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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.

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"> 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 4	<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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q164-Q169):

NEW QUESTION # 164

What should a technician consider when updating internal knowledge base articles after troubleshooting a recurring network issue?

- A. Provide a detailed account of the troubleshooting process, including both failed attempts and successful strategies
- B. Document every possible solution tried, regardless of its success
- C. Exclude any technical jargon to make the documentation accessible to non-technical staff
- D. Update the article with only the final successful solution to avoid clutter

Answer: A

Explanation:

Correct Answer: C. Provide a detailed account of the troubleshooting process, including both failed attempts and successful strategies. Detailing the entire troubleshooting process helps in future problem-solving by providing insights into what does and does not work, facilitating better understanding and quicker resolutions.

Option A is incorrect as documenting every attempted solution without context can lead to information overload and reduce the usefulness of the knowledge base.

Option B is incorrect because while it is important to highlight successful solutions, understanding the context and failure points can also be valuable.

Option D is incorrect because while accessibility is important, technical accuracy and specificity should not be sacrificed; technical terms can be defined within the article.

NEW QUESTION # 165

A user is attempting to transfer large video files from their computer to an external hard drive but finds the transfer speed to be slower than expected. The computer and external hard drive both support USB 3.0.

Which of the following might be the reason for the slow transfer speeds?

- A. The USB ports on the computer are dirty or damaged
- B. The computer is running on battery power
- C. The USB cable used is only USB 2.0 compliant
- D. The external hard drive is formatted with FAT32 file system

Answer: C

Explanation:

Correct Answer: A. The USB cable used is only USB 2.0 compliant. Using a USB 2.0 cable in a setup that supports USB 3.0 can significantly limit the transfer speed because USB 2.0 cables are designed for a maximum transfer rate of 480 Mbps, much lower

than USB 3.0's 5 Gbps capability.

Option B is incorrect because dirty or damaged USB ports might prevent the device from being recognized at all but wouldn't specifically slow down transfer rates if the connection is still being made.

Option C is incorrect because while FAT32 has file size limitations, it does not inherently slow down transfer speeds, provided the individual files are within the allowable size limits.

Option D is incorrect because running a computer on battery power can affect performance but does not specifically affect USB transfer speeds.

NEW QUESTION # 166

A user reports that their USB-connected headphones are not producing any sound on their workstation, although the headphones are recognized by the computer.

What is the most likely action to resolve this issue?

- A. Install a different media player software
- B. Replace the USB cable of the headphones
- C. Update the motherboard BIOS
- D. Check the sound settings to ensure the headphones are set as the default audio device

Answer: D

Explanation:

Correct Answer: B. Check the sound settings to ensure the headphones are set as the default audio device Often, the issue is that the headphones are not set as the default playback device in the sound settings, preventing them from playing audio even though they are recognized by the system.

Option A is incorrect. If the headphones are recognized by the computer, the USB cable is likely functioning properly.

Option C is incorrect. BIOS updates are generally not related to specific peripheral issues like headphone functionality.

Option D is incorrect. The media player software would not affect the recognition or settings of headphones at the system level.

NEW QUESTION # 167

A user needs to check the warranty and service coverage status of their MacBook Pro. Which section of the "About This Mac" should the IT support technician instruct the user to access?

- A. Support
- B. Storage
- C. Displays
- D. Overview

Answer: A

Explanation:

Correct Answer: D. Support The Support tab in the "About This Mac" window directs users to links where they can check their warranty and service coverage status by entering their device's serial number on the Apple website. This tab helps users quickly access service and support resources related to their Mac.

Option A is incorrect because the Overview tab provides general information about the Mac, such as the macOS version and hardware details, but not service or warranty coverage.

Option B is incorrect because the Displays tab only gives information about the screen's characteristics.

Option C is incorrect because the Storage tab shows details about the hard drive's capacity and available space, not support or warranty status.

NEW QUESTION # 168

What does "BYOD" mean in an IT support context?

- A. Build Your Own Device
- B. Bring Your Online Data
- C. Bring Your Own Device
- D. Buy Your Own Drive

Answer: C

NEW QUESTION # 169

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