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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details

Topic 1	<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 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>Common Threats and Prevention:</b> 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.</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 (Q632-Q637):

### NEW QUESTION # 632

A finance department user complains that their workstation, which is connected via an Ethernet cable, experiences slower speeds compared to other departments. What should be the first action to troubleshoot this issue?

- A. Test the speed using a network testing tool and check the Ethernet cable for damage
- B. Connect the workstation to a WLAN to compare speeds
- C. Replace the Ethernet cable with a fiber optic cable
- D. Increase the workstation's RAM

**Answer: A**

Explanation:

Correct Answer: B. Test the speed using a network testing tool and check the Ethernet cable for damage Using a network testing tool to check the connection speed and inspecting the physical state of the Ethernet cable can help identify if the issue is related to cable damage or other network bottlenecks.

Option A is incorrect. Replacing the Ethernet cable with fiber optic is impractical and unlikely to address issues specific to one workstation.

Option C is incorrect. RAM increases general computing performance but would not specifically affect network speeds.

Option D is incorrect. While connecting to WLAN could offer diagnostic insights, it doesn't directly resolve the issue or identify the cause of slower speeds on the Ethernet connection.

### NEW QUESTION # 633

A user cannot connect their mobile device to a Bluetooth speaker. What should the technician suggest to resolve this issue?

- A. Replace the Bluetooth speaker
- B. Check if Bluetooth is enabled on both the mobile device and the Bluetooth speaker
- C. Connect the mobile device to a different Wi-Fi network

- D. Increase the volume on the mobile device

**Answer: B**

Explanation:

Correct Answer. A. Check if Bluetooth is enabled on both the mobile device and the Bluetooth speaker Ensuring that Bluetooth is enabled on both devices is a fundamental step for establishing a connection. It's a common oversight that can prevent devices from pairing.

Option B is incorrect as increasing the volume does not affect connectivity issues.

Option C is incorrect because Bluetooth connectivity is unrelated to Wi-Fi networks.

Option D is incorrect because replacing the Bluetooth speaker is premature without first confirming that all settings are correct and that the speaker is the issue.

#### NEW QUESTION # 634

An office network's devices are configured to access the internet, but users report they can only access local network resources. What should a technician check first to resolve this issue?

- A. Whether each device's DNS server address is correctly configured
- B. The speed of the connection on each network device
- C. Whether each device's default gateway is correctly configured
- D. The security settings on the network firewall

**Answer: C**

Explanation:

Correct Answer. B. Whether each device's default gateway is correctly configured The default gateway allows devices on a network to communicate with devices on other networks (like the internet). Incorrect default gateway settings can prevent devices from accessing external networks.

Option A is incorrect. DNS settings affect domain name resolution but would not prevent external network access if the default gateway is misconfigured.

Option C is incorrect. Connection speed affects performance but not the ability to access external networks.

Option D is incorrect. While firewall settings are important, the first check should be network configuration related to gateway settings.

#### NEW QUESTION # 635

What is a technician's best practice for disposing of documents containing PII?

- A. Leave the responsibility for document disposal to non-technical staff to avoid task overload
- B. Dispose of documents with PII in regular waste bins for convenience
- C. Shred documents containing PII before disposal to prevent data recovery
- D. Store documents containing PII indefinitely as a backup

**Answer: C**

Explanation:

Correct Answer. B. Shred documents containing PII before disposal to prevent data recovery Shredding documents is a secure method to ensure that PII cannot be reconstructed or retrieved from discarded materials, complying with data protection standards.

Option A is incorrect because regular waste disposal does not protect against unauthorized recovery of sensitive information.

Option C is incorrect because indefinite storage can lead to unnecessary risks and clutter; documents should be securely disposed of when no longer needed.

Option D is incorrect because data protection is a responsibility of all staff, especially those handling sensitive information; delegating such tasks without proper protocols may lead to compliance issues.

#### NEW QUESTION # 636

A user reports that their microphone records with a lot of background noise and echo. Which of the following actions should the technician recommend to improve audio quality?

- A. Move the microphone closer to the sound source

- B. Adjust the sound settings to enable noise suppression
- C. Increase the microphone's recording volume
- D. Replace the microphone's USB cable

**Answer: B**

Explanation:

Correct Answer: D. Adjust the sound settings to enable noise suppression Enabling noise suppression and echo cancellation in sound settings can significantly improve the clarity of audio recorded by reducing background noise and echo.

Option A is incorrect. While moving the microphone closer can help, it does not specifically address the echo and background noise.

Option B is incorrect. Increasing the recording volume might actually exacerbate the background noise and echo problem.

Option C is incorrect. Replacing the USB cable would not affect audio quality unless there is an existing connectivity issue.

### NEW QUESTION # 637

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