Exam 100-140 Pass Guide | 100-140 Reliable Test Syllabus

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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	• Hardware Uses: This domain targets a Desktop Support Technician and focuses on following basic safety procedures related to electrical shock, ESD, and fire hazards. It involves assisting users in locating information about devices including hardware specs and network details using Windows and macOS tools. It covers identifying and understanding various ports and cables, installing and upgrading desktop components like RAM and storage, and troubleshooting common hardware issues while managing driver and firmware updates.
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.

Quiz 100-140 - Cisco Certified Support Technician (CCST) IT Support Perfect Exam Pass Guide

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q112-Q117):

NEW QUESTION # 112
During a system audit, a technician needs to confirm that the local DNS server can resolve external domains for troubleshooting purposes.
What is the best command to use for this task?

- A. nslookup google.com
- B. ping 8.8.8.8
- C. arp -a
- D. nslookup google.com 8.8.8.8

Answer: A

Explanation:
Correct Answer. B. nslookup google.com Using nslookup without specifying an external DNS server tests whether the local DNS server can resolve the external domain, which is crucial for validating the local DNS server's effectiveness.
Option A is incorrect. This tests Google's DNS, not the local DNS server.
Option C is incorrect. Pinging an IP address tests connectivity but does not verify DNS resolution capabilities.
Option D is incorrect. The ARP command displays the ARP table, which is unrelated to DNS resolution.

NEW QUESTION # 113
A user reports that their Webex Desk Pro screen intermittently freezes during use. What is the most appropriate first action to troubleshoot this problem?

- A. Adjust the room lighting where the Webex Desk Pro is located
- B. Increase the screen resolution and refresh rate settings
- C. Monitor the device's CPU and memory usage during calls
- D. Replace the Webex Desk Pro screen with a newer model

Answer: C

Explanation:
Correct Answer. B. Monitor the device's CPU and memory usage during calls Intermittent freezing can be caused by system resource limitations. Monitoring CPU and memory usage can help determine if the device is being overloaded, which is a common cause of performance issues.
Option A is incorrect. Increasing resolution and refresh rate could potentially worsen performance issues if the device is already under strain.
Option C is incorrect. Replacing the unit is premature without first diagnosing the cause of the freezing.
Option D is incorrect. Room lighting affects visibility but not the performance of teleconferencing hardware.

NEW QUESTION # 114

An administrator detects an IP address that has repeatedly attempted to access several employee accounts.
What is the most effective action to take?

- A. Block the IP address from accessing the network
- B. Increase the network bandwidth to handle more login attempts
- C. Send a warning email to the IP address owner
- D. Monitor the IP address for future activities

Answer: A

Explanation:
Correct Answer. B. Block the IP address from accessing the network Blocking an IP address that has been identified as a source of repeated unauthorized attempts is an effective way to prevent potential breaches.
Option A is incorrect because monitoring alone does not prevent further attempts.
Option C is incorrect because contacting the IP owner is not guaranteed to stop the attempts and may not reach the actual perpetrator.
Option D is incorrect as increasing bandwidth does not address the security risk posed by unauthorized attempts.

NEW QUESTION # 115
A user reports that their device connected via a serial port is not being recognized by the operating system.
What troubleshooting step should the IT support technician suggest first?

- A. Increase the screen resolution on the computer
- B. Swap the serial cable with an HDMI cable
- C. Check the serial cable for physical damage
- D. Update the computer's graphics card drivers

Answer: C

Explanation:
Correct Answer. A. Check the serial cable for physical damage Checking the serial cable for physical damage is a crucial first step in troubleshooting connectivity issues with serial ports.
Damaged cables can lead to poor connections and communication failures, which might be why the device is not recognized.
Option B is incorrect because screen resolution has no impact on the detection of serial port devices.
Option C is incorrect because HDMI cables cannot be used in place of serial cables; they serve entirely different purposes.
Option D is incorrect because graphics card drivers are unrelated to serial port functionality and would not affect the recognition of a serially connected device.

NEW QUESTION # 116
A support technician notices that during peak times, the help desk experiences a backlog of tickets, causing delays in response times.
Which queue management technique could best help to alleviate this situation?

- A. Deploying additional staff during peak times
- B. Increasing the time each technician spends on a ticket
- C. Implementing a round-robin ticket assignment
- D. Introducing a first-come, first-served policy

Answer: A

Explanation:
Correct Answer. C. Deploying additional staff during peak times Deploying additional staff during peak times is an effective queue management strategy to handle increased ticket volume and prevent backlogs. This approach allows the help desk to maintain efficient service levels during high-demand periods by matching staffing levels to ticket inflows.
Option A is incorrect because round-robin assignment distributes tickets evenly but doesn't address the increased volume of tickets during peak times.
Option B is incorrect because a first-come, first-served policy might still lead to backlogs if the volume exceeds processing capacity.
Option D is incorrect because increasing the time each technician spends on a ticket could actually worsen the backlog if not enough technicians are available.

NEW QUESTION # 117

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