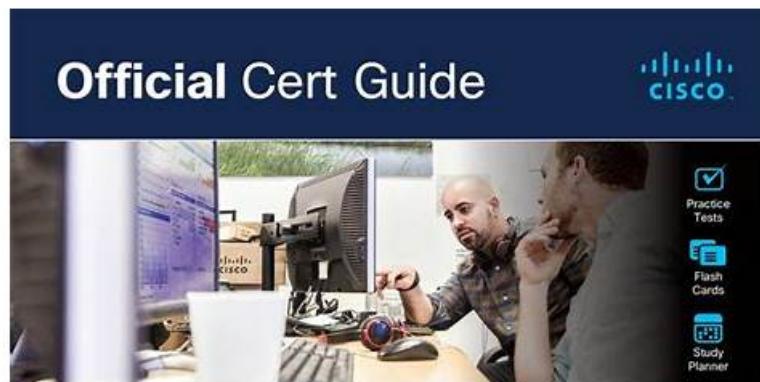


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## Cisco Certified Support Technician (CCST)

IT Support 100-140

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**Mark Smith, CCST**  
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## **Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q493-Q498):**

### **NEW QUESTION # 493**

During an inventory check, a technician needs to differentiate between USB-B and USB-B Mini cables. What key physical characteristic should the technician look for to identify a USB-B Mini cable?

- A. A longer and thinner connector than standard USB-B
- **B. A smaller and more rectangular connector than standard USB-B**
- C. A symmetrical and flat connector
- D. A rounded and reversible connector

### **Answer: B**

Explanation:

Correct Answer. A. A smaller and more rectangular connector than standard USB-B USB-B Mini cables are characterized by their smaller, more rectangular connectors compared to the square- shaped and relatively larger standard USB-B connector. This feature helps in quickly identifying them during hardware audits or setups.

Option B is incorrect because USB-B Mini connectors are not longer and thinner; they are simply smaller in size than standard USB-B connectors.

Option C is incorrect because rounded and reversible connectors describe features of USB-C, not USB- B Mini.

Option D is incorrect because symmetrical and flat connectors describe USB-A characteristics, not USB- B or USB-B Mini.

### **NEW QUESTION # 494**

Which action must a service desk technician take to resolve a printer driver failure on a desktop PC?)

- A. Disconnect and reconnect from the power source.
- **B. Update the device driver software.**
- C. Place the desktop in locked/sleep mode.
- D. Boot the computer in safe mode.

### **Answer: B**

Explanation:

A printer driver failure indicates the software component that enables the OS to communicate with the printer is missing or corrupt. Updating (or reinstalling) the device driver software restores proper communication and resolves the issue.

### **NEW QUESTION # 495**

You consider using AI to find solutions to common Help Desk issues at your company.

For each statement about AI, select True or False.

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

### **Answer:**

Explanation:

### **NEW QUESTION # 496**

An IT support department is evaluating their ticketing system to enhance their service delivery.

Which feature of a ticketing system is most critical for improving the efficiency of resolving customer issues?

- A. Customizable color themes for the user interface
- B. Integration with social media platforms
- **C. Automatic ticket routing based on issue type**
- D. The ability to post public replies to frequently asked questions

### **Answer: C**

#### Explanation:

Automatic ticket routing ensures that tickets are immediately directed to the appropriate technician or department based on the issue type. This not only speeds up the resolution process but also improves accuracy in issue handling by involving the most qualified personnel right from the start.

Option A is incorrect because while FAQs can reduce ticket volume, they do not directly enhance the efficiency of issue resolution.

Option C is incorrect as customizable UI themes improve user experience but do not impact the efficiency of resolving issues.

Option D is incorrect because social media integration mainly affects how tickets are received and does not impact the resolution process directly.

#### NEW QUESTION # 497

A graphic designer needs to use an external application to edit photos stored in the Photos app on their MacOS. However, the application cannot access the photos. What should the technician advise to rectify this issue?

- A. Clear the application cache
- B. Restart the MacOS in safe mode
- C. Defragment the hard drive
- D. **Grant the application access to Photos in the Security & Privacy settings**

#### Answer: D

#### Explanation:

Correct Answer. B. Grant the application access to Photos in the Security & Privacy settings For third- party applications to interact with MacOS Photos, the user must grant explicit access through the Security & Privacy settings, ensuring the app can retrieve and save photos as needed.

Option A is incorrect because clearing the cache does not influence application permissions Option C is incorrect because defragmenting the hard drive does not affect application permissions or access to specific MacOS features Option D is incorrect as restarting in safe mode is used to troubleshoot software conflicts and does not facilitate permission changes

#### NEW QUESTION # 498

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