



# SK0-003<sup>Q&As</sup>

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### QUESTION 1

Which of the following is the FIRST step when troubleshooting an issue?

- A. Identify the problem.
- B. Verify full system functionality.
- C. Document all findings.
- D. Establish a theory of probable cause.

Correct Answer: A

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### QUESTION 2

An administrator receives a call from an end user reporting that the application they are using keeps giving them an error on port 23. Which of the following is being used?

- A. SSH
- B. Remote Desktop Connection
- C. Telnet
- D. VPN

Correct Answer: C

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### QUESTION 3

An administrator is installing a new server when the administrator notices there are no power outlets available to connect the new server. Which of the following should the administrator perform?

- A. Daisy chain power strips together.
- B. Contact an electrician to install a new power outlet.
- C. Escalate the problem to a facilities manager.
- D. Unplug another server so there is an available outlet for the new server.

Correct Answer: C

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### QUESTION 4

A company backs up their data using daily, weekly, and monthly tape backups. The monthly backups are also known as which of the following?



A. Great-grandfather

B. Grandfather

C. Father

D. Son

Correct Answer: B

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#### QUESTION 5

A server technician is working at one of the company's branch offices. The technician is unable to access a server at the corporate office. The technician receives a "destination host unreachable" when trying to PING the server name. The technician is able to PING the IP address of the server. Which of the following DNS records should the technician check?

A. A record

B. CNAME record

C. PTR record

D. MX record

Correct Answer: A

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