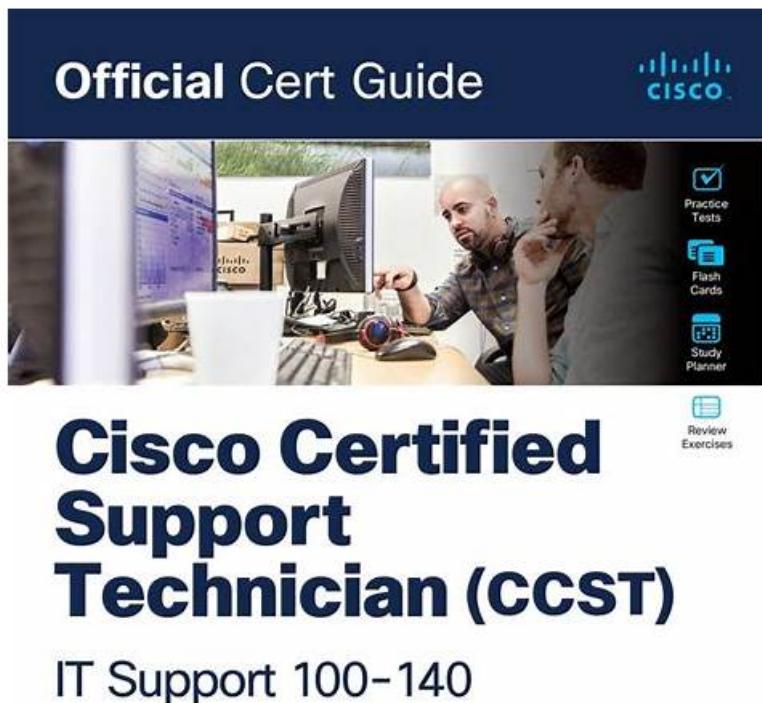


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## **Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q102-Q107):**

### **NEW QUESTION # 102**

A user needs to backup important documents from their Windows laptop to ensure they are protected in case of a system failure. Which of the following is the best step to achieve this using OneDrive?

- A. Configure Windows Backup to include the OneDrive folder
- B. Set up file history to backup directly to OneDrive
- **C. Manually copy and paste the documents into the OneDrive folder on their laptop**
- D. Use the OneDrive website to upload files manually every day

**Answer: C**

Explanation:

Correct Answer. A. Manually copy and paste the documents into the OneDrive folder on their laptop. By copying documents into the OneDrive folder, they are automatically synced to the cloud, providing a seamless backup solution that also allows for access from any device where the user is signed into their OneDrive account.

Option B is incorrect because Windows Backup does not directly integrate with OneDrive for backup purposes. Option C is incorrect because while feasible, manual uploads do not utilize the integrated syncing capabilities of the OneDrive desktop app, which is more efficient. Option D is incorrect because File History does not support backing up directly to OneDrive and is typically used with an external drive.

### **NEW QUESTION # 103**

During a team collaboration session on a mobile device, a user finds that they can send messages but not receive any replies.

What is the most likely setting they need to adjust?

- A. Clear the app's cache
- B. Enable push notifications for the app
- **C. Check the app's permissions to access the network**
- D. Increase the data limit on their mobile plan

**Answer: C**

Explanation:

Correct Answer. A. Check the app's permissions to access the network. Ensuring that the collaboration app has the necessary permissions to access the network is crucial for two-way communication. If permissions are restricted, the app may not function correctly.

Option B is incorrect as push notifications affect how messages are alerted to the user but not the reception of messages within the app.

Option C is incorrect because data limits impact general data usage, which would typically affect both sending and receiving capabilities, not just one.

Option D is incorrect as clearing the cache generally resolves issues related to performance or outdated data, not specific network permissions.

### **NEW QUESTION # 104**

A user reports that their USB-connected headphones are not producing any sound on their workstation, although the headphones are recognized by the computer.

What is the most likely action to resolve this issue?

- A. Update the motherboard BIOS
- B. Install a different media player software
- **C. Check the sound settings to ensure the headphones are set as the default audio device**
- D. Replace the USB cable of the headphones

**Answer: C**

Explanation:

Correct Answer. B. Check the sound settings to ensure the headphones are set as the default audio device Often, the issue is that the headphones are not set as the default playback device in the sound settings, preventing them from playing audio even though they are recognized by the system

Option A is incorrect. If the headphones are recognized by the computer, the USB cable is likely functioning properly.

Option C is incorrect. BIOS updates are generally not related to specific peripheral issues like headphone functionality.

Option D is incorrect. The media player software would not affect the recognition or settings of headphones at the system level.

### NEW QUESTION # 105

A technician is replacing the toner cartridge in a printer and notices that the printer continues to display a low toner message. What should the technician do next to resolve this issue?

- A. Update the printer's network settings
- **B. Check if the toner cartridge is compatible and properly seated**
- C. Reinstall the old toner cartridge
- D. Clear the printer's job queue

**Answer: B**

Explanation:

Correct Answer. B. Check if the toner cartridge is compatible and properly seated Ensuring that the toner cartridge is compatible with the printer and properly installed is crucial for the printer to recognize the new cartridge and reset the toner level indicator.

Option A is incorrect. Reinstalling the old toner cartridge does not address the issue if it's already low on toner.

Option C is incorrect. Network settings do not impact toner detection and will not resolve a low toner message.

Option D is incorrect. The print job queue has no relation to the toner level warnings.

### NEW QUESTION # 106

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

**Answer: A**

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 # 107

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