

CCIE lab routing & switching (v5.0)

DIAGNOSTICS

V3

(passed Version)

Task Number: 1

points: 2

Escalation from ACME Helpdesk

You are working in the ACME Corporate network team, and one of your responsibilities is to provide second level support to the ACME helpdesk

Alice, who is working at the headquarters helpdesk, received a complaint from a user who is located in a specific VLAN. She started investigating the issue. Unfortunately, she could not resolve it and she needs your help to quickly resolve the user's issue

Alice provides you with multiple documents and resources (see below)

Part 1: 1 point

Indicate which command executed on which device provides the information about the possible cause of this issue

Answer:

Device: SW3 Command line: **sh ip int brief**

Note:

Do "show ip interface brief" on SW3, You will find the interface is in down/down status. This is caused by portfast or port security configuration on the port connected to the user.

Part 2: 1 point

Indicate which information collected on which device you require from the helpdesk in order to confirm your suspicion

Answer:

Collect on device: **Host_1** Required information: **what is the MAC address of interface E0/0?**

Note:

The administrator can configure MAC address of host_1 manually with the switchport security feature of the MAC address sticky. Issues on SW3, Eth0/0 is down/down due to port security.

Resources:

Support request

Escalation request

Network Topology Diagrams

Devices configuration

Console Logs

Task Number: 2

points: 2

Helping a colleague

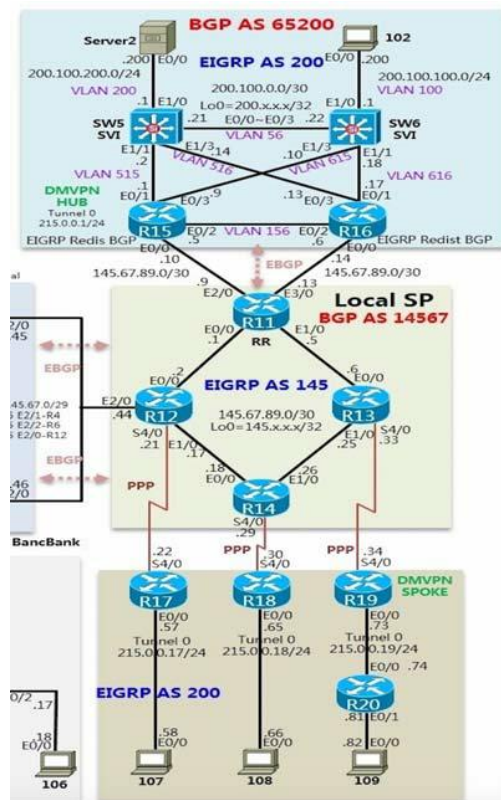
You are working in ACME's network operations center and one of your colleagues has just deployed DMVPN between the headquarters and the remote sites.

He is experiencing a specific issue and needs your help to resolve it.

Some documents and resources are provided below to help you understand analyze and recommend a solution to your colleague's issue

Part 1: 1 point

After considering all information provided. Point and click on the device that is responsible for causing the reported symptoms



Answer: