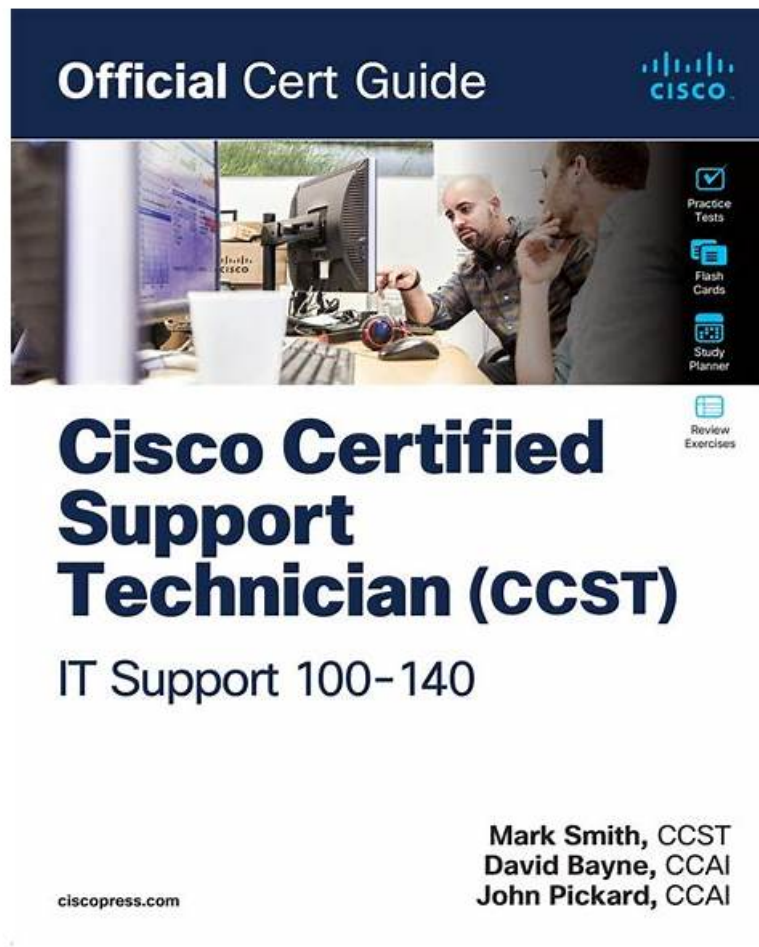


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Cisco 100-140 Exam Syllabus Topics:

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

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q248-Q253):

NEW QUESTION # 248

An IT support technician is assisting a user who reports that their Windows 10 system frequently crashes. The technician suspects a recent driver update might be causing the issue. Which section of the Event Viewer should the technician instruct the user to check to confirm this suspicion?

- A. Application Logs
- **B. System Logs**
- C. Setup Logs
- D. Security Logs

Answer: B

Explanation:

Correct Answer. B. System Logs System Logs in Event Viewer are essential for troubleshooting hardware and system errors, including driver failures. This log records events related to the operation of drivers, operating system components, and hardware devices, making it the right place to check for errors following a driver update.

Option A is incorrect because Application Logs mainly record events related to software applications rather than system-level hardware or driver issues.

Option C is incorrect because Security Logs track access and security-related events, which are unrelated to driver stability or system crashes.

Option D is incorrect because Setup Logs primarily capture events related to the installation of software and updates and not the operational errors potentially causing system crashes.

NEW QUESTION # 249

What is the primary difference between predictive AI and generative AI when used in troubleshooting?

- **A. Predictive AI identifies existing patterns in data to forecast outcomes, while generative AI creates new data and simulations based on learned data patterns**
- B. Generative AI is used exclusively for security threat analysis, while predictive AI is not suitable for IT environments
- C. Predictive AI replaces human decision-making in troubleshooting, whereas generative AI cannot operate without human

intervention

- D. Predictive AI creates virtual models of IT systems, whereas generative AI is used solely to automate data entry

Answer: A

Explanation:

Correct Answer. A. Predictive AI identifies existing patterns in data to forecast outcomes, while generative AI creates new data and simulations based on learned data patterns. Predictive AI is used primarily to analyze historical data and predict future outcomes, which is valuable in identifying likely failures or issues based on past events. Generative AI, however, uses its understanding from data to generate new content, scenarios, or data simulations, which can be useful in modeling potential solutions or creating new data environments for testing.

Option B is incorrect because neither form of AI completely replaces human decision-making; each type supports different aspects of troubleshooting.

Option C is incorrect as both types of AI can be utilized in various IT and security contexts, not just exclusively as stated.

Option D is incorrect because it misrepresents the capabilities of both predictive and generative AI.

NEW QUESTION # 250

When updating internal access controls for proprietary systems, what is a fundamental policy a technician must follow?

- A. Require biannual password updates instead of more frequent changes to reduce user frustration
- **B. Implement role-based access controls to ensure that employees only access data necessary for their roles**
- C. Allow open access within the company to promote transparency
- D. Set all access permissions to administrator level to simplify system management

Answer: B

Explanation:

Correct Answer. B. Implement role-based access controls to ensure that employees only access data necessary for their roles. Role-based access control (RBAC) is crucial in protecting proprietary systems by limiting access to sensitive information based on the user's job responsibilities, enhancing data security.

Option A is incorrect as open access can lead to unnecessary exposure of sensitive data.

Option C is incorrect because providing universal administrator-level access increases security risks significantly.

Option D is incorrect because password frequency updates should balance security with user convenience, and biannual changes might not be sufficient for sensitive systems.

NEW QUESTION # 251

An enterprise requires a secure environment to manage and store its application configurations and secrets. Which AWS service is best suited for this need?

- A. AWS Security Hub
- **B. AWS Secrets Manager**
- C. Amazon EBS
- D. AWS Config

Answer: B

Explanation:

Correct Answer. C. AWS Secrets Manager. AWS Secrets Manager helps you protect access to your applications, services, and IT resources without the upfront investment and on-going maintenance costs of operating your own infrastructure.

Option A is incorrect because AWS Config is more focused on assessing, auditing, and evaluating the configurations of your AWS resources.

Option B is incorrect as AWS Security Hub gives you a comprehensive view of your high-priority security alerts and compliance status across AWS accounts but does not manage secrets.

Option D is incorrect as Amazon EBS (Elastic Block Store) provides block storage volumes for persistent data storage when using EC2 instances, not for managing secrets.

NEW QUESTION # 252

During a server inspection, a technician observes that the hard drive activity LED is continuously blinking rapidly, even when the

server is not processing any known tasks.
What could this indicate?

- A. The LED is malfunctioning
- B. The server is performing scheduled maintenance tasks
- C. There is potentially unwanted or malicious activity
- D. The hard drive is nearing its maximum storage capacity

Answer: C

Explanation:

Correct Answer: C. There is potentially unwanted or malicious activity Continuous and rapid blinking of the hard drive activity LED when the server is not knowingly processing tasks can indicate background activity that may be unauthorized or malicious.

Option A is incorrect because while maintenance tasks could cause activity, they are usually known and scheduled, hence not unexpected.

Option B is incorrect because nearing maximum capacity affects performance but doesn't cause continuous, rapid LED blinking.

Option D is incorrect because while possible, a malfunctioning LED is less likely compared to the presence of background processes.

NEW QUESTION # 253

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