

Cisco - 100-140 - Fantastic Cisco Certified Support Technician (CCST) IT Support Latest Braindumps Ppt



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Failure in the Cisco Certified Support Technician (CCST) IT Support (100-140) exam dumps wastes the money and time of applicants. If you are also planning to take the 100-140 practice test and don't know where to get real 100-140 exam questions, then you are at the right place. RealVCE is offering the actual 100-140 Questions that can help you get ready for the examination in a short time. These Cisco 100-140 Practice Tests are collected by our team of experts. It has ensured that our questions are genuine and updated. We guarantee that you will be satisfied with the quality of our 100-140 practice 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"> • 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q231-Q236):

NEW QUESTION # 231

What is the most appropriate first step when assisting a user who is unable to log in due to a forgotten password?

- A. Advise the user to try remembering their password harder
- **B. Verify the user's identity using pre-established security questions or verification methods**
- C. Delete the user account and create a new one
- D. Immediately reset the password without verification

Answer: B

Explanation:

Correct Answer: B. Verify the user's identity using pre-established security questions or verification methods. Verifying the user's identity before resetting a password ensures that the request is legitimate, protecting user data and access from unauthorized attempts.

Option A is incorrect because resetting the password without verifying the user's identity can lead to security breaches.

Option C is incorrect as merely advising the user to try to remember their password does not actively assist in resolving the issue.

Option D is incorrect because deleting and recreating the user account can lead to data loss and unnecessary complications.

NEW QUESTION # 232

What is the best preventative measure against IP spoofing on a company network?

- **A. Implementing packet filtering that verifies incoming packet addresses**
- B. Increasing the bandwidth of the network
- C. Using stronger encryption methods for data transmission
- D. Regularly updating firewall software

Answer: A

Explanation:

Correct Answer: A. Implementing packet filtering that verifies incoming packet addresses Packet filtering effectively prevents IP spoofing by ensuring that incoming packets originate from expected, legitimate sources, thereby blocking those that originate from

unauthorized or unexpected IP addresses.

Option B is incorrect while stronger encryption enhances data security, it does not prevent IP spoofing.

Option C is incorrect as increasing bandwidth does not address security vulnerabilities like IP spoofing.

Option D is incorrect because, although updating firewall software is crucial, it does not specifically target IP spoofing without specific packet filtering rules.

NEW QUESTION # 233

What is the correct protocol for handling a situation where a technician experiences a mild electrical shock while troubleshooting a laptop?

- A. Apply an anti-static wrist strap and continue working on the laptop
- **B. Document the incident, report it according to workplace safety procedures, and seek medical advice**
- C. Take a short break and then resume work if there are no visible injuries
- D. Continue working if the shock was minor to avoid work delays

Answer: B

Explanation:

Correct Answer. B. Document the incident, report it according to workplace safety procedures, and seek medical advice Following any incident of electrical shock, it is critical to document the incident, report it according to the established safety procedures of the workplace, and seek medical advice, even if the shock appears mild, as some effects might be delayed or internal.

Option A is incorrect because ignoring the potential health impact of an electrical shock, regardless of its initial perceived severity, is unsafe.

Option C is incorrect because taking a break does not address the potential health implications of receiving an electrical shock.

Option D is incorrect as applying an anti-static wrist strap after receiving a shock does not mitigate the health risks associated with the electrical shock already experienced.

NEW QUESTION # 234

A support technician finds that a network router does not power on after a storm. The technician has already confirmed that the device is properly plugged in. What should be the next step in troubleshooting this issue?

- A. Reset the router's settings to factory default
- **B. Check the power adapter or source for damage**
- C. Replace the network cables connected to the router
- D. Update the router's firmware

Answer: B

Explanation:

Correct Answer. C. Check the power adapter or source for damage Since the issue occurred after a storm, it's possible that the power adapter or source could have been damaged by a power surge. This step helps determine if the lack of power is due to a faulty power source.

Option A is incorrect because resetting the router to factory settings cannot be performed if the router does not power on.

Option B is incorrect because the network cables do not affect the power supply to the router.

Option D is incorrect because firmware updates cannot be conducted on a device that won't power on.

NEW QUESTION # 235

A user reports that their computer is not recognizing the newly connected USB webcam. What should the technician check first to troubleshoot this issue?

- A. Update the webcam's firmware
- B. Ensure the webcam is connected to a USB 3.0 port
- C. Install the latest operating system updates
- **D. Check if the USB port is functioning by connecting another device**

Answer: D

Explanation:

Correct Answer. C. Check if the USB port is functioning by connecting another device Verifying the functionality of the USB port by using another device is a quick and effective way to determine if the problem lies with the port or the webcam itself. Option A is incorrect. Operating system updates are important, but not the first step when a device is not recognized. Option B is incorrect. While USB 3.0 ports offer better performance, USB webcams generally work across USB versions unless specified. Option D is incorrect. Firmware updates require the device to be recognized by the computer, which is not the case here.

NEW QUESTION # 236

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