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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • 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 2	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 4	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q514-Q519):

NEW QUESTION # 514

Which command can be used to force a background update of all Group Policy settings, including security settings, without logging off?

- A. gpupdate /boot
- **B. gpupdate /force**
- C. gpupdate /sync
- D. gpupdate /logoff

Answer: B

Explanation:

The gpupdate /force command re-applies every policy, new and old, which effectively refreshes all settings that are set by the prevailing group policies, including security settings, without the need for logging off or restarting the computer.

Option A is incorrect because gpupdate /logoff forces a logoff after the Group Policy settings have been updated, which is necessary when the changes cannot be applied while the user is logged on.

Option C is incorrect as gpupdate /sync causes the computer to wait for the next computer startup or user logon to apply the policy

changes synchronously.

Option D is incorrect because `gupdate /boot` forces a reboot of the computer to apply policies that can only be applied during boot.

NEW QUESTION # 515

A desktop support technician is tasked with replacing the power cables for a series of desktop computers that have recently been updated to a newer model. The technician notices that the new desktops have a different power supply unit (PSU) design. Which type of power cable should the technician ensure is used for the newer desktop models?

- **A. Standard three-prong power cable**
- B. Universal USB power cable
- C. Proprietary laptop-style power adapter
- D. Standard two-prong power cable

Answer: A

Explanation:

Correct Answer. B. Standard three-prong power cable Most modern desktop computers require a standard three-prong power cable, also known as a C13/C14 coupler. This cable is suitable for connecting the desktop to an AC power source, providing a grounded and safe power connection necessary for the higher power requirements of newer desktop models.

Option A is incorrect because two-prong power cables typically do not provide grounding, which is essential for the safety and proper operation of desktop computers.

Option C is incorrect because USB power cables are not capable of delivering the required voltage and current for desktop computers.

Option D is incorrect because desktop computers do not use proprietary adapters similar to those used for laptops; they generally use standardized cables.

NEW QUESTION # 516

An external SSD that was functioning correctly with a Windows machine is now failing to work on a Mac. What should the technician check first to resolve this issue?

- A. Check the network settings on the Mac
- **B. Reformat the SSD to a file system compatible with both operating systems**
- C. Replace the SSD's USB cable
- D. Update the SSD firmware to the latest version

Answer: B

Explanation:

Correct Answer. A. Reformat the SSD to a file system compatible with both operating systems To ensure compatibility across different operating systems, the SSD should be formatted with a file system that both Windows and Mac can read and write, such as exFAT.

Option B is incorrect. If the drive was working previously on another machine without cable issues, the cable is likely not at fault.

Option C is incorrect. While firmware updates can resolve some issues, file system compatibility is a more likely cause when switching between OS types.

Option D is incorrect. Network settings would not impact the recognition of a directly connected external SSD.

NEW QUESTION # 517

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

Answer: C

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 # 518

During a troubleshooting session, a user needs to verify if their iMac's processor is compatible with a newly released software application.

Which tool should the technician instruct the user to access to find detailed information about the processor?

- A. Terminal and type `sysctl -a | grep machdep.cpu`
- **B. System Information utility**
- C. Activity Monitor and check the CPU tab
- D. About This Mac from the Apple menu

Answer: B

Explanation:

Correct Answer: B. System Information utility The System Information utility on a Mac provides extensive details about the hardware, including the processor type, speed, and other specifications, which are necessary to determine compatibility with software applications.

Option A is incorrect because About This Mac provides only basic information about the processor, such as the type and model, but lacks detailed specifications.

Option C is incorrect because the Terminal command, while detailed, may provide too much technical data that is difficult for average users to interpret accurately.

Option D is incorrect because the Activity Monitor primarily focuses on the current usage of the CPU rather than its specifications.

NEW QUESTION # 519

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