Vendor: Cisco

Exam Code: 100-140

Exam Name: Cisco Certified Support Technician (CCST) IT Support

Version: DEMO

QUESTION 1
Hotspot Question

A customer has the following issue:

I cannot access files from my external disk drive on my Windows 10 laptop. The disk drive is not listed in Windows Explorer. I can access the files just fine on my other laptop that has the same operating system and drivers installed.

You need to assist the customer in solving this problem.

For each action select **Yes** if it might solve the problem and **No** if it will not solve the problem.

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

Answer Area

	Yes	No
Enable the drive in Device Manager.	○	○
Format the drive in Disk Management.	○	○
Map the drive to a letter in Windows Explorer.	○	○

Answer:

Answer Area

	Yes	No
Enable the drive in Device Manager.	○	○
Format the drive in Disk Management.	○	○
Map the drive to a letter in Windows Explorer.	○	○

Explanation:
Enabling the drive in Device Manager can restore a disabled device so it appears in Explorer.

Formatting would erase existing data and isn't needed if the drive works on another PC.

Mapping a drive letter in Explorer applies to network shares, not physical USB disks.

QUESTION 2
A customer reports the following problem:

I purchased a 256 GB USB drive to use for transferring files from my personal computer to my work computer. My personal computer runs Sonoma. My work computer runs Windows. I can copy files from my work computer to the USB drive. However, I cannot copy files from my personal computer to the USB drive.

What should the customer do to solve this problem?

A. Defragment the USB drive.
B. Run diagnostics on the USB drive to determine if the file system is corrupt.
C. Return the USB drive for a replacement.
D. Format the USB drive with exFAT file system.

Answer: D
Explanation:
The issue is likely caused by the USB drive being formatted in NTFS, which macOS Sonoma can read but not write to by default. Formatting the drive with the exFAT file system ensures full read/write compatibility between macOS and Windows.

QUESTION 3
Which two of the following are supported operating systems for Remote Desktop client connections? (Choose two.)

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

A. Windows 11 Pro
B. Windows 10 Enterprise
C. Windows 11 Home
D. Windows 10 Home

Answer: AB
Explanation:
Windows 11 Pro and Windows 10 Enterprise include the Remote Desktop Host feature and fully support incoming Remote Desktop client connections.

The Home editions (Windows 11 Home and Windows 10 Home) can initiate Remote Desktop sessions as clients but cannot act as a host to accept incoming connections.

QUESTION 4
An office uses a DHCP server for all computers on the network. A user calls to report problems connecting to the network. You discover that the computer has been configured with a manual IP address.

Which two possible negative effects could this have? (Choose two.)

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

A. Another user might lose network connectivity.
B. The PC may experience a failed `ping` test to its own IP.
C. The PC may lose complete access to the network.
D. The PC may connect to a different DHCP server.

Answer: AC

Explanation:
A manually assigned IP can conflict with the DHCP pool, causing another device that the DHCP server assigns the same address to lose connectivity.

If the static IP is outside the correct subnet or doesn't match the network's gateway/DNS settings, the PC may be unable to communicate on the network.

QUESTION 5
A customer calls the Help Desk and reports the following:

I keep getting an error that my system is low on memory when I run my video editing software.

Which process will allow the customer to locate the available memory of their device?

A. Ask the customer to open Event Viewer and select the **Applications and Services Log** tab.
B. Ask the customer to open Task Manager and select the **Performance** tab.
C. Ask the customer to open Settings and select the **Devices** tab.
D. Ask the customer to open Command Prompt and type in `ipconfig/all` and press **Enter**.

Answer: B
Explanation:
Task Manager's Performance tab provides real-time details on total, used, and available RAM, allowing the user to see memory availability.

QUESTION 6
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. **Passwords > Security Permissions**
B. **Desktop & Dock**
C. **Users & Groups > Add Group**
D. **Privacy and Security**

Answer: D
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.

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