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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q307-Q312):

NEW QUESTION # 307
A user's Windows 10 PC is experiencing frequent system crashes and blue screen errors. The user needs to perform diagnostic tests to identify the issue. What should the technician instruct the user to do first?

- A. Boot the PC into Safe Mode
- B. Reinstall the operating system
- C. Replace the PC's hard drive
- D. Update the PC's BIOS

Answer: A

Explanation:
Correct Answer. B. Boot the PC into Safe Mode Booting into Safe Mode is an effective first step for troubleshooting frequent crashes and errors as it loads Windows with a minimal set of drivers and software, allowing the user to determine if the issue is software-related.
Option A is incorrect because reinstalling the operating system is too drastic for an initial troubleshooting step Option C is incorrect because replacing hardware components should only be considered after software causes have been ruled out Option D is incorrect because a BIOS update, while important, should not be performed as a first step in troubleshooting system stability issues

NEW QUESTION # 308
A user with low vision needs to adjust their MacOS settings to enhance their ability to view screen content.
Which setting should the technician recommend they adjust first?

- A. Adjust the sound settings
- B. Update the operating system
- C. Increase the cursor size
- D. Change the keyboard preferences

Answer: C

Explanation:
Correct Answer. A. Increase the cursor size For users with low vision, increasing the cursor size can significantly improve their ability to navigate the computer screen effectively, making it a primary adjustment to consider.
Option B is incorrect because sound settings do not impact visual accessibility Option C is incorrect as keyboard preferences generally affect typing experience, not screen visibility Option D is incorrect because updating the operating system does not directly address specific accessibility needs unless the updates include specific enhancements for accessibility

NEW QUESTION # 309
What is the first step a technician should take when initiating a Remote Assistance session to ensure both parties understand the support process?

- A. Explain the process and obtain the user's explicit consent to proceed
- B. Request the user's login credentials to manage the session more effectively
- C. Send the user a detailed email about what to expect after the session has ended
- D. Configure the user's system settings to allow automatic future connections

Answer: A

Explanation:
Correct Answer. B. Explain the process and obtain the user's explicit consent to proceed Explaining the process and obtaining explicit consent from the user ensures transparency and compliance with privacy policies, setting clear expectations for the support session.
Option A is incorrect because configuring automatic future connections may infringe on user privacy and security without ongoing consent.
Option C is incorrect because the explanation should occur before the session begins, not after it ends.
Option D is incorrect because requesting login credentials is generally against best practices for maintaining user security and privacy.

NEW QUESTION # 310
A user needs to connect their new laptop to a monitor that supports video input via USB-C. They have several USB-C cables and need to select one that will ensure the best display performance.
Which type of USB-C cable should the IT support technician recommend they use?

- A. USB-C with Thunderbolt 3
- B. USB-C 2.0
- C. USB-C 3.1 Gen 1
- D. USB-C 3.1 Gen 2

Answer: A

Explanation:
Correct Answer. D. USB-C with Thunderbolt 3 USB-C cables with Thunderbolt 3 technology are the best choice for connecting to a monitor that supports video through USB-C, as they can carry the highest data speed and support up to two 4K displays or one 5K display. Thunderbolt 3 cables provide superior bandwidth, essential for high-quality video transmission and data speed.
Option A is incorrect because USB-C 2.0 cables are primarily for charging and data transfer at lower speeds and do not support video output capabilities.
Option B is incorrect because USB-C 3.1 Gen 1 supports data transfer up to 5 Gbps and limited video output, but not at high performance required for modern displays.
Option C is incorrect because while USB-C 3.1 Gen 2 supports faster data transfer up to 10 Gbps and better video quality than Gen 1, it does not match the superior performance of Thunderbolt 3.

NEW QUESTION # 311
What should a technician do if they are unable to resolve an issue during a Remote Assistance session?

- A. Leave the session running and consult a colleague in real-time without informing the user
- B. Advise the user to seek help elsewhere
- C. Schedule a follow-up session after researching the issue further
- D. Persuade the user to let them try different settings randomly to see if anything works

Answer: C

Explanation:
Correct Answer. B. Schedule a follow-up session after researching the issue further Scheduling a follow up session allows the technician to provide accurate and effective support after gaining additional insights or solutions to the problem.
Option A is incorrect because it does not provide good customer service or use the resources available to the support team.
Option C is incorrect because it involves unethical behavior and could compromise the trust and integrity of the support process.
Option D is incorrect because trying random settings could potentially worsen the issue and is not a methodical approach to problem-solving.

NEW QUESTION # 312
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