

Question 1 EASY

A technician needs to allow secure remote command-line access to a Linux server. Which port should be permitted through the firewall?

- A) 21 B) 22 C) 23 D) 3389

Correct: B) 22 — SSH uses TCP 22. Port 21 is FTP, 23 is Telnet (insecure), 3389 is RDP (Windows).

Distractors: 21/23 are classic "remote access" traps; 3389 is the Windows equivalent students often confuse with SSH.

Question 2 EASY

A Windows client shows an IP address of 169.254.12.45. What is the most likely cause?

- A) DNS server unreachable B) Incorrect default gateway C) DHCP failure D) Duplicate IP address

Correct: C) DHCP failure — 169.254.x.x is APIPA, assigned when a DHCP lease cannot be obtained.

Distractors: DNS issues do not change the IP; a bad gateway still leaves a valid DHCP-assigned address; duplicate IP usually triggers a conflict warning, not APIPA.

Question 3 MEDIUM

Which of the following commands will clear the local DNS resolver cache on a Windows workstation?

- A) `ipconfig /release` B) `ipconfig /flushdns` C) `netsh int ip reset` D) `nslookup /clear`

Correct: B) ipconfig /flushdns — Specifically clears the DNS client cache.

Distractors: /release drops the DHCP lease; netsh reset is more aggressive and resets the TCP/IP stack; nslookup has no /clear switch for the system cache.

Question 4 MEDIUM

A network administrator needs to determine which process is listening on TCP port 443 on a Windows server. Which command is most appropriate?

- A) `ping -a` B) `tracert` C) `netstat -ano` D) `ipconfig /all`

Correct: C) netstat -ano — Shows listening ports and the owning PID (-o). Cross-reference with Task Manager or tasklist.

Distractors: ping and tracert test reachability; ipconfig shows addressing only.

Question 5 MEDIUM

According to the CompTIA troubleshooting methodology, after you have tested a theory and confirmed the cause, what is the next step?

- A) Document findings B) Verify full system functionality C) Establish a plan of action D) Implement preventive measures

Correct: C) Establish a plan of action — Step 4 follows "Test the theory" (Step 3). Documentation is the final step.

Distractors: Students often skip straight to "fix it" or jump to documentation. Know the official six-step order cold.