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# COMPTIA N10-009

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**CompTIA Network+ Certification Questions & Answers**

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Exam Summary – Syllabus – Questions

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**N10-009**

**[CompTIA Network+](#)**

**90 Questions Exam – 720 / 900 Cut Score – Duration of 90 minutes**

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## Know Your N10-009 Certification Well:

The N10-009 is best suitable for candidates who want to gain knowledge in the CompTIA Core. Before you start your N10-009 preparation you may struggle to get all the crucial Network+ materials like N10-009 syllabus, sample questions, study guide.

But don't worry the N10-009 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the N10-009 syllabus?
- How many questions are there in the N10-009 exam?
- Which Practice test would help me to pass the N10-009 exam at the first attempt?

Passing the N10-009 exam makes you CompTIA Network+. Having the Network+ certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## CompTIA N10-009 Network+ Certification Details:

Exam Name	CompTIA Network+
Exam Code	N10-009
Exam Price	\$369 (USD)
Duration	90 mins
Number of Questions	90
Passing Score	720 / 900
Books / Training	<a href="#">CertMaster Perform Network+</a> <a href="#">CertMaster Learn Network+</a> <a href="#">CertMaster Practice for Network+ Training</a> <a href="#">CompTIA Instructor-Led Training</a>
Schedule Exam	<a href="#">Pearson VUE</a>
Sample Questions	<a href="#">CompTIA Network+ Sample Questions</a>
Practice Exam	<a href="#">CompTIA N10-009 Certification Practice Exam</a>

## N10-009 Syllabus:

Topic	Details
<b>Networking Concepts - 23%</b>	
Explain concepts related to the Open Systems Interconnection (OSI) reference model.	<ul style="list-style-type: none"> <li>- Layer 1 - Physical</li> <li>- Layer 2 - Data link</li> <li>- Layer 3 - Network</li> <li>- Layer 4 - Transport</li> <li>- Layer 5 - Session - Layer 6 - Presentation</li> <li>- Layer 7 - Application</li> </ul>
Compare and contrast networking appliances, applications, and functions.	<ul style="list-style-type: none"> <li>- Physical and virtual appliances               <ul style="list-style-type: none"> <li>• Router</li> <li>• Switch</li> <li>• Firewall</li> <li>• Intrusion detection system (IDS)/intrusion prevention system (IPS)</li> <li>• Load balancer</li> <li>• Proxy</li> <li>• Network-attached storage (NAS)</li> <li>• Storage area network (SAN)</li> <li>• Wireless                   <ul style="list-style-type: none"> <li>- Access point (AP)</li> <li>- Controller</li> </ul> </li> </ul> </li> <li>- Applications               <ul style="list-style-type: none"> <li>• Content delivery network (CDN)</li> </ul> </li> <li>- Functions               <ul style="list-style-type: none"> <li>• Virtual private network (VPN)</li> <li>• Quality of service (QoS)</li> <li>• Time to live (TTL)</li> </ul> </li> </ul>
Summarize cloud concepts and connectivity options.	<ul style="list-style-type: none"> <li>- Network functions virtualization (NFV)</li> <li>- Virtual private cloud (VPC)</li> <li>- Network security groups</li> <li>- Network security lists</li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- Cloud gateways               <ul style="list-style-type: none"> <li>• Internet gateway</li> <li>• Network address translation (NAT) gateway</li> </ul> </li> <li>- Cloud connectivity options               <ul style="list-style-type: none"> <li>• VPN</li> <li>• Direct Connect</li> </ul> </li> <li>- Deployment models               <ul style="list-style-type: none"> <li>• Public</li> <li>• Private</li> <li>• Hybrid</li> </ul> </li> <li>- Service models               <ul style="list-style-type: none"> <li>• Software as a service (SaaS)</li> <li>• Infrastructure as a service (IaaS)</li> <li>• Platform as a service (PaaS)</li> </ul> </li> <li>- Scalability</li> <li>- Elasticity</li> <li>- Multitenancy</li> </ul>
<p>Explain common networking ports, protocols, services, and traffic types.</p>	<ul style="list-style-type: none"> <li>- Protocols               <ul style="list-style-type: none"> <li>• File Transfer Protocol (FTP)</li> <li>• Secure File Transfer Protocol (SFTP)</li> <li>• Secure Shell (SSH)</li> <li>• Telnet</li> <li>• Simple Mail Transfer Protocol (SMTP)</li> <li>• Domain Name System (DNS)</li> <li>• Dynamic Host Configuration Protocol (DHCP)</li> <li>• Trivial File Transfer Protocol (TFTP)</li> <li>• Hypertext Transfer Protocol (HTTP)</li> <li>• Network Time Protocol (NTP)</li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>• Simple Network Management Protocol (SNMP)</li> <li>• Lightweight Directory Access Protocol (LDAP)</li> <li>• Hypertext Transfer Protocol Secure (HTTPS)</li> <li>• Server Message Block (SMB)</li> <li>• Syslog</li> <li>• Simple Mail Transfer Protocol Secure (SMTPS)</li> <li>• Lightweight Directory Access Protocol over SSL (LDAPS)</li> <li>• Structured Query Language (SQL) Server</li> <li>• Remote Desktop Protocol (RDP)</li> <li>• Session Initiation Protocol (SIP)</li> </ul> <p data-bbox="472 831 574 863">- Ports</p> <ul style="list-style-type: none"> <li>• 20/21</li> <li>• 22</li> <li>• 22</li> <li>• 23</li> <li>• 25</li> <li>• 53</li> <li>• 67/68</li> <li>• 69</li> <li>• 80</li> <li>• 123</li> <li>• 161/162</li> <li>• 389</li> <li>• 443</li> <li>• 445</li> <li>• 514</li> <li>• 587</li> <li>• 636</li> <li>• 1433</li> <li>• 3389</li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>• 5060/5061</li> <li>- Internet Protocol (IP) types               <ul style="list-style-type: none"> <li>• Internet Control Message Protocol (ICMP)</li> <li>• Transmission Control Protocol (TCP)</li> <li>• User Datagram Protocol (UDP)</li> <li>• Generic Routing Encapsulation (GRE)</li> <li>• Internet Protocol Security (IPSec)                   <ul style="list-style-type: none"> <li>- Authentication Header (AH)</li> <li>- Encapsulating Security Payload (ESP)</li> <li>- Internet Key Exchange (IKE)</li> </ul> </li> <li>• Traffic types                   <ul style="list-style-type: none"> <li>- Unicast</li> <li>- Multicast</li> <li>- Anycast</li> <li>- Broadcast</li> </ul> </li> </ul> </li> </ul>
<p>Compare and contrast transmission media and transceivers.</p>	<ul style="list-style-type: none"> <li>- Wireless               <ul style="list-style-type: none"> <li>• 802.11 standards</li> <li>• Cellular</li> <li>• Satellite</li> </ul> </li> <li>- Wired               <ul style="list-style-type: none"> <li>• 802.3 standards</li> <li>• Single-mode vs. multimode fiber</li> <li>• Direct attach copper (DAC) cable                   <ul style="list-style-type: none"> <li>- Twinaxial cable</li> </ul> </li> <li>• Coaxial cable</li> <li>• Cable speeds</li> <li>• Plenum vs. non-plenum cable</li> </ul> </li> <li>- Transceivers               <ul style="list-style-type: none"> <li>• Protocol                   <ul style="list-style-type: none"> <li>- Ethernet</li> </ul> </li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- Fibre Channel (FC)               <ul style="list-style-type: none"> <li>• Form factors                   <ul style="list-style-type: none"> <li>- Small form-factor pluggable (SFP)</li> <li>- Quad small form-factor pluggable (QSFP)</li> </ul> </li> </ul> </li> <li>- Connector types               <ul style="list-style-type: none"> <li>• Subscriber connector (SC)</li> <li>• Local connector (LC)</li> <li>• Straight tip (ST)</li> <li>• Multi-fiber push on (MPO)</li> <li>• Registered jack (RJ)11</li> <li>• RJ45</li> <li>• F-type</li> </ul> </li> </ul>
<p>Compare and contrast network topologies, architectures, and types.</p>	<ul style="list-style-type: none"> <li>- Mesh</li> <li>- Hybrid</li> <li>- Star/hub and spoke</li> <li>- Spine and leaf</li> <li>- Point to point</li> <li>- Three-tier hierarchical model               <ul style="list-style-type: none"> <li>• Core</li> <li>• Distribution</li> <li>• - Access</li> </ul> </li> <li>- Collapsed core</li> <li>- Traffic flows               <ul style="list-style-type: none"> <li>• North-south</li> <li>• East-west</li> </ul> </li> </ul>
<p>Given a scenario, use appropriate IPv4 network addressing.</p>	<ul style="list-style-type: none"> <li>- Public vs. private               <ul style="list-style-type: none"> <li>• Automatic Private IP Addressing (APIPA)</li> <li>• RFC1918</li> <li>• Loopback/localhost</li> </ul> </li> <li>- Subnetting</li> </ul>



Topic	Details
	<ul style="list-style-type: none"> <li>• Variable Length Subnet Mask (VLSM)</li> <li>• Classless Inter-domain Routing (CIDR)</li> </ul> <p>- IPv4 address classes</p> <ul style="list-style-type: none"> <li>• Class A</li> <li>• Class B</li> <li>• Class C</li> <li>• Class D</li> <li>• Class E</li> </ul>
<p>Summarize evolving use cases for modern network environments.</p>	<p>- Software-defined network (SDN) and software-defined wide area network (SD-WAN)</p> <ul style="list-style-type: none"> <li>• Application aware</li> <li>• Zero-touch provisioning</li> <li>• Transport agnostic</li> <li>• Central policy management</li> </ul> <p>- Virtual Extensible Local Area Network (VXLAN)</p> <ul style="list-style-type: none"> <li>• Data center interconnect (DCI)</li> <li>• Layer 2 encapsulation</li> </ul> <p>- Zero trust architecture (ZTA)</p> <ul style="list-style-type: none"> <li>• Policy-based authentication</li> <li>• Authorization</li> <li>• Least privilege access</li> </ul> <p>- Secure Access Secure Edge (SASE)/Security Service Edge (SSE)</p> <p>- Infrastructure as code (IaC)</p> <ul style="list-style-type: none"> <li>• Automation <ul style="list-style-type: none"> <li>- Playbooks/templates/reusable tasks</li> <li>- Configuration drift/compliance</li> <li>- Upgrades</li> <li>- Dynamic inventories</li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>• Source control               <ul style="list-style-type: none"> <li>- Version control</li> <li>- Central repository</li> <li>- Conflict identification</li> <li>- Branching</li> </ul> </li> <li>- IPv6 addressing               <ul style="list-style-type: none"> <li>• Mitigating address exhaustion</li> <li>• Compatibility requirements                   <ul style="list-style-type: none"> <li>- Tunneling</li> <li>- Dual stack</li> <li>- NAT64</li> </ul> </li> </ul> </li> </ul>
<p><b>Network Implementation - 20%</b></p>	
<p>Explain characteristics of routing technologies.</p>	<ul style="list-style-type: none"> <li>- Static routing</li> <li>- Dynamic routing               <ul style="list-style-type: none"> <li>• Border Gateway Protocol (BGP)</li> <li>• Enhanced Interior Gateway Routing Protocol (EIGRP)</li> <li>• Open Shortest Path First (OSPF)</li> </ul> </li> <li>- Route selection               <ul style="list-style-type: none"> <li>• Administrative distance</li> <li>• Prefix length</li> <li>• Metric</li> </ul> </li> <li>- Address translation               <ul style="list-style-type: none"> <li>• NAT</li> <li>• Port address translation (PAT)</li> </ul> </li> <li>- First Hop Redundancy Protocol (FHRP)</li> <li>- Virtual IP (VIP)</li> <li>- Subinterfaces</li> </ul>
<p>Given a scenario, configure switching</p>	<ul style="list-style-type: none"> <li>- Virtual Local Area Network (VLAN)</li> </ul>

Topic	Details
technologies and features.	<ul style="list-style-type: none"> <li>• VLAN database</li> <li>• Switch Virtual Interface (SVI)</li> </ul> <p>- Interface configuration</p> <ul style="list-style-type: none"> <li>• Native VLAN</li> <li>• Voice VLAN</li> <li>• 802.1Q tagging</li> <li>• Link aggregation</li> <li>• Speed</li> <li>• Duplex</li> </ul> <p>- Spanning tree</p> <p>- Maximum transmission unit (MTU)</p> <ul style="list-style-type: none"> <li>• Jumbo frames</li> </ul>
Given a scenario, select and configure wireless devices and technologies.	<p>- Channels</p> <ul style="list-style-type: none"> <li>• Channel width</li> <li>• Non-overlapping channels</li> <li>• Regulatory impacts               <ul style="list-style-type: none"> <li>- 802.11h</li> </ul> </li> </ul> <p>- Frequency options</p> <ul style="list-style-type: none"> <li>• 2.4GHz</li> <li>• 5GHz</li> <li>• 6GHz</li> <li>• Band steering</li> </ul> <p>- Service set identifier (SSID)</p> <ul style="list-style-type: none"> <li>• Basic service set identifier (BSSID)</li> <li>• Extended service set identifier (ESSID)</li> </ul> <p>- Network types</p> <ul style="list-style-type: none"> <li>• Mesh networks</li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>• Ad hoc</li> <li>• Point to point</li> <li>• Infrastructure</li> </ul> <p>- Encryption</p> <ul style="list-style-type: none"> <li>• Wi-Fi Protected Access 2 (WPA2)</li> <li>• WPA3</li> </ul> <p>- Guest networks</p> <ul style="list-style-type: none"> <li>• Captive portals</li> </ul> <p>- Authentication</p> <ul style="list-style-type: none"> <li>• Pre-shared key (PSK) vs. Enterprise</li> </ul> <p>- Antennas</p> <ul style="list-style-type: none"> <li>• Omnidirectional vs. directional</li> </ul> <p>- Autonomous vs. lightweight access point</p>
<p>Explain important factors of physical installations.</p>	<p>- Important installation implications</p> <ul style="list-style-type: none"> <li>• Locations               <ul style="list-style-type: none"> <li>- Intermediate distribution frame (IDF)</li> <li>- Main distribution frame (MDF)</li> </ul> </li> <li>• Rack size</li> <li>• Port-side exhaust/intake</li> <li>• Cabling               <ul style="list-style-type: none"> <li>- Patch panel</li> <li>- Fiber distribution panel</li> </ul> </li> <li>• Lockable</li> </ul>
<p><b>Network Operations - 19%</b></p>	
<p>Explain the purpose of organizational processes and procedures.</p>	<p>- Documentation</p> <ul style="list-style-type: none"> <li>• Physical vs. logical diagrams</li> <li>• Rack diagrams</li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>• Cable maps and diagrams</li> <li>• Network diagrams               <ul style="list-style-type: none"> <li>- Layer 1</li> <li>- Layer 2</li> <li>- Layer 3</li> </ul> </li> <li>• Asset inventory               <ul style="list-style-type: none"> <li>- Hardware</li> <li>- Software</li> <li>- Licensing</li> <li>- Warranty support</li> </ul> </li> <li>• IP address management (IPAM)</li> <li>• Service-level agreement (SLA)</li> <li>• Wireless survey/heat map</li> <li>- Life-cycle management               <ul style="list-style-type: none"> <li>• End-of-life (EOL)</li> <li>• End-of-support (EOS)</li> <li>• Software management                   <ul style="list-style-type: none"> <li>- Patches and bug fixes</li> <li>- Operating system (OS)</li> <li>- Firmware</li> </ul> </li> <li>• Decommissioning</li> </ul> </li> <li>- Change management               <ul style="list-style-type: none"> <li>• Request process tracking/service request</li> </ul> </li> <li>- Configuration management               <ul style="list-style-type: none"> <li>• Production configuration</li> <li>• Backup configuration</li> <li>• Baseline/golden configuration</li> </ul> </li> </ul>
<p>Given a scenario, use network monitoring technologies.</p>	<ul style="list-style-type: none"> <li>- Methods               <ul style="list-style-type: none"> <li>• SNMP                   <ul style="list-style-type: none"> <li>- Traps</li> </ul> </li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- Management information base (MIB)</li> <li>- Versions               <ol style="list-style-type: none"> <li>1. v2c</li> <li>2. v3</li> </ol> </li> <li>- Community strings</li> <li>- Authentication</li> <li>• Flow data</li> <li>• Packet capture</li> <li>• Baseline metrics               <ul style="list-style-type: none"> <li>- Anomaly alerting/notification</li> </ul> </li> <li>• Log aggregation               <ul style="list-style-type: none"> <li>- Syslog collector</li> <li>- Security information and event management (SIEM)</li> </ul> </li> <li>• Application programming interface (API) integration</li> <li>• Port mirroring</li> <li>- Solutions               <ul style="list-style-type: none"> <li>• Network discovery                   <ul style="list-style-type: none"> <li>- Ad hoc</li> <li>- Scheduled</li> </ul> </li> <li>• Traffic analysis</li> <li>• Performance monitoring</li> <li>• Availability monitoring</li> <li>• Configuration monitoring</li> </ul> </li> </ul>
<p>Explain disaster recovery (DR) concepts.</p>	<ul style="list-style-type: none"> <li>- DR metrics               <ul style="list-style-type: none"> <li>• Recovery point objective (RPO)</li> <li>• Recovery time objective (RTO)</li> <li>• Mean time to repair (MTTR)</li> <li>• Mean time between failures (MTBF)</li> </ul> </li> <li>- DR sites               <ul style="list-style-type: none"> <li>• Cold site</li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>• Warm site</li> <li>• Hot site</li> </ul> <p>- High-availability approaches</p> <ul style="list-style-type: none"> <li>• Active-active</li> <li>• Active-passive</li> </ul> <p>- Testing</p> <ul style="list-style-type: none"> <li>• Tabletop exercises</li> <li>• Validation tests</li> </ul>
<p>Given a scenario, implement IPv4 and IPv6 network services.</p>	<p>- Dynamic addressing</p> <ul style="list-style-type: none"> <li>• DHCP               <ul style="list-style-type: none"> <li>- Reservations</li> <li>- Scope</li> <li>- Lease time</li> <li>- Options</li> <li>- Relay/IP helper</li> <li>- Exclusions</li> </ul> </li> <li>• Stateless address autoconfiguration (SLAAC)</li> </ul> <p>- Name resolution</p> <ul style="list-style-type: none"> <li>• DNS               <ul style="list-style-type: none"> <li>- Domain Name Security Extensions (DNSSEC)</li> <li>- DNS over HTTPS (DoH) and DNS over TLS (DoT)</li> <li>- Record types                   <ol style="list-style-type: none"> <li>1. Address (A)</li> <li>2. AAAA</li> <li>3. Canonical name (CNAME)</li> <li>4. Mail exchange (MX)</li> <li>5. Text (TXT)</li> <li>6. Nameserver (NS)</li> <li>7. Pointer (PTR)</li> </ol> </li> <li>- Zone types                   <ol style="list-style-type: none"> <li>1. Forward</li> </ol> </li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>2. Reverse               <ul style="list-style-type: none"> <li>- Authoritative vs. non-authoritative</li> <li>- Primary vs. secondary</li> <li>- Recursive</li> </ul> </li> <li>• Hosts file</li> <li>- Time protocols               <ul style="list-style-type: none"> <li>• NTP</li> <li>• Precision Time Protocol (PTP)</li> <li>• Network Time Security (NTS)</li> </ul> </li> </ul>
<p>Compare and contrast network access and management methods.</p>	<ul style="list-style-type: none"> <li>- Site-to-site VPN</li> <li>- Client-to-site VPN               <ul style="list-style-type: none"> <li>• Clientless</li> <li>• Split tunnel vs. full tunnel</li> </ul> </li> <li>- Connection methods               <ul style="list-style-type: none"> <li>• SSH</li> <li>• Graphical user interface (GUI)</li> <li>• API</li> <li>• Console</li> </ul> </li> <li>- Jump box/host</li> <li>- In-band vs. out-of-band management</li> </ul>
<p><b>Network Security - 14%</b></p>	
<p>Explain the importance of basic network security concepts.</p>	<ul style="list-style-type: none"> <li>- Logical security               <ul style="list-style-type: none"> <li>• Encryption                   <ul style="list-style-type: none"> <li>- Data in transit</li> <li>- Data at rest</li> </ul> </li> <li>• Certificates                   <ul style="list-style-type: none"> <li>- Public key infrastructure (PKI)</li> <li>- Self-signed</li> </ul> </li> <li>• Identity and access management (IAM)</li> </ul> </li> </ul>



Topic	Details
	<ul style="list-style-type: none"> <li>- Authentication</li> <li>- Multifactor authentication (MFA)</li> <li>- Single sign-on (SSO)</li> <li>- Remote Authentication Dial-in User Service (RADIUS)</li> <li>- LDAP</li> <li>- Security Assertion Markup Language (SAML)</li> <li>- Terminal Access Controller Access Control System Plus (TACACS+)</li> <li>- Time-based authentication</li> <li>- Authorization               <ol style="list-style-type: none"> <li>1. Least privilege</li> <li>2. Role-based access control</li> </ol> </li> <li>• Geofencing</li> <li>- Physical security               <ul style="list-style-type: none"> <li>• Camera</li> <li>• Locks</li> </ul> </li> <li>- Deception technologies               <ul style="list-style-type: none"> <li>• Honeypot</li> <li>• Honeynet</li> </ul> </li> <li>- Common security terminology               <ul style="list-style-type: none"> <li>• Risk</li> <li>• Vulnerability</li> <li>• Exploit</li> <li>• Threat</li> <li>• Confidentiality, Integrity, and Availability (CIA) triad</li> </ul> </li> <li>- Audits and regulatory compliance               <ul style="list-style-type: none"> <li>• Data locality</li> <li>• Payment Card Industry Data Security Standards (PCI DSS)</li> <li>• General Data Protection Regulation (GDPR)</li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- Network segmentation enforcement</li> <li>• Internet of Things (IoT) and Industrial Internet of Things (IIoT)</li> <li>• Supervisory control and data acquisition (SCADA), industrial control System (ICS), operational technology (OT)</li> <li>• Guest</li> <li>• Bring your own device (BYOD)</li> </ul>
<p>Summarize various types of attacks and their impact to the network.</p>	<ul style="list-style-type: none"> <li>- Denial-of-service (DoS)/distributed denial-of-service (DDoS)</li> <li>- VLAN hopping</li> <li>- Media Access Control (MAC) flooding</li> <li>- Address Resolution Protocol (ARP) poisoning</li> <li>- ARP spoofing</li> <li>- DNS poisoning</li> <li>- DNS spoofing</li> <li>- Rogue devices and services</li> <li>• DHCP</li> <li>• AP</li> <li>- Evil twin</li> <li>- On-path attack</li> <li>- Social engineering</li> <li>• Phishing</li> <li>• Dumpster diving</li> <li>• Shoulder surfing</li> <li>• Tailgating</li> <li>- Malware</li> </ul>
<p>Given a scenario, apply network security features, defense techniques, and solutions.</p>	<ul style="list-style-type: none"> <li>- Device hardening</li> <li>• Disable unused ports and services</li> <li>• Change default passwords</li> <li>- Network access control (NAC)</li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>• Port security</li> <li>• 802.1X</li> <li>• MAC filtering</li> <li>- Key management</li> <li>- Security rules               <ul style="list-style-type: none"> <li>• Access control list (ACL)</li> <li>• Uniform Resource Locator (URL) filtering</li> <li>• Content filtering</li> </ul> </li> <li>- Zones               <ul style="list-style-type: none"> <li>• Trusted vs. untrusted</li> <li>• Screened subnet</li> </ul> </li> </ul>
<p><b>Network Troubleshooting - 24%</b></p>	
<p>Explain the troubleshooting methodology.</p>	<ul style="list-style-type: none"> <li>- Identify the problem               <ul style="list-style-type: none"> <li>• Gather information</li> <li>• Question users</li> <li>• Identify symptoms</li> <li>• Determine if anything has changed</li> <li>• Duplicate the problem, if possible</li> <li>• Approach multiple problems individually</li> </ul> </li> <li>- Establish a theory of probable cause               <ul style="list-style-type: none"> <li>• Question the obvious</li> <li>• Consider multiple approaches                   <ul style="list-style-type: none"> <li>- Top-to-bottom/bottom-to-top OSI model</li> <li>- Divide and conquer</li> </ul> </li> </ul> </li> <li>- Test the theory to determine the cause               <ul style="list-style-type: none"> <li>• If theory is confirmed, determine next steps to resolve problem</li> <li>• If theory is not confirmed, establish a new theory or</li> </ul> </li> </ul>

Topic	Details
	<p style="text-align: center;">escalate</p> <ul style="list-style-type: none"> <li>- Establish a plan of action to resolve the problem and identify potential effects</li> <li>- Implement the solution or escalate as necessary</li> <li>- Verify full system functionality and implement preventive measures if applicable</li> <li>- Document findings, actions, outcomes, and lessons learned throughout the process</li> </ul>
<p>Given a scenario, troubleshoot common cabling and physical interface issues.</p>	<ul style="list-style-type: none"> <li>- Cable issues               <ul style="list-style-type: none"> <li>• Incorrect cable                   <ul style="list-style-type: none"> <li>- Single mode vs. multimode</li> <li>- Category 5/6/7/8</li> <li>- Shielded twisted pair (STP) vs. unshielded twisted pair (UTP)</li> </ul> </li> <li>• Signal degradation                   <ul style="list-style-type: none"> <li>- Crosstalk</li> <li>- Interference</li> <li>- Attenuation</li> </ul> </li> <li>• Improper termination</li> <li>• Transmitter (TX)/Receiver (RX) transposed</li> </ul> </li> <li>- Interface issues               <ul style="list-style-type: none"> <li>• Increasing interface counters                   <ul style="list-style-type: none"> <li>- Cyclic redundancy check (CRC)</li> <li>- Runts</li> <li>- Giants</li> <li>- Drops</li> </ul> </li> <li>• Port status                   <ul style="list-style-type: none"> <li>- Error disabled</li> <li>- Administratively down</li> <li>- Suspended</li> </ul> </li> </ul> </li> <li>- Hardware issues               <ul style="list-style-type: none"> <li>• Power over Ethernet (PoE)</li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- Power budget exceeded</li> <li>- Incorrect standard</li> <li>• Transceivers               <ul style="list-style-type: none"> <li>- Mismatch</li> <li>- Signal strength</li> </ul> </li> </ul>
<p>Given a scenario, troubleshoot common issues with network services.</p>	<ul style="list-style-type: none"> <li>- Switching issues               <ul style="list-style-type: none"> <li>• STP                   <ul style="list-style-type: none"> <li>- Network loops</li> <li>- Root bridge selection</li> <li>- Port roles</li> <li>- Port states</li> </ul> </li> <li>• Incorrect VLAN assignment</li> <li>• ACLs</li> </ul> </li> <li>- Route selection               <ul style="list-style-type: none"> <li>• Routing table</li> <li>• Default routes</li> </ul> </li> <li>- Address pool exhaustion</li> <li>- Incorrect default gateway</li> <li>- Incorrect IP address               <ul style="list-style-type: none"> <li>• Duplicate IP address</li> </ul> </li> <li>- Incorrect subnet mask</li> </ul>
<p>Given a scenario, troubleshoot common performance issues.</p>	<ul style="list-style-type: none"> <li>- Congestion/contention</li> <li>- Bottlenecking</li> <li>- Bandwidth               <ul style="list-style-type: none"> <li>• Throughput capacity</li> </ul> </li> <li>- Latency</li> <li>- Packet loss</li> <li>- Jitter</li> <li>- Wireless               <ul style="list-style-type: none"> <li>• Interference</li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>- Channel overlap</li> <li>• Signal degradation or loss</li> <li>• Insufficient wireless coverage</li> <li>• Client disassociation issues</li> <li>• Roaming misconfiguration</li> </ul>
<p>Given a scenario, use the appropriate tool or protocol to solve networking issues.</p>	<ul style="list-style-type: none"> <li>- Software tools               <ul style="list-style-type: none"> <li>• Protocol analyzer</li> <li>• Command line                   <ul style="list-style-type: none"> <li>- ping</li> <li>- traceroute/tracert</li> <li>- nslookup</li> <li>- tcpdump</li> <li>- dig</li> <li>- netstat</li> <li>- ip/ifconfig/ipconfig</li> <li>- arp</li> </ul> </li> <li>• Nmap</li> <li>• Link Layer Discovery Protocol (LLDP)/Cisco Discovery Protocol (CDP)</li> <li>• Speed tester</li> </ul> </li> <li>- Hardware tools               <ul style="list-style-type: none"> <li>• Toner</li> <li>• Cable tester</li> <li>• Taps</li> <li>• Wi-Fi analyzer</li> <li>• Visual fault locator</li> </ul> </li> <li>- Basic networking device commands               <ul style="list-style-type: none"> <li>• show mac-address-table</li> <li>• show route</li> <li>• show interface</li> </ul> </li> </ul>

Topic	Details
	<ul style="list-style-type: none"> <li>• show config</li> <li>• show arp</li> <li>• show vlan</li> <li>• show power</li> </ul>

## CompTIA N10-009 Sample Questions:

### Question: 1

A technician is troubleshooting a user's connectivity issues and finds that the computer's IP address was changed to 169.254.0.1. Which of the following is the most likely reason?

- a) Two or more computers have the same IP address in the ARP table.
- b) The computer automatically set this address because the DHCP was not available.
- c) The computer was set up to perform as an NTP server.
- d) The computer is on a VPN and is the first to obtain a different IP address in that network.

**Answer: b**

### Question: 2

Which of the following antenna types would most likely be used in a network repeater that is housed in a central point in a home office?

- a) Omnidirectional
- b) Parabolic
- c) High-gain
- d) Patch

**Answer: a**

### Question: 3

Which of the following cloud deployment models involves servers that are hosted at a company's property and are only used by that company?

- a) Public
- b) Private
- c) Hybrid
- d) Community

**Answer: b**

**Question: 4**

Which of the following kinds of targeted attacks uses multiple computers or bots to request the same resource repeatedly?

- a) On-path
- b) MAC flooding
- c) ARP spoofing
- d) DDoS

**Answer: d****Question: 5**

Which of the following should a junior security administrator recommend implementing to mitigate malicious network activity?

- a) IPS
- b) Honeypot
- c) SIEM
- d) VPN

**Answer: a****Question: 6**

Which of the following is the first step a network administrator should take in the troubleshooting methodology?

- a) Establish a plan of action.
- b) Document findings and outcomes.
- c) Test the theory to determine cause.
- d) Identify the problem.

**Answer: d****Question: 7**

Which of the following ports is a secure protocol?

- a) 20
- b) 23
- c) 443
- d) 445

**Answer: c**



**Question: 8**

While working in a coffee shop, an attacker watches a user log in to a corporate system and writes down the user's log-in credentials. Which of the following social engineering attacks is this an example of?

- a) Phishing
- b) Dumpster diving
- c) Shoulder surfing
- d) Tailgating

**Answer: c****Question: 9**

Which of the following refers to a weakness in a mechanism or technical process?

- a) Vulnerability
- b) Risk
- c) Exploit
- d) Threat

**Answer: a****Question: 10**

A network engineer wants to improve network availability. Which of the following should the engineer install in the main closet?

- a) A voltage monitor
- b) A gaseous fire suppression system
- c) Lockable cabinets
- d) An uninterruptible power supply

**Answer: d**

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