



Cisco

Exam Questions 100-150

Cisco Certified Support Technician (CCST) Networking

NEW QUESTION 1

DRAG DROP

Move each protocol from the list on the left to its correct example on the right.

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Protocols

DHCP

DNS

ICMP

Examples

Perform a query to translate companypro.net to an IP address.

Assign the reserved IP address 10.10.10.200 to a web server at your company.

Perform a ping to ensure that a server is responding to network connections.

Protocol

Protocol

Protocol

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

The correct matching of the protocols to their examples is as follows:

? DHCP: Assign the reserved IP address 10.10.10.200 to a web server at your company.

? DNS: Perform a query to translate companypro.net to an IP address.

? ICMP: Perform a ping to ensure that a server is responding to network connections.

Here??s how each protocol corresponds to its example:

? DHCP (Dynamic Host Configuration Protocol) is used to assign IP addresses to devices on a network. In this case, DHCP would be used to assign the reserved IP address 10.10.10.200 to a web server.

? DNS (Domain Name System) is used to translate domain names into IP addresses. Therefore, to translate companypro.net to an IP address, DNS would be utilized.

? ICMP (Internet Control Message Protocol) is used for sending error messages and operational information indicating success or failure when communicating with another IP address. An example of this is using the ping command to check if a server is responding to network connections.

These protocols are essential for the smooth operation of networks and the internet.

? Perform a query to translate companypro.net to an IP address.

? Assign the reserved IP address 10.10.10.200 to a web server at your company.

? Perform a ping to ensure that a server is responding to network connections.

? DNS (Domain Name System): DNS translates human-friendly domain names like "companypro.net" into IP addresses that computers use to identify each other on the network.

? DHCP (Dynamic Host Configuration Protocol): DHCP automatically assigns IP addresses to devices on a network, ensuring that no two devices have the same IP address.

? ICMP (Internet Control Message Protocol): ICMP is used for diagnostic or control purposes, and the ping command uses ICMP to test the reachability of a host on an IP network.

References:

? DNS Basics: What is DNS?

? DHCP Overview: What is DHCP?

? ICMP and Ping: Understanding ICMP

NEW QUESTION 2

Which command will display all the current operational settings configured on a Cisco router?

- A. show protocols
- B. show startup-config
- C. show version
- D. show running-config

Answer: D

Explanation:



Router

The show running-config command is used on a Cisco router to display the current operational settings that are actively configured in the router's RAM. This command outputs all the configurations that are currently being executed by the router, which includes interface configurations, routing protocols, access lists, and other settings. Unlike show startup-config, which shows the saved configuration that the router will use on the next reboot, show running-config reflects the live, current configuration in use.

References := The information is supported by multiple sources that detail the use of Cisco commands, particularly the show running-config command as the standard for viewing the active configuration on a Cisco device¹²³.

? show running-config: This command displays the current configuration running on the router. It includes all the operational settings and configurations applied to the router.

? show protocols: This command shows the status of configured protocols on the router but not the entire configuration.

? show startup-config: This command displays the configuration saved in NVRAM, which is used to initialize the router on startup, but not necessarily the current running configuration.

? show version: This command provides information about the router's software version, hardware components, and uptime but does not display the running configuration.

References:

? Cisco IOS Commands: Cisco IOS Commands

NEW QUESTION 3

A help desk technician receives the four trouble tickets listed below. Which ticket should receive the highest priority and be addressed first?

- A. Ticket 1: A user requests relocation of a printer to a different network jack in the same office.
- B. The jack must be patched and made active.
- C. Ticket 2: An online webinar is taking place in the conference room.
- D. The video conferencing equipment lost internet access.
- E. Ticket 3: A user reports that response time for a cloud-based application is slower than usual.
- F. Ticket 4: Two users report that wireless access in the cafeteria has been down for the last hour.

Answer: B

Explanation:

When prioritizing trouble tickets, the most critical issues affecting business operations or high-impact activities should be addressed first. Here's a breakdown of the tickets:

? Ticket 1: Relocation of a printer, while necessary, is not urgent and does not impact critical operations.

? Ticket 2: An ongoing webinar losing internet access is critical, especially if the webinar is time-sensitive and involves multiple participants.

? Ticket 3: Slower response time for a cloud-based application is important but typically not as urgent as a complete loss of internet access for a live event.

? Ticket 4: Wireless access down in the cafeteria affects users but does not have the same immediate impact as a live webinar losing connectivity.

Thus, the correct answer is B. Ticket 2: An online webinar is taking place in the conference room. The video conferencing equipment lost internet access.

References :=

? IT Help Desk Best Practices

? Prioritizing IT Support Tickets

NEW QUESTION 4

HOTSPOT

Computers in a small office are unable to access companypro.net. You run the ipconfig command on one of the computers. The results are shown in the exhibit.

You need to determine if you can reach the router.


```
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
IPv4 Address. . . . . : 192.168.0.14(Preferred)
Subnet Mask . . . . . : 255.255.255.0
Lease Obtained. . . . . : Sunday, January 8, 2023 11:00:02 AM
Lease Expires . . . . . : Sunday, January 8, 2023 12:00:12 PM
Default Gateway . . . . . : 192.168.0.1
DHCP Server . . . . . : 192.168.0.1
DNS Servers . . . . . : 8.8.8.8
                        8.8.4.4
NetBIOS over Tcpip. . . . . : Enabled
```

Which command should you use? Complete the command by selecting the correct options from each drop-down lists.

netstat
ping
ftp
nslookup

companypro.net
192.168.0.1
localhost
8.8.8.8

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

To determine if you can reach the router, you should use the ping command followed by the IP address of the router. The ping command is a network utility used to test the reachability of a host on an Internet Protocol (IP) network and to measure the round-trip time for messages sent from the originating host to a destination computer.

The Default Gateway in the ipconfig results is typically the router's IP address in a home or small office network. In this case, the Default Gateway is 192.168.0.1, which is the address you would ping to check connectivity to the router.

References :=

? How to Use the Ping Command

? Testing Network Connectivity with the Ping Command

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To determine if you can reach the router, you should use the ping command with the IP address of the router.

? Command: ping

? Target: 192.168.0.1 So, the completed command is:

? ping 192.168.0.1

Step by Step Comprehensive and Detailed Explanation:

? ping: The ping command sends ICMP Echo Request messages to the target IP address and waits for an Echo Reply. It is commonly used to test the reachability of a network device.

? 192.168.0.1: This is the IP address of the default gateway (the router) as shown in the ipconfig output. Pinging this address will help determine if the computer can communicate with the router.

References:

? Using the ping Command: ping Command Guide

NEW QUESTION 5

Which two pieces of information should you include when you initially create a support ticket? (Choose 2.)

- A. A detailed description of the fault
- B. Details about the computers connected to the network
- C. A description of the conditions when the fault occurs
- D. The actions taken to resolve the fault
- E. The description of the top-down fault-finding procedure

Answer: AC

Explanation:

? Statement A: "A detailed description of the fault." This is essential for support staff to understand the nature of the problem and begin troubleshooting effectively.

? Statement C: "A description of the conditions when the fault occurs." This helps in reproducing the issue and identifying patterns that might indicate the cause of the fault.

? Statement B: "Details about the computers connected to the network." While useful, this is not as immediately critical as understanding the fault itself and the conditions under which it occurs.

? Statement D: "The actions taken to resolve the fault." This is important but typically follows the initial report.

? Statement E: "The description of the top-down fault-finding procedure." This is more of a troubleshooting methodology than information typically included in an initial support ticket.

References:

? Best Practices for Submitting Support Tickets: Support Ticket Guidelines

NEW QUESTION 6

Examine the following output:

Examine the following command output:

```
C:\Admin>tracert www.cisco.com
5
over a maximum of 30 hops:

 1  <1 ms  <1 ms  <1 ms  2603-6081-943f-72ec-a240-a0ff-fe67-3c14.res6.big.com [2603:6081:943f:72ec:a240:a0ff:fe67:3c14]
 2  13 ms  11 ms  16 ms  2603-90b3-0a00-01bb-0000-0000-0000-0001.wifi6.biginternet.com [2603:90b3:a00:1bb::1]
 3  17 ms  25 ms  18 ms  lag-61.zblnnc1001h.netops.exchange.com [2001:db8:a000:0:4::8:d4c]
 4  16 ms  13 ms  11 ms  lag-29.drhmncev02r.netops.exchange.com [2001:db8:a000:0:4::2:152]
 5  *      *      *      Request timed out.
 6  *      *      *      Request timed out.
 7  19 ms  18 ms  27 ms  lag-0.pr2.dca10.netops.provider.com [2001:db8:1998:0:4::517]
 8  21 ms  32 ms  23 ms  2001:db8:1998:0:8::639
 9  16 ms  15 ms  18 ms  vlan-103.r10.spine101.iad03.fab.netarch.provider.com [2600:1408:b400:40b::1]
10  15 ms  17 ms  22 ms  vlan-110.r03.leaf101.iad03.fab.netarch.provider.com [2600:1408:b400:f03::1]
11  17 ms  17 ms  23 ms  vlan-104.r08.tor101.iad03.fab.netarch.provider.com [2600:1408:b400:2908::1]
12  25 ms  19 ms  19 ms  g2600-1408-c400-038d-0000-0000-0000-0b33.deploy.static.et.com [2600:1408:c400:38d::b33]

Trace complete.
```

Which two conclusions can you make from the output of the tracert command? (Choose 2.) Note: You will receive partial credit for each correct answer.

- A. The trace successfully reached the www.cisco.com server.
- B. The trace failed after the fourth hop.
- C. The IPv6 address associated with the www.cisco.com server is 2600:1408: c400: 38d: : b33.
- D. The routers at hops 5 and 6 are offline.
- E. The device sending the trace has IPv6 address 2600:1408:c400:38d :: b33.

Answer: AC

Explanation:

- Statement A: "The trace successfully reached the www.cisco.com server." This is true as indicated by the "Trace complete" message at the end, showing that the trace has reached its destination.
- Statement C: "The IPv6 address associated with the www.cisco.com server is 2600:1408:c400:38d::b33." This is true because the final hop in the trace, which is the destination, has this IPv6 address.
- Statement B: "The trace failed after the fourth hop." This is incorrect as the trace continues beyond the fourth hop, despite some intermediate timeouts.
- Statement D: "The routers at hops 5 and 6 are offline." This is not necessarily true. The routers might be configured to not respond to traceroute requests.
- Statement E: "The device sending the trace has IPv6 address 2600:1408:c400:38d::b33." This is incorrect; this address belongs to the destination server, not the sender. References:
- Understanding Traceroute: Traceroute Guide

NEW QUESTION 7

Which standard contains the specifications for Wi-Fi networks?

- A. GSM
- B. LTE
- C. IEEE 802.11
- D. IEEE 802.3
- E. EIA/TIA 568A

Answer: C

Explanation:

The IEEE 802.11 standard contains the specifications for Wi-Fi networks. It is a set of media access control (MAC) and physical layer (PHY) specifications for implementing wireless local area network (WLAN) computer communication in various frequencies, including but not limited to 2.4 GHz, 5 GHz, and 6 GHz1. This standard is maintained by the Institute of Electrical and Electronics Engineers (IEEE) and is commonly referred to as Wi-Fi. The standard has evolved over time to include several amendments that improve speed, range, and reliability of wireless networks.

References :=

- The Most Common Wi-Fi Standards and Types, Explained
- 802.11 Standards Explained: 802.11ax, 802.11ac, 802.11b/g/n, 802.11a
- Wi-Fi Standards Explained - GeeksforGeeks

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NEW QUESTION 8

DRAG DROP

Move each network type from the list on the left to the correct example on the right.

DHCP	DNS	ICMP	Perform a query to translate companypro.net to an IP address.	Protocol
			Assign the reserved IP address 10.10.10.200 to a web server at your company.	Protocol
			Perform a ping to ensure that a server is responding to network connections.	Protocol

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Protocols

DHCP	DNS	ICMP	Perform a query to translate companypro.net to an IP address.	DHCP
			Assign the reserved IP address 10.10.10.200 to a web server at your company.	DNS
			Perform a ping to ensure that a server is responding to network connections.	ICMP

NEW QUESTION 10

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