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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • 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.

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Pass Guaranteed Quiz 2026 First-grade Cisco 100-140: Cisco Certified Support Technician (CCST) IT Support Test Valid

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q596-Q601):

NEW QUESTION # 596

A printer connected to a busy office network frequently has issues with the print queue becoming full and not processing further documents.

What is the best preventive strategy?

- A. Assign a dedicated print server
- B. Restrict printer access to fewer users
- C. Schedule regular automatic restarts of the print spooler during off-hours
- D. Upgrade the printer to a model with a faster processor

Answer: C

Explanation:

Correct Answer. A. Schedule regular automatic restarts of the print spooler during off-hours Scheduling automatic restarts of the print spooler helps to clear out any latent issues that accumulate during heavy use, preventing the queue from becoming full and unresponsive.

Option B is incorrect. A faster processor may improve overall printer performance but does not directly manage the spooling process's reliability.

Option C is incorrect. While a dedicated print server can help manage loads better, it is not a direct solution for a full print queue.

Option D is incorrect. Restricting access reduces printer usage but does not directly prevent the queue from issues if it becomes full.

NEW QUESTION # 597

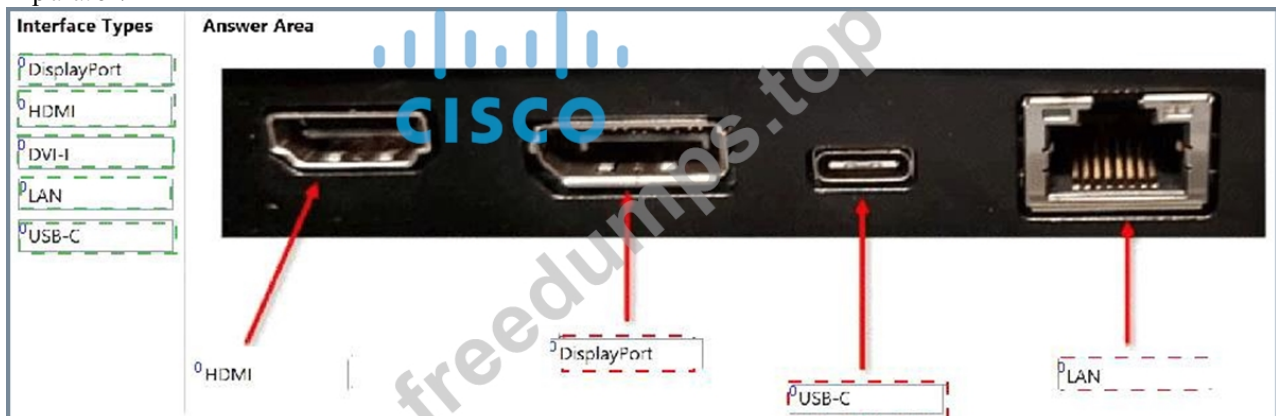
Move the interface types from the list on the left to their representations in the image on the right. You will not use all interface types in the list.

Note: You will receive partial credit for each correct response.



Answer:

Explanation:



Explanation:



NEW QUESTION # 598

An IT support technician receives a call from a user who reports that "nothing is working." What is the first step the technician should take to effectively define the problem?

- A. Escalate the issue to a higher-level support team immediately
- B. Advise the user to check their internet connection
- C. Gather more specific information about what isn't working and any error messages seen
- D. Ask the user to restart their computer and call back if the issue persists

Answer: C

Explanation:

The most effective initial step in defining the problem is to gather detailed information about what the user means by "nothing is working," including specific functionalities that are failing and any error messages displayed. This approach ensures a precise definition of the problem, which is crucial for effective troubleshooting.

Option A is incorrect because restarting the computer may not address unknown issues and could result in loss of unsaved work or error messages that might help in diagnosing the problem.

Option C is incorrect as escalating the issue without specific details can lead to unnecessary delays and inefficiencies in the support process.

Option D is incorrect because suggesting checking the internet connection presumes a cause without adequate information about the actual issue.

NEW QUESTION # 599

After resolving a complex network issue involving multiple server outages, what is the most important element to include in the documentation to ensure it accurately summarizes the interaction?

- A. A detailed list of all client communications
- **B. The steps taken to diagnose and resolve the issue**
- C. Quotes from customers expressing satisfaction with the service
- D. Recommendations for preventing similar issues in the future

Answer: B

Explanation:

Including the diagnostic and resolution steps in the documentation is crucial as it provides a clear, factual account of the actions taken to resolve the issue. This not only aids in future troubleshooting efforts but also ensures a comprehensive record of the problem-solving process.

Option A is incorrect because while client communications are important, they do not provide a direct outline of the technical resolution process.

Option C is incorrect as customer satisfaction quotes do not offer a technical summary of the problem or its resolution.

Option D is incorrect because prevention recommendations, while useful, are not a summary of the interaction but rather advice for future action.

NEW QUESTION # 600

During an online meeting, a user's microphone suddenly stops working. The microphone shows as active in the system's sound settings.

What is the most likely cause of this issue?

- A. The microphone needs to be replaced
- **B. The microphone is muted in the meeting software**
- C. There is an issue with the user's internet connection
- D. The microphone volume is set too low

Answer: B

Explanation:

Correct Answer: B. The microphone is muted in the meeting software. If the microphone is active in system settings but not working in a specific application, it is likely muted or improperly configured within that software.

Option A is incorrect. Low volume would reduce sound level but not stop it from working entirely.

Option C is incorrect. An internet connection issue would affect all aspects of the meeting, not just the microphone.

Option D is incorrect. If the microphone shows as active, it is unlikely that the hardware needs replacement.

NEW QUESTION # 601

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