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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	• 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 3	• 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q213-Q218):

NEW QUESTION # 213

A help desk technician is assisting a customer with setting up access from their Windows computer to a shared company folder. What should the technician do?

- A. Modify the user's account to have administrative privileges.
- B. Change the network profile to public.
- C. Disable the antivirus software temporarily.
- **D. Choose a drive letter and specify the path to the shared folder.**

Answer: D

Explanation:

To access a shared folder from a Windows computer, the technician should map a network drive by choosing a drive letter and specifying the path (e.g., \\ServerName\SharedFolder). This enables easy and persistent access to the shared folder.

NEW QUESTION # 214

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 # 215

An IT support company has recently restructured its help desk to improve queue management.

After the restructuring, a significant reduction in customer wait times was noticed.

Which of the following best explains this improvement?

- A. Increased use of automated ticket generation
- B. Random assignment of tickets to available technicians
- C. Assignment of tickets based on technician availability
- D. Implementation of first-in, first-out (FIFO) ticket handling

Answer: D

Explanation:

Correct Answer. C. Implementation of first-in, first-out (FIFO) ticket handling The improvement in customer wait times can most effectively be attributed to the implementation of a first-in, first-out (FIFO) ticket handling strategy, where tickets are processed in the order they are received. This ensures a fair and predictable management of the queue, leading to improved customer satisfaction and reduced wait times.

Option A is incorrect because automated ticket generation improves ticket capture but not necessarily queue management.

Option B is incorrect as it might help in faster processing but does not inherently reduce customer wait times compared to FIFO.

Option D is incorrect because random assignment can lead to inefficiencies and increased variability in response times.

NEW QUESTION # 216

A user cannot access their video conferencing meetings through the mobile app, receiving an error that the server is unreachable.

What should be the user's first course of action?

- A. Change their login credentials
- B. Ensure the app is updated to the latest version
- C. Reset the router to improve network connectivity
- D. Disable the device's firewall settings

Answer: B

Explanation:

Correct Answer. B. Ensure the app is updated to the latest version Updating the app to the latest version can resolve issues related to connectivity and compatibility, especially if the error indicates problems reaching the server.

Option A is incorrect because while resetting the router can solve general connectivity issues, it does not specifically address problems with app functionality.

Option C is incorrect as changing login credentials is unlikely to affect server connectivity issues unless the account is specifically being blocked.

Option D is incorrect because disabling firewall settings is a security risk and generally does not solve specific app connectivity problems unless the firewall is known to block the app.

NEW QUESTION # 217

A user reports that their computer is not recognizing the newly connected USB webcam. What should the technician check first to troubleshoot this issue?

- A. Ensure the webcam is connected to a USB 3.0 port
- B. Install the latest operating system updates

- C. Update the webcam's firmware
- **D. Check if the USB port is functioning by connecting another device**

Answer: D

Explanation:

Correct Answer. C. Check if the USB port is functioning by connecting another device Verifying the functionality of the USB port by using another device is a quick and effective way to determine if the problem lies with the port or the webcam itself.

Option A is incorrect. Operating system updates are important, but not the first step when a device is not recognized.

Option B is incorrect. While USB 3.0 ports offer better performance, USB webcams generally work across USB versions unless specified.

Option D is incorrect. Firmware updates require the device to be recognized by the computer, which is not the case here.

NEW QUESTION # 218

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