



Exam Code: 050-658

Exam Name: Service and Support

Vendor: NOVELL

Version: DEMO

Part: A

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 Answers: 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 Answers: 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 category 3 installations.

Correct Answers: 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 Answers: B

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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: C