

100-140 Real Exam Questions - 100-140 Exam Overviews

RBS EXAM LATEST 2023-2024 EXAM 100 REAL EXAM QUESTIONS AND CORRECT ANSWERS (VERIFIED ANSWERS)

Which neighborhood quality of life issue is most affected by the overuse of alcohol?

- a. property values
- b. noise
- c. traffic congestion
- d. homelessness - ANSWER- B. Noise

Irresponsible alcohol sales in a community typically lead to an increase in

- a. calls to law enforcement.
- b. home values
- c. car and home insurance rates.
- d. drug overdoses. - ANSWER- A. Call to law enforcement

Which symptom is associated with alcohol-impaired driving?

- a. increased heart rate
- b. breathing difficulties
- c. reduced coordination
- d. hearing loss - ANSWER- C. Reduced coordination

A person may experience very harmful effects when mixing alcohol with

- a. recreational or illegal drugs.
- b. caffeine.
- c. fatty foods.
- d. nicotine. - ANSWER- A. recreational or illegal drugs.

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The objective of the VCEdumps is to help 100-140 exam applicants crack the test. It follows its goal by giving a completely free demo of Real 100-140 Exam Questions. The free demo will enable users to assess the characteristics of the Cisco Certified Support Technician (CCST) IT Support exam product.

Cisco 100-140 Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <ul style="list-style-type: none">IT Support Job Tasks and Responsibilities: This section of the exam measures skills of an IT Support Specialist and covers foundational help desk concepts such as queue and time management, ticketing systems, service level agreements (SLA), and key performance indicators (KPIs). It includes preparing clear and comprehensive documentation summarizing customer interactions and describes the problem-solving process involving defining issues, collecting information, analyzing causes, implementing solutions, and recording results. |
| Topic 2 | <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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| Topic 3 | <ul style="list-style-type: none"> • 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. |
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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q407-Q412):

NEW QUESTION # 407

The IT department identifies that a database server crashes frequently due to high query loads during peak hours. What should the next step be in devising a plan to resolve this problem?

- A. Advise users to avoid using the database during peak hours
- B. Schedule a complete database redesign to optimize performance
- C. Increase the physical memory of the server immediately
- **D. Plan to distribute the query load using load balancing techniques**

Answer: D

Explanation:

Planning to distribute the query load through load balancing is a strategic approach that can effectively mitigate the issue without extensive downtime or resource investment. It addresses the immediate cause--high query loads--by distributing these loads more evenly across the system or additional resources.

Option A is incorrect because while increasing physical memory may provide temporary relief, it does not address the root cause of high query loads.

Option B is incorrect because a complete database redesign, while potentially beneficial, is a long-term and resource-intensive solution that may not quickly resolve the immediate issue.

Option D is incorrect because advising users to avoid using the database during peak hours is impractical and does not solve the underlying technical problem.

NEW QUESTION # 408

A user reports the following:

I recently got a prompt on my Mac to give an app permissions. I accidentally clicked Deny. Now I can't open the app.

You need to tell the user where to go to grant the necessary permissions to the application.

Which feature should they use?

- **A. Privacy and Security**
- B. Desktop & Dock
- C. Passwords > Security Permissions!
- D. Users & Groups > Add Group

Answer: A

Explanation:

On macOS, you grant or revoke app permissions in the System Settings under "Privacy and Security," where you can enable access for the denied app.

NEW QUESTION # 409

During operation, a user reports that their desktop PC randomly reboots without warning. What is the most likely hardware component to investigate first?

- **A. The power supply unit (PSU)**
- B. The keyboard and mouse
- C. The network interface card (NIC)
- D. The sound card

Answer: A

Explanation:

Correct Answer. A. The power supply unit (PSU) Random reboots can often be attributed to issues with the power supply unit, which may be failing or inadequate to meet the system's power demands.

Option B is incorrect because peripherals like the keyboard and mouse are unlikely to cause system reboots.

Option C is incorrect because while network issues can disrupt connectivity, they do not typically cause reboots.

Option D is incorrect because a sound card malfunction would not usually lead to system reboots.

NEW QUESTION # 410

An office network's devices are configured to access the internet, but users report they can only access local network resources. What should a technician check first to resolve this issue?

- **A. Whether each device's default gateway is correctly configured**
- B. The speed of the connection on each network device
- C. Whether each device's DNS server address is correctly configured
- D. The security settings on the network firewall

Answer: A

Explanation:

Correct Answer. B. Whether each device's default gateway is correctly configured The default gateway allows devices on a network to communicate with devices on other networks (like the internet). Incorrect default gateway settings can prevent devices from accessing external networks.

Option A is incorrect. DNS settings affect domain name resolution but would not prevent external network access if the default gateway is misconfigured.

Option C is incorrect. Connection speed affects performance but not the ability to access external networks.

Option D is incorrect. While firewall settings are important, the first check should be network configuration related to gateway settings.

NEW QUESTION # 411

What is the first step a technician should take when initiating a Remote Assistance session to ensure both parties understand the support process?

- A. Configure the user's system settings to allow automatic future connections
- B. Request the user's login credentials to manage the session more effectively
- C. Send the user a detailed email about what to expect after the session has ended
- **D. Explain the process and obtain the user's explicit consent to proceed**

Answer: D

Explanation:

Correct Answer. B. Explain the process and obtain the user's explicit consent to proceed Explaining the process and obtaining

