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## Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

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## **Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q125-Q130):**

### **NEW QUESTION # 125**

A network technician suspects that there is an issue with the routing path taken by packets from a corporate workstation to an external web server.

Which command should the technician use to identify the path and potential hops causing delays?

- A. netstat -r
- B. ping www.example.com
- C. ipconfig /all
- D. tracert www.example.com

### **Answer: D**

Explanation:

Correct Answer. B. tracert www.example.com The tracert (or traceroute on Unix/Linux systems) command is used to determine the route packets take to reach a specific destination across an IP network, showing each hop and the time taken to reach it.

Option A is incorrect. While ping can confirm reachability and measure round-trip time, it does not show the path that packets take. Option C is incorrect. ipconfig /all provides configuration details about network interfaces, not routing paths or network performance.

Option D is incorrect. netstat -r displays the routing table, which shows possible paths but does not trace the actual route used for a specific destination.

### **NEW QUESTION # 126**

What is the best preventative measure against IP spoofing on a company network?

- A. Using stronger encryption methods for data transmission
- B. Increasing the bandwidth of the network
- C. **Implementing packet filtering that verifies incoming packet addresses**
- D. Regularly updating firewall software

### **Answer: C**

Explanation:

Correct Answer. A. Implementing packet filtering that verifies incoming packet addresses Packet filtering effectively prevents IP spoofing by ensuring that incoming packets originate from expected, legitimate sources, thereby blocking those that originate from unauthorized or unexpected IP addresses.

Option B is incorrect while stronger encryption enhances data security, it does not prevent IP spoofing.

Option C is incorrect as increasing bandwidth does not address security vulnerabilities like IP spoofing.

Option D is incorrect because, although updating firewall software is crucial, it does not specifically target IP spoofing without specific packet filtering rules.

### **NEW QUESTION # 127**

A graphic designer complains that their MacOS desktop does not automatically adjust the display brightness based on ambient light. What setting should the technician recommend adjusting?

- A. Update the graphics driver
- B. **Enable 'Automatically adjust brightness' in Display settings**
- C. Activate 'Night Shift' mode
- D. Reinstall the operating system

### **Answer: B**

Explanation:

Correct Answer. A. Enable 'Automatically adjust brightness' in Display settings. The 'Automatically adjust brightness' feature in MacOS uses an ambient light sensor to adjust the screen brightness based on environmental light levels, which can help ensure optimal visibility without manual adjustments.

Option B is incorrect as this issue is typically not related to the graphics driver but to a specific setting within the display options. Option C is incorrect because 'Night Shift' adjusts the color temperature of the display at night and does not relate to brightness adjustments based on ambient light. Option D is incorrect as reinstalling the operating system is an excessive response to a setting adjustment issue.

### NEW QUESTION # 128

A user connects an external hard drive to their MacBook, but the drive does not appear on the desktop or in Finder. What is the first step the technician should advise the user to take?

- A. Check Finder Preferences to ensure external disks are set to show on the desktop
- B. Replace the external hard drive
- C. Format the external hard drive
- D. Restart the MacBook with the external drive connected

Answer: A

Explanation:

Correct Answer. B. Check Finder Preferences to ensure external disks are set to show on the desktop. MacOS allows users to configure Finder to show or hide external drives on the desktop.

Ensuring that this setting is enabled is a quick and essential check before proceeding with more complex troubleshooting steps. Option A is incorrect because formatting the external hard drive is a drastic step that would result in data loss and should only be considered after other troubleshooting steps have failed. Option C is incorrect because although restarting can sometimes resolve hardware detection issues, it's not the most direct first step if the drive isn't appearing. Option D is incorrect because replacing the external drive is premature without first confirming that the issue is not related to MacOS settings.

### NEW QUESTION # 129

What is an important consideration for a technician when using technical forums to assist in resolving a network configuration error?

- A. Trust all highly upvoted answers as they are vetted by the community
- B. Use technical forums as the sole source for troubleshooting complex network issues
- C. Verify any solutions found on forums with established best practices or official documentation before implementation
- D. Focus on solutions that suggest the most complex fixes to ensure comprehensive coverage of the problem

Answer: C

Explanation:

Correct Answer. C. Verify any solutions found on forums with established best practices or official documentation before implementation. Confirming that solutions align with recognized best practices and official documentation ensures that fixes are both safe and effective, mitigating the risk of further complications.

Option A is incorrect because community upvotes, while indicative of community support, do not guarantee the technical correctness or safety of a solution.

Option B is incorrect as relying solely on forums can lead to incomplete or biased information; forums should be part of a broader research strategy.

Option D is incorrect because complexity does not necessarily equate to appropriateness or effectiveness of a solution.

### NEW QUESTION # 130

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