



**Vendor:** Cisco

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**Exam Name:** Cisco Certified Support Technician (CCST) IT Support

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### QUESTION 1

What is the most important security measure to implement when using VNC to provide remote support to an end user's device?

- A. Ensure the VNC session is configured to allow file transfers by default
- B. Use a strong, unique password for each VNC session and ensure it is encrypted
- C. Set the VNC viewer to fullscreen mode to better observe the user's screen
- D. Allow the user to control the VNC session to maintain their autonomy

**Answer: B**

**Explanation:**

Use a strong, unique password for each VNC session and ensure it is encrypted. Using strong, unique passwords for each session, coupled with encryption, is crucial to protect the data integrity and privacy of the user during a VNC session.

Option A is incorrect because enabling file transfers by default could pose a security risk if not strictly necessary.

Option C is incorrect because fullscreen mode does not enhance security, it only affects the visibility of the session.

Option D is incorrect as allowing the user to control the session might hinder the technician's ability to troubleshoot efficiently and does not necessarily improve security.

### QUESTION 2

A Linux user is setting up a home server and needs to confirm their IPv6 address for proper configuration.

What command should the IT support technician recommend they use?

- A. `sudo dhclient -6`
- B. `hostname -l`
- C. `ip -6 addr`
- D. `netstat -rn`

**Answer: C**

**Explanation:**

`ip -6 addr` The `ip -6 addr` command is specifically designed to display IPv6 addresses associated with all network interfaces. It provides a clear and concise listing, making it ideal for users needing to verify or configure network settings related to IPv6.

Option A is incorrect because `sudo dhclient -6` is used to obtain or renew an IPv6 address from a DHCP server, not to display existing configurations.

Option B is incorrect because `hostname -l` shows all network addresses (both IPv4 and IPv6) without distinguishing between them, which can be confusing.

Option D is incorrect because `netstat -rn` displays routing tables, which focus more on routes than on displaying specific interface addresses.

### QUESTION 3

During a VNC session, how should a technician respond if they need to access confidential files on the user's computer to resolve an issue?

- A. Access the files without notifying the user, as they have already consented to the session
- B. Notify the user and request permission before accessing any confidential files
- C. Avoid accessing the files and ask the user to open them instead
- D. Record the session as evidence of the necessity for accessing confidential files

**Answer: B**

**Explanation:**

Notify the user and request permission before accessing any confidential files. It is critical to maintain transparency and trust by notifying the user and requesting permission prior to accessing any confidential files, which respects their privacy and adheres to ethical guidelines. Option A is incorrect because even with initial consent, accessing sensitive files requires explicit ongoing consent.

Option C is incorrect because it might not resolve the issue if the technician needs direct access to properly troubleshoot.

Option D is incorrect as recording the session without explicit consent can violate privacy laws and does not address the need for permission to access sensitive information.

#### **QUESTION 4**

What is the best practice when an employee receives an email that appears to be from their bank asking for immediate verification of their login details?

- A. Reply directly to the email with the requested information to avoid account suspension
- B. Ignore the email as banks do not contact customers via email
- C. Contact the bank using a verified phone number to check the legitimacy of the request
- D. Forward the email to a colleague to get their opinion

**Answer: C**

**Explanation:**

Contacting the bank directly via a verified phone number ensures that the employee does not fall prey to phishing by verifying the authenticity of the communication through secure means.

Option A is incorrect because replying directly to the email could lead to personal information being sent to phishers.

Option B is incorrect because while banks typically do not ask for sensitive information via email, ignoring the email does not confirm whether there is a genuine issue with the account.

Option D is incorrect because forwarding the email does not address the verification of the request and could potentially expose more people to the phishing attempt.

#### **QUESTION 5**

An employee clicks on a link in an email that they later suspect to be a phishing attempt. What is the first action they should take?

- A. Continue working and monitor the system for any unusual activity
- B. Immediately change all their passwords
- C. Disconnect their computer from the internet and report the incident to IT security
- D. Delete the email to prevent further risk

**Answer: C**

**Explanation:**

Disconnecting the computer helps prevent any potential malware from communicating with its controller or spreading to other systems, and reporting to IT security allows for a proper response to the incident.

Option A is incorrect because continuing to work without taking action could allow potential malware or a breach to worsen.

Option B is incorrect because changing passwords immediately without first securing the system might not prevent further damage if malware has been installed.

Option D is incorrect because simply deleting the email does not mitigate the risk if the link has already been clicked.

#### QUESTION 6

A user's laptop that was encrypted with BitLocker has been recovered after being lost. The user does not remember the BitLocker password but has access to their Microsoft account. What is the best next step to regain access to the laptop?

- A. Perform a system restore to remove BitLocker
- B. Use the BitLocker recovery key linked to their Microsoft account
- C. Reinstall the Windows operating system
- D. Reset the BIOS settings

**Answer: B**

**Explanation:**

BitLocker integrates with a user's Microsoft account, where a backup of the recovery key is often saved, allowing the user to regain access to their encrypted device.

Option A is incorrect because a system restore cannot bypass or remove BitLocker encryption

Option C is incorrect because reinstalling Windows would result in data loss and should only be considered if all recovery options fail

Option D is incorrect because BIOS settings do not affect BitLocker encryption or the recovery process

#### QUESTION 7

During a routine security check, a user discovers they do not have a recorded BitLocker recovery key for their device.

What should they do first to ensure they can recover their system in the event of a lockout?

- A. Encrypt the drive again with BitLocker to generate a new key
- B. Back up their data to an external drive and disable BitLocker
- C. Use the BitLocker management tool to back up the recovery key
- D. Change the BitLocker password to reset the recovery key

**Answer: C**

**Explanation:**

The BitLocker management tool allows users to back up their recovery key by printing it, saving it to a file, or saving it to their Microsoft account, ensuring they have access to it if needed.

Option A is incorrect because re-encrypting the drive does not necessarily secure access to a lost recovery key and may lock the user out if done improperly

Option B is incorrect because while backing up data is critical, it does not solve the issue of accessing a recovery key for BitLocker

Option D is incorrect because changing the BitLocker password does not change or reset the recovery key

#### QUESTION 8

A user is setting up BitLocker on a new laptop and needs to choose how to back up their recovery key.

Which option provides the safest backup method?

- A. Save the recovery key to a USB drive
- B. Store the recovery key in the cloud service provided by the laptop manufacturer
- C. Print the recovery key and store it in a secure location
- D. Send the recovery key to their email account

**Answer: C**

**Explanation:**

Printing the recovery key and storing it securely (such as in a safe) protects against digital theft and ensures the user has physical access to the key when needed.

Option A is incorrect because while a USB drive is a viable option, it can be lost or damaged, posing a risk of loss

Option B is incorrect because relying solely on a manufacturer's cloud service could be risky if the service experiences downtime or data loss

Option D is incorrect because email accounts can be compromised, making it a less secure method for storing sensitive recovery keys

**QUESTION 9**

A user reports that their computer is running slowly following a recent Windows update. What should a technician suggest first to troubleshoot the issue?

- A. Roll back the latest Windows update
- B. Check for and install any pending updates
- C. Perform a full system format
- D. Replace the user's computer with a newer model

**Answer: B**

**Explanation:**

Sometimes, initial updates can cause system slowdowns due to incomplete installations or pending subsequent updates that might include bug fixes or improvements.

Option A is incorrect because rolling back an update might remove important security patches and is not a first-line troubleshooting step

Option C is incorrect because performing a full system format is too drastic for an initial troubleshooting step and can lead to data loss

Option D is incorrect because replacing the computer should be a last resort and is not cost-effective based on the issue described

**QUESTION 10**

After updating an application, a user is unable to open it, and an error message indicates a missing file.

What is the best course of action to resolve this application issue?

- A. Reinstall the application
- B. Delete the user profile associated with the application
- C. Ignore the error and reboot the computer
- D. Update the computer's BIOS

**Answer: A**

**Explanation:**

Reinstalling the application can replace the missing file and correct any installation errors that occurred during the update process.

Option B is incorrect because deleting the user profile does not guarantee that missing application files will be restored

Option C is incorrect because simply ignoring the error does not address the underlying issue causing the application to fail to open

Option D is incorrect because BIOS updates are unrelated to application-level errors and won't solve a missing file problem

#### QUESTION 11

A user's workstation fails to complete Windows updates, continuously looping on the "Configuring updates" screen.

What is the most effective first step to troubleshoot this issue?

- A. Run the Windows Update Troubleshooter
- B. Clear the Windows Update download cache
- C. Disconnect the workstation from the network
- D. Manually download and install the updates

**Answer: A**

**Explanation:**

The Windows Update Troubleshooter is designed to automatically diagnose and fix common problems with Windows Update, which can resolve issues related to updates not installing correctly.

Option B is incorrect as it might be a valid step but it is more technical and not the first step before using built-in troubleshooting tools

Option C is incorrect because disconnecting from the network will not solve issues related to updates that have already been downloaded and are being configured

Option D is incorrect because manually installing updates does not address potential underlying problems with the update process itself and is more complex for most users

#### QUESTION 12

A user reports that they are experiencing slow browser performance and frequent website errors.

What is the most effective initial step to resolve these issues?

- A. Clear the browser cache and cookies
- B. Update the web browser to the latest version
- C. Restart the computer
- D. Reinstall the web browser

**Answer: A**

**Explanation:**

Clearing the browser cache and cookies can often resolve performance issues and errors related to data stored from previously visited websites, which might be corrupt or outdated.

Option B is incorrect because while updating the browser is important, it does not immediately address potential problems caused by cached data

Option C is incorrect because restarting the computer does not clear browser-specific cached data that could be causing the issues

Option D is incorrect because reinstalling the browser is a more drastic step that should be considered only if simpler solutions do not resolve the problem

#### QUESTION 13

During an online banking session, a user notices that pages are loading incorrectly or displaying outdated information.

What should they do first to try and fix this issue?

- A. Delete the browser history
- B. Clear the browser cache
- C. Change their online banking password
- D. Switch to a different Internet service provider

**Answer: B**

**Explanation:**

Clearing the browser cache removes stored data that may prevent web pages from loading updated content correctly, which is essential for sites like online banking where information changes frequently.

Option A is incorrect because deleting history affects only the list of visited sites and does not typically impact how web pages are loaded

Option C is incorrect because changing a password does not affect how web pages are rendered or updated

Option D is incorrect because switching ISPs is an extreme and largely irrelevant action for this type of issue

#### QUESTION 14

A user complains that a website is not displaying the latest updates even though the site's administrator confirms the updates were made.

What should the user do first to ensure they are viewing the most current content?

- A. Refresh the page multiple times
- B. Clear the browser cache and refresh the page
- C. Update the operating system
- D. Contact the website's technical support

**Answer: B**

**Explanation:**

Clearing the browser cache followed by refreshing the page ensures that the user's browser loads the most recent version of the web pages, reflecting the latest updates.

Option A is incorrect because simply refreshing the page may not always load new content if the browser is pulling data from the cache

Option C is incorrect because an operating system update is unlikely to impact how individual web pages are cached or displayed

Option D is incorrect because the issue is likely related to local caching on the user's browser, not a problem that the website's support team can resolve

#### QUESTION 15

An IT support technician needs to map a shared drive using SMB protocol for users in a Windows environment so they can access departmental documents.

What is the most important step to ensure all users have continuous access?

- A. Assign a static IP address to the server hosting the shared drive
- B. Schedule regular restarts of the server to ensure it does not hang
- C. Enable firewall exceptions for SMB on all user computers
- D. Encrypt the files stored on the shared drive

**Answer: A**

**Explanation:**

Assigning a static IP address to the server ensures that the network path to the shared drive remains consistent, preventing disruptions in user access due to IP address changes typically associated with DHCP configurations.

Option B is incorrect because regular restarts could disrupt access and are not a sustainable method for ensuring server reliability.

Option C is incorrect because while necessary, enabling SMB firewall exceptions does not address potential disruptions caused by IP address changes.

Option D is incorrect because file encryption, while enhancing security, does not ensure

continuous access to the mapped drive.

#### QUESTION 16

A company is integrating Amazon S3 buckets for cloud storage and requires users to map these as a network drive on their local machines.

Which tool should IT support recommend for seamless integration and mapping?

- A. AWS Command Line Interface (CLI)
- B. Amazon S3 File Gateway
- C. AWS Storage Gateway
- D. Amazon DataSync

**Answer: C**

**Explanation:**

AWS Storage Gateway allows for the seamless integration of Amazon S3 buckets with on-premises environments by enabling users to connect and map cloud storage as a network drive. This facilitates straightforward access to cloud storage using familiar file-based interfaces.

Option A is incorrect because the AWS CLI is powerful for management tasks but does not facilitate the mapping of S3 buckets as network drives.

Option B is incorrect because while it could potentially be used for a similar function, S3 File Gateway is not as comprehensive in integrating S3 with on-premises file systems compared to Storage Gateway.

Option D is incorrect because Amazon DataSync is primarily used for data transfer between on-premises storage and AWS and does not support direct mapping as a network drive.

#### QUESTION 17

When mapping a shared drive in a mixed environment of Windows and macOS users, what is a crucial consideration to ensure all users can access files consistently?

- A. Formatting the shared drive using NTFS
- B. Ensuring all filenames are case-sensitive
- C. Using a cross-platform compatible file system like exFAT
- D. Configuring different drive letters for Windows and path volumes for macOS

**Answer: C**

**Explanation:**

Using a file system that is compatible with both Windows and macOS, such as exFAT, ensures that all users, regardless of their operating system, can read and write to the shared drive without issues related to file system compatibility.

Option A is incorrect because NTFS may not be fully compatible with macOS, especially for writing files without additional software.

Option B is incorrect because while case sensitivity can be an issue, it does not address the fundamental file system compatibility.

Option D is incorrect because while necessary for individual system navigation, it does not address the underlying file system compatibility issues.



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