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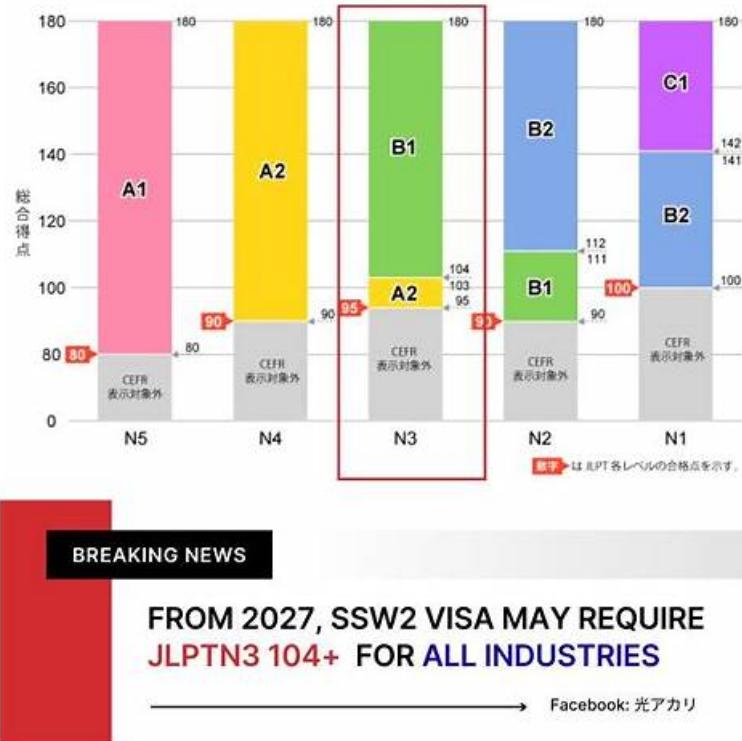

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q223-Q228):

NEW QUESTION # 223
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. Bluetooth
* B. General
* C. Network
* D. Accessibility

Answer: A

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 # 224
During a departmental network reconfiguration, a technician finds that all newly connected devices receive an IP address in the 169.254.x.x range.
What should be the technician's first action?

* A. Manually assign IP addresses to all devices
* B. Replace all network cables connecting the devices

- C. Reboot all network devices including routers and switches
- D. Check the status and configuration of the DHCP server

Answer: D

Explanation:
Correct Answer. B. Check the status and configuration of the DHCP server When multiple devices receive an APIPA address, it often indicates a problem with the DHCP server, such as it being down or misconfigured.
Option A is incorrect. While rebooting might help, it's less targeted than checking the DHCP server directly.
Option C is incorrect. Cable issues would more likely result in no IP address being assigned, not an APIPA address.
Option D is incorrect. Manually assigning IP addresses is a temporary workaround, not a solution to DHCP server issues.

NEW QUESTION # 225
After installing a new app, a user finds that their smartphone frequently restarts.
What is the best immediate action to stop the restarts?

- A. Uninstall the newly installed app
- B. Encrypt the smartphone
- C. Disable Wi-Fi and Bluetooth
- D. Clear the browsing history

Answer: A

Explanation:
Correct Answer. A. Uninstall the newly installed app If the issue started immediately after installing a new app, removing that app is the most direct way to determine if it is the cause of the restarts and potentially resolve the problem.
Option B is incorrect because disabling Wi-Fi and Bluetooth does not address problems caused by a potentially problematic app
Option C is incorrect as encrypting the smartphone addresses security concerns and would not impact frequent restarts Option D is incorrect because clearing the browsing history does not relate to system restarts triggered by an app

NEW QUESTION # 226
A technician receives an urgent email from what seems to be the IT department, asking to click a link to update their password immediately.
What is the best course of action?

- A. Ignore the email as it is probably not important
- B. Click the link immediately to comply with the apparent IT security update
- C. Verify the email by checking the sender's email address and contacting the IT department directly
- D. Forward the email to colleagues to see if they received a similar request

Answer: C

Explanation:
Correct Answer. B. Verify the email by checking the sender's email address and contacting the IT department directly Verifying the legitimacy of the email through direct contact with the IT department helps avoid potential phishing attacks disguised as legitimate requests.
Option A is incorrect because clicking on links in unsolicited emails can lead to security breaches.
Option C is incorrect because ignoring potential security updates may also pose risks if the email is legitimate.
Option D is incorrect because forwarding suspicious emails can spread potential threats to more users.

NEW QUESTION # 227
A graphic design company wants to run the latest version of a high-end design software which is known to be resource-intensive.
The IT department needs to ensure that workstations can handle the software efficiently.
What is the minimum amount of RAM should the workstations have?

- A. 32 GB of RAM
- B. 4 GB of RAM
- C. 8 GB of RAM

- D. 16 GB of RAM

Answer: D

Explanation:
Correct Answer. C. 16 GB of RAM Given the resource-intensive nature of high-end graphic design software, workstations should have at least 16 GB of RAM to ensure smooth operation and efficient handling of multiple large files and applications simultaneously.
Option A is incorrect because 4 GB of RAM is insufficient for modern, high-end graphic design software, which may lead to poor performance and system instability.
Option B is incorrect because 8 GB of RAM may handle basic tasks but is likely to struggle with advanced features and multitasking in resource-intensive graphic design software.
Option D is incorrect because while 32 GB of RAM is beneficial for extremely high workloads, it exceeds the minimum requirement necessary for efficient operation of the software described.

NEW QUESTION # 228

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