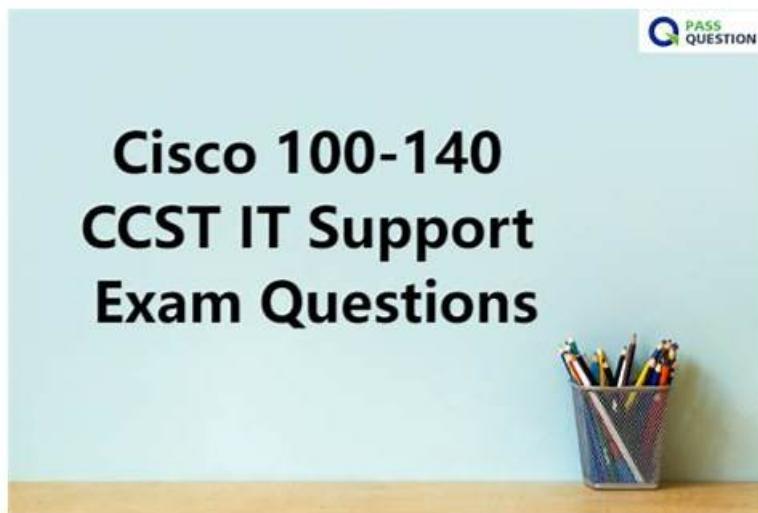


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People who appear in the test of the Cisco Certified Support Technician (CCST) IT Support (100-140) certification face the issue of not finding up-to-date and real exam dumps. Prep4cram is here to resolve all of your problems with its actual and latest Cisco 100-140 Questions. You can successfully get prepared for the Cisco Certified Support Technician (CCST) IT Support (100-140) examination in a short time with the aid of these test questions.

Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Operating System and Application Issues: This part targets an Operating System Support Specialist and addresses resolving Windows and macOS issues, such as display settings, updates, permissions, power management, and data backup using cloud tools. It covers troubleshooting mobile device problems on iOS and Android operating systems and provides an understanding of virtualization and cloud concepts including major providers and virtual machines. This section also covers resolving common application issues like installation and security concerns.
Topic 2	<ul style="list-style-type: none">Job Roles: This section evaluates an IT Support Technician's ability to use remote access tools (such as Remote Desktop, Cisco Webex, and TeamViewer) to assist users and perform support activities. It also includes utilizing troubleshooting tools and resources, such as AI research, search engines, technical forums, and knowledge bases, while being aware of ethical, privacy, and security considerations related to AI and other technologies.
Topic 3	<ul style="list-style-type: none">Connectivity and Resource Access Issues: This section measures skills of a Network Support Technician and involves assisting users to establish access to network resources, understanding directory services like Active Directory and cloud access management platforms, and managing multifactor authentication. It also includes troubleshooting connectivity problems with peripherals such as printers, scanners, and teleconferencing devices, as well as verifying basic network settings and diagnosing connectivity using various network commands and tools.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q446-Q451):

NEW QUESTION # 446

A network administrator notices that several users cannot connect to the internet after recent network upgrades.

What should be considered first when identifying the probable cause of the connectivity issue?

- A. Verify if the correct network protocols are enabled post-upgrade
- B. Ask all users to restart their devices simultaneously
- C. Check if the users have paid their internet bills
- D. Suggest users to switch to a different internet service provider

Answer: A

Explanation:

The first step should be to verify if the correct network protocols are enabled post-upgrade, as changes during the upgrade could have inadvertently disabled or misconfigured necessary protocols, leading to connectivity issues. This check is fundamental to troubleshooting problems directly related to recent network changes.

Option A is incorrect because payment issues are unrelated to internal network upgrades affecting multiple users.

Option C is incorrect because suggesting a different ISP does not address the probable internal causes related to the network upgrade.

Option D is incorrect because while restarting devices can resolve some issues, it does not address the root cause related to the network upgrade.

NEW QUESTION # 447

A user installs a new application on their MacOS which requires access to the Documents folder to operate properly, but the application fails to save files to this location.

What should the user do to resolve this issue?

- A. Disable the firewall
- B. Grant the application Full Disk Access in System Preferences
- C. Reinstall the application
- D. Update MacOS

Answer: B

Explanation:

Correct Answer. B. Grant the application Full Disk Access in System Preferences MacOS security settings require users to manually grant permissions for applications to access certain protected areas like the Documents folder. Granting Full Disk Access allows the application to read and write to the Documents folder.

Option A is incorrect because the firewall settings do not impact file access permissions on local folders Option C is incorrect because reinstalling the application does not change the permissions settings Option D is incorrect as updating MacOS does not automatically grant file access permissions to applications

NEW QUESTION # 448

A user reports that their scanner is not being recognized by their workstation. The scanner was working earlier in the day.

What should the technician check first?

- A. Reboot the workstation and scanner to reset the connection

- B. Update the scanner driver software immediately
- C. Check the scanner's USB or network connection to ensure it is secure
- D. Replace the scanner with a new one

Answer: C

Explanation:

Correct Answer. C. Check the scanner's USB or network connection to ensure it is secure. The first step should always be to check the physical connections as these are often the simplest and most common cause of connectivity issues. Loose or disconnected cables can prevent the scanner from being recognized.

Option A is incorrect. Rebooting the devices is a valid troubleshooting step but should follow checking the physical connections.

Option B is incorrect. Replacing the scanner is premature without first ensuring that simpler fixes, like checking connections, are not effective.

Option D is incorrect. Driver updates are important but typically not the first line of action unless there is indication that the device is recognized but malfunctioning due to software issues.

NEW QUESTION # 449

A user reports that their computer is running unusually slow. What is the most effective first step in gathering detailed information to diagnose the issue?

- A. Ask the user for specific symptoms, recent changes, and error messages
- B. Advise the user to purchase a new computer
- C. Recommend that the user upgrade their RAM
- D. Tell the user to reinstall the operating system

Answer: A

Explanation:

Gathering detailed information by asking about specific symptoms, recent changes to the computer system, and any error messages received is crucial for diagnosing the problem accurately. This approach ensures a thorough understanding of the issue before suggesting solutions.

Option A is incorrect because suggesting a new computer purchase does not address the root cause of the problem.

Option C is incorrect as reinstalling the operating system is a drastic step without first identifying the specific cause of the issue.

Option D is incorrect because recommending a hardware upgrade without detailed diagnostic information may not resolve the underlying problem.

NEW QUESTION # 450

During setup of a new Webex Desk Pro unit, the device fails to connect to the company's scheduled meetings.

What should the technician do first?

- A. Update the meeting software on all company computers
- B. Verify the device's registration status on the Webex administration portal
- C. Check the HDMI connections to the display
- D. Restart the Webex Desk Pro unit to clear any initial setup errors

Answer: B

Explanation:

Correct Answer. A. Verify the device's registration status on the Webex administration portal. Ensuring the device is properly registered and recognized on the network is crucial for accessing company-specific services such as scheduled meetings.

Option B is incorrect. Restarting the device may be helpful in some scenarios but not before confirming the registration status.

Option C is incorrect. HDMI connections affect display output but would not impact network-based meeting connectivity.

Option D is incorrect. Updating software on computers does not directly address connectivity issues on a new teleconferencing unit.

NEW QUESTION # 451

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