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## [CCNP TSHOOT Chapter 3 Exam Answers \(Version 7\) – Score 100%](#)

**How to find:** Press “Ctrl + F” in the browser and fill in whatever wording is in the question to find that question/answer.

**NOTE:** If you have the new question on this test, please comment Question and Multiple-Choice list in form below this article. We will update answers for you in the shortest time. Thank you! We truly value your contribution to the website.

- 1. What is a benefit of change control during the processes of regular network maintenance?**
  - elimination of the need to perform a regular network backup
  - elimination of the need to troubleshoot planned outages
  - **reduction in the frequency and duration of unplanned outages \***
  - simplification of the process for creating a network baseline
- 2. Which three pieces of information should be gathered during regular maintenance in order to create a baseline to support the troubleshooting processes? (Choose three.)**
  - data that is gathered during simulated failures
  - verification of the backup process that is implemented in the network
  - **network traffic profiles via NetFlow or NBAR \***
  - **network performance characteristics via IP SLA \***
  - **performance statistics via SNMP \***
- 3. Which three pieces of information should be gathered during regular maintenance in order to create a baseline to support the troubleshooting processes? (Choose three.)**
  - data that is gathered during simulated failures
  - **performance statistics via SNMP \***
  - verification of the backup process that is implemented in the network
  - **network performance characteristics \***
  - **network traffic flow characteristics \***
- 4. What is the goal of change control In network maintenance and troubleshooting?**
  - to decrease the cost of equipment
  - to reduce the mean time between failures
  - to simplify the documentation process
  - **to increase network uptime \***

- to automate the task of network documentation
5. Which two components are normally considered part of change control? (Choose two.)
- the cost of network changes
  - **the authorization that is required to make changes \***
  - the technology that is used to implement changes
  - the staff changes that are required to carry out repairs
  - **the time when changes can be made \***
6. What are two facts regarding the information that is collected for baseline creation? (Choose two.)
- The information is the same for all networks.
  - It should be collected only once and then archived for future reference.
  - **It can be used for capacity planning.\***
  - **It can be collected using tools such as NBAR, NetFlow, and SNMP.\***
  - It should be limited to only a few key performance statistics.
7. What type of information can be gathered by using SNMP during the process of collecting baseline information?
- **basic performance statistics about the Interface load for critical network links\***
  - basic performance statistics to profile different types of traffic on the network
  - basic performance statistics via the use of **show** commands
  - basic performance statistics for Layer 2 and Layer 3 protocols
8. Which three IOS features can be used to keep the network documentation accurate? (Choose three.)
- basic performance statistics
  - policy compliance
  - **Embedded Event Manager \***
  - **rollback feature \***
  - performance monitoring
  - **configuration archive \***
9. Which Cisco IOS baseline performance tool can be used to measure delay and jitter across the network infrastructure?
- **IP Service Level Agreement (IP SLA) \***
  - NetFlow
  - Network Based Application Recognition (NBAR)
  - Simple Network Management Protocol (SNMP)

10. A network administrator executes the *show processes cpu* command on a production router and notices that the average CPU load over the past 5 seconds was 97% and over the last one minute was around 39%. What should the administrator do next?
- **Compare the result to the baseline for an accurate assessment.\***
  - Replace the router as soon as possible because it has reached capacity.
  - Nothing. This is normal behavior for an ISR router.
  - Contact the service provider because the contract is not being fulfilled as specified in the SLA.
11. Which two procedures can be implemented to ensure that current backups of all device configurations are maintained? (Choose two.)
- **Implement a system to create automatic configuration backups.\***
  - Create configuration backups as soon as an issue is reported with network performance.
  - Update configuration backups only after major network outages.
  - Password protect all devices to prevent configuration changes,
  - **Log all configuration change events to a syslog server.\***
12. Which IOS feature can be leveraged to maintain current backups of all device configurations?
- Cisco Configuration Manager
  - Cisco Prime Infrastructure
  - Cisco Feature Navigator
  - **Cisco Embedded Event Manager \***
13. Which three types of data are useful for creating a baseline? (Choose three.)
- **basic performance statistics like the interface load for critical network links and the CPU load and memory usage of routers and switches\***
  - **Remote Monitoring (RMON), Network Based Application Recognition (NBAR), and NetFlow statistics\***
  - DHCP and NAT translation statistics
  - **network performance characteristics\***
  - number of infrastructure routers and switches
  - switch interface statistics of all access ports
14. What is a purpose of a disaster recovery plan?
- **to minimize downtime in the event of a failed device \***
  - to evaluate current devices and software images and determine if they need to be upgraded
  - to ensure all devices are continuously monitored at all times
  - to prevent a single point of failure

15. Refer to the exhibit. A network administrator is troubleshooting a routing related problem. Which two facts can be concluded based on the generated output of the show logging command? (Choose two.)

```
R1# show logging
<Output omitted>

00:00:51: %LINK-3-UPDOWN: Interface Serial0/1, changed state to down
00:00:52: %LINEPROTO-5-UPDOWN: Line protocol on Interface Serial0/1, changed state to down
00:02:23: %LINK-3-UPDOWN: Interface Serial0/1, changed state to up
00:02:24: %LINEPROTO-5-UPDOWN: Line protocol on Interface Serial0/1, changed state to up
00:03:08: %BGP-5-ADJCHANGE: neighbor 192.168.2.2 Up
00:44:23: %LINK-3-UPDOWN: Interface Serial0/1, changed state to down
00:44:23: %BGP-5-ADJCHANGE: neighbor 192.168.2.2 Down Interface flap
00:44:24: %LINEPROTO-5-UPDOWN: Line protocol on Interface Serial0/1, changed state to down
00:46:49: %LINK-3-UPDOWN: Interface Serial0/1, changed state to up
00:46:50: %LINEPROTO-5-UPDOWN: Line protocol on Interface Serial0/1, changed state to up
00:47:22: %BGP-5-ADJCHANGE: neighbor 192.168.2.2 Up

<Output omitted>
```

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- Router R1 has established a stable IBGP peering relationship with the neighbor at IP address 192.168.2.2.
  - The BGP-5-ADJCHANGE message indicates an error with the subnet mask for the specified prefix.
  - Interface Serial 0/1 has been incorrectly configured with IP address 192.168.2.2.
  - Router R1 has established a stable EBGP peering relationship with the neighbor at IP address 192.168.2.2.
  - **Interface Serial 0/1 is flapping.\***
  - **Router R1 is unable to establish a stable BGP peering relationship with the neighbor at IP address 192.168.2.2.\***
16. What are two situations where escalation of a case is recommended? (Choose two.)
- **when insufficient knowledge and skills exist \***
  - when the end-user reporting the problem is a manager
  - when there is a lack of desire to solve the issue
  - **when shift work requires handing off the problem \***
  - when the cause of the problem is within the area of responsibility of the troubleshooter
  - when there is an inability to clearly communicate the problem