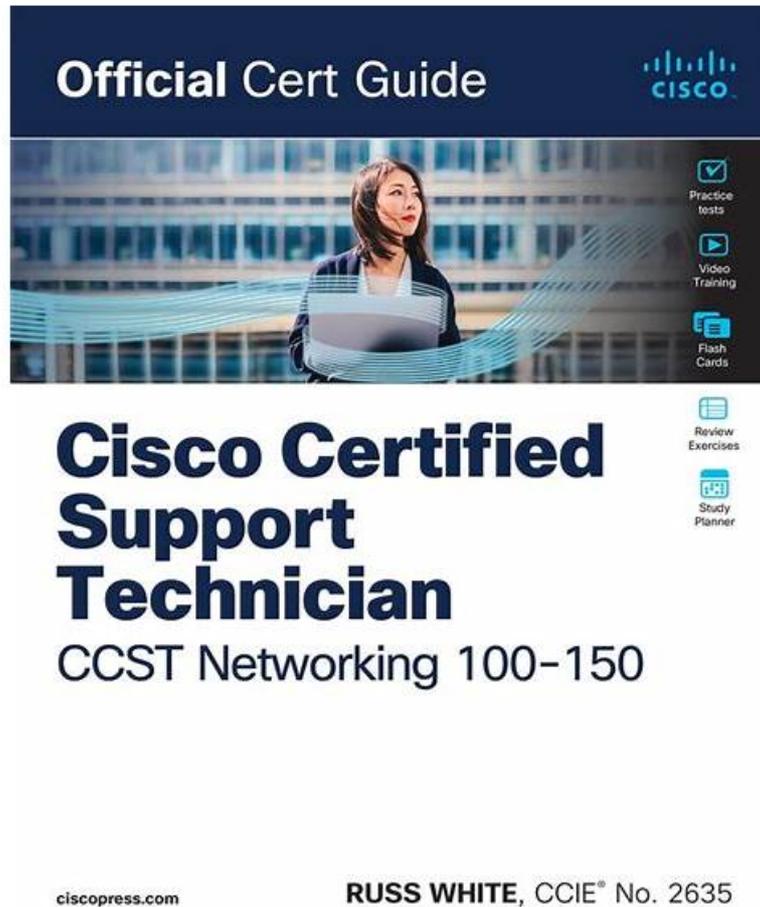


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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q376-Q381):

NEW QUESTION # 376

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

Answer: B

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 # 377

An Android user is unable to download updates for their apps, receiving a notification that there is insufficient storage space. What should the user do first?

- A. Update the Android OS to the latest version
- **B. Clear the cache and data of apps using significant storage**
- C. Buy a new Android device with more storage
- D. Delete all photos and videos from the device

Answer: B

Explanation:

Correct Answer. A. Clear the cache and data of apps using significant storage. Clearing the cache and data for apps that use significant amounts of storage can free up space, allowing for updates and new installations without deleting personal media like photos and videos.

Option B is incorrect because it involves unnecessary loss of personal data which may not be the optimal first step.

Option C is incorrect because purchasing a new device is an extreme and costly solution for a storage issue.

Option D is incorrect because updating the OS generally requires additional storage space, which wouldn't solve the immediate problem.

NEW QUESTION # 378

How should a technician handle the AI recommendations when dealing with security vulnerabilities during troubleshooting?

- A. Use AI recommendations to replace outdated security protocols without further validation
- B. Implement AI recommendations immediately without review to quickly resolve vulnerabilities
- C. Dismiss AI recommendations if they conflict with the technician's initial assessment
- **D. Review and assess AI recommendations within the context of established security protocols**

Answer: D

Explanation:

Correct Answer. B. Review and assess AI recommendations within the context of established security protocols. Assessing AI recommendations against established security protocols ensures that any actions taken are both effective and compliant with organizational security standards.

Option A is incorrect because immediate implementation without review can lead to errors or oversight of critical implications.
Option C is incorrect because dismissing AI recommendations outright can prevent the utilization of potentially innovative solutions.
Option D is incorrect as replacing existing protocols without thorough validation risks introducing new vulnerabilities.

NEW QUESTION # 379

An office uses a DHCP server for all computers on the network. A user calls to report problems connecting to the network. You discover that the computer has been configured with a manual IP address.

Which two possible negative effects could this have? (Choose two.)

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

- A. The PC may experience a failed ping test to its own IP.
- B. The PC may connect to a different DHCP server.
- C. Another user might lose network connectivity.
- D. The PC may lose complete access to the network.

Answer: C,D

Explanation:

A manually assigned IP can conflict with the DHCP pool, causing another device that the DHCP server assigns the same address to lose connectivity.

If the static IP is outside the correct subnet or doesn't match the network's gateway/DNS settings, the PC may be unable to communicate on the network.

NEW QUESTION # 380

A technician troubleshooting a fax machine finds that it can send faxes but cannot receive them.

What should be checked to resolve this issue?

- A. The fax machine's sending unit
- B. The fax machine's receiving settings
- C. The paper supply in the fax machine
- D. The toner levels in the fax machine

Answer: B

Explanation:

Correct Answer. C. The fax machine's receiving settings If a fax machine can send but not receive faxes, it suggests that the issue may lie with settings specific to receiving faxes, such as incorrect mode or reception settings.

Option A is incorrect. The sending unit functioning correctly does not impact receiving capabilities.

Option B is incorrect. A lack of paper would prevent printing but not the machine's ability to receive faxes into memory.

Option D is incorrect. Toner levels would affect the printout quality and output but not the reception of incoming faxes.

NEW QUESTION # 381

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