

Novell[®]

**Service and Support Revision 1.02
Examination Score Report**

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CANDIDATE ID: ~~XXXXXXXXXX~~

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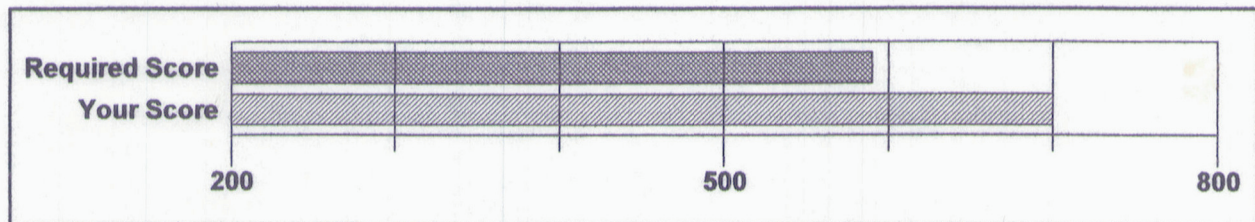
REGISTRATION NUMBER: 8AFD TT0865

SITE NUMBER: TXE

EXAM SERIES: 602

EXAM VERSION: 0

EXAM: Service and Support Revision 1.02



PASSING SCORE: 590 YOUR SCORE: 700 GRADE: Pass

You gave wrong answers to one or more questions covering the following objectives.

- Configure, install, and troubleshoot ARCnet network boards, cables, and related hardware.
- Configure, install, and troubleshoot Ethernet network boards, cables, and related hardware.
- Describe good service and support techniques, such as static protection and record keeping, and describe how to use diagnostic tools.
- Describe the role of network management.
- Explain the network management life cycle described in this section.
- Locate and install the most current software for a NetWare 3.12 or NetWare 4.1 server, including patches and NLMs.
- Prevent, diagnose, and resolve common problems with printers.
- Use NSEPro to find solutions to service and support problems.

This examination was delivered at a Sylvan testing center. For all your Novell testing needs in the United States and Canada, call 1-800-RED-EXAM. Elsewhere, please contact your Sylvan Prometric regional service center.

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