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## Cisco 100-140 Exam Syllabus Topics:

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

Topic 2	<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 3	<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>

## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q318-Q323):

### NEW QUESTION # 318

A technician notices that a user's wireless pointing device is not being recognized by their computer. What should the technician check first?

- A. Verify that the device is paired correctly with its receiver
- B. Ensure the device's driver is up to date
- C. Perform a hardware reset on the computer
- D. Check the computer's firewall settings

**Answer: A**

Explanation:

Correct Answer. B. Verify that the device is paired correctly with its receiver Incorrect pairing or connection disruptions between the device and its receiver can prevent it from being recognized by the computer.

Option A is incorrect. While important, updating the driver is not the first step if the device is not recognized due to pairing issues.

Option C is incorrect. A hardware reset of the computer is a more drastic step that should be considered only if other simpler solutions fail.

Option D is incorrect. Firewall settings affect network traffic and are unrelated to local peripheral device connectivity.

### NEW QUESTION # 319

You've completed a support call where the issue was resolved by adjusting specific security settings in the customer's software after multiple attempts with other solutions. What is the best way to document this interaction for future reference?

- A. Provide a general description of the problem and the solution without going into the details of the settings adjusted
- B. Document only the final solution that resolved the problem, omitting all unsuccessful attempts
- C. Record the successful solution in detail, including the exact settings changed, but omit the context of the customer's initial problem
- D. Include a detailed account of all attempts, both successful and unsuccessful, with an emphasis on the final solution

**Answer: D**

Explanation:

Correct Answer. B. Include a detailed account of all attempts, both successful and unsuccessful, with an emphasis on the final solution This approach ensures that the documentation is comprehensive, providing insight into what does not work as well as what does, which can be invaluable for troubleshooting similar issues in the future.

Option A is incorrect. Omitting unsuccessful attempts loses valuable troubleshooting information that might be useful for understanding the issue comprehensively.

Option C is incorrect. A lack of detailed description can hinder future troubleshooting efforts if the same problem arises again.

Option D is incorrect. Excluding the context of the problem makes the documentation less useful for understanding why the particular solution was effective.

### NEW QUESTION # 320

A digital media company wants to upgrade their graphic workstations to handle real-time 3D rendering more efficiently. Which GPU specification is most critical to improve performance for this task?

- A. Higher VRAM capacity
- B. Higher GPU clock speed
- C. Increased GPU core count
- D. Enhanced DirectX support

**Answer: A**

Explanation:

Correct Answer. C. Higher VRAM capacity For real-time 3D rendering, having a higher VRAM capacity is crucial as it allows the GPU to store more texture and scene data, which significantly enhances rendering performance and detail at higher resolutions.

Option A is incorrect because while a higher core count improves general processing power, it is VRAM capacity that more directly impacts 3D rendering performance.

Option B is incorrect because higher clock speed can boost overall speed but does not necessarily equate to better handling of large-scale 3D rendering tasks.

Option D is incorrect because

while enhanced DirectX support is beneficial for compatibility with rendering software, it does not inherently improve the handling of real-time 3D rendering data as much as VRAM capacity does.

### NEW QUESTION # 321

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

**Answer: A**

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 # 322

A client is concerned about the consistency of service they receive under the current SLA. They suggest modifications to the agreement.

What type of SLA adjustment would be most beneficial to ensure consistent quality and client satisfaction?

- A. Reduce the number of services covered under the SLA to focus on quality
- B. Introduce tiered service levels based on client size and need
- C. Include a clause that allows for flexible service terms based on seasonal demands
- D. Incorporate more frequent service reviews into the SLA

**Answer: B**

Explanation:

Implementing tiered service levels allows the SLA to be more tailored to specific client requirements and capacities, ensuring that service provision is consistent and meets varied client needs effectively.

Option B is incorrect because while more frequent reviews can help monitor SLA compliance, they do not inherently enhance service consistency.

Option D is incorrect because flexible terms may help adapt to changes in demand but do not guarantee consistent service quality throughout different periods.

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