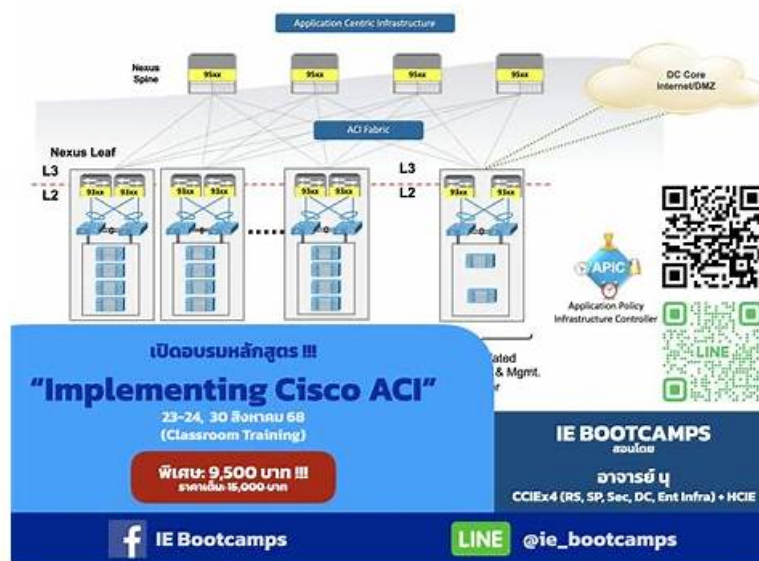


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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q428-Q433):

### NEW QUESTION # 428

A user is experiencing intermittent network issues and suspects a problem with the Ethernet cable. Which physical characteristic of an RJ-45 connector should the IT support technician instruct the user to check first?

- A. The transparency of the cable sheath
- B. The color of the cable
- C. The security of the clip on the RJ-45 connector
- D. The length of the cable

Answer: C

Explanation:

Correct Answer. C. The security of the clip on the RJ-45 connector The clip on an RJ-45 connector plays a crucial role in ensuring a secure connection within the network port. If the clip is broken or loose, it can lead to intermittent disconnections and network issues. Checking the clip is a simple yet effective way to troubleshoot suspected connectivity problems caused by physical disconnections.

Option A is incorrect because while the length of the cable can affect signal quality, it does not typically cause intermittent issues unless the cable is excessively long, surpassing standard Ethernet limits.

Option B is incorrect because the color of the cable is usually for organizational purposes and does not affect the functionality.

Option D is incorrect because the transparency of the cable sheath has no bearing on the functionality of the cable and is more about aesthetic or design preferences.

#### NEW QUESTION # 429

A department's printer is showing as offline for all users, but the printer itself has power and displays no error messages. What is the most likely cause of this issue?

- A. The print spooler service on the server needs to be restarted
- B. All users need to reinstall their printer drivers
- C. The printer is out of paper
- D. The printer's USB cable is disconnected

**Answer: A**

Explanation:

Correct Answer. B. The print spooler service on the server needs to be restarted If the printer shows as offline to all users but appears to be operational, it's likely a server-side issue such as a stalled print spooler service, which needs to be restarted to restore functionality.

Option A is incorrect because being out of paper would typically be indicated on the printer's display.

Option C is incorrect because it's unlikely that all users would need to reinstall their printer drivers simultaneously due to a single shared issue.

Option D is incorrect as it is described as a network printer, implying it is not connected via USB.

#### NEW QUESTION # 430

A MacOS user wants to extend their desktop to two external monitors for a more efficient workspace.

After setting up, they notice that one monitor duplicates the other instead of extending the desktop. What should they adjust in the Display settings to correct this?

- A. Reset the monitor to factory settings
- B. Select 'Mirror Displays' and then uncheck it
- C. Change the arrangement by dragging the display icons
- D. Switch the primary monitor setting

**Answer: C**

Explanation:

Correct Answer. C. Change the arrangement by dragging the display icons In MacOS, users can extend their workspace across multiple monitors by adjusting the arrangement of the display icons in System Preferences. This setting allows them to position the monitors correctly relative to how they are physically set up.

Option A is incorrect as switching the primary monitor does not affect whether the displays are mirrored or extended Option B is incorrect as simply toggling 'Mirror Displays' does not configure the extension of the desktop across multiple monitors Option D is incorrect because resetting the monitor to factory settings does not influence how MacOS manages multiple displays

#### NEW QUESTION # 431

A professional video editor needs to select a GPU that will optimize rendering times and support multiple high-resolution video streams.

What key GPU feature should they look for?

- A. Enhanced thermal design

- B. HDMI compatibility
- **C. High memory bandwidth**
- D. Scalable link interface (SLI) support

**Answer: C**

Explanation:

Correct Answer. B. High memory bandwidth For video editing, particularly at high resolutions and with multiple video streams, high memory bandwidth is essential. This allows the GPU to handle large amounts of data quickly and efficiently, reducing rendering times and improving playback smoothness.

Option A is incorrect because while thermal design helps maintain GPU performance by reducing heat, it does not directly impact the speed and efficiency of video processing.

Option C is incorrect because SLI support, which allows multiple GPUs to work together, is less relevant unless the setup specifically includes multiple GPUs.

Option D is incorrect because HDMI compatibility affects output options but does not impact rendering performance or the ability to handle high-resolution streams.

### NEW QUESTION # 432

You've completed a support call where the issue was resolved by adjusting specific security settings in the customer's software after multiple attempts with other solutions. What is the best way to document this interaction for future reference?

- **A. Include a detailed account of all attempts, both successful and unsuccessful, with an emphasis on the final solution**
- B. Provide a general description of the problem and the solution without going into the details of the settings adjusted
- C. Document only the final solution that resolved the problem, omitting all unsuccessful attempts
- D. Record the successful solution in detail, including the exact settings changed, but omit the context of the customer's initial problem

**Answer: A**

Explanation:

Correct Answer. B. Include a detailed account of all attempts, both successful and unsuccessful, with an emphasis on the final solution This approach ensures that the documentation is comprehensive, providing insight into what does not work as well as what does, which can be invaluable for troubleshooting similar issues in the future.

Option A is incorrect. Omitting unsuccessful attempts loses valuable troubleshooting information that might be useful for understanding the issue comprehensively.

Option C is incorrect. A lack of detailed description can hinder future troubleshooting efforts if the same problem arises again.

Option D is incorrect. Excluding the context of the problem makes the documentation less useful for understanding why the particular solution was effective.

### NEW QUESTION # 433

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