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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	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	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	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.

2025 100-140: Accurate Cisco Certified Support Technician (CCST) IT Support Reliable Real Test

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q331-Q336):

NEW QUESTION # 331

How should a technician use search engine results when updating internal documentation on software installation errors?

- A. Summarize solutions from authoritative and trusted tech sites to enhance internal guidelines
- B. Copy and paste the most common solutions found on tech blogs directly into the documentation
- C. Document only those solutions that appear in paid advertisements for reliability
- D. Ignore outdated solutions and only document the newest methods, regardless of their testing status

Answer: A

Explanation:

Correct Answer. B. Summarize solutions from authoritative and trusted tech sites to enhance internal guidelines Compiling and summarizing proven solutions from reliable and authoritative sources helps create comprehensive and dependable internal documentation that can aid future troubleshooting efforts.

Option A is incorrect because directly copying information can lead to issues with accuracy and copyright.

Option C is incorrect because new methods should be tested and validated before being documented as they may not always be reliable.

Option D is incorrect as the presence of solutions in advertisements does not necessarily correlate with their reliability or applicability.

NEW QUESTION # 332

When implementing changes to resolve an IT issue based on a pre-established plan, which of the following steps should be prioritized to ensure the changes are correctly applied?

- A. Randomly test different solutions to see if the issue is resolved
- B. Adjust the firewall settings regardless of the specific IT issue
- C. Confirm that the changes align with company policies and security requirements
- D. Implement changes during peak business hours to get immediate feedback

Answer: C

Explanation:

Correct Answer. B. Confirm that the changes align with company policies and security requirements Ensuring that all changes are compliant with company policies and security standards is crucial in the problem-solving process. This step prevents potential legal and security risks while ensuring that the changes made are suitable within the operational framework of the organization.

Option A is incorrect because adjusting firewall settings should be issue-specific and not a generalized first step.

Option C is incorrect as random testing is inefficient and can introduce new problems rather than solving the existing one.

Option D is incorrect because changes should ideally be implemented during off-peak hours to minimize disruption to business operations.

NEW QUESTION # 333

A user is unable to access certain network resources which they previously had access to. You suspect an issue with their account

permissions.

Which Active Directory feature should you check first to resolve this issue?

- A. User's account status
- **B. User's group membership**
- C. User's login script
- D. User's password expiration

Answer: B

Explanation:

Correct Answer. C. User's group membership Group membership in Active Directory often controls access to network resources through group policies. If a user suddenly loses access, it is essential to verify if there have been any changes to their group memberships which might affect their permissions.

Option A is incorrect because the login script primarily automates the launch of programs and mapping network drives at login, rather than directly controlling access permissions.

Option B is incorrect because while the account status (enabled or disabled) affects access, the scenario suggests the user can log in but lacks specific permissions, pointing more towards group-related issues.

Option D is incorrect because password expiration would prevent the user from logging in at all, rather than affecting access to specific resources.

NEW QUESTION # 334

A user needs to connect a keyboard and a mouse to their laptop, but the laptop has only one available USB-A port.

Which of the following solutions should the IT support technician recommend?

- A. Use a USB-A to USB-C adapter
- **B. Use a USB-A hub to expand the number of available USB-A ports**
- C. Connect the keyboard and mouse using an Ethernet adapter
- D. Replace the keyboard and mouse with Bluetooth models

Answer: B

Explanation:

Correct Answer. B. Use a USB-A hub to expand the number of available USB-A ports A USB-A hub is the most practical solution for connecting multiple devices to a single USB-A port. It allows multiple USB-A devices to be connected simultaneously, providing an efficient and cost-effective way to expand the connectivity without needing wireless technology or different adapters.

Option A is incorrect because a USB-A to USB-C adapter changes the port type but does not expand the number of devices that can be connected.

Option C is incorrect because replacing the keyboard and mouse with Bluetooth models involves additional cost and does not use the existing USB-A port.

Option D is incorrect because using an Ethernet adapter for connecting a keyboard and mouse is not feasible as these devices do not have Ethernet compatibility.

NEW QUESTION # 335

A network technician is troubleshooting a new IPv6 deployment where end devices are only receiving link-local addresses.

What should be the technician's first step to ensure devices obtain global addresses?

- **A. Confirm that the DHCPv6 server is configured to distribute global unicast addresses**
- B. Increase the subnet size on the network router
- C. Check the physical connectivity of the end devices to the network switches
- D. Manually set a global unicast address on each end device

Answer: A

Explanation:

Correct Answer. A. Confirm that the DHCPv6 server is configured to distribute global unicast addresses Link-local addresses are automatically assigned to IPv6 devices on a local link; a device only receives a global unicast address from a DHCPv6 server if it is properly configured to do so.

Option B is incorrect.

Increasing the subnet size does not affect DHCPv6 address distribution.

Option C is incorrect. While physical connectivity issues can affect network access, they do not influence the type of IPv6 addresses assigned.

Option D is incorrect. Manually setting addresses is not scalable and does not resolve underlying DHCPv6 configuration issues.

NEW QUESTION # 336

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