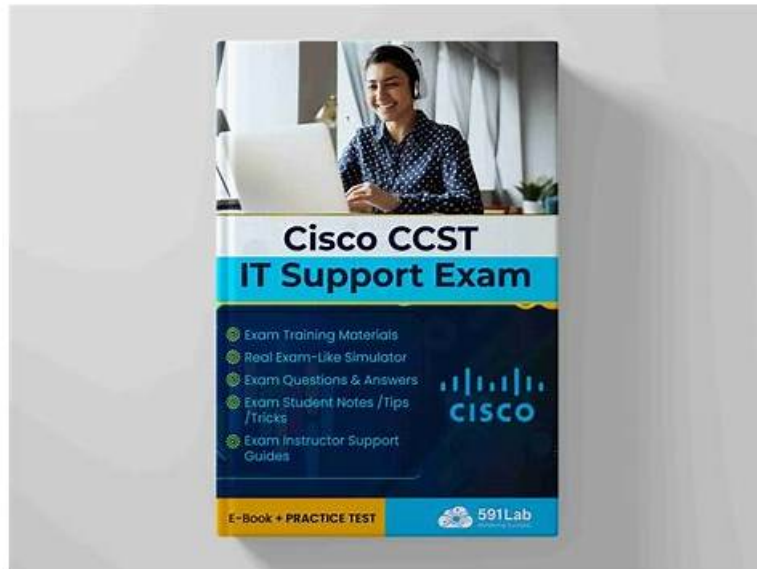


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## Cisco 100-140 Exam Syllabus Topics:

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>• <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>Hardware Uses:</b> 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>• <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>

## Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q95-Q100):

### NEW QUESTION # 95

What should technicians be cautious of before updating firmware on critical systems?

- **A. Ensuring there is a backup before applying the update**
- B. Ensuring the firmware is sourced from unofficial third-party sites for faster access
- C. Checking the firmware version to make sure it matches exactly what is required
- D. Scheduling the update during peak business hours to ensure immediate support is available

**Answer: A**

Explanation:

Correct Answer. D. Ensuring there is a backup before applying the update It's crucial to have a backup of the system's configuration and data before applying firmware updates to critical systems, to prevent data loss in case the update fails or causes problems.

Option A is incorrect because firmware should always be sourced from official or trusted sources to avoid the risks of installing malicious or incompatible updates.

Option B is incorrect because while it's important to check firmware versions, the most critical precaution is to have a backup.

Option C is incorrect because updates should ideally be scheduled during off-peak hours to minimize disruption to business operations.

### NEW QUESTION # 96

A technician is tasked with sending PII data to a partner company for processing. What company policy should the technician follow to ensure compliance with data protection laws and maintain confidentiality?

- A. Send the data via unencrypted email for ease of access
- B. Use a courier service to physically transport the data in unencrypted form
- **C. Transmit the data through a secure, encrypted file transfer protocol**
- D. Post the data on a public cloud service and provide the partner with access

**Answer: C**

Explanation:

Correct Answer. C. Transmit the data through a secure, encrypted file transfer protocol Using encrypted file transfer protocols is essential to ensure the secure transmission of PII, protecting the data from unauthorized interception and access during transfer.

Option A is incorrect because sending PII via unencrypted email exposes the data to potential interception and is a violation of most

data protection policies.

Option B is incorrect as transporting unencrypted sensitive data physically still poses significant security risks, such as potential loss or theft.

Option D is incorrect because posting sensitive data on a public cloud service without stringent access controls and encryption exposes the data to significant risks.

#### NEW QUESTION # 97

A technician finds that a networked office printer frequently jams when attempting to print large documents from the bypass tray. What should the technician adjust first to resolve this issue?

- A. Switch to a different brand of paper
- B. Reconfigure the network settings on the printer
- C. Update the printer's firmware to the latest version
- **D. Replace the paper feed rollers in the bypass tray**

**Answer: D**

Explanation:

Correct Answer. C. Replace the paper feed rollers in the bypass tray Worn or dirty paper feed rollers can cause frequent jams, especially when using trays that handle special media like the bypass tray. Replacing or cleaning the rollers is typically the first step in resolving these issues.

Option A is incorrect. Network settings would not cause physical paper jams.

Option B is incorrect. Firmware updates are less likely to affect mechanical issues such as paper jams unless the update specifically addresses this.

Option D is incorrect. While paper quality can affect jamming, this is generally not the first step if the jams are frequent and specifically occur when using the bypass tray.

#### NEW QUESTION # 98

A user needs to reset their password based on feedback after a security concern.

You want to provide an example of a strong password to the user based on the following company guidelines shown:

Must have 8 to 15 characters

Must contain lowercase letters

Must contain at least 2 numbers

Must begin and end with a letter

Only special characters that can be used dash (-), underscore (\_), hashtag (#), and at sign (@) Which password could you use as an example?

- A. j546h!Gg
- **B. mkn546#f**
- C. dkku546@
- D. ywm546q

**Answer: B**

Explanation:

mkn546#f is 8 characters long (within 8-15), begins with "m" and ends with "f" (letters), includes only lowercase letters, contains three numbers (5, 4, 6), and uses only the allowed special character "#."

#### NEW QUESTION # 99

A user cannot access Windows due to a recent software installation that caused stability issues.

How can the user revert the changes without losing their personal files?

- **A. Boot into Safe Mode and uninstall the software**
- B. Conduct a hard reset of the system
- C. Delete the software's installation folder in Safe Mode
- D. Use System Restore from the Advanced Startup Options menu

**Answer: A**

Explanation:

Correct Answer: C. Boot into Safe Mode and uninstall the software Booting into Safe Mode restricts software from running, which allows the user to safely uninstall recently installed programs or drivers that may be causing stability issues.

Option A is incorrect because while System Restore can revert system changes, it's more comprehensive and might affect other system settings and installations Option B is incorrect because a hard reset does not solve underlying issues related to problematic software Option D is incorrect because manually deleting installation folders does not properly uninstall software and can leave behind residual system entries

## NEW QUESTION # 100

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