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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q487-Q492):

NEW QUESTION # 487

A network administrator notices that several users cannot connect to the internet after recent network upgrades. What should be considered first when identifying the probable cause of the connectivity issue?

- A. Verify if the correct network protocols are enabled post-upgrade
- B. Ask all users to restart their devices simultaneously
- C. Check if the users have paid their internet bills
- D. Suggest users to switch to a different internet service provider

Answer: A

Explanation:

The first step should be to verify if the correct network protocols are enabled post-upgrade, as changes during the upgrade could have inadvertently disabled or misconfigured necessary protocols, leading to connectivity issues. This check is fundamental to troubleshooting problems directly related to recent network changes.

Option A is incorrect because payment issues are unrelated to internal network upgrades affecting multiple users.

Option C is incorrect because suggesting a different ISP does not address the probable internal causes related to the network upgrade.

Option D is incorrect because while restarting devices can resolve some issues, it does not address the root cause related to the network upgrade.

NEW QUESTION # 488

A user cannot access their video conferencing meetings through the mobile app, receiving an error that the server is unreachable. What should be the user's first course of action?

- A. Disable the device's firewall settings
- B. Reset the router to improve network connectivity
- C. Ensure the app is updated to the latest version
- D. Change their login credentials

Answer: C

Explanation:

Correct Answer. B. Ensure the app is updated to the latest version Updating the app to the latest version can resolve issues related to connectivity and compatibility, especially if the error indicates problems reaching the server.

Option A is incorrect because while resetting the router can solve general connectivity issues, it does not specifically address problems with app functionality.

Option C is incorrect as changing login credentials is unlikely to affect server connectivity issues unless the account is specifically being blocked.

Option D is incorrect because disabling firewall settings is a security risk and generally does not solve specific app connectivity problems unless the firewall is known to block the app.

NEW QUESTION # 489

A user reports they cannot access the company's internal website hosted on an intranet server. You suspect an issue with Active Directory affecting their access.

What should you verify first in Active Directory?

- A. The DHCP lease associated with the user's workstation
- B. The replication health between Domain Controllers
- C. The firewall settings on the user's computer
- D. The user's account group policies

Answer: D

Explanation:

Correct Answer. C. The user's account group policies Group policies in Active Directory can affect access to network services, including intranet sites. If a user suddenly cannot access an intranet site, checking whether any applied group policies might be restricting their access is a prudent first step.

Option A is incorrect because DHCP leases affect network connectivity broadly, not access to specific services controlled by Active Directory.

Option B is incorrect because while replication issues between Domain Controllers can cause broader directory-related issues, they are less likely to affect individual user access to a specific intranet site.

Option D is incorrect because firewall settings on the user's computer, while potentially a factor, are not managed directly through Active Directory unless specifically configured via group policy.

NEW QUESTION # 490

A support technician is documenting a resolved issue where a software bug caused data loss for a client. What is the most effective way to document this interaction?

- A. Describe the bug and its impact, and the steps taken to resolve the issue
- B. List all the software used by the client, regardless of relevance to the bug
- C. Focus on potential upgrades to the client's system to avoid similar issues

- D. Summarize the emotional impact of the issue on the client

Answer: A

Explanation:

A comprehensive and factual description of the bug, its impact on operations, and the resolution steps is essential to document such interactions accurately. This approach ensures that the documentation is useful for reference and aids in handling similar issues in the future.

Option A is incorrect because focusing on the emotional impact does not provide a technical summary of the issue.

Option C is incorrect because listing all software, including irrelevant ones, clutters the documentation and detracts from the specific problem and solution.

Option D is incorrect as focusing solely on upgrades does not summarize the specific incident and its resolution.

NEW QUESTION # 491

A user reports that their MacOS system has become extremely slow, suspecting a particular application might be consuming excessive system resources. What should the technician advise the user to do first using Activity Monitor?

- A. Upgrade the MacOS to the latest version
- **B. Open Activity Monitor and force quit the application consuming excessive resources**
- C. Uninstall the application suspected of causing the slowdown
- D. Restart the MacOS to clear all active processes

Answer: B

Explanation:

Correct Answer. C. Open Activity Monitor and force quit the application consuming excessive resources Using Activity Monitor to identify and terminate processes that are consuming an excessive amount of system resources can quickly alleviate system slowdowns without needing more drastic measures like system restarts or software updates.

Option A is incorrect because uninstalling the application is premature without confirming it is the cause of the slowdown Option B is incorrect as restarting may temporarily alleviate the issue but does not address the root cause if a specific process is consistently using excessive resources Option D is incorrect because upgrading the operating system is not targeted at managing resource usage of specific applications

NEW QUESTION # 492

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