

100-140 Valid Test Notes 100% Pass | High-quality New 100-140 Test Question: Cisco Certified Support Technician (CCST) IT Support



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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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"> IT Support Job Tasks and Responsibilities: This section of the exam measures skills of an IT Support Specialist and covers foundational help desk concepts such as queue and time management, ticketing systems, service level agreements (SLA), and key performance indicators (KPIs). It includes preparing clear and comprehensive documentation summarizing customer interactions and describes the problem-solving process involving defining issues, collecting information, analyzing causes, implementing solutions, and recording results.
Topic 4	<ul style="list-style-type: none"> Common Threats and Prevention: This domain measures the knowledge of an IT Security Support Technician and covers recognizing end-user security threats including phishing, malware, and unauthorized access attempts. It emphasizes basic investigation steps, helping users run malware scans, promoting strong password practices, understanding social engineering tactics targeting help desk roles, and the importance of company policies and confidentiality guidelines to protect sensitive data.

Topic 5	<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.
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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q294-Q299):

NEW QUESTION # 294

A user reports that their documents are not printing and the printer status indicates "printing" without any output. What is the most appropriate first step to resolve this issue?

- A. Reinstall the printer drivers
- **B. Cancel all documents in the print queue and restart the print spooler**
- C. Update the printer's firmware
- D. Replace the printer's network cable

Answer: B

Explanation:

Correct Answer. B. Cancel all documents in the print queue and restart the print spooler Clearing the print queue and restarting the print spooler service can resolve issues where documents are stuck and not printing, often clearing any errors or conflicts in the process.

Option A is incorrect. Reinstalling the printer drivers is more disruptive and not necessary unless driver corruption is suspected after other troubleshooting steps fail.

Option C is incorrect. A network cable issue would more likely prevent the printer from being available at all, rather than just stopping document printing.

Option D is incorrect. Firmware updates are important for long-term maintenance but would not typically resolve immediate issues with print jobs stuck in the queue.

NEW QUESTION # 295

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

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 # 296

A user is setting up BitLocker on a new laptop and needs to choose how to back up their recovery key.

Which option provides the safest backup method?

- A. Print the recovery key and store it in a secure location
- B. Save the recovery key to a USB drive
- C. Store the recovery key in the cloud service provided by the laptop manufacturer
- D. Send the recovery key to their email account

Answer: A

Explanation:

Printing the recovery key and storing it securely (such as in a safe) protects against digital theft and ensures the user has physical access to the key when needed.

Option A is incorrect because while a USB drive is a viable option, it can be lost or damaged, posing a risk of loss Option B is incorrect because relying solely on a manufacturer's cloud service could be risky if the service experiences downtime or data loss

Option D is incorrect because email accounts can be compromised, making it a less secure method for storing sensitive recovery keys

NEW QUESTION # 297

A gaming company is testing a new game that is heavy on graphics and requires advanced physics calculations.

Which feature should they prioritize in a GPU for the best gaming experience?

- A. Ray tracing support
- B. Integrated graphics
- C. Fan cooling systems
- D. Multi-display support

Answer: A

Explanation:

Correct Answer. A. Ray tracing support For a graphically intensive game that includes advanced physics calculations, a GPU with ray tracing support is ideal. Ray tracing technology enhances realistic lighting and shadow effects, which significantly improves visual fidelity and the overall gaming experience.

Option B is incorrect because while multi-display support is useful, it does not improve the rendering quality of a single game.

Option C is incorrect because integrated graphics typically lack the power required for high-demand gaming graphics and physics calculations.

Option D is incorrect because although fan cooling systems are important for maintaining performance, they do not influence the graphical output and capabilities of the GPU.

NEW QUESTION # 298

Which command can be used to force a background update of all Group Policy settings, including security settings, without logging off?

- A. gpupdate /boot
- B. gpupdate /logoff
- C. gpupdate /force
- D. gpupdate /sync

Answer: C

Explanation:

The `gpupdate /force` command re-applies every policy, new and old, which effectively refreshes all settings that are set by the prevailing group policies, including security settings, without the need for logging off or restarting the computer.

Option A is incorrect because `gpupdate /logoff` forces a logoff after the Group Policy settings have been updated, which is necessary when the changes cannot be applied while the user is logged on.

Option C is incorrect as `gpupdate /sync` causes the computer to wait for the next computer startup or user logon to apply the policy changes synchronously.

Option D is incorrect because `gpupdate /boot` forces a reboot of the computer to apply policies that can only be applied during boot.

NEW QUESTION # 299

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