全面覆蓋的100-140題庫更新資訊|第一次嘗試輕鬆學習和通過考試和優質的100-140：Cisco Certified Support Technician (CCST) IT Support
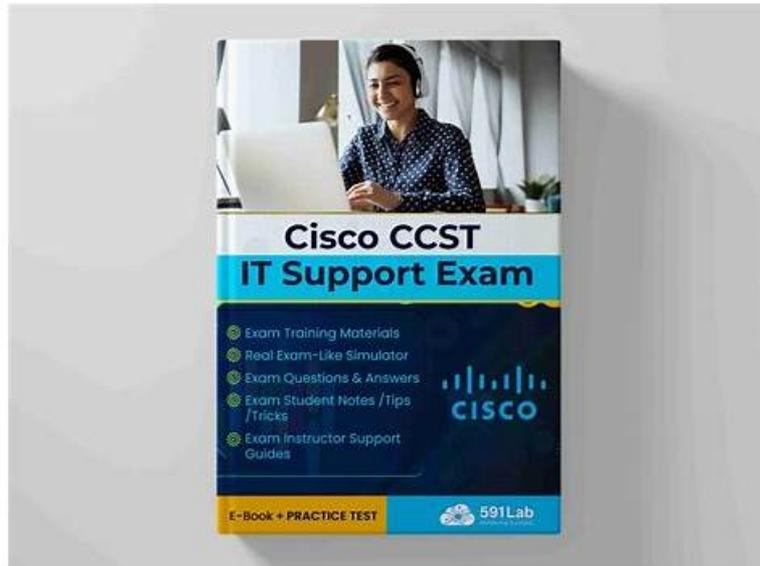

2026 KaoGuTi最新的100-140 PDF版考試題庫和100-140考試問題和答案免費分享：https://drive.google.com/open?id=18c3-4CE8tdVNPCagrCnEkzN5WCz7sqyE

KaoGuTi 的 100-140 考題和答案是最新的，由最新的考試指南編訂，增加了考生通過考試的概率。是最好的自學教材和習題集，幫助你快速通過 100-140 考試，實現順速獲取證書的最佳捷徑。如果100-140 題庫有變化我們可以第一時間得知，并迅速更新 Cisco 100-140 題庫。如果在考試過程中變題了，考生可以享受免費更新的服務。免費更新一年的 100-140 考題服務。

Cisco 100-140 考試大綱：

主題	簡介
主題 1	• 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.
主題 2	• 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.
主題 3	• 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.

主題 4	- 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.
主題 5	- 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.

最新的 CCST 100-140 免費考試真題 (Q386-Q391):

問題 #386
A MacOS user finds that their external hard drive, which contains critical backup data, intermittently unmounts and remounts while in use.
What should the technician advise to minimize the risk of data loss?

- A. Use a different USB port
- B. Enable FileVault for external disk encryption
- C. Ignore the issue as it does not affect data integrity
- D. Backup the data to another drive and then update the MacOS

答案：D

解題說明：
Correct Answer. B. Backup the data to another drive and then update the MacOS Backing up the data ensures that it is safe regardless of the hardware issue, and updating MacOS might resolve any underlying system issues that could be causing the drive to behave intermittently.
Option A is incorrect although trying a different USB port is a simple test, it does not address the underlying issue or secure the data Option C is incorrect because FileVault encryption does not address hardware or connection stability issues Option D is incorrect as intermittent mounting can lead to data corruption, and the issue should not be ignored

問題 #387
During a video conference, a MacOS user realizes that the other participants cannot hear them.
The microphone is working properly, but the conferencing app does not seem to have permission to use it. How should the user adjust their MacOS settings to fix this?

- A. Grant the conferencing app access to the microphone in Security & Privacy settings
- B. Change the output device in Sound Preferences
- C. Install a different conferencing app
- D. Increase the microphone volume in Sound Preferences

答案：A

解題說明：
Correct Answer. B. Grant the conferencing app access to the microphone in Security & Privacy settings MacOS requires users to explicitly allow applications to access sensitive components like the microphone. Granting this permission in the Security & Privacy settings will enable the app to use the microphone.
Option A is incorrect because increasing the microphone volume does not address the permission issue Option C is incorrect because changing the output device affects speakers, not the microphone Option D is incorrect as the issue is not with the app itself but with the permissions granted to it

問題 #388
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. Cancel all documents in the print queue and restart the print spooler
- B. Replace the printer's network cable
- C. Reinstall the printer drivers
- D. Update the printer's firmware

答案：A

解題說明：
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.

問題 #389
A user reports the following:
I recently got a prompt on my Mac to give an app permissions. I accidentally clicked Deny. Now I can't open the app.
You need to tell the user where to go to grant the necessary permissions to the application.
Which feature should they use?

- A. Passwords > Security Permissions!
- B. Users & Groups > Add Group
- C. Desktop & Dock
- D. Privacy and Security

答案：D

解題說明：
On macOS, you grant or revoke app permissions in the System Settings under "Privacy and Security," where you can enable access for the denied app.

問題 #390
After updating an application, a user is unable to open it, and an error message indicates a missing file.
What is the best course of action to resolve this application issue?

- A. Update the computer's BIOS
- B. Ignore the error and reboot the computer
- C. Reinstall the application
- D. Delete the user profile associated with the application

答案：C

解題說明：
Reinstalling the application can replace the missing file and correct any installation errors that occurred during the update process. Option B is incorrect because deleting the user profile does not guarantee that missing application files will be restored Option C is incorrect because simply ignoring the error does not address the underlying issue causing the application to fail to open Option D is incorrect because BIOS updates are unrelated to application-level errors and won't solve a missing file problem

問題 #391

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對于 Cisco 的 100-140 考試一般都需要花費大量的時間和精力來復習備考，那怎麼辦？可以嘗試用 KaoGuTi 網站的 100-140 最新題庫學習資料，它能讓你瞭解更多有關考試的資訊，有效掌握考試知識點。100-140 考古題是考試知識點的完美組合，覆蓋率高。只要使用本站的題庫學習資料參加 100-140 考試，將有效的提高你的學習效率，降低考試成本。

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