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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q597-Q602):

NEW QUESTION # 597

A user reports that they are unable to access their account despite entering the correct password and using their smartphone-based

authenticator app for MFA.

What is the first troubleshooting step the technician should take?

- A. Reset the user's password immediately
- B. Disable MFA temporarily to verify the user's password
- C. Recommend that the user switches to a different type of MFA device
- **D. Check for and resolve any time-sync issues on the user's smartphone**

Answer: D

Explanation:

Smartphone-based authenticator apps rely heavily on accurate time settings to generate valid TOTP. If there is a time-sync problem on the user's device, it can cause the TOTP to be out of sync with the server, leading to authentication failures.

Option A is incorrect because resetting the password does not address potential issues with the authenticator app.

Option C is incorrect because disabling MFA compromises security and should be avoided unless absolutely necessary.

Option D is incorrect because switching MFA devices does not address the underlying issue if it's related to time synchronization on the current device.

NEW QUESTION # 598

A smartphone user reports that their device frequently disconnects from the LTE network. What should the user check first to troubleshoot this issue?

- **A. Ensure that mobile data is turned on in the smartphone settings**
- B. Disable and then re-enable LTE in the network settings
- C. Send the device for hardware repair
- D. Check for physical obstructions like cases or covers

Answer: A

Explanation:

Correct Answer. A. Ensure that mobile data is turned on in the smartphone settings Sometimes, settings can inadvertently change or be disabled. Verifying that mobile data is active is a straightforward first step that can resolve the issue of disconnecting from the LTE network.

Option B is incorrect because hardware repair is too drastic without first performing basic checks and troubleshooting steps.

Option C is incorrect because although toggling LTE can help reconnect, it's not a first step before ensuring that mobile data is enabled.

Option D is incorrect as physical obstructions typically do not affect network connectivity to the extent of causing frequent disconnections.

NEW QUESTION # 599

What should an employee do if they inadvertently receive an email containing PII of another employee?

- **A. Report the incident to the company's data protection officer or relevant authority**
- B. Contact the other employee to inform them of the mistake
- C. Delete the email and ignore the incident since it was received accidentally
- D. Forward the email to their manager for further guidance

Answer: A

Explanation:

Correct Answer. C. Report the incident to the company's data protection officer or relevant authority Reporting to the data protection officer or relevant authority ensures that the incident is handled according to the company's data protection protocols, which helps in mitigating any potential risks associated with unauthorized handling of PII.

Option A is incorrect because forwarding the email may increase the risk of further exposure of PII.

Option B is incorrect because deleting the email does not address the potential breach of data protection policies.

Option D is incorrect as contacting the affected employee does not appropriately manage the risk or comply with organizational procedures on data breaches.

NEW QUESTION # 600

A user is setting up a dual-monitor configuration and needs to connect both monitors using HDMI cables to their laptop which supports 4K resolution. The user needs to ensure the HDMI cables are compatible with 4K resolution. What type of HDMI cable should the IT support technician advise the user to check for?

- A. HDMI 1.4
- **B. HDMI 2.0**
- C. HDMI 2.1
- D. HDMI 1.2

Answer: B

Explanation:

Correct Answer: C. HDMI 2.0 HDMI 2.0 cables are designed to support 4K resolution at 60 frames per second, which makes them suitable for a high-quality dual-monitor setup that requires 4K resolution. This ensures that the user experiences the full capabilities of their 4K monitors without any compromise in video quality.

Option A is incorrect because HDMI 1.2 supports up to 1080p resolution and is not sufficient for 4K video.

Option B is incorrect because although HDMI 1.4 supports 4K resolution, it only does so at 30 frames per second, which might not be suitable for all 4K video content or gaming.

Option D is incorrect because HDMI 2.1 supports up to 8K resolution and features like dynamic HDR and eARC, which are more advanced than necessary for basic 4K setups and could be more expensive.

NEW QUESTION # 601

A business requires assistance with a cloud deployment that involves sharing resources and security standards among several organizations within the same industry.

To which cloud model should this incident be escalated?

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

Answer: D

Explanation:

Correct Answer: D. Community Cloud Community clouds are shared by several organizations within the same community or industry and can support shared concerns over compliance and security standards, making it suitable for businesses within the same sector.

Option A is incorrect because public clouds are generally not industry-specific and do not provide the collaborative framework of a community cloud.

Option B is incorrect as private clouds are dedicated to single organizations and do not involve resource sharing among multiple businesses.

Option C is incorrect because hybrid clouds focus on the integration of on-premises and cloud resources, not on industry-specific collaborations.

NEW QUESTION # 602

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