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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q483-Q488):

NEW QUESTION # 483

In documenting the resolution of a software error that caused data loss, what is the most important information to include to ensure the documentation is clear and comprehensive?

- A. A detailed timeline of user reports and IT responses
- B. General suggestions for improving software reliability
- C. The emotional responses of the users affected by the data loss
- D. The recovery process, the data recovered, and any data permanently lost

Answer: D

Explanation:

A clear and comprehensive documentation should include specific details about how the data recovery was handled, what data was successfully recovered, and what was permanently lost.

This provides a factual and direct account of the results, which is critical for assessing the impact of the incident and planning future prevention strategies.

Option A is incorrect because the emotional

responses of users, while potentially relevant to customer service, do not convey the technical resolution or results.

Option C is incorrect as general suggestions do not provide specific results related to the incident.

Option D is incorrect because a timeline, while helpful for context, does not focus on the specific outcomes of the troubleshooting efforts.

NEW QUESTION # 484

A network technician wants to display all IP addresses assigned to all network interfaces on a Linux server. Which command should the technician use?

- A. ip config show
- B. ip add show
- C. ip link show
- D. ifconfig

Answer: B

Explanation:

Correct Answer. A. ip add show ip add show (or ip addr show) is part of the iproute2 suite used on Linux systems to list all addresses associated with all network interfaces, providing a comprehensive overview of interface configurations.

Option B is incorrect. ip config show is not a valid iproute2 command.

Option C is incorrect. While ifconfig can display similar information, it is deprecated in favor of iproute2 commands.

Option D is incorrect. ip link show displays link layer information but does not show IP addresses.

NEW QUESTION # 485

During a routine check, a technician notices that after a recent change in the company's email system, there is a significant delay in message delivery. What is the most appropriate initial action for the technician to take?

- A. Rollback the changes to the email system immediately
- B. Ignore the issue unless users report complaints
- C. Notify all users about the potential email delay issue

- **D. Observe and document the email system's performance over the next few hours**

Answer: D

Explanation:

Correct Answer. C. Observe and document the email system's performance over the next few hours Observation and documentation provide vital data to determine whether the delay is a transient issue or a persistent problem. This approach allows for a better understanding of the issue's nature and scope before taking further corrective actions.

Option A is incorrect because notifying users may cause unnecessary alarm before fully understanding the issue's extent.

Option B is incorrect as rolling back changes immediately can disrupt operations and might not be necessary if the issue can be resolved with minor adjustments.

Option D is incorrect because ignoring the issue risks exacerbating the problem and can lead to user dissatisfaction.

NEW QUESTION # 486

Which protocol analyzer is commonly used for troubleshooting wireless networks?

- A. Aircrack-ng
- B. SolarWinds
- C. NetFlow
- **D. Wireshark**

Answer: D

NEW QUESTION # 487

A customer reports an issue with accessing their hosted applications which require specific configurations and software setups on a shared physical infrastructure. Which cloud model should this incident be directed to for resolution?

- A. Community Cloud
- B. Public Cloud
- **C. Private Cloud**
- D. Hybrid Cloud

Answer: C

Explanation:

Correct Answer. B. Private Cloud Private clouds offer dedicated environments for single organizations with the ability to host applications that require specific configurations and security compliance, making it suitable for issues related to such setups.

Option A is incorrect because public clouds are multi-tenant environments where hardware, storage, and network devices are shared among multiple organizations and are not customized.

Option C is incorrect as hybrid clouds combine public and private clouds but the issue does not specifically relate to integration or connectivity between different cloud environments.

Option D is incorrect because community clouds are shared between organizations with common goals and are not typically used for highly customized application setups.

NEW QUESTION # 488

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