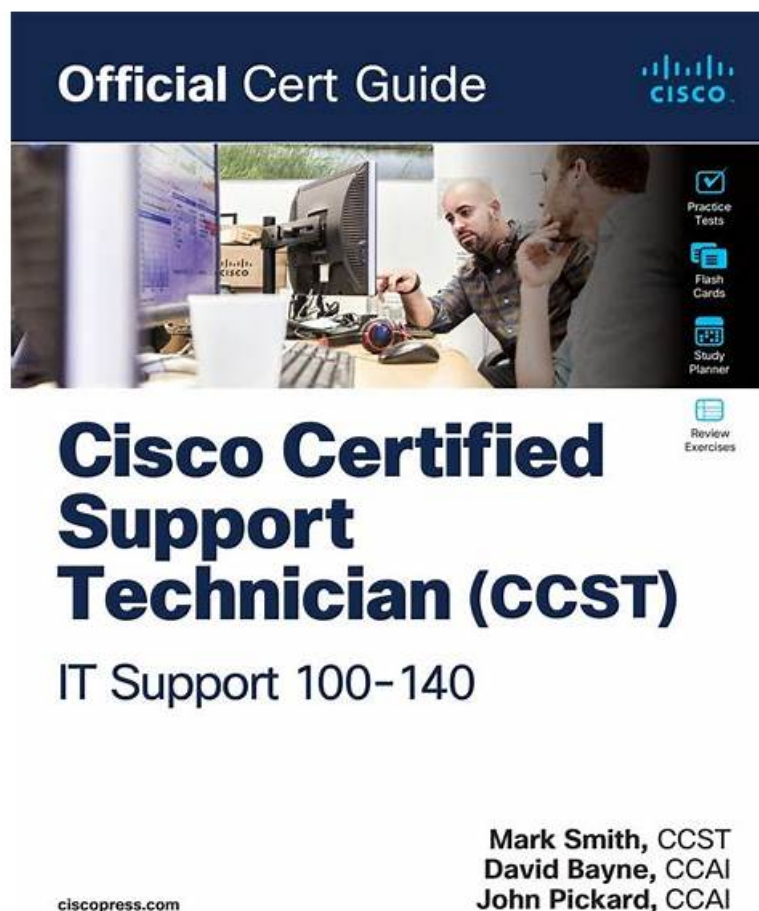


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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q297-Q302):

NEW QUESTION # 297

What should a technician do if sensitive information appears on the user's screen during a Cisco Webex support session?

- A. Take control of the user's system to close the sensitive application themselves
- **B. Advise the user to close or minimize the window containing the sensitive information**
- C. Continue the session and ignore the sensitive information
- D. Immediately end the session to protect confidentiality

Answer: B

Explanation:

Correct Answer: B. Advise the user to close or minimize the window containing the sensitive information. Advising the user to handle sensitive information appropriately maintains the integrity of the support session while protecting the user's privacy and data security. Option A is incorrect because ignoring visible sensitive information can breach confidentiality obligations. Option C is incorrect because ending the session abruptly may not be necessary and could interrupt important support tasks. Option D is incorrect as taking control to close applications could infringe on user privacy and trust.

NEW QUESTION # 298

During a presentation, a user's wireless keyboard suddenly stops working. The keyboard was functioning properly earlier in the day. What is the most likely solution to this problem?

- A. Connect the keyboard using a USB cable
- B. Install keyboard management software
- C. Adjust the keyboard's language settings
- **D. Move the keyboard closer to the receiver**

Answer: D

Explanation:

Correct Answer: A. Move the keyboard closer to the receiver. Wireless keyboards can experience connectivity issues if the distance from the receiver is too great or if there are obstructions. Moving it closer can help ensure a stable connection. Option B is incorrect. While this could temporarily solve the problem, it doesn't address the wireless connectivity issue. Option C is incorrect. Language settings would affect the input/output of the keyboard but not its connectivity. Option D is incorrect. Management software typically does not affect basic connectivity issues.

NEW QUESTION # 299

A technician has fixed a software bug that caused system crashes during data processing tasks. How should this resolution be documented to ensure it is beneficial for future troubleshooting?

- A. Record the amount of time taken to fix the bug
- B. Focus on listing the software versions before and after the fix
- **C. Document the bug, the investigation process, the fix applied, and post-fix testing outcomes**
- D. Describe the impact of the bug on business operations without technical details

Answer: C

Explanation:

Documenting the entire process from the identification of the bug, through the investigation, to the fix and subsequent testing, provides a complete picture of the issue and its resolution. This type of documentation is invaluable for understanding the problem's nature and the effective strategies used, which can be referenced in future similar scenarios. Option A is incorrect because knowing the software versions alone does not provide enough detail on the bug or the solution. Option C is incorrect as the time taken is relevant for performance metrics but doesn't help in future troubleshooting. Option D is incorrect because focusing on business impacts without technical details does not aid in technical understanding or future

issue resolution.

NEW QUESTION # 300

A customer reports an issue with accessing their hosted applications which require specific configurations and software setups on a shared physical infrastructure. Which cloud model should this incident be directed to for resolution?

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

Answer: D

Explanation:

Correct Answer: B. Private Cloud Private clouds offer dedicated environments for single organizations with the ability to host applications that require specific configurations and security compliance, making it suitable for issues related to such setups.

Option A is incorrect because public clouds are multi-tenant environments where hardware, storage, and network devices are shared among multiple organizations and are not customized.

Option C is incorrect as hybrid clouds combine public and private clouds but the issue does not specifically relate to integration or connectivity between different cloud environments.

Option D is incorrect because community clouds are shared between organizations with common goals and are not typically used for highly customized application setups.

NEW QUESTION # 301

During a phone support call, a user aggressively insists on bypassing standard verification processes due to urgency.

What is the appropriate response for the help desk technician?

- A. Ask security questions unrelated to the user verification process to confuse the caller
- **B. Politely refuse and adhere to established verification procedures**
- C. Comply with the request to avoid conflict
- D. Transfer the call to a supervisor without verification

Answer: B

Explanation:

Maintaining adherence to verification procedures is essential, even under pressure, to protect against social engineering tactics that rely on creating a sense of urgency to bypass security controls.

Option A is incorrect because complying with such requests can lead to security breaches.

Option C is incorrect as transferring the call without following verification processes can expose the organization to risks if the caller is malicious.

Option D is incorrect because using unrelated security questions is unprofessional and does not address the issue of adhering to security protocols.

NEW QUESTION # 302

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