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Cisco Certified Support Technician (CCST) IT Support Sample Questions

(Q330-Q335):

NEW QUESTION # 330

Which benefits does remote IT support provide? (Choose two)

- A. Eliminates need for physical hardware
- B. Reduces need for network connectivity
- C. Faster issue resolution
- D. Increases cost efficiency

Answer: C,D

NEW QUESTION # 331

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. Run a system defragmentation
- B. Increase the RAM in the user's device
- 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 # 332

A company requires its developers to access AWS resources from the corporate office only. What should be included in the IAM policy to enforce this requirement?

- A. SAML 2.0 integration
- B. IP whitelisting in the policy condition
- C. Time-based restrictions
- D. Resource tags

Answer: B

Explanation:

To restrict access to AWS resources from specific locations, an administrator can include a condition in the IAM policy that whitelists IP addresses. This ensures that developers can only access resources from the corporate office.

Option A is incorrect because resource tags are used for organizing and managing resources, not for controlling access based on location.

Option C is incorrect because time-based restrictions control when resources can be accessed, not where they can be accessed from.

Option D is incorrect because SAML 2.0 integration is used for federated authentication with external identity providers, not for restricting access based on IP addresses.

NEW QUESTION # 333

A company wants to ensure that their employees can access shared documents stored in Dropbox from their Windows workstations as if they were stored on a local network drive. What is the most straightforward method to achieve this?

- A. Use third-party software to map Dropbox as a network drive

- B. Directly integrate Dropbox using Windows SMB service
- **C. Use the Dropbox app to create a synchronized folder on each workstation**
- D. Configure each workstation with FTP access to Dropbox

Answer: C

Explanation:

The Dropbox application allows for the creation of a synchronized folder that behaves much like a local directory, automatically syncing files and folders between Dropbox and the user's computer, providing an easy and efficient way to access files stored in Dropbox.

Option A is incorrect because Dropbox does not support direct FTP access for file synchronization or mapping.

Option C is incorrect because SMB protocol is not used for direct integration with cloud storage services like Dropbox without specific third-party software or configurations.

Option D is incorrect because although it is possible, it's not the most straightforward method compared to using the native Dropbox application, which provides robust support and integration.

NEW QUESTION # 334

A support technician discovers that intermittent network outages are caused by an outdated firmware on network switches. What is the most appropriate next step to resolve this issue?

- A. Immediately shut down all network operations to avoid further outages
- B. Replace all outdated network switches with new ones
- **C. Plan a schedule to update firmware on all affected switches**
- D. Ignore the firmware issue and monitor the network for additional problems

Answer: C

Explanation:

Correct Answer. B. Plan a schedule to update firmware on all affected switches The appropriate response is to devise a plan for updating the firmware on all affected switches. This plan should include a schedule that minimizes disruption to network services while ensuring that all devices are updated to enhance stability and performance.

Option A is incorrect because replacing all switches is costly and may not be necessary if a firmware update can resolve the issue.

Option C is incorrect because shutting down all network operations is excessively disruptive and should be a last resort.

Option D is incorrect as ignoring the identified problem does not resolve the intermittent outages and can lead to further issues.

NEW QUESTION # 335

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