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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q309-Q314):

NEW QUESTION # 309

What should a technician do after using an AI tool to gather information on a recurring software error?

- A. Compare the AI's recommendations with existing documentation and best practices before proceeding
- B. Disregard older documentation in favor of new AI-generated solutions
- C. Implement the first suggested fix without further validation
- D. Share the AI findings directly on social media to obtain peer feedback

Answer: A

Explanation:

Correct Answer. B. Compare the AI's recommendations with existing documentation and best practices before proceeding It is important to cross-verify AI-generated solutions with established documentation and best practices to ensure the reliability and applicability of the solution.

Option A is incorrect because implementing solutions without validation can lead to further issues or complications.

Option C is incorrect because older documentation can still be relevant and should be considered alongside new information.

Option D is incorrect and inappropriate as sharing potentially sensitive troubleshooting information on social media breaches professional and security protocols.

NEW QUESTION # 310

Anna reports that she can no longer access the quarterly financial reports on the company server, even though her colleagues can. What should you check first to troubleshoot her access issue?

- A. Check if Anna's account is locked out
- B. Verify Anna's permissions on the folder containing the financial reports
- C. Update Anna's antivirus software
- D. Ask Anna to restart her computer

Answer: B

Explanation:

Correct Answer. B. Verify Anna's permissions on the folder containing the financial reports Since Anna's issue is specific to accessing a particular resource that others can access, the first step is to check her permissions for that folder. This will determine if there has been any change affecting her access.

Option A is incorrect because an account lockout would prevent her from logging into the system entirely, not just accessing specific files.

Option C is incorrect as restarting the computer would not affect her permissions on the server.

Option D is incorrect because antivirus software updates would not impact her permissions to access specific network resources.

NEW QUESTION # 311

During network troubleshooting, a technician needs to determine why a laptop connects to the network via WLAN but not when using a LAN cable.

What should be examined first?

- A. Ensure the laptop's network adapter is enabled and supports Ethernet
- B. Update the laptop's operating system to the latest version
- C. Replace the WLAN router as it might be causing interference
- D. Check the network credentials stored on the laptop

Answer: A

Explanation:

Correct Answer. A. Ensure the laptop's network adapter is enabled and supports Ethernet For a laptop that connects over Wi-Fi but not Ethernet, the first step is to verify that the Ethernet adapter is enabled and functional, as this is a common oversight.

Option B is incorrect. The WLAN router wouldn't interfere with an Ethernet connection.

Option C is incorrect. While important, an OS update is unlikely to affect only the Ethernet connectivity.

Option D is incorrect. Network credentials affecting WLAN would not impact Ethernet connectivity unless configured to do so, which is less common.

NEW QUESTION # 312

During a TeamViewer session, how should a technician handle a situation where they need to access a user's sensitive files to troubleshoot an issue?

- **A. Inform the user and request permission to access the specific files needed for troubleshooting**
- B. Proceed to access the files without informing the user to maintain the flow of the session
- C. Record the session without consent to document the necessity of accessing sensitive files
- D. Avoid accessing the files and attempt to solve the issue without direct file access

Answer: A

Explanation:

Informing the user and requesting permission not only adheres to ethical guidelines but also maintains transparency and builds trust during the remote support process.

Option A is incorrect because accessing sensitive files without user consent can violate privacy and trust.

Option C is incorrect because it may prevent the technician from fully resolving the issue if file access is crucial.

Option D is incorrect because recording the session without consent is unethical and could violate both legal and company policies.

NEW QUESTION # 313

When configuring a new employee's access in AWS IAM, what is a best practice for ensuring they only have the necessary permissions to fulfill their job responsibilities?

- A. Grant full administrative privileges to ensure no access barriers
- **B. Use managed policies to assign permissions**
- C. Assign permissions directly to individual user accounts
- D. Always use default IAM policies

Answer: B

Explanation:

Using managed policies is a best practice for assigning permissions in AWS IAM. Managed policies are maintained by AWS and are designed to provide permissions that align with common job functions, which helps in applying the principle of least privilege effectively.

Option A is incorrect because granting full administrative privileges can lead to excessive permissions beyond what is necessary for job responsibilities.

Option C is incorrect because assigning permissions directly to users can lead to complicated and potentially insecure configurations. It is better to assign permissions to roles or groups and then associate users with these roles or groups.

Option D is incorrect because relying solely on default IAM policies may not adequately match the specific security requirements of the organization or the principle of least privilege.

NEW QUESTION # 314

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