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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">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.

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 (Q341-Q346):

NEW QUESTION # 341

A user needs to monitor the disk usage and free space of their Linux server regularly. Which command should the IT support technician suggest for detailed disk usage statistics?

- A. du -sh *
- **B. df -h**
- C. top
- D. mount

Answer: B

Explanation:

Correct Answer. C. df -h The df -h command (disk free) provides concise information about each mounted filesystem, including total space, used space, free space, and mount points, all formatted in human-readable form (e.g., GB, MB).

Option A is incorrect because top primarily monitors CPU and memory usage, not disk space.

Option B is incorrect because du -sh * shows the disk usage of files and directories in the current directory, which is useful but not as comprehensive for checking all disk space on the server.

Option D is incorrect because mount displays mounted filesystems, not their disk usage statistics.

NEW QUESTION # 342

Which protocol analyzer is commonly used for troubleshooting wireless networks?

- A. Aircrack-ng
- B. NetFlow
- **C. Wireshark**
- D. SolarWinds

Answer: C

NEW QUESTION # 343

Which action must a service desk technician take to resolve a printer driver failure on a desktop PC?)

- **A. Update the device driver software.**
- B. Place the desktop in locked/sleep mode.
- C. Boot the computer in safe mode.
- D. Disconnect and reconnect from the power source.

Answer: A

Explanation:

A printer driver failure indicates the software component that enables the OS to communicate with the printer is missing or corrupt. Updating (or reinstalling) the device driver software restores proper communication and resolves the issue.

NEW QUESTION # 344

A user reports that their PC becomes unresponsive when they launch a certain application. What feature in the Task Manager should the IT support technician guide the user to utilize in order to prevent the application from running automatically at startup, potentially solving the unresponsiveness issue?

- A. Open the App history tab to clear usage history
- B. Go to the Performance tab to monitor CPU usage
- **C. Use the Startup tab to disable the application from starting automatically**
- D. Navigate to the Details tab and end the process

Answer: C

Explanation:

Correct Answer. C. Use the Startup tab to disable the application from starting automatically. The Startup tab in Task Manager allows users to manage the list of applications that start automatically when the computer boots. Disabling an application that causes unresponsiveness upon startup can help alleviate the issue without needing to manually close the program each time the system starts. Option A is incorrect because ending the process in the Details tab is a temporary solution that stops the application only once; it does not prevent the application from starting automatically on the next boot.

Option B is incorrect because monitoring CPU usage in the Performance tab does not provide a solution to prevent the application from running.

Option D is incorrect because the App history tab shows historical data for Metro apps and does not include features to manage startup applications.

NEW QUESTION # 345

A network technician is configuring a newly installed router that needs to interface between two subnets. During testing, devices on Subnet A can connect to the router but not to any devices on Subnet

- A. That the router is configured to use DHCP for IP address assignment
- **B. What should the technician verify first?**
- C. That the router has the correct subnet masks configured for each interface
- D. That all cables between the router and devices are Category 6
- E. That the firewall on the router allows traffic between the two subnets

Answer: B

Explanation:

Correct Answer. A. That the router has the correct subnet masks configured for each interface. Incorrect subnet masks can prevent routing between interfaces on a router, leading to connectivity issues between subnets.

Option B is incorrect. While DHCP is important for IP address assignment, it does not directly resolve routing issues between subnets.

Option C is incorrect. The category of network cables would impact physical connectivity and data rates but not routing between subnets.

Option D is incorrect. While firewall settings are crucial, the first check should be the configuration that directly impacts routing.

NEW QUESTION # 346

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