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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"> 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.

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of textbook reading, but let you master all the important knowledge in the process of doing exercises.

Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q227-Q232):

NEW QUESTION # 227

A user reports that a mobile app crashes every time they try to open it. What should be the first troubleshooting step?

- A. Disable all app notifications
- **B. Check for updates for the app in the app store**
- C. Perform a factory reset on the device
- D. Delete the app and all its data

Answer: B

Explanation:

Correct Answer. B. Check for updates for the app in the app store Often, app crashes are resolved through updates that fix bugs or compatibility issues. Checking for and installing available updates is a simple and effective first step.

Option A is incorrect because deleting the app and all its data should be a last resort after simpler solutions have been tried.

Option C is incorrect as a factory reset is too drastic for resolving app-specific issues and should only be considered for more systemic problems.

Option D is incorrect because disabling notifications would not affect the underlying cause of an app crashing.

NEW QUESTION # 228

A user is experiencing intermittent Wi-Fi connectivity issues on their smartphone. Which of the following should be the first step to troubleshoot the issue?

- A. Upgrade the smartphone's operating system
- **B. Restart the smartphone**
- C. Replace the smartphone immediately
- D. Change the Wi-Fi network password

Answer: B

Explanation:

Correct Answer. B. Restart the smartphone Restarting the smartphone is a quick and simple first step that can resolve transient connectivity issues by refreshing the device's network settings and clearing potential software glitches that may be impacting the Wi-Fi connection.

Option A is incorrect because replacing the smartphone is a drastic measure that should be considered only after all other troubleshooting steps have failed.

Option C is incorrect because while updating the operating system is important, it should not be the first step before attempting more immediate and less invasive solutions.

Option D is incorrect because changing the Wi-Fi network password affects all devices on the network and does not address issues specific to the user's smartphone.

NEW QUESTION # 229

A user reports that they are experiencing slow browser performance and frequent website errors. What is the most effective initial step to resolve these issues?

- A. Reinstall the web browser
- **B. Clear the browser cache and cookies**
- C. Update the web browser to the latest version
- D. Restart the computer

Answer: B

Explanation:

Clearing the browser cache and cookies can often resolve performance issues and errors related to data stored from previously

visited websites, which might be corrupt or outdated.

Option B is incorrect because while updating the browser is important, it does not immediately address potential problems caused by cached data. Option C is incorrect because restarting the computer does not clear browser-specific cached data that could be causing the issues. Option D is incorrect because reinstalling the browser is a more drastic step that should be considered only if simpler solutions do not resolve the problem.

NEW QUESTION # 230

When using AI to research a complex network issue, what is the most effective way for a technician to refine the search results?

- A. Use general terms to ensure the AI query returns a wide range of possible solutions
- **B. Enter as many details about the issue as possible into the AI query tool**
- C. Avoid technical terms to make the AI query simpler and more understandable
- D. Query the AI tool once and use the first answer provided

Answer: B

Explanation:

Correct Answer: A. Enter as many details about the issue as possible into the AI query tool. Providing detailed, specific information to the AI helps to refine the search and increase the relevance of the solutions offered, leading to more effective troubleshooting. Option B is incorrect because using general terms may result in too broad a range of answers, many of which might not be applicable.

Option C is incorrect as relying on the first answer without further queries or validation can lead to missed better solutions.

Option D is incorrect because using technical terms appropriately can enhance the accuracy and relevancy of the AI's response.

NEW QUESTION # 231

A user is attempting to connect their MacBook to an external monitor, but the MacBook is not recognizing the monitor when connected via HDMI.

What should the technician suggest as the first step to troubleshoot this issue?

- A. Replace the MacBook
- **B. Check the HDMI cable and connection**
- C. Enable AirPlay mirroring
- D. Increase the screen resolution on the MacBook

Answer: B

Explanation:

Correct Answer: B. Check the HDMI cable and connection. Ensuring that the HDMI cable is properly connected and functional is a fundamental first step in troubleshooting connectivity issues between a MacBook and an external monitor.

Option A is incorrect because replacing the MacBook is unnecessary without first checking simpler issues. Option C is incorrect because increasing screen resolution does not affect whether the MacBook recognizes an external display. Option D is incorrect as AirPlay mirroring is used for wireless connections and is unrelated to physical HDMI connections.

NEW QUESTION # 232

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