

Newest 100-140 Question Explanations & Latest Cisco Certification Training - High Pass-Rate 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"> • 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 2	<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 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.

>> 100-140 Question Explanations <<

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q87-Q92):

NEW QUESTION # 87

A technician receives a report that an application is crashing frequently. What should the technician ask to gather detailed information effectively?

- A. "What time does the application crash?"
- B. "Do you want to try using a different application?"
- C. "Should I reinstall the application for you?"
- **D. "When did the issue start, and what changes were made before the issue started?"**

Answer: D

Explanation:

Asking when the problem began and what changes were made prior to the issue starting provides crucial context that can help identify the cause of the crashes. This question aims to gather a timeline and understand any recent modifications that could be impacting the application's stability.

Option A is incorrect because while the time of the crash might be useful for spotting patterns, it does not provide comprehensive information about the cause.

Option B is incorrect because suggesting a different application does not address or gather details about the current issue.

Option D is incorrect because offering to reinstall the application does not collect any information needed to diagnose the reason for the crashes.

NEW QUESTION # 88

A user is experiencing intermittent network issues and suspects a problem with the Ethernet cable. Which physical characteristic of an RJ-45 connector should the IT support technician instruct the user to check first?

- A. The security of the clip on the RJ-45 connector
- B. The length of the cable
- C. The color of the cable
- D. The transparency of the cable sheath

Answer: A

Explanation:

Correct Answer. C. The security of the clip on the RJ-45 connector The clip on an RJ-45 connector plays a crucial role in ensuring a secure connection within the network port. If the clip is broken or loose, it can lead to intermittent disconnections and network issues. Checking the clip is a simple yet effective way to troubleshoot suspected connectivity problems caused by physical disconnections.

Option A is incorrect because while the length of the cable can affect signal quality, it does not typically cause intermittent issues unless the cable is excessively long, surpassing standard Ethernet limits.

Option B is incorrect because the color of the cable is usually for organizational purposes and does not affect the functionality.

Option D is incorrect because the transparency of the cable sheath has no bearing on the functionality of the cable and is more about aesthetic or design preferences.

NEW QUESTION # 89

A printer indicates a toner is not installed properly after a new cartridge was placed.

What should the technician do to resolve this alert?

- A. Upgrade the printer firmware
- B. Remove and reinstall the toner cartridge
- C. Power cycle the printer
- D. Reset the printer to factory settings

Answer: B

Explanation:

Correct Answer. C. Remove and reinstall the toner cartridge Often, a toner not installed alert occurs if the cartridge is not fully clicked into place. Removing and reinstalling the toner can ensure it is seated correctly in the printer.

Option A is incorrect. Resetting to factory settings is excessive for a toner installation issue.

Option B is incorrect. While power cycling can help with some issues, it's less likely to resolve incorrect installation alerts.

Option D is incorrect. Firmware upgrades are for software issues and improvements, not for physical installation problems.

NEW QUESTION # 90

A system administrator needs to check the current IP configuration status of virtual interfaces on a server to troubleshoot connectivity issues.

Which iproute2 command should they use?

- A. ip addr list
- B. ip addr
- C. ip link show type veth
- D. ip route list

Answer: B

Explanation:

Correct Answer. C. ip addr ip addr is a concise form of the ip addr show command and lists all network interfaces and their IP addresses, including virtual interfaces (veth), which is critical for troubleshooting complex network setups.

Option A is incorrect. While sounding plausible, ip addr list is not the correct syntax for displaying IP addresses.

Option B is incorrect. ip link show type veth specifically lists virtual ethernet interfaces but focuses on link status rather than IP configuration.

Option D is incorrect. ip route list displays the routing tables and does not provide direct information about interface IP configurations.

NEW QUESTION # 91

After resolving a complex software issue involving multiple troubleshooting steps, you need to document the interaction. Which of the following is the most effective way to summarize this interaction in your report?

- A. Document only the final successful troubleshooting step and outcome to keep the report concise
- B. List all attempted solutions in detail, including unsuccessful ones, without summarizing the outcome
- C. Provide a brief overview of the problem, list only the successful troubleshooting step, and describe the final outcome
- D. Write a comprehensive report detailing the problem, each troubleshooting step attempted, the results of each step, and the final resolution

Answer: D

Explanation:

Correct Answer: C. Write a comprehensive report detailing the problem, each troubleshooting step attempted, the results of each step, and the final resolution This approach ensures the report is clear, concise, factual, and comprehensive, allowing anyone reviewing the document to understand the problem, the process undertaken to solve it, and the final outcome. It provides valuable information for future reference and potential training material.

Option A is incorrect. While it includes all steps, the lack of focus on the outcome makes it less useful for future reference.

Option B is incorrect. This skips important details about what did not work, which can be crucial for understanding the issue fully.

Option D is incorrect. Documenting only the final step omits the context and learning opportunities from earlier troubleshooting efforts.

NEW QUESTION # 92

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