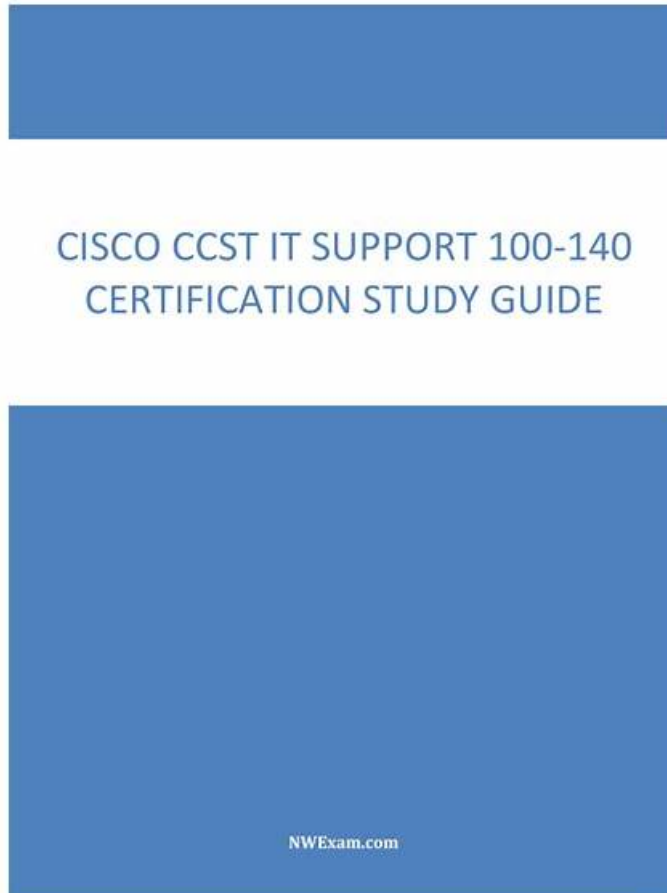


# Cisco 100-140 Helpful Product Features of PDF



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## Cisco 100-140 Exam Syllabus Topics:

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

Topic 2	<ul style="list-style-type: none"> <li>• <b>Job Roles:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Connectivity and Resource Access Issues:</b> 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.</li> </ul>

>> 100-140 Mock Test <<

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### Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q415-Q420):

#### NEW QUESTION # 415

What should a technician consider when updating internal knowledge base articles after troubleshooting a recurring network issue?

- A. Provide a detailed account of the troubleshooting process, including both failed attempts and successful strategies
- B. Exclude any technical jargon to make the documentation accessible to non-technical staff
- C. Document every possible solution tried, regardless of its success
- D. Update the article with only the final successful solution to avoid clutter

**Answer: A**

Explanation:

Correct Answer. C. Provide a detailed account of the troubleshooting process, including both failed attempts and successful strategies. Detailing the entire troubleshooting process helps in future problem-solving by providing insights into what does and does not work, facilitating better understanding and quicker resolutions.

Option A is incorrect as documenting every attempted solution without context can lead to information overload and reduce the usefulness of the knowledge base.

Option B is incorrect because while it is important to highlight successful solutions, understanding the context and failure points can also be valuable.

Option D is incorrect because while accessibility is important, technical accuracy and specificity should not be sacrificed; technical terms can be defined within the article.

#### NEW QUESTION # 416

A system administrator needs to enforce multi-factor authentication (MFA) for accessing sensitive financial data in a cloud environment managed by Entra ID. Which setting should they configure in Entra Identity Governance to achieve this?

- A. Data encryption protocols
- B. User account expiration settings
- C. Conditional Access policies
- D. Firewall settings

**Answer: C**

Explanation:

Correct Answer. A. Conditional Access policies Entra Identity Governance allows administrators to set Conditional Access policies that can enforce security protocols such as multi-factor authentication. This is especially important for sensitive data and can be tailored based on user roles, location, device state, and other conditions.

Option B is incorrect because account expiration settings manage the lifecycle of user accounts but do not directly control authentication methods like MFA.

Option C is incorrect because data encryption protocols secure data at rest and in transit but do not dictate access controls or authentication methods.

Option D is incorrect because while firewall settings are crucial for network security, they do not govern user access and authentication within Entra ID.

#### **NEW QUESTION # 417**

Following the replacement of a faulty network router, what is the best practice for documenting this change within an IT support framework?

- A. Delegate the task of documentation to the newest team member as a learning process
- **B. Update the network topology diagrams and inventory lists with the new router's model and specifications immediately**
- C. Wait for a month to ensure the router functions correctly before documenting the change
- D. Document the change only if the router leads to an improvement in network performance

**Answer: B**

Explanation:

Correct Answer. A. Update the network topology diagrams and inventory lists with the new router's model and specifications immediately Immediate documentation of hardware changes, such as updating network topology diagrams and inventory lists, ensures that the IT infrastructure records are accurate and up-to-date. This facilitates quicker troubleshooting and maintenance in the future.

Option B is incorrect because delaying documentation risks the loss of important information and can create discrepancies in inventory during audits.

Option C is incorrect because documentation should occur regardless of the performance impact to maintain accurate records of IT assets.

Option D is incorrect because while involving new team members in documentation is valuable for training, it is critical that experienced personnel oversee such important updates to ensure accuracy and consistency.

#### **NEW QUESTION # 418**

A systems administrator needs to ensure that the hypervisor can prioritize critical system functions automatically. What type of hypervisor should they use?

- A. Type 2 hypervisor
- B. Direct-attached storage
- **C. Type 1 hypervisor**
- D. NAS storage

**Answer: C**

Explanation:

Correct Answer. A. Type 1 hypervisor Type 1 hypervisors run directly on the system hardware to manage guest operating systems, which allows for better resource control and prioritization of system functions compared to Type 2 hypervisors that run on top of a host operating system.

Option B is incorrect as Type 2 hypervisors run on top of an existing operating system, which can introduce additional overhead and reduce the ability to manage resources efficiently.

Option C is incorrect because NAS (Network Attached Storage) is a storage device connected to a network and does not involve hypervisor functions.

Option D is incorrect as direct-attached storage refers to storage devices directly connected to a computer or server, not related to virtualization or hypervisor capabilities.

### NEW QUESTION # 419

A system administrator is configuring a network that requires both high-speed data transmission and resistance to environmental interference in a manufacturing facility. What feature of STP cables should the administrator verify to ensure optimal performance?

- A. Waterproof rating
- **B. Shielding effectiveness**
- C. Connector type
- D. Fire resistance

**Answer: B**

Explanation:

Correct Answer. C. Shielding effectiveness For environments such as manufacturing facilities, where environmental interference from machinery can be significant, verifying the shielding effectiveness of STP cables is crucial. Effective shielding ensures that the cables can resist external electromagnetic fields, maintaining the quality and speed of data transmission.

Option A is incorrect because waterproof rating is primarily concerned with moisture protection, which does not directly relate to electromagnetic interference.

Option B is incorrect because fire resistance, while important for safety, does not influence the cable's performance in terms of EMI resistance.

Option D is incorrect because while the connector type is important for compatibility and network design, it does not influence the cable's ability to resist interference; the shielding itself is the key factor.

### NEW QUESTION # 420

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