Ourexam

Higher Quality Better Service!

We offer free update service for one year

Http://www.ourexam.com

Exam : **50-658**

Title : service and support

Version : DEMO

1.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

Correct:D

2.A user cannot get a new application to print on a NetWare network even though the application is advertised as network-aware. Print jobs that the user sends from the application are not arriving in the print queue. These print jobs also do not print successfully from a workstation that is attached directly to a local printer. What is the probable cause of the network printing problem?

A.The printer or its setup

B.The application or its setup

C.The print queue or its setup

D.The print server or its setup

E.The NPRINT or CAPTURE settings

Correct:B

3.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.

Correct:B C

4.What can be used to test for a break on a FDDI cable segment?

A.An MSAU

B.A flashlight

C.A volt meter

D.An ohm meter

Correct:B

5.Which utility do you need to run to activate a remote printer that is defined in PCONSOLE? Answer:

A.RPRINTER

Correct:A

6.How many nodes can you install on a token ring network that is installed with IBM type 3 cabling?

A.35

B.64

C.72

D.127

Correct:C

7.To enable manual recovery from an abend, what value would you assign to the Auto Restart After Abend SET parameter?

A.0

B.1

C.2

D.3

Correct:A

8.A user complains that he cannot connect to the network. He receives a "File Server Not Found" message. He had no trouble logging in yesterday. No hardware or software has been changed on his workstation since yesterday. LANalyzer shows the Network Alarm indicator is red and the scrolling message indicates a CRC error rate beyond the acceptable threshold. Sorting the errors reveals the CRC errors are accumulating for several different workstations. Other users on the same server have no problem. What is the most likely cause of the problem?

A.There is a local cabling problem.

B.The network is severely congested.

C.The router is fragmenting packets.

D.The local router or switch is overloaded.

E.The file server's network board has a problem.

Correct:A

9.How are file caching and the tracking of network resources implemented in the Novell Client for Windows NT?

A.As a set of NLMs

B.As a virtual device driver

C.As a NetWare I/O subsystem (NIOS)

D.As a redirector/file system driver

Correct:D

10.When setting up mirroring in NetWare, what data storage unit is actually being configured and mirrored?

A.Disk

B.Volume

C.Partition

D.Disk segment

Correct:C

11.Which NDPS support service allows printers to send users and operators customized notifications about printer events and print job status?

A.Printer Manager Services

B.Service Registry Services

C.Event Notification Services

D.Resource Management Services

Correct:C

12.When should the Novell NDPS gateway be used? (Choose 3.)

A.The printer is attached directly to the network

B.Users will be printing from 16 bit applications

C.The printer is attached directly to the file server
D.Users will be printing from different operating systems
E.The printer is attached to a workstation running NPRINTER
F.The printer manufacturer has not written a gateway of its own
Correct:C E F

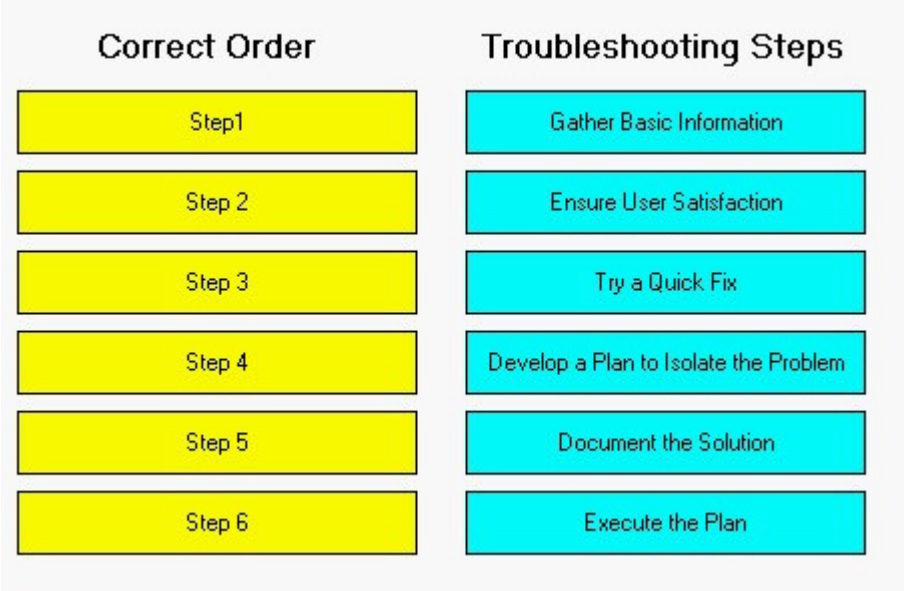
13.You are installing a hard drive and have just created a DOS partition. What is the next step?
A.Copy system files.
B.Create a DOS boot sector.
C.Scan the disk and identify bad sectors.
D.Perform a high-level format of the partition.
Correct:D

14.Which NDPS component is used to manage non-NDPS-aware printers?
A.NDPS broker
B.NDPS manager
C.NDPS gateway
D.Printer agent
Correct:C

15.A user complains of slow performance on his NetWare network. What type of bottleneck should you suspect after viewing a large number of dirty cache buffers and current disk requests in the MONITOR utility?
A.CPU
B.Bus I/O
C.Disk I/O
D.Network I/O
Correct:C

16.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
Correct:C

17.Perform the drag-and-drop task. Begin by clicking the Drag-and-Drop button. When you finish, continue to the next question by clicking the Next button. The graphic shows the components of the 6-Step Network Troubleshooting Model. Assemble the steps in their correct order by dragging them to their correct location.



Correct:
Green choice1---->Yellow Choice4
Green choice3---->Yellow Choice1
Green choice5---->Yellow Choice3
Green choice2---->Yellow Choice6
Green choice4---->Yellow Choice2
Green choice6---->Yellow Choice5

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

19.The SYS volume of a NetWare 4.11 server will not mount so you decide to run VREPAIR. Which step would you perform?
A.Run VREPAIR.NLM by loading it from the DOS partition.
B.Load MONITOR and set Automatically Repair Bad Volumes to OFF.
C.Add another hard drive to the server and span the SYS volume to the new disk.
D.Use MOUNT SYS /F to force the volume to mount, load VREPAIR, then dismount SYS and run VREPAIR.
Correct:A

20.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).
Correct:A B C