to eliminate one possibility at a time until the answer was found.
3. Wrote a complete description of the problem and its solution in the system logs.
4. Explained the problem and its solution to the user. Observed the user while he worked until he was convinced that the problem would not recur.
How many of these steps are an appropriate part of the troubleshooter's role?
A. 1
B. 2
C. 3
D. 4
E. None
Answer: D

4. Which locations contain information or links that can be helpful when troubleshooting Novell networks? (Choose 2.)
A. http://www.novell.com
B. http://info.novell.com
C. http://www.novellhelp.com
D. http://support.novell.com
E. http://troubleshooting.novell.com
Answer: AD

5. UTP cable consists of which characteristics?
A. Copper shielding around the wire pairs
B. Aluminum shielding around the wire pairs
C. 2 insulated 22 or 24 gauge wires twisted around each other
D. 2 insulated 18 or 20 gauge wires twisted around each other
Answer: C

6. What is the minimum twisted-pair cable specification for a 10BASE-T network installation?
A. Category 2
B. Category 3
C. Category 4
D. Category 5
Answer: B

7. What is the minimum twisted-pair cable specification for a 4 Mbps token ring network installation?
A. Category 1
B. Category 2
C. Category 3
D. Category 5
Answer: C

8. What are advantages of using twisted pair cabling in a network installation? (Choose 3.)

A. It is lightweight.
B. It is easy to install.
C. It uses mature technology.
D. It is protected from electronic eavesdropping.
E. It is insensitive to EMI (electomagmetic interference).
Answer: ABC

9. What are advantages of using twisted pair cabling in a network installation? (Choose 3.)
A. It is flexible.
B. It supports a wide range of uses.
C. It is protected from electronic eavesdropping.
D. It is relatively inexpensive when compared to coaxial.
E. It is insensitive to EMI (electomagnetic interference).
Answer: ABD

10. What is a disadvantage of using twisted-pair cabling in your network installations?
A. The technology is relatively new.
B. It is susceptible to electronic eavesdropping.
C. It is often confused with telephone lines by the user.
D. It is relatively expensive when compared to other cabling options.
Answer: B

11. What are valid considerations when installing twisted-pair network wiring? (Choose 2.)
A. Consider using the same wire for voice and data.
B. Keep the twist in the wire up to the point of termination.
C. Never bend a cable tighter than a bend radius of 10 times the cable diameter.
D. It is recommended to use category 5 termination equipment on all catagory 3 installations.
Answer: BC

12. Which cable standards can be implemented for a 10BASE5 network installation? (Choose 2.)
A. RG-8
B. RG-11
C. RG-58
D. RG-59
E. RG-62
Answer: AB

13. Which statement is correct concerning fiber-optic cabling?
  A. Thin cable is commonly used for both LANs and long-distance links.
 B. Thick cable is commonly used for both LANs and long-distance links.
C. Thick cable is commonly used for LANs and thin cable is used for long-distance links.
D. Thin cable is commonly used for LANs and thick cable is used for long-distance links.
Answer: C

14. What are benefits of using coaxial cabling over twisted pair? (Choose 2.)
A. It is more flexible.
B. It is less expensive.
C. It supports faster data speeds.
D. It is more resistant to physical damage.
E. It is more resistant to electromagnetic interference.
Answer: DE

15. Which components comprise a coaxial cable? (Choose 4.)
A. Core wire
B. Wire mesh
C. Glass fibers
D. 22-gauge wire
E. Plastic fibers
F. Insulating plastic

G. Reflective cladding
H. Outer plastic coating
Answer: ABFH

16. Which components comprise a fiber-optic cable? (Choose 4.)
A. Sheath
B. Core wire
C. Wire mesh
D. Glass fibers
E. 22-gauge wire
F. Outer coating
G. Reflective cladding
Answer: ADFG

17. Which type of fiber-optic cable has the greatest bandwidth?
A. Dual mode
B. Single mode
C. Multimode graded index
D. Multimode stepped index
Answer: B

18. Which type of cable has the greatest bandwidth?
A. Coaxial
B. Twisted pair
C. Single mode fiber optic
D. Multimode graded index fiber optic
E. Multimode stepped index fiber optic
Answer: C

19. Which bus architecture was introduced in 1987 by IBM with the introduction of 32-bit processors?
A. PCI
B. MCA
C. EISA
D. VL-Bus
Answer: B

20. Which statement describes the function of an IRQ?
A. It allows the CPU to access system RAM.
B. It notifies the system board that a device needs a response.
C. It allows devices to write directly to memory without CPU intervention.
D. It is a reserved memory address that allows a device to store data intended for the CPU.
Answer: B