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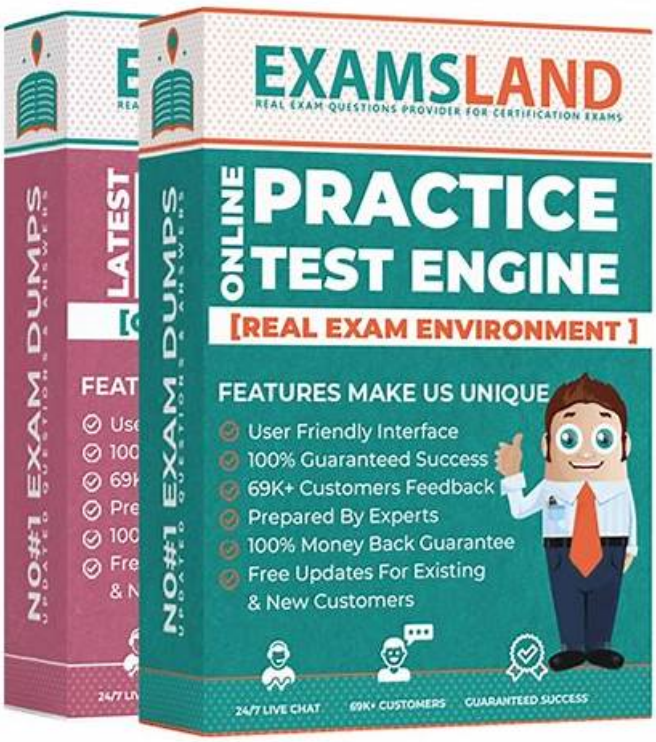

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details

Topic 1	• 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 2	• 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 3	• 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 4	• 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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q525-Q530):

NEW QUESTION # 525
What is the primary purpose of the gpupdate command in a Windows environment?

- A. To refresh Group Policy settings immediately
- B. To check the disk space on all connected drives
- C. To update the system's time with the network time protocol
- D. To reinstall the operating system

Answer: A

Explanation:
To refresh Group Policy settings immediately Gpupdate is a command-line tool used to force a Group Policy update immediately, ensuring that any changes made in Group Policy are applied quickly without waiting for the next periodic update.
Option A is incorrect because updating the system's time with the network time protocol is handled by the w32tm or similar commands.
Option B is incorrect as reinstalling the operating system is not a function of gpupdate.
Option D is incorrect because checking the disk space is typically done with the diskpart or chkdsk commands.

NEW QUESTION # 526
A user connects an external hard drive to their MacBook, but the drive does not appear on the desktop or in Finder.
What is the first step the technician should advise the user to take?

- A. Replace the external hard drive
- B. Check Finder Preferences to ensure external disks are set to show on the desktop
- C. Restart the MacBook with the external drive connected
- D. Format the external hard drive

Answer: B

Explanation:
Correct Answer. B. Check Finder Preferences to ensure external disks are set to show on the desktop MacOS allows users to configure Finder to show or hide external drives on the desktop.
Ensuring that this setting is enabled is a quick and essential check before proceeding with more complex troubleshooting steps.
Option A is incorrect because formatting the external hard drive is a drastic step that would result in data loss and should only be considered after other troubleshooting steps have failed Option C is incorrect because although restarting can sometimes resolve hardware detection issues, it's not the most direct first step if the drive isn't appearing Option D is incorrect because replacing the external drive is premature without first confirming that the issue is not related to MacOS settings

NEW QUESTION # 527
A user reports that an application has become unresponsive and is preventing them from completing their work.
What is the first step the technician should recommend to resolve this issue quickly?

- A. Run a virus scan
- B. End the application's process via Task Manager
- C. Restart the computer
- D. Uninstall and reinstall the application

Answer: B

Explanation:
Correct Answer. B. End the application's process via Task Manager Using Task Manager to end the process of the unresponsive application is the quickest way to regain control without affecting other running applications or the need for a system restart.
Option A is incorrect because restarting the computer, while effective, is more disruptive and time- consuming compared to ending a specific process Option C is incorrect because uninstalling the application is an unnecessary step for an application that is simply unresponsive Option D is incorrect because running a virus scan is not a direct action to resolve an application freeze and can be time- consuming

NEW QUESTION # 528
Sophie reports that her printouts are incomplete and cut off when using a recently installed high- speed network printer.
What should you check to resolve this issue?

- A. Verify the printer is plugged into a UPS
- B. Check the network speed and configuration settings on Sophie's computer
- C. Increase the RAM in Sophie's computer
- D. Ensure the paper size settings in the printer properties match the document settings

Answer: D

Explanation:
Correct Answer. C. Ensure the paper size settings in the printer properties match the document settings Incomplete or cut-off printouts can often be due to mismatches in paper size settings in the printer configuration compared to the actual document settings, causing improper formatting during printing.
Option A is incorrect as using a UPS would primarily protect against power fluctuations, not affect print quality or completeness.
Option B is incorrect because while network issues can affect printing, they typically do not result in cut- off documents.
Option D is incorrect as insufficient RAM on Sophie's computer would more likely cause overall performance issues, not specific problems with printout completeness.

NEW QUESTION # 529
You are using remote access software to assist an end user who is experiencing software installation issues. You need to find a step-by-step guide to resolve the problem. What should be your first step in using search engine results to assist you?

- A. Open multiple tabs with different search engine results to compare solutions
- B. Use specific keywords related to the software issue and filter the results by the most recent
- C. Directly download and apply the first available patch from the search results
- D. Search for general IT support forums without specific keywords related to the issue

Answer: B

Explanation:
Correct Answer. C. Use specific keywords related to the software issue and filter the results by the most recent Using specific keywords increases the relevance of search results, and filtering by recency ensures that the information reflects the latest updates and patches relevant to the problem.
Option A is incorrect. While opening multiple tabs can be useful, it is more effective to start with a targeted search to ensure high-quality results.
Option B is incorrect. Searching without specific keywords may yield irrelevant information, slowing down the support process.
Option D is incorrect. Downloading patches without verifying their source or relevance can introduce security risks and potentially exacerbate the problem.

NEW QUESTION # 530
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