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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<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 3	<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.
Topic 4	<ul style="list-style-type: none">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 5	<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.

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

NEW QUESTION # 486

A macOS user is experiencing issues with their Bluetooth connectivity and needs to verify their system's Bluetooth version to ensure compatibility with connected devices. Under which section in the System Settings should the IT support technician instruct the user to check this information?

- A. Network
- **B. Bluetooth**
- C. General
- D. Accessibility

Answer: B

Explanation:

Correct Answer: B. Bluetooth The Bluetooth section in the System Settings is the correct place to find detailed information about the macOS device's Bluetooth capabilities, including the version.

This information helps users troubleshoot connectivity issues by verifying compatibility with other Bluetooth devices.

Option A is incorrect because the Network section focuses on settings for Wi-Fi, Ethernet, and other network connections, not Bluetooth specifics.

Option C is incorrect because the General section mainly deals with overall appearance settings, language, and text options.
Option D is incorrect because the Accessibility section is designed to adjust settings that help users with disabilities and does not cover Bluetooth settings.

NEW QUESTION # 487

A user needs to monitor the disk usage and free space of their Linux server regularly. Which command should the IT support technician suggest for detailed disk usage statistics?

- A. df-h
- B. top
- C. mount
- D. du -sh *

Answer: A

Explanation:

Correct Answer. C. df-h The df-h command (disk free) provides concise information about each mounted filesystem, including total space, used space, free space, and mount points, all formatted in human-readable form (e.g., GB, MB).

Option A is incorrect because top primarily monitors CPU and memory usage, not disk space.

Option B is incorrect because du -sh * shows the disk usage of files and directories in the current directory, which is useful but not as comprehensive for checking all disk space on the server.

Option D is incorrect because mount displays mounted filesystems, not their disk usage statistics.

NEW QUESTION # 488

An IT support technician is configuring multifactor authentication (MFA) for a secure application.

The organization wants to use an authenticator app that generates time-based one-time passwords (TOTPs). Which of the following aspects should the technician emphasize as the most secure practice when deploying this MFA method?

- A. Advising users to store backup codes in a secure but accessible location
- B. Encouraging users to synchronize their app across multiple devices
- C. Setting the TOTP to expire after each login session
- D. Requiring users to install the authenticator app on their corporate computers

Answer: A

Explanation:

When using authenticator apps that generate TOTPs, it's critical to prepare for situations where a user might lose access to their device. Storing backup codes securely ensures that users can regain access without compromising security.

Option A is incorrect because installing authenticator apps on corporate computers could expose them to additional risks if these computers are compromised.

Option C is incorrect because synchronizing the app across multiple devices could increase the risk of unauthorized access if one of the devices is compromised.

Option D is incorrect because TOTPs naturally expire quickly (usually every 30 to 60 seconds) and do not need to be manually set to expire after each session, which could unnecessarily complicate the login process.

NEW QUESTION # 489

A MacOS user reports that the screen brightness is too low even at maximum settings while working outdoors.

What should the technician suggest to improve visibility?

- A. Adjust the screen resolution
- B. Disable automatic brightness adjustment
- C. Enable Night Shift
- D. Increase the contrast

Answer: B

Explanation:

Correct Answer. C. Disable automatic brightness adjustment Disabling automatic brightness adjustment allows the user to manually

set the brightness to the maximum level, which can help improve screen visibility in bright outdoor environments.

Option A is incorrect because adjusting the screen resolution does not affect the brightness of the display Option B is incorrect as Night Shift adjusts the color temperature for better night viewing but does not increase brightness Option D is incorrect as increasing contrast affects color depth, not brightness

NEW QUESTION # 490

A user reports that their documents are not printing and the printer status indicates "printing" without any output.

What is the most appropriate first step to resolve this issue?

- **A. Cancel all documents in the print queue and restart the print spooler**
- B. Replace the printer's network cable
- C. Reinstall the printer drivers
- D. Update the printer's firmware

Answer: A

Explanation:

Correct Answer: B. Cancel all documents in the print queue and restart the print spooler Clearing the print queue and restarting the print spooler service can resolve issues where documents are stuck and not printing, often clearing any errors or conflicts in the process.

Option A is incorrect. Reinstalling the printer drivers is more disruptive and not necessary unless driver corruption is suspected after other troubleshooting steps fail.

Option C is incorrect. A network cable issue would more likely prevent the printer from being available at all, rather than just stopping document printing.

Option D is incorrect. Firmware updates are important for long-term maintenance but would not typically resolve immediate issues with print jobs stuck in the queue.

NEW QUESTION # 491

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