

# 100-140 Guaranteed Success, 100-140 Test Sample Questions

## Primerica Practice Test 100% GUARANTEED SUCCESS 2023/2024 PERFECT SOLUTIONS

The receipt given to a life insurance applicant when the application is completed and the initial premium is received is called a(n)

conditional receipt

Statements in the application for insurance that are believed to be true to the best of the applicant's knowledge are called

representations

An annuity is considered fixed when it does all of the following EXCEPT

provides the annuitant with an interest rate that is the lesser of the guaranteed or current rate

The most common type of whole life insurance where premiums are payable over the whole life of the insured to age 100 is called

continuous premium (straight) life

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### Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Common Threats and Prevention:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Hardware Uses:</b> 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.</li> </ul>

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### Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q109-Q114):

#### NEW QUESTION # 109

An employee suspects that their workstation has been infected with malware after noticing unusual system behavior and unexpected pop-ups.

What is the first action they should take?

- A. Continue working and monitor the situation
- B. Delete suspicious files manually from the system
- **C. Disconnect the computer from the network**
- D. Install a free antivirus software from the internet

**Answer: C**

Explanation:

Correct Answer. A. Disconnect the computer from the network Disconnecting the computer from the network is a critical first step to prevent the potential spread of malware to other devices and to minimize the risk of data leakage.

Option B is incorrect because continuing to work could exacerbate the problem and lead to further system compromise.

Option C is incorrect because downloading software, especially on a compromised computer, could lead to further infections.

Option D is incorrect as manual deletion of files may not effectively remove the malware and could harm important system files.

#### NEW QUESTION # 110

Following the identification of a security vulnerability in the company's web application, what should be the plan to resolve the identified issue?

- A. Conduct a thorough security audit to understand the extent of potential exposure
- B. Temporarily close down the web application until a fix can be developed
- C. Continue operations as normal and deal with issues as they arise
- **D. Implement a quick fix to patch the vulnerability**

**Answer: D**

Explanation:

When a security vulnerability is identified, the most urgent action is to implement a quick fix or patch to close the vulnerability and protect the system from potential exploits. This immediate action prevents any exploitation and mitigates potential damage. Option B is incorrect because while a security audit is important, it does not provide the immediate protection needed against an active security threat. Option C is incorrect as closing down the application may be unnecessarily disruptive and harmful to business operations. Option D is incorrect because continuing operations without addressing the vulnerability exposes the system to significant risk.

#### NEW QUESTION # 111

During the printing process, a printer stops and displays a "Paper Jam" error, but no paper is found in the path upon inspection. What should the technician do next?

- A. Inspect the paper tray for proper alignment
- B. Change the type of paper used
- C. Restart the printer to clear the error
- D. Replace the paper sensors

**Answer: A**

Explanation:

Correct Answer. B. Inspect the paper tray for proper alignment Misaligned paper trays can cause the printer to detect a jam even if no paper is stuck because it disrupts the normal paper path.

Option A is incorrect. Restarting the printer might temporarily clear the error, but it won't solve an underlying mechanical issue.

Option C is incorrect. Replacing sensors is more complex and typically not the first step unless there's evidence of sensor failure.

Option D is incorrect. While paper quality can affect functionality, it doesn't directly relate to the detection of non-existent jams.

#### NEW QUESTION # 112

After resolving a network outage issue, how should a technician document the results of the resolution in a manner that is most useful for future reference and reporting?

- A. Detail the cause, resolution steps, and verification of system functionality post-fix
- B. Include potential future upgrades to prevent similar outages
- C. Provide a narrative description of the outage impact on business operations
- D. List only the immediate actions taken to resolve the outage

**Answer: A**

Explanation:

It is crucial to document not only what was done to resolve the issue but also the cause of the problem and the steps taken to verify that the system was fully functional afterward. This comprehensive approach ensures clarity and usefulness of the documentation for future troubleshooting and validation of the fix.

Option A is incorrect because listing only the actions taken does not provide a complete picture of the resolution process and its effectiveness.

Option B is incorrect as a narrative on business impact, while informative, does not focus on the technical resolution details necessary for future troubleshooting.

Option D is incorrect because, although future recommendations are helpful, they do not describe the resolution results of the current issue.

#### NEW QUESTION # 113

During a team collaboration session on a mobile device, a user finds that they can send messages but not receive any replies. What is the most likely setting they need to adjust?

- A. Increase the data limit on their mobile plan
- B. Check the app's permissions to access the network
- C. Clear the app's cache
- D. Enable push notifications for the app

**Answer: B**

