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Cisco 100-140 Exam Syllabus Topics:

| Topic | Details |
|---------|---|
| Topic 1 | <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. |
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| 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"> 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 4 | <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. |

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q648-Q653):

NEW QUESTION # 648

A remote user is experiencing connectivity issues and the IT support technician needs to verify the user's IPv4 address to diagnose network problems.

Which of the following instructions should the technician give to the user to find their IPv4 address on a Windows 10 machine?

- A. Right-click on the network icon in the taskbar and select "Open Network & Internet settings"
- **B. Open Command Prompt and type ipconfig**
- C. Navigate to Control Panel > Network and Internet > Network Connections
- D. Go to Settings > Network & Internet > Wi-Fi > Hardware Properties

Answer: B

Explanation:

The ipconfig command in Command Prompt provides a detailed list of all network connections and their statuses, including the IPv4 address, making it the most direct method for users to find their network details quickly.

Option B is incorrect because while it shows network connections, it requires additional navigation to view details such as the IPv4 address.

Option C is incorrect because this pathway leads to detailed hardware properties, but it is less straightforward compared to using the Command Prompt.

Option D is incorrect because it only opens network settings and does not directly show network connection details like the IPv4 address.

NEW QUESTION # 649

An IT administrator is setting up multiple conference rooms with older monitors that have DVI ports. They need to connect these monitors to modern computers that only have HDMI outputs.

Which adapter should the IT support technician recommend to facilitate this connection?

- A. HDMI to DVI-A
- B. HDMI to DVI-I
- C. HDMI to DVI-X
- D. **HDMI to DVI-D**

Answer: D

Explanation:

Correct Answer. A. HDMI to DVI-D An HDMI to DVI-D adapter is the most suitable choice for connecting modern computers with HDMI outputs to older monitors with DVI inputs, as DVI-D supports digital signals, which are compatible with the digital signals from HDMI.

Option B is incorrect because while HDMI to DVI-I would technically work (since DVI-I supports digital signals), it is less common and potentially more expensive due to its dual compatibility with analog signals, which is unnecessary in this case.

Option C is incorrect because HDMI to DVI-A involves converting a digital signal to an analog format, which could result in loss of signal quality and is generally not recommended.

Option D is incorrect because DVI-X does not exist as a recognized standard.

NEW QUESTION # 650

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

Answer: A

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 # 651

During an upgrade, a technician needs to install an NVMe SSD on a desktop motherboard that has several PCIe slots.

What must the technician check to ensure the NVMe SSD will function correctly when connected to the motherboard?

- A. Whether the PCIe slots are color-coded
- B. **Whether the PCIe slot is x4 or greater**
- C. Whether the PCIe slot has a locking mechanism
- D. Whether the motherboard supports SATA III

Answer: B

Explanation:

Correct Answer. A. Whether the PCIe slot is x4 or greater NVMe SSDs require at least a PCIe x4 slot to operate efficiently due to their high data throughput requirements. The technician should verify that the motherboard has a PCIe slot with x4 or greater available to ensure optimal performance of the NVMe SSD.

Option B is incorrect because color-coding of PCIe slots is typically for user convenience and does not indicate functionality or performance compatibility with NVMe SSDs.

Option C is incorrect because NVMe SSDs do not utilize SATA interfaces; thus, SATA III support is irrelevant.

Option D is incorrect because while a locking mechanism is important for secure installation, it does not impact the compatibility or

functionality of the NVMe SSD.

NEW QUESTION # 652

A MacOS user has lost some critical files after an accidental deletion and needs to restore them from iCloud. What is the first step they should take?

- A. Recover the files from the Recently Deleted folder in iCloud
- B. Contact Apple support to retrieve the deleted files
- C. Reset their iCloud password to restore synchronization
- D. Reinstall MacOS to regain access to iCloud backups

Answer: A

Explanation:

Correct Answer. A. Recover the files from the Recently Deleted folder in iCloud Files deleted from iCloud are stored in the Recently Deleted folder for 30 days, providing an immediate option for recovery. Users can restore these files directly from there without needing to take more drastic measures.

Option B is incorrect as reinstalling MacOS is unnecessary for accessing iCloud backups and does not directly impact cloud-stored files Option C is incorrect because resetting the iCloud password is unrelated to file recovery and is typically for security purposes Option D is incorrect as contacting Apple support should be a last resort if all other recovery methods fail

NEW QUESTION # 653

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