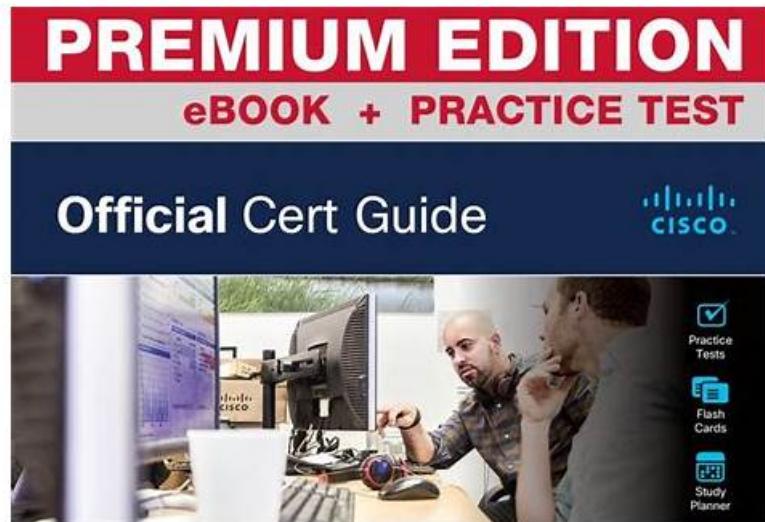


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IT Support 100-140

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q210-Q215):

NEW QUESTION # 210

A user working from a remote office needs to provide the MAC address of their Windows 10 laptop to register it on the corporate network.

Which of the following methods should the IT support technician suggest to the user for retrieving this information?

- A. Navigate to Settings > Network & Internet > Ethernet
- B. Use the Network and Sharing Center to find the MAC address under "Wireless Properties"
- **C. Open Command Prompt and type getmac**
- D. Go to Control Panel > Network and Internet > Network Connections, right-click the adapter, and select "Status"

Answer: C

Explanation:

Correct Answer. B. Open Command Prompt and type getmac. The getmac command is a simple and direct method for retrieving the MAC address of all network interfaces on a Windows machine, making it ideal for quickly providing the necessary information for network registration.

Option A is incorrect because it involves multiple steps and provides additional unnecessary information, making it less efficient than the getmac command.

Option C is incorrect because it only displays settings related to Ethernet and does not directly show the MAC address.

Option D is incorrect because while you can access MAC address information via Network and Sharing Center, it is more convoluted compared to directly using a command line tool.

NEW QUESTION # 211

A network administrator is deploying a new Ethernet network in an office setting and needs to choose the appropriate type of cabling. The network requires 1 Gbps speed and minimal susceptibility to electromagnetic interference (EMI).

What type of UTP (Unshielded Twisted Pair) cable should the IT support technician recommend?

- A. Category 3
- B. Category 5e
- **C. Category 6**
- D. Category 5

Answer: C

Explanation:

Correct Answer. D. Category 6 Category 6 UTP cable is recommended for environments requiring up to 1 Gbps speed while also providing enhanced protection against crosstalk and electromagnetic interference compared to earlier categories. This makes it suitable for modern office environments that may have moderate EMI from various electronic devices.

Option A is incorrect because Category 3 cables are outdated and only support speeds up to 10 Mbps.

Option B is incorrect because Category 5 cables are also outdated and were originally rated for up to 100 Mbps, not suitable for 1 Gbps networks.

Option C is incorrect because while Category 5e can support 1 Gbps, Category 6 offers better performance in terms of EMI protection and crosstalk.

NEW QUESTION # 212

A user is attempting to transfer large video files from their computer to an external hard drive but finds the transfer speed to be slower than expected. The computer and external hard drive both support USB 3.0.

Which of the following might be the reason for the slow transfer speeds?

- A. The computer is running on battery power
- B. The USB ports on the computer are dirty or damaged
- C. The external hard drive is formatted with FAT32 file system
- D. **The USB cable used is only USB 2.0 compliant**

Answer: D

Explanation:

Correct Answer. A. The USB cable used is only USB 2.0 compliant Using a USB 2.0 cable in a setup that supports USB 3.0 can significantly limit the transfer speed because USB 2.0 cables are designed for a maximum transfer rate of 480 Mbps, much lower than USB 3.0's 5 Gbps capability.

Option B is incorrect because dirty or damaged USB ports might prevent the device from being recognized at all but wouldn't specifically slow down transfer rates if the connection is still being made.

Option C is incorrect because while FAT32 has file size limitations, it does not inherently slow down transfer speeds, provided the individual files are within the allowable size limits.

Option D is incorrect because running a computer on battery power can affect performance but does not specifically affect USB transfer speeds.

NEW QUESTION # 213

A user cannot connect their mobile device to a Bluetooth speaker. What should the technician suggest to resolve this issue?

- A. **Check if Bluetooth is enabled on both the mobile device and the Bluetooth speaker**
- B. Connect the mobile device to a different Wi-Fi network
- C. Increase the volume on the mobile device
- D. Replace the Bluetooth speaker

Answer: A

Explanation:

Correct Answer. A. Check if Bluetooth is enabled on both the mobile device and the Bluetooth speaker Ensuring that Bluetooth is enabled on both devices is a fundamental step for establishing a connection. It's a common oversight that can prevent devices from pairing.

Option B is incorrect as increasing the volume does not affect connectivity issues.

Option C is incorrect because Bluetooth connectivity is unrelated to Wi-Fi networks.

Option D is incorrect because replacing the Bluetooth speaker is premature without first confirming that all settings are correct and that the speaker is the issue.

NEW QUESTION # 214

What should an employee do if they discover that proprietary software code has been inadvertently posted in a public forum by a colleague?

- A. Leave it, assuming someone else will notice and handle it
- B. Copy the code for personal use before it is removed
- C. **Notify their supervisor or the information security team immediately**
- D. Contact the forum administrator to discuss the issue without alerting the company

Answer: C

Explanation:

Correct Answer. B. Notify their supervisor or the information security team immediately Notifying the supervisor or information security team allows for quick and proper handling of the situation to protect proprietary information and mitigate any potential damage.

Option A is incorrect as using proprietary information without permission breaches company policies and legal guidelines Option C is incorrect as passive behavior risks prolonged exposure of sensitive information Option D is incorrect because handling such an issue

requires internal company intervention to ensure adherence to confidentiality and propriety protocols

NEW QUESTION # 215

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