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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 (Q613-Q618):

NEW QUESTION # 613

A user reports that their email application crashes every time they try to send an attachment. How should the technician proceed to accurately define the problem?

- A. Increase the memory allocation for the email application
- B. Advise the user to use a web-based email service instead
- C. Update the user's email application to the latest version
- D. **Check if the problem occurs with all types of attachments or only specific ones**

Answer: D

Explanation:

To accurately define the problem, the technician should determine if the crashing occurs with all attachments or only specific types or sizes, which will help in diagnosing whether the issue is related to the email client's handling of attachments or a problem with specific file types.

Option A is incorrect because updating the application, while often helpful, is a troubleshooting step that doesn't specifically define the problem.

Option C is incorrect as suggesting an alternative email service avoids addressing the root cause of the application crashes.

Option D is incorrect because increasing memory allocation without understanding the specific conditions under which the problem occurs does not define the problem accurately.

NEW QUESTION # 614

During a network audit, a technician discovers that DNS queries are taking longer than expected, slowing down web browsing. What should be the technician's first step to resolve this issue?

- A. **Configure the network to use a more reliable DNS server**
- B. Increase the bandwidth of the internet connection
- C. Replace the network's routers and switches
- D. Update all client machines to use IPv6

Answer: A

Explanation:

Correct Answer. B. Configure the network to use a more reliable DNS server. If DNS queries are slow, using a faster or more reliable DNS server can significantly improve resolution times and, consequently, browsing speeds.

Option A is incorrect. While low bandwidth can affect overall internet speed, it does not specifically address slow DNS queries.

Option C is incorrect. Replacing network hardware is costly and should be considered only if the devices are proven to be the bottleneck.

Option D is incorrect. Transitioning to IPv6 offers many benefits but does not inherently solve slow DNS resolution issues.

NEW QUESTION # 615

During network configuration, a technician sets up a new router and connects it to the company network. However, workstations connected to the router cannot access the internet. Which setting should the technician verify on the workstations?

- A. The workstations are using static IP addresses
- B. The router's firmware is up to date
- C. The IP address is within the correct subnet
- D. **The default gateway is set to the router's IP address**

Answer: D

Explanation:

Correct Answer. B. The default gateway is set to the router's IP address. To ensure the workstations can route internet traffic through the router, the default gateway on each workstation must be set to the router's IP address.

Option A is incorrect. Being within the correct subnet is necessary for local communication but doesn't directly affect internet access if the default gateway is incorrect.

Option C is incorrect. While important, router firmware being outdated would not directly prevent workstations from accessing the internet if the default gateway is set correctly.

Option D is incorrect. Whether IPs are static or dynamic doesn't directly impact internet access if the gateway setting is incorrect.

NEW QUESTION # 616

Lucas, an employee, reports that he cannot print to the office network printer. Other employees have no issues. What should you check first to troubleshoot Lucas's printing problem?

- A. Check if the printer driver on Lucas's computer is up to date
- B. Verify the IP configuration on Lucas's computer
- C. Reboot Lucas's computer
- D. Replace the network cable connecting Lucas's computer to the network

Answer: A

Explanation:

Correct Answer. D. Check if the printer driver on Lucas's computer is up to date. The first step should be to verify that Lucas's printer driver is current, as an outdated or corrupt driver can prevent a single computer from connecting to an otherwise functional network printer.

Option A is incorrect because rebooting the computer may not resolve a specific connectivity issue related to the printer.

Option B is incorrect as incorrect IP configuration would likely affect more than just printer connectivity, such as general network access issues.

Option C is incorrect because a faulty network cable would generally affect all network access, not just to the printer.

NEW QUESTION # 617

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

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

Answer: D

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 gpupdate /boot forces a reboot of the computer to apply policies that can only be applied during boot.

NEW QUESTION # 618

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