

# Free PDF 100-140 - Cisco Certified Support Technician (CCST) IT Support–Trustable Valid Test Registration



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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>Connectivity and Resource Access Issues:</b> 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.</li> </ul>
Topic 4	<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 (Q28-Q33):

### NEW QUESTION # 28

A network technician suspects that a client's Windows computer is not correctly connecting to the office network.

To diagnose the issue, the technician runs the ipconfig command on the client's computer.

Which two pieces of information can the technician expect to obtain by running this command? (Choose two.)

- A. The IP address assigned to the computer.
- B. The firewall settings currently applied.
- C. The wireless network SSID.
- D. The default gateway address configured on the computer.
- E. The encryption type used by the Wi-Fi network.

**Answer: A,D**

Explanation:

The ipconfig command displays the IP address assigned to each network interface. It also shows the default gateway address, which is essential for routing traffic outside the local network.

### NEW QUESTION # 29

A MacOS user cannot receive files via AirDrop from an unknown sender.

What setting should the user adjust to allow this?

- A. Change the firewall settings to allow all incoming connections
- B. Set AirDrop to receive items from "Everyone"
- C. Enable file sharing in System Preferences

- D. Disable the Mac's antivirus software

**Answer: B**

Explanation:

Correct Answer. B. Set AirDrop to receive items from "Everyone" AirDrop has three visibility options:

"Receiving Off," "Contacts Only," and "Everyone." Setting it to receive from "Everyone" allows the device to receive files from any nearby Apple device using AirDrop.

Option A is incorrect as the firewall settings do not directly affect AirDrop's functionality Option C is incorrect because antivirus software does not typically impact AirDrop operations Option D is incorrect because enabling file sharing is unrelated to receiving files via AirDrop

### NEW QUESTION # 30

During a presentation, a user finds that the projected image is too dim, making it difficult for the audience to see.

Which action should the user take to resolve this issue on a Windows laptop?

- A. Reconfigure the power saving settings
- B. Increase the contrast setting through the display adapter properties
- **C. Adjust the brightness setting using the function keys on the laptop**
- D. Change the display mode to extend these displays

**Answer: C**

Explanation:

Using the function keys to adjust brightness is a fast solution that affects the display output immediately, which is crucial during a presentation.

Option A is incorrect as the contrast setting will affect the color depth but not the overall brightness of the display Option C is incorrect as changing the display mode does not directly affect the brightness of the screens Option D is incorrect as power saving settings may control brightness but are less direct and immediate than using function keys

### NEW QUESTION # 31

What policy should be prioritized to protect user data when employees are allowed to use their own devices for work purposes (BYOD)?

- A. Allow unrestricted access to company data as long as the device is password protected
- **B. Require that all work-related data on personal devices be stored in encrypted form**
- C. Encourage employees to use public Wi-Fi networks for work to avoid corporate network congestion
- D. Mandate that all personal devices used for work have updated antivirus software

**Answer: B**

Explanation:

Correct Answer. C. Require that all work-related data on personal devices be stored in encrypted form Encrypting data on personal devices is crucial to ensure that confidential information remains secure, even if the device is compromised or stolen.

Option A is incorrect because while antivirus is important, it does not directly protect the confidentiality of data stored on the device.

Option B is incorrect because password protection alone is insufficient for securing sensitive corporate data on personal devices.

Option D is incorrect because using public Wi-Fi networks increases the risk of data interception and is a poor practice for data security.

### NEW QUESTION # 32

A user is unable to install a new app because their iPhone is running an outdated version of iOS that is not supported by the app.

What should they do?

- A. Delete unused apps to make space for the new app
- B. Downgrade the app to a version compatible with their current iOS
- C. Jailbreak the iPhone to install the app
- **D. Update the iOS to the latest version supported by their device**

**Answer: D**

Explanation:

Correct Answer: B. Update the iOS to the latest version supported by their device Updating the iOS to the latest version that their device supports can enable compatibility with newer apps and improve overall security and functionality.

Option A is incorrect because jailbreaking can void warranties and lead to security vulnerabilities.

Option C is incorrect because users typically cannot downgrade apps to earlier versions directly from the App Store.

Option D is incorrect because the issue described is related to software compatibility, not storage capacity.

## NEW QUESTION # 33

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