

Pass Guaranteed Quiz 2026 Marvelous 100-140: Cisco Certified Support Technician (CCST) IT Support Certification Test Answers



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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"> • 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 3	<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 4	<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 5	<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 (Q363-Q368):

NEW QUESTION # 363

While using remote access software to resolve a network connectivity issue, you find a related internal knowledge base article written over a year ago.

What is the best approach to using this information?

- A. Verify if the article is still relevant and check for any updates before applying the solution
- B. Rewrite the article with your own understanding before applying any fix
- C. Apply the solution from the article immediately since it directly addresses the issue
- D. Disregard the article as it is outdated and instead use a general internet search to find a solution

Answer: A

Explanation:

Correct Answer. B. Verify if the article is still relevant and check for any updates before applying the solution Ensuring that the information is up-to-date and still applicable to the current system environment is crucial, as outdated guidance might no longer be effective or could potentially cause further issues.

Option A is incorrect. Directly applying an old solution without verification may not consider changes in the network environment or software updates.

Option C is incorrect. Disregarding potentially useful internal resources can lead to inconsistent support practices and reinventing the wheel.

Option D is incorrect. While updating information is valuable, it must be done with careful validation and not in the midst of solving an immediate issue.

NEW QUESTION # 364

After planning a resolution for a recurring network issue, what is a critical step that should be followed before fully implementing the solution across the organization?

- A. Immediately replace all networking hardware
- B. Document the implementation process in detail
- **C. Deploy the solution to a small group as a test**
- D. Inform all employees about the specific technical details

Answer: C

Explanation:

Correct Answer. C. Deploy the solution to a small group as a test Testing the solution on a small scale before a full rollout is crucial to validate the effectiveness of the changes and to identify any unforeseen issues that may arise. This allows IT support to make necessary adjustments based on real-world feedback without impacting the entire organization.

Option A is incorrect as replacing all hardware immediately is costly and may not be necessary if the solution doesn't require it.

Option B is incorrect because while documentation is important, it does not precede the testing phase in terms of immediate priorities when implementing changes.

Option D is incorrect as informing all employees about technical details is less critical than ensuring the solution works as intended and could lead to confusion.

NEW QUESTION # 365

A user reports that their external hard drive is not recognized by their computer.
What is the first thing a technician should check?

- **A. The USB port functionality by connecting a different device**
- B. The power management settings for USB ports on the computer
- C. The external drive's partition table using disk management tools
- D. The file system compatibility with the operating system

Answer: A

Explanation:

Correct Answer. B. The USB port functionality by connecting a different device Checking the USB port functionality with a different device is a quick and effective way to rule out port issues, which is a common problem for connectivity.

Option A is incorrect. File system compatibility issues would not prevent the drive from being recognized at a hardware level.

Option C is incorrect. While power settings can affect device connectivity, they usually do not cause a device to not be recognized entirely.

Option D is incorrect. The partition table could cause the drive to not appear correctly in the OS, but this is more complex and assumes the drive is recognized by the system at a basic level.

NEW QUESTION # 366

An administrator detects an IP address that has repeatedly attempted to access several employee accounts.
What is the most effective action to take?

- A. Send a warning email to the IP address owner
- B. Increase the network bandwidth to handle more login attempts
- **C. Block the IP address from accessing the network**
- D. Monitor the IP address for future activities

Answer: C

Explanation:

Correct Answer. B. Block the IP address from accessing the network Blocking an IP address that has been identified as a source of repeated unauthorized attempts is an effective way to prevent potential breaches.

Option A is incorrect because monitoring alone does not prevent further attempts.

Option C is incorrect because contacting the IP owner is not guaranteed to stop the attempts and may not reach the actual perpetrator.

Option D is incorrect as increasing bandwidth does not address the security risk posed by unauthorized attempts.

NEW QUESTION # 367

What is the most important security measure to implement when using VNC to provide remote support to an end user's device?

- A. Ensure the VNC session is configured to allow file transfers by default
- B. Set the VNC viewer to fullscreen mode to better observe the user's screen
- **C. Use a strong, unique password for each VNC session and ensure it is encrypted**
- D. Allow the user to control the VNC session to maintain their autonomy

Answer: C

Explanation:

Use a strong, unique password for each VNC session and ensure it is encrypted Using strong, unique passwords for each session, coupled with encryption, is crucial to protect the data integrity and privacy of the user during a VNC session.

Option A is incorrect because enabling file transfers by default could pose a security risk if not strictly necessary.

Option C is incorrect because fullscreen mode does not enhance security, it only affects the visibility of the session.

Option D is incorrect as allowing the user to control the session might hinder the technician's ability to troubleshoot efficiently and does not necessarily improve security.

NEW QUESTION # 368

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