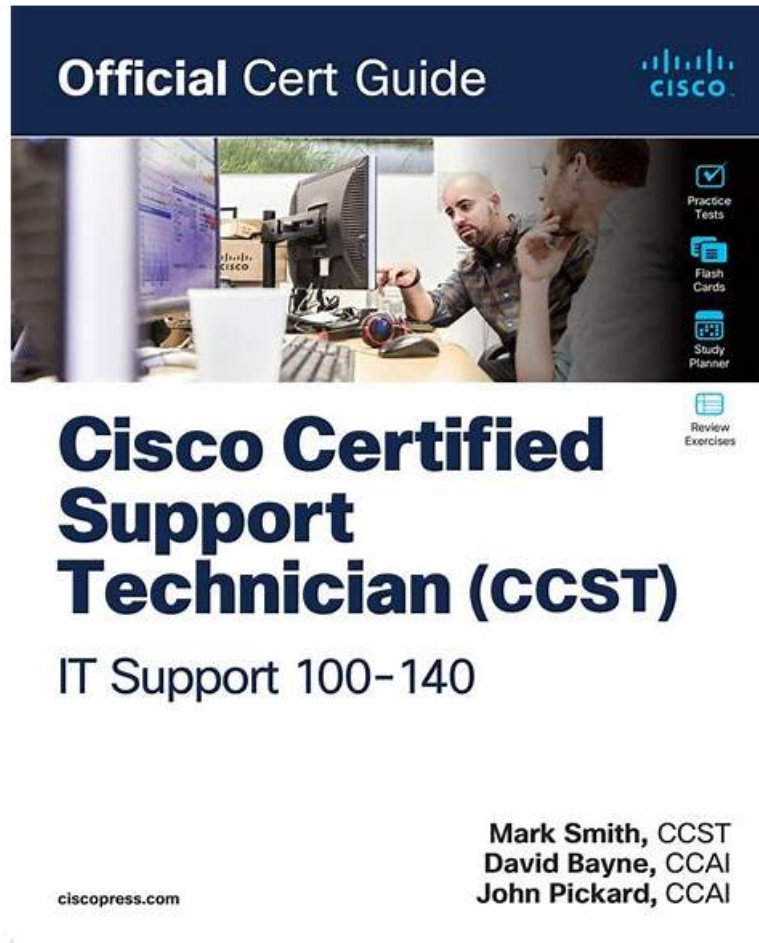


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can help you build your confidence and prepare you for the exam. Additionally, taking 100-140 Exam Questions and quizzes can help you identify areas where you need to improve and gauge your understanding of the material.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q201-Q206):

NEW QUESTION # 201

A user has unknowingly installed an application from an untrusted source that is causing frequent crashes and slowdowns. What is the best immediate step to address the user's system stability?

- A. Increase the RAM in the user's device
- B. Run a system defragmentation
- C. Use a trusted antivirus program to scan and remove the malicious application
- D. Reinstall the operating system from scratch

Answer: C

Explanation:

Correct Answer. B. Use a trusted antivirus program to scan and remove the malicious application Utilizing a robust antivirus program to scan for and remove any malicious applications can help restore system stability without the need for more drastic measures such as reinstalling the OS.

Option A is incorrect as defragmentation addresses disk organization, not malicious applications or system security issues.

Option C is incorrect as adding RAM won't solve software-related issues caused by malicious installations.

Option D is incorrect as it should be a last resort after less drastic measures have failed to resolve the issue.

NEW QUESTION # 202

During a setup of multiple 4K monitors, a user wants to daisy-chain them using Thunderbolt 3.

What feature of Thunderbolt 3 enables multiple 4K displays to be connected through a single port?

- A. Single-Stream Transport (SST)
- B. Multi-Stream Transport (MST)
- C. ChainLink
- D. Dual-Mode DisplayPort (DP++)

Answer: B

Explanation:

Correct Answer. A. Multi-Stream Transport (MST) Thunderbolt 3 supports Multi-Stream Transport (MST), allowing multiple displays to be connected in a series (daisy-chained) from a single Thunderbolt 3 port. This is particularly useful for setups involving multiple 4K monitors, providing the capability to extend or mirror displays across several screens without losing signal quality.

Option B is incorrect because SST (Single-Stream Transport) supports only one video stream per cable.

Option C is incorrect because Dual-Mode DisplayPort (DP++) allows a DisplayPort to send HDMI or DVI signals through an adapter, but it doesn't support chaining multiple monitors through a single connection.

Option D is incorrect because ChainLink is not a recognized standard or technology in the context of Thunderbolt or display technology.

NEW QUESTION # 203

An individual approaches you in the office lobby, dressed in a technician uniform, and claims they need access to your department's server room to perform routine maintenance. The individual does not have an accompanying employee badge.

What should you do?

- A. Deny access and refer them to your manager or security for verification
- B. Ask the technician for their name and then leave them to proceed on their own
- C. Escort the technician to the server room to monitor their activities
- D. Allow the technician to enter the server room since they appear to have legitimate business

Answer: A

Explanation:

Correct Answer: C. Deny access and refer them to your manager or security for verification Denying access until the individual's identity and purpose are confirmed by authorized personnel ensures the security of sensitive areas and information.

Option A is incorrect. Allowing access based on appearance alone can lead to security breaches.

Option B is incorrect. Escorting without verification still risks unauthorized access.

Option D is incorrect. Leaving the technician unverified compromises security and does not ensure that they are authorized to be there.

NEW QUESTION # 204

A user needs to monitor the disk usage and free space of their Linux server regularly. Which command should the IT support technician suggest for detailed disk usage statistics?

- A. top
- B. du -sh *
- C. df -h
- D. mount

Answer: C

Explanation:

Correct Answer: C. df -h The df -h command (disk free) provides concise information about each mounted filesystem, including total space, used space, free space, and mount points, all formatted in human-readable form (e.g., GB, MB).

Option A is incorrect because top primarily monitors CPU and memory usage, not disk space.

Option B is incorrect because du -sh * shows the disk usage of files and directories in the current directory, which is useful but not as comprehensive for checking all disk space on the server.

Option D is incorrect because mount displays mounted filesystems, not their disk usage statistics.

NEW QUESTION # 205

An employee finds a document marked "Confidential" on a public printer. What should they do first according to standard company policies on confidentiality?

- A. Shred the document to prevent information leakage
- B. Report the found document to their supervisor or security team
- C. Leave the document on the printer for the owner to collect
- D. Read the document to understand why it's confidential

Answer: B

Explanation:

Correct Answer: C. Report the found document to their supervisor or security team Reporting the document to a supervisor or the security team ensures that it is handled according to the company's confidentiality policies and helps prevent unauthorized access.

Option A is incorrect because leaving the document unattended could lead to unauthorized access Option B is incorrect because

reading confidential information not meant for the employee's access can be a breach of policy Option D is incorrect without knowing company policy on document disposal, shredding could improperly destroy important information

NEW QUESTION # 206

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