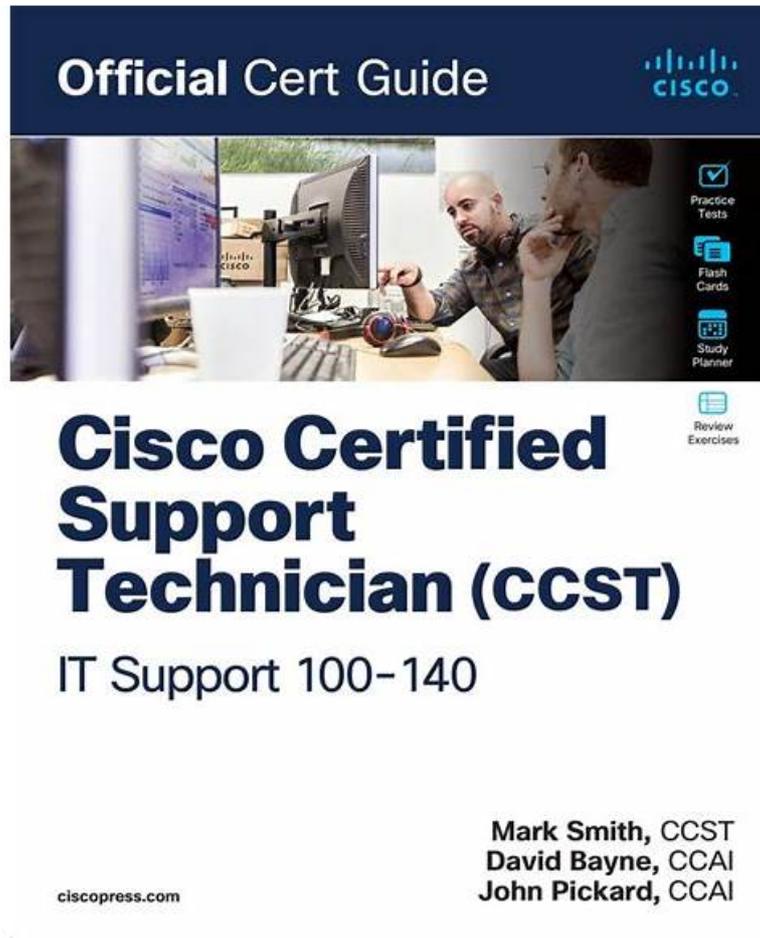# Free PDF Quiz 2026 Cisco 100-140: Fantastic Cisco Certified Support Technician (CCST) IT Support Useful Dumps

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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	• 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 4	• 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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q168-Q173):

NEW QUESTION # 168
What should a technician do if they are unable to resolve an issue during a Remote Assistance session?

- A. Persuade the user to let them try different settings randomly to see if anything works
- B. Advise the user to seek help elsewhere
- C. Schedule a follow-up session after researching the issue further
- D. Leave the session running and consult a colleague in real-time without informing the user

Answer: C

Explanation:
Correct Answer. B. Schedule a follow-up session after researching the issue further Scheduling a follow up session allows the technician to provide accurate and effective support after gaining additional insights or solutions to the problem.
Option A is incorrect because it does not provide good customer service or use the resources available to the support team.
Option C is incorrect because it involves unethical behavior and could compromise the trust and integrity of the support process.
Option D is incorrect because trying random settings could potentially worsen the issue and is not a methodical approach to problem-solving.

NEW QUESTION # 169
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. Rewrite the article with your own understanding before applying any fix
- B. Apply the solution from the article immediately since it directly addresses the issue
- C. Verify if the article is still relevant and check for any updates before applying the solution
- D. Disregard the article as it is outdated and instead use a general internet search to find a solution

Answer: C

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 # 170
What is the first action an employee should take after receiving an email that appears to be a phishing attempt?

- A. Click on links to verify their destination
- B. Report the email to the organization's IT security team
- C. Forward the email to colleagues to see if they received a similar one
- D. Reply to the email to confirm its authenticity

Answer: B

Explanation:
Correct Answer. C. Report the email to the organization's IT security team Reporting the email to the IT security team is crucial for proper analysis and to prevent further spread or damage. The IT team can also take necessary actions to enhance filters or security measures.
Option A is incorrect as clicking links can validate an email address to attackers or potentially download malware.
Option B is incorrect because forwarding the email could spread potentially harmful links or information.
Option D is incorrect as replying could alert attackers that the email address is active, inviting more phishing attempts.

NEW QUESTION # 171
A user reports that their iPhone is not updating to the latest iOS version, despite having sufficient storage space.
What should be the first step to troubleshoot this issue?

- A. Perform a factory reset on the iPhone
- B. Check if the iPhone is connected to a stable Wi-Fi network
- C. Manually download the update file on a computer
- D. Replace the iPhone's battery

Answer: B

Explanation:
Correct Answer. B. Check if the iPhone is connected to a stable Wi-Fi network Ensuring that the iPhone is connected to a stable Wi-Fi network is crucial for updating the iOS, as updates require a reliable internet connection to download and install properly.
Option A is incorrect because performing a factory reset is too drastic for an initial troubleshooting step and may lead to data loss.
Option C is incorrect because the battery condition does not affect the ability to download or install iOS updates.
Option D is incorrect because iOS updates are typically downloaded directly on the device rather than via a computer.

NEW QUESTION # 172
During a routine audit, a technician discovers that PII data is stored on an unsecured server.
What is the most appropriate first action?

- A. Notify the compliance team immediately
- B. Encrypt the data on the current server
- C. Transfer the PII to a secure server immediately
- D. Assess whether anyone accessed the data recently

Answer: A

Explanation:
Correct Answer. C. Notify the compliance team immediately Notifying the compliance team allows for a coordinated response to the issue, ensuring that all aspects of the breach, including potential legal ramifications, are properly managed.
Option A is incorrect because simply transferring the data does not address potential breaches that may have already occurred.
Option B is incorrect because encryption should be part of a broader set of actions coordinated by compliance.
Option D is incorrect as it is a subsequent action that should follow after notifying the compliance team.

NEW QUESTION # 173
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