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QUESTION 1

An administrator has encountered a problem with a particular piece of software installed on the server and begins the troubleshooting process. Which of the following is the FIRST place the administrator should look for specific information about the problem?

- A. The supporting documentation
- B. The vendors website
- C. The Internet
- D. The servers event logs

Correct Answer: D

QUESTION 2

Which of the following is a benefit of using raised floors with specially configured tiles in a server room?

- A. To provide for heat dissipation using forced air through the sub-floor.
- B. To provide for liquid cooling systems through the sub-floor.
- C. To provide a location for baffles or shrouds in the sub-floor.
- D. To provide a location for redundant power supplies in the sub-floor.

Correct Answer: A

QUESTION 3

An administrator needs to install a server located in an industrial environment. Workers often use electrical equipment nearby, and the server will be almost 500ft (152m) from the nearest switch. Which of the following is the BEST choice for network cabling?

- A. Cat 5e rollover cabling
- B. Cat 5e straight-through cabling
- C. Cat 6 cabling
- D. Fiber-optic cabling

Correct Answer: D

QUESTION 4

An administrator checks a server running a RAID 1 with ten drives and notices three drives have blinking amber lights.

Which of the following is the FIRST action the administrator should take?

- A. Reseat the drives one at a time
- B. Inform the users the server is down
- C. Shut down the server and replace the drives
- D. Call support and open a case

Correct Answer: A

QUESTION 5

A system administrator has a database server that crashes at random times. No changes have been made to either the server's software or hardware. Which of the following is the FIRST step the administrator should take towards resolving this issue?

- A. Establish an action plan.
- B. Perform a root cause analysis.
- C. Document the findings.
- D. Identify the problem and scope.

Correct Answer: D

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