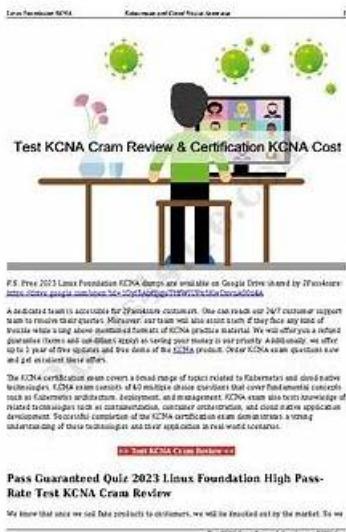


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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<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 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>
Topic 5	<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>

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## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q414-Q419):

### NEW QUESTION # 414

A user needs to ensure their computer's IP settings are not causing a conflict on the local network. What ipconfig command should the IT support technician instruct them to use to release and then renew their IP address?

- A. ipconfig /flushdns
- **B. ipconfig /release followed by ipconfig /renew**
- C. ipconfig /all
- D. ipconfig /renew followed by ipconfig /release

**Answer: B**

Explanation:

Correct Answer. A. ipconfig /release followed by ipconfig /renew Using ipconfig /release followed by ipconfig /renew is the correct procedure for releasing the current IP configuration and then requesting a new IP address from the DHCP server. This can resolve conflicts and refresh network settings on a device.

Option B is incorrect because renewing an IP address before releasing it does not address potential conflicts as the existing address might be retained.

Option C is incorrect because ipconfig /all only displays configuration details without making any changes to resolve conflicts. Option D is incorrect because ipconfig /flushdns clears the DNS cache, which is unrelated to IP address conflicts on the network.

#### NEW QUESTION # 415

An office printer consistently reports a 'Load Paper' error despite having sufficient paper in the tray. What is the most likely reason for this error and how should a technician address it?

- A. Change the paper type setting to match the loaded paper
- B. Increase the print resolution settings
- C. Replace the printer's USB cable
- D. Check for software updates for the printer

#### Answer: A

Explanation:

Correct Answer. B. Change the paper type setting to match the loaded paper This error often occurs when the printer's settings do not match the paper loaded, causing the printer to not recognize the paper correctly. Adjusting the paper type setting ensures that the printer recognizes the paper, resolving the 'Load Paper' error.

Option A is incorrect. Increasing the print resolution settings affects print quality, not the paper detection mechanism.

Option C is incorrect. While important, software updates typically do not address issues related to paper detection unless specifically noted in update logs.

Option D is incorrect. Replacing the USB cable would not solve an issue related to paper detection, as this is not a connectivity problem with data transfer.

#### NEW QUESTION # 416

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. About This Mac from the Apple menu
- C. System Information utility
- D. Activity Monitor and check the CPU tab

#### Answer: C

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 # 417

After resolving a complex network issue involving multiple server outages, what is the most important element to include in the documentation to ensure it accurately summarizes the interaction?

- A. The steps taken to diagnose and resolve the issue
- B. Recommendations for preventing similar issues in the future
- C. A detailed list of all client communications
- D. Quotes from customers expressing satisfaction with the service

#### Answer: A

Explanation:

Including the diagnostic and resolution steps in the documentation is crucial as it provides a clear, factual account of the actions taken to resolve the issue. This not only aids in future troubleshooting efforts but also ensures a comprehensive record of the problem-solving process.

Option A is incorrect because while client communications are important, they do not provide a direct outline of the technical resolution process.

Option C is incorrect as customer satisfaction quotes do not offer a technical summary of the problem or its resolution.

Option D is incorrect because prevention recommendations, while useful, are not a summary of the interaction but rather advice for future action.

### NEW QUESTION # 418

During operation, a user reports that their desktop PC randomly reboots without warning. What is the most likely hardware component to investigate first?

- A. The power supply unit (PSU)
- B. The network interface card (NIC)
- C. The sound card
- D. The keyboard and mouse

**Answer: A**

Explanation:

Correct Answer. A. The power supply unit (PSU) Random reboots can often be attributed to issues with the power supply unit, which may be failing or inadequate to meet the system's power demands.

Option B is incorrect because peripherals like the keyboard and mouse are unlikely to cause system reboots.

Option C is incorrect because while network issues can disrupt connectivity, they do not typically cause reboots.

Option D is incorrect because a sound card malfunction would not usually lead to system reboots.

### NEW QUESTION # 419

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