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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q634-Q639):

### NEW QUESTION # 634

A MacOS user finds that their laptop battery is depleting faster than usual. The technician suspects that power settings might not be optimized.

What is the first step the technician should advise to extend battery life?

- A. Replace the laptop battery
- B. Close all running applications
- C. Adjust the Energy Saver settings in System Preferences
- D. Increase screen brightness settings

**Answer: C**

Explanation:

Correct Answer: B. Adjust the Energy Saver settings in System Preferences Adjusting the Energy Saver settings allows users to manage energy use more efficiently, such as reducing screen brightness automatically and setting the computer and display to sleep after a period of inactivity, thus extending battery life.

Option A is incorrect because replacing the battery is a premature action without first checking if software settings can resolve the issue Option C is incorrect as while closing applications can help, it is not as directly impactful as configuring system-wide energy settings Option D is incorrect as increasing screen brightness would actually exacerbate the problem of battery depletion

#### NEW QUESTION # 635

A customer purchased a new motherboard for a desktop computer. The customer needs help installing the correct components. The customer sends you a picture of the motherboard, which is shown in the answer area.

You need to assist the customer in identifying the installation location of three components.

To answer, move the appropriate components from the list on the left to the correct locations on the right. You may use each component once more than once, or not at all.

Note: You will receive partial credit for each correct response.

**Answer:**

Explanation:

Explanation:

#### NEW QUESTION # 636

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

**Answer: C**

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 # 637

You receive an unexpected email that appears to be from a popular online payment service. It claims there has been suspicious activity on your account and urges you to verify your login credentials by clicking on a link provided in the message.

How should you handle this situation?

- A. Forward the email to your contacts who use the same service to warn them about potential fraud
- **B. Directly navigate to the payment service's official website by typing their URL into your browser, not by clicking any link in the email, to check your account**
- C. Click the link to log in to your account and check for any unauthorized activity
- D. Delete the email, assuming that if it were important, the service would contact you through other means

**Answer: B**

Explanation:

This approach ensures that you access your account safely without the risk of entering your details on a potentially fraudulent website. This method protects your login credentials and allows you to verify account activity securely.

Option A is incorrect. Clicking on links in unsolicited emails is risky, as these links may lead to phishing sites designed to capture your credentials.

Option B is incorrect. Simply deleting the email doesn't address the possibility that there might actually be an issue with your account that needs attention.

Option D is incorrect. Forwarding the suspicious email could inadvertently spread a phishing attack, and it's better to alert others through a message you create yourself, not by forwarding a potentially harmful email.

#### NEW QUESTION # 638

During an IT audit, you discover that a user, Bob, has access to confidential HR documents that he should not be able to view. What is the most appropriate action to rectify this permissions issue?

- A. Conduct training on data privacy for the entire staff
- B. Increase security settings for all users
- C. Notify Bob's manager about the breach
- D. Remove Bob's access to the confidential HR documents immediately

**Answer: D**

Explanation:

Correct Answer: B. Remove Bob's access to the confidential HR documents immediately. The immediate action required is to correct the permissions error by removing Bob's access to ensure that no unauthorized access to sensitive data occurs. This directly addresses the discovered permissions issue.

Option A is incorrect because while notifying the manager may be a part of the follow-up, the first response should be to secure the data.

Option C is incorrect because increasing security settings for all users does not specifically address the immediate issue of Bob's access.

Option D is incorrect because while training is beneficial, it does not rectify the current permissions issue.

#### NEW QUESTION # 639

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