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Cisco 100-140 Exam Syllabus Topics:

Topic	Details

Topic 1	<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.
Topic 2	<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 3	<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 4	<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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q138-Q143):

NEW QUESTION # 138

A company wants to ensure that their employees can access shared documents stored in Dropbox from their Windows workstations as if they were stored on a local network drive. What is the most straightforward method to achieve this?

- A. Directly integrate Dropbox using Windows SMB service
- B. Configure each workstation with FTP access to Dropbox
- **C. Use the Dropbox app to create a synchronized folder on each workstation**
- D. Use third-party software to map Dropbox as a network drive

Answer: C

Explanation:

The Dropbox application allows for the creation of a synchronized folder that behaves much like a local directory, automatically syncing files and folders between Dropbox and the user's computer, providing an easy and efficient way to access files stored in Dropbox.

Option A is incorrect because Dropbox does not support direct FTP access for file synchronization or mapping.

Option C is incorrect because SMB protocol is not used for direct integration with cloud storage services like Dropbox without specific third-party software or configurations.

Option D is incorrect because although it is possible, it's not the most straightforward method compared to using the native Dropbox application, which provides robust support and integration.

NEW QUESTION # 139

When using remote management software to resolve an issue on an end user's device, what is the best practice for ensuring that the user's data remains confidential?

- **A. Limit the scope of remote access to only those systems and files that are relevant to the issue at hand**
- B. Request the user to leave the workstation during the remote session to maintain privacy

- C. Keep the remote session open after resolution in case the user reports additional issues
- D. Automatically copy all user files to a secure location for backup before starting troubleshooting

Answer: A

Explanation:

Correct Answer. A. Limit the scope of remote access to only those systems and files that are relevant to the issue at hand Limiting access ensures that the technician does not expose or manipulate unnecessary files, thus maintaining data confidentiality and adhering to privacy standards.

Option B is incorrect as copying files without explicit user consent can breach confidentiality and may not be necessary for troubleshooting.

Option C is incorrect because asking the user to leave their workstation could undermine trust and does not effectively ensure data privacy.

Option D is incorrect as leaving a remote session open can pose a security risk and is not an efficient use of resources.

NEW QUESTION # 140

A user reports that their smartphone is not charging when plugged into a wall charger. What is the first troubleshooting step you should recommend?

- A. Replace the smartphone battery
- **B. Try a different charging cable and adapter**
- C. Update the phone's software
- D. Reset the smartphone to factory settings

Answer: B

Explanation:

Correct Answer. B. Try a different charging cable and adapter The most common and easily addressable issue with charging problems is often related to faulty cables or adapters. Testing with a different charging cable and adapter can quickly determine if the issue is with the charging accessories rather than the phone itself.

Option A is incorrect because replacing the battery is a more invasive and costly action that should be considered only after simpler fixes have been ruled out Option C is incorrect because a factory reset is too drastic for an initial troubleshooting step and does not directly address hardware-related charging issues Option D is incorrect as software updates are less likely to impact charging unless the issue is specifically related to a known bug affecting the charging process

NEW QUESTION # 141

During a meeting, a user's laptop with a USB-C port fails to charge when connected to a docking station. What is the most likely reason for this issue that the IT support technician should investigate first?

- A. The USB-C cable is too long
- B. The docking station is not plugged into an AC power source
- **C. The docking station uses a USB-C cable that does not support Power Delivery (PD)**
- D. The laptop requires a proprietary charger

Answer: C

Explanation:

For a USB-C connection to charge a laptop, especially through a docking station, the cable and docking station must support USB Power Delivery (PD). This feature enables higher power transfer over USB-C, essential for charging laptops. If the docking station or the cable lacks PD support, the laptop will not charge effectively.

Option B is incorrect because cable length can affect data transfer and charging efficiency, but it is less likely to be the primary reason for no charging if the setup previously worked.

Option C is incorrect because while some laptops may require proprietary chargers, most modern laptops with USB-C are designed to be charged via USB-C PD.

Option D is incorrect because while possible, it's assumed that basic setup checks like ensuring the docking station's power source have already been made.

NEW QUESTION # 142

A user reports that emails from their clients are consistently going into their spam folder. What should they do to ensure these emails go to their inbox?

- A. Delete the spam folder to prevent emails from being misclassified
- B. Disable the spam filter on their email account
- C. Mark the emails as "Not Spam" in their email client
- D. Send a notification to all clients to change their sending address

Answer: C

Explanation:

Correct Answer. A. Mark the emails as "Not Spam" in their email client Marking the emails as

"Not Spam" helps the email system learn to recognize these emails as legitimate, improving the accuracy of the spam filter over time. Option B is incorrect because deleting the spam folder does not address the misclassification issue and is not practical in most email systems.

Option C is incorrect as it places the burden on the sender and may not solve the spam classification issue.

Option D is incorrect because disabling the spam filter exposes the user to potential threats and unwanted emails.

NEW QUESTION # 143

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