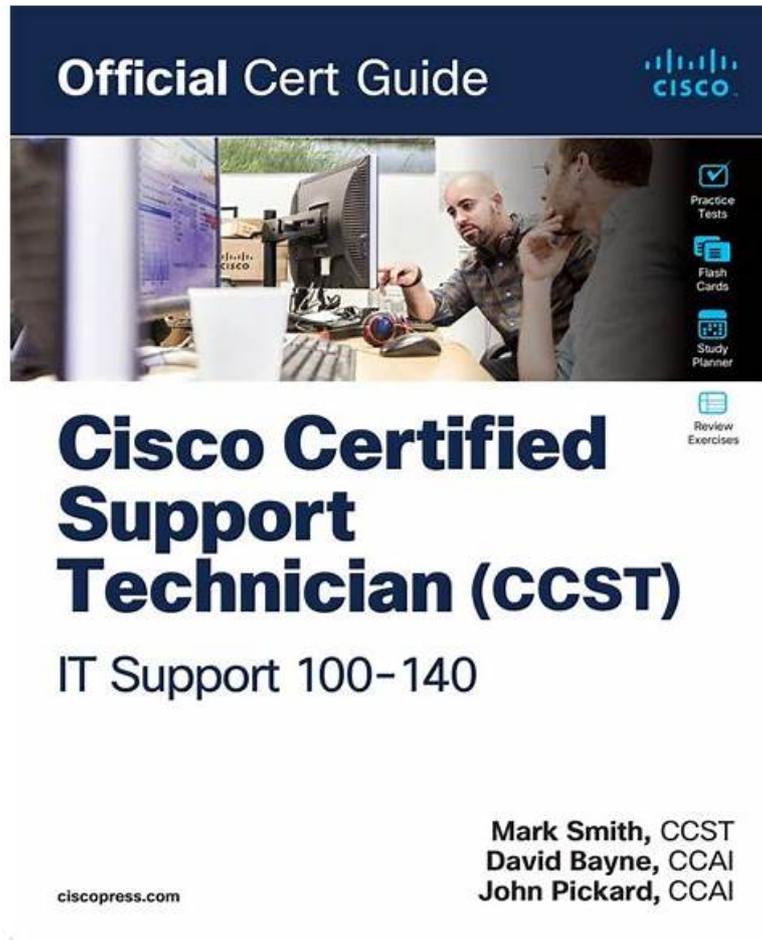


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The main key to passing the 100-140 exam is to use your time affectionately and grasp every topic so you can attempt the maximum number of questions in the actual 100-140 Exam. By studying the questions mentioned in the prep material, the candidates have control over the exam anxiety in no time.

Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.

>> 100-140 Practical Information <<

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q575-Q580):

NEW QUESTION # 575

During an online banking session, a user notices that pages are loading incorrectly or displaying outdated information. What should they do first to try and fix this issue?

- A. Switch to a different Internet service provider
- **B. Clear the browser cache**
- C. Delete the browser history
- D. Change their online banking password

Answer: B

Explanation:

Clearing the browser cache removes stored data that may prevent web pages from loading updated content correctly, which is essential for sites like online banking where information changes frequently.

Option A is incorrect because deleting history affects only the list of visited sites and does not typically impact how web pages are loaded Option C is incorrect because changing a password does not affect how web pages are rendered or updated Option D is incorrect because switching ISPs is an extreme and largely irrelevant action for this type of issue

NEW QUESTION # 576

What is the first step a technician should take when initiating a Cisco Webex session to troubleshoot an end user's device issue?

- A. Direct the user to disable their firewall to ensure an uninterrupted session
- **B. Verify the identity of the user and ensure they have the correct link and meeting credentials**
- C. Instruct the user to download and install the latest version of Cisco Webex without guidance

- D. Ask the user to share their entire desktop immediately upon connection

Answer: B

Explanation:

Correct Answer. B. Verify the identity of the user and ensure they have the correct link and meeting credentials Before starting a support session, verifying the user's identity and ensuring they have the correct meeting credentials protects against unauthorized access and ensures that both parties are prepared for the session.

Option A is incorrect as sharing the entire desktop should only be done when necessary and with proper precautions.

Option C is incorrect because the technician should guide the user through any software installation or updates to avoid errors.

Option D is incorrect as disabling the firewall may compromise the user's network security and should not be recommended without thorough consideration.

NEW QUESTION # 577

A user reports that the screen brightness on their Windows 10 laptop is too high, causing eye strain. What should the technician instruct the user to adjust first?

- A. Update the graphics card drivers
- **B. Adjust the brightness settings from the system tray**
- C. Change the screen saver settings
- D. Modify the color calibration settings

Answer: B

Explanation:

Adjusting the brightness directly from the system tray provides a quick and straightforward method for users to control screen brightness directly from the Windows interface.

Option A is incorrect as color calibration affects color output but not the brightness level of the display Option B is incorrect as the screen saver settings do not impact the ongoing brightness levels of a display Option D is incorrect as updating graphics drivers is not directly related to adjusting screen brightness settings

NEW QUESTION # 578

A user reports that their MacBook Pro's Wi-Fi speed seems slower than usual. To assist in diagnosing potential issues, which command should the IT support technician instruct the user to run in the Terminal to check the MTU (Maximum Transmission Unit) size of their Wi-Fi interface?

- **A. ifconfig en1**
- B. ifconfig en1 mtu
- C. ifconfig en0 mtu
- D. ifconfig | grep mtu

Answer: A

Explanation:

Correct Answer. B. ifconfig en1 ifconfig en1 (assuming en1 is the Wi-Fi interface, which is commonly the case on many Macs) displays detailed configuration data for the Wi-Fi interface, including the MTU size. Knowing the MTU size can help diagnose issues with packet transmission which might affect internet speed.

Option A is incorrect because ifconfig en0 mtu would incorrectly assume en0 (typically Ethernet) is the Wi-Fi interface and does not specifically list the MTU.

Option C is incorrect because while it attempts to display the MTU for en1, ifconfig en1 mtu is not the correct syntax to show only the MTU setting.

Option D is incorrect because ifconfig | grep mtu would list MTU sizes for all interfaces, which might confuse the user without specifying which is for Wi-Fi.

NEW QUESTION # 579

A support technician is documenting a resolved issue where a software bug caused data loss for a client. What is the most effective way to document this interaction?

- A. Describe the bug and its impact, and the steps taken to resolve the issue
- B. Summarize the emotional impact of the issue on the client
- C. List all the software used by the client, regardless of relevance to the bug
- D. Focus on potential upgrades to the client's system to avoid similar issues

Answer: A

Explanation:

A comprehensive and factual description of the bug, its impact on operations, and the resolution steps is essential to document such interactions accurately. This approach ensures that the documentation is useful for reference and aids in handling similar issues in the future.

Option A is incorrect because focusing on the emotional impact does not provide a technical summary of the issue.

Option C is incorrect because listing all software, including irrelevant ones, clutters the documentation and detracts from the specific problem and solution.

Option D is incorrect as focusing solely on upgrades does not summarize the specific incident and its resolution.

NEW QUESTION # 580

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