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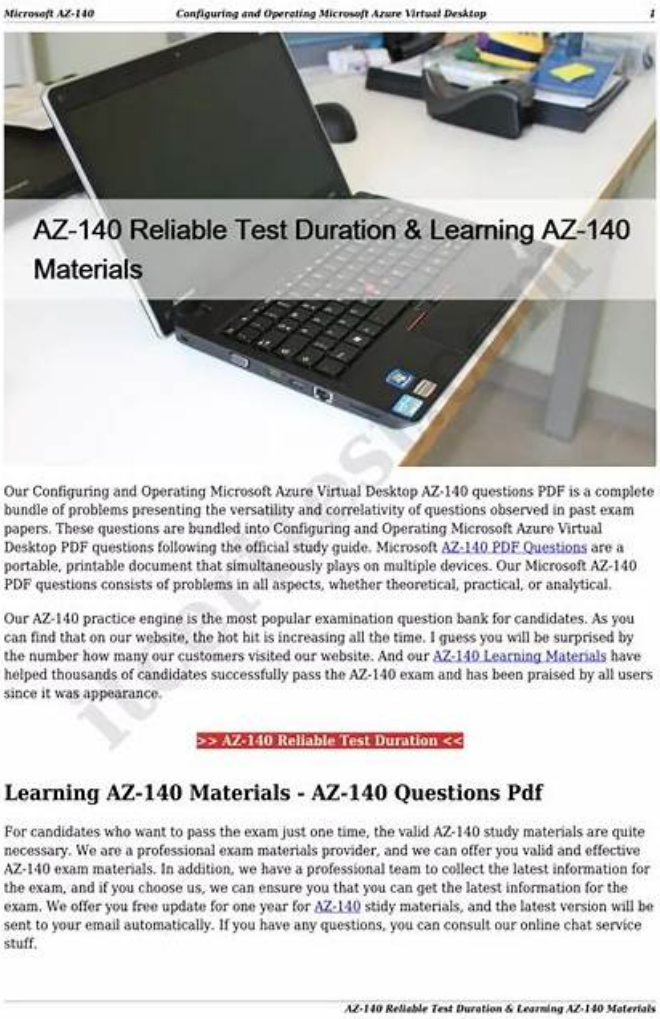

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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.
Topic 3	• 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 4	• Operating System and Application Issues: This part targets an Operating System Support Specialist and addresses resolving Windows and macOS issues, such as display settings, updates, permissions, power management, and data backup using cloud tools. It covers troubleshooting mobile device problems on iOS and Android operating systems and provides an understanding of virtualization and cloud concepts including major providers and virtual machines. This section also covers resolving common application issues like installation and security concerns.
Topic 5	• 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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q638-Q643):

NEW QUESTION # 638
A user is adding an additional network interface card (NIC) to their desktop computer for enhanced networking capabilities. The NIC is PCIe based.
Before installing the NIC, what is crucial for the technician to check regarding the PCIe slots on the motherboard?

- A. The number of free PCIe slots
- B. The size of the PCIe slots
- C. The speed of the PCIe slots
- D. The color of the PCIe slots

Answer: A

Explanation:
Correct Answer. C. The number of free PCIe slots Before installation, it's essential to check the number of free PCIe slots on the

motherboard to ensure there is available space for the new network interface card. This helps in planning the installation and ensuring other components are not displaced or hindered by lack of space.
Option A is incorrect because while the speed of the PCIe slots can affect performance, the primary concern for installation is slot availability.
Option B is incorrect because the size matters in terms of compatibility (e.g., x1, x4, x16), but knowing if there is a free slot is more fundamental for determining if the installation can proceed.
Option D is incorrect because the color of the PCIe slots typically serves to differentiate types or speeds but does not determine whether the NIC can be installed.

NEW QUESTION # 639
A technician needs to check network cables in a tight and cluttered server room. What safety precaution is most important to prevent accidents?

- A. Bring additional lighting to use if the server room lighting is insufficient
- B. Move quickly through the server room to minimize time spent in a confined space
- C. Use appropriate signage to indicate maintenance is in progress and secure loose cables before beginning work
- D. Keep all tools in a belt to avoid leaving them on the floor

Answer: C

Explanation:
Use appropriate signage to indicate maintenance is in progress and secure loose cables before beginning work Using signage to indicate that maintenance work is being carried out helps prevent others from entering and possibly interfering with the equipment or tripping over unsecured cables. Securing cables also minimizes the risk of tripping, which is crucial in a cluttered environment.
Option A is incorrect because moving quickly can increase the risk of tripping or damaging equipment.
Option C is incorrect as additional lighting, while helpful, does not prevent tripping hazards or physical injuries from unsecured cables.
Option D is incorrect because keeping tools in a belt, although useful for organization, does not address the main safety concerns in a cluttered server room.

NEW QUESTION # 640
While at work, you receive a phone call from someone claiming to be from your company's IT department. They ask for your password to troubleshoot a system issue allegedly affecting several team members.
What is the most appropriate action to take?

- A. Ask the caller for their employee ID and reason for the call to verify their identity
- B. Provide the password to help resolve the system issue quickly
- C. Tell the caller that you will call back through the official IT support channel
- D. Hang up and ignore the request since it seems suspicious

Answer: C

Explanation:
Correct Answer. B. Tell the caller that you will call back through the official IT support channel This ensures that you are communicating through verified company channels and not disclosing sensitive information to potential imposters.
Option A is incorrect. Providing your password compromises security and violates basic IT security policies.
Option C is incorrect. While verifying identity might seem thorough, it still involves interacting with a potentially fraudulent caller.
Option D is incorrect. While hanging up limits interaction, it fails to address the possibility of a legitimate IT issue that needs attention.

NEW QUESTION # 641
What should be done if there are multiple reports from employees about unauthorized access attempts on their accounts?

- A. Update antivirus software on all company devices
- B. Conduct a security audit to identify and address any vulnerabilities
- C. Encourage employees to use more complex passwords without additional actions
- D. Advise employees to not use their accounts until further notice

Answer: B

Explanation:
Correct Answer. C. Conduct a security audit to identify and address any vulnerabilities A security audit helps to comprehensively assess and mitigate risks associated with unauthorized access attempts, identifying potential weaknesses in the system's security posture.
Option A is incorrect as ceasing all account usage is impractical and may hinder business operations.
Option B is incorrect because updating antivirus software, while important, does not directly address unauthorized access to accounts.
Option D is incorrect because merely using complex passwords is insufficient without a broader security review and response plan.

NEW QUESTION # 642
A user reports that their device cannot access Internet services but can communicate with other local devices. A check reveals the device only has a link-local IPv6 address.
What should be investigated first?

- A. The status of the DHCPv6 scope on the DHCP server
- B. The link status on the network switch
- C. The configuration settings on the user's device for IPv6
- D. The IPv6 forwarding settings on the gateway router

Answer: A

Explanation:
Correct Answer. B. The status of the DHCPv6 scope on the DHCP server If a device only has a link-local address and cannot access the Internet, it's critical to verify the DHCPv6 server is active and correctly configured to assign global unicast addresses.
Option A is incorrect. Configuration settings may affect connectivity but are not the primary concern if only link-local addresses are being assigned.
Option C is incorrect. Link status would affect all network connectivity, not just global address assignment.
Option D is incorrect. IPv6 forwarding is important but would not cause a device to only have a link-local address.

NEW QUESTION # 643
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