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## Cisco 100-140 Exam | 100-140 Vce Torrent - Provide you Best Latest 100-140 Exam Dumps

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### Cisco 100-140 Exam Syllabus Topics:

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 3	<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 4	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q486-Q491):

### NEW QUESTION # 486

During a support session, a macOS user needs assistance finding logs that detail when their applications last updated. Which section of the Console app should the IT support technician guide the user to check?

- A. "All Messages" to view all system logs.
- B. "Install Logs" to review the history of installed software updates
- C. "System Diagnostics" to analyze comprehensive diagnostic reports
- D. "Crash Reports" to see logs of application crashes

**Answer: B**

Explanation:

Correct Answer. C. "Install Logs" to review the history of installed software updates "Install Logs" in the Console app provides a specific view of logs related to software installations and updates on macOS. This is the best place to check for historical data on when applications were last updated, making it ideal for troubleshooting issues related to recent updates.

Option A is incorrect because "All Messages" would include all system logs, making it cumbersome for users to sift through unrelated entries to find update information.

Option B is incorrect because "Crash Reports" focuses solely on crashes and does not track regular software updates.

Option D is incorrect because "System Diagnostics" contains broad diagnostic information and is not tailored to logging software updates.

### NEW QUESTION # 487

An IT support technician is assisting a user who needs to map Google Drive as a network drive on their Windows 10 computer to facilitate easier file management and offline access.

What is the most effective way to achieve this?

- A. Directly modify Windows Registry to recognize Google Drive
- B. Create a new network location using the FTP protocol
- C. Install and configure Google Drive for desktop
- D. Use the built-in Windows "Map Network Drive" feature in File Explorer

**Answer: C**

Explanation:

Google Drive for desktop integrates Google Drive with the File Explorer, allowing users to stream their drive files directly from the cloud, sync selected directories in Google Drive to local copies, and map Google Drive as a network drive effectively.

Option A is incorrect because the standard Windows "Map Network Drive" feature does not natively support mapping cloud storage services like Google Drive without additional software.

Option C is incorrect because FTP is not used for connecting to Google Drive and would not provide secure or functional integration.

Option D is incorrect because modifying the Windows Registry is not a supported or safe method for mapping Google Drive as a network drive.

#### NEW QUESTION # 488

What is the best initial response when a user notices an unauthorized attempt to access their company account?

- A. Delete any suspicious emails related to the attempt
- B. Ignore the attempt since the access was not successful
- C. Shutdown their computer to prevent further attempts
- D. Change their password immediately

**Answer: D**

Explanation:

Correct Answer. B. Change their password immediately Changing the password immediately after noticing an unauthorized access attempt is a crucial first step in safeguarding the account from potential compromise.

Option A is incorrect because ignoring the attempt may lead to future successful breaches.

Option C is incorrect as shutting down the computer does not address the security of the online account.

Option D is incorrect because while deleting suspicious emails might be helpful, it does not secure an account that has already been targeted.

#### NEW QUESTION # 489

A technician is troubleshooting a workstation that appears to power on (LEDs light up, fans spin) but shows no display on the monitor.

Which component should the technician check first?

- A. The RAM modules
- B. The monitor's power connection
- C. The workstation's motherboard
- D. The video cable connection

**Answer: D**

Explanation:

Correct Answer. B. The video cable connection When a computer powers on but does not display any output, the first step should be to check the video cable connections to ensure they are secure and undamaged.

Option A is incorrect because the monitor being powered on implies its power connection is likely fine.

Option C is incorrect because motherboard issues typically prevent a workstation from powering on at all.

Option D is incorrect because while RAM issues can prevent booting, they would not usually allow the system to power on normally without any display.

#### NEW QUESTION # 490

When a user needs to upgrade the RAM in their iMac, they first need to determine the type of RAM currently installed.

Which tab in the "About This Mac" provides this information?

- A. Support
- B. Overview
- C. Storage
- **D. Memory**

**Answer: D**

Explanation:

Correct Answer: A. Memory The Memory tab in "About This Mac" provides detailed information about the type and amount of RAM installed in the Mac. It also includes how many memory slots are used and available, which is crucial for planning a RAM upgrade.

Option B is incorrect because the Storage tab focuses on disk storage specifics, such as capacity and space usage, rather than RAM.

Option C is incorrect because the Support tab provides links to support resources and warranty information, not details about hardware specifications.

Option D is incorrect because the Overview tab generally lists basic information about the Mac's model, processor, and macOS version, but not detailed RAM specifications.

### NEW QUESTION # 491

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