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Cisco 100-140 Exam Syllabus Topics:

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

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q383-Q388):

NEW QUESTION # 383

When integrating a new SaaS application into an organization's cloud-based access management solution, what is crucial to ensure seamless user authentication and access?

- A. Installing a VPN on all user devices
- B. Updating all user devices to the latest operating system
- C. Increasing the server capacity on the cloud platform
- **D. Configuring SSO (Single Sign-On) through Entra Identity Governance**

Answer: D

Explanation:

Correct Answer. A. Configuring SSO (Single Sign-On) through Entra Identity Governance Single Sign-On (SSO) enables users to authenticate once and gain access to multiple related but independent software systems. Configuring SSO through Entra Identity Governance ensures that users can access new SaaS applications without needing separate credentials, streamlining the user experience and improving security.

Option B is incorrect because increasing server capacity might improve performance but does not directly affect user access or authentication.

Option C is incorrect because a VPN is used primarily for securing internet connections and accessing network resources remotely, not for managing access within cloud-based applications.

Option D is incorrect because while keeping devices updated is good practice, it does not directly impact the integration or authentication process within cloud-based access management systems.

NEW QUESTION # 384

During a presentation, a user's wireless keyboard suddenly stops working. The keyboard was functioning properly earlier in the day. What is the most likely solution to this problem?

- A. Install keyboard management software
- **B. Move the keyboard closer to the receiver**
- C. Connect the keyboard using a USB cable
- D. Adjust the keyboard's language settings

Answer: B

Explanation:

Correct Answer. A. Move the keyboard closer to the receiver Wireless keyboards can experience connectivity issues if the distance from the receiver is too great or if there are obstructions.

Moving it closer can help ensure a stable connection.

Option B is incorrect. While this could temporarily solve the problem, it doesn't address the wireless connectivity issue.

Option C is incorrect. Language settings would affect the input/output of the keyboard but not its connectivity.

Option D is incorrect. Management software typically does not affect basic connectivity issues.

NEW QUESTION # 385

A user reports that their computer is running slowly following a recent Windows update. What should a technician suggest first to

troubleshoot the issue?

- A. Perform a full system format
- B. Replace the user's computer with a newer model
- C. Check for and install any pending updates
- D. Roll back the latest Windows update

Answer: C

Explanation:

Sometimes, initial updates can cause system slowdowns due to incomplete installations or pending subsequent updates that might include bug fixes or improvements.

Option A is incorrect because rolling back an update might remove important security patches and is not a first-line troubleshooting step. Option C is incorrect because performing a full system format is too drastic for an initial troubleshooting step and can lead to data loss. Option D is incorrect because replacing the computer should be a last resort and is not cost-effective based on the issue described.

NEW QUESTION # 386

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. Connect the mobile device to a different Wi-Fi network
- C. Increase the volume on the mobile device
- D. Check if Bluetooth is enabled on both the mobile device and the Bluetooth speaker

Answer: D

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 # 387

Match each Windows tool from the list on the left to its appropriate usage scenario on the right.

Note: You will receive partial credit for each correct selection.

Windows Tools

Device Manager
Disk Management
Display Settings
Task Manager

Usage Scenario

- The technician is helping a user set up multiple monitors so they can work more efficiently.
- The technician advises a user on how to prepare a new external hard drive for file backup by formatting it and assigning a drive letter.
- To address complaints of a sluggish computer, the technician guides the user through identifying programs that are consuming too much system resources.
- A user is having trouble with their newly connected webcam not functioning correctly, and the technician needs to verify the device's driver installation.

Windows Tool

Answer:

Explanation:

Windows Tools	Usage Scenario	Windows Tool
Device Manager	The technician is helping a user set up multiple monitors so they can work more efficiently.	Display Settings
Disk Management	The technician advises a user on how to prepare a new external hard drive for file backup by formatting it and assigning a drive letter.	Disk Management
Display Settings	To address complaints of a sluggish computer, the technician guides the user through identifying programs that are consuming too much system resources.	Task Manager
Task Manager	A user is having trouble with their newly connected webcam not functioning correctly, and the technician needs to verify the device's driver installation.	Device Manager

NEW QUESTION # 388

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