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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q603-Q608):

NEW QUESTION # 603

A system administrator wants to monitor all incoming and outgoing network traffic statistics on a server to diagnose network performance issues.

Which netstat option would provide the most comprehensive data?

- A. netstat -e
- B. netstat -an
- C. **netstat -s**
- D. netstat -c

Answer: C

Explanation:

Correct Answer. A. netstat -s netstat -s provides detailed statistics by protocol, including counts of packets and errors, offering comprehensive insight into network performance issues.

Option B is incorrect. netstat -e shows Ethernet statistics, which are limited to the physical layer and less detailed for comprehensive network troubleshooting.

Option C is incorrect. netstat -c continuously displays netstat information but does not provide more detailed statistics than a single snapshot.

Option D is incorrect. netstat -an shows all connections and listening ports numerically and does not provide the protocol-specific statistics needed for detailed performance analysis.

NEW QUESTION # 604

During an online meeting, a user's microphone suddenly stops working. The microphone shows as active in the system's sound settings.

What is the most likely cause of this issue?

- A. The microphone needs to be replaced
- B. **The microphone is muted in the meeting software**
- C. The microphone volume is set too low
- D. There is an issue with the user's internet connection

Answer: B

Explanation:

Correct Answer. B. The microphone is muted in the meeting software If the microphone is active in system settings but not working in a specific application, it is likely muted or improperly configured within that software.

Option A is incorrect. Low volume would reduce sound level but not stop it from working entirely.

Option C is incorrect. An internet connection issue would affect all aspects of the meeting, not just the microphone.

Option D is incorrect. If the microphone shows as active, it is unlikely that the hardware needs replacement.

NEW QUESTION # 605

If a user's antivirus software fails to start a malware scan, what is the most appropriate troubleshooting step?

- A. Manually remove the antivirus software files and folders
- B. Try using a different internet browser
- C. Reinstall the operating system
- D. **Restart the antivirus software and try again**

Answer: D

Explanation:

Correct Answer. C. Restart the antivirus software and try again Restarting the antivirus software can resolve issues that may prevent it from starting a scan, such as software crashes or minor errors.

Option A is incorrect because reinstalling the operating system is too drastic a measure for antivirus software issues.

Option B is incorrect as internet browser choice does not affect the functioning of antivirus programs.

Option D is incorrect because manually removing antivirus files can lead to improper uninstallation and could further complicate the software issues.

NEW QUESTION # 606

When using AI as a part of the troubleshooting process, what is a crucial limitation a technician must consider?

- A. **AI-generated solutions must be interpreted and applied by a skilled technician**
- B. AI requires no input from technicians to start the diagnostic process
- C. AI can generate new data independently to resolve unknown issues
- D. AI can autonomously implement solutions without oversight

Answer: A

Explanation:

Correct Answer. C. AI-generated solutions must be interpreted and applied by a skilled technician AI tools provide suggestions based on data analysis, but a skilled technician must interpret these solutions correctly and apply them effectively within the specific context of the issue.

Option A is incorrect because AI does not generate new data but analyzes existing data to provide solutions.

Option B is incorrect as AI requires initial input or data from technicians to begin any meaningful diagnostic process.

Option D is incorrect as allowing AI to implement solutions autonomously without oversight can lead to errors or inappropriate actions without contextual understanding.

NEW QUESTION # 607

What is the correct protocol for handling a situation where a technician experiences a mild electrical shock while troubleshooting a laptop?

- A. Take a short break and then resume work if there are no visible injuries
- B. **Document the incident, report it according to workplace safety procedures, and seek medical advice**
- C. Continue working if the shock was minor to avoid work delays
- D. Apply an anti-static wrist strap and continue working on the laptop

Answer: B

Explanation:

Correct Answer. B. Document the incident, report it according to workplace safety procedures, and seek medical advice Following any incident of electrical shock, it is critical to document the incident, report it according to the established safety procedures of the workplace, and seek medical advice, even if the shock appears mild, as some effects might be delayed or internal.

Option A is incorrect because ignoring the potential health impact of an electrical shock, regardless of its initial perceived severity, is unsafe.

Option C is incorrect because taking a break does not address the potential health implications of receiving an electrical shock.

Option D is incorrect as applying an anti-static wrist strap after receiving a shock does not mitigate the health risks associated with the electrical shock already experienced.

NEW QUESTION # 608

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