



# 350-060<sup>Q&As</sup>

CCIE SP Operations Written

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**QUESTION 1**

A network operations engineer of company ABC is responsible for the operations and maintenance aspects of the MPLS backbone. The MPLS backbone is built by using MPLS- capable routers that are connected with Gigabit Ethernet and POS interfaces. A complaint was received about the lack of connectivity between two sites of the end customer of the ABC company. This customer relies on the availability of the MPLS label-switched path that is provided by the backbone network of company ABC. The operations engineer quickly determined that the MPLS label entries for certain prefixes provided by LDP were missing on one of the provider edge routers that connected to the customer router. The operations engineer also determined that the LDP session of the PE router was down with some of its neighbors in the backbone.

Which three of the following statements represent valid considerations for further troubleshooting? (Choose three.)

- A. A Layer 1 or 2 connectivity problem might be causing LDP to be unable to discover link-local peers.
- B. The MPLS label-switched path ping to the LDP router ID of the peer will be helpful to determine the issue with LDP.
- C. A ping that is using the PE's own transport address as source might help to determine if the LDP transport addresses of the peers are unreachable.
- D. Interface label space might be incorrectly configured, or the router might be unable to allocate the interface label.
- E. There could be a password mismatch between the LDP neighbors. Logging messages might uncover a message that is related to password mismatch.
- F. A fault or a misconfiguration on the backbone in the downstream direction might be causing label retention problems.

Correct Answer: ACE

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**QUESTION 2**

Several customers are complaining about slow network throughput when trying to access a company document management system. This slow throughput is impacting business for these customers due to lost productivity. The service desk followed normal procedures, was unable to resolve the problem, and escalated the trouble ticket to you, the Tier 2 NOC engineer. You have done your own analysis and believe that you have found the root cause but are not entirely certain.

Which three steps should you take to verify your resolution? (Choose three.)

- A. Implement your fix at one location to verify that it fixes the problem.
- B. Determine what the expected throughput is compared to what is being observed.
- C. Identify when the problem started and correlate to recent change activity.
- D. Determine what specific locations have the problem.
- E. Create a contingency plan in case your analysis is wrong.

Correct Answer: BCD

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**QUESTION 3**

Users have complained recently about their experience with a collaboration tool that is being used on different international locations on your network. The collaboration tool uses IP precedence of "4" for all the traffic that runs over your network. Upon investigating the problem, you noticed that the tool worked fine most of the time. You observed that video frames would freeze occasionally for a short time, and some collaboration features had slow responses. The IT department has been engaged, and they believe that the problem is with the network transport. You tried end-to-end extended pings by using the ToS value of 128 and noticed a high round-trip time on some of the ping packets. To the best of your knowledge, all the routers in the forwarding path are distributed architecture, hardware-based forwarding devices, and the entire path is QoS-enabled.

What should be the next three steps in identifying the root cause? (Choose three.)

- A. Check RP CPU utilization for all routers in the data path.
- B. Look for queue buildup on interfaces that are being traversed by this traffic.
- C. Perform application profiling and correct ToS usage by using sampled NetFlow.
- D. Verify that the ACLs are not misconfigured and causing a problem.
- E. Use MEMORY-POOL-MIB for verifying free memory.
- F. Deploy IP SLAs as a proactive measure to correlate IP delay variations to certain times of the day.

Correct Answer: BCF

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**QUESTION 4**

What information should you include when a fault management system autogenerates an incident ticket to ensure that the correct support team is assigned to the ticket?

- A. severity
- B. priority
- C. classification
- D. customer contact

Correct Answer: C

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**QUESTION 5**

The service provider that you work for decided to offer its business customers a new, hosted unified communications service. This service will allow the service provider to maintain in its data centers all the call managers and related hardware and software so that businesses can outsource this function to your company. Engineering has crafted a rollout plan for this new service. From the NOC support perspective, what are the three main considerations to take into account to support the new service? (Choose three.)

- A. The SP data center has adequate power, heating, and cooling capacity.
- B. The documentation is complete.



- C. The network bandwidth to each customer site is sufficient.
- D. The service desk has received proper training.
- E. The troubleshooting procedures are established.

Correct Answer: BDE

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