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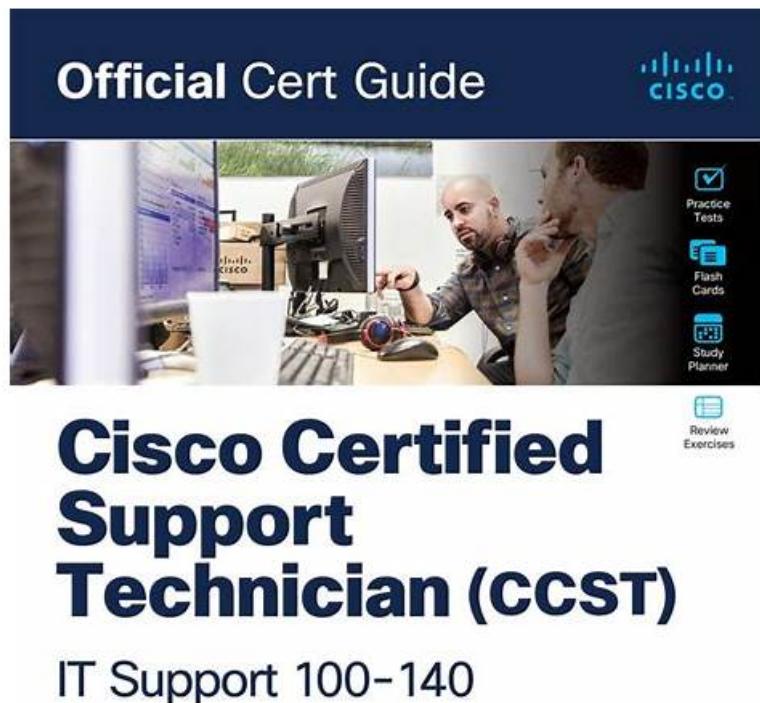
Official Cert Guide — CISCO

Cisco Certified Support Technician (CCST)

IT Support 100-140

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 4	• 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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q374-Q379):

NEW QUESTION # 374
What is the most critical step a technician must take before initiating a Remote Desktop connection to ensure compliance with cybersecurity policies?

- A. Configure the Remote Desktop to connect automatically at system startup
- B. Obtain explicit permission from the end-user before accessing their device
- C. Check that the end-user has adequate antivirus protection before connecting
- D. Ensure that the Remote Desktop session is recorded for auditing purposes

Answer: B

Explanation:
Correct Answer. B. Obtain explicit permission from the end-user before accessing their device Obtaining explicit permission from the user before initiating a Remote Desktop session is essential to ensure compliance with privacy and cybersecurity policies, safeguarding both the technician and the user against unauthorized access.
Option A is incorrect because setting up automatic connections at system startup may pose a security risk and does not necessarily comply with user consent requirements.
Option C is incorrect because while recording sessions may be part of security protocols, obtaining consent is a prerequisite and more critical for compliance.
Option D is incorrect as the presence of antivirus is secondary to user permission in the context of remote access.

NEW QUESTION # 375

An IT support technician needs to verify that the installed Ethernet cabling is suitable for a network that will support VoIP (Voice over Internet Protocol) and high-definition video streaming.

Which characteristic of UTP cabling is most crucial to consider for ensuring quality service in this scenario?

- A. Crosstalk resistance
- B. Jacket material
- C. Cable length
- D. Cable color

Answer: A

Explanation:
Correct Answer. D. Crosstalk resistance For networks that support VoIP and high-definition video streaming, crosstalk resistance is crucial. High levels of crosstalk can cause packet loss and interruptions that are detrimental to voice and video quality. Category 6 or higher UTP cables, known for better crosstalk resistance, would be suitable for these applications.
Option A is incorrect because the color of the cable does not impact its performance characteristics.
Option B is incorrect because while cable length can affect signal quality, crosstalk resistance is more relevant for the clarity and reliability of VoIP and video streaming.
Option C is incorrect because while jacket material can affect durability and suitability for different environments, it does not directly impact the transmission quality needed for VoIP and video applications.

NEW QUESTION # 376

What is a critical step a technician must take before starting a remote session with TeamViewer to ensure the security of the connection?

- A. Ask the user to provide their TeamViewer password over the phone for quick access
- B. Use the same session ID for recurring support to simplify the user's experience
- C. Set the session to allow full control access by default for all TeamViewer sessions
- D. Ensure both the technician and the user are using the latest version of TeamViewer

Answer: D

Explanation:
Correct Answer. A. Ensure both the technician and the user are using the latest version of TeamViewer Ensuring that both parties are using the latest version of TeamViewer is essential for maintaining security, as updates often include patches for vulnerabilities that could be exploited during a remote session.
Option B is incorrect as sharing passwords over the phone can be insecure and violates basic security protocols.
Option C is incorrect because allowing full control by default can expose critical systems and data to unnecessary risks.
Option D is incorrect because using the same session ID repeatedly can compromise security, especially if the ID becomes known to unauthorized parties.

NEW QUESTION # 377

During a presentation, a user finds that the projected image is too dim, making it difficult for the audience to see.
Which action should the user take to resolve this issue on a Windows laptop?

- A. Change the display mode to extend these displays
- B. Reconfigure the power saving settings
- C. Adjust the brightness setting using the function keys on the laptop
- D. Increase the contrast setting through the display adapter properties

Answer: C

Explanation:
Using the function keys to adjust brightness is a fast solution that affects the display output immediately, which is crucial during a presentation.
Option A is incorrect as the contrast setting will affect the color depth but not the overall brightness of the display Option C is incorrect as changing the display mode does not directly affect the brightness of the screens Option D is incorrect as power saving settings may control brightness but are less direct and immediate than using function keys

NEW QUESTION # 378

A traveling executive frequently works in both North America and Europe. They need a laptop power adapter that can handle different voltages and socket types. What feature of the power adapter is most important to verify?

- A. Universal voltage compatibility (100-240V)
- B. Adapter color and size
- C. Cable flexibility
- D. LED indicator light presence

Answer: A

Explanation:
Correct Answer. A. Universal voltage compatibility (100-240V) For an executive traveling between continents, it is crucial that their laptop power adapter supports universal voltage input (100-
240V). This feature ensures that the adapter can be used safely in various countries that may have different voltage standards, without the need for a voltage converter.
Option B is incorrect because color and size of the adapter are irrelevant to its functionality across different power standards.
Option C is incorrect because while cable flexibility may be a convenience factor, it does not affect the adapter's ability to handle different voltages.
Option D is incorrect because the presence of an LED indicator light, while helpful for indicating that the adapter is working, does not relate to voltage compatibility.

NEW QUESTION # 379

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