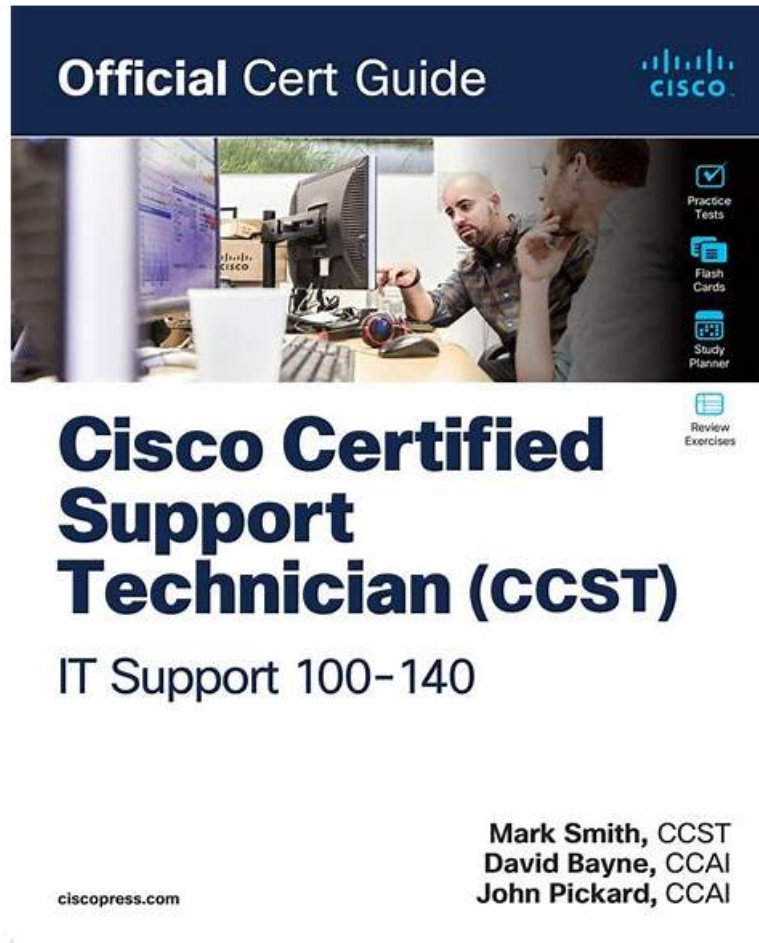


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### Cisco 100-140 Exam Syllabus Topics:

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>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>

### Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q333-Q338):

#### NEW QUESTION # 333

How should a technician approach conflicting solutions found in different knowledge base articles when addressing a network security breach?

- A. Choose the longest and most detailed article's solution assuming it covers all bases
- B. Implement the easiest solution first to check if it resolves the issue quickly
- C. Ignore older articles and use the most recent one regardless of its depth
- D. Synthesize information from various credible articles to form a comprehensive response plan

**Answer: D**

Explanation:

Correct Answer: B. Synthesize information from various credible articles to form a comprehensive response plan Combining insights from multiple credible sources can provide a more robust and effective solution, especially in complex scenarios like security breaches.

Option A is incorrect because the ease of implementation does not guarantee effectiveness, especially in security matters.

Option C is incorrect because length and detail do not necessarily equate to quality or relevance.

Option D is incorrect because recent articles may not always provide the best advice if not evaluated within a broader context of

existing knowledge.

#### NEW QUESTION # 334

A user needs to backup important documents from their Windows laptop to ensure they are protected in case of a system failure. Which of the following is the best step to achieve this using OneDrive?

- A. Set up file history to backup directly to OneDrive
- B. Configure Windows Backup to include the OneDrive folder
- C. Manually copy and paste the documents into the OneDrive folder on their laptop
- D. Use the OneDrive website to upload files manually every day

**Answer: C**

Explanation:

Correct Answer. A. Manually copy and paste the documents into the OneDrive folder on their laptop By copying documents into the OneDrive folder, they are automatically synced to the cloud, providing a seamless backup solution that also allows for access from any device where the user is signed into their OneDrive account.

Option B is incorrect because Windows Backup does not directly integrate with OneDrive for backup purposes Option C is incorrect because while feasible, manual uploads do not utilize the integrated syncing capabilities of the OneDrive desktop app, which is more efficient Option D is incorrect because File History does not support backing up directly to OneDrive and is typically used with an external drive

#### NEW QUESTION # 335

What is a potential drawback of mapping Dropbox as a network drive in a corporate environment that IT support should be aware of?

- A. Dependency on internet connectivity for access to files
- B. Reduced security due to cloud-based storage
- C. Increased local storage usage on each user's computer
- D. Automatic encryption of all stored files

**Answer: A**

Explanation:

Mapping Dropbox as a network drive means that users will depend on an active internet connection to access their files. This could be problematic in areas with unstable internet connectivity or during network outages.

Option A is incorrect because mapping as a network drive does not necessarily use more local storage unless files are set to be available offline.

Option B is incorrect because Dropbox provides strong security measures, and using it as a network drive does not inherently reduce security.

Option D is incorrect because while Dropbox does offer encryption, it's not an automatic consequence of mapping it as a network drive.

#### NEW QUESTION # 336

During an online banking session, a user notices that pages are loading incorrectly or displaying outdated information. What should they do first to try and fix this issue?

- A. Change their online banking password
- B. Switch to a different Internet service provider
- C. Clear the browser cache
- D. Delete the browser history

**Answer: C**

Explanation:

Clearing the browser cache removes stored data that may prevent web pages from loading updated content correctly, which is essential for sites like online banking where information changes frequently.

Option A is incorrect because deleting history affects only the list of visited sites and does not typically impact how web pages are

loaded Option C is incorrect because changing a password does not affect how web pages are rendered or updated Option D is incorrect because switching ISPs is an extreme and largely irrelevant action for this type of issue

### NEW QUESTION # 337

A user complains about their MacBook's battery draining faster than usual. To assist in diagnosing apps that might be consuming significant power, which tab in the Activity Monitor should the IT support technician direct the user to view?

- A. Disk
- B. CPU
- C. Energy
- D. Network

**Answer: C**

Explanation:

Correct Answer: A. Energy The Energy tab in Activity Monitor provides detailed information about the energy impact of each app on the system, which can help identify which applications are using significant battery power. This is particularly useful for troubleshooting battery life issues.

Option B is incorrect because while the CPU tab shows how much processor power each application is using, it does not provide direct insights into battery usage.

Option C is incorrect because the Disk tab focuses on disk access and utilization, which is less related to direct battery consumption.

Option D is incorrect because the Network tab shows data sent and received over network connections, which is useful for network performance but not specifically for battery drain analysis.

### NEW QUESTION # 338

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