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### Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• <b>Job Roles:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Connectivity and Resource Access Issues:</b> 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.</li> </ul>

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

### NEW QUESTION # 213

A user needs to connect a modern laptop with only USB-C ports to an older monitor that supports only VGA input. Which type of converter should the IT support technician recommend?

- A. USB-C to VGA converter
- B. USB-C to HDMI converter
- C. USB-C to DVI converter
- D. USB-C to DisplayPort converter

**Answer: A**

Explanation:

Correct Answer. B. USB-C to VGA converter A USB-C to VGA converter is the most appropriate choice for connecting a laptop with USB-C ports to an older monitor that only supports VGA input.

This converter will adapt the digital signal from the USB-C to the analog signal required by the VGA interface, ensuring compatibility between the devices.

Option A is incorrect because HDMI does not provide the analog output needed for a VGA-only monitor.

Option C is incorrect because DVI, like HDMI, primarily carries digital signals and would require additional conversion to analog for VGA compatibility.

Option D is incorrect because DisplayPort also primarily supports digital signals and would not interface directly with an older VGA monitor without additional conversion.

### NEW QUESTION # 214

During a TeamViewer session, how should a technician handle a situation where they need to access a user's sensitive files to troubleshoot an issue?

- A. Record the session without consent to document the necessity of accessing sensitive files
- B. Inform the user and request permission to access the specific files needed for troubleshooting
- C. Proceed to access the files without informing the user to maintain the flow of the session
- D. Avoid accessing the files and attempt to solve the issue without direct file access

**Answer: B**

Explanation:

Informing the user and requesting permission not only adheres to ethical guidelines but also maintains transparency and builds trust during the remote support process.

Option A is incorrect because accessing sensitive files without user consent can violate privacy and trust.

Option C is incorrect because it may prevent the technician from fully resolving the issue if file access is crucial.

Option D is incorrect because recording the session without consent is unethical and could violate both legal and company policies.

### NEW QUESTION # 215

A user cannot install a new app because they receive an error about insufficient storage. What is the best recommendation?

- A. Clear the cache of the mobile device
- B. Update the device's operating system
- C. Restart the mobile device
- **D. Uninstall unused apps and delete unnecessary files**

**Answer: D**

Explanation:

Correct Answer. B. Uninstall unused apps and delete unnecessary files Freeing up space by removing unused applications and deleting files like old photos, videos, and documents is the most direct way to resolve storage issues that prevent new app installations.

Option A is incorrect as clearing the cache might free up some space, but it may not be sufficient for installing new apps.

Option C is incorrect as restarting the device does not free up a significant amount of storage.

Option D is incorrect because updating the operating system generally requires additional storage and would not solve an existing storage shortage.

### NEW QUESTION # 216

A software development company needs to host a highly available web application that can automatically adjust its compute capacity based on user demand.

Which AWS service should they primarily utilize?

- A. Amazon S3
- B. AWS IAM
- C. Amazon Glacier
- **D. Amazon EC2 Auto Scaling**

**Answer: D**

Explanation:

Correct Answer. B. Amazon EC2 Auto Scaling Amazon EC2 Auto Scaling helps ensure that the application has the correct amount of compute capacity to handle the demand by automatically adjusting the number of Amazon EC2 instances available.

Option A is incorrect because Amazon S3 is primarily for storage and would not directly handle compute capacity needs for web applications.

Option C is incorrect as Amazon Glacier is used for long-term archival storage and is not suitable for hosting applications.

Option D is incorrect because AWS IAM (Identity and Access Management) manages access to AWS services and resources securely, not compute capacity.

### NEW QUESTION # 217

An IT support technician is assisting a user who needs to map Google Drive as a network drive on their Windows 10 computer to facilitate easier file management and offline access.

What is the most effective way to achieve this?

- **A. Install and configure Google Drive for desktop**
- B. Use the built-in Windows "Map Network Drive" feature in File Explorer
- C. Create a new network location using the FTP protocol
- D. Directly modify Windows Registry to recognize Google Drive

**Answer: A**

Explanation:

Google Drive for desktop integrates Google Drive with the File Explorer, allowing users to stream their drive files directly from the cloud, sync selected directories in Google Drive to local copies, and map Google Drive as a network drive effectively.

Option A is incorrect because the standard Windows "Map Network Drive" feature does not natively support mapping cloud storage services like Google Drive without additional software.

Option C is incorrect because FTP is not used for connecting to Google Drive and would not provide secure or functional

integration.

Option D is incorrect because modifying the Windows Registry is not a supported or safe method for mapping Google Drive as a network drive.

## NEW QUESTION # 218

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