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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.

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"> • 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 5	<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.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q577-Q582):

NEW QUESTION # 577

During a video editing session, a MacOS user notices that the editing software freezes repeatedly. How should the user utilize Activity Monitor to resolve this issue?

- **A. Use Activity Monitor to quit any non-responsive processes related to the video editing software**
- B. Increase the virtual memory allocation for the application through System Preferences
- C. Delete the app's preferences file from the Library folder
- D. Install additional RAM for their Mac

Answer: A

Explanation:

Correct Answer. B. Use Activity Monitor to quit any non-responsive processes related to the video editing software Activity Monitor can be used to identify and terminate non-responsive processes related to specific applications, potentially resolving issues such as freezing without affecting other system operations.

Option A is incorrect because deleting preference files might corrupt the application further or lose customized settings Option C is incorrect because MacOS manages virtual memory automatically; users cannot adjust this setting manually Option D is incorrect as installing additional RAM is not a direct solution for an application freezing and does not address immediate software issues

NEW QUESTION # 578

You receive an email from a user with the display name of the President of your company. The email requests that you do them a favor and purchase gift cards and send the gift cards to an email address provided. What should you do?

- A. Call the IT department to verify that the email is valid.
- B. Purchase the gift cards and send them as the President asked.
- C. Call the number listed in the email.
- D. Reply to the sender asking them to verify the email's legitimacy.

Answer: A

Explanation:

This scenario is a classic example of email spoofing and a social engineering attack. You should contact the IT department immediately using internal communication methods to verify the legitimacy of the request. Never respond or take action based on suspicious emails.

NEW QUESTION # 579

A network administrator notices that users cannot access a newly deployed internal web application from their workstations. The application is hosted on a server within the same network. What should the administrator first check regarding the firewall?

- A. The firewall rules to ensure traffic to the web server's IP and port is allowed
- B. The bandwidth management settings on the firewall
- C. The antivirus settings on the firewall
- D. The firewall's power supply and hardware status

Answer: A

Explanation:

Correct Answer. B. The firewall rules to ensure traffic to the web server's IP and port is allowed Firewalls control the flow of traffic based on security rules, and improperly configured rules can block access to certain services or servers within a network.

Option A is incorrect. While ensuring the firewall is powered and functioning is important, it does not directly address connectivity issues to a specific service.

Option C is incorrect. While antivirus settings are important for overall security, they are not directly related to allowing or blocking access to specific network services.

Option D is incorrect. Bandwidth management could affect performance but would not specifically block access to a network service unless configured to do so.

NEW QUESTION # 580

During a security audit, it was discovered that an employee installed software from an untrusted source. What preventive measure should IT enforce to avoid similar incidents?

- A. Monitor employee internet usage continuously
- B. Enable system restore points more frequently
- C. Increase the frequency of system backups
- D. Restrict software installation permissions for standard user accounts

Answer: D

Explanation:

Correct Answer. C. Restrict software installation permissions for standard user accounts Restricting installation permissions to only administrators or through IT approval can prevent unauthorized and potentially harmful software installations, enhancing overall security.

Option A is incorrect because continuous monitoring of internet usage is intrusive and may not effectively prevent unauthorized installations.

Option B is incorrect as system restore points can help recover from such incidents but don't prevent them.

Option D is incorrect as while frequent backups are good practice, they do not prevent the installation of malicious software.

NEW QUESTION # 581

During a security audit, a technician needs to assist a user in finding the MAC address of their network card on a macOS computer. What instruction should the technician give to accurately retrieve this information?

- A. Open Terminal and type `ifconfig | grep ether`
- B. Use Spotlight to search for "Network Utility" and select the "Info" tab to find the MAC address
- C. Open System Preferences > Network, select the network service, then click "Advanced" and go to the "Hardware" tab
- D. Look under Apple Menu > About This Mac > System Report > Network

Answer: C

Explanation:

Correct Answer: A. Open System Preferences > Network, select the network service, then click "Advanced" and go to the "Hardware" tab This method provides a straightforward graphical user interface approach to finding the MAC address, allowing the user to navigate through clear and familiar system preferences to obtain the necessary details.

Option B is incorrect because while `ifconfig | grep ether` is effective, it may be too technical for less experienced users, making the GUI method preferable for clarity.

Option C is incorrect because System Report provides detailed hardware information but navigating to the correct section can be cumbersome and less intuitive for some users.

Option D is incorrect because although Network Utility can show the MAC address, its accessibility varies by macOS version, and it might not be as straightforward as using System Preferences.

NEW QUESTION # 582

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