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All these 100-140 exam questions formats contain the real Cisco Certified Support Technician (CCST) IT Support (100-140) exam practice test questions that assist you in preparation and you will feel confident to pass the final Cisco 100-140 exam easily. The Cisco 100-140 desktop practice test software and web-based practice test software, both are the mock Cisco Certified Support Technician (CCST) IT Support (100-140) exam that provides you real-time 100-140 exam environment for quick and complete preparation.

Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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"> Hardware Uses: This domain targets a Desktop Support Technician and focuses on following basic safety procedures related to electrical shock, ESD, and fire hazards. It involves assisting users in locating information about devices including hardware specs and network details using Windows and macOS tools. It covers identifying and understanding various ports and cables, installing and upgrading desktop components like RAM and storage, and troubleshooting common hardware issues while managing driver and firmware updates.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q351-Q356):

NEW QUESTION # 351

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

Answer: A,C

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 # 352

A user is trying to transfer data from their new USB-C enabled smartphone to an older PC that only has USB-A ports.

Which solution should the IT support technician recommend?

- A. Use a direct USB-C to USB-C connection
- B. Use Bluetooth for the transfer
- C. Use a USB-C to Ethernet adapter
- D. Use a USB-C to USB-A adapter

Answer: D

Explanation:

Correct Answer. A. Use a USB-C to USB-A adapter Using a USB-C to USB-A adapter is the simplest and most effective way to connect a device with a USB-C port to an older computer with only USB-A ports. This adapter will bridge the gap between the new technology (USB-C) and the older standard (USB-A) allowing for data transfer without needing new hardware or wireless setups.

Option B is incorrect because a USB-C to Ethernet adapter does not address the direct connection needed for data transfer between devices.

Option C is incorrect because the older PC only has USB-A ports, making a direct USB-C to USB-C connection infeasible.

Option D is incorrect because while Bluetooth can transfer data, it is generally slower and less reliable for larger files compared to a wired connection.

NEW QUESTION # 353

A user has accidentally deleted a folder containing critical business presentations from their computer. How can they restore these files using OneDrive?

- A. Retrieve the files from the Windows Recycle Bin
- B. Reinstall the OneDrive application
- C. Perform a system restore on their computer
- **D. Restore the files from the OneDrive Recycle Bin**

Answer: D

Explanation:

Correct Answer. B. Restore the files from the OneDrive Recycle Bin OneDrive stores deleted files in its own Recycle Bin for a limited time, where users can easily restore them if accidentally deleted from their device.

Option A is incorrect because files deleted from the OneDrive folder may not be in the Windows Recycle Bin if they were removed from another device or online Option C is incorrect because a system restore affects system files and settings, not user documents or presentations Option D is incorrect because reinstalling OneDrive does not affect deleted files and will not recover them

NEW QUESTION # 354

During a support call, a user complains that they cannot access the company intranet. What question should the technician ask first to gather detailed information?

- A. "Would you like me to reset your intranet password?"
- B. "Have you tried turning your computer off and on again?"
- C. "Are other colleagues experiencing the same issue?"
- **D. "Can you access other network resources or websites?"**

Answer: D

Explanation:

Correct Answer. B. "Can you access other network resources or websites?" Explanation:

Asking whether the user can access other network resources or websites helps determine if the issue is specific to the intranet or part of a larger connectivity problem. This information is critical in narrowing down the potential causes and guiding further troubleshooting steps.

Option A is incorrect because although restarting may be a useful troubleshooting step, it does not gather any information about the nature of the issue.

Option C is incorrect because resetting the intranet password assumes a specific problem without sufficient information.

Option D is incorrect because while knowing if others are affected can be useful, it does not help understand this user's specific access issue.

NEW QUESTION # 355

A technician finds a small fire has started in a trash bin near workstations while performing end-of-day duties. What should be the technician's first course of action?

- A. Use a cloth or blanket to smother the flames
- B. Attempt to extinguish the fire using a water-based extinguisher
- C. Remove flammable materials from the vicinity of the trash bin to prevent the fire from spreading
- **D. Evacuate the area and immediately alert the fire department**

Answer: D

Explanation:

Evacuate the area and immediately alert the fire department The first priority in the event of a fire is to ensure personal safety and that of others by evacuating the area and alerting the fire department, even if the fire appears small and contained.

Option A is incorrect because using a water-based extinguisher on potential electrical or chemical fires commonly found in office environments can be hazardous.

Option C is incorrect because attempting to move flammable materials could endanger the individual by exposing them to the fire.

Option D is incorrect because smothering the flames does not guarantee the fire will be controlled safely, and it can risk personal safety.

NEW QUESTION # 356

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