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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q356-Q361):

NEW QUESTION # 356

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. Boot the computer in safe mode.
- **C. Update the device driver software.**
- D. Place the desktop in locked/sleep mode.

Answer: C

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 # 357

A network technician suspects that a client's Windows computer is not correctly connecting to the office network.

To diagnose the issue, the technician runs the ipconfig command on the client's computer.

Which two pieces of information can the technician expect to obtain by running this command? (Choose two.)

- A. The firewall settings currently applied.
- **B. The IP address assigned to the computer.**
- C. The wireless network SSID.
- **D. The default gateway address configured on the computer.**
- E. The encryption type used by the Wi-Fi network.

Answer: B,D

Explanation:

The ipconfig command displays the IP address assigned to each network interface. It also shows the default gateway address, which is essential for routing traffic outside the local network.

NEW QUESTION # 358

A user's external hard drive is not being recognized by their computer. In Device Manager, the hard drive does not appear under Disk Drives but shows up under "Other devices" with an unknown device label.

What should the technician do to resolve this issue?

- A. Physically reconnect the hard drive to another USB port
- B. Update the motherboard BIOS
- C. Change the drive letter and paths in Disk Management
- **D. Install the correct drivers for the external hard drive**

Answer: D

Explanation:

Correct Answer. C. Install the correct drivers for the external hard drive If an external device like a hard drive appears under "Other devices" as an unknown device, it is often due to missing or incorrect drivers. The technician should install or update the correct drivers for the external hard drive to ensure that the operating system can recognize and properly communicate with the device. Option A is incorrect because while reconnecting the device can sometimes resolve connection issues, the presence of the device under "Other devices" specifically points to a driver issue.

Option B is incorrect because updating the BIOS, while important for overall system stability and compatibility, is less likely to resolve specific external device recognition issues compared to updating the device's drivers.

Option D is incorrect because changing the drive letter and paths is only possible once the device is recognized by the system, which in this case, it is not.

NEW QUESTION # 359

During a presentation, a MacOS user wants to show a video on a projector while continuing to use their laptop screen for other tasks. They need both screens to show different content. Which setting should they configure on their MacBook to facilitate this?

- A. Activate Display Mirroring
- B. Configure the projector as the primary display
- **C. Set up the projector in extended desktop mode**
- D. Adjust the brightness settings on the projector

Answer: C

Explanation:

Correct Answer. C. Set up the projector in extended desktop mode Setting up the projector in extended desktop mode allows the user to use the laptop and projector as two separate displays, showing different content on each.

Option A is incorrect because Display Mirroring would show the same content on both screens, which is not suitable for this scenario Option B is incorrect because making the projector the primary display does not independently affect content shown on each screen Option D is incorrect because brightness settings affect visibility but not how content is displayed across multiple screens

NEW QUESTION # 360

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

- A. Copy and paste forum content directly into internal documentation to preserve the original wording
- B. Disregard less popular solutions to avoid cluttering documentation with unverified information
- **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 # 361

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