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Cisco 100-140 Exam Syllabus Topics:

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

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q200-Q205):

NEW QUESTION # 200

An IT technician is tasked with upgrading the processor of a desktop computer. Before proceeding, the technician needs to verify compatibility between the new processor and the existing motherboard. Which specification is most critical to check on the motherboard to ensure compatibility with the new processor?

- A. The size of the motherboard
- B. The type of RAM supported by the motherboard
- **C. The socket type of the motherboard**
- D. The number of PCIe slots on the motherboard

Answer: C

Explanation:

Correct Answer. C. The socket type of the motherboard The socket type of the motherboard is crucial for processor compatibility. Processors are designed to fit specific socket types, and using a processor that does not match the socket type of the motherboard will prevent the computer from functioning.

Option A is incorrect because the size of the motherboard (form factor) does not directly affect processor compatibility, although it is important for fitting into the computer case.

Option B is incorrect because while important for overall system performance, the type of RAM supported does not impact processor compatibility.

Option D is incorrect because the number of PCIe slots is relevant for expansion cards and does not influence which processor can be installed.

NEW QUESTION # 201

What is the best practice for a technician using search engine results to troubleshoot a specific error code received from a network management software?

- A. Use the first suggested fix from any forum without further validation
- B. Apply all suggested solutions simultaneously to determine which one works
- C. Rely solely on the top search result to save time
- **D. Verify the credibility of the sources before applying any suggested fixes**

Answer: D

Explanation:

Correct Answer. B. Verify the credibility of the sources before applying any suggested fixes When using search engines, it is crucial to assess the reliability and credibility of the source of the information to ensure the solution is appropriate and does not cause further issues.

Option A is incorrect because relying solely on the top search result may not always provide the most reliable or appropriate solution.

Option C is incorrect because using solutions from forums without validation can lead to incorrect or harmful actions.

Option D is incorrect as applying multiple solutions at once can complicate troubleshooting and potentially cause additional issues.

NEW QUESTION # 202

What is the first action an employee should take after receiving an email that appears to be a phishing attempt?

- A. Click on links to verify their destination
- B. Reply to the email to confirm its authenticity
- C. Forward the email to colleagues to see if they received a similar one
- **D. Report the email to the organization's IT security team**

Answer: D

Explanation:

Correct Answer. C. Report the email to the organization's IT security team Reporting the email to the IT security team is crucial for proper analysis and to prevent further spread or damage. The IT team can also take necessary actions to enhance filters or security measures.

Option A is incorrect as clicking links can validate an email address to attackers or potentially download malware.

Option B is incorrect because forwarding the email could spread potentially harmful links or information.

Option D is incorrect as replying could alert attackers that the email address is active, inviting more phishing attempts.

NEW QUESTION # 203

A company uses a range of IP addresses which fall into the category of private networks. They need to connect these devices to the internet.

What is necessary to facilitate this connection?

- A. Use a proxy server to relay all internet requests
- B. Convert all private IPs to public IPs
- **C. Deploy NAT at the network boundary**
- D. Implement DHCP on all client machines

Answer: C

Explanation:

Correct Answer. C. Deploy NAT at the network boundary NAT allows multiple private IP addresses to share one or more public IP addresses. It is a common method to enable private network devices to access the internet securely.

Option A is incorrect. DHCP assigns IP addresses but does not facilitate internet access for private IP ranges.

Option B is incorrect. A proxy server can manage internet requests but does not provide the necessary IP address translation.

Option D is incorrect. Converting all private IPs to public IPs is not practical or secure for internal network operations.

NEW QUESTION # 204

A system administrator needs to diagnose intermittent IPv6 connectivity issues on a corporate network. Which command would best help them understand the routing path taken by the IPv6 traffic?

- A. ping6 2001:db8:abcd::1 -t
- B. route print6
- C. traceroute6 2001:db8:abcd::1
- D. netstat -an6

Answer: C

Explanation:

Correct Answer: A. traceroute6 2001:db8:abcd::1 Using traceroute6 to an IPv6 address is essential for diagnosing issues in the path of the network traffic, showing the route packets take and where potential failures occur.

Option B is incorrect. There is no `netstat -an6` command; `netstat` shows active connections and protocol statistics, but it doesn't trace routes.

Option C is incorrect. Continuous ping6 is useful for testing reachability and sustained response times but does not reveal the path or hops like traceroute6.

Option D is incorrect. route print6 is not a valid command; route -6 print might display the IPv6 routing table in some systems but does not dynamically trace routes.

NEW QUESTION # 205

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