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QUESTION 52

You have received a report of poor wireless connections on the third floor of a building under your administration. Three individuals have reported the problem. Apparently, the connections are reporting a strong signal, but the users cannot access the Internet. With the problem identified, what is the next logical step in the troubleshooting process?

- A. Verify the solution
- B. Discover the scale of the problem
- C. Perform corrective actions
- D. Create a plan of action or escalate the problem

Correct Answer: B

Section: (none)

QUESTION 53 What is the final step in an effective troubleshooting process?

- A. Disable the WLAN
- B. Verify the solution
- C. Notify the users of problem resolution
- D. Document the results

Correct Answer: D

QUESTION 54

You are troubleshooting a problem with interference from a non-802.11 device. Given that the device is not a WLAN device, you cannot use a protocol analyzer and have chosen to use a spectrum analyzer. You want to view the signal from the interfering device over time to see the activity that is generating. What common spectrum analyzer view should you use for this analysis?

- A. APs
- B. Waterfall/Spectrogram
- C. Real-time FFT
- D. Clients

Correct Answer: B

QUESTION 55 Your manager asked you to locate a solution that allows for centralized monitoring of WLAN performance over time. He wants a single pane of glass for administration and monitoring of the solution. What do you recommend?

- A. Laptop-based spectrum analyzers
- B. AP-based spectrum analysis

- C. Overlay WLAN monitoring solution
- D. Laptop-based protocol analyzers

Correct Answer: C

QUESTION 56

You were previously onsite at XYZ's facility to conduct a pre-deployment RF site survey. The WLAN has been deployed according to your recommendations and you are onsite again to perform a post-deployment validation survey.

When performing this type of post-deployment RF site survey voice over Wi-Fi, what is an action that must be performed?

- A. Spectrum analysis to locate and identify RF interference sources.
- B. Frequency-band hopping analysis to detect improper RF channel implementations.
- C. Application analysis with an active phone call on an VoWiFi handset.
- D. Protocol analysis to discover channel use on neighboring APs.

Correct Answer: C

QUESTION 57

You are troubleshooting a client problem with a 2.4 GHz WLAN connection. The client is experiencing surprisingly low data rates during the work day. You analyze the workspace outside of business hours and detect a strong signal with a typical noise floor at the client location. During working hours, the user works with a laptop in the area and uses an external USB hard drive for continuous data access. The user also states that the laptop works as expected on her home network. The user working approximately 8 feet away from this client experiences no problems. Based on this information, what is the likely cause of the problem?

- A. The AP is overloaded during the work day
- B. The drivers in the laptop are corrupt
- C. The laptop has a failing wireless adapter
- D. The external hard drive is USB 3.0 and is causing a significant increase in the noise floor when in use

Correct Answer: D

QUESTION 58

In addition to coverage analysis results, what should be included in a post-deployment site survey report to ensure WLAN users experience acceptable performance?

- A. WAN interface analysis results
- B. Capacity analysis results
- C. Application Layer protocol availability analysis results
- D. Layer 4 protocol availability analysis results

Correct Answer: B

QUESTION 59

You are troubleshooting a client issue on a Windows laptop. The laptop can see and connect to 2.4 GHz APs, but is does not even see 5 GHz APs. While evaluating the issue, you determine that this problem is happening for all of the laptops of this model in the organization. Several other tablets connect on channel 48 and channel 52 in the same work areas. What is the likely problem?

- A. The clients are configured to use WPA and 5 GHz channels only support WPA2.
- B. The client drivers are faulty and should be upgraded.
- C. The antennas in the laptop have insufficient gain to detect the 5 GHz signals.
- D. The access points are configured to disallow 5 GHz.

Correct Answer: C

QUESTION 60

A client complains of low data rates on his computer. When you evaluate the situation, you see that the signal strength is -84 dBm and the noise floor is -96 dBm. The client is an 802.11ac client and connects to an 802.11ac AP. Both the client and AP are 2x2:2 devices. What is the likely cause of the low data rate issue?

- A. Weak signal strength
- B. CAT5e cabling run to the AP
- C. Too few spatial streams
- D. Lack of support for 802.11n

Correct Answer: A

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