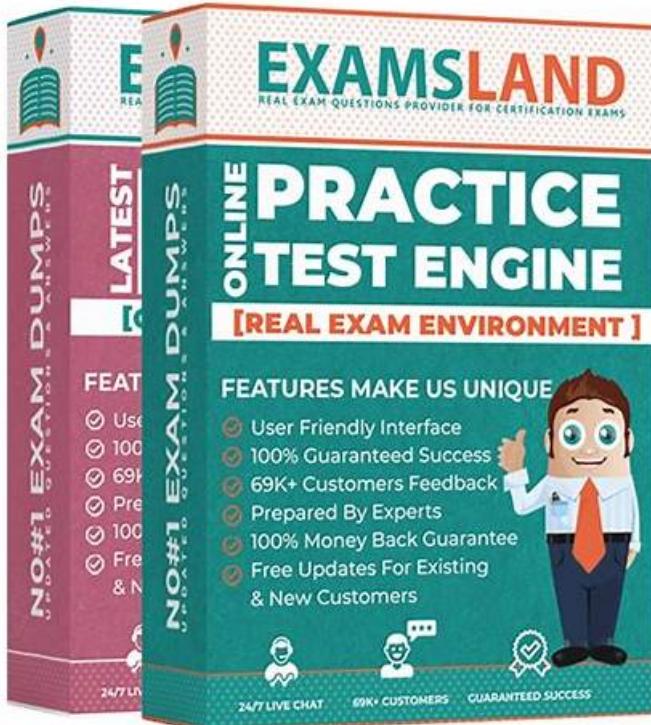# 100-140 Latest Exam Practice, 100-140 Exam Flashcards

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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	• 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 3	• 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 4	• 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 5	• 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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q137-Q142):

NEW QUESTION # 137
During a presentation, a user's wireless keyboard suddenly stops working. The keyboard was functioning properly earlier in the day. What is the most likely solution to this problem?

- A. Move the keyboard closer to the receiver
- B. Adjust the keyboard's language settings
- C. Install keyboard management software
- D. Connect the keyboard using a USB cable

Answer: A

Explanation:
Correct Answer. A. Move the keyboard closer to the receiver Wireless keyboards can experience connectivity issues if the distance from the receiver is too great or if there are obstructions.
Moving it closer can help ensure a stable connection.
Option B is incorrect. While this could temporarily solve the problem, it doesn't address the wireless connectivity issue.
Option C is incorrect. Language settings would affect the input/output of the keyboard but not its connectivity.
Option D is incorrect. Management software typically does not affect basic connectivity issues.

NEW QUESTION # 138

A user is experiencing performance issues and suspects that their computer might be overheating. What section of the Windows System Information tool should the IT support technician advise the user to check to view the system's thermal status?

- A. Components > Infrared
- B. Components > Cooling
- C. Hardware Resources > I/O
- D. System Summary

Answer: B

Explanation:
Correct Answer. C. Components > Cooling The "Components > Cooling" section of the Windows System Information tool is designed to provide information related to the cooling systems of the computer, such as fan statuses and thermal conditions, which can help in diagnosing overheating issues.
Option A is incorrect because System Summary does not provide specific details about the thermal or cooling status of the system.
Option B is incorrect because Components > Infrared relates to infrared device information, not cooling or thermal management.
Option D is incorrect because Hardware Resources > I/O deals with input/output settings and does not cover thermal management or cooling system statuses.

NEW QUESTION # 139
A support technician needs to instruct a remote user on how to locate the host name of their Windows 10 device using the Command Prompt.
Which of the following commands should the technician advise the user to enter?

- A. netstat -r
- B. ping localhost
- C. ipconfig /all
- D. hostname

Answer: D

Explanation:
Correct Answer. B. hostname The hostname command is specifically used to display the host name of the current device. This command provides a direct and simple way to view the host name without additional unrelated network details.
Option A is incorrect because ipconfig /all displays all the current TCP/IP network configuration values and does not specifically show the host name.
Option C is incorrect because ping localhost tests the network communication ability of the local host with itself and does not display the host name.
Option D is incorrect because netstat -r displays the routing table, which also does not provide information on the host name.

NEW QUESTION # 140
A technician is tasked with sending PII data to a partner company for processing. What company policy should the technician follow to ensure compliance with data protection laws and maintain confidentiality?

- A. Use a courier service to physically transport the data in unencrypted form
- B. Send the data via unencrypted email for ease of access
- C. Transmit the data through a secure, encrypted file transfer protocol
- D. Post the data on a public cloud service and provide the partner with access

Answer: C

Explanation:
Correct Answer. C. Transmit the data through a secure, encrypted file transfer protocol Using encrypted file transfer protocols is essential to ensure the secure transmission of PII, protecting the data from unauthorized interception and access during transfer.
Option A is incorrect because sending PII via unencrypted email exposes the data to potential interception and is a violation of most data protection policies.
Option B is incorrect as transporting unencrypted sensitive data physically still poses significant security risks, such as potential loss or theft.
Option D is incorrect because posting sensitive data on a public cloud service without stringent access controls and encryption

exposes the data to significant risks.

NEW QUESTION # 141

A guest reports that they can see the public WLAN SSID but experience very slow connectivity speeds.
What should the technician investigate first?

- A. The total number of devices currently connected to the WLAN
- B. The bandwidth limit set for the guest SSID
- C. The proximity of the guest to the server room
- D. The security type used by the WLAN

Answer: A

Explanation:
Correct Answer. A. The total number of devices currently connected to the WLAN High device load on a WLAN can significantly reduce performance and connectivity speeds for all connected devices.
Option B is incorrect. Bandwidth limits could affect speed but would be consistent regardless of the number of devices.
Option C is incorrect. The security type can affect connection processes but not the speed post- connection.
Option D is incorrect. Proximity to the server room impacts wired connectivity more significantly than WLAN speed, which is more about proximity to the access point.

NEW QUESTION # 142

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