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Cisco Certified Support Technician (CCST) IT Support

Cisco 100-140

Version Demo

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Topic Break Down

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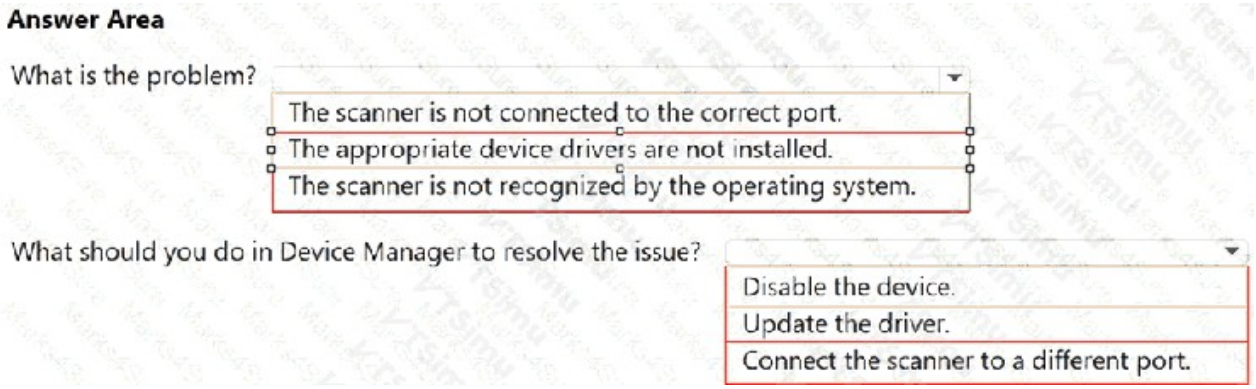
QUESTION NO: 1 - (SIMULATION)

A customer cannot scan documents and pictures to a Windows laptop. When you open Device Manager, you see the 600dpi scanner listed under Other devices , as shown in the image.

Evaluate the image and answer the questions by selecting the correct option from each drop-down list.

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



ANSWER: See the explanation for the answer

Explanation:

Selections:

The scanner is detected by Windows because it appears as `600dpi USB Scanner`, but it is under **Other devices** and has a yellow warning icon. This indicates that Windows does not have a suitable driver installed or configured for it. In Device Manager, update/install the scanner driver.

QUESTION NO: 2

A user can open a shared department folder from their Windows computer but receives an Access Denied message when attempting to create a new file. Other members of the department can create files in the same folder.

What is the most appropriate action?

A. Request or assign the required write permission through the approved access-control process.

B. Map the shared folder to a new drive letter.

C. Restart the file server.

D. Grant the user full control of the shared folder.

ANSWER: A

Explanation:

Request or assign the required write permission through the approved access-control process. The user can already reach and view the shared folder, which shows that network connectivity and the folder path are working. The inability to create a file indicates that the user's effective permissions do not include the required write or modify access.

Mapping the drive again does not change permissions, and restarting the file server would affect other users without addressing the access-control issue. Granting full control would provide more access than needed and would not follow the principle of least privilege when write access is sufficient.

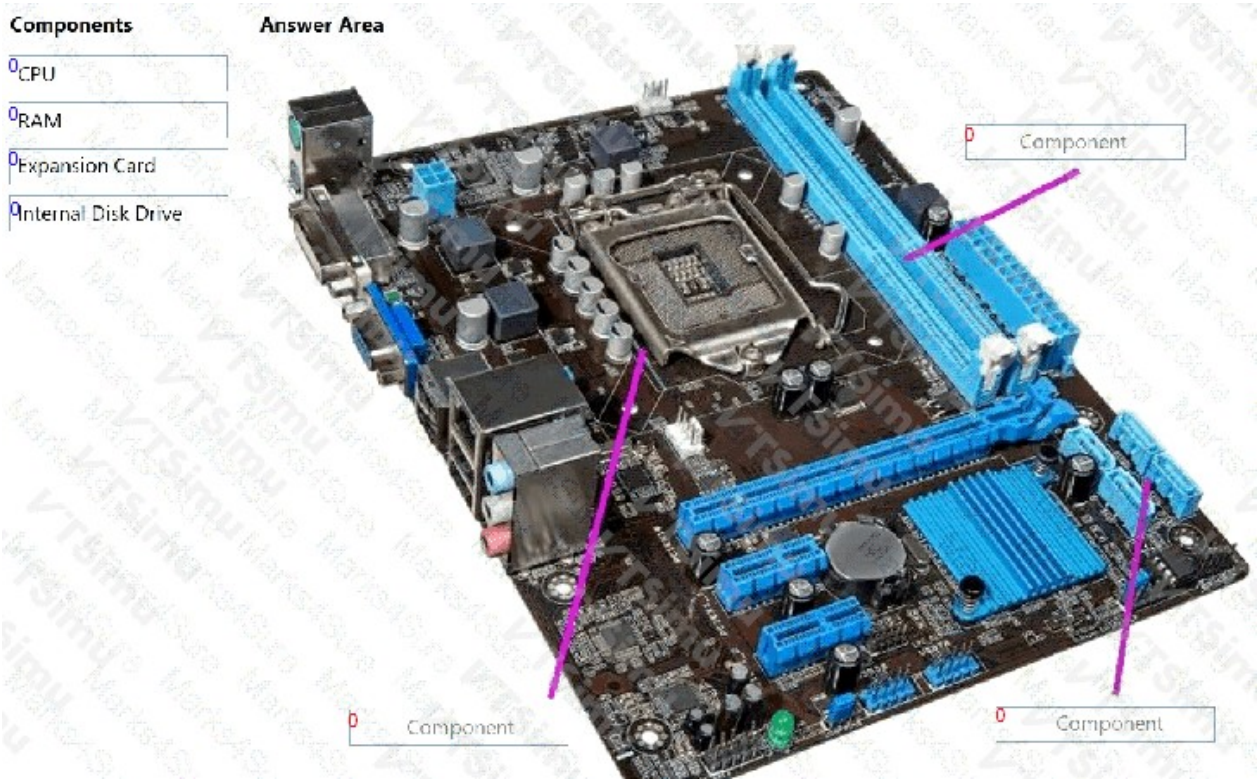
QUESTION NO: 3 - (DRAG DROP)

A customer purchased a new motherboard for a desktop computer. The customer needs help installing the correct components. The customer sends you a picture of the motherboard, which is shown in the answer area.

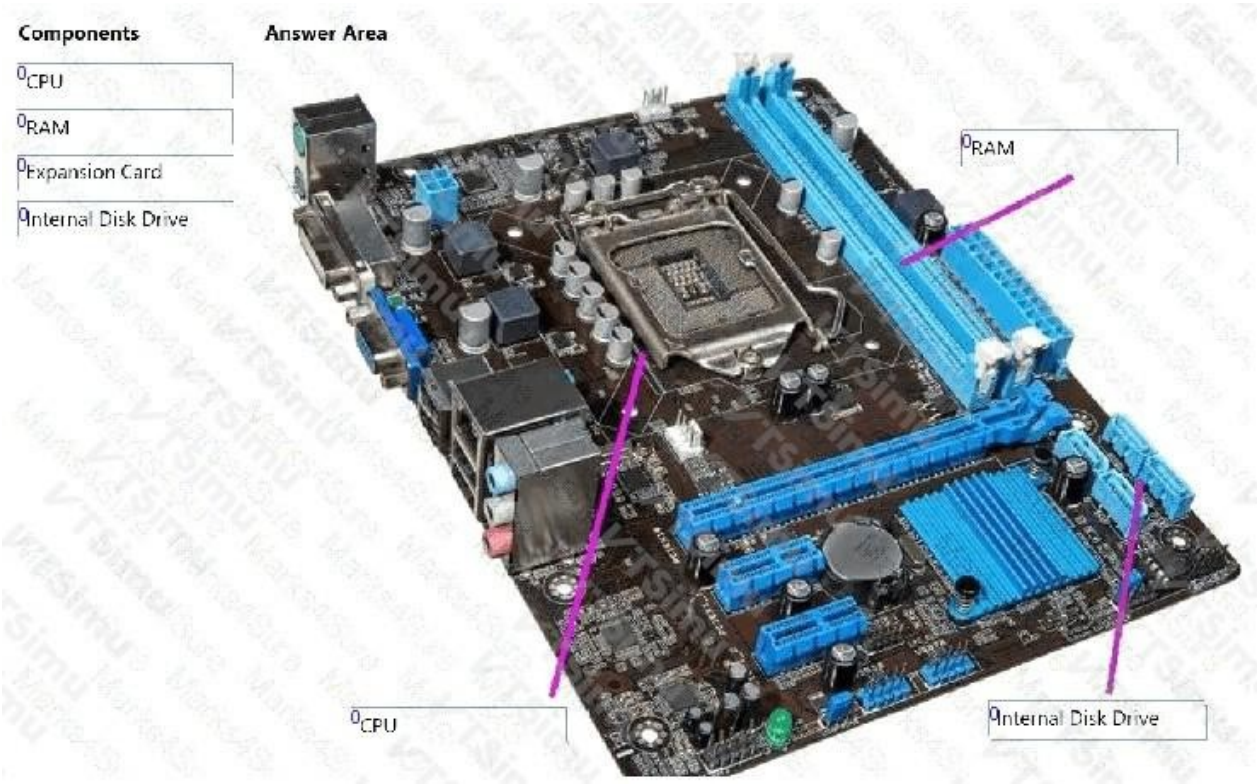
You need to assist the customer in identifying the installation location of three components.

To answer, move the appropriate components from the list on the left to the correct locations on the right. You may use each component once more than once, or not at all.

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



ANSWER:



Explanation:

The three callouts identify installation or connection locations by matching each component to the physical interface visible on the motherboard. The upper-right callout points directly to the long, parallel blue DIMM slots. These slots are designed to accept memory modules, so the correct component for that location is RAM. DIMM slots are positioned beside the processor socket to provide the memory channels used by the system processor. Cisco's hardware overview describes RAM as the system's working memory, installed in dedicated memory sockets on the motherboard: Cisco hardware overview.

The lower-left callout points to the square processor socket in the center of the board. This socket includes a retention mechanism that holds the processor in position and provides the electrical contacts between the CPU and motherboard. Therefore, CPU is the component that belongs at this marked location. The board's layout also places voltage-regulation components around this socket, which is characteristic of a processor installation area.

The lower-right callout points to the small blue SATA connectors on the motherboard edge. SATA is the standard internal data interface used to attach a hard disk drive or solid-state drive, making Internal Disk Drive the correct component for this target. A SATA data cable runs from one of these ports to the drive installed elsewhere in the computer case. The Serial ATA International Organization explains that SATA provides the connection interface for storage devices: SATA-IO Serial ATA. Thus, the correct completed mapping is RAM to the DIMM slots, CPU to the processor socket, and Internal Disk Drive to the SATA connectors.

QUESTION NO: 4 - (SIMULATION)

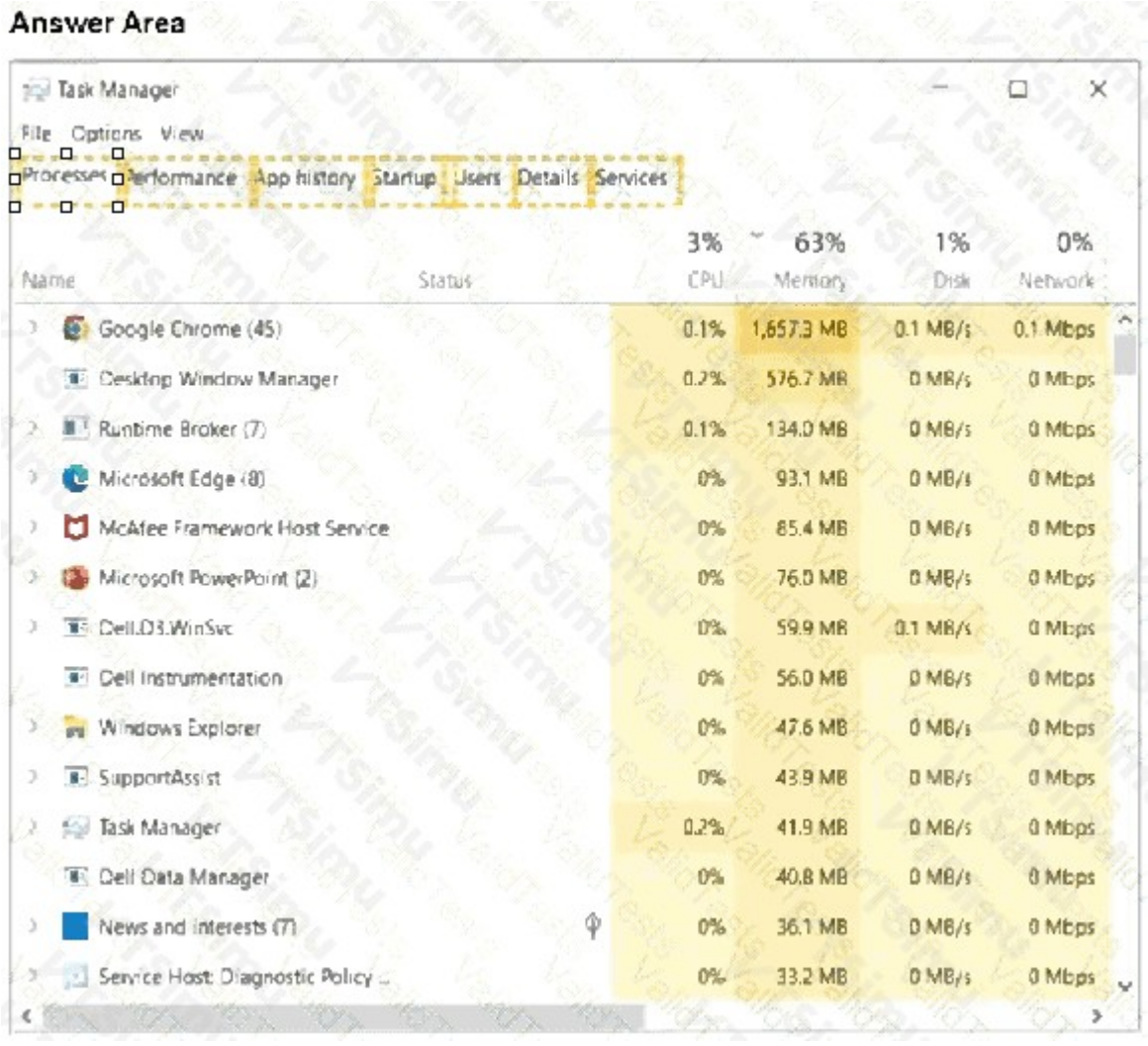
You need to help a Windows user close some Microsoft Edge pages that are no longer responding.

You guide them to Task Manager to perform the action.

In the answer area, select the tab that will allow the user to close a task.

Note: There might be multiple ways to complete this action.

Answer Area



ANSWER: See the explanation for the answer

Explanation:

Select the **Processes** tab in Task Manager.

On this tab, select **Microsoft Edge** and choose **End task** to close the nonresponsive Edge pages.

QUESTION NO: 5

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 encryption type used by the Wi-Fi network.

B. The IP address assigned to the computer.

C. The wireless network SSID.

D. The firewall settings currently applied.

E. The default gateway address configured on the computer.

ANSWER: B E

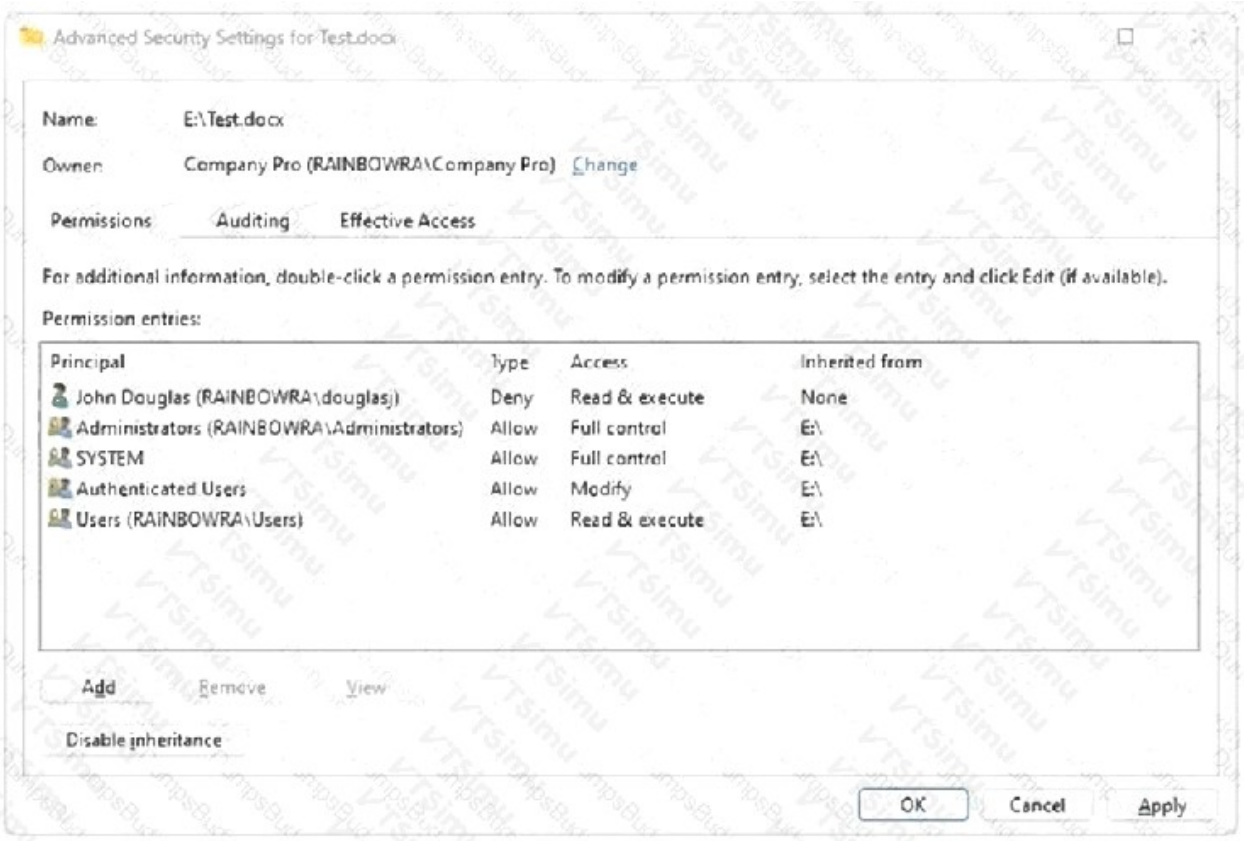
Explanation:

The IP address assigned to the computer and the default gateway address configured on the computer are both shown by the standard Windows `ipconfig` command. For each active network adapter, `ipconfig` displays the IPv4 and, where applicable, IPv6 addressing details currently configured on that interface. This lets a technician quickly verify whether the device has received a valid address appropriate for the office network or has an unexpected addressing configuration.

The command output also includes the default gateway for the adapter. The default gateway is the router address the computer uses to send traffic destined for networks outside its local subnet, including many office resources and the internet. Confirming that this value is present and matches the expected network gateway is a fundamental connectivity-troubleshooting step. Additional details, such as subnet mask and DNS suffix information, may also appear depending on the command parameters and adapter configuration. Microsoft documents `ipconfig` as a command that displays the current TCP/IP network configuration, including IP address and default gateway information. See Microsoft Learn: ipconfig and Microsoft Learn: IP address management.

QUESTION NO: 6

John indicates that he cannot edit the file Test.docx, which is stored on a network shared drive. John can access and edit other files on the shared drive. You review permissions for the file and see the permissions shown in the following screenshot.



Which change will allow John to access and edit the Test.docx file, while retaining account-level control?

A. Move the file to a different folder on the same shared drive.

B. Modify the NTFS permissions on the file to allow read & execute.

C. Modify the share permissions on the file to give John full control.

D. Tell John to modify the NTFS permissions on the file to allow read & execute.

E. Modify the NTFS permissions on Test.docx to remove the explicit Deny entry for John and grant his account Modify permission.

ANSWER: E

Explanation:

Modify the NTFS permissions on Test.docx to remove the explicit Deny entry for John and grant his account the Modify permission. NTFS permissions can be assigned directly to an individual user account, which preserves account-level control for this specific file. The displayed explicit Deny permission takes precedence over applicable Allow permissions, including permissions John may receive through group membership or inheritance. Removing that denial is therefore necessary before an Allow permission can give him effective access.

The Modify permission is the appropriate level for editing a document because it includes the capabilities needed to read, write, modify, and delete the file, without granting the ability to change permissions or take ownership. Assigning Modify directly to John after removing the explicit denial enables him to open and save changes to Test.docx while keeping administration of the file ACL under the control of an authorized administrator. Microsoft documents that explicit deny permissions override allow permissions and that effective access is determined by the combined applicable NTFS entries. See Microsoft icacls documentation and Microsoft Windows file security documentation.