

Server Troubleshooting Review

Name: _____ Date: _____

1. What is the sequence of events we should use to troubleshoot a Windows 2008 server according to SysEdCo?
2. Trevor is making changes to the firewall ports to solve VPN server problem. He opens several PPTP TCP and UDP ports to try to solve the connection issue. What SysEdCo step is Trevor completing in his troubleshooting methodology?
3. Maxine is part of a team that has added the new RAID 5 and DFS servers to the company that required a better backup system to replace their single server machine. As the newest member of the team, the leader has her documenting the procedure for the group and we can use the data to troubleshoot or improve the system later. What SysEdCo step is Maxine completing in her troubleshooting methodology?
4. Brian is investigating a server problem where the client computer he is adding to the network does not have the NIC drivers to install from the WDS server. He is referring to the company's server manual and Microsoft articles about the problem. What SysEdCo step is Brian completing in his troubleshooting methodology?
5. Margery is changing the network connecting to server from dynamic to static in response to problem with network security. She also has made a subnet with fewer available IP addresses and she has programmed each MAC address into the system so no one can join the network using a foreign machine. She completes all of the alterations before leaving. What SysEdCo step is Margery completing in her troubleshooting methodology?
6. Stephanie is investigating a server problem where the server has several errors with file services. She asked the group coming off the weekend shift what changes were made to the PDC and SDC. She also notes on the event log as to when the problem started. What SysEdCo step is Stephanie completing in her troubleshooting methodology?
7. Sally is investigating a problem where an application server has trouble connecting to the DNS server. She is using `ipconfig/all` and `arp -d` TCP utility to analyze the problem. After some work, she determines she needs to add a new gateway and DNS address to conform to a change made by the ISP. Sally is using the OSI model to organize her troubleshooting process. Sally is at what layer of the OSI model?

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8. Ryan is investigating a problem with a client computer at a bank. The network adapter is not showing up in the Device Manager window. On further inspection, he see that the PCI NIC card needs to be seated in the socket and a screw added to keep it firmly in place. Ryan is using the OSI model to organize his troubleshooting process. Ryan is at what layer of the OSI model?

9. What are the seven layers of the OSI model? Place layer 7 on the top of the list to layer 1 on the bottom of the list.

10. Michael is investigating a problem where an entire department has lost connection with the server. Investigation has found that a technician has added another patch cable to a wireless access point creating a loop in the network topology. When it is removed, the network returns to normal operation. Michael is using the OSI model to organize his troubleshooting process. Michael is at what layer of the OSI model?

11. Tony is troubleshooting a server using the Hardware / Software Model. What do most network administrators try to solve first?

12. The shipping and receiving workers are complaining that they are unable to make changes to the SQL database. They can see the record but are denied to make alterations. What kind of server problem is this?

13. What ping expression would we type to check the DNS server?

14. What is the first step we would like to use when running the dcdiag utility?

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15. Becky, the server technician is just starting a rotation in the server room. What should she check first on each server?

16. A user has a problem running the application with their terminal connected at their desk, but is able to connect to their account by a standard desktop computer in another office and run the application successfully. What would we check first?

17. To determine what applications and services are running on a client computer, the network technicians uses what tool?

18. What tool will check the client computer to see if the unit is infected with a virus, worm or spyware?

19. What is required to investigate on the server Event Viewer?

20. What is the shortcut to the Task manager?