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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q381-Q386):

### NEW QUESTION # 381

During a support call, a macOS user reports that their application performance is sluggish when multiple applications are open. To determine if RAM is a bottleneck, which tab of the Activity Monitor should the IT support technician recommend the user to check?

- A. Memory
- B. Network
- C. Disk
- D. CPU

**Answer: A**

Explanation:

Correct Answer: A. Memory The Memory tab in the Activity Monitor is essential for analyzing RAM usage, including information on memory pressure, used memory, and available memory.

This can help determine if insufficient RAM is causing the performance issues when multiple applications are running.

Option B is incorrect because the CPU tab, while important, does not provide information about memory usage which is critical for assessing performance issues related to multitasking.

Option C is incorrect because the Disk tab monitors disk activity, which may affect performance but is not the primary concern for issues related to RAM limitations.

Option D is incorrect because the Network tab focuses on network activity and will not provide information relevant to memory usage and application performance due to RAM constraints.

### NEW QUESTION # 382

How should a technician document insights gained from technical forums in internal documentation?

- A. Disregard less popular solutions to avoid cluttering documentation with unverified information
- B. Copy and paste forum content directly into internal documentation to preserve the original wording
- C. Summarize the insights gained and cite specific forum threads or posts where relevant
- D. Document only those solutions that do not contradict the technician's initial understanding of the issue

**Answer: C**

Explanation:

Correct Answer: B. Summarize the insights gained and cite specific forum threads or posts where relevant Summarizing key points and citing sources maintains the integrity of the information while ensuring that the documentation is useful and traceable for future reference.

Option A is incorrect because direct copying may violate copyright and lacks context or adaptation to specific organizational needs.

Option C is incorrect as less popular solutions might still provide valuable insights, especially for complex or unusual problems.

Option D is incorrect because dismissing conflicting information can prevent a full understanding of the issue and potential solutions.

### NEW QUESTION # 383

During a troubleshooting session, a technician needs to guide a user to check the type and speed of the RAM installed on their MacBook.

Which option should the technician recommend for the most accurate information?

- A. Open System Preferences > Memory
- B. Check the Activity Monitor under the Memory tab
- C. Go to Apple Menu > About This Mac > Memory tab
- D. Use the Terminal and type `system_profiler SPMemoryDataType`

**Answer: C**

Explanation:

Correct Answer: A. Go to Apple Menu > About This Mac > Memory tab The Memory tab under About This Mac provides detailed information about the type, speed, and status of the RAM installed in the MacBook. This is the most straightforward and

user-friendly option for users to obtain this information.

Option B is incorrect because system\_profiler SPHardwareDataType provides overall hardware information but does not specifically focus on RAM details like type and speed in a user-friendly format.

Option C is incorrect because System Preferences does not have a 'Memory' section that provides information on RAM.

Option D is incorrect because while the Activity Monitor does show how memory is being used, it does not provide specifications of the memory hardware itself, such as type and speed.

#### NEW QUESTION # 384

A user with mobility impairments struggles to type quickly and accurately on their MacBook.

Which accessibility feature should they be encouraged to use to improve their input efficiency?

- A. Trackpad gestures
- B. Sticky Keys
- C. Voice Control
- D. Increase mouse tracking speed

**Answer: C**

Explanation:

Correct Answer. B. Voice Control Voice Control allows users to operate their Mac and dictate text through voice commands, significantly aiding those with mobility impairments by reducing the need for physical keyboard and mouse usage.

Option A is incorrect because Sticky Keys, while helpful, aids users who have difficulty pressing multiple keys at once, not in speeding up typing or reducing the physical need for typing Option C is incorrect as trackpad gestures still require manual dexterity that might be challenging for some users with mobility impairments Option D is incorrect because increasing mouse tracking speed helps with navigation speed but does not aid in input where typing is a challenge

#### NEW QUESTION # 385

A technician is troubleshooting a monitor that remains blank after turning on the PC. The monitor's power light is on, indicating it is receiving power.

What should the technician check first to resolve the issue?

- A. Test the monitor with another computer
- B. Change the resolution settings on the PC
- C. Replace the monitor
- D. Update the graphics driver on the PC

**Answer: A**

Explanation:

Correct Answer. B. Test the monitor with another computer Testing the monitor with another computer can quickly determine whether the issue lies with the monitor or the PC's video output.

Option A is incorrect because replacing the monitor is premature without confirming it is the source of the problem.

Option C is incorrect because a driver issue typically does not prevent a monitor from displaying any image (such as a BIOS or boot screen).

Option D is incorrect because if the monitor is showing no signs of input, resolution settings are unlikely to be the immediate cause.

#### NEW QUESTION # 386

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