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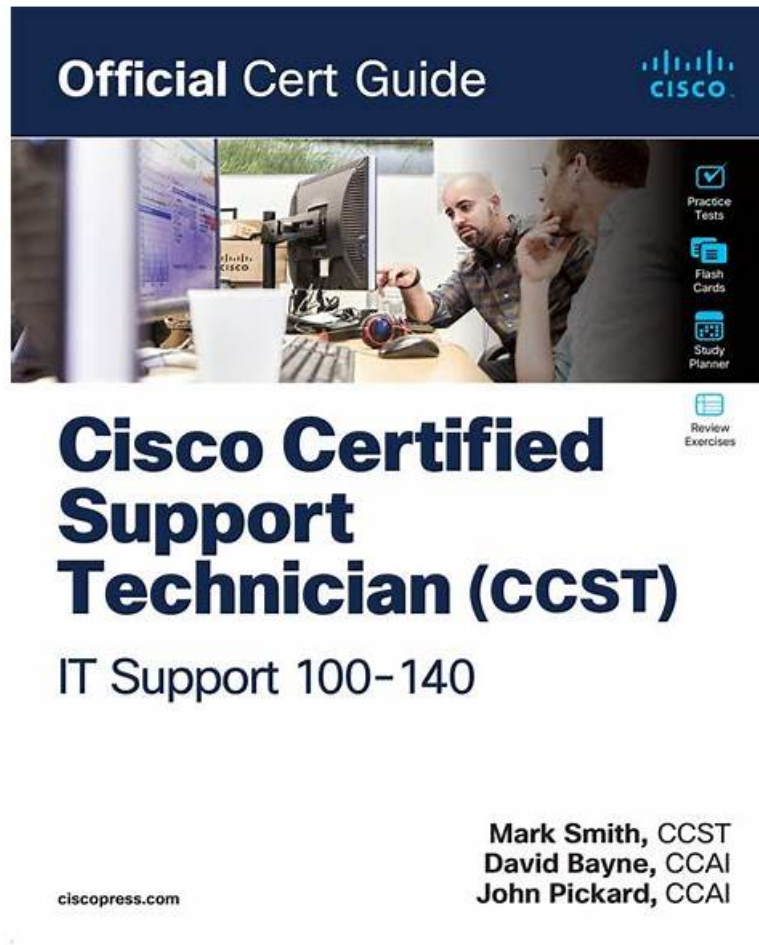

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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.
Topic 5	• 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.

Free PDF Quiz Cisco - 100-140 - Updated Cisco Certified Support Technician (CCST) IT Support Latest Mock Test

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q487-Q492):

NEW QUESTION # 487
A company wants to leverage Google Cloud Platform to analyze large datasets using big data processing technologies.
Which GCP service should they primarily utilize?

- A. Google BigQuery
- B. Google Compute Engine
- C. Google Cloud Storage
- D. Google App Engine

Answer: A

Explanation:
Correct Answer. B. Google BigQuery Google BigQuery is an enterprise data warehouse that solves the problem of large-scale data processing very efficiently, making it suitable for running big data queries and analytics.
Option A is incorrect because Google Compute Engine provides virtual machines and is more general-purpose rather than specifically optimized for big data analytics.
Option C is incorrect because, while Google Cloud Storage is useful for storing large amounts of data, it does not offer data processing capabilities.

Option D is incorrect as Google App Engine is a platform for building scalable web applications and does not specialize in data analytics.

NEW QUESTION # 488
You are assisting an end user with a software configuration issue via remote access. You remember seeing a similar issue discussed in a technical forum.
What is the best way to leverage this information?

- A. Quickly skim through the forum thread and apply the first solution you find
- B. Recommend that the end user read the forum themselves and decide on the action to take
- C. Carefully read through the relevant forum thread to understand the context and solutions provided
- D. Assume the same solution will work and apply it without further validation

Answer: C

Explanation:
Correct Answer. B. Carefully read through the relevant forum thread to understand the context and solutions provided Thoroughly understanding the context in which solutions were proposed ensures that the correct fix is applied and adjusts for any nuances specific to the user's configuration.
Option A is incorrect. Skimming and applying the first found solution can miss important details and lead to inappropriate actions.
Option C is incorrect. Applying a solution without validation can result in further complications if the contexts differ.
Option D is incorrect. Expecting the end user to determine the solution shifts technical responsibility and may overwhelm the user.

NEW QUESTION # 489
During the printing process, a printer stops and displays a "Paper Jam" error, but no paper is found in the path upon inspection.
What should the technician do next?

- A. Replace the paper sensors
- B. Restart the printer to clear the error
- C. Inspect the paper tray for proper alignment
- D. Change the type of paper used

Answer: C

Explanation:
Correct Answer. B. Inspect the paper tray for proper alignment Misaligned paper trays can cause the printer to detect a jam even if no paper is stuck because it disrupts the normal paper path.
Option A is incorrect. Restarting the printer might temporarily clear the error, but it won't solve an underlying mechanical issue.
Option C is incorrect. Replacing sensors is more complex and typically not the first step unless there's evidence of sensor failure.
Option D is incorrect. While paper quality can affect functionality, it doesn't directly relate to the detection of non-existent jams.

NEW QUESTION # 490
A user with mobility impairments struggles to type quickly and accurately on their MacBook.
Which accessibility feature should they be encouraged to use to improve their input efficiency?

- A. Trackpad gestures
- B. Increase mouse tracking speed
- C. Voice Control
- D. Sticky Keys

Answer: C

Explanation:
Correct Answer. B. Voice Control Voice Control allows users to operate their Mac and dictate text through voice commands, significantly aiding those with mobility impairments by reducing the need for physical keyboard and mouse usage.
Option A is incorrect because Sticky Keys, while helpful, aids users who have difficulty pressing multiple keys at once, not in speeding up typing or reducing the physical need for typing Option C is incorrect as trackpad gestures still require manual dexterity that might be challenging for some users with mobility impairments Option D is incorrect because increasing mouse tracking speed

helps with navigation speed but does not aid in input where typing is a challenge

NEW QUESTION # 491

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

Answer: B

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 # 492

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