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Cisco 100-140 Exam Syllabus Topics:

Topic	Details

Topic 1	<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 2	<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 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"> • 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.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q448-Q453):

NEW QUESTION # 448

A user reports that their Webex Desk Pro screen intermittently freezes during use. What is the most appropriate first action to troubleshoot this problem?

- A. Replace the Webex Desk Pro screen with a newer model
- **B. Monitor the device's CPU and memory usage during calls**
- C. Increase the screen resolution and refresh rate settings
- D. Adjust the room lighting where the Webex Desk Pro is located

Answer: B

Explanation:

Correct Answer: B. Monitor the device's CPU and memory usage during calls Intermittent freezing can be caused by system resource limitations. Monitoring CPU and memory usage can help determine if the device is being overloaded, which is a common cause of performance issues.

Option A is incorrect. Increasing resolution and refresh rate could potentially worsen performance issues if the device is already under strain.

Option C is incorrect. Replacing the unit is premature without first diagnosing the cause of the freezing.

Option D is incorrect. Room lighting affects visibility but not the performance of teleconferencing hardware.

NEW QUESTION # 449

A software development company needs to host a highly available web application that can automatically adjust its compute capacity based on user demand.

Which AWS service should they primarily utilize?

- A. Amazon Glacier
- **B. Amazon S3**

- C. AWS IAM
- **D. Amazon EC2 Auto Scaling**

Answer: D

Explanation:

Correct Answer. B. Amazon EC2 Auto Scaling Amazon EC2 Auto Scaling helps ensure that the application has the correct amount of compute capacity to handle the demand by automatically adjusting the number of Amazon EC2 instances available.

Option A is incorrect because Amazon S3 is primarily for storage and would not directly handle compute capacity needs for web applications.

Option C is incorrect as Amazon Glacier is used for long-term archival storage and is not suitable for hosting applications.

Option D is incorrect because AWS IAM (Identity and Access Management) manages access to AWS services and resources securely, not compute capacity.

NEW QUESTION # 450

An IT support technician needs to assist a user in connecting a new laptop to an older projector that only supports VGA input. The laptop only has HDMI outputs. Which adapter should the technician recommend to facilitate this connection?

- A. HDMI to USB adapter
- B. HDMI to DisplayPort adapter
- C. HDMI to DVI adapter
- **D. HDMI to VGA adapter**

Answer: D

Explanation:

Correct Answer. B. HDMI to VGA adapter An HDMI to VGA adapter is the appropriate choice for connecting a device with an HDMI output to a VGA-only input device like an older projector. This adapter will convert the digital signal from the HDMI output into an analog signal suitable for the VGA projector.

Option A is incorrect because DVI is digital and does not natively support VGA without further conversion, which does not address the need for an analog VGA signal.

Option C is incorrect because DisplayPort and VGA are fundamentally different in their signal types, and this does not address the need to convert a digital HDMI signal to an analog VGA signal.

Option D is incorrect because USB adapters generally handle data transfer or peripheral connectivity and are not suitable for converting video signals from HDMI to VGA.

NEW QUESTION # 451

A MacOS user is experiencing slow load times and frequent crashes while browsing the web.

What is the first step they should take to resolve this issue?

- A. Reinstall the web browser
- B. Upgrade their internet service
- **C. Clear the browser cache and cookies**
- D. Install additional RAM in their Mac

Answer: C

Explanation:

Correct Answer. B. Clear the browser cache and cookies Clearing the browser cache and cookies can often resolve issues with load times and crashes by removing old or corrupted data that may be causing the browser to perform poorly.

Option A is incorrect because reinstalling the browser is more disruptive and should be a later step if simpler solutions do not work

Option C is incorrect because slow browser performance is often not directly related to internet bandwidth, particularly if the issues are crash-related Option D is incorrect as while adding RAM can improve overall system performance, it does not specifically address problems caused by browser cache issues

NEW QUESTION # 452

When implementing changes to resolve an IT issue based on a pre-established plan, which of the following steps should be prioritized to ensure the changes are correctly applied?

- Answer: D**

Correct Answer: B. Confirm that the changes align with company policies and security requirements Ensuring that all changes are compliant with company policies and security standards is crucial in the problem-solving process. This step prevents potential legal and security risks while ensuring that the changes made are suitable within the operational framework of the organization.

Option A is incorrect because adjusting firewall settings should be issue-specific and not a generalized first step.

Option C is incorrect as random testing is inefficient and can introduce new problems rather than solving the existing one.

Option D is incorrect because changes should ideally be implemented during off-peak hours to minimize disruption to business operations.

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