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**QUESTION 1**

A network administrator is responding to a help desk ticket, which states an unknown wireless access point is broadcasting in a specific area. Upon investigation, the administrator finds that a user brought a wireless access point from home and plugged it into the corporate network. This resulted in an attacker using the unsecured wireless LAN to gain access to the network. Which of the following should the network administrator have done to BEST prevent this problem?

- A. Changed the default credentials on the network switches
- B. Installed a Layer 7 firewall
- C. Implemented port security
- D. Disabled unnecessary services on the network switches

Correct Answer: C

QUESTION 2

A wireless access point that was working in a large warehouse last week is now offline. The technician observes there is no power to the device. The technician verifies PoE is working on the switchport, and then confirms the wireless access point is still not powering up. Which of the following is the MOST likely issue?

- A. Attenuation
- B. Incorrect pin-out
- C. Damaged cable
- D. Switch configuration

Correct Answer: C

QUESTION 3

Jeff, a customer, has a wireless network and has reported that the network traffic from the wireless access points seems high compared to the limited number of wireless devices used. Jeff believes that other non-employees are using the wireless network to access the Internet. Which of the following could be used to limit the access to the wireless network? (Select TWO).

- A. WPA encryption
- B. Changing wireless channels
- C. MAC filtering
- D. Changing wireless speed standards



E. SSID disable

Correct Answer: AC

QUESTION 4

Which of the following should a technician investigate when using a network baseline to troubleshoot?

- A. Tracing a network wire connectivity issue from the datacenter to a host.
- B. Determining if the server performance is degraded.
- C. Changes that have been made to the network configuration.
- D. Location of networking equipment in a rack.

Correct Answer: B

QUESTION 5

A customer called the help desk to report general slowness on the network. According to the customer, the network is entirely unusable for a videoconference that is scheduled for that morning. Which of the following should the network administrator do FIRST to investigate the issue?

- A. Reference the baseline to determine the expected performance.
- B. Remotely restart the local routing and switching equipment.
- C. Instruct the customer to reinstall the videoconferencing software.
- D. Contact the software vendor for a server status update.

Correct Answer: A

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