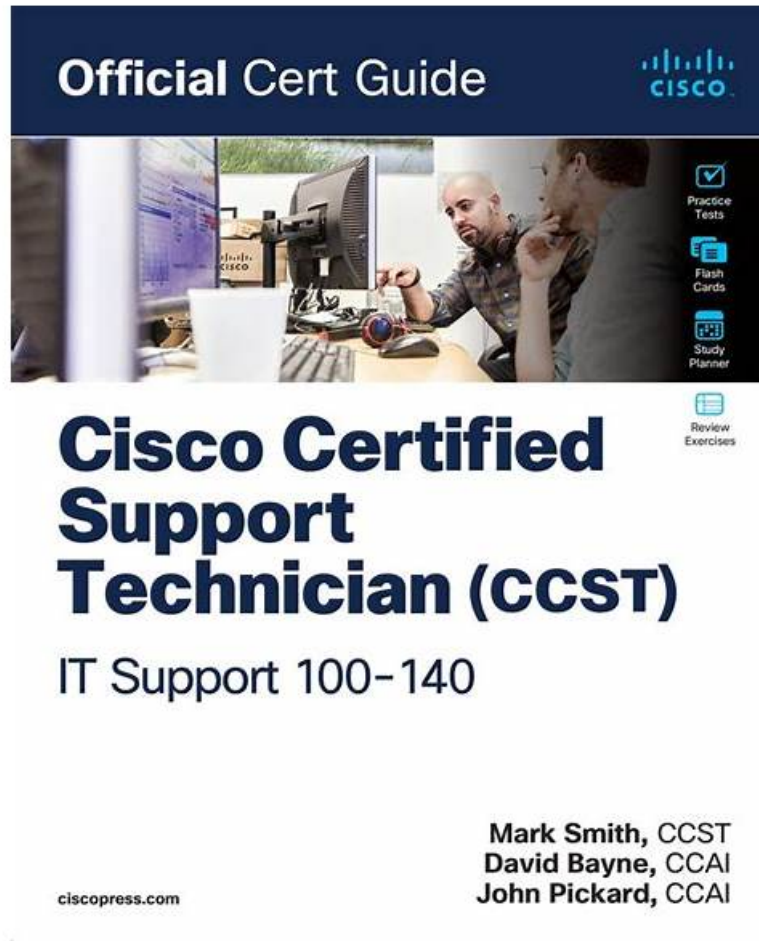# 2026 100-140–100% Free Exam Success | Updated Cisco Certified Support Technician (CCST) IT Support New Learning Materials

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 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.

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	• 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 (Q342-Q347):

NEW QUESTION # 342
An administrator is configuring a Linux server and needs to verify the server's network interface settings.
Which command is most appropriate for displaying all network interfaces and their current state?

- A. arp -a
- B. ipconfig /release
- C. ifconfig -a
- D. nmap -sP 192.168.1.0/24

Answer: C

Explanation:
Correct Answer. B. ifconfig -a The ifconfig -a command in Unix/Linux systems lists all interfaces, active or inactive, along with their IP addresses, subnet masks, and other network-related statistics.
Option A is incorrect. ipconfig /release is a Windows command used to release the IP address, inappropriate and unavailable in Linux.
Option C is incorrect. nmap -sP is used for network scanning to discover hosts and services, not for viewing detailed interface configurations.
Option D is incorrect. arp -a displays the ARP cache which contains IP-to-MAC address mappings but does not provide detailed network interface configuration.

NEW QUESTION # 343
A network technician is troubleshooting a new IPv6 deployment where end devices are only receiving link-local addresses.
What should be the technician's first step to ensure devices obtain global addresses?

- A. Manually set a global unicast address on each end device
- B. Confirm that the DHCPv6 server is configured to distribute global unicast addresses
- C. Check the physical connectivity of the end devices to the network switches
- D. Increase the subnet size on the network router

Answer: B

Explanation:
Correct Answer. A. Confirm that the DHCPv6 server is configured to distribute global unicast addresses Link-local addresses are automatically assigned to IPv6 devices on a local link; a device only receives a global unicast address from a DHCPv6 server if it is properly configured to do so.
Option B is incorrect.
Increasing the subnet size does not affect DHCPv6 address distribution.
Option C is incorrect. While physical connectivity issues can affect network access, they do not influence the type of IPv6 addresses assigned.
Option D is incorrect. Manually setting addresses is not scalable and does not resolve underlying DHCPv6 configuration issues.

NEW QUESTION # 344
A user has accidentally deleted a folder containing critical business presentations from their computer.
How can they restore these files using OneDrive?

- A. Retrieve the files from the Windows Recycle Bin
- B. Reinstall the OneDrive application
- C. Perform a system restore on their computer
- D. Restore the files from the OneDrive Recycle Bin

Answer: D

Explanation:
Correct Answer. B. Restore the files from the OneDrive Recycle Bin OneDrive stores deleted files in its own Recycle Bin for a limited time, where users can easily restore them if accidentally deleted from their device.
Option A is incorrect because files deleted from the OneDrive folder may not be in the Windows Recycle Bin if they were removed from another device or online Option C is incorrect because a system restore affects system files and settings, not user documents or presentations Option D is incorrect because reinstalling OneDrive does not affect deleted files and will not recover them

NEW QUESTION # 345
A company is experiencing intermittent network failures on several PCs. To diagnose potential problems, the IT support technician wants to review historical network security events. Which part of the Event Viewer should they guide the user to access?

- A. Security Logs
- B. Setup Logs
- C. Application Logs
- D. Forwarded Events

Answer: A

Explanation:
Correct Answer. C. Security Logs Security Logs in Event Viewer contain records of security- related events specified by the system's audit policy, such as network access and authentication failures, which can help diagnose network security issues. This log is most relevant for identifying unauthorized access attempts or other security breaches that might be causing the network failures.
Option A is incorrect because Application Logs focus on individual application performances and errors.
Option B is incorrect because Setup Logs are used to track installation processes, not network security issues.
Option D is incorrect because Forwarded Events are collected from other computers, and while potentially useful, they are not the primary source for reviewing local security incidents.

NEW QUESTION # 346
When documenting the successful upgrade of a company's email system, which type of documentation would best ensure that the results are clearly and comprehensively described?

- A. An overview of the new email system's features
- B. Confirmation that all system checks were completed with no issues found
- C. User testimonials on the improved functionality of the new system
- D. A comparative analysis of old and new system performance metrics

Answer: B

Explanation:
Documenting that all system checks post-upgrade were completed and no issues were found provides a clear and factual summary of the results obtained from the upgrade process. This confirmation is essential for verifying that the system is fully operational and meets the required standards.
Option A is incorrect because an overview of features does not provide specific results about the upgrade process.
Option B is incorrect as performance metrics, while useful, are more about ongoing evaluation rather than immediate post-upgrade results.
Option D is incorrect because user testimonials focus on subjective experiences rather than a factual summary of the upgrade results.

NEW QUESTION # 347

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