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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">• 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 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">• 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 5	<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.
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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q401-Q406):

NEW QUESTION # 401

A department's printer is showing as offline for all users, but the printer itself has power and displays no error messages. What is the most likely cause of this issue?

- A. The print spooler service on the server needs to be restarted
- B. The printer is out of paper
- C. All users need to reinstall their printer drivers
- D. The printer's USB cable is disconnected

Answer: A

Explanation:

Correct Answer: B. The print spooler service on the server needs to be restarted. If the printer shows as offline to all users but appears to be operational, it's likely a server-side issue such as a stalled print spooler service, which needs to be restarted to restore functionality.

Option A is incorrect because being out of paper would typically be indicated on the printer's display.

Option C is incorrect because it's unlikely that all users would need to reinstall their printer drivers simultaneously due to a single shared issue.

Option D is incorrect as it is described as a network printer, implying it is not connected via USB.

NEW QUESTION # 402

A user is attempting to use a Micro USB cable to transfer data from their digital camera to a computer, but the transfer rate is slower than expected. What should the IT support technician check first to address the issue?

- A. Check if the Micro USB cable is securely connected
- B. Ensure the digital camera supports data transfers via Micro USB
- C. Verify that the Micro USB cable is a USB 3.0 compatible cable
- D. Confirm that the computer's USB port is functional

Answer: C

Explanation:

Correct Answer: A. Verify that the Micro USB cable is a USB 3.0 compatible cable. Micro USB cables can vary significantly in data transfer capabilities. A USB 3.0 compatible Micro USB cable offers faster data transfer rates compared to its USB 2.0 counterpart. Verifying that the cable is USB 3.0 compatible could resolve the issue of slower transfer rates.

Option B is incorrect because the question already implies that the digital camera supports data transfer via Micro USB.

Option C is incorrect because while a functional USB port is necessary, the slower transfer rate suggests a limitation with the cable's capabilities rather than the port's functionality.

Option D is incorrect because although ensuring a secure connection is important, it typically results in connection or no connection rather than a slower transfer rate.

NEW QUESTION # 403

When documenting the successful upgrade of a company's email system, which type of documentation would best ensure that the results are clearly and comprehensively described?

- A. An overview of the new email system's features
- B. User testimonials on the improved functionality of the new system
- C. Confirmation that all system checks were completed with no issues found
- D. A comparative analysis of old and new system performance metrics

Answer: C

Explanation:

Documenting that all system checks post-upgrade were completed and no issues were found provides a clear and factual summary of the results obtained from the upgrade process. This confirmation is essential for verifying that the system is fully operational and meets the required standards.

Option A is incorrect because an overview of features does not provide specific results about the upgrade process.

Option B is incorrect as performance metrics, while useful, are more about ongoing evaluation rather than immediate post-upgrade results.

Option D is incorrect because user testimonials focus on subjective experiences rather than a factual summary of the upgrade results.

NEW QUESTION # 404

During a Remote Desktop session, what should a technician do if they encounter confidential information on the user's screen?

- A. Report the sighting of confidential information to the company's security team
- B. Continue the session without acknowledging the confidential information
- C. Minimize the window and ask the user to close the document
- D. Immediately end the session to protect confidentiality

Answer: C

Explanation:

Correct Answer. B. Minimize the window and ask the user to close the document Minimizing the window and asking the user to close the document respects the confidentiality of the information while maintaining the integrity of the support session.

Option A is incorrect because ending the session abruptly may not be necessary and could interrupt necessary support tasks.

Option C is incorrect because ignoring the presence of sensitive information does not address potential compliance issues.

Option D is incorrect as reporting the incident may be an overreaction if the information was accidentally viewed and not misused.

NEW QUESTION # 405

What critical step should be taken when using search engine results to resolve hardware compatibility issues?

- A. Compare multiple search results to find the most consistently recommended solution
- B. Assume that the most recent search results are the most relevant
- C. Focus only on solutions that involve purchasing new hardware
- D. Choose solutions exclusively from non-commercial sites to avoid biased information

Answer: A

Explanation:

Correct Answer. B. Compare multiple search results to find the most consistently recommended solution Evaluating various sources and recommendations ensures a comprehensive understanding of the issue and helps identify the most effective and widely acknowledged solutions.

Option A is incorrect because the most recent results are not always the most relevant or reliable.

Option C is incorrect because non-commercial sites can also offer biased or incomplete information; the key is to evaluate the

credibility of the content, not just the nature of the site.

Option D is incorrect as buying new hardware should not be the first solution unless all other options are proven ineffective.

NEW QUESTION # 406

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